

IMPORTANT CIRCULAR

PRINCIPAL CONTROLLER OF DEFENCE ACCOUNTS

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NO.FC/CNPS/2180/CIR

Dated: 10th Dec, 2015.

To

All the sub offices

PAOs, AOGEs under the audit jurisdiction of this office

Sub: National Pension System: Updates of PAO performance

It is regarding the actions to be taken by PAOs on the outstanding issues for smooth implementation of NPS. Following salient points to be noted for strict compliance:

- (a) **Registration of subscribers:** It is observed that subscribers delay the submission of PRAN registration forms which results in delay in allotment of PRAN numbers. All PAOs should ensure that new recruit is submitting the PRAN registration form before release of first salary.
- (b) **Grievances raised against PAOs pending for resolution:** As per the provisions of the PFRDA(Redressal of subscriber Grievance) Regulations, 2015, every grievance should be resolved and a final reply should be provided within stipulated time. In the event, the matter is not resolved within stipulated period, the Ombudsman, has the power to give directions or order appropriate compensation and interest upto sum of rupees ten lakhs. You are requested to ensure resolution of these grievances at the earliest.
- (c) **Update Contact details:** As you are aware that frequent communications such as intimations of subscriber registration, circulars issued by CRA/PFRDA etc. are sent at the email addresses registered in CRA system. You are requested to update the telephone numbers/email address by writing a letter to CRA (mentioning the PAO registration numbers for which the contact details are to be updated).

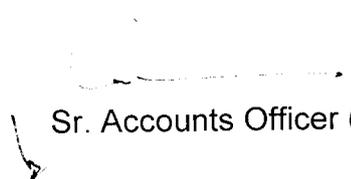
- (d) **Superannuation cases pending withdrawal**: It has been observed that in many superannuation cases, the withdrawal request has not been initiated either by subscriber or by the respective nodal office. You are requested to initiate online withdrawal request for the subscriber who have superannuated.
- (e) **Credit Analysis**: Ideally all subscribers should receive at least 12 credits in a year but it is observed that some subscribers have received one or two credits in a year. This is due to uploading of subscriber contribution in ARREARS as a single credit. Correct procedure of uploading the contribution is to upload as REGULAR contribution for every month.
- (f) **Delay in uploading of SCF**: It is observed that the PAOs delay in uploading SCF and transferring the amount to the trustee bank. Delay in credit of NPS contribution to the subscriber's account may incur financial loss to the subscriber which may result into increasing grievances / complaints against PAO .

-Sd/-
ACDA (FC)

Copy to:

The Officer in Charge,
OA Cell(Local)

..... for uploading in the official website


Sr. Accounts Officer (FC)