To
1. The Officers-in-Charge
2. AN-Pay, Pay Section (Local)
3. All AAOS(Pay), All PAO (Ors), DCDA COD(Delhi Cantt) & AOGEs
   Under PCDA (WC) Chandigarh


NSDL authorities vide above mentioned letter has intimated that there are various routine activities at the PAO level of CRA that impacts the services provided to the associated subscribers and they want to update the performance of PAOs. The important points are broadly categorized in to two segments:

A. Regulatory Updates
B. NPS Videos
C. Performance Overview

A. Regulatory Updates

Extension of time for De-activation of Non-IRA PRANs till 31st March 2019: For Non-IRA PRANs that have received NPS contributions in the last calendar year and are presently in “Active” status, Sub-Offices have been advised by PFRDA to submit Common Subscriber Registration Form (CSRF) latest by March 31, 2019 failing which these PRANs will also be deactivated in the CRA System.

B. NPS Videos on Youtube Channel

Over the last ten years, in various interactions – meetings, trainings, workshops, handling calls/emails with nodal offices etc. – NSDL has observed that many queries pertaining to routine operations of NPS are of a repetitive nature. Frequently Asked Questions (FAQs) and Standard Operating Procedures (SOPs) which answer these queries are available on the website www.npscra.nsdl.co.in. However, in this age of social media, audio visual medium can be more powerful tool for information dissemination. NSDL-CRA has therefore created a channel on Youtube called “NSDL-NPS Ki Pathshala”.

Till date 24 videos have been uploaded in the channel for the benefit of both, the nodal offices and the subscribers as illustrated below. The videos are available on Youtube (https://www.youtube.com/c/your_channel)
.com) and also on CRA website at the following link: https://www.npscra.nsdl.co.in/video.php. 
more additional videos are in the process of upload. We therefore, request your office to kindly 
visit our Youtube channel “NSDL-NPS Ki Pathshala” and like and subscribe to the channel.

Other Social Media Platforms: Apart from YouTube, Subscribers/Stake-holders can also raise 
queries/provide feedback on Facebook and Quora.
Quora is a platform where individuals can share their knowledge for the benefit of NPS Stake-
Holders.

C. Performance Overview

1. Delay in PRAN Generation: Given below is the total count of PRANs generated during the last 
Six months wherein a delay of more than 60 days was observed in PRAN generation and count of 
PRANs generated within 60 days from the Date of Joining:

➢ Total PRANs generated during the period September 2018 to February 2019: 384
➢ Of the above, 118 PRANs were generated within 60 days from the Date of Joining

Annexure_Delay_PRAN Generation provides PAO wise-count of PRANs generated beyond 60 
days.

2. Non-IRA PRANs: Non-IRA PRANs are such PRANs for which complete information such as 
Address and Contact details, Nominee details, Bank Details, etc. are not available with CRA. Such 
Subscribers need to submit CSRF at the earliest to make the status of their PRAN ‘IRA 
Compliant’.

Annexure_non-IRA PRANs provides PRAN wise details of the above data.

3. Subscriber Coverage: Subscriber Coverage is an analysis which determines whether all the 
underlying Subscribers are receiving monthly credits or not. Kindly note, the analysis does not 
include contributions uploaded under "Arrear" head.

Annexure_Sub Coverage provides PAO wise count of PRANs receiving Regular Credits and 
coverage below 90% is highlighted for easy reference.

4. Subscriber Mobile Number, Email ID & Nomination details not updated: Annexure_Sub 
Contact Details provides count of Subscribers associated with your Ministry, who’s Mobile No., 
Email ID and Nomination details are not registered with CRA as on February 28, 2019.

5. Pending Grievances:

Annexure_Pending Grievance provides details of grievances pending for more than 30 days.

6. Nodal Office Bank Details Form (Annexure NE-5): As on February 28, 2019, PAOs/CDDOs 
associated with Ministry out of the 89 total registered PAOs have submitted Annexure NE-5. 
Status of the NE-5 forms submitted i.e. whether accepted or rejected is enclosed as 
Annexure_Status of NE-5 forms.
All the PAOs and sub-offices are requested to submit **Annexure NE-5** (form is available online at the following URL: [https://www.npscra.nsdl.co.in/central-forms.php](https://www.npscra.nsdl.co.in/central-forms.php)) along with the supporting documents to NSDL-CRA at the earliest for updating Nodal Office Bank details in the CRA system. Kindly note, only on receipt of physical request at NSDL-CRA, the Bank details will be updated in the CRA system.

7. Withdrawal Related:

(a) Withdrawal not processed for Superannuated Subscribers: **Annexure Pending Claim IDs** provides PRAN wise details of such cases wherein the Subscribers have already superannuated and Claim IDs have been generated, however withdrawal request has not been initiated either by the Subscriber or by the associated PAO as on **February 28, 2019**.

(b) Online Withdrawal Requests pending for authorization: It has been observed that as on **February 28, 2019**, 7 Withdrawal requests are pending for authorization by the associated PAOs, out of which 6 cases of Partial (Conditional) Withdrawal requests.

**Annexure Pending Withdrawal Authorisation** provides PRAN wise details of such pending requests.

(c) Lump-sum withdrawal processed, annuity purchase pending:

**Annexure Pending Annuity Purchase** provides PAO wise details of PRAN have not purchased annuity as on **February 28, 2019**.

⚠️ Other Areas: Performance of the offices are also being reviewed in the below mentioned parameters. You are requested to sensitize the underlying offices accordingly for minimizing such incidents for the month of **February 28, 2019**:

- PAO wise details of SCFs Rejected :43 [Annexure_SCF Rejection]
- PAO wise details of SCF Fund Return :8 [Annexure_SCF_Fund Return]

For any further assistance or clarification, your office may contact Mr. Vijay Hegde (Tel. 022-24994298, Email ID – vijayh@nsdl.co.in) or Mr. Rajneesh Nangia (Tel. 022-24994294, Email ID – Rajneeshn@nsdl.co.in).

Copy to:
**IT & S (Local):** For uploading on website of PCDA (WC).

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