To
1. The Officers-in-Charge
2. AN-Pay, Pay Section (Local)
3. All AAOs(Pay), All PAO (ORs) & AOGEs
   Under PCDA (WC) Chandigarh


NSDL authorities vide its letter No AS/RG/VH/SP/20204378 dated 24.02.2020 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 as under:

A. Delay in PRAN generation
B. Non – IRA PRANs.
C. Subscriber Coverage
D. Non-uploading of Subscriber’s Mobile No, E-Mail ID and Nomination details
E. Pending Scheme Preference Change requests
F. Nodal Office Bank Details Form
G. Online Withdrawal Requests pending for authorization
H. Credit to Flagged PRANs

Apart from the above, the following areas as mentioned by NSDL in the review report for the month of Februray 2020 may also be looked into at your end:

a. Delay in subscriber registration
b. Submission of CSRF Form in respect of Non-IRA PRANs
c. Non receipt of credit in PRANs since its inception
d. Credit in respect of flagged PRANs
e. Variation in the number of subscriber registered and subscriber receiving credit
f. Gap in the number of PAOs registered and PAOs uploading Contributions
g. Delay in Remittance of Contributions
h. NIL Credit PRANs
i. Inward fund returned by trustee bank
j. Cancellation of SCF due to un matching of SCF in the CRA system
k. Pendency of Grievances
l. Non initiation of online withdrawals even after superannuation
m. Delay in authorization in respect of online withdrawal requests
n. Pending withdrawal requests for purchase of annuity
All the PAOs are therefore, requested to disseminate the aforesaid information to their respective DDOs to apprise them of various operational aspects of NPS requiring necessary action at their end.

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).

Action taken report in this regard may be furnished to this office at the earliest as possible but not later than 30.06.2020. Since a report in this regard has to be furnished to HQrs office as desired by them.

PCDA has seen.

Copy to:

The CGDA
Ulan Batar Road
Palam
Delhi Cantt-10

For information with HQrs office letter No. NPS/PAO’s Performance dated, 18/06/2020.

IT & S (Local):

For uploading the ibid letter alongwith all Annexures on website of PCDA (WC).

ACDA (FC)