

Cir. Memo No. D1/4714/2017,

dt. 30-05-2019

Sub: Public Service – Treasuries and Accounts Department – Review of progress under NPS related matters – Shortfalls observed – Reports/Remarks/ Compliance of the Treasury Officers – Called for – Regarding.

Ref: Review on NPS (CPS) held by PFRDA, New Delhi dt.21.05.2019.

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All the heads District Treasury Offices, Divisional Sub Treasuries, Sub Treasury Offices are informed that the Pension Fund Regulatory Development Authority, New Delhi has been observing various shortfalls in implementation of NPS related matters in Telangana State. The shortfalls observed by the PFRDA on the part of Treasury Offices are as under. The figures are shown in the Annexure.

- a) **Various PRANs are not being credited with NPS Subscriptions:**
 - i) A Treasury wise list of “Nil Credit PRANs” is shown at Column No. 3 of Annexure. Further PRAN wise details are also made available on the DTA’s website
 - ii) The DTOs/ATOs/STOs are, therefore, requested to go through the list and furnish the reasons for nil credit PRANs and make specific recommendation for deactivation of “Nil credit PRANs”, if necessary.
- b) **Various PRANs are not being provided with “Nomination details”, “E-mail IDs” and “Permanent Account Number (PAN) issued by Income Tax Department”**
 - i) A Treasury wise list of PRANs without “Nomination details”, “E-mail IDs” and “Permanent Account Number (PAN) issued by Income Tax Department” is shown at Column No. 4,5 and 6 of Annexure. Further PRAN wise details are also made available on the DTA’s website
 - ii) Due to non-availability of above details, the Subscribers may not be able to receive updation from NSDL and may also face difficulties in Exit/Partial withdrawal claims.
 - iii) The DTOs/ATOs/STOs are, therefore, requested to sensitise the Subscribers through the DDOs concerned and ensure that the above said details are incorporated in each PRAN.
- c) **In certain cases the funds sent to NPS Trustee Bank have been reversed to DDO Account due to errors in uploading process.**
 - i) A Treasury wise amounts reversed by Trustee Bank are shown at Column No. 7 of Annexure. Further, SCF wise details are also made available on the DTA’s website
 - ii) The DTOs/ATOs/STOs are, therefore, requested to ensure that through verification is done at the time of uploading funds & ensure prompt re-credit (upload) the same.
- d) **Most of the Treasury Officers are not using their login IDs to operate the NPS transactions.**
 - i) A Treasury Officer is entrusted with key role in the NPS related operations i.e., starting “Subscriber Registration” to “Exit Management “as per the Standard Operating Procedure. However, there is lacklustre participation by the Treasury Officers.
 - ii) The DTOs/ATOs/STOs are, therefore, requested to ensure that CRA System is viewed on daily basis to verify/ track the transactions in the underlying PRANs, any, laxity in the matter will be viewed seriously and the concerned Treasury Officer will be held responsible for any inconvenience caused to the subscribers.

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- e) **None of the DDOs are using their login IDs to operate the NPS transactions.**
- i) A DDO is the entity with whom the subscribers under Government Sector interface for NPS Related Activities such as Reset of I-PIN, Grievances, Processing Partial (Conditional)/Exit withdrawal requests etc. However, none of the DDOs are participating in NPS related matters online.
 - ii) The DTOs/ATOs/STOs are, therefore, requested to sensitise all the underlying DDOs to ensure that CRA System is viewed on daily basis to verify/ track the transactions in the underlying PRANs.
- f) **Online exit cases pending for authorisation.**
- i) As on date 25 Exit cases are pending for authorisation in CRA System ranging from (1) month to (12) months and above. A Treasury wise list of above cases is shown at Column No. 8 of Annexure. Further PRAN wise details are also made available on the DTA's website
 - ii) The inordinate delay in authorisation of exit claims is attracting adverse remarks of PFRDA.
 - iii) The DTOs/ATOs/STOs are, therefore, requested to settle the above said exit claims within (7) working days. Any further delay in the matter will be viewed seriously and action will be initiated against the persons responsible for further delay, further it is directed to verify the concerned list daily basis and ensure that case should be settled.
- g) **Non-initiation of online withdrawals even after superannuation.**
- i) As on date more than 580 Exit cases are pending in CRA System even after superannuation of the subscribers ranging from (1) month to (6) years. A Treasury wise list of above cases is shown at Column No. 9 of Annexure. Further PRAN wise details are also made available on the DTA's website
 - ii) The inordinate delay in initiation of online Exit Claims even after superannuation of subscribers has been viewed seriously by the PFRDA.
 - iii) The DTOs/ATOs/STOs are, therefore, requested to furnish specific remarks in each case for the inordinate delay. Simultaneously, the DTOs/ATOs/STOs may expedite settlement of pending Exit Claims. Any further delay in the matter will be viewed seriously and action will be initiated against the persons responsible for further delay.
- h) **Non-Submission of documents, post authorisation of online withdrawal.**
- i) As on date, in more than 160 settled Exit cases, the documents have not been submitted to NSDL. The delay is ranging from (1) month to (12) months and above. A Treasury wise list of above cases is shown at Column No. 10 of Annexure. Further PRAN wise details are also made available on the DTA's website
 - ii) The DTOs/ATOs/STOs are, therefore, requested to submit documents to NSDL in respect of the above cases within (7) working days and report compliance. Any further delay in the matter will be viewed seriously and action will be initiated against the persons responsible for further delay.

Sd/- K. SRC Murthy
Director of Treasuries and Accounts

To
All the DDs/DTOs/ATOs/STOs of DT's/DST's/ST's in the state.

//Forwarded : : By Order//


Junior Accounts Officer

