

**Sub:- NPS Performance Review of UT of Jammu and Kashmir with PFRDA on 26<sup>th</sup> August, 2021.**

**CIRCULAR**

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A Review meeting on Performance of DTOs/TOs of Jammu Province on NPS was held with the General Manager, PFRDA on 26-08-2021 through VC. During the course of review, the General Manager PFRDA has pointed out certain shortcomings in the implementation of NPS in the UT of J&K which are of great concern and shows lackadaisical approach of the DTOs/TOs in implementation of NPS in J&K and dealing with subscribers contribution and Govt. exchequer as well. Some of the issues which need immediate attention by the DTOs/TOs are given hereunder:-

1. There is a huge gap between the **number of subscribers registered and the subscribers receiving the credits for the said month**. There is substantial delay in **uploading of the NPS contribution by the DTOs/TOs**. There is not a single instance when all the 59 DTOs/TOs registered have uploaded the SCF in a particular month. It has further been pointed out that there is a huge gap between the subscriber's date of joining and their registration thereof. In this context, all the DTOs/TOs are directed to upload the contribution under NPS for all the associated subscribers under them and also upload the SCF as per the standing instructions already issued to them.
2. There are total 462 subscribers in r/o Jammu Province registered with the CRA system who have not submitted/furnished/updated their **nomination details** with CRA system till date. It is enjoined upon all the DTOs/TOs to update the nomination detail of the leftover subscribers mapped with them without any further delay by using both the user IDs allotted to them.
3. It has come to the notice of the undersigned that 234 subscribers in r/o Jammu Province who failed to **furnish/update their mobile nos. with CRA system** which is a matter of concern. The DTOs/TOs have time and again been directed by this office regarding the matter but the pendency still exists. It is hereby impressed upon all the DTOs/TOs to update the mobile nos of the leftover subscribers mapped with them by using both the user IDs allotted to them.
4. During the course of discussions and deliberations with PFRDA, it has come to the notice of the undersigned that out of 59 DTOs of Jammu Province registered with the CRA, only 44 no. of DTOs are using the **Dashboard facility/reports** provided in the CRA system. Needless to mention here that Dashboard is a facility provided in the CRA system where a DTO can have complete access or can see the pendency in respect of his Treasury. **Non-Login** into such a handy facility by the DTO concerned shows their **casual approach** towards NPS in general and solving/clearing public grievances in particular. Taking the cognizance of the aforesaid matter, the defaulting DTOs/TOs are, once again, directed to login into CRA system and access the Dashboard facility/reports


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once in a fortnight so that they can acquaint themselves in progress achieved by their Treasury regarding NPS viz-a-viz have knowledge of pendency in respect of their Treasury as well. Similarly negligible no. of DDO in respect of Jammu Province have login to the NSDL system. All the DTOs/TOs are advised to guide the DDOs operating upon their treasury to use the login facility of NSDL system.

5. General Manager, PFRDA has also pointed out the **non-initiation of withdrawal request even after the generation of claim-Ids in respect of 107 subscribers** who are either superannuated or going to superannuate in near future. Moreover, the DTOs/TOs have not submitted the documents in respect of the **subscribers whose withdrawal request are authorized by them online**. All the DTOs/TOs are directed to attend this issue on priority basis and submit the documents to NSDL CRA whose withdrawal request are authorized by them online. The DTOs/TOs are directed to **authorize the pending partial withdrawal** requests which are pending at their end.

It is, impressed upon all the DTOs/TOs to resolve the pendencies/shortcomings forthwith. They are also directed to attend the grievances raised by the subscribers on priority basis and resolve the grievances within stipulated timeframe so that the subscribers, who are the arteries, of the NPS may not suffer.

  
**DIRECTOR**  
**ACCOUNTS & TREASURIES**  
**FINANCE DEPARTMENT**  
Jammu

No: DATO/NPS/21-22/5596-5657  
Dated: 03-09-2021

Copy to the:-

1. Director General Accounts & Treasuries Finance Department J&K Civil Secretariat Jammu/Srinagar for kind information.
2. General Manager, PFRDA for information.
3. Vice President, NSDL, Mumbai for information with the request to provide separate treasurywise data in the monthly status report in respect of Jammu Province mapped with Director Accounts & Treasuries Jammu having DTA registration no. 3100495.
4. All DTOs/City Treasury Officer/Treasury Officers for information and strict compliance and with the direction to complete the process of updating data of missing Mobile nos, Nomination details, Bank details, E-Mail IDs and PAN of the subscribers so that all the subscribers have their Mobile No., Nomination, PAN, E- mail and Bank Details updated in NSDL CRA system.