

New Pension System

Handbook on CRA Operations
For Monitoring Offices under New Pension System



NSDL Central Recordkeeping Agency

CRA Milestones

| Month / Year | Activity |
|--------------|---|
| Apr-07 | Appointment of NSDL as CRA |
| Nov-07 | Contract signed with PFRDA |
| Jun-08 | CRA system goes operational |
| Jun-08 | First PrAO Registered (Ministry of Social Justice and Empowerment) |
| Aug-08 | First PRAN generated |
| Aug-08 | Formal inauguration of CRA system |
| Sep-08 | 1st workshop to Central and State Government officials on CRA system |
| Sep-08 | First State Government(Chhattisgarh) joins CRA |
| Oct-08 | First Settlement (credit to subscriber account) takes place |
| Feb-09 | First Central Autonomous Body (CAB) joins NPS |
| May-09 | CRA reaches the figure of 5,00,000 subscribers |
| May-09 | NPS made available to "All Citizens of India" |
| Dec-09 | Tier II account made available |
| Mar-10 | First Corporate (NALCO) joins NPS |
| Apr-10 | NPS Lite for low income subscribers made operational |
| Apr-10 | Unitization of matched & booked funds of Central Governments in CRA System. |
| Jul-10 | CRA reaches the figure of 10,00,000 subscribers |
| Sep-10 | Formal inauguration of NPS-LITE |

Handbook on CRA Operations

For Monitoring Offices under New Pension System

Table of Contents

| | | |
|------|---|----|
| I. | Foreword | 1 |
| II. | Brief Overview of NPS Architecture..... | 3 |
| III. | Role of Monitoring offices in CRA | 7 |
| | a. Registration..... | 7 |
| | b. Subscriber Contribution File(SCF)..... | 9 |
| | c. IRA Compliance | 14 |
| | d. Subscriber Maintenance | 14 |
| | e. Grievance Resolution..... | 15 |
| IV. | Views and Reports available to PrAOs..... | 16 |
| | At NPSCAN..... | 18 |
| | At CRA..... | 31 |
| V. | Dashboard..... | 44 |
| VI. | Launch of Tier II..... | 66 |
| VII. | New Initiative in the CRA System | 68 |

Acronyms / Abbreviations

| ACRONYM | DESCRIPTION |
|---------|---|
| ASP | Annuity Service Provider |
| CAB | Central Autonomous Body |
| CDDO | Cheque Drawing and disbursement office |
| CGMS | Central Grievance Management System |
| CRA | Central Record Keeping Agency |
| CSF | Contribution Submission Form |
| CSV | Comma Separated Value |
| DDO | Drawing and Disbursement Office |
| DTO | District Treasury Office |
| DTA | Directorate of Treasuries and Accounts |
| FC | Facilitation Center |
| FTD | Fund Transfer Detail |
| FPU | File Preparation Utility |
| FVU | File Validation Utility |
| I-PIN | Internet Personal Identification Number |
| IRA | Individual Retirement Account |
| MIS | Management Information System |
| NAV | Net Asset Value |
| NEFT | National Electronic Fund Transfer |
| NPS | New Pension Scheme |

| ACRONYM | DESCRIPTION |
|---------|--|
| NPSCAN | New Pension Scheme Contribution Accounting Network |
| NSDL | National Securities Depository Limited |
| PAO | Pay and Accounts Office |
| PFM | Pension Fund Manager |
| PFRDA | Pension Fund Regulatory & Development Authority |
| PPAN | Permanent Pension Account Number |
| PRAN | Permanent Retirement Account Number |
| PrAO | Principal Account Office |
| PRN | Provisional Receipt Number |
| RTGS | Real Time Gross Settlement |
| SAB | State Autonomous Body |
| SAM | Statement Acceptance Module |
| SCF | Subscriber Contribution File |
| SOP | Standard Operating Procedure |
| SOT | Statement of Transaction |
| T-PIN | Telephonic Personal Identification Number |
| TB | Trustee Bank |
| UTR | Unique Transaction Receipt |



I. Foreword

Government of India (GOI) introduced a New Pension System (NPS) in the year 2003. The NPS is applicable to all new employees to Central Government service, except the Armed Forces, joining Government service on or after 1st January 2004. The States were encouraged to adopt NPS and majority of the States have already adopted NPS. NPS is also applicable to Central Autonomous Bodies (CABs) and the Autonomous Bodies / Grant Institutions of the States who have adopted NPS. GOI, through a Government ordinance, created Pension Fund Regulatory and Development Authority (PFRDA) to set up, regulate and develop the NPS.

The NPS was envisioned to provide financial security to its subscribers during their old age while ensuring that costs of administration and fund management of pension account are low. In order to achieve this, PFRDA has put in place an unbundled architecture managed through a set of Intermediaries who have experience in their own areas of operations such as record keeping, fund transfers, fund management and custodial services etc. It is expected that with the increase in volumes, cost of operations will further reduce due to economies of scale and ultimately the benefits of cost reduction will be passed on to the NPS subscriber.

PFRDA, through a competitive bidding process, appointed NSDL to function as Central Recordkeeping Agency (CRA) of the NPS. Subsequently, PFRDA put in place other NPS intermediaries such as Trustee Bank, Pension Fund Managers, Custodian etc. NSDL developed the business and operational features of the CRA system based on the detailed System Requirement Specification (SRS) in consultation with PFRDA. These included the complete functioning of the system and the process sequences to be followed by various stakeholders with respect to registration of subscribers, transfer of NPS deductions related information and funds etc. NSDL also put in place necessary infrastructure for delivering various CRA services. CRA system went operational on 2nd June, 2008 to offer services to Nodal Offices and Subscribers of Central Government. CRA was formally inaugurated by the then Honorable Finance Minister Shri P. Chidambaram on 19th August, 2008 at Mumbai. The first subscriber was registered in August, 2008.

NPS, at the operational level, has a three level hierarchy (PrAO, PAO and DDO) for the nodal offices to carry out regular functions in the CRA system. The Monitoring Offices - the Principal Account Office (PrAO) in Central Government, the Directorate of Treasury and Accounts (DTA) in State Government or the equivalent offices - are at the top of this hierarchy. These offices do not take part in day to day activities but are expected to monitor the performance of the underlying PAOs/DTOs (and equivalent offices).

As a Monitoring Office, these offices require timely and quality data. CRA provides various reports to these offices available in CRA system. In addition, various MIS reports are provided offline (SCF status, Ageing analysis, Fund transfer detail, Physical form status, etc.) alongwith specific reports requested by the Monitoring Offices. CRA has since developed a 'Dashboard' which is available online to the PrAOs and the equivalent offices to reduce dependency over such offline support. Further, an Executive summary providing snapshots of the status of various NPS related activities of the underlying PAOs keeps the PrAO updated on a regular basis.

On the occasion of completion of two years of functioning of CRA system, CRA has prepared a handbook for the Monitoring Offices. This handbook has been prepared keeping in mind all the areas being handled by the Monitoring offices and will provide a brief idea of the functioning of the nodal offices in NPS. This handbook will act as a guide to the afore-mentioned Dashboard and provide a complete navigation to all the features and screens available to the Monitoring Offices in the CRA system.



II. Brief overview of NPS architecture

Following are the entities involved in the NPS and the brief overview of each entity is given below :



- **PFRDA** - Pension Fund Regulatory and Development Authority (PFRDA) was established by the Government of India on 23rd August 2003. PFRDA is the Regulator for the New Pension System (NPS) and its regulatory responsibilities include regulating charges, entry and exit, quality and provision of services of NPSCAN, CRA, PFMs, Trustee Bank, Contracting with other service providers under NPS, Conducting systems Audit and other routine audits.
- **CRA (Central Recordkeeping Agency)** - PFRDA / GOI envisaged setting up a Central record keeping system through a Central Record keeping Agency (CRA) to maintain the records of contribution and its deployment in various pension fund schemes for the members. NSDL was appointed as Central Record keeping Agency (CRA) to build a complete integrated CRA for NPS system with a provision to part with

relevant functionality attributed to the NPSCAN. CRA system will be a centralized system designed to provide computerized infrastructure on which the entities such as the Subscribers, Nodal Offices, Pension Fund Managers, Annuity Service Providers, Trustee Bank and PFRDA interact with each other. CRA system will provide an automated solution to all the entities to carry-out their day to day operation.

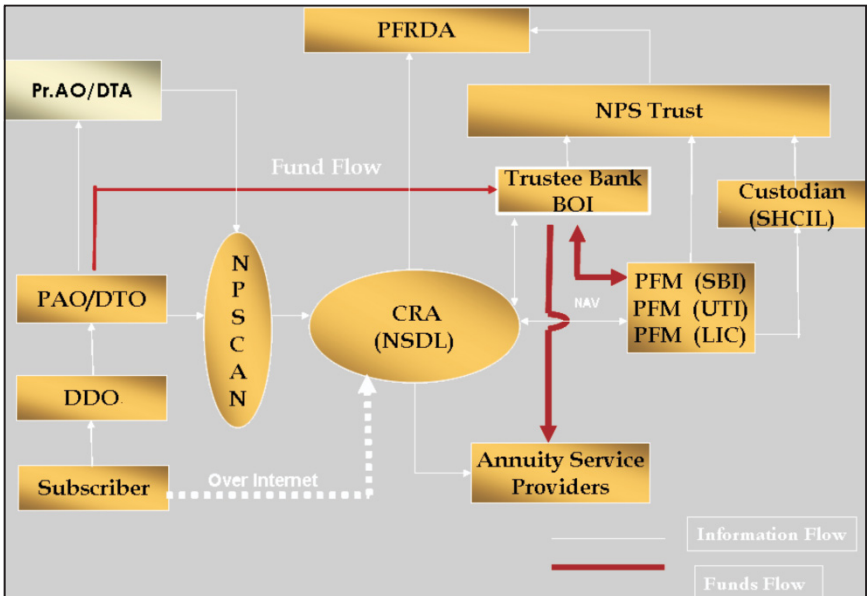
- **NPSCAN (NPS Contributions Accounting Network)** - The NPS functions for Government subscribers are centralized in NPSCAN, NPSCAN is web-based. NPSCAN is used by the GOI and State Governments to access reports on compliance by DDOs and PAOs regarding mandatory contributions by Government subscribers under their jurisdiction. The NPSCAN is electronically connected (synchronized) to the CRA for issuance of PRANs and reconciliation of mandatory contributions and statements for eligible Government subscribers.
- **Subscribers** – Subscribers are the Employees of Central/State/Union Territories/Autonomous bodies under Centre, State and Union Territories, covered by the NPS. Subscribers are registered with the CRA and are allotted a unique PRAN (Permanent Retirement Account Number). Any Indian Citizen, who subscribes to the NPS, may also become a Subscriber.
- **Nodal Office** – The term Nodal Office in the picture has been used for the Principal Accounts Office (PrAO) equivalent to Directorate of Treasuries and Accounts (DTA), Pay and Accounts office (PAO) equivalent to District Treasury Offices (DTO) and the Drawing and Disbursing offices (DDO). The DDO is the entity with whom the Subscriber interacts on a regular basis and has the records of the Subscriber. The PAO is responsible for maintaining the Contribution details. The functions of the Nodal office are as given below:
 - Registration of the Subscribers
 - Uploading the Monthly Contributions Details`
 - Transfer of Funds to NPS account

-
- Maintenance of Subscribers Details (Changes in Address, Bank Account Details, Modification in Nomination details etc.)

In NPS, PAO/DTO is mapped to PrAO/DTA, DDO is mapped to PAO/DTO and subscriber is mapped to DDO. The hierarchy of mapping needs to be maintained in CRA.

- **Trustee Bank** - The NPS Trust (established by PFRDA) is being responsible for taking care of the funds under the NPS. The Trust would hold an account with a bank and this bank would be designated as 'Trustee Bank'. The Trustee Bank upon receiving credits from Government Departments would transmit the information to CRA for reconciliation. The Trustee Bank shall remit fund to the entities viz. Pension Fund Managers (PFMs), Annuity Service Providers (ASPs) and subscribers on receipt of instructions from CRA. Bank of India is appointed as the trustee bank.
- **Pension Fund Manager** - PFM stands for Pension Fund Manager appointed by PFRDA to invest the Pension Fund contribution of all the subscribers in various schemes. Currently, there are three PFMs for Government sector - State Bank of India (SBI), Unit Trust of India (UTI) and Life Insurance Corporation of India (LIC).
- **Custodian** – Currently, Stock Holding Corporation of India (SCHIL) has been appointed as Custodian for providing following custodial services in compliance with SEBI Custodial Regulations 1996
 - Settlement Processing of Assets
 - Safe keeping of securities – Electronic Format
 - Physical Custody of Securities
 - Corporate Actions
- **Annuity Service Providers (ASPs)** - Annuity providers are the entities appointed by PFRDA for investing Subscriber retirement savings in Annuity scheme and delivering monthly pension to the subscriber.

The NPS Architecture is explained with the help of following diagram:



The white lines are depicting the data/information flow whereas the red lines are depicting the movement of funds.

As a Monitoring Office, the PrAO/DTA (or the equivalent offices) shall be interacting with CRA as well as the underlying offices and subscribers. It needs to monitor various activities related to NPS being carried out at the underlying offices (PAO/DTO etc.) including registration of subscribers, uploading, remittance of subscriber contribution amount, resolution of grievance etc.



III. Role of Monitoring Offices in CRA

The Monitoring Office or the oversight office for the purpose of NPS is the Principal Account Office (PrAO) in Central Government, the Directorate of Treasuries and Accounts (DTA) or similar offices in State Governments, Central Autonomous Bodies (CABs) and State Autonomous Bodies (SABs). These Monitoring Offices have several functions in the NPS. However, most of them are in the nature of monitoring the performance of the Nodal offices under its jurisdiction.

At present, PrAO/DTA is responsible for carrying out the following activities.

- Consolidate PAO/DTO registration forms and forward it to CRA for registration
- Monitor performance of PAO/DTO (or the equivalent offices) and DDO in discharging their NPS responsibilities w.r.t. contribution upload and remittance of funds
- Monitor whether PAO/DDO is updating subscriber demographic and other details in time.
- Monitor the resolution of grievances raised against PAO/DTO.
- Take necessary action to ensure compliance of PAO and DDO with the operational procedures of CRA system for e.g. Uploading of Subscribers Contribution File (SCF), Transfer of funds to NPS account maintained by Trustee Bank etc.

A. REGISTRATION:

1. Registration of Nodal office

PrAO/DTA, in its capacity of a Nodal Office, shall be registered with CRA. Further, it will send the registration applications of the PAOs attached to it to CRA.

2. Change in PrAO Details:

PrAO will have to notify CRA about any changes in the PrAO details provided to CRA at the time of registration such as contact details, department details etc. by submitting a request for change in Nodal office details.

-
- PrAO will provide a request for changing the details to CRA with the details of the changes.
 - The request should be duly signed by the authorised official of the PrAO and should contain the PrAO stamp.
 - A copy of the PrAO Registration letter issued by CRA should be provided along-with the application form.
 - If the application is found to be in order, CRA would effect the changes in the CRA system.

After changes have been updated in the PrAO details, CRA shall send an e-mail intimation to the concerned PrAO stating that the PAO(s) has been registered.

3. Process to be followed by PrAO for PAO Registration:

PAOs which are attached to a PrAO will forward the registration form to the respective PrAO. PrAO shall collect the registration forms duly filled by the PAO, verify the details provided, certify the relevant details and forward it to CRA for registration purpose.

Checklist for PrAO before consolidation and submission of PAO registration forms to CRA

- Has the Registration Number of the PrAO been mentioned correctly in the form?
- Has the application form been duly verified & signed?

Once the PAO is registered, the PrAO will receive an email from the CRA system confirming that the PAO has been registered.

4. Other activities

In case of State Government which has opted model other than decentralized model, DTA will be responsible for carrying out the following additional activities:

- If the State Government has opted for centralized model, DTA will also carry out the functions of uploading Subscriber Contribution File (SCF) to NPSCAN system.

The detail process of SCF preparation is explained in the relevant Standard Operating Procedures (SOPs). The SCF will contain subscriber wise details of pension contribution. After the SCF has been uploaded, the DTA deposit the consolidated contribution amount in the TB as per the SCF uploaded in NPSCAN. This contribution amount will be invested in various schemes of PFM, based on the Scheme Preference of Subscribers.

- In case of Hybrid (Quasi Centralised) model, though the activity of uploading the SCF rests with respective DTOs, the consolidated payment will be made by DTA.

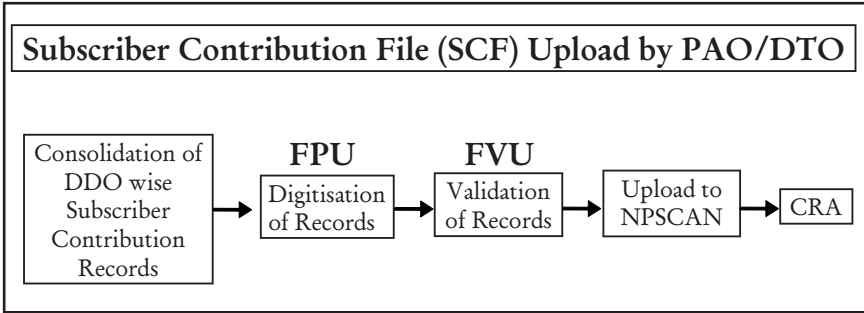
For the Central Government PrAOs and the decentralized DTAs of the State Governments, this process is taken care by the PAOs/DTOs. However, it is better that the PrAOs/DTAs are well aware of the process/activity being performed by the PAOs/DTO and equivalent offices in the autonomous bodies under the Central and State Governments, so that monitoring becomes easy. PrAO has been provided with a plethora of reports from which it can monitor the performance of the PAOs w.r.t SCF upload.

B. SUBSCRIBER CONTRIBUTION FILE (SCF)

Under NPS, the monthly pension contributions of the Subscribers will be invested in various schemes of different Fund Mangers appointed by PFRDA as per the Subscriber's scheme preference. For this purpose, the monthly contribution details of the subscribers registered in the CRA system shall be uploaded to NPSCAN (www.npscan-cra.com) and contribution amount is to be deposited at the Trustee Bank. The nodal office will prepare the SCF and upload it to NPSCAN system using the user id and I-Pin allotted by CRA. The following are the activities to be carried out for SCF upload:

- a. Preparation of SCF using File Preparation Utility (FPU)
- b. Validation of the SCF using File Validation Utility (FVU)

- c. Uploading SCF to the NPSCAN System using I-Pin allotted to the nodal office. On successful upload, a Transaction id will be generated.
- d. Printing of Contribution Submission Form (CSF).



1. UPLOAD

Upload of SCF for Central Government employees

In case of Central Government and Central Autonomous Bodies, SCF is uploaded and funds are transferred by the PAO.

Upload of SCF for State Government employees

Unlike the central government where the SCF is uploaded and funds are transferred by the PAO, the state governments have an option to choose the model of upload from the below mentioned options:

- a. **Decentralised Model:** In this model, DTA would be functioning as PrAO. The DTOs would be functioning as PAOs whereby, the function of uploading of monthly SCF and transfer of funds to TB will be performed by DTO. This model shall be similar to the model of contribution upload followed by the nodal offices of the Central Government. This is similar to the process described above for preparation of file using the FPU.
- b. **Centralised Model:** In this model, the DTA shall upload DTO wise monthly Subscriber Contribution File (SCF) and make a consolidated fund transfer to the Trustee Bank(TB). Once the SCF is prepared, it is mandatory to validate the file using the

FVU. On successful validation, the file shall then be uploaded to NPSCAN.

- c. **Hybrid Model (Quasi Centralised Model):** In this model, each DTO would prepare Subscriber Contribution File and upload into NPSCAN system. However, the DTA would make one consolidated payment to the bank on behalf of all DTOs. The concept of the hybrid model is built around the functionality of super transaction id.

2. TRANSFER OF FUNDS TO TRUSTEE BANK

The uploading office initiates the process of funds transfer only when the SCF is uploaded successfully (the SCF will be in the “Awaiting Fund Details” status in NPSCAN) and Transaction id is received. However, in case of Hybrid model, the funds are not transferred by the uploading office (explained in the section 2.1). The status of the SCF changes to ‘Pending for Matching & Booking’ after five days even though the PAO has not submitted the funds transfer details in the CRA system. The nodal office can transfer the funds to the Trustee Bank through the following modes:

- **Cheque transfer** – In case of cheque transfer, the cheque is to be submitted to the branch of the Trustee Bank along with the Contribution Submission Form (CSF).
- **Electronic transfer (RTGS/NEFT)** – In case of transfer of funds through electronic medium, nodal office shall give specific instructions to its accredited bank to transfer the funds to the Trustee Bank. The NEFT/RTGS transfer details should have the relevant information of PAO or DTO Registration Number and the Transaction Id in the fields as specified in the CSF.

2.1 Transfer of funds to Trustee Bank (Hybrid model)

Once the file has been successfully uploaded and the receipt generated from NPSCAN, the DTA User will take a print of the CSF. The DTA shall submit the CSF at the Trustee Bank along with the Contribution amount as appearing in the CSF. The CSF in this case shall contain all the details as transaction Id, DTA Reg.

Number and total contribution amount etc. The only difference in this CSF would be that instead of transaction Id, super transaction Id would get displayed. The DTA will then have to transfer the consolidated amount to the Trustee Bank. In such cases, the information going to the Trustee Bank will be the DTA Reg. No., Super Transaction Id and the amount transferred. Trustee Bank would not be informed about the underlying transaction Ids generated by NPSCAN for the files uploaded by the DTOs.

3. SUBMISSION OF FUND TRANSFER DETAILS (FTD) IN THE CRA SYSTEM

In normal course of action, the Transaction id will be matched and booked as and when the Trustee Bank uploads the Fund Receipt Confirmation (FRC) in the CRA system based on the details submitted - CSF for Cheque transfers and PAO/DTO Registration number and the Transaction id as part of the Electronic transfer. However, to facilitate faster matching of SCF, uploading office needs to submit the fund transfer details in NPSCAN.

The trustee bank is able to access and download/View the FTDs submitted by the PAOs/DTOs. In case the details of the funds transferred match with the amount transferred, Trustee Bank uploads FRC. In such cases, the Trustee Bank updates the details as “Payment Matching” and mention the date of upload of FRC in the CRA system. In case the details of the funds transferred do not match with the amount transferred, Trustee Bank shall update the record as ‘rejected’. The reason for rejections can be as following:

1. Unique Transaction Receipt (UTR) not identified
2. Amount not matching with the fund transfer details mentioned in the system
3. UTR matched but amount not matched
4. Amount matched but UTR not matched
5. Others (FTD already processed, Amount transferred to different account etc.)

The reason for the Trustee Bank to post the above mentioned responses may be because of the following:

1. Wrong instrument numbers provided
 - a. Unique transaction (instrument) numbers of NEFT / RTGS transfers
 - b. Cheque numbers
2. Fund transfer type such as “Cheque/NEFT/RTGS” is wrongly mentioned
3. Date of transfer is wrongly mentioned
4. The amount remitted to the Trustee Bank has been mentioned incorrectly
5. Incorrect bank details are mentioned

In all the above cases, the Trustee Bank posts the remark as ‘incorrect’. Once the Trustee Bank has posted the remarks, the same can be viewed by the nodal office in NPSCAN. In order to view the remarks posted by the Trustee Bank, nodal office need to click on sub menu “Payment Detail Status View” under the header menu Contribution Details. Further, the nodal office is required to rectify the details and should ensure that the status becomes ‘confirmed’. Unless these details are correct, the contribution file will not be considered for matching and booking. Once the fund transfer details are accepted by the Trustee Bank, it shall upload the FRC.

4. PROBABLE PAOs

At present, Trustee Bank provides the list of credits on a daily basis which are unidentified. However, Trustee Bank identifies list of probable PAOs, as the source bank might be used for more than one PAO, based on previous matched history. These unidentified credits are forwarded to the probable PAOs assuming that any of the PAOs confirm the payment. In case the credit does not belong to the office receiving the mail PAO is suppose to reply providing remark – ‘Do not pertain to this office’. PAO is supposed to reply or upload fund transfer details using online fund transfer details, in case the credit belongs to the PAO.

C. IRA Compliance

In order to expedite the process of upload of subscriber contribution file, subscribers of Central Government under NPS were initially registered in the CRA system on the basis of unique PPAN received as part of the legacy contribution or zero contribution provided by the PAO. In the State Government also, there are some States which have generated PRANs based on electronic data. The DTA should ensure that S1 forms are submitted for these cases. In Central Government PAO has to submit S1 forms for all subscribers whose PRANs were generated via legacy contribution or zero contribution in order to make subscriber IRA compliant. Subscriber details are updated in CRA system based on S1 form submitted. As per Official Memorandum No 1(2)/EV/2008 dated April 04, 2009 issued by Ministry of Finance, any subscriber joining Government of India on or after April 01, 2009 has to fill S1 form directly.

D. SUBSCRIBER MAINTENANCE

Subscribers registered with CRA have an option to update the subscriber details in the CRA system. For the purpose of carrying out the changes, Subscriber has to submit a Subscriber Detail Change Request form (S2 form) to the concerned PAO/DTO. The forms are available at CRA website www.npskra.nsdl.co.in and www.nsdl.co.in. Subscriber can freely download the forms from the above mentioned website. Request for change in signature and /or photograph can be carried out through CRA-FCs (list of CRA-FCs are available at CRA website www.npskra.nsdl.co.in and www.nsdl.co.in.) whereas all other changes like change in personal details, nomination etc. can be carried out by the concerned PAO/DTO through the NPSCAN system by using the User Id and I-Pin allotted by CRA. A PAO/DTO can carry out the request for change in NPSCAN system only for the Subscriber associated with it. Once the details are successfully changed, intimation will be sent by email to the subscriber as well as PAO/DTO giving the details of the changes affected in his account.

Following are the subscriber details, which can be updated/requested by a PAO/DTO User in the NPSCAN system:

1. Change in Subscriber details
 - i. Personal Details including Bank details
 - ii. Employment details
 - iii. Nomination details
2. Reissue of I-Pin and T-Pin
3. Reprint of PRAN Card

PrAO can view the requests pending for confirmation at PAO level.

E. GRIEVANCE RESOLUTION

One of the facilities available in the CRA system is to register the grievances/complaints of the subscribers and other entities and redressal of the same on a central platform. For the purpose of raising the grievances, the entity needs to be registered and be in active status at the CRA system. The grievances are logged in the Central Grievance Management System (CGMS). CRA, as part of its future development will enable the PrAO/DTA to check number of grievance raised and resolved under Dashboard.

CGMS is a platform to register grievances for all entities in CRA system. The grievances can be classified as grievances against CRA for services provided by CRA and grievances against other entities in CRA system like the PAO/DTO, Pension Fund Manager (PFM), Trustee Bank, Annuity Provider (AP) etc.

PrAO/DTA is registered as a Monitoring Office in the CRA system and hence are not required to raise any grievance. They will be able to monitor the grievances raised by and against the PAO/DTO. In case, any grievance raised against the PAO/DTO is pending (remaining unattended), then the PrAO/DTA will receive an alert on the eighth day after the day the grievance was lodged in the CRA system.



IV. Views and reports available to Monitoring Authorities

PrAOs, DTAs and equivalent offices (hereafter mentioned as PrAOs) are the oversight mechanism in the NPS and are required to monitor the offices under it – PAOs/CDDOs/DTOs and equivalent offices (hereafter mentioned as PAOs) on a regular basis. In order to empower the PrAOs with adequate and timely information, various reports have been made available in the CRA system. These reports are available at www.npscan-cra.com. PrAO can also log to access additional reports at www.cra-nsdl.com.

In the initial stages, fewer reports were provided online. However, CRA regularly provided (and continue to provide) numerous MIS reports (through emails and letters) to these offices. Over a period of time, based on the feedbacks received from PrAOs as well as part of CRA’s own initiative to provide better service, a set of new reports have been developed and can be accessed online. These reports have been consolidated under Dashboard. Dashboard has been developed and made available to the Senior Functionaries of Monitoring Offices for monitoring the operations of underlying Nodal Offices in the CRA system. The Dashboard is available on www.cra-nsdl.com.

To access these reports, the PrAO will have to log in the CRA system with the user ID and ‘I-Pin’ which was provided by CRA at the time of registration. The user can use the same user id and I-Pin to access the NPSCAN (www.npscan-cra.com) and CRA (www.cra-nsdl.com). After the first login, the user will have to reset the password and agree to the online terms and conditions available at these sites for the purpose of accessing NPSCAN/CRA system.

The user shall also set the secret question which he can use for resetting the password in the event the password is lost/forgotten. The user should maintain the confidentiality of the password. The user should follow the below mentioned guidelines for password management.

- Password should be of minimum 8 characters.
- Password should be of maximum 14 characters.
- Password should not be the user id.
- Password should not contain spaces.
- Password should have at least one character.

- Password should have at least one number or one special character.
- Password shall expire after 60 days.
- Password should not be repeated as any of the last three passwords.

PrAO user will be logged out of CRA system after 10 minutes, if the user does not access the website. The time out of CRA system is currently 10 minutes, but can be configured accordingly, if required. Currently, password may get locked after five times of incorrect attempts by the User. If the user forgets the I-Pin or if it gets locked, PrAO will have to submit a request for reissue of I-Pin to CRA as per format prescribed by CRA (Form N6). In such cases, the authorised officer of the PrAO shall request CRA to reissue I-Pin in physical form. The new I-Pin, after generation, will be sent to the Nodal Office.

Following is the matrix of the reports available on the NPSCAN/CRA site

| Views/Reports | CRA www.cra-nsdl.com | NPSCAN www.npscan-cra.com |
|-------------------------------|-------------------------|------------------------------|
| Contribution file status | N.A. | Available |
| Verification Pending requests | N.A. | Available |
| Subscriber-PAO List | N.A. | Available |
| Additional Report | | |
| Contributions comparison | Available | N.A. |
| Subscriber contributions list | Available | N.A. |
| Pending Match files | Available | N.A. |
| Dashboard | | |
| Executive Summary | Available | N.A. |
| Dashboard Reports/View | Available | N.A. |
| Credit Analysis | Available | N.A. |
| Exception Report | Available | N.A. |

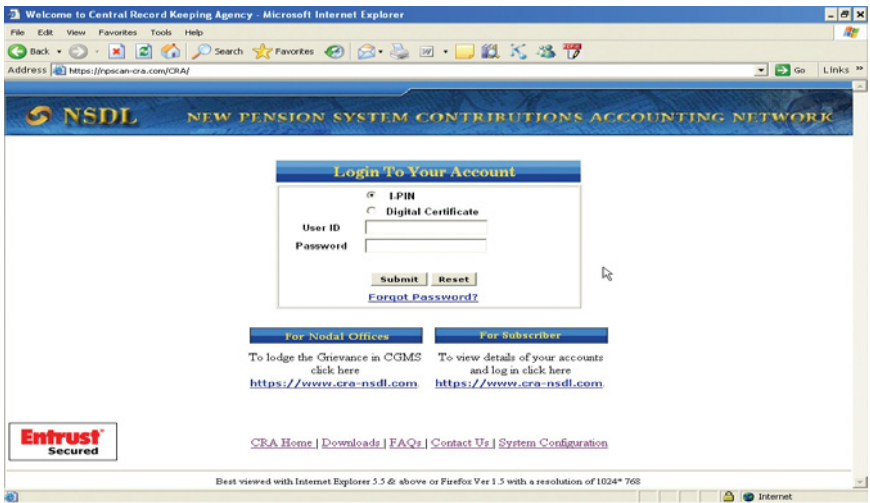
NA = Not Available

The Views are readily available to the user. Additional Reports are request based. Once the PrAO puts in the requests, the output will be available on the next day.

Login at NPSCAN

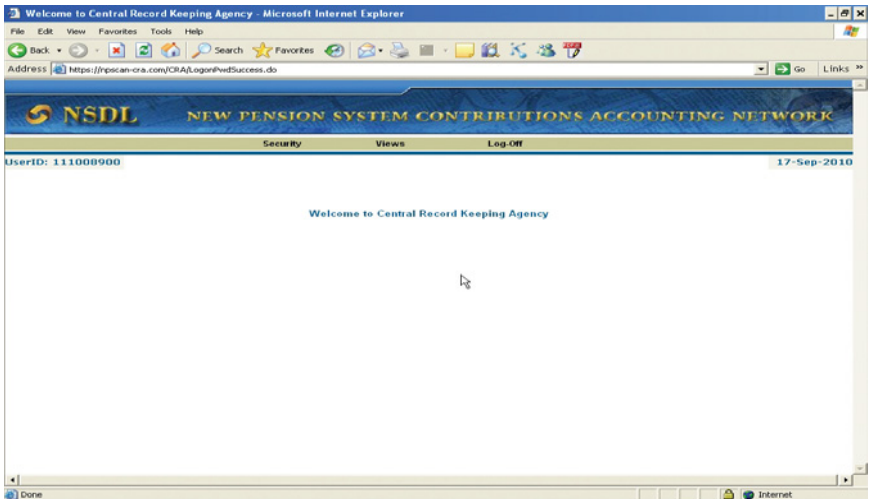
To access the views and reports, the PrAO user has to log in to the CRA system. PrAO user shall log into NPSCAN with the User Id and the respective I-Pin.

Screen 1



On successful login, the following screen will be displayed containing the home page with the various menus.

Screen 2



The various Menus and Submenus available on the Welcome screen to PrAO on NPSCAN are:

1. **Security**
 - a. Change Password
 - b. Change Secret question and answer
2. **Views**
 - a. Contribution file status
 - b. Verification Pending requests
 - c. Subscriber-PAO List

The navigation process to access various Menus are explained below:

Security

For maintaining secrecy of password, PrAO has been provided facility to change Password.

- Change Password
- Change Secret question/answer

Screen 3



- a. **Change Password**
 1. From the menu, PrAO User shall select the option 'Security' and sub option 'Change Password'
 2. NPSCAN will prompt the user to enter 'current password', 'New password' and 'Confirm New password'
 3. Clicking on submit button will change the existing password to New Password.

Screen 4

The screenshot shows the NSDL (New Pension System Contributions Accounting Network) interface. At the top, there is a header with the NSDL logo and the text 'NEW PENSION SYSTEM CONTRIBUTIONS ACCOUNTING NETWORK'. Below the header, there are navigation tabs for 'Security', 'Views', and 'Log-Off'. The user ID '111008900' is displayed on the left, and the date '17-Sep-2010' is on the right. The main content area is titled 'Change Password'. It contains three input fields: 'Current Password*', 'New Password*', and 'Confirm New Password*'. A note '*Mandatory Fields' is positioned to the right of the fields. Below the input fields are two buttons: 'Submit' and 'Reset'.

b. *Change Secret question/answer*

The PrAO user has been provided facility to reset password in case user has forgotten the password or the user Id got locked.

1. From the menu, the User shall select the option 'Security' and sub option 'Change Secret Question/Answer'

Screen 5

The screenshot shows the NSDL interface with the 'Change Secret Question/Answer' form. The header and navigation tabs are the same as in Screen 4. The user ID '111008900' and date '17-Sep-2010' are also present. The main content area is titled 'Change Secret Question/Answer'. It contains three input fields: 'Password*', 'Question*', and 'Answer*'. The 'Question*' field is a dropdown menu with '(Select)' as the current selection. A note '*Mandatory Fields' is positioned to the right of the fields. Below the input fields are two buttons: 'Submit' and 'Reset'.

2. The PrAO enters current password, select question from the available list and provide answer for the question.

Screen 6

NSDL NEW PENSION SYSTEM CONTRIBUTIONS ACCOUNTING NETWORK

Security Views Log-Off

UserID: 111008900 17-Sep-2010

Change Secret Question/Answer

*Mandatory Fields

Password*

Question*

Answer*

Who was your childhood hero?
What is your favorite book?
What is your pet's name?
What make was your first car or bike?
What is your favorite color?
Which is your favorite sports team?
What was the name of your school?
What is your mother's maiden name?
Which is your birthplace?
Which is your favourite sport?

Submit Reset

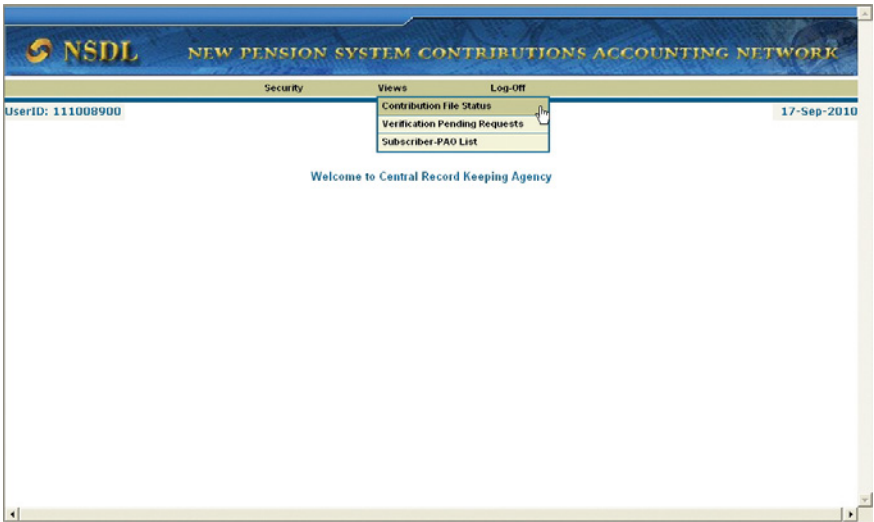
3. Click on submit button for making changes.

Views at NPSCAN (www.npscan-cra.com)

The PrAO has been provided with the facility to view the SCF status and the list of subscribers mapped to the office. Following reports are available:

- a. Contribution file status
- b. Verification of Pending Status
- c. Subscriber-PAO List

Screen 7



a. *Contribution file status*

The PrAO can check the details of all the Subscriber Contribution Files (SCFs) uploaded by PAOs associated with that office.

Screen 8



SCF Status can be checked by using any one of the search criteria like PAO Registration Number or date range (From date & To date).

Screen 9

The screenshot shows the NSDL New Pension System Contributions Accounting Network interface. At the top, there is a header with the NSDL logo and the text "NEW PENSION SYSTEM CONTRIBUTIONS ACCOUNTING NETWORK". Below the header, there are navigation links for "Security", "Views", and "Log-Off". The user ID "111008900" is displayed on the left, and the date "17-Sep-2010" is on the right. The main content area is titled "Contribution File Status View" and contains a form with the following fields:

- PAO Reg. No.: 2007961
- From Date: 27/08/2010 (dd/mm/yyyy)
- To Date: 17/09/2010 (dd/mm/yyyy)

Below the form are "Submit" and "Reset" buttons.

Note: Date duration can't be more than 15 days

On providing one of the options in the specified field, PrAO will get SCF status whether pending or Matched and booked.

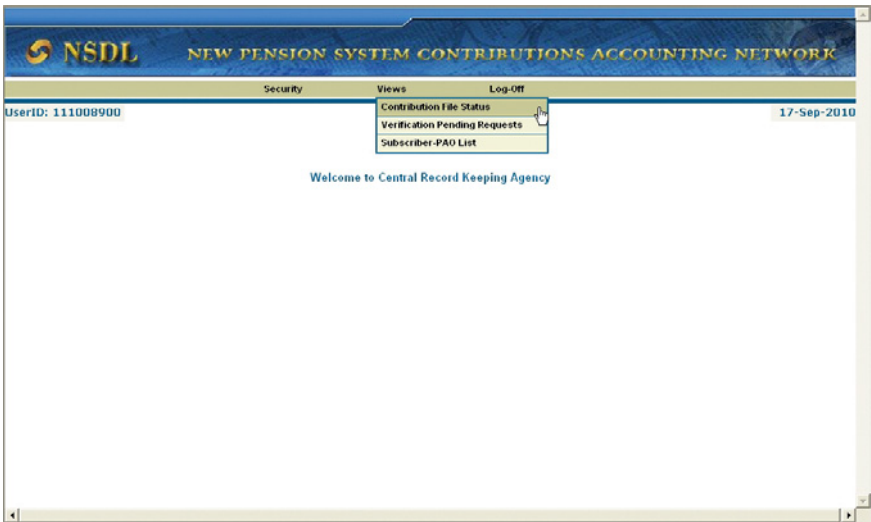
Screen 10

The screenshot shows the NSDL New Pension System Contributions Accounting Network interface. At the top, there is a header with the NSDL logo and the text "NEW PENSION SYSTEM CONTRIBUTIONS ACCOUNTING NETWORK". Below the header, there are navigation links for "Security", "Views", and "Log-Off". The user ID "111008900" is displayed on the left, and the date "17-Sep-2010" is on the right. The main content area is titled "File Status" and contains a table with the following data:

| PAO Reg. No. | Date Of Upload | Control total of Subscribers Mandatory Contribution amount | Control total of Government Contribution amount | Grand Total | Status of the file | Status of the batch |
|--------------|----------------|--|---|-------------|--------------------|---------------------|
| 2007961 | 27-08-2010 | 771130.00 | 771130.00 | 1542260.00 | Matched and Booked | Matched and Booked |

Below the table, there is a note: "Please note that the status of particular contribution file may remain in 'Awaiting Fund Details', 'Not Matched and Booked' status in system even though you have already deposited requisite fund in NPS Trust Account of Bank of India due to fund receipt confirmation awaited from the Trustee Bank. The status of SCF will change to Matched & Booked only after Trustee Bank has uploaded the fund receipt confirmation." and another note: "In case the status of SCF is 'Not Matched and Booked', the corresponding details of fund remittance is not available with CRA and Trustee Bank." At the bottom, there is a contact information: "Please contact CRA at (022-24994359/4849) and Trustee Bank at (022-26522975)."

Screen 11



b. Verification of Pending Status

Subscriber details in the CRA system are updated online by the concerned PAO. For carrying out any change, Subscriber has to submit a Subscriber Detail Change Request form (S2 form) to the concerned PAO. The forms are available at CRA website www.npsra.nsdl.co.in and www.nsdl.co.in. A subscriber can freely download the forms from the above mentioned website.

Request for change in signature and /or photograph needs to be carried out through Central Recordkeeping Agency-Facilitation Centres (CRA-FCs) .

The list of CRA-FCs are available at CRA website www.npsra.nsdl.co.in and www.nsdl.co.in. All other changes like change in personal details, nomination etc. can be carried out by the concerned PAO through the NPSCAN system by using the User Id and I-Pin allotted by CRA. Certain changes in subscriber detail like nomination details, Reissue of I-Pin & T-Pin etc. have a maker and checker concept, where one of the PAO users as a maker captures the change and the other user as a checker shall log in and authorise the request. The maker and checker activity has to be carried out through separate User Ids. i.e, the

User Id through which the request has been captured cannot authorise the request.

A PAO can carry out the request for change in CRA system only for the Subscribers associated with it. Once the details are successfully changed, intimation will be sent by email to the subscriber as well as PAO giving the details of the changes affected in subscriber account.

For all the requests (of Subscriber Maintenance module) where Maker – Checker is required for execution of the request, the PrAO will be able to see all the requests which are pending for verification by the checker. The type of requests which can be viewed are :

- Scheme Setup cum Switch*
- Withdrawal*
- Change in Subscriber Details

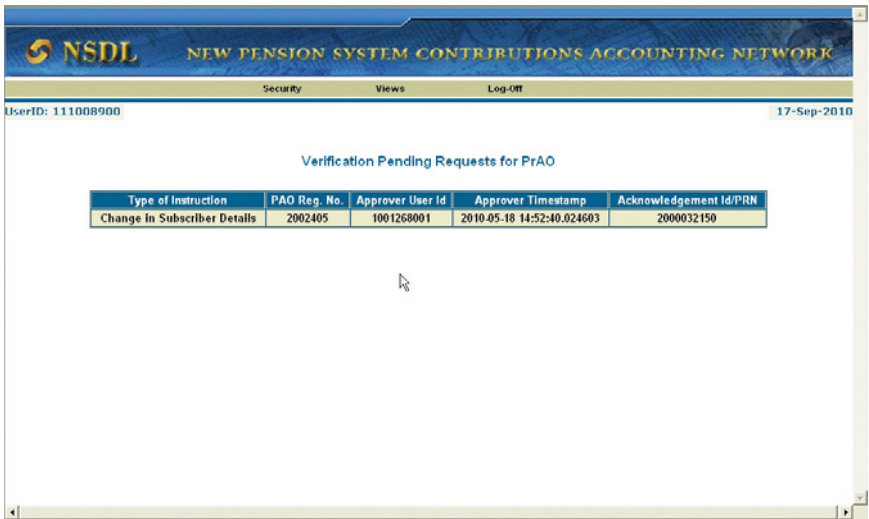
* These requests are disabled currently.

Screen 12

The screenshot displays the NSDL New Pension System Contributions Accounting Network interface. At the top, there is a header with the NSDL logo and the text "NEW PENSION SYSTEM CONTRIBUTIONS ACCOUNTING NETWORK". Below the header, there are navigation tabs for "Security", "Views", and "Log Off". The user ID "UserID: 111008900" is visible on the left, and the date "17-Sep-2010" is on the right. The main content area is titled "Verification Pending Requests for PrAO". It contains a search form with the following fields: "PAO Reg. No.:" with the value "2002405", "Pending for more than (in days)*:" with the value "7", and "Type of Instruction:" with a dropdown menu. The dropdown menu is open, showing options: "All", "All", "Switch", "Scheme Set-up", "Withdrawal", and "Change in Subscriber Details". A "Submit" button is located below the dropdown menu.

The PrAO user can view the requests pending for verification by the checker for more than or equal to a certain number of days by entering the number of days as an input parameter. The PrAO user can also enter the PAO Registration Number to view the requests approved by that PAO and pending for verification.

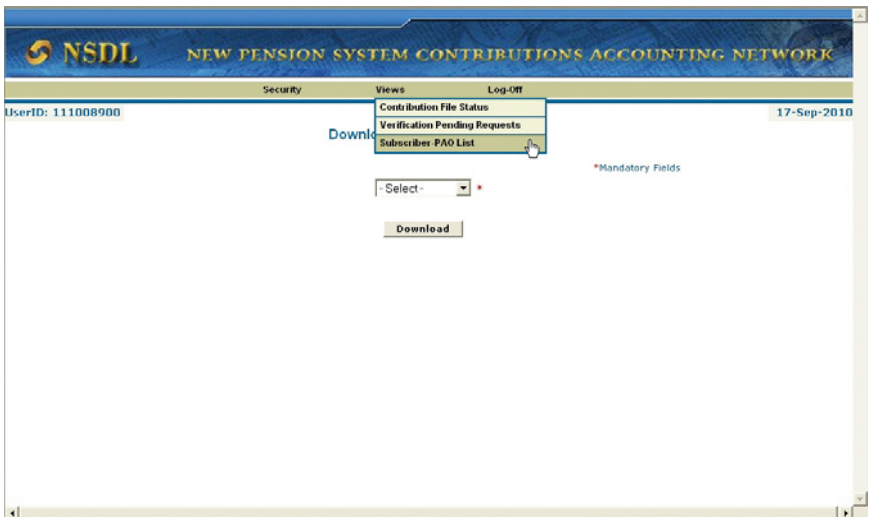
Screen 13



c. *Subscriber-PAO List*

As an oversight mechanism, PrAO should have the details of the subscriber mapped with the underlying PAOs. PrAO can view PAOs registered under them and details of subscribers registered with PAOs. From the menu, PrAO User shall select the option 'Views' and sub option 'Subscriber-PAO List'.

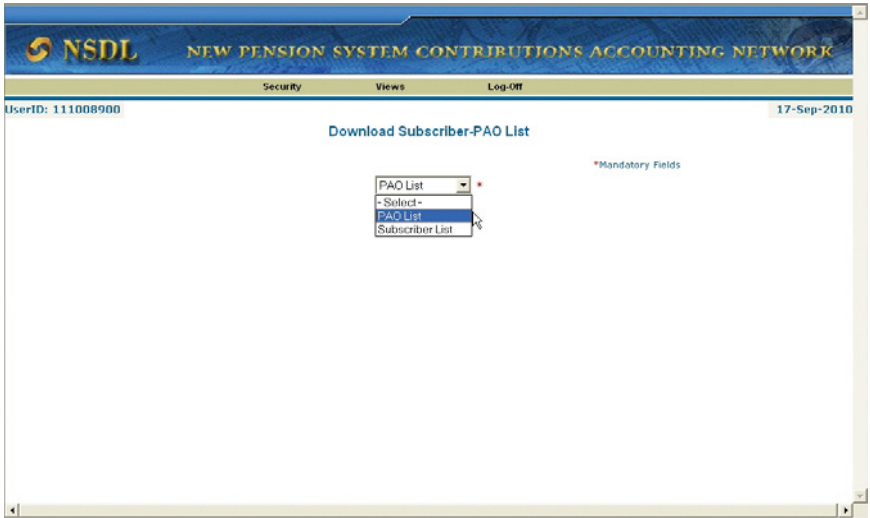
Screen 14



PAO List

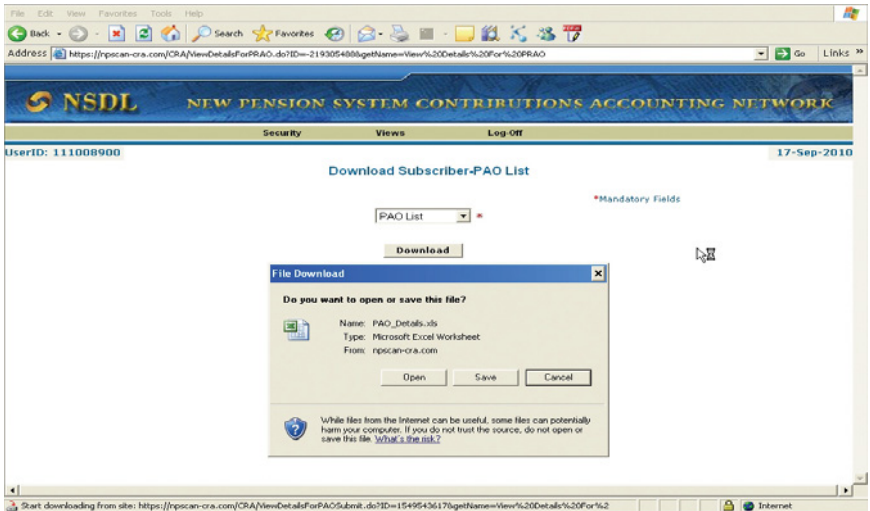
From the drop down menu, PrAO user has to select PAO List to view registered PAOs under them and submit.

Screen15



Window will prompt a downloadable excel sheet containing details of PAOs registered under PrAO.

Screen 16



The report contains following information.

- Sr. No.
- PAO Reg. No. (allotted by CRA)
- PAO Code (provided by Nodal office to CRA at the time of registration of PAO)
- PAO Office (Name)
- Ministry
- Govt. Type (Central / State)
- Phone No.
- Email Id
- Activation Date
- Deactivation Date
- Status (whether PAO is in 'Active' or 'Deactive' in CRA system)

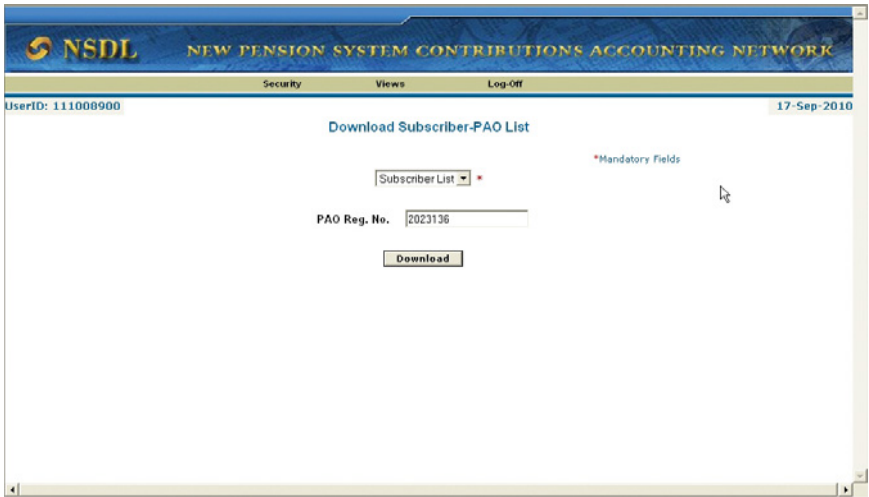
Screen 17

| A | B | C | D | E | F | G | H |
|---------|--------------|----------|--|----------|--------------------|-------------|------------------------------|
| Sr. No. | PAO Reg. No. | PAO Code | PAO Office | Ministry | Govt. Type | Phone No. | Email Id |
| 1 | 2000121 | 191001 | Accounts Office Cell (SPIC), Delhi Cantt | Defence | Central Government | 01126154341 | cdaradnd@nic.in |
| 2 | 2000154 | 191300 | JCDA (R&D), Dehradun | Defence | Central Government | 01352741368 | jcda-dchr.cgda@nic.in |
| 3 | 2000595 | 191700 | JCDA (R&D), Balasore | Defence | Central Government | 06782263079 | jcda-r&d-bal.cgda@hub.nic.in |
| 4 | 2002394 | 190700 | DCDA (R&D), Delhi | Defence | Central Government | 01123812257 | dcda-d-del.cgda@nic.in |
| 5 | 2002405 | 190001 | AN Section, PCDA (R&D), New Delhi | Defence | Central Government | 01123093042 | cdaradnd@nic.in |
| 6 | 2002416 | 192300 | Accounts Office (R&D), Agra Cantt | Defence | Central Government | 05622225320 | acda-d-agr.cgda@nic.in |
| 7 | 2002420 | 191400 | JCDA (R&D), Pune | Defence | Central Government | 02025893096 | jcda-d-pun.cgda@nic.in |
| 8 | 2002431 | 192200 | Accounts Office (R&D), Ahmednagar | Defence | Central Government | 02412548455 | aorm-d-ahm.cgda@nic.in |
| 9 | 2002442 | 191600 | Accounts Office (R&D), Chandigarh | Defence | Central Government | 01722685898 | cdca-d-chd.cgda@nic.in |
| 10 | 2002453 | 192400 | Accounts Office (R&D), Ambarnath, Mur | Defence | Central Government | 02512621950 | aorm-d-amb.cgda@nic.in |
| 11 | 2007961 | 192000 | DRDO Cell, PCDA (R&D), New Delhi | Defence | Central Government | 01123093042 | cdaradnd@nic.in |
| 12 | 2023136 | 192500 | Accounts Office (R&D), Kanpur | Defence | Central Government | 05122405448 | cdaradnd@nic.in |
| 14 | | | | | | | |
| 15 | | | | | | | |
| 16 | | | | | | | |
| 17 | | | | | | | |
| 18 | | | | | | | |
| 19 | | | | | | | |
| 20 | | | | | | | |
| 21 | | | | | | | |
| 22 | | | | | | | |
| 23 | | | | | | | |
| 24 | | | | | | | |
| 25 | | | | | | | |

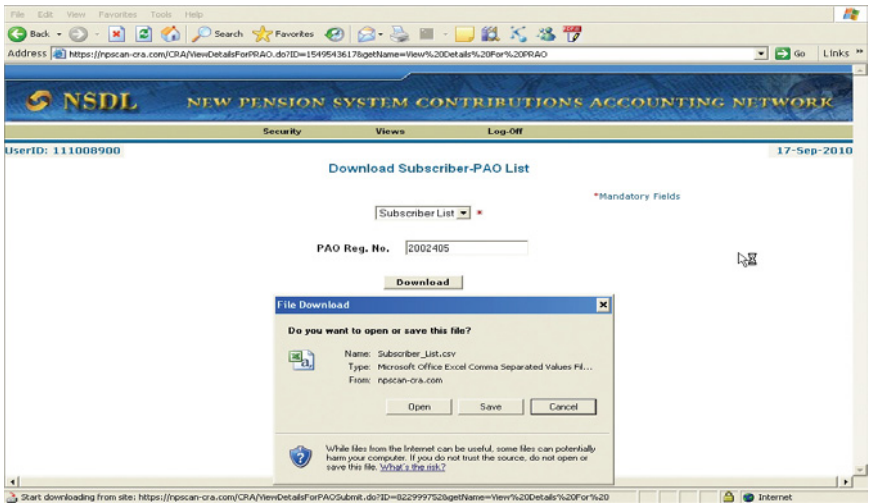
Subscribers List

From the drop down menu, PrAO user shall select Subscriber List to view registered Subscribers under PAO. List will include all subscribers who are registered in CRA system and mapped to the underlying PAOs either through Legacy / Zero contribution files or through Form S1. Subscribers whose PRAN has not been generated will not be part of the Subscriber List. PrAO has to enter PAO Registration number to view subscriber registered with that particular PAO.

Screen 18



Screen 19



System will prompt for a downloadable excel sheet containing details of Subscribers registered under PAO. *In case the PAO field is kept blank, the report will contain list of all subscribers associated with all the PAOs under the PrAO .The output containing the list of all the subscribers mapped to the PrAO will appear alongwith the following details:*

1. Sr. No.
2. PRAN
3. PAPAN (if provided)
4. Name
5. Gender
6. Date of Birth
7. Date of Joining
8. Date of Retirement
9. Employment Class
10. Department
11. Ministry
12. Phone No (if provided)
13. Email Id (if provided)
14. DDO Reg. No
15. DDO Office
16. PAO Reg. No
17. PAO Office
18. Status
19. PAN (if provided)

If the subscriber is registered through legacy data or Zero contribution file and still not submitted the Form S1, the output will show the default subscribers' details as these details are mandatory for registration of subscriber (e.g. Date of Joining will be shown as 01-Jan-2004, Department will be shown as Dept, email will be shown as abc@nsdl.co.in etc.).

Screen 20

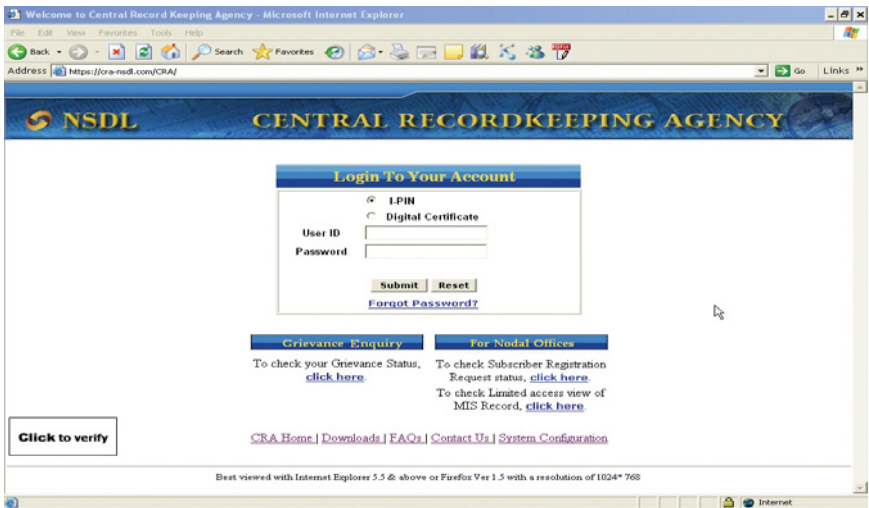
| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | — | |
|--------|--------------|------------------|---------------|--------|-------------|------------|-------------|---------|---------|------------|--------------------|----------|----------|---------|---------|---------|---------|--------|------|
| Sr. No | PRAN | PAPAN | Name | Gender | Date Of Bir | Date of Jo | Date of Ret | Emplon | Deptam | Ministry | Phone N | Email Id | DDO Reg | DDO Off | PAO Reg | PAO Off | Status | PAJ | |
| 1 | 10050234118 | 2007223000000002 | SHRI SOORAJ | Male | 30-Jul-76 | 01-Feb-07 | 31-Jul-38 | C | DEFENCE | DEFENCE | 09778031 | SOORAJE | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | ASY |
| 2 | 1003024102 | 2006219000000001 | TITLE RAJIVR | Male | 15-Aug-79 | 01-Jan-04 | 01-Jan-64 | EMP CLA | DEPT | MINISTRY | | A@A.CON | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | |
| 3 | 100300408689 | 2006219000000002 | SHRI KALASH | Male | 06-Jul-76 | 29-Jul-09 | 31-Jul-38 | C | DEFENCE | DEFENCE | 000997160627 | | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | |
| 4 | 10000629596 | * | SHRI ASHISH | Male | 10-Dec-80 | 13-Dec-09 | 31-Dec-43 | C | DEFENCE | DEFENCE | 0928027960 | | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | |
| 5 | 10006082358 | * | SHRI MANISHI | Male | 17-Apr-81 | 29-Dec-09 | 30-Apr-41 | C | DEFENCE | DEFENCE | 001038330 | | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | BAG |
| 6 | 10100146352 | * | KUMARI ANNC | Female | 21-Apr-81 | 02-Jun-10 | 30-Apr-41 | C | PCDA | RJ CENTRAL | 0128308208094335XG | | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | ARIF |
| 7 | 10030191435 | 200420410000001 | SHRI RAMESH | Male | 20-Sep-75 | 29-Dec-04 | 30-Sep-35 | B | DEFENCE | MINISTRY | 046204071 | RCMEENJ | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | ANG |
| 8 | 10000242947 | 2008050400200938 | SHRI KISHORE | Male | 25-Dec-79 | 03-Dec-06 | 31-Dec-39 | C | DEFENCE | DEFENCE | 062462872 | KISHORE | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | ALJ |
| 9 | 10070729417 | 2007223000000001 | SHRI ANUP KUM | Male | 02-Oct-77 | 23-Jan-07 | 30-Oct-37 | C | DEFENCE | DEFENCE | 090390985 | KUMARJ | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | |
| 10 | 10030408687 | 2006219000000001 | SHRI SIDDHART | Male | 16-Aug-80 | 20-Jun-08 | 31-Aug-40 | C | DEFENCE | DEFENCE | 095835887 | SIDDHART | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | |
| 11 | 10030882357 | * | SHRI SAURABH | Male | 05-Mar-87 | 11-Jan-10 | 31-Mar-47 | C | DEFENCE | DEFENCE | 09147694 | SAURABH | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | |
| 12 | 10010146351 | 2006219006000001 | SHRI RAJIVR | Male | 15-Aug-79 | 18-May-06 | 31-Aug-39 | C | MHA | CENTRAL | 09996083721 | | CGV0070N | PCDA(R) | 2002405 | AN | Section | Active | |
| 14 | | | | | | | | | | | | | | | | | | | |
| 15 | | | | | | | | | | | | | | | | | | | |
| 16 | | | | | | | | | | | | | | | | | | | |
| 17 | | | | | | | | | | | | | | | | | | | |
| 18 | | | | | | | | | | | | | | | | | | | |
| 19 | | | | | | | | | | | | | | | | | | | |
| 20 | | | | | | | | | | | | | | | | | | | |
| 21 | | | | | | | | | | | | | | | | | | | |
| 22 | | | | | | | | | | | | | | | | | | | |
| 23 | | | | | | | | | | | | | | | | | | | |
| 24 | | | | | | | | | | | | | | | | | | | |
| 25 | | | | | | | | | | | | | | | | | | | |
| 26 | | | | | | | | | | | | | | | | | | | |
| 27 | | | | | | | | | | | | | | | | | | | |
| 28 | | | | | | | | | | | | | | | | | | | |
| 29 | | | | | | | | | | | | | | | | | | | |
| 30 | | | | | | | | | | | | | | | | | | | |
| 31 | | | | | | | | | | | | | | | | | | | |
| 32 | | | | | | | | | | | | | | | | | | | |
| 33 | | | | | | | | | | | | | | | | | | | |
| 34 | | | | | | | | | | | | | | | | | | | |
| 35 | | | | | | | | | | | | | | | | | | | |
| 36 | | | | | | | | | | | | | | | | | | | |
| 37 | | | | | | | | | | | | | | | | | | | |
| 38 | | | | | | | | | | | | | | | | | | | |

It will also have the status of the subscriber in the CRA system i.e. whether the subscriber is Active/Deactive/Inactive in CRA.

Further, the subscriber name with the prefix as 'TITLE' is to be considered as Non-IRA subscriber i.e. for those subscriber the Form S1 has not been submitted or the Form S1 has been rejected or the updations are yet to be carried out (under process cases).

Views available in CRA (www. cra-nsdl.com)

CRA has provided View/Report/Dashboard to PrAO on CRA website (www. cra-nsdl.com) for controlling and monitoring performance of PAOs. PrAO user shall log into CRA with the User Id and the respective I-Pin. For login, user will have to use the same user id and password which the user is using for NPSCAN. Screen 21



The user can view status of few requests i.e. PRAN generation requests through form S1 and Grievances without using the user id and password (termed as 'Limited Access View'). The link of this Limited Access View is provided below the login box.

PRN status View

The user needs to provide the Provision Receipt Number (PRN) which was provided by the CRA-FC at the time of submission of the Form S1. The PRN is issued for the entire lot of Forms (maximum of 50). If the user wants to view the status of a particular form, user needs to provide the Acknowledgement

Number (Ack No.) which is provided by the CRA-FC after the primary verification of the Form.

Screen 22

NSDL **CENTRAL RECORDKEEPING AGENCY**

Subscriber Registration Request Status

*Mandatory Fields

PRN/Ack Number.*

PAO/POP-SP Reg. No.

The user can see date of file upload and status of form whether accepted or rejected. If the form is rejected then 'Reason of Rejection' will be provided.

Screen 23

NSDL **CENTRAL RECORDKEEPING AGENCY**

Subscriber Registration Request Status

*Mandatory Fields

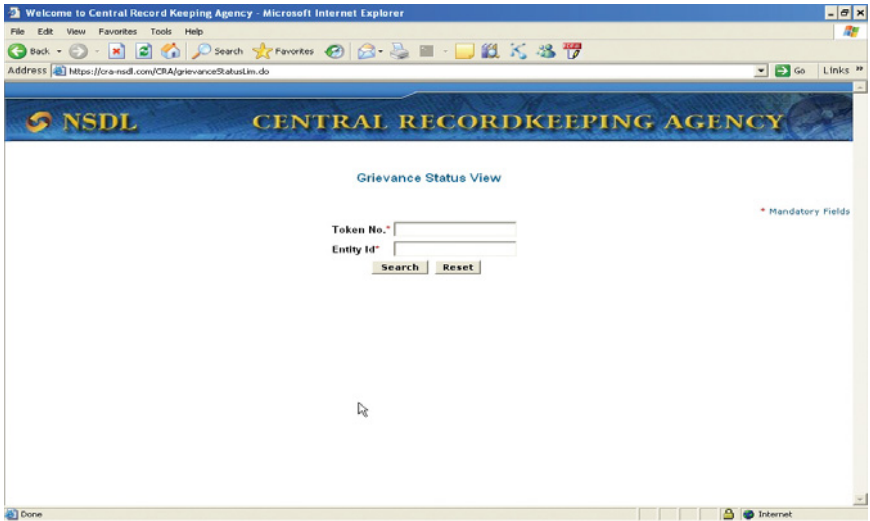
PRN/Ack Number.*

PAO/POP-SP Reg. No.

| Acknowledgement Number | Subscriber Name | PAO/POP-SP Reg. No | Date Of File Upload | Tier Type | Status | Reason of Rejection |
|------------------------|--------------------|--------------------|---------------------|-----------|----------|---------------------|
| 52012010002191109 | RAJU EKNATH DIWANE | 2001941 | 26-Nov-2009 | Tier-1 | Accepted | |

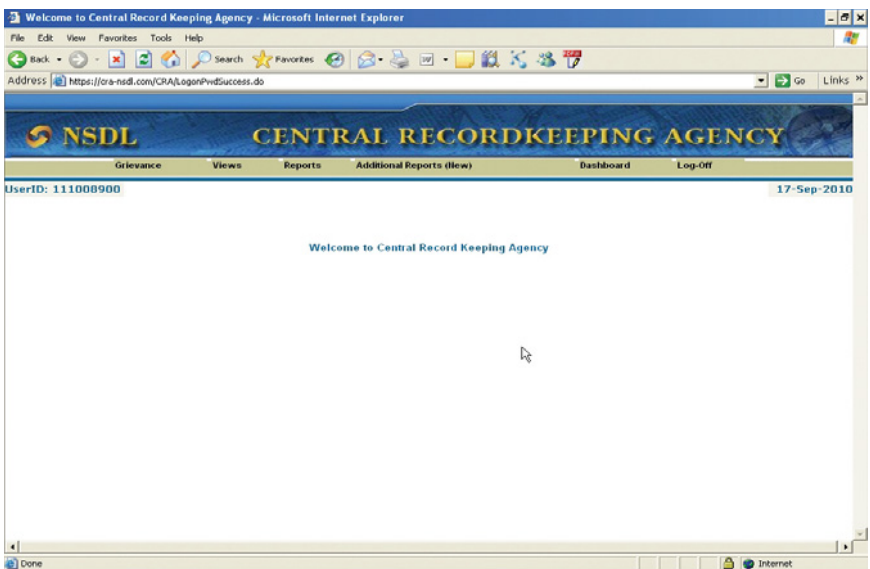
Grievances

Screen 24



On successful login, the following screen will be displayed containing the home page with the header menu.

Screen 25



The various header and submenu available on the Welcome screen to PrAO on CRA are:

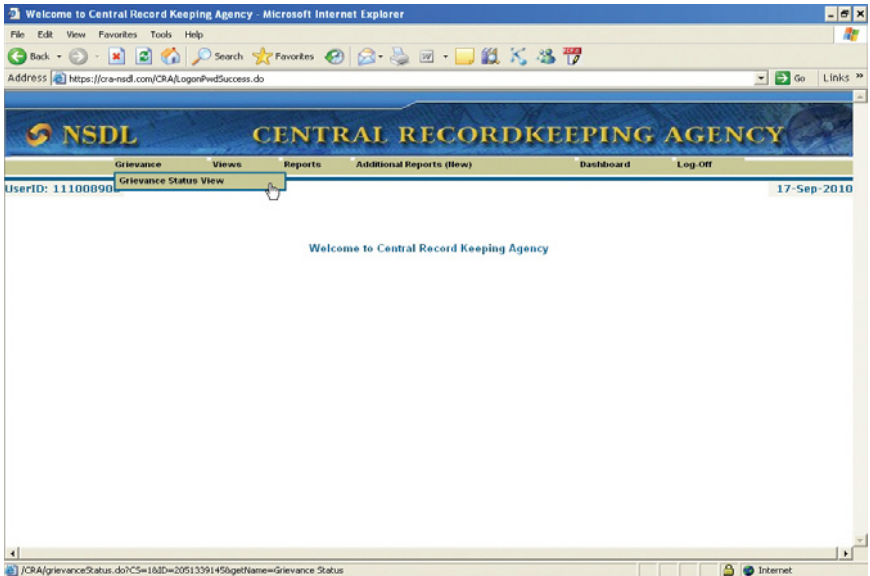
1. *Grievance*
 - a. Grievance status view.
2. *Additional reports(New)*
 - a. Reports/Files download
 - b. Contributions comparison
 - c. Subscriber contributions list
 - d. Pending Match files
3. *Dashboard*

The fields of these options alongwith their uses are explained below:

Grievance

To check the status of the Grievance raised by PAOs, CRA has provided a platform for PrAO. PrAO User shall select the option ‘Grievance’ and sub option ‘Grievance status view’.

Screen 26



The System in which the grievance is logged at the CRA system is known as the Central Grievance Management System (CGMS). One of the features of the CRA system is to register the grievance/complaint. In the CGMS, the subscriber and other entities can register their grievance and redress the grievance registered by others. For the purpose of raising the grievance, the entity needs to be registered and be in active status at the CRA system.

The modes through which the grievance can be raised are

- Web based interface of CRA system (by using I-PIN)
- Call centre (by using T-PIN)
- Physical forms submitted to CRA (by using prescribed format - Form G1)

CRA system prompts the user to enter ‘token number’ generated at the time of logging grievance by PAO or date. Following screen will display status of grievance, resolution remark, grievance and resolution date and time.

Screen 27

The screenshot displays the 'Grievance Status View' page of the NSDL Central Recordkeeping Agency. The page header includes the NSDL logo and the agency name. A navigation bar contains links for Grievance, Views, Reports, Additional Reports (New), Dashboard, and Log-Off. The user ID is 111008900 and the date is 17-Sep-2010. The main content area features a search form with the following fields: 'Token No.' (text input), 'OR', 'From Date' (calendar picker showing 10/09/2010), and 'To Date' (calendar picker showing 17/09/2010). Below the form are 'Search' and 'Reset' buttons. A 'NOTE' section contains three bullet points: 'Either the Token Number or the Date Range to be entered to check the Grievance Status', 'Entity Type and Grievance Type can be selected with the Date range to filter the search', and 'Difference between From Date and To Date should not be greater than 90 days'.

Note: Date duration can't be more than 15 days

PrAO is registered as a Monitoring Authority in CRA system and hence are not required to raise any grievance. They will be able to monitor the grievances raised by and against the PAOs.

Screen 28

NSDL CENTRAL RECORDKEEPING AGENCY

Grievance Views Reports Additional Reports (New) Dashboard Log-Off

UserID: 111008900 17-Sep-2010

Grievance Status View

Token No.

OR

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

NOTE:

- Either the Token Number or the Date Range to be entered to check the Grievance Status
- Entity Type and Grievance Type can be selected with the Date range to filter the search
- Difference between From Date and To Date should not be greater than 90 days

| Token No. | Status | Resolution Remarks | Grievance Logged Date | Resolution Date & Time |
|--------------------------|----------|--------------------|-----------------------|------------------------|
| 10008194 | Assigned | | 15-Sep-2010 11:33:44 | |
| 10008251 | Assigned | | 16-Sep-2010 10:28:30 | |
| 10007903 | Assigned | | 16-Sep-2010 16:27:27 | |

PrAO user get the detailed description of grievance and resolution when click on hyperlink available on Token details,

Screen 29

Grievance Status View

User Details

| Grievance Logged By | | Grievance Logged For | |
|-------------------------------------|--|----------------------|---|
| Entity Type | <input type="text" value="SUBSCRIBER"/> | Entity Type | <input type="text" value="SUBSCRIBER"/> |
| Entity ID | <input type="text" value="110010338699"/> | Entity ID | <input type="text" value="110010338699"/> |
| Acknowledgement no. | <input type="text"/> | | |
| Permanent Retirement Account Number | <input type="text"/> | | |
| Email Id | <input type="text" value="smg555@rediffmail.com"/> | | |

Grievance Details

| | |
|------------------------|--|
| Grievance Type | <input type="text" value="Grievance of SUBSCRIBER against PAO"/> |
| Grievance Sub Type | <input type="text" value="Incorrect contribution amount reflected"/> |
| Grievance Description | <input type="text" value="Kindly correct the Mar 2006 (amount not mentioned) and April 2006 (amount was not correct) NPS contribution entries of my NPS account statement as follows."/> |
| Mode of Logging | <input type="text" value="WEB"/> |
| Grievance Receipt Date | <input type="text" value="15-Sep-2010"/> |
| Status | <input type="text" value="Assigned"/> |

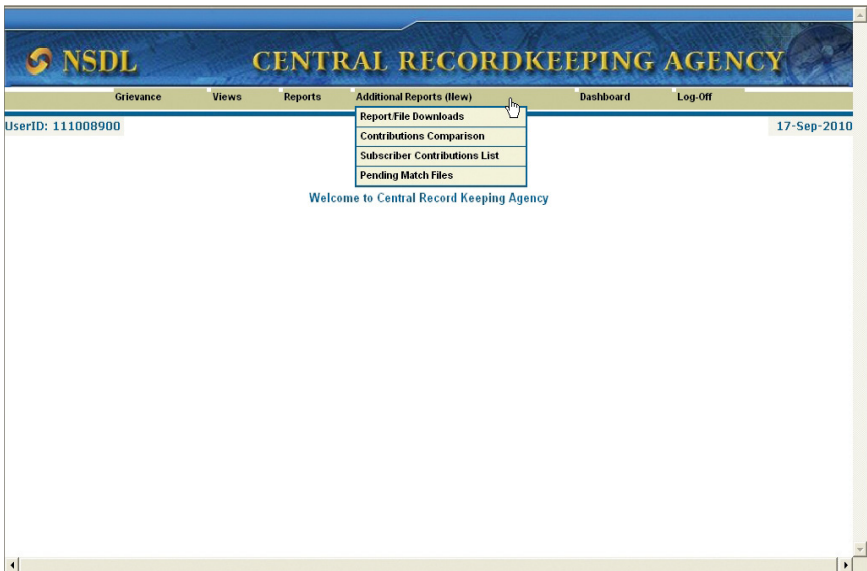
Additional reports (New)

To facilitate faster flow of information and matching of pending SCFs, CRA has provided following additional reports to PrAOs and PAOs. PrAO has the information for all the subscribers underlying its PAOs, whereas PAOs can check only those subscribers who are mapped to it. These reports are customized reports to identify and analyse the performance of the PAOs.

- Contributions comparison - Report showing missing credit
- Subscriber contributions list - Report showing difference in two regular contributions

Both these queries involve considerable data processing in CRA system. Further, the output (report) also has several columns and rows. Hence, CRA has kept these reports request based, where the PrAO user puts in a request for such report. The report is downloadable next day.

Screen 30



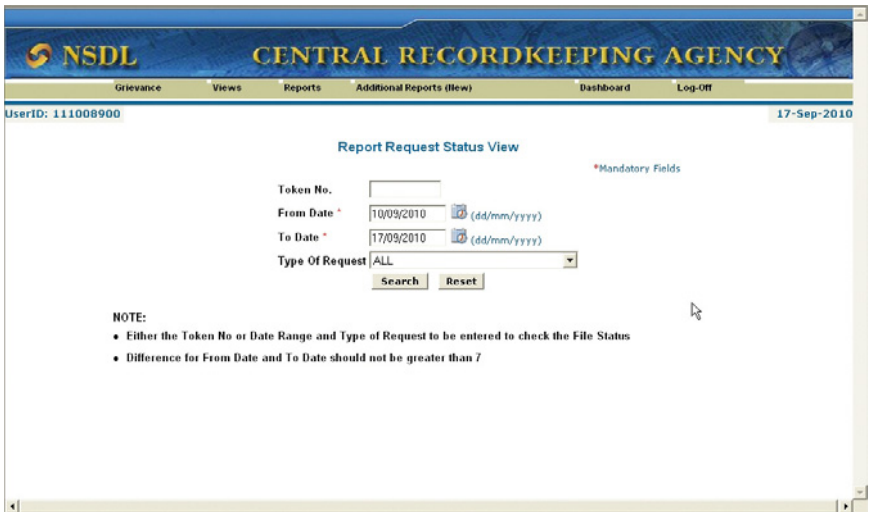
The request raised by Monitoring Office will be processed at CRA at the End of Day (EoD) and user will get output report on the next day. For each request, user will get a token no. The report can be downloaded by the PrAO user

through “Request status view” next day on submission of the token no. The user cannot submit a new request until his previous request for the same report is processed.

a. Reports/Files download

On next day through this menu, the user will be able to download a CSV (comma separated values) file for that token number. CSV files are similar to excel files and can be directly opened in Excel format. Only the regular contributions uploaded records (irrespective of whether it is matched booked or not) of the particular month specified in search criteria will be considered in the output report.

Screen 31



b. Contributions comparison

This report will provide the list of Subscribers under particular PrAO for which a difference in contribution amount is observed in two regular contributions. The report will provide the Regular contribution uploaded for last two months. This shall assist the PrAO to identify the Missing Month as well as any difference between two uploaded contribution amounts. The user will get a token number.

Screen 32

Subscriber Contributions Comparison

PAO Reg. No.

- The user will be able to download a ".CSV" (comma separated values) file containing the latest two contribution amounts uploaded to the system and the comparison between the two for all the active subscribers belonging to that PrAO.
- The request raised by PrAO will be processed at the End of day and user will get output report on the next day.
- For every request the user will be given a token no. and the report should be downloaded through link "Request status view" using the token no. on next day.
- If the PAO registration no. field is kept blank in input criteria then the details of all the subscribers across all the PAO(s) under a particular PrAO will be shown in the output.
- The user cannot submit a new request for a report until his previous request for the same report is processed, irrespective of the search criteria entered.
- Only regular contribution records which are in matched and hooked status will be considered in this comparison report.
- This report will provide the comparison between the two latest regular contribution records of subscribers uploaded by PAO(s).
- Months of comparison can be different for different subscribers as the latest two contributions for each subscriber will be considered. For example, Contribution for PRAN1 has been uploaded for the months February 2009 and January 2009, whereas for PRAN2 it has been uploaded for the months December 2008 and October 2008. Then comparison for PRAN1 will be between February 2009 and January 2009, whereas for PRAN2 it will be between December 2008 and October 2008.

Screen 33

The user will get the following report on the next day.

| Subscriber Contributions Comparison | | | | | | | | | |
|-------------------------------------|------------------|---------------------------|--------------|--------------------|---------|-------------------------|---------|-------------------------|-----------------------|
| PAO | PAO | Name of Subscriber | PAO Reg. No. | PAO Name | Month 1 | Month 1 | Month 2 | Month 2 | Percentage difference |
| PRAN | PPAN | | | | | Contribution amount for | | Contribution amount for | |
| 110060338383 | 2004219160000005 | SHRI JASVINDER SINGH | 2002442 | Accounts Office (f | Jul-09 | 4438 | Jun-09 | 4310 | 2.96 |
| 110000338386 | 2004219160000011 | SHRI KULDEEP KUMAR SHARMA | 2002442 | Accounts Office (f | Sep-09 | 100 | Jul-09 | 1770 | -94.35 |
| 110070338388 | 2004219160000013 | SHRI DEVIPRASAD VAISHNAV | 2002442 | Accounts Office (f | Sep-09 | 200 | Jul-09 | 2666 | -92.49 |
| 110050338392 | 2004219160000021 | SHRI SANDEEP PATEL | 2002442 | Accounts Office (f | Sep-09 | 2000 | Aug-09 | 2000 | 0.00 |
| 110030338393 | 2004219160000022 | SHRI PRABHAT RANJAN | 2002442 | Accounts Office (f | Jul-09 | 7484 | Jun-09 | 7266 | 3.00 |
| 11 | | | | | | | | | |

This report can be used for analysing and identifying the Missing Month as well as the deviations between the two consecutive contributions credited in the Individual Retirement Account (IRA). The report will provide the percentage of the difference in two contribution amounts.

Ideally the difference should not be significant as the salary can not vary substantially except due to increment in DA, Leave without Pay etc. However, if there is any significant difference, PAO may like to verify the accuracy of the contribution record. Further, the report will also provide the two consecutive months for which the contribution have been credited which can be utilized for identifying the month for which the contribution amount have not been credited in the IRA.

c. *Subscriber contributions list*

This report will provide the list of Subscribers under particular PrAO for which a Regular Contribution is not uploaded for particular month. The user will be able to download a CSV (comma separated values) file containing the contribution amounts for each active subscriber belonging to PrAO specified month in the input criteria.

Screen 34

The screenshot shows the NSDL Central Recordkeeping Agency interface. At the top, there is a navigation bar with links for Grievance, Views, Reports, Additional Reports (New), Dashboard, and Log-Off. The user ID is 111008900 and the date is 17-Sep-2010. The main heading is 'Subscriber Contributions List'. Below this, there is a form with the following fields:

- PAO Reg. No.:
- From Month and Year *:
- To Month and Year *:

Below the form are two buttons: and .

Below the form, there is a list of instructions:

- The user will be able to download a ".CSV" (comma separated values) file containing the contribution details for all the active subscriber belonging to the Pr.AO user for the month specified in the input criteria.
- The request raised by Pr.AO will be processed at the End of day and user will get output report on the next day.
- For every request the user will be given a token no. and the report should be downloaded through link "Request status view" using the token no. on next day.
- If the PAO registration no. field is kept blank in input criteria then the details of all the subscribers across all the PAO(s) under a particular Pr.AO will be shown in the output.
- The user cannot submit a new request for a report until his previous request for the same report is processed, irrespective of the search criteria entered.
- Only the regular contributions records uploaded (irrespective of whether it is matched and booked or not) for a particular month and specified in the search criteria will be considered in the output report.
- The maximum number of months for which data can be displayed in the report is three months.
- "From Month and Year" and "To Month and Year" can be maximum 12 months prior to the current month.

The user will get the following report on the next day.

Screen 35

| Subscriber Contributions List | | | | | | | |
|-------------------------------|------------------|--------------------|--------------|-----------------|---|---|--|
| PRAN | PPAN | Name of Subscriber | PAO Reg. No. | PAO Name | Contribution amount uploaded for April 2010 | Contribution amount uploaded for May 2010 | Contribution amount uploaded for June 2010 |
| 110090338496 | 2004219240000003 | SHRI ANANI | 2002453 | Accounts Office | 1944 | 1944 | 1944 |
| 110010338498 | 2004219240000009 | SMT. SAPNA | 2002453 | Accounts Office | 2000 | 2000 | 1800 |
| 110090339199 | 2004219240000007 | SHRI RAMA | 2002453 | Accounts Office | 0 | 0 | 0 |
| 110030339351 | 2005219240000011 | SHRI MUKES | 2002453 | Accounts Office | 0 | 12812 | 6406 |
| 110010339352 | 2005219240000012 | SHRI SHASHI | 2002453 | Accounts Office | 1964 | 1964 | 9314 |

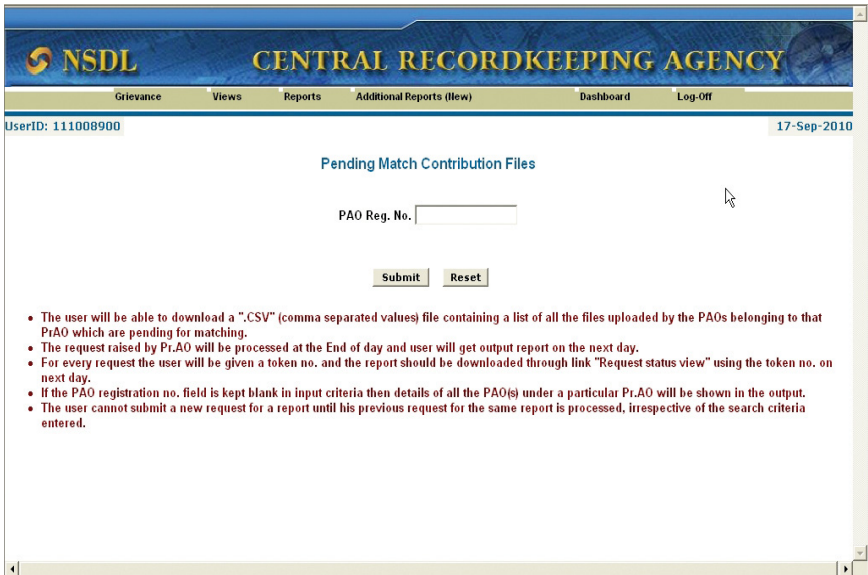
This report can be used for identifying the Missing Month for which contribution has not been credited in the IRA. The report will provide the contribution amount credited in the specified period of 3 months.

Both the reports (**Contributions comparison** and **Subscriber contributions list**) are devised to analyse the ‘Regular’ credits in the IRA. The report will not provide any analysis related to contribution credited as ‘Arrears’. The uploading office has to be very vigilant while preparing and uploading the file as the reporting is primarily for ‘Regular’ credits.

d. Pending Match files

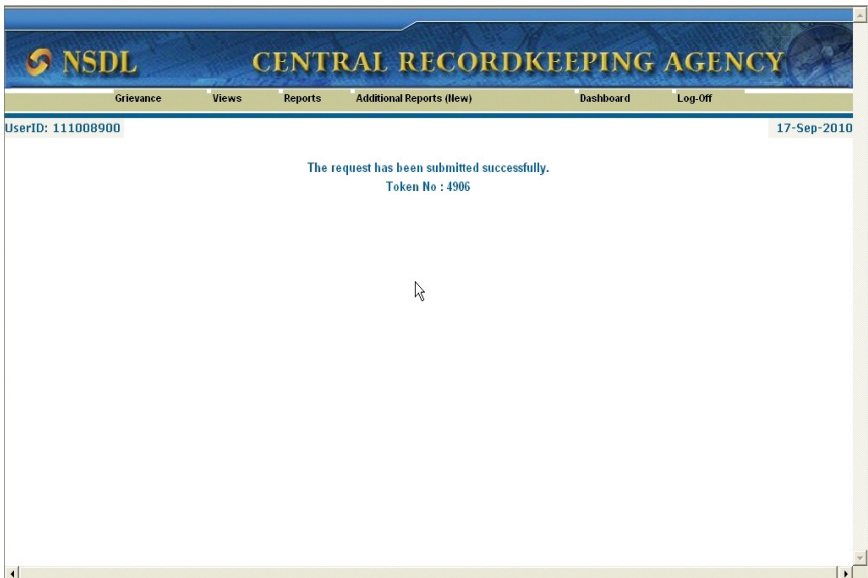
This report will provide the list of contribution files pending for matching till date. The user will be able to download a CSV (comma separated values) file containing a list of all the files uploaded by the PAOs belonging to that PrAO which are pending for matching.

Screen 36



The user will receive a token number and the report can be downloaded next day.

Screen 37



The user will get the following report on the next day

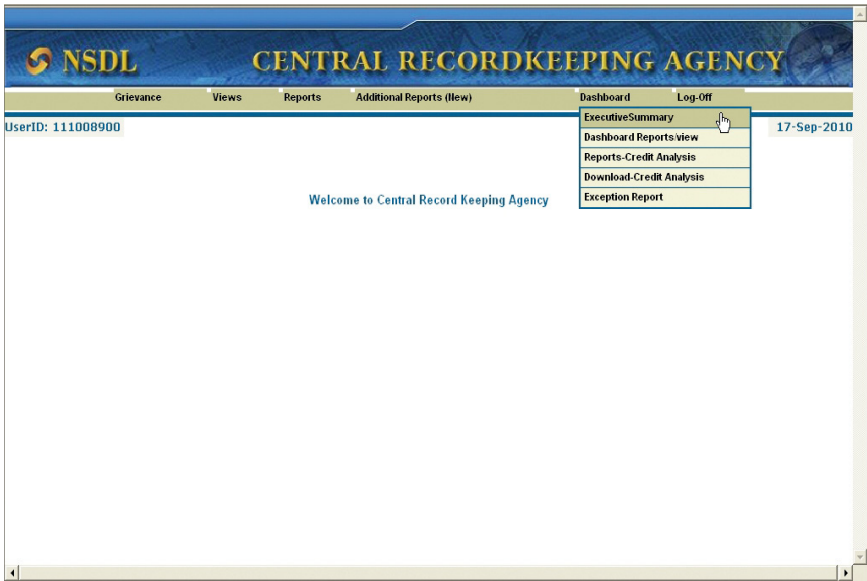
Screen 38

| | A | B | C | D | E | F | G | H | I |
|----|-----------------|---|-----------------------|------------------------------------|-----------------------|---|---|---|---|
| 1 | | Pending Match Contribution Files | | | | | | | |
| 2 | PAO Reg. | PAO Name | Transaction Id | Status | Number of days | | | | |
| 3 | 2002416 | Accounts Office (R&D), Agra Caritt | '1001274600264 | Subscriber wise Scheme wise Credit | 7 | | | | |
| 4 | 2002431 | Accounts Office (R&D), Ahmednagar | '1001275600426 | Subscriber wise Scheme wise Credit | 20 | | | | |
| 5 | 2002442 | Accounts Office (R&D), Chandigarh | '1001270600262 | Subscriber wise Scheme wise Credit | 134 | | | | |
| 6 | 2002442 | Accounts Office (R&D), Chandigarh | '1001270600270 | Subscriber wise Scheme wise Credit | 134 | | | | |
| 7 | 2002442 | Accounts Office (R&D), Chandigarh | '1001270600304 | Subscriber wise Scheme wise Credit | 112 | | | | |
| 8 | 2002442 | Accounts Office (R&D), Chandigarh | '1001270600312 | Subscriber wise Scheme wise Credit | 112 | | | | |
| 9 | 2002442 | Accounts Office (R&D), Chandigarh | '1001270600338 | Subscriber wise Scheme wise Credit | 75 | | | | |
| 10 | 2002442 | Accounts Office (R&D), Chandigarh | '1001270600346 | Subscriber wise Scheme wise Credit | 50 | | | | |
| 11 | 2002442 | Accounts Office (R&D), Chandigarh | '1001270600379 | Subscriber wise Scheme wise Credit | 15 | | | | |
| 12 | | | | | | | | | |
| 13 | | | | | | | | | |
| 14 | | | | | | | | | |
| 15 | | | | | | | | | |
| 16 | | | | | | | | | |
| 17 | | | | | | | | | |
| 18 | | | | | | | | | |
| 19 | | | | | | | | | |
| 20 | | | | | | | | | |
| 21 | | | | | | | | | |
| 22 | | | | | | | | | |
| 23 | | | | | | | | | |
| 24 | | | | | | | | | |
| 25 | | | | | | | | | |
| 26 | | | | | | | | | |
| 27 | | | | | | | | | |
| 28 | | | | | | | | | |
| 29 | | | | | | | | | |
| 30 | | | | | | | | | |

V. Dashboard

CRA has made a dashboard available which provides various reports related to NPS activities. CRA has developed some additional reports which will help in better monitoring and analyzing the performance of the PAO. The Dashboard is available in the main screen of the PrAO in www.cra-nsdl.com. The screen appears as follows :

Screen 39



Dashboard has following sections

- a. Executive Summary
- b. Dashboard Reports/View
 - i. Subscriber registration
 - ii. Status of SCFs upload
 - iii. Comparison of monthly contribution.
 - iv. Monthly subscriber contribution credits
- c. Reports-Credit Analysis
- d. Download- Credit Analysis

- e. Exception Report
 - i. Exception Report for Subscriber Registration
 - ii. Exception Report for Status of Subscriber Contribution File upload
 - iii. Exception Report for Monthly Subscriber Contribution Credits

1) Executive Summary

PrAO user will get synopsis of details like number of PAOs and DDO registered, number of active subscribers associated with PAOs, number of IRA and Non-IRA compliant subscribers. Also the user will get number of SCFs uploaded by PAOs, number of SCFs pending for Matching and booking and their percentage of pendency.

Screen 40

NSDL CENTRAL RECORDKEEPING AGENCY

Grievance Views Reports Additional Reports (New) Dashboard Log-Off

UserID: 111008900 17-Sep-2010

EXECUTIVE SUMMARY

EXSUM/001

| SR. NO. | Description | Count |
|---|--|-------|
| Registration Details: | | |
| 1 | No. of PAOs/Treasury Office Registered | 12 |
| 2 | No. of DDOs Registered | 59 |
| 3 | No. of Subscribers Registered | 2885 |
| 4 | No. of IRA Compliant Subscribers | 2297 |
| 5 | No. of Non-IRA Compliant Subscribers | 588 |
| Subscriber Contribution Details: | | |
| 1 | NO. OF SCFs UPLOADED | 311 |
| 2 | No. of SCFs Pending For M&B till date | 10 |
| 3 | % of SCFs Pending For M&B till date | 3.22 |
| 4 | No. of PAOs whose SCFs are Pending for M&B | 3 |

[Click here to view Dashboard Reports/View](#)

Note:
 1. *Data is till 16/09/2010
 2. No. of files uploaded also includes the files uploaded by CRA for first tranche, second tranche and the split cases

The Executive Summary (ES) can be used to have a glimpse of the NPS activities carried out at the Uploading Offices. The ES will provide snapshots related to the essential activities - Registration of entities and SCF. Also, it will provide the status of IRA compliant subscribers and number of SCFs pending for Matching & Booking.

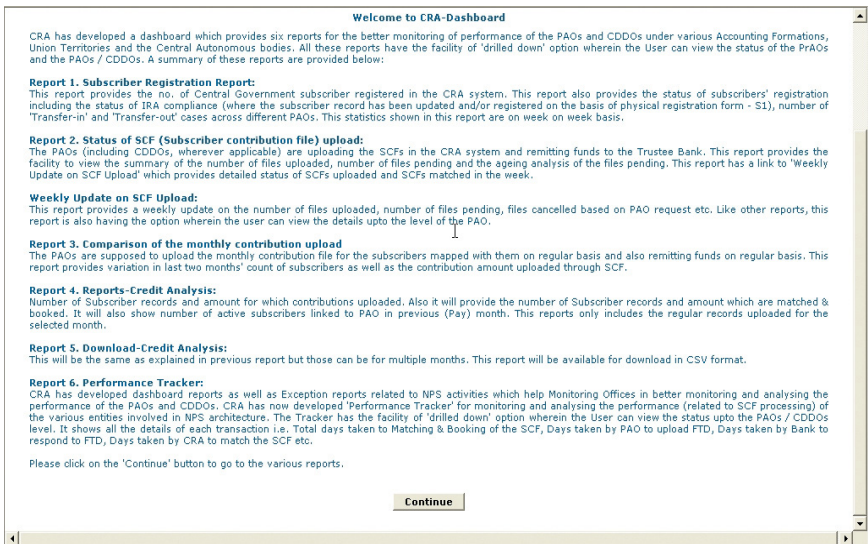
2) Dashboard Reports/View

CRA has developed few reports which will provide the snapshot as well as detailed drill down report to monitor the NPS activities. Following are the reports available under this menu.

- a. Subscriber registration
- b. Status of SCFs upload
- c. Comparison of monthly contribution.
- d. Monthly subscriber contribution credits

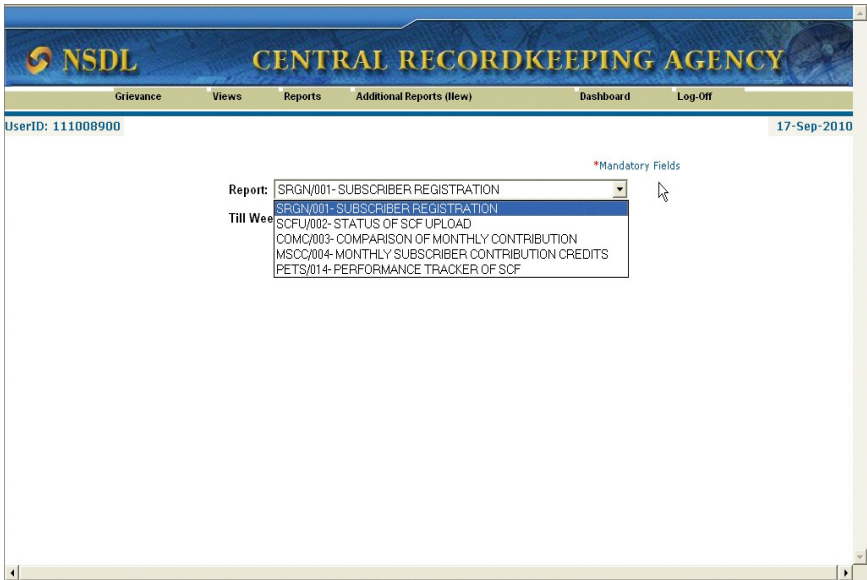
The Welcome Screen has a brief information about these reports..

Screen 41



The user needs to click on the 'Continue' button to go to the various reports.

Screen 42



These reports are explained below:

a. Subscriber registration

This report provides the no. of subscribers registered in the CRA system. This report also provides the status of subscribers' registration including the status of IRA compliance (where the subscriber record has been updated and/or registered on the basis of physical registration form - S1), number of 'Transfer-in' and 'Transfer-out' cases across different PAOs. This statistics shown in these reports are on a weekly basis.

Screen 43

NSDL CENTRAL RECORDKEEPING AGENCY

Grievance Views Reports Additional Reports (New) Dashboard Log-Off

UserID: 111008900 17-Sep-2010

*Mandatory Fields

Report: SRGN/001-SUBSCRIBER REGISTRATION

Till Week: W2 Month-Year: September-2010

Submit

Screen 44

NSDL CENTRAL RECORDKEEPING AGENCY

Grievance Views Reports Additional Reports (New) Dashboard Log-Off

UserID: 111008900 17-Sep-2010

* Mandatory Fields SRGN/001 Home

Report: SRGN/001-SUBSCRIBER REGISTRATION

Till Week: W2 Month-Year: September-2010

Submit

SUBSCRIBER REGISTRATION DETAILS TILL 09/09/2010 FOR PCDA (R&D), NEW DELHI OF DEFENCE ACCOUNTING FORMATION

| SR. NO. | PAO/Treasury Office REG.NO. | PAO/Treasury Office NAME | ACTIVE AT END OF WEEK 2 OF SEPTEMBER 2010 | NON-IRA COMPLIANT | ACTIVE AT END OF AUGUST 2010 | NEW REGISTRATION IN SEPTEMBER 2010 AT END OF WEEK 2 | "TRANSFER IN" IN SEPTEMBER 2010 AT END OF WEEK 2 | "TRANSFER OUT" IN SEPTEMBER 2010 AT END OF WEEK 2 |
|---------|-----------------------------|--|---|-------------------|------------------------------|---|--|---|
| 1 | 2002416 | Accounts Office (R&D), Agra Cantt | 269 | 94 | 268 | 2 | 0 | 1 |
| 2 | 2002431 | Accounts Office (R&D), Ahmednagar | 141 | 14 | 141 | 0 | 0 | 0 |
| 3 | 2002453 | Accounts Office (R&D), Ambernath, Mumbai | 54 | 1 | 54 | 0 | 0 | 0 |
| 4 | 2002442 | Accounts Office (R&D), Chandigarh | 217 | 20 | 217 | 0 | 0 | 0 |
| 5 | 2000121 | Accounts Office Cell (SPIC), Delhi Cantt | 167 | 7 | 167 | 0 | 0 | 0 |
| 6 | 2002394 | DCDA (R&D), Delhi | 663 | 364 | 661 | 0 | 2 | 0 |
| 7 | 2000585 | JCDA (R&D), Balasore | 180 | 7 | 180 | 0 | 0 | 0 |
| 8 | 2002420 | JCDA (R&D), Pune | 597 | 33 | 589 | 8 | 0 | 0 |

The report is a 'Weekly' report and the user has to select the week (W1, W2 etc.) as well as the month for which the user desires to get the report. This report will provide the PAO-wise number of active subscribers registered in CRA alongwith their Non-IRA compliant status. Also, it will show the Subscribers registered during the current month. Further, the report will provide the number of 'Transfer in' (subscribers who have moved in the PAO) as well as the 'Transfer out' (subscribers who have moved out of the PAO) subscribers during the month. 'Transfer out' and 'Transfer in' cases have been calculated based on the 'Change in the Subscriber - PAO mapping' in the CRA system. Change in the Subscriber - PAO mapping in the CRA system happens when SCF uploaded by the new office of the concerned subscriber gets Matched & Booked.

b. Status of SCFs upload

The PAOs are uploading the SCFs in the CRA system and remitting funds to the Trustee Bank. This report provides the summary of the number of files uploaded, number of files pending and the ageing analysis of the files pending. It has a link to 'Weekly Update on SCF Upload' which provides detailed status of SCFs uploaded and SCFs matched in the week.

Screen 45

UserID: 111008900 17-Sep-2010

* Mandatory Fields SCFU/002 Home

Report: **SCFU/002-STATUS OF SCF UPLOAD**

Till Week: **W2** Month-Year: **September-2010**

Submit

**STATUS OF SUBSCRIBER CONTRIBUTION FILES UPLOADED TILL 09/09/2010
FOR PCDA (R&D), NEW DELHI OF DEFENCE ACCOUNTING FORMATION**

| SR. NO. | PAO/Treasury Office REG.NO. | PAO/Treasury Office NAME | TOTAL SCF UPLOADED | SCF MATCHED & BOOKED | SCF PENDING FOR M&B | % OF SCFS NOT MATCHED |
|---------|-----------------------------|--|--------------------|----------------------|---------------------|-----------------------|
| 1 | 2002416 | Accounts Office (R&D), Agra Cantt | 25 | 24 | 1 | 4.00 |
| 2 | 2002431 | Accounts Office (R&D), Ahmednagar | 42 | 41 | 1 | 2.38 |
| 3 | 2002453 | Accounts Office (R&D), Amhermath, Mumbai | 27 | 27 | 0 | 0.00 |
| 4 | 2002442 | Accounts Office (R&D), Chandigarh | 37 | 29 | 8 | 21.62 |
| 5 | 2000121 | Accounts Office Cell (SPIC), Delhi Cantt | 25 | 25 | 0 | 0.00 |
| 6 | 2002394 | DCDA (R&D), Delhi | 36 | 36 | 0 | 0.00 |
| 7 | 2000585 | JCDA (R&D), Balasore | 30 | 30 | 0 | 0.00 |
| 8 | 2002420 | JCDA (R&D), Pune | 28 | 28 | 0 | 0.00 |
| 9 | 2002405 | AN Section, PCDA (R&D), New Delhi | 22 | 22 | 0 | 0.00 |
| 10 | 2007961 | DRDO Cell, PCDA (R&D), New Delhi | 13 | 12 | 1 | 7.69 |
| 11 | 2000154 | JCDA (R&D), Dehradun | 25 | 25 | 0 | 0.00 |
| | | Total | 310 | 299 | 11 | |

[SCF Details until W2 for the month SEPTEMBER-2010](#)

This report is also available on a ‘Weekly’ basis and the user has to select the week (W1, W2 etc.) as well as the month for which the user desires to receive the report. This report will provide the PAO-wise SCFs uploaded by each of the PAOs mapped to the user. It will also provide the number of SCFs ‘Matched & Booked’ and SCFs ‘Pending for Matching’ alongwith percentage of SCFs not matched with the SCFs uploaded. The link to the details of SCFs as well as the ‘Ageing Analysis’ of the pending SCFs is also available on the same page.

Ageing Analysis

Screen 46

| SR NO. | PAO/Treas Office Ref No. | PAO/Treasury Office NAME | 0-7 DAYS | 8-15 DAYS | 16-30 DAYS | 31-60 DAYS | 61-90 DAYS | 91 DAYS & ABOVE |
|--------|--------------------------|-----------------------------------|----------|-----------|------------|------------|------------|-----------------|
| 1 | 2002416 | Accounts Office (R&D), Agra Cantt | 1 | 0 | 0 | 0 | 0 | 0 |
| 2 | 2002431 | Accounts Office (R&D), Ahmednagar | 0 | 0 | 1 | 0 | 0 | 0 |
| 3 | 2002442 | Accounts Office (R&D), Chandigarh | 0 | 1 | 1 | 1 | 1 | 4 |
| 4 | 2007961 | DRDO Cell, PCDA (R&D), New Delhi | 0 | 0 | 1 | 0 | 0 | 0 |
| | | Total | 1 | 1 | 3 | 1 | 1 | 4 |

The Ageing Analysis will help the user to identify the specific PAOs whose SCFs are pending for matching. The analysis will have multiple slabs like SCFs are pending for 0-7 days, 8-15 days, 16-30 days, 31-60 days, 61-90 days and pendency for more than 91 days. The user can take appropriate action to clear the pendency.

c. *Comparison of monthly contribution*

The PAOs are regularly uploading the monthly contribution file for the subscribers mapped with them on a regular basis and also remitting funds on a regular basis. This is PAO wise report which provides variation in the last two months' number of subscribers as well as the contribution amount uploaded through SCF.

Screen 47

Report: COMC/003- COMPARISON OF MONTHLY CONTRIBUTION
 Month-Year: September-2010
 Submit

DETAILS OF CONTRIBUTION COMPARISON FOR SEPTEMBER-2010 WITH AUGUST-2010
 FOR PCDA (R&D), NEW DELHI OF DEFENCE ACCOUNTING FORMATION

| SR. NO. | PAO / Treas Office REG.NO. | PAO / Treasury Office NAME | SEPTEMBER-2010 | | | | AUGUST-2010 | | | |
|---------|----------------------------|--|---------------------------|-------------------|---|--------------------|---------------------------|-------------------|---|--------------------|
| | | | NO. OF SUBSCRIBER RECORDS | % CHANGE IN COUNT | CONTRIBUTION AMOUNT FOR UPLOADED FILES (IN RS.) | % CHANGE IN AMOUNT | NO. OF SUBSCRIBER RECORDS | % CHANGE IN COUNT | CONTRIBUTION AMOUNT FOR UPLOADED FILES (IN RS.) | % CHANGE IN AMOUNT |
| 1 | 2002416 | Accounts Office (R&D), Agra Cantt | 0 | 0 | 0 | 0 | 0 | -100.00 | 0 | -100.00 |
| 2 | 2002431 | Accounts Office (R&D), Ahmednagar | 0 | 0 | 0 | 0 | 0 | -100.00 | 0 | -100.00 |
| 3 | 2002453 | Accounts Office (R&D), Ambernath, Mumbai | 0 | -100.00 | 0 | -100.00 | 46 | 0.00 | 226628 | 0.25 |
| 4 | 2002442 | Accounts Office (R&D), Chandigarh | 0 | -100.00 | 0 | -100.00 | 193 | 0 | 928834 | 0 |
| 5 | 2000121 | Accounts Office Cell (SPIC), Delhi Cantt | 0 | -100.00 | 0 | -100.00 | 150 | -1.96 | 665954 | -1.20 |
| 6 | 2002394 | PCDA (R&D), Delhi | 0 | -100.00 | 0 | -100.00 | 577 | 3.22 | 3138172 | 6.19 |
| 7 | 2000585 | JCDA (R&D), Balasore | 0 | -100.00 | 0 | -100.00 | 159 | 0.00 | 691586 | 0.02 |
| 8 | 2002420 | JCDA (R&D), Pune | 0 | -100.00 | 0 | -100.00 | 524 | -4.38 | 2457966 | -4.18 |
| 9 | 2023136 | Accounts Office (R&D), Kanpur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | 2002405 | AN Section, PCDA (R&D), New Delhi | 0 | -100.00 | 0 | -100.00 | 10 | 0.00 | 31370 | -3.16 |
| 11 | 2007961 | DRDO Cell, PCDA (R&D), New Delhi | 0 | -100.00 | 0 | -100.00 | 159 | 9.66 | 830378 | 9.22 |
| 12 | 2000154 | JCDA (R&D), Dehradun | 0 | -100.00 | 0 | -100.00 | 362 | -1.09 | 1766794 | -1.01 |
| | | Total | 0 | 0 | 0 | 0 | 2180 | -3.96 | 10737682 | -3.17 |

Note:
 1. Comparison will be shown between current month with previous month.
 2. % change in count/amount is with respect to count/amount of previous month (e.g. FEB-09 is compared with JAN-09 and JAN-09 is compared with DEC-08)

This report is a 'Monthly' report which provides the comparison with the selected month-years and the previous month-year w.r.t. amount and count of 'Regular' contribution credited alongwith the percentage change in the count as well as amount of contribution i.e. June 2010 will be compared with May 2010 and May 2010 will be compared with April 2010.

d. *Monthly subscriber contribution credits.*

This report will facilitate the user to identify the number of Regular contribution records uploaded by the PAO alongwith the amount of

contribution. The user needs to provide the 'Pay Month' as a search criterion. The report will also show the number of records & amount of contribution which got Matched and Booked.

Further, this report will provide the number of active subscribers as of last month which can be used for identifying the completeness of the data uploaded by the PAO.

Screen 48

* Mandatory Fields MISCC004 [Home](#)

Report: MISCC/004- MONTHLY SUBSCRIBER CONTRIBUTION CREDITS

Month-Year: June-2010 July-2010 August-2010

**MONTHLY SUBSCRIBER CONTRIBUTION CREDITS FOR THE MONTH OF JULY-2010
FOR PCDA (R&D), NEW DELHI OF DEFENCE ACCOUNTING FORMATION**

| Sr. No. | PAO/Treas Office REG.NO. | PAO/Treasury Office NAME | NO. OF SUBSCRIBERS MAPPED * | NO. OF SUBSCRIBER RECORDS FOR WHICH CONTRIBUTIONS UPLOADED | CONTRIBUTION AMOUNT FOR UPLOADED RECORDS | NO. OF RECORDS M&B | CONTRIBUTION AMOUNT FOR M&B RECORDS |
|---------|--------------------------|--|-----------------------------|--|--|--------------------|-------------------------------------|
| 1 | 2002416 | Accounts Office (R&D), Agra Cantt | 262 | 159 | 833342.00 | 159 | 833342.00 |
| 2 | 2002431 | Accounts Office (R&D), Ahmednagar | 142 | 125 | 566038.00 | 125 | 566038.00 |
| 3 | 2002453 | Accounts Office (R&D), Ambernath, Mumbai | 52 | 46 | 226060.00 | 46 | 226060.00 |
| 4 | 2002442 | Accounts Office (R&D), Chandigarh | 213 | 187 | 895098.00 | 0 | 0.00 |
| 5 | 2000121 | Accounts Office Cell (SPIC), Delhi Cantt | 167 | 153 | 674068.00 | 153 | 674068.00 |
| 6 | 2002394 | DCDA (R&D), Delhi | 662 | 559 | 2955242.00 | 559 | 2955242.00 |
| 7 | 2000585 | JCDA (R&D), Balasore | 168 | 159 | 691446.00 | 159 | 691446.00 |
| 8 | 2002420 | JCDA (R&D), Pune | 588 | 548 | 2565062.00 | 548 | 2565062.00 |
| 9 | 2023136 | Accounts Office (R&D), Kanpur | 0 | 0 | 0.00 | 0 | 0.00 |
| 10 | 2002405 | AN Section, PCDA (R&D), New Delhi | 10 | 10 | 32392.00 | 10 | 32392.00 |
| 11 | 2007961 | DRDO Cell, PCDA (R&D), New Delhi | 171 | 145 | 760274.00 | 145 | 760274.00 |
| 12 | 2000154 | JCDA (R&D), Dehradun | 406 | 366 | 1784790.00 | 366 | 1784790.00 |
| | | Total | 2841 | 2457 | 11983812.00 | 2270 | 11088714.00 |

e. *Performance Tracker.*

For monitoring and analysing the performance (related to SCF processing) of the various entities involved in NPS architecture, CRA has developed 'Performance Tracker'. The user will be able to view total number of files uploaded, count of files matched and booked, Ageing Details of matched and booked files for 0-7 days, 8-15 days, 16-30 days and above 30 days at PrAO/PAO levels. The Tracker has the facility of 'drilled down' option wherein the user can view the status of the PAOs.

Screen 49

Grievance Views Reports Additional Reports (New) Dashboard Log-Off

UserID: 111008900 17-Sep-2010

* Mandatory Fields PETS/014 Home

Report: PETS/014-PERFORMANCE TRACKER OF SCF

Till Week: W1 Month-Year: September-2010

Submit

PERFORMANCE TRACKER OF SUBSCRIBER CONTRIBUTION FILES UPLOADED TILL 04/09/2010 FOR PCDA (R&D), NEW DELHI OF DEFENCE ACCOUNTING FORMATION

| SR. NO. | PAO/Treasury Office REGNO. | PAO/Treasury Office NAME | TOTAL FILES UPLOADED | AGEING ANALYSIS OF NO OF FILES M88 | | | | |
|---------|----------------------------|--|----------------------|------------------------------------|--------------|---------------|----------------|---------------|
| | | | | NO. OF FILES M88 (A=a+b+c+d) | 0-7 DAYS (a) | 8-15 DAYS (b) | 16-30 DAYS (c) | > 30 DAYS (d) |
| 1 | 2002416 | Accounts Office (R&D), Agra Cantt | 24 | 24 | 4 | 10 | 5 | 5 |
| 2 | 2002431 | Accounts Office (R&D), Ahmednagar | 42 | 41 | 7 | 9 | 17 | 8 |
| 3 | 2002453 | Accounts Office (R&D), Ambernath, Mumbai | 27 | 27 | 5 | 13 | 5 | 4 |
| 4 | 2002442 | Accounts Office (R&D), Chandigarh | 37 | 29 | 3 | 13 | 5 | 8 |
| 5 | 2000121 | Accounts Office Cell (SPIC), Delhi Cantt | 25 | 25 | 7 | 14 | 3 | 1 |
| 6 | 2002394 | DCDA (R&D), Delhi | 36 | 36 | 13 | 22 | 1 | 0 |
| 7 | 2000585 | JCDA (R&D), Balasore | 30 | 30 | 19 | 10 | 1 | 0 |
| 8 | 2002420 | JCDA (R&D), Pune | 28 | 28 | 16 | 10 | 0 | 2 |
| 9 | 2002405 | AN Section, PCDA (R&D), New Delhi | 22 | 21 | 10 | 6 | 3 | 2 |
| 10 | 2007961 | DRDO Cell, PCDA (R&D), New Delhi | 13 | 12 | 2 | 6 | 3 | 1 |
| 11 | 2000154 | JCDA (R&D), Dehradun | 25 | 25 | 15 | 7 | 3 | 0 |
| | | Total | 309 | 298 | 101 | 120 | 46 | 31 |

It shows all the details of each transaction i.e. Total days taken for Matching & Booking of the SCF, Days taken by PAO to upload FTD, Days taken by Bank to respond to FTD, Days taken by CRA to match the SCF etc. Further, a link is available on the 'Total Files Uploaded' to download Transaction level details (which will contain the actual performance per transaction).

SCFPT/001

PERFORMANCE TRACKING TRANSACTION DETAILS OF SUBSCRIBER CONTRIBUTION FILES UPLOADED FOR PAO Accounts Office (R OF DEFENCE ACCOUNTING FORMATION)

| Sr. No. | TRANSACTION ID | SET UPLOADED DATE | MBR DATE - SET UPLOADED DATE | PAO F ID DATE - SET UPLOADED DATE | BANK F ID UPLOADED DATE - PAO F ID UPLOADED DATE | BANK FRC UPLOADED DATE - FUND RECEIPT DATE | MBR DATE - BANK FRC UPLOADED DATE |
|---------|----------------|-------------------|------------------------------|-----------------------------------|--|--|-----------------------------------|
| 1 | 1001274800017 | 24/02/2009 | 186 | - | - | - | 180 |
| 2 | 1001274800058 | 20/05/2009 | 13 | - | - | - | 3 |
| 3 | 1001274800066 | 03/06/2009 | 16 | - | - | - | 2 |
| 4 | 1001274800074 | 04/07/2009 | 13 | - | - | - | 2 |
| 5 | 1001274800082 | 08/08/2009 | 18 | - | - | - | 3 |
| 6 | 1001274800090 | 04/09/2009 | 1 | - | - | - | 521 |
| 7 | 1001274800108 | 04/09/2009 | 1 | - | - | - | 74 |
| 8 | 1001274800116 | 11/09/2009 | 14 | - | - | - | 2 |
| 9 | 1001274800140 | 06/11/2009 | 14 | - | - | - | 2 |
| 10 | 1001274800157 | 21/12/2009 | 19 | - | - | - | 11 |
| 11 | 1001274800173 | 15/03/2010 | 10 | - | - | - | 3 |
| 12 | 1001274800181 | 15/03/2010 | 5 | - | - | - | 387 |
| 13 | 1001274800199 | 31/03/2010 | 12 | - | - | - | 408 |
| 14 | 1001274800215 | 17/04/2010 | 10 | - | - | - | 3 |
| 15 | 1001274800223 | 11/05/2010 | 37 | - | - | - | 2 |
| 16 | 1001274800225 | 26/02/2009 | 58 | - | - | - | 53 |
| 17 | 1001274800033 | 03/03/2009 | 53 | - | - | - | 50 |
| 18 | 1001274800041 | 13/04/2009 | 11 | - | - | - | 2 |
| 19 | 1001274800132 | 21/10/2009 | 14 | - | - | - | 4 |
| 20 | 1001274800165 | 20/01/2010 | 45 | - | - | - | 42 |
| 21 | 1001274800207 | 05/04/2010 | 0 | - | - | - | 3 |
| 22 | 1001274800231 | 31/05/2010 | 7 | - | - | - | 2 |
| 23 | 1001274800249 | 28/06/2010 | 16 | 14 | - | - | 10 |
| 24 | 1001274800256 | 28/07/2010 | 16 | 6 | - | - | 10 |

3) Reports- Credit Analysis

The credit analysis report provides PAO/CDDO wise subscriber contributions details for multiple months. This report is request based where the PrAO puts request by selecting the submenu “Reports –Credit Analysis” under the “Dashboard” menu. The report provides PAO wise and Month wise details the no. of subscribers mapped, the no. of subscribers for which contribution uploaded and subsequently matched and booked alongwith the respective contribution amounts. The number of subscribers will be the number of subscriber mapped to the concerned PAOs as on the last day of the month of credit.

The screenshot displays the NSDL Central Recordkeeping Agency interface. At the top, there is a navigation menu with options: Grievance, Views, Reports, Additional Reports (New), Dashboard, and Log-Off. The user ID is 111008900 and the date is 17-Sep-2010. The main heading is "CREDIT ANALYSIS FOR SUBSCRIBER CONTRIBUTIONS FOR MULTIPLE MONTHS". The form includes the following fields:

- From Month:** A dropdown menu with options: February-2010, March-2010 (selected), and April-2010.
- To Month:** A dropdown menu with options: June-2010, July-2010, and August-2010 (selected).
- Level:** A dropdown menu with the option: PAO.

At the bottom of the form, there are two buttons: "Submit" and "Reset".

4) **Download - Credit Analysis**

The PrAO can put the request for contribution credits at a time for a maximum range of six months. Subsequently, PrAO is required to download the requested report (output) through the sub menu of “Download-Credit Analysis” under the “Dashboard” menu a day after the day of the request. This report will be available for download in CSV format.

Screen 52

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | |
|------------|---------|-------------------------|---------------|---------------------------------|--------------|----------------|---------------------------|------------------------------|-----------------------------------|---------------------|--------------------------------------|----------------------|---|-----------------------------------|---------------------|-------|
| 1 | | | | | | | | August-2010 | | | | | July-2010 | | | |
| 2 | Sr. No. | ACCO UNTIN G FORM ATION | PRAO REG. NO. | MINISTRY/ DEPARTM ENT/PRAO NAME | PAO REG. NO. | PAO/CDD O NAME | NO. OF SUBSCRIBERS MAPPED | NO. OF SUBSCRIBERS FOR WHICH | CONTRIBUT ION AMOUNT FOR UPLOADED | NO. OF RECORD s M&B | CONTRIBUT ION AMOUNT FOR M&B RECORDS | NO. OF SUBS CRIBE RS | NO. OF SUBSCRIB ERS FOR WHICH CONTRIBUTI ON | CONTRIBUT ION AMOUNT FOR UPLOADED | NO. OF RECOR Ds M&B | C AMT |
| 3 | 1 | DEFEN | 3000082 | PCDA (R&D) | 2002416 | Accounts | 268 | 164 | 858098.00 | 0 | 0.00 | 262 | 159 | 833342.00 | 159 | |
| 4 | 2 | DEFEN | 3000082 | PCDA (R&D) | 2002431 | Accounts | 141 | 127 | 576528.00 | 0 | 0.00 | 142 | 125 | 568038.00 | 125 | |
| 5 | 3 | DEFEN | 3000082 | PCDA (R&D) | 2002453 | Accounts | 54 | 46 | 226628.00 | 46 | 226628.00 | 52 | 46 | 228060.00 | 46 | |
| 6 | 4 | DEFEN | 3000082 | PCDA (R&D) | 2002442 | Accounts | 217 | 193 | 928834.00 | 193 | 928834.00 | 213 | 187 | 895098.00 | 0 | |
| 7 | 5 | DEFEN | 3000082 | PCDA (R&D) | 2000121 | Accounts | 167 | 150 | 665954.00 | 150 | 665954.00 | 167 | 153 | 674088.00 | 153 | |
| 8 | 6 | DEFEN | 3000082 | PCDA (R&D) | 2002394 | DCDA | 661 | 577 | 3138172.00 | 577 | 3138172.00 | 662 | 559 | 2955242.00 | 559 | |
| 9 | 7 | DEFEN | 3000082 | PCDA (R&D) | 2000685 | JCDA | 180 | 159 | 691586.00 | 159 | 691586.00 | 168 | 159 | 691446.00 | 159 | |
| 10 | 8 | DEFEN | 3000082 | PCDA (R&D) | 2002420 | JCDA | 590 | 524 | 2457966.00 | 524 | 2457966.00 | 588 | 548 | 2568062.00 | 548 | |
| 11 | 9 | DEFEN | 3000082 | PCDA (R&D) | 2023136 | Accounts | 0 | 0 | 0.00 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | |
| 12 | 10 | DEFEN | 3000082 | PCDA (R&D) | 2002405 | AN | 13 | 10 | 31370.00 | 10 | 31370.00 | 10 | 10 | 32392.00 | 10 | |
| 13 | 11 | DEFEN | 3000082 | PCDA (R&D) | 2007961 | DRDO | 173 | 159 | 830378.00 | 159 | 830378.00 | 171 | 145 | 760274.00 | 145 | |
| 14 | 12 | DEFEN | 3000082 | PCDA (R&D) | 2000154 | JCDA | 407 | 362 | 1766794.00 | 362 | 1766794.00 | 406 | 366 | 1784790.00 | 366 | |
| 15 | | | | | | | | | | | | | | | | |
| 16 | | | | | | | | | | | | | | | | |
| 17 | | | | | | | | | | | | | | | | |
| 18 | | | | | | | | | | | | | | | | |
| 19 | | | | | | | | | | | | | | | | |
| 20 | | | | | | | | | | | | | | | | |
| 21 | | | | | | | | | | | | | | | | |
| 22 | | | | | | | | | | | | | | | | |
| 23 | | | | | | | | | | | | | | | | |
| 24 | | | | | | | | | | | | | | | | |
| 25 | | | | | | | | | | | | | | | | |
| PAO Level/ | | | | | | | | | | | | | | | | |

5) Exception Report

CRA has developed various Exception Reports which provide snapshots as well as drilled down reports. These reports help the PrAOs to identify the offices which are not performing as per the standard norms of NPS. Following are the reports available under this menu:

- a. Exception Report for PAO
- b. Exception Report for Subscriber Registration
- c. Exception Report for Status of Subscriber Contribution File upload
- d. Exception Report for Monthly Subscriber Contribution Credits

The Welcome screen has the brief information about these reports.

Screen 53

The screenshot shows the NSDL Central Recordkeeping Agency dashboard. At the top, there is a header with the NSDL logo and the text 'CENTRAL RECORDKEEPING AGENCY'. Below the header is a navigation bar with tabs for 'Grievance', 'Views', 'Reports', 'Additional Reports (New)', 'Dashboard', and 'Log-Off'. The 'Reports' tab is selected. The main content area displays the user ID '111008900' and the date '17-Sep-2010'. A 'Welcome to CRA-Dashboard' message is followed by an introductory paragraph about the dashboard's purpose. Below this, four reports are listed with brief descriptions: 'Report 1. Exception Report for PAO', 'Report 2. Exception Report for Subscriber Registration', 'Report 3. Exception Report for Status of Subscriber Contribution File upload', and 'Report 4. Exception Report for Monthly Subscriber Contribution Credits'. A 'Continue' button is located at the bottom of the page.

The user needs to click on the 'Continue' button to go to the various reports.

Screen 54

The screenshot shows the NSDL Central Recordkeeping Agency dashboard with the 'Reports' tab selected. The user ID '111008900' and date '17-Sep-2010' are visible. The main content area contains a form for selecting a report. The 'Exception Report For:' field is a dropdown menu with the following options: 'EXPA/010- PAO', 'EXSR/011- SUBSCRIBER REGISTRATION', 'EXSC/012- SCF UPLOAD', and 'EXMC/013- MONTHLY SUBSCRIBER CONTRIBUTION CREDITS'. The 'Month-Year:' field is empty. A mouse cursor is pointing at the dropdown menu. A '*Mandatory Fields' label is located to the right of the dropdown menu.

a. *Exception Report for PAO*

The PAOs are supposed to upload the monthly contribution file for the subscribers mapped with them on a regular basis. This report will show the list of PAO(s) who have not uploaded any contribution files in the selected month. The user has to provide the Month-Year (select month) as a search criterion.

Screen 55

The screenshot displays the NSDL Central Recordkeeping Agency web interface. At the top, there is a blue header with the NSDL logo and the text 'CENTRAL RECORDKEEPING AGENCY'. Below the header is a navigation menu with links for 'Grievance', 'Views', 'Reports', 'Additional Reports (New)', 'Dashboard', and 'Log-Off'. The user's ID '111008900' is shown on the left, and the date '17-Sep-2010' is on the right. The main content area contains a form titled 'Exception Report For:' with a dropdown menu set to 'EXPA/010- PAO'. Below it, the 'Month-Year:' field is set to 'September-2010'. A 'Submit' button is located below the month-year field. A red asterisk and the text '*Mandatory Fields' are visible in the top right corner of the form area.

The user will be able to see PAO registration number, PAO Name along with No. of subscribers mapped to that PAO in previous month-year of selected month-year. Beside this user will also find last date when SCF was uploaded by PAO prior to the selected month-year.

The screenshot displays the NSDL Central Recordkeeping Agency portal. At the top, there is a navigation menu with options: Grievance, Views, Reports, Additional Reports (New), Dashboard, and Log-Off. The user ID is 111008900 and the date is 17-Sep-2010. The main content area shows an 'Exception Report For:' dropdown menu set to 'EXPA/010- PAO' and a 'Month-Year:' dropdown set to 'August-2010'. A 'Submit' button is present. Below this, a text message reads: 'EXCEPTION REPORT ON CONTRIBUTION UPLOAD PROVIDES LIST OF PAO(S) UNDER THE PCDA (R&D), NEW DELHI(PrAO REG.NO.-3000082) WHO HAS NOT UPLOADED ANY CONTRIBUTION FILE IN MONTH OF AUGUST-2010'. A table follows, listing PAOs and their subscriber counts. A note at the bottom explains that the 'No. of subscribers Mapped' indicates active subscribers in July 2010 who have not uploaded a contribution file for the selected month.

| SR. NO. | PAO/ Treasury Office REG.NO. | PAO/ Treasury Office NAME | NO. OF SUBSCRIBERS MAPPED | LAST FILE UPLOADED PRIOR TO AUGUST-2010 |
|---------|------------------------------|-----------------------------------|---------------------------|---|
| 1 | 2002416 | Accounts Office (R&D), Agra Cantt | 262 | 28.07.2010 |
| 2 | 2023136 | Accounts Office (R&D), Kangur | 0 | |
| | | Total | 262 | |

Note:
 1. * No of subscribers Mapped- indicates the No. of active subscribers linked to PAO/Treasury Office in July-2010 who has not uploaded any contribution file for selected month.

b. Exception Report for Subscriber Registration

This report provides the list of PAO/CDDO/DTO which have Non-IRA compliant subscribers. Report is displayed in two Tables – PAO-wise and CDDO-wise only in case of PrAOs lying under Civil ministries of the Central Government. The details available are PAO wise number of active subscribers mapped with a PAO, Number of Non-IRA compliant subscribers and percentage of the same.

This report is sorted based on the number of Non-IRA compliant subscribers.

Screen 57

Grievance Views Reports Additional Reports (New) Dashboard Log-Off

UserID: 111008900 17-Sep-2010

Exception Report For: * Mandatory Fields EXSR.011 Home

EXCEPTION REPORT FOR SUBSCRIBER REGISTRATION TILL 09/09/2010 FOR PCDA (R&D), NEW DELHI OF DEFENCE ACCOUNTING FORMATION

| SR. NO. | PAO/ Treasury Office REG.NO. | PAO/ Treasury Office NAME | NON-IRA COMPLIANT | ACTIVE SUBSCRIBER COUNT | % OF NON-IRA COMPLIANT |
|---------|------------------------------|--|-------------------|-------------------------|------------------------|
| 1 | 2002394 | DCDA (R&D), Delhi | 364 | 663 | 54.90 |
| 2 | 2002416 | Accounts Office (R&D), Agra Cantt | 94 | 269 | 34.94 |
| 3 | 2000154 | JCDA (R&D), Dehradun | 36 | 409 | 8.80 |
| 4 | 2002420 | JCDA (R&D), Pune | 33 | 597 | 5.53 |
| 5 | 2002442 | Accounts Office (R&D), Chandigarh | 20 | 217 | 9.22 |
| 6 | 2002431 | Accounts Office (R&D), Ahmednagar | 14 | 141 | 9.93 |
| 7 | 2007961 | DRDO Cell, PCDA (R&D), New Delhi | 13 | 173 | 7.51 |
| 8 | 2000121 | Accounts Office Cell (SPIC), Delhi Cantt | 7 | 167 | 4.19 |
| 9 | 2000585 | JCDA (R&D), Balasore | 7 | 180 | 3.89 |
| 10 | 2002405 | AN Section, PCDA (R&D), New Delhi | 1 | 12 | 8.33 |
| 11 | 2002453 | Accounts Office (R&D), Ambernath, Mumbai | 1 | 54 | 1.85 |
| | | Total | 590 | 2882 | |

The link will be provided on total number of Non-IRA compliant to download the details of Non-IRA subscribers. The user will be able to download a CSV (comma separated values) file.

Screen 58

File Edit View Favorites Tools Help

Address: https://cra-rsdl.com/CRA/ExecptSubReg.do?ID=189073067&getName=Dashboard%20View%20NewReportCode=EXSR/011

Grievance Views Reports Additional Reports (New) Dashboard Log-Off

UserID: 111008900 17-Sep-2010

Exception Report For: * Mandatory Fields EXSR.011 Home

EXCEPTION REPORT FOR SUBSCRIBER REGISTRATION TILL 09/09/2010 FOR PCDA (R&D), NEW DELHI OF DEFENCE ACCOUNTING FORMATION

File Download

Do you want to open or save this file?

Name: Non-IRA Details.csv
 Type: Microsoft Office Excel Comma Separated Values File
 From: cra-rsdl.com

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

| SR. NO. | PAO/ Treasury Office REG.NO. | PAO/ Treasury Office NAME | NON-IRA COMPLIANT | ACTIVE SUBSCRIBER COUNT | % OF NON-IRA COMPLIANT |
|---------|------------------------------|--|-------------------|-------------------------|------------------------|
| 1 | 2002394 | DCDA (R&D), Delhi | 364 | 663 | 54.90 |
| 2 | 2002416 | Accounts Office (R&D), Agra Cantt | 94 | 269 | 34.94 |
| 3 | 2000154 | JCDA (R&D), Dehradun | 36 | 409 | 8.80 |
| 4 | 2002420 | JCDA (R&D), Pune | 33 | 597 | 5.53 |
| 5 | 2002442 | Accounts Office (R&D), Chandigarh | 20 | 217 | 9.22 |
| 6 | 2002431 | Accounts Office (R&D), Ahmednagar | 14 | 141 | 9.93 |
| 7 | 2007961 | DRDO Cell, PCDA (R&D), New Delhi | 13 | 173 | 7.51 |
| 8 | 2000121 | Accounts Office Cell (SPIC), Delhi Cantt | 7 | 167 | 4.19 |
| 9 | 2000585 | JCDA (R&D), Balasore | 7 | 180 | 3.89 |
| 10 | 2002405 | AN Section, PCDA (R&D), New Delhi | 1 | 12 | 8.33 |
| 11 | 2002453 | Accounts Office (R&D), Ambernath, Mumbai | 1 | 54 | 1.85 |
| | | Total | 590 | 2882 | |

Start downloading from site: https://cra-rsdl.com/CRA/DashDownloadRpt.do?ID=2015667190&getName=Dashboard%20View%20NewReportCode=...

The output will have following fields:

1. Sr. No.
2. PAO Reg. No
3. PAO Name
4. PRAN
5. PPAN
6. Name of the Subscriber

Screen 59

| A | B | C | D | E | F | G |
|---------|----------|-----------------------------------|-----------------|------------------|-----------------------------|---|
| SR. NO. | PAO/Trea | PAO/Treasury Office NAME | SUBSCRIBER PRAN | SUBSCRIBER PPAN | SUBSCRIBER NAME | |
| 1 | 2002442 | Accounts Office (R&D), Chandigarh | '110040536992 | 2008219160000028 | VIKAS BHARTI | |
| 2 | 2002442 | Accounts Office (R&D), Chandigarh | '111000340812 | 2004219160000029 | C SASI KUMAR | |
| 3 | 2002442 | Accounts Office (R&D), Chandigarh | '110020341738 | 2005219160000021 | ASHISH GUNDAL | |
| 4 | 2002442 | Accounts Office (R&D), Chandigarh | '110070340318 | 2007219160000019 | MANPREET KAUR | |
| 5 | 2002442 | Accounts Office (R&D), Chandigarh | '110060536991 | 2008219160000027 | YUGAL KISHOR JOSHI | |
| 6 | 2002442 | Accounts Office (R&D), Chandigarh | '110030339057 | 2004219160000020 | RAVINDER SINGH SUMAN | |
| 7 | 2002442 | Accounts Office (R&D), Chandigarh | '110050341499 | 2007219160000022 | VIKRAM | |
| 8 | 2002442 | Accounts Office (R&D), Chandigarh | '110090408700 | 2008219160000006 | BINOD KUMAR | |
| 9 | 2002442 | Accounts Office (R&D), Chandigarh | '110020338404 | 2004219160000048 | DHARMANSHU SOOD | |
| 10 | 2002442 | Accounts Office (R&D), Chandigarh | '110040341186 | 2006219160000018 | KESAR SINGH | |
| 11 | 2002442 | Accounts Office (R&D), Chandigarh | '111000339238 | 2005219160000025 | RAM KUMAR GUPTA | |
| 12 | 2002442 | Accounts Office (R&D), Chandigarh | '110010339108 | 2004219160000063 | KAPIL DWIVEDI | |
| 13 | 2002442 | Accounts Office (R&D), Chandigarh | '111000339059 | 2004219160000028 | VIJAY KUMAR | |
| 14 | 2002442 | Accounts Office (R&D), Chandigarh | '110080340813 | 2004219160000036 | DR RANGNEKAR MAHESH NARAYAN | |
| 15 | 2002442 | Accounts Office (R&D), Chandigarh | '110070338410 | 2004219160000058 | KILETI PRADEEP KUMAR | |
| 16 | 2002442 | Accounts Office (R&D), Chandigarh | '110000341742 | 2004219160000037 | DR DEEPU MATHEW | |
| 17 | 2002442 | Accounts Office (R&D), Chandigarh | '110030341732 | 2004219160000067 | DR T PARMELAZHAGAN | |
| 18 | 2002416 | Accounts Office (R&D), Agra Cantt | '110080340732 | 2005219230000055 | ADARSHVIR | |
| 19 | 2002416 | Accounts Office (R&D), Agra Cantt | '110000340719 | 2005219230000018 | KU IMI BANSAL | |
| 20 | 2002416 | Accounts Office (R&D), Agra Cantt | '110090338437 | 2004219230000006 | PONMARIAPPAN S | |
| 21 | 2002416 | Accounts Office (R&D), Agra Cantt | '110030339320 | 2005219230000014 | ALOK KUMAR SHUKLA | |
| 22 | 2002416 | Accounts Office (R&D), Agra Cantt | '110090339345 | 2005219230000070 | SH MAHENDER PRASAD | |
| 23 | 2002416 | Accounts Office (R&D), Agra Cantt | '110090338454 | 2004219230000057 | SATISH KUMAR TOPPO | |
| 24 | 2002416 | Accounts Office (R&D), Agra Cantt | '110070339525 | 2004224000400098 | ARUN KUMAR | |
| 25 | 2002416 | Accounts Office (R&D), Agra Cantt | '110000292244 | 2005219230000000 | VIJAY BHARTI | |

c. *Exception Report for Status of SCF upload*

This report provides PAO wise no. of SCFs uploaded and number of subscribers' records pending for matching and booking till last week. Report is displayed in two Tables, PAO-wise and CDDO-wise. In addition, the user will also be able to view no. of SCFs pending for matching & booking and percentage of SCFs pending for matching & booking till last week. The report is sorted based on the number of SCFs pending at each level.

Screen 60

| SR. NO. | PAO/Treasury Office REG. NO. | PAO/Treasury Office NAME | NO. OF SCFs UPLOADED | NO. OF RECORDS PENDING FOR M&B | SCFs PENDING FOR M&B | % OF SCFs PENDING FOR M&B |
|---------|------------------------------|-----------------------------------|----------------------|--------------------------------|----------------------|---------------------------|
| 1 | 2002442 | Accounts Office (R&D), Chandigarh | 37 | 1145 | 8 | 21.62 |
| 2 | 2002431 | Accounts Office (R&D), Ahmednagar | 42 | 128 | 1 | 2.38 |
| 3 | 2002416 | Accounts Office (R&D), Agra Cantt | 25 | 164 | 1 | 4.00 |
| 4 | 2007961 | DRDO Cell, PCDA (R&D), New Delhi | 13 | 215 | 1 | 7.69 |
| Total | | | 117 | 1652 | 11 | |

The link will be provided on total number of SCF pending for Matching & Booking to download the list of 'Pending SCFs' alongwith their details. The user will be able to download a CSV (comma separated values) file.

Screen 61

| SR. NO. | PAO/Treasury Office REG. NO. | PAO/Treasury Office NAME | NO. OF SCFs UPLOADED | NO. OF RECORDS PENDING FOR M&B | SCFs PENDING FOR M&B | % OF SCFs PENDING FOR M&B |
|---------|------------------------------|--------------------------|----------------------|--------------------------------|----------------------|---------------------------|
| 1 | 2002442 | Accounts Office (R&D) | 37 | 1145 | 8 | 21.62 |
| 2 | 2002431 | Accounts Office (R&D) | 42 | 128 | 1 | 2.38 |
| 3 | 2002416 | Accounts Office (R&D) | 25 | 164 | 1 | 4.00 |
| 4 | 2007961 | DRDO Cell, PCDA (R&D) | 13 | 215 | 1 | 7.69 |
| Total | | | 117 | 1652 | 11 | |

The output will have following fields:

1. Sr. No.
2. PAO Reg. No
3. PAO Name
4. Transaction id
5. Date of Upload
6. No of Records uploaded
7. Amount of Contribution uploaded

Screen 62

| SR. NO. | PAO/Treasury Office REG.NO. | PAO/Treasury Office NAME | TRANSACTION ID | DATE OF UPLOAD | NO. OF RECORDS | AMOUNT UPLOADED |
|---------|-----------------------------|-----------------------------------|----------------|----------------|----------------|-----------------|
| 1 | 2002442 | Accounts Office (R&D), Chandigarh | *1001270600262 | 03/05/2010 | | 189 878288.00 |
| 2 | 2002442 | Accounts Office (R&D), Chandigarh | *1001270600270 | 03/05/2010 | | 193 205726.00 |
| 3 | 2002442 | Accounts Office (R&D), Chandigarh | *1001270600304 | 25/05/2010 | | 184 852842.00 |
| 4 | 2002442 | Accounts Office (R&D), Chandigarh | *1001270600312 | 25/05/2010 | | 1 170.00 |
| 5 | 2002442 | Accounts Office (R&D), Chandigarh | *1001270600338 | 01/07/2010 | | 183 847866.00 |
| 6 | 2002442 | Accounts Office (R&D), Chandigarh | *1001270600346 | 26/07/2010 | | 187 895098.00 |
| 7 | 2002442 | Accounts Office (R&D), Chandigarh | *1001270600361 | 25/08/2010 | | 193 928834.00 |
| 8 | 2002442 | Accounts Office (R&D), Chandigarh | *1001270600379 | 30/08/2010 | | 15 84070.00 |
| 9 | 2002416 | Accounts Office (R&D), Agra Cantt | *1001274800264 | 07/09/2010 | | 164 858098.00 |
| 10 | 2002431 | Accounts Office (R&D), Ahmednagar | *1001275500426 | 25/09/2010 | | 128 578880.00 |
| 11 | 2007961 | DRDO Cell, PCDA (R&D), New Delhi | *1001789500136 | 27/08/2010 | | 215 1542280.00 |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |
| 16 | | | | | | |
| 17 | | | | | | |
| 18 | | | | | | |
| 19 | | | | | | |
| 20 | | | | | | |
| 21 | | | | | | |
| 22 | | | | | | |
| 23 | | | | | | |
| 24 | | | | | | |
| 25 | | | | | | |
| 26 | | | | | | |
| 27 | | | | | | |

d. Exception Report for Monthly Subscriber Contribution Credits

The report provides PAO wise the no. of subscribers for which contribution has been uploaded, no. of records pending for matching and booking for a selected month and year. It will also provide PAO wise the no. of subscribers mapped, no. of subscriber for which contributions have been uploaded and no of records pending for Matching & Booking on the last business day for a selected month-year. This report includes only the regular records uploaded for the selected month.

CENTRAL RECORDKEEPING AGENCY

[Grievance](#) [Views](#) [Reports](#) [Additional Reports \(New\)](#) [Dashboard](#) [Log-Off](#)

UserID: 111008900 17-Sep-2010

* Mandatory Fields [EXMC/013](#) [Home](#)

Exception Report For: EXMC/013- MONTHLY SUBSCRIBER CONTRIBUTION CREDITS ▾

Month-Year:
 June-2010 ▲
July-2010
 August-2010 ▼

**EXCEPTION REPORT FOR MONTHLY SUBSCRIBER CONTRIBUTION CREDITS FOR THE MONTH OF JULY-2010
FOR PCDA (R&D), NEW DELHI OF DEFENCE ACCOUNTING FORMATION**

| SR. NO. | PAO/Treasu Office REG.NO. | PAO/Treasury Office NAME | NO. OF SUBSCRIBERS MAPPED | NO. OF SUBSCRIBERS FOR WHICH CONTRIBUTIONS UPLOADED | NO. OF RECORDS PENDING FOR M&B |
|---------|---------------------------|-----------------------------------|---------------------------|---|--------------------------------|
| 1 | 2002442 | Accounts Office (R&D), Chandigarh | 213 | 187 | 187 |
| 2 | 2023136 | Accounts Office (R&D), Kanpur | 0 | 0 | 0 |
| Total | | | 213 | 187 | 187 |

NOTE:

1. * Mandatory Fields.
2. M&B: Matched & Booked.
3. This reports only includes the regular records uploaded for the selected month.

Summary of the View & Reports available to PrAOs:

| Views/Reports | Output /Report Format | CRA www.cra-nsdl.com | NPSCAN www.npscan-cra.com |
|--|---------------------------|---------------------------------|---|
| Contribution file status | HTML | N.A. | Any period but only for 15 days at a time |
| Subscriber-PAO List | Exportable to Excel | N.A. | As on last business day |
| Additional Report | | | |
| Contributions comparison | CSV | Query based, output on next day | N.A. |
| Subscriber contributions list | CSV | Query based, output on next day | N.A. |
| Pending Match files | CSV | Query based, output on next day | N.A. |
| Dashboard | | | |
| Executive Summary | HTML | As on last business day | N.A. |
| Dashboard Reports/View <ul style="list-style-type: none"> Subscriber registration Status of SCFs upload Comparison of monthly contribution. Monthly subscriber contribution credits | HTML, Exportable to Excel | Weekly (as of every weekend) | N.A. |
| Credit Analysis | HTML, Exportable to Excel | As on last business day | N.A. |
| Exception Report <ul style="list-style-type: none"> Exception Report for Subscriber Registration Exception Report for Status of Subscriber Contribution File upload Exception Report for Monthly Subscriber Contribution Credits | HTML, Exportable to Excel | Weekly (as of every weekend) | N.A. |



VI. Launch of Tier II

“Tier II account is a voluntary saving facility wherein the withdrawal is as per subscriber’s choice”. CRA has now operationalised Tier-II account (It is an additional investment account attached to the PRAN of the subscriber) from 1st December, 2009. This account is fundamentally different due to the fact that withdrawals are allowed under this account as per subscriber’s choice (unlike Tier-I account). There are no separate Annual Maintenance Charges (AMC) for Tier-II account.

Any NPS subscriber holding active Tier I is eligible for opening Tier II, Central & State Government NPS subscribers can open Tier II through designated POP-SPs appointed by PFRDA. The only mandatory criteria for Tier II is to maintain ₹ 2000 worth of units as on 31st March of every year & there is no limit on withdrawal. The Tier II account aims to provide a window of liquidity to meet financial contingencies and build savings through investments.

Key features of Tier-II account:

1. No additional CRA charges for account opening and annual maintenance in respect of Tier II.
2. Unlimited number of withdrawals depending upon the requirements. The only criteria is that one has to maintain a minimum balance of ₹ 2,000 at the end of Financial Year i.e., as on March 31st.
3. Facility to have separate nomination in Tier II.
4. Deposit contributions to any POP/POP-SP of subscriber choice.
5. Separate choice of scheme preference for Tier II.
6. The subscribers have the right to decide as to how his/her NPS pension wealth needs to be invested. The following choices are available (as in case of Tier I account)
 - a. Six Pension Fund Managers
 - b. Two investment options
 - Active Choice- Individual Funds (E,C,G assets)
 - Auto Choice- Life Cycle Funds.
7. Bank account details are mandatory for opening Tier II account. The subscriber has to submit a cancelled Cheque.

How to Open Tier II account:

As a NPS Subscriber, Tier II Activation can be done by submitting UOS-S10 application form to the Point of Presence Service Provider (POP-SP) along with a minimum contribution amount of ₹ 1000 i.e., Tier II account to be opened with a minimum contribution of ₹ 1000 :

Government subscribers who are already registered with CRA can submit the Tier II activation form to any of the POP-SP. The list of POP-SPs and their contact details are available in CRA website 'www.npscra.nsdl.co.in'.

Subscribers can download these forms from our website- www.npscra.nsdl.co.in.

Contributing to Tier II account:

Subscriber has to make a minimum contribution of ₹ 250 and have to make minimum four contributions in a Financial Year. Subscriber can contribute to Tier II account till he/she has active Tier I account.

Charges in Tier II account:

There are no additional Account Opening and Annual Maintenance charges of CRA for Tier II account. The transaction charges of CRA as well as the POP charges are same as of Tier I Account.

| Intermediary | Charge head | Charges (₹) |
|---|---|-------------|
| CRA | A/C Opening Charge & AMC | Nil |
| | Charge Per transaction | 6 |
| POP(Maximum Permissible Charge for each Subscriber) | New account opening charges (Tier 1 & II both) | 40 |
| | Tier II activation for existing subscribers of Tier I | 20 |
| | Charge Per transaction | 20 |

* plus taxes



VII. New initiative in the CRA

- **SMS and E-Mail based alerts to subscribers**

At present, subscribers are provided with the facility to view their Statement of Transactions by logging into the CRA system. They may also, alternatively, approach their Nodal Offices for obtaining printout of the Statement of Transactions. To make the latest information available to subscribers, CRA has introduced the SMS based alerts. This feature involves providing faster and up-to-date information on the Statement of Holdings of assets in their PRAN account. In addition, to SMS alerts subscribers are being provided with automated alerts/information to his/her e-mail on various transactions made by the subscriber in the CRA system either directly or through the Nodal offices. At present, this feature is available to the State Government employees and will be extended to the Central Government subscribers shortly.

- **Revamping of CRA website**

The corporate website of CRA is currently being redesigned to cater to a variety of information requirements of stakeholders on NPS. The redesigning will consider various aspects such as segmentation of subscribers and entities interfacing with system, more user friendly navigation for entities/subscribers seeking more information on NPS etc. Several new features such as RSS/Atom feeds are introduced to provide information/updates directly over e-mail to all those people/organizations who are interested in the information on NPS available/updated on the CRA website. It is expected that the new website will be available by December, 2010.

- **Subscriber Awareness Programs**

CRA is conducting Subscriber Awareness Programs (SAP) in major cities across the country. It is primarily aims is to understanding the queries of the subscribers or clients regarding New Pension System (NPS). The SAP's provide a pretext for both Central Recordkeeping Agency (CRA) and subscribers to interact and understand the processes, benefits and the related expectations of each other. This is expected to improve the quality of services and our reach to the subscribers. Till end of July 2010, CRA has conducted SAPs in all the metro as well as other cities viz Bangalore, Pune, Jaipur, Hyderabad, Ahmedabad,

Bhubaneswar etc.

- **PAO/DTO Handbook**

As a part of various initiatives, CRA is also preparing handbook for the PAO/DTO. This handbook has been prepared keeping in mind all the areas (like SCF preparation and upload, Subscriber Maintenance etc) being handled by the PAOs. This guide has been designed addressing various issues/problems faced by the PAO/DTO and along with their resolutions.

CRA Contact Numbers

| Activity | Contact Number |
|--|----------------------------|
| Nodal Office Registration | 022-24994868, 022-24994398 |
| Subscriber registration, PRAN kit related issue | 022-24994889, 022-24994848 |
| Password related issues | 022-24994572, 022-24994230 |
| Exceptional Handling | 022-24994512, 022-24994664 |
| Bank Related issues | 022-24994359, 022-24994849 |
| Dashboard/ Reports | 022-24994563, 022-24994862 |
| Fax | 022-24994974 |

CRA Toll Free Number: 1800 222 080 (T-PIN required)

NSDL Offices

Head Office :

Central Recordkeeping Agency
4th Floor, A wing, Trade World, Kamala Mills Compound
Senapati Bapat Marg, Lower Parel, Mumbai – 400013
Tel: (022) 2499 4200
Email: info.cra@nsdl.co.in
Website: www.npscra.nsd.co.in

Branch Office :

New Delhi

409/410, Ashoka Estate Building 4th floor, Barakhamba Road, Connaught Place, New Delhi 110 001.
Tel: (011) 2335 3815 /17 • Fax: (011) 2335 3756 • Email: nitinj@nsdl.co.in

Chennai

6A, 6th Floor, Kences Towers #1, Ramkrishna Street North Usman Road T. Nagar, Chennai - 600 017.
Tel: (044) 2814 3917/18 • Fax: (044) 2814 4593 • Email: bandams@nsdl.co.in

Kolkata

5th Floor, The Millenium, Flat No. 5 W, 235/2A Acharya Jagdish, Chandra Bose Road, Kolkata - 700 020
Tel: (033) 2281 4661 • Fax: (033)22891945 • Email: supratim@nsdl.co.in

Ahemadabad

Unit No. 407, 4th floor 3rd Eye One Commercial Complex Co-op. Soc. Ltd. C. G. Road.
Near Panchvati Circle, Ahmedabad – 380006
Tel: 079 - 26461376 • Fax: 079 - 26461375 • Email: vikask@nsdl.co.in