



कार्यालय, रक्षा लेखा नियंत्रक  
**Office of the Controller of Defence Accounts**  
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**No. NPS Cell/Gen Corr/2015**

**Date: 02.12.2015**

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Sub: Monthly update on PAO performance – Grievances raised against PAOs pending for resolution - reg.

Ref: CRA-NSDL, Mumbai letter no. MK/BD/201581045 dated 18.11.2015.

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As per the provisions of the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations 2015, every grievance is required to be attended promptly and every step to be taken to resolve the grievance and final reply should be provided to the complainant within stipulated time. The Regulations also provides for escalation mechanism whereby unresolved grievances can be escalated to NPS Trust and further to the Ombudsman by the subscriber. In the event, the matter is not resolved within stipulated period, the Ombudsman, has the power to give directions or orders as considered appropriate including compensation and interest up to sum of Rs. 10 lakhs (Rupees ten lakhs).

Further, an alert for Nodal Offices in the form of a 'pop up window' for resolution of pending grievances has been developed in the CRA system. This pop up will serve as a reminder to all Nodal Offices, which have any grievance pending for resolution beyond 30 days in the Central Grievance Management System (CGMS) module till the resolution of such pending grievances.

Grievance Resolution also forms the part of the Quarterly Performance Report monitored by the Hqrs. Office and at Ministry level. All the PAOs are therefore advised to ensure resolution of these grievances at the earliest.

**Assistant Controller (NPS)**