



PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

PFRDA/2013/7/PDEX/6

April 01, 2013

To,

All Point of Presences (PoPs) & CRA,

Dear Sir/ Madam,

Sub: MIS upload by Point of Presence (POP's) under NPS

There are several instances of grievances reported from subscribers on the delay in contribution credit, cheque dishonors etc and the matters could have been solved or information provided at the first instance, had there been MIS upload by the concerned POP's.

As per the Service Level Agreement (SLA) entered between the POP's and PFRDA at the time of their registration, the MIS upload is one of the operational requirements that the POP needs to adhere to. However, upon examination of the data pertaining to the MIS upload being done by the POP's, it is observed that the same is not adhered to on a regular basis by several POP's even though it is a requirement.

Basing on the above, it has been decided to make the MIS upload mandatory with effective from April 1, 2013, for all contributions accepted, cheques dishonoured and all other issues covered in the MIS format provided to the POP's. The MIS has to be uploaded in CRA system latest by T + 1, T being the day of generation of receipt number for contribution acceptance or the day of confirmation of cheque dishonour.

In case, if any assistance is required in this regard, the concerned POP may contact Mrs. Kamalam Venkatesan (KamalamV@nsdl.co.in) at NSDL for resolution of the issues concerned.

This is for the information of all concerned. The circular has also been placed on PFRDA website at <http://www.pfrda.org.in> and CRA website at <http://www.npscra.nsdl.co.in>.

Yours faithfully,

Sd/-

**Venkateswarlu Peri
General Manager**