

Grievances

- Any subscriber can raise grievance against any intermediary such as Nodal Offices, CRA
- If it is not resolved within thirty days from the date of receipt of the grievance by any intermediary, or who is not satisfied with the (other than NPS Trust) shall register a grievance with the NPS Trust.
- The NPS Trust shall follow up the grievance with the intermediary and call for the resolution of the subscriber within thirty days from the date of receipt of the grievance.
- If the Grievance is still not resolved the subscriber may prefer an appeal to the Ombudsman against the concerned intermediary

MISSING CREDITS

- Shall provide the details in the prescribed proforma (available on DTA Website)
- They shall be certified by the DDO concerned
- Confirmed by the Treasury Officer concerned

Interest on missing credits

- G.O. 226 Fin (Pen-I) Dept, dt. 29-09-2011
- G.O. 142 Fin (Pen-I) Dept., dt. 17-06-2013
- HOA 2049-03-1 | 17-04-450-000

NPS for employees in Foreign Service

- G.O. [37](#) Fin (HRM-V) Dept, dt. 28-03-2016
- Registration with DTA as FS Employer
- Generation of Challans
- HOA and DDO Code
- Uploading of amounts

Retired/Died without obtaining PRAN

- G.O. 123 Fin (HRM-V) Dept, dt. 31-07-2017
- G.O. 24 Fin (HRM-V) Dept, dt. 20-03-2019
- Employees share
- Employer share
- Interest

Partial Withdrawal

Regulation 8 of Chapter – III

PFRDA (Exits and Withdrawals under NPS) Regulations, 2015

Conditions

- Shall have been in NPS for at least (3) years from the date of joining.
- Not exceeding 25% of the employee share at the time of request
- Maximum of (3) Times in entire service

Partial Withdrawal

Purpose

1. For Higher education
2. For Marriage
3. For construction of a residential house/flat
4. For Treatment of specified illness (15 types)
(Cancer, Kidney failure, Hypertension, Multiple Sclerosis, Organ transplant, Artery bypass, Aorta graft, Heart surgery, Stroke, Myocardial Infarction, Coma, Total blindness, Paralysis, Accident of life threatening nature, Critical illness.
5. For medical and incidental expenses arising out of the disability or incapacitation suffered by the subscriber
6. To meet expenses for skill development/re-skilling/self development activities permitted by the competent authority.