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भारत सरकार **GOVERNMENT OF INDIA**  
रेल मंत्रालय **MINISTRY OF RAILWAYS**  
रेलवे बोर्ड (**RAILWAY BOARD**)

**RBA No. 40/2015**

No. 2015/AC-II/21/1

New Delhi, dated 29.06.2015

**FA&CAOs,  
All Zonal Railways and Pus**

Sub: Minutes of the conference of Dy.CAOs/G held in Board's office on 15.06.2015  
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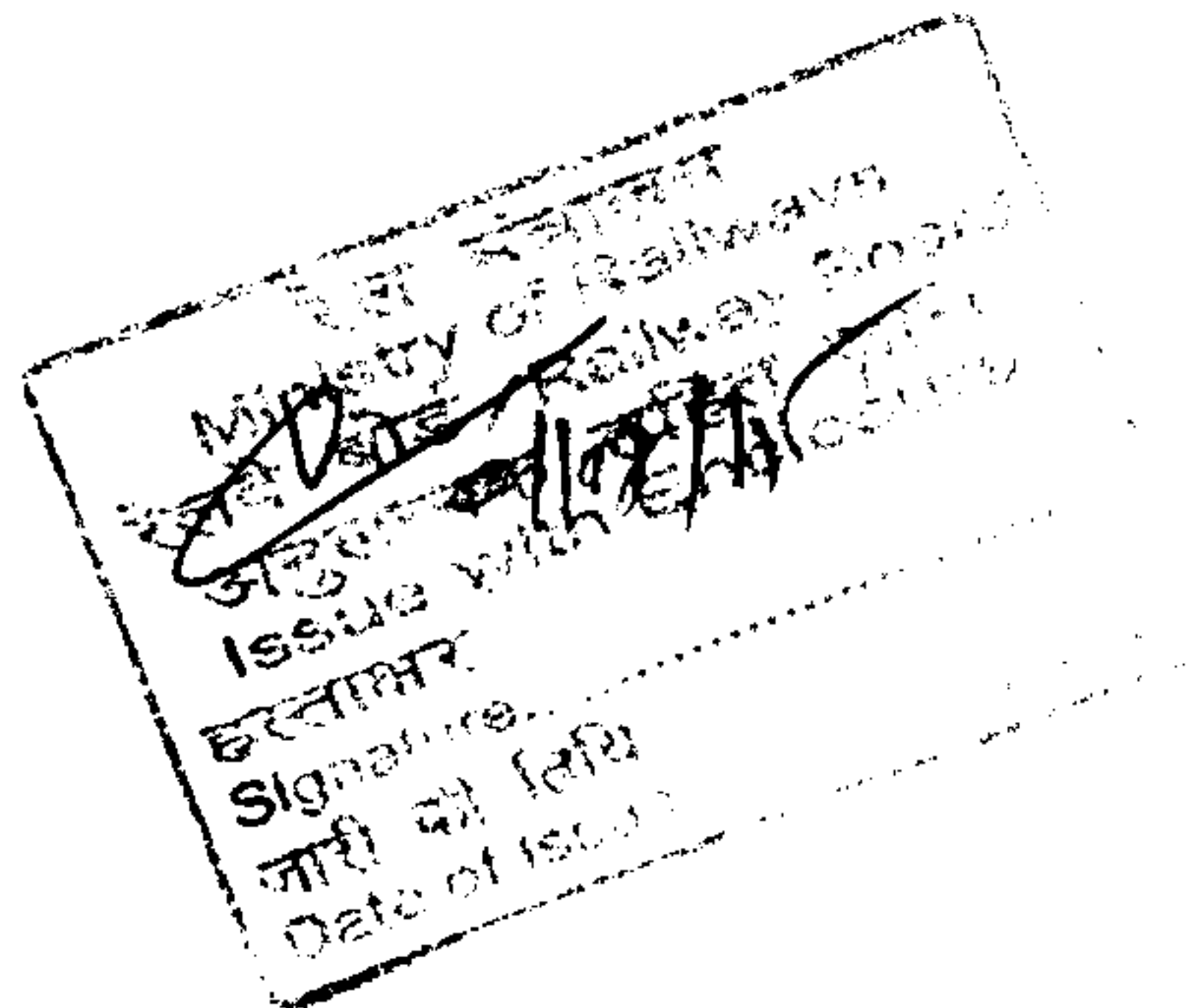
Please find enclosed a copy of the minutes of the conference of Dy.CAOs/G held on 15.06.2015 in Board's office.

Kindly acknowledge receipt and ensure compliance.

DA: As above

*A Jain*  
29/6/15  
(Ambika Jain)

Director Finance/CCA  
Railway Board



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# Minutes of the conference of the Dy.CAOs/G regarding issues related to ARPAN and NPS.

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A conference of Dy.CAOs/G was held on 15/06/2015 to review current status of implementation of ARPAN and issues related to New Pension System. The list of participants present is at **Annexure-I**. The minutes are as under:

## 1. INAUGURAL SESSION

### 1.1 Welcome address by DF/CCA

- i. DF/CCA, while welcoming the participants, mentioned that expected progress in implementation of ARPAN has not been achieved on the Railways, when seen in light of commitment given to the Public Accounts Committee (PAC) in this regard. She also mentioned that under NPS, delays in payment of subscription to Trustee Bank and SCF uploads on NSDL website, in case of NPS employees, is also being raised at various forums.
- ii. Personal involvement of Dy. CAOs/G is required to bring about improvement. She also mentioned that 7<sup>th</sup> CPC recommendations are under finalisation and its implementation would be easier if ARPAN is implemented in its entirety including uploading of legacy data. Strengthening of ARPAN and NPS cells on Railways is a must and Railways need to strictly follow the targets fixed by Railway Board for this purpose.

### 1.2 Keynote address by Advisor (Accounts)

- i. Advisor (Accounts), in his keynote address, welcomed the participants and mentioned that the underlying idea of holding this conference was to take stock of the status of implementation of ARPAN on Railways in view of the commitment given to PAC about its implementation.
- ii. 22 units out of 145 units are yet to be linked to ARPAN for issue of PPOs. Now that the issue regarding integration of IPAS with ARPAN has been resolved, implementation process should gain momentum and all remaining units should start issuing PPOs through ARPAN by August 2015.
- iii. Further, out of 15,62,274 pensioners, legacy data of 8,26,115 pensioners only has been uploaded on ARPAN.
- iv. While uploading legacy data, close coordination may be maintained with Western Railway about acceptability and completeness of data. If considered necessary, staff may be deputed to WR for this purpose. Deficiency, if any, pointed out by Western Railway in this regard may be sorted out immediately so that clean Pension Master is available in database. This one time effort would make the revision process easier when the 7<sup>th</sup> Central Pay Commission's recommendations are to be implemented.
- v. He pointed out that apart from e-PPO module, reconciliation module of ARPAN is also ready and the data will be sent to the Railways responsible for internal check. Railways should gear up themselves for these modules.
- vi. Board, in September 2014, had issued orders for capturing AADHAAR number also for employees and pensioners as this number is used for several purposes. This should be ensured.

- vii. Complaints are also being received through RTI and Federations about delays in remittance of NPS subscription and delay in redressal of the grievances of the subscribers. It is seen that complaints pertaining to 2009 are also pending till date on few Railways.
- viii. It is a matter of concern that the scheme which started in 2004 is yet to be stabilised.
- ix. He desired that special drive may be organised to complete all these pending works and a confirmation sent in the first week of **September 2015**, especially on ARPAN.

## 2. BUSINESS SESSION

DFA conducted the conference and the following issues came up during the session:

### 2.1 Implementation of ARPAN

#### 2.1.1 Uploading of legacy data

- i. The Railway-wise progress of uploading of legacy data was discussed. SECR, SCR, NWR, SER, SWR, WCR, DLW, DMW and RWF are lagging behind.
- ii. NER is showing a database of 9771 pensioners only which appears to be unrealistic. NER should review the position and confirm within a week's time.
- iii. Dy.CAOs/G of CR and SWR mentioned that the number of pensioners indicated against them is not correct.
- iv. Advisor (Accounts) desired that all Railways may check the position of pensioners on their Railway whose PPOs have been issued by them and for which they are responsible to upload the legacy data on ARPAN and advise the correct position to Railway Board within a week. A monthly statement showing the progress indicating correct number of pensioners may also be sent regularly. During the FA&CAO's Conference held in ECR, Hajipur, FC has already stipulated a target date of **30.06.2015** for implementation and completion of porting of legacy data on ARPAN. The target given by FC need to be adhered to strictly
- v. Dy.FA&CAO/C, WR clarified that the system itself will update the Pension Master in respect of the new pensioners whose PPOs are being issued through ARPAN. He also pointed out that in some cases three level checks have been exercised within a span of one minute which reveals that internal checks during the process of generation of PPOs are being compromised. It indicates that the password of supervisors and officers are being shared. Non-exercise of independent checks at stipulated levels is also leading to frequent corrections in the PPO data which is fraught with the scope of frauds and irregularities. The system envisages a six-level checking mechanism. Thus, editing should be rare and the irregularities, if any, should be detected during the course of these checks only.
- vi. Dy. FA&CAO/C, WR mentioned that in case Railways face any problems while accessing ARPAN portal/require any special MIS, the same may be advised to WR. Any suggestions for modifications required in the module is also welcome.
- vii. Dy. FA&CAO/C, WR also mentioned that they will soon be issuing password to Dy.CAOs/G for user management rights. Since this will have wide privileges, utmost secrecy should be ensured in its use.
- viii. Dy.CAO/G NR raised an issue of a letter dated 28.05.2015 issued by ED/ERP, Railway Board. It was mentioned that CPOs office has informed that any further expansion of HR related activities outside the ERP based HRMS should not be done. The letter has impeded the cooperation by Personnel Deptt in implementation of IPAS. It was informed by Railway Board that IPAS is a sanctioned work of IR and is already implemented in ECoR, ER, NER, NWR. Further, it is sanctioned work under NR for implementation on other 11 Zonal Railways. IPAS is centralizing functions, already being done hitherto.

ARPAN being a central applications for pensioners does not take any HR related activities that was earlier not done. Railways may act accordingly.

### 2.1.2 Digital Signatures for e-PPO

- i. The position of progress regarding applications for digital signatures required for e-PPOs was reviewed. Most of the Railways have not yet submitted the stipulated forms (which are available at ARPAN portal) along with requisite documents to WR.
- ii. All Railways may send the same alongwith the requisite documents by the stipulated target date i.e. **31<sup>st</sup> July, 2015**.

### 2.1.3 Implementation Status

- i. Out of 145 units 123 units are using ARPAN for issue of PPOs and 22 units are yet to be covered. NR, NER, NWR and CLW have not implemented ARPAN at all.
- ii. NWR mentioned that they have requested WR to provide user link and are ready for implementation. NER and NR also mentioned their readiness for implementation.
- iii. Dy.CAOs/G concerned may personally coordinate with WR and ensure that all units are covered under ARPAN and all PPOs issued through ARPAN by **June 2015** as already desired by FC.

### 2.1.4 Reconciliation Module

- i. Dy. FA&CAO/C, WR made a presentation on the reconciliation module of ARPAN. The module will check the pension due as per Pension Master vis-a-vis pension advised through bank scrolls. The details will be sent to the designated Railways concerned as per their regional jurisdiction for internal check. In case of difference, the system has an option to forward the details to the concerned accounting unit for detailed checks and validation of the data. A special message will also be sent through system to the Accounts Officer in this regard. In case, the excess payment is established, the system has provision to maintain a suspense account for the excess payment and monitor its recovery from the banks. This, however, will indicate the excess payment made during the particular month only. The Railways concerned will be responsible for detailed internal checks. Every case of overpayment has to be investigated with reference to previous records to ascertain total overpayment made by the bank and take necessary steps to recover the same.
- ii. WR will soon issue detailed procedural guidelines for the users.

## 2.2 NEW PENSION SYSTEM

### 2.2.1 Submission of Registration forms:-

- i. As per the report received from NSDL, out of 5,29,871 NPS subscribers on IR 2214 forms (excluding deserters) are yet to be submitted.
- ii. All Railways may ensure expeditious completion of this work in close coordination with Personnel Branch by **31<sup>st</sup> July 2015**.
- iii. Further, NSDL has circulated the new form for registration - Common Subscriber Registration Form (CSRF-1), which has been forwarded to all Railways vide Board's letter dated 21.05.2015. As mentioned therein, the old form shall not be accepted w.e.f. 01.06.2015. This may be ensured.

### 2.2.2 Delay in submission of Registration Forms:

- i. It has time and again been stressed that the PRAN should be generated in time so that the SCF could be uploaded. Strengthening of NPS cells is a must to handle NPS related works efficiently.
- ii. However, analysis of PRAN generated during 01.12.2014 to 31.05.2015 shows that there is delay in submission of registration forms by more than 2 months in respect of 27,554 subscribers out of 37,246 new entrants.
- iii. As the scheme of NPS is annuity based, such delays affect pension wealth of the employees. Already a number of RTI applications and MP references are being received in the matter.
- iv. Sr. DFM/JP, NWR mentioned that they have issued instructions, in consultation with CPO, to make it mandatory for the new entrants to submit the subscribers registration form for drawal of their salary.
- v. All Railways were advised to take necessary steps to ensure that registration form of new employee is filled up and submitted to CRA-Facilitation Centres for generation of PRAN so that recoveries commence from the next month of their appointment.

### 2.2.3 Credit Analysis:

- i. The Railway-wise position of SCF files uploaded on NPSCRA website during April 2014 to March 2015 shows that there are wide gaps in SCF uploads vis-a-vis the number of subscribers on Railways and about 17% employees have not received all 12 credits during the year. This includes about 6% of total employees who have not got even a single credit during the year.
- ii. Considering the fact that none of these employees are flagged 'Deserter', the position has serious implication and may lead to Industrial relation issues/court cases in future.
- iii. All Railways may review the position and take necessary corrective action by **31<sup>st</sup> July, 2015**.

### 2.2.4 NPS Pension cases:

- i. Several complaints are being received from beneficiaries of the deceased NPS subscribers/Federation about non-payment of pension. Now that Government has taken decision for grant of pension/accumulated wealth to the beneficiaries as per their option, there should be no delay in implementation of these orders. Railways may review the position and confirm compliance immediately.

### 2.2.5 Grievances Redressal:

- i. Review of the position to end of May 2015 revealed that these are not being attended to promptly. On NWR and SER, grievances as old as 2009 are still pending while on SCR, SWR, NCR, WCR, SECR, ER, NFR, WR, ECR, ICF, SR, NER and RCF/RBL grievances of 2010-11 are pending
- ii. This issue is being raised in various forums. The position may be reviewed for redressal of all grievances by **June 2015**.
- iii. Representatives from NSDL apprised that the position of unresolved grievances is being monitored at the highest level in PFRDA and Ministry of Finance and these would eventually be referred to NPS trust/Ombudsman who may impose penalties for default/delays.

## 2.2.6 Auto cancelled SCFs:

- i. As instructed vide Board's letter dated 12.06.2012, SCF uploaded without complete narration of PAOFIN no. is returned by NSDL to the PAOs for re-upload with complete details. Analysis shows that 37 files were rejected by NSDL during June 2014 to May 2015. The Railway are WR (6), ECR (11), NR (4), CR (3), SCR (1), NFR (1), SER (6), SR (2), NCR (1), CORE (1) and ER (1).
- ii. Railways may ensure submission of complete details while uploading SCF to avoid rejection and consequential delays in crediting of NPS subscription in the subscriber's Account.

## 2.2.7 Withdrawal of erroneous contribution:-

As per position advised by NSDL, they have received 350 withdrawal requests from Railways, out of which 200 (57%) withdrawal requests have been accepted. However, 150 requests have been kept on hold due to various reasons. Major reasons of requests pending at CRA are for want of name confirmation, KYC document, request-cum-undertaking form and no-objection certificate for death cases.

Further, out of 150 requests kept on hold, there are 96 (67%) requests which are pending for more than three months. NSDL had advised concerned PAOs to provide the required document/information for processing the request. However, the same are still awaited despite reminders from NSDL.

All Railways may review and furnish the requisite details/documents by **31.7.2015** in all cases.

## 3 CONCLUSION AND VOTE OF THANKS.

- 3.1 Concluding the conference, DF/CCA reiterated the targets for completion of work as under:

### ARPAN

- |       |                                          |                   |
|-------|------------------------------------------|-------------------|
| (i)   | ARPAN implementation on left over units: | <b>30.06.2015</b> |
| (ii)  | Upload of legacy data:                   | <b>30.06.2015</b> |
| (iii) | Processing of digital signature:         | <b>31.07.2015</b> |

### NPS

- |       |                                                                                     |                   |
|-------|-------------------------------------------------------------------------------------|-------------------|
| (i)   | Submission of pending Registration forms:                                           | <b>31.07.2015</b> |
| (ii)  | Review and corrective action on missing contribution                                | <b>31.07.2015</b> |
| (iii) | Grievance redressal                                                                 | <b>30.06.2015</b> |
| (iv)  | Submission of requisite details in respect of withdrawal of erroneous contribution: | <b>31.07.2015</b> |

- 3.2 For this purpose, NSDL will send the PAO wise details to all PrAOs i.e. FA&CAOs. Dy.CAOs concerned may monitor all these items personally and adhere to the target scrupulously. Compliance report, in this regard, may be sent to Board by first week of September 2015 without fail.

- 3.3 Meeting ended with Vote of Thanks by DF/CCA.

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## LIST OF PARTICIPANTS

## RAILWAY BOARD

- 1 Sh. B.N. Mohapatra, Advisor/Accounts
- 2 Sh.Vivek.P.Tripathi,DF/A
- 3 Smt. Ambika Jain, DF/CCA
- 4 Sh. Sanjeev Sharma, JD/A

## ZONAL RAILWAYS

- 1 Sh. Dhruvajyoti Sengupta, Dy.CAO/G/CR
- 2 Sh. Ramesh Kumar, Dy.CAO/G/ER
- 3 Sh. Randhir Sahay,Dy.CAO/G/ECR
- 4 Sh. Muktesh Mittal, Dy.CAO/G/NR
- 5 Sh. V. Prakash, Dy.FA&CAO/Pension/NR
- 6 Sh.Vineet Dwivedi, Dy.CAO/G/NCR
- 7 Sh. S.N. Prasad, Dy.CAO/G/NER
- 8 Ms. Shruti Agnihotri, Dy.CAO/G/NFR
- 9 Sh. Manoj Kumar, Sr.DFM/JP
- 10 Smt. T. Hema Suneetha, Dy.CAO/G/SR
- 11 Ms. Tanuja Thakur, Dy.CAO/G/SER
- 12 Sh. N.Sunderrajan, Dy.FA&CAO/T/SECR
- 13 Sh. N. Balaganesh, Dy.CAO/G/SWR
- 14 Sh. Anand Kumar, Dy.CAO/G/WR
- 15 Sh. Abhiram Khare, Dy.CAO/G/WCR
- 16 Sh. Y. Anand, Dy.FA&CAO-I/CLW
- 17 Sh. Arun Kumar Sharma, Sr.AFA/DMW
- 18 Sh. J.S. Grewal, Dy.CAO/G/RCF/KXH
- 19 Ms. Meena Sharma, Dy.CAO/G/RCF/RBL
- 20 Ms. Meghna Sharma, Dy.CAO/RWF/YNK
- 21 Sh. P. Ranganathan, Dy.CAO/METRO/KOL

## NSDL

- 1 Sh. Mandar Karlekar, Asst.Vice President
- 2 Sh. Anup Agarwal, Sr.Manager