



**पेंशन निधि विनियामक और
विकास प्राधिकरण**

बी-14/ए, छत्रपति शिवाजी भवन,
कुतुब इस्टिट्यूशनल एरिया,
कटवारिया सराय, नई दिल्ली-110016
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**PENSION FUND REGULATORY
AND DEVELOPMENT AUTHORITY**

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File no: PFRDA/19/CG/1/43

12th January, 2017

To,

**PrAOs, PAOs, CDDOs & other CG Nodal offices;
DTAs, DTOs, & other SG Nodal offices,
Autonomous Bodies under CG & SG.**

Dear Sir/Madam,

National Pension System (NPS) Service Fortnight (February 1 – February 15, 2017)

It has been decided by PFRDA to observe NPS Service fortnight between 1st Feb. 2017 and 15th Feb. 2017, at offices of Central Government and State Governments for building subscribers' awareness and disseminate information regarding National Pension System (NPS) and its benefits.

2. As you are aware that the subscribers/employees in the Central Government and State Governments are not fully aware of various functions/facilities available under the NPS, including information relating to their balances in NPS accounts, leading to large number of queries/grievances. In order to ensure availability of information and ease their problem, PFRDA and NSDL/CRA send various communications (emails & SMS) regularly for promoting awareness regarding NPS and also update balance of their NPS accounts. However, it has been observed that in absence of latest contact details in their NPS accounts; most of the subscribers are not receiving such communications. Therefore, in this fortnight, besides sharing information on the range of functionalities and services now available under the NPS, nodal offices and the subscribers will be apprised about the need of updating their personal data to enable the system to operate at its optimum level.

3. In view of the above, following activities may be undertaken by the nodal officers in the proposed NPS Service Week:

- Printing and distribution of the subscriber brochure for Govt. subscribers
- Updating subscriber details through S2 Form
- Conversion of non IRA to IRA compliant status by collecting S-1/CSRF forms
- Advising subscribers regarding benefits associated with PRAN being IRA compliant and updating their contact details.
- Printing of Transaction Statement for the subscribers and distributing the same on the specific request of the subscriber.

- Updating nomination details
- Resolving pending grievances and updating the same in CGMS
- Resolving issues of pending exit/withdrawals under NPS

4. In addition to the above, a competition for mobile app downloads is also being introduced during the Service Fortnight with a view to encourage downloading Mobile App by respective subscribers linked to various Central Ministries. As you are aware, Mobile app has been developed with the objective of providing maximum ease of transaction to the subscribers without approaching their Nodal Officers (DDOs/DTOs/PAOs) But at the same time, it has been observed that the number of downloads are less than desired. The usage of mobile app of NPS by the subscribers will help in enhancing the awareness levels of subscriber, which is the ultimate objective of organizing NPS Service fortnight. Details of the competition are given in the enclosed Annexure A.

Benefits of downloading mobile app:

The NPS Mobile APP gives details of Subscribers account online. The Subscriber can access latest account details as is available on the CRA web site using user ID (PRAN) and password. The APP gives better user experience and provides additional functionalities such as

- (i) View of current Holdings viz Percentage of Asset allocation among PFM's (Unit , NAV & Amount) & total value of holdings etc.
- (ii) Request for Transaction Statement for the year on your email ID.
- (iii) Change of contact details like Telephone, Mobile no. and email ID.
- (iv) Change of Password / Secret Question
- (v) View of Accounts detail viz name, address, associated nodal office and registration no. etc.
- (vi) Regeneration of password using secret question.
- (vii) View of last 5 contribution transactions carried out
- (viii) Processing of voluntary contributions for Tier I as well as Tier II
- (ix) Modification of address using Aadhaar authentication

Further, downloading of mobile app by the subscribers will considerably reduce the dependency on the nodal officers. This will result in saving of time and efforts of the nodal officers.

5. PFRDA will also be advising the CRA (NSDL) in this matter for actively assisting the Nodal Offices in this campaign and providing necessary guidance and further information to the employee-subscribers. We are confident, our collective endeavour in this direction will result in mutually satisfying positive outcome. In case any assistance/clarification is required, you may like to contact Shri Sachin Joneja, Manager at sachin.joneja@pfrda.org.in or Sh. Bibhas Dutta at 022-24994558 or bibhasd@nsdl.co.in or Sh. Abhishek Dhuri at 022-24004266/abhishekd@nsdl.co.in.

Yours sincerely,

(Ashish Kumar)
General Manager

Annexure A

Objective -Mobile app has been developed with the objective of providing maximum ease of transaction to the subscribers. But at the same time, it has been observed that the downloads are less than desired. The usage of mobile app of NPS by the subscribers will help in enhancing the awareness levels of subscriber.

Details – The Central Government Ministries & State Governments will be required to encourage the subscribers attached to them for downloading mobile apps. The nodal officers should disseminate information regarding the same through various mediums. The Central Government ministry and State with maximum number of downloads of mobile app by the subscribers will be declared as winners. The Central Government ministries and States will be divided in three categories depending on the number of subscribers. The following are the details of the categories:

State Governments:-

First category – States having subscriber base of 1.5 lacs and above – 5 states - Andhra Pradesh, Karnataka, Maharashtra, Rajasthan, Uttar Pradesh.

Second category – States having subscriber base between 50,000- less than 1.5 lacs – 13 states - Assam, Bihar, Chhattisgarh, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Jharkhand, Madhya Pradesh, Orissa, Punjab, Telangana, Uttrakhand.

Third category – States having subscriber base of less than 50,000 – 10 states - Arunachal Pradesh, Chandigarh, Goa, Kerala, Manipur, Meghalaya, Mizoram, Nagaland, Puducherry, Sikkim.

Central Government Ministries:-

First category – Central Government Ministries & Departments having subscriber base of 1 lac and above – 3 Ministries – Home, Railways & Defence

Second category – Central Government Ministries & Departments having subscriber base between 1,000- less than 1 lac – 22 Ministries - Ministry of Finance, Department of Post, Department of Atomic Energy, Andaman and Nicobar Islands Administration, Department of Space, Ministry of Personnel, Public Grievances and Pensions, Ministry of Health and Family Welfare, Ministry of Urban Development and Urban Poverty Alleviation, Ministry of Water Resources, Ministry of Mines, Ministry of External Affairs, Ministry of Culture, Ministry of Planning Statistics and Programme Implementation, Union Territory of Lakshadweep, Ministry of Telecommunication & Information Technology, Ministry of Agriculture, Ministry of Law and Justice, Ministry of Labour and Employment, Ministry of Science and Technology, Ministry of Commerce and Textiles, Ministry of Industry, NCT of Delhi

Third category – Central Government Ministries & Departments having subscriber base of less than 1,000 – Rest of the ministries

Duration – The duration of the competition will be same as of NPS Service fortnight – 01.02.2017-14.02.2017.

Acknowledgements – The winners in the respective categories will be presented with the Certificates issued by PFRDA.



सत्यमेव जयते



Government of India National Pension System

Subscriber Information Brochure
for Government Subscribers

Pension Fund Regulatory and Development Authority (PFRDA) is an Authority to promote old age income security by establishing, regulating and developing pension funds to protect the interest of subscribers in schemes of pension funds and for matters connected therewith or incidental thereto.

National Pension System (NPS) means the contributory pension system whereby contributions from subscribers along with matching contributions from respective governments as an employer, are collected and accumulated in an individual pension account. NPS uses a system of Government/ Autonomous Bodies' Nodal offices, a Central Recordkeeping Agency (CRA) and designated Pension Funds (PFs), as specified by the respective regulations from time to time to achieve synergy and maximum efficiency in operations.

NPS is mandatory to all employees joining services of Central Government (except Armed Forces) and Central Autonomous Bodies on or after 1st January 2004.

Almost all State Governments have adopted NPS architecture and have implemented NPS mandatorily through Gazette Notifications for the State Government/ Autonomous body employees joining on or after their respective cut-off dates.

As a subscriber under NPS you are provided with an individual pension account identified by Permanent Retirement Account Number (PRAN) which is unique & portable across locations and employments. The Card provided to you contains your PRAN, Father's name, Photograph and Signature/ Thumb impression.

Along with your PRAN card you are also provided with Internet Personal Identification Number (I-PIN) and Tele-query Personal Identification Number (T-PIN) through which you can access your pension account via internet (*through CRA website www.npskra.nsdl.co.in*) or telephonically at CRA Helpline (1800222080), respectively.

Benefits of NPS:

- **Dual benefit of Low Cost & Power of Compounding:** The pension wealth accumulates over a period of time till retirement; grows with a compounding effect and the account maintenance charges being low, larger would be the eventual benefit of the accumulated pension wealth
- **Tax Benefits:** Benefits available under Section 80 CCD(1) and 80 CCD(2) as per relevant sections of Income Tax Act 1961.
- **Safety:** Regulated by the Pension Fund Regulatory & Development Authority (PFRDA) and introduced by the Government of India
- **Transparency:** Through online access to your pension account.
- **Portability:** Across all geographical locations and employments across India

Under NPS, two types of accounts are available to you i.e., Tier I & Tier II

- **Tier I account** – where you and the Government contribute funds into your individual account. As a subscriber you contribute 10% of your Basic Pay and DA into your Tier-I account on a mandatory basis every month, which is invested along with the matching contribution from the employer. The regular NPS contributions and the accumulated amounts are reflected in your PRAN while you are in service and shall be used at retirement for procurement of your pension.
- **Tier II account** – a voluntary savings account from which you are free to withdraw the savings at your own choice. An active Tier I account along with PRAN is a pre requisite for opening of a Tier II. You can approach any Point of Presence- Service Provider (POP-SP- *list available at CRA website*

www.npscra.nsdl.co.in) for activation of Tier II account along with a copy of PRAN card and PAN card. Furthermore, since Tier II is a voluntary savings account, the government does not contribute any amount into your Tier II account and no tax benefits are available for the contributions made.

Investments of NPS Contributions: Your contributions are allocated to three Public Sector Pension Fund Managers, viz. SBI Pension Funds Private Limited, UTI Retirement Solutions Limited and LIC Pension Fund Limited and each of the PFs invests the funds in the proportion of upto 55% in Government securities, upto 40% in Debt securities, upto 15% in Equity and upto 5% in Money Market instruments.

Statement of Transaction (SOT): This contains the details of transactions carried out in your pension account. It contains details of contribution amount invested and units allocated during the financial year, unit holdings as on date across all PFs and any changes in your PRAN details. You can access your SOT through CRA website using your I-PIN. Also, the CRA sends a copy of the SOT annually to your mailing address registered with CRA.

Grievance Redressal: You can raise the grievance/complaint through CRA Call centre using your T-PIN or through the CRA website using your I-PIN under CGMS (Central Grievance Management System). A duly filled Form G1 (*available at CRA website*) may also be sent to CRA for lodging a grievance. You can also contact your Nodal office for resolving your grievance; the Nodal office may lodge the grievance on your behalf in CGMS. In case you are dissatisfied with the resolution of your grievance, you may write to Grievance Redressal Cell (GRC), PFRDA at the belowmentioned address for taking appropriate action.

GRC-PFRDA Address:

Grievance Redressal Cell, PFRDA, 1st Floor, ICADR Building, Vasant Kunj Institutional Area, Phase II, New Delhi 110070; Email: grc@pfrda.org.in

Withdrawal & Exit: As per the guidelines for withdrawal stipulated by PFRDA and in terms of the exit regulations under NPS, the subscriber exits from National Pension System (NPS) in one of the following ways:

- **Upon Normal Superannuation (retirement):** At least 40% of the accumulated pension wealth of the subscriber needs to be utilized for purchase of annuity providing for monthly pension to the subscriber and balance is paid as lump sum payment to the subscriber. However, the subscriber may opt for withdrawal of total pension wealth if it is less than Rs. 2 lakhs and in such a case no other benefit like pension etc are available.
- **Upon Death:** The entire accumulated pension wealth (100%) would be paid to the nominee/legal heir of the subscriber and there would not be any purchase of annuity/monthly pension.
- **Exit from NPS before the age of normal superannuation (irrespective of cause):** At least 80% of the accumulated pension wealth of the subscriber needs to be utilized for purchase of annuity providing for monthly pension to the subscriber and the balance is paid as a lump sum payment to the subscriber

Annuity: Annuity provides for monthly pay-outs to the individual in lieu of the lump sum amount paid to the Annuity Service Provider (ASP) from NPS scheme as per percentage specified by the subscriber at the time of exit.

Annuity Service Provider and Annuity Scheme shall be provided strictly in accordance by choice made by the subscriber at the time of exit from NPS. The details of the empanelled ASPs, types of annuity offered and annuity calculators are available at web link on CRA website.

QUICK LINKS

Particulars	Contact Details
For viewing your Statement of Transaction (SOT)	Login through your I-Pin in <i>CRA website</i>
For updating your PRAN details	Fill up Form S2 and submit the same to your Nodal office <i>Forms S2 available at CRA Website - > Subscriber Corner -> Forms</i>
For opening Tier II Accounts	Contact PFRDA registered POP-SPs. List available at <i>CRA website</i>
For Lodgment of Grievance	<p>Raise the grievance/complaint through CRA Call centre using your T-PIN or through the CRA website using your I-PIN under CGMS</p> <p>Or</p> <p>PAO/ DTO may be contacted to resolve the grievance if possible at their end or may lodge the grievance on your behalf in Central Grievance Management System (CGMS)</p> <p>Or</p> <p>Send a duly filled Form G1 (<i>available at CRA website</i>) to CRA for lodging a grievance <i>Form G1 available at CRA Website - > Subscriber Corner -> Forms</i></p>
Withdrawal & Exit Processing	<p>You may contact:</p> <p>NPS Claim Processing Cell, Central Record Keeping Agency, NSDL, 4th Floor, 'A' Wing, Trade World, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai – 4000013.</p> <p>Tel: 022-24994512, 022-24994862, 022-249904200 (Board)</p>
Annuity Service Providers	<p>List and Contact Details of ASP's available at CRA Website</p> <p>URL: https://www.npscra.nsdl.co.in/annuity-service-providers.php</p>

PFRDA CONTACT LIST

Website

www.pfrda.org.in

Address

Pension Fund Regulatory and Development Authority,
First Floor, ICADR Building, Plot No. 6,
Vasant Kunj Institutional Area, Phase - II,
New Delhi – 110070
Tel: +91-11-26897948/49,
Fax: +91-11-26897938

NPS Information Desk Toll Free Number

1800 110 708

CRA CONTACT LIST

Website

www.npscra.nsdl.co.in

Address

NSDL e-Governance Infrastructure Limited,
1st Floor, Times Tower,
Kamala Mills Compound,
Senapati Bapat Marg, Lower Parel,
Mumbai – 400013.
Tel: (022) 2499 4200

CRA Call Centre

1800222080



DON'T WORRY BE **APPY**

WITH NPS MOBILE APP

Your ID (PRAN) and password are all that you need to keep abreast of your pension status.

Use this APP to:

- View your current Holdings
- Get annual Transaction Statement on your email ID
- Change contact details
- Change or regenerate Password
- View last 5 transactions
- Get notifications related to NPS.

Available in : Google Android Play Store

SCAN AND DOWNLOAD



Benefits of downloading mobile app

The NPS Mobile APP gives details of Subscribers account online. The Subscriber can access latest account details as is available on the CRA web site using user ID (PRAN) and password. The APP gives better user experience and provides additional functionalities such as

- (i) View of current Holdings viz Percentage of Asset allocation among PFMs (Unit , NAV & Amount) & total value of holdings etc.
- (ii) Request for Transaction Statement for the year on your email ID.
- (iii) Change of contact details like Telephone, Mobile no. and email ID.
- (iv) Change of Password / Secret Question
- (v) View of Accounts detail viz name, address, associated nodal office and registration no. etc.
- (vi) Regeneration of password using secret question.
- (vii) View of last 5 contribution transactions carried out
- (viii) Processing of voluntary contributions for Tier I as well as Tier II
- (ix) Modification of address using Aadhaar authentication

(To avoid mistake(s), please read the accompanying instructions carefully before filling up the form)

Signature and Stamp of DDO

Verified By: _____ Date: _____

(To be filled by PAO as generated by NPSCAN system)

[illegible][illegible][illegible][illegible]

No

[illegible]

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[illegible]

6. Conditions rendering nomination invalid:

1st Nominee	2nd Nominee	3rd Nominee
<input type="text"/>	<input type="text"/>	<input type="text"/>

☐ **Section C –Request for Reissue of I-PIN/T-PIN**

I hereby, request you to reissue the following

☐ T-PIN☐ I-PIN☐ **Section D –Request for Reissue of PRAN card.**

I hereby request for reissue of PRAN card on account of

☐ Loss of PRAN card☐ Damage to old card

I _____, the applicant, do hereby declare that what is stated above is true to the best of my information & belief.

Date :

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D	D	M	M	Y	Y	Y	Y

Signature/Left Thumb Impression of Subscriber

INSTRUCTIONS FOR FILLING FORM

- This form is to be used for the purpose of change/correction in subscriber personal details, nominee details, reissue of I-Pin /T-Pin or reissue of PRAN card.
- The form is to be submitted at the Nodal office for carrying out the necessary changes
- Please tick the box on the left margin of appropriate row where change/correction is required' and provide the details in the corresponding row. Please strike off the remaining blank rows for which no change is requested.
- Form to be filled legibly in BLOCK LETTERS and in BLACK INK only.
- Details Marked with (*) are the mandatory fields.**
- Mention 12 digits PRAN correctly.**
- All Dates Should be in "DDMMYYYY" Format
- If permanent address & present address is different, all future communications will be sent to present address.
- Nomination:** Subscriber can nominate maximum three nominees.
Subscriber can not fill the same nominee details more than once.
Percentage share value for all the nominees must be integer. Fractional value will not be accepted.
Sum of percentage share across all the nominees must be equal to 100. If sum of percentage is not equal to 100, nomination will be rejected.
- Reissue of T-Pin, I-Pin and reissue of PRAN card will be chargeable by the CRA.**