



पेंशन निधि विनियामक और विकास प्राधिकरण
PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

To

Date: 12.04.2023

All Stakeholders,

SUBJECT: Accessibility Standards Guidelines for creating disabled-friendly infrastructure by PFRDA-regulated intermediaries

Authority is in the process of issuing “Accessibility Standards Guidelines for creating disabled-friendly infrastructure by Points of Presence (PoPs)” (**Annexure A**) and Accessibility Standards Guidelines for creating disabled-friendly infrastructure by NPSTrust/CRA/Pension Funds/Trustee Bank (**Annexure B**)

2. You are requested to submit your feedback/inputs till **2nd May 2023** in the below format to reports-pops@pfrda.org.in on the said guidelines

Format for Suggestion on Exposure Draft

Title: Annexure A/Annexure B

Designation and Organization:				
Name and contact number:				
Sr.	Wordings of the Guidelines as per Exposure Draft	Page No. and Para No.	Proposed Change(s)	The rationale for proposed change / Comment

Gurminder Kaur
General Manager

ANNEXURE A

To

All Points of Presence

Subject: Accessibility Standards Guidelines for creating disabled-friendly infrastructure by Points of Presence (PoPs)

To ensure accessibility of the services rendered by branches/offices of the PoPs to the existing as well as prospective disabled NPS/APY subscribers, there is a need to create a disabled-friendly physical and online infrastructure. In light of the same, PoPs are hereby advised to take the following measures to ensure accessibility to persons with disabilities.

I. Creating disabled-friendly Physical Infrastructure and related Services:

- i. PoPs to provide a clearly identifiable dedicated counter for providing NPS/APY-related services to differently-abled people.
- ii. Branches of PoPs to ensure providing infrastructure facilities by bestowing particular attention to providing adequate space, proper furniture, drinking water facilities, with specific emphasis on disabled persons.
- iii. PoPs to make available wherever feasible, the subscriber registration form/other NPS relevant documents and/or brochures in Braille to the visually impaired persons.
- iv. In case of a person having lost both hands, the subscriber registration form - CSRF can be accepted by obtaining the toe impression of the subscriber on the registration form.
- v. PoPs to ensure the building of ramps at the entrance of the offices/branches, wherever feasible so that the persons with disabilities or persons using wheelchairs can access the premises and avail of the services without difficulty. Besides these, PoPs may refer to '**The Harmonised Guidelines and Standards for Universal Accessibility in India, 2021**' issued by the Ministry of Housing and Urban Affairs which deals with access to, movement within and around buildings, by persons with disabilities and making concerted efforts to comply with it, with the intent to make buildings and facilities accessible and usable by disabled persons.
- vi. PoPs to ensure that all the NPS/APY related services are invariably offered to persons with any type of disability, as defined in relevant Act/Regulations/Rules/Guidelines issued by GoI from time to time, without any discrimination. The offices/branches shall render all possible assistance to such subscribers for availing these services.

II. Creating disabled-friendly Online Infrastructure and related services:

- i. As PoPs offer many NPS/APY-related services through online mode, it is imperative that the websites and mobile apps offering online NPS/APY services should be user-friendly for disabled people to access with ease. Web accessibility means that people with disabilities can also perceive, understand, navigate, and interact with the web.
- ii. In this regard, PoPs are advised to refer to the '**Guidelines for India Government Websites**' (Version 2.0) issued by the Ministry of Electronics and Information Technology (MEITY) and amendments/versions thereof issued from time to time and take concerted efforts to comply with the 'Accessibility Guidelines' prescribed therein for making website and mobile app accessible for disabled persons.
- iii. Compliance with these guidelines will make the websites accessible to persons with various disabilities like low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities and combinations of these which may otherwise hinder access to the web and will ensure that any disabled person using assistive technology can easily navigate the website.

ANNEXURE B

To

NPS Trust, CRAs, Pension Funds, Trustee Bank

Subject: Accessibility Standards Guidelines for creating disabled-friendly infrastructure by *NPS Trust/CRAs/Pension Funds/Trustee Bank

As the website(s) and/or mobile app(s) hosted by *NPS Trust/CRAs/Pension Funds/Trustee Bank may be accessed by existing and potential NPS and APY subscribers, it is imperative that the same should be user-friendly for disabled people to access with ease. In light of the same, NPS Trust/CRAs/Pension Funds/Trustee Bank is/are hereby advised to take the following measures to ensure accessibility to persons with disabilities.

Creating disabled-friendly Online Infrastructure and related services:

- i. Web accessibility means that people with disabilities can also perceive, understand, navigate, and interact with the web and mobile apps with ease and convenience.
- ii. In this regard, *NPS Trust/CRAs/Pension Funds/Trustee Bank is/are advised to refer to the **‘Guidelines for India Government Websites’** (Version 2.0) issued by the Ministry of Electronics and Information Technology (MEITY) and amendments/versions thereof issued from time to time and take concerted efforts to comply with the ‘Accessibility Guidelines’ prescribed therein for making website and mobile app accessible for disabled persons.
- iii. Compliance with these guidelines will make the websites accessible to persons with various disabilities like low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, and combinations of these which may otherwise hinder access to the web and will ensure that any disabled person using assistive technology can easily navigate the website.

**As applicable*