

National Pension System (NPS) is a 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 of the employee. 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 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, you have to submit NPS registration form to your employer on the date of joining itself, it will help in timely generation of PRAN and initiation of uploads in your NPS account.

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 name, PRAN no., Father's name, date of birth, 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 <https://cra-nsdl.com/CRA/> 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 are also low.
- **Tax Benefits:**
 - (i) **On Employee's contribution:** Employee's own contribution is eligible for tax deduction under sec 80 CCD (1) of Income Tax Act up to 10% of salary (Basic + DA). This is within the overall ceiling of Rs. 1.50 Lacs under Sec. 80 CCE of the Income Tax Act.
 - (ii) **On Employer's contribution:** Up to 10% of Basic & DA (no monetary ceiling) under 80CCD (2). This rebate is over and above 80 CCE limit of Rs 1.50 lacs.

(iii) From F.Y. 2015-16, subscriber is being allowed tax deduction in addition to the deduction allowed under Sec. 80CCD(1) for contribution in his NPS account subject to maximum of **Rs. 50,000/-** under Sec. 80CCD 1(B). At present, At the time of exit, the amount utilized for purchase of annuity is tax exempted. From 1st April, 2016, 40% of the total accumulated corpus under NPS has been made tax free. Further, from FY2017-18 onwards, partial withdrawals will be treated as tax free.

- **Safety:** Regulated by the Pension Fund Regulatory & Development Authority (PFRDA) and introduced by the Government of India & respective states.
- **Transparency:** Through online access to your pension account & disclosure of information by PFMs in their annual reports.
- **Portability:** Across all geographical locations and employments across India, PRAN is portable across all the sectors by submitting Inter Sector Shifting form (ISS-1) it means same PRAN may be used with new employer or may be used in the individual capacity, if not employed.

Types of Account: 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. Govt Subscriber can also deposit their additional contributions through e-NPS online
- **Tier II account** – a voluntary investment account from which you are free to withdraw the savings at your own choice any time. An active Tier I account is a pre requisite for opening of a Tier II. 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. Subscriber can choose PFM and decide investment pattern (Active or Auto choice). At present, It can be opened through Point of Presence (PoPs) (POP-SP- list available at CRA website www.npskra.nsdl.co.in) and e-NPS. eNPS is the online portal (<https://enps.nsdl.com>) of NPS Trust. Tier-II account can also be opened through e-NPS. Govt Subscriber can also deposit their additional contributions through e-NPS online.

Facilities to NPS Subscribers: Central Recordkeeping agency provides following set of IT and system enabled services to the subscriber:

a) SMS alerts on: Subscriber registration, Credit/Debit of units in the subscriber account, Fund value in subscriber's account

(quarterly alert), Withdrawal. **b)** Email alerts on: Subscriber registration, Credit/Debit of units in the subscriber account, Change in subscriber details, nomination details and any other activity related to subscriber details, Grievance log & Resolution, Withdrawal. **c)** Centralized Grievance Management System (CGMS) with a pre- determined turnaround time for resolution of grievances related to different services. **d)** Periodic consolidated SOT (Statement of Transactions). **e)** Subscriber awareness programmes at various locations and centers. **f)** Subscriber can update his/her mobile no & email id by login in CRA system through his I-Pin. **g)** Subscriber can change his/her I-Pin through OTP process. **h).** NPS Mobile App

Investments of NPS Contributions: Your contributions are routed to pension funds for investments across different asset class, as per the investment guidelines prescribed by Authority time to time. At present, contributions are being allocated to three Pension Funds (PFs) viz SBI Pension Funds Private Limited, UTI Retirement Solutions Limited and LIC Pension Fund Limited which are being invested by each pension funds as per investment guidelines issued by Authority vide circular - PFRDA/2015/16/PFM/7 dated 03-06-2015 applicable w.e.f 10-06-2015 in the following asset classes :1. Government securities and Related Investment (upto 50%),2. Debt instrument & related investment(upto 45%),3.Equities & related investment (upto 15%),4.Short term debt instruments & related investments (upto 5%) 5. Asset backed, Trust structured & miscellaneous investments (upto 5%).

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. It can also be accessed by NPS mobile app.

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. If grievance is not resolved by the end of 30 days, the complainant may file a representation with the NPS Trust. If grievance is not resolved by the end of 30 days from the date of representation to NPS Trust, appeal may be filed with Ombudsman.

QUICK LINKS

Particulars	Contact Details
For viewing your Statement of Transaction (SOT)	Login through your I-Pin in CRA website https://cra-nsdl.com/CRA/
For updating your PRAN details	Subscriber can update his mobile no., email id, resetting of IPIN & TPIN through his login. For Other modifications Fill up Form S2 and submit the same to your Nodal office (DDO & onward forwarding to the PAO /DTO) <i>Forms S2 available at CRA Website - > Subscriber Corner -> Forms</i>
For opening Tier II Accounts	Contact PFRDA registered POP-SPs, list available at CRA website. or e-NPS portal available on NPS Trust website
For Lodgment of Grievance	Raise the grievance/complaint through CRA Call centre using your T-PIN or through the CRA website using your I-PIN under CGMS Or PAO/ DTO may be contacted through DDOs to resolve the grievance if possible at their end or may lodge the grievance on your behalf in Central Grievance Management System (CGMS) Or Send a duly filled Form G1 (available at CRA website) to CRA for lodging a grievance <i>Form G1 available at CRA Website - > Subscriber Corner -> Forms</i>
Withdrawal & Exit Processing	You may contact: NPS Claim Processing Cell, Central Record Keeping Agency, NSDL e-Governance Infrastructure Limited, 1 st Floor, Times Tower, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai – 400013. Tel: 022-24994842, 022-24994946 022-40904242 (Board)
Annuity Service Providers	List and Contact Details of ASP's available at CRA Website URL: https://www.npscra.nsdl.co.in/annuity-service-providers.php

CONTACT DETAILS

PFRDA

www.pfrda.org.in

Address

Pension Fund Regulatory and Development Authority, B-14/A, Chhatrapati Shivaji Bhavan, Qutab Institutional Area, New Delhi, -110016

Tel: +91-11-26517501/03, Fax: +91-11-26517507

NPS Information Desk / PFRDA Call Centre

1800 110 708

NPS TRUST

www.npstrust.org.in

Address

National Pension System Trust, Third Floor, B-14/A, Chhatrapati Shivaji Bhavan, Qutab Institutional Area - 110016

Tel: +91-11-26514032

CRA CONTACT DETAILS

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) 4090 4242

CRA Call Centre
1800222080



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