



पेंशन निधि विनियामक और
विकास प्राधिकरण
बी-14/ए, छत्रपति शिवाजी भवन,
कुतुब संस्थागत क्षेत्र,
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24th May, 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 (June 27 – July 11, 2017)

It has been decided by PFRDA to observe NPS Service fortnight between 27th June, 2017 and 11th July, 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. Further, Nodal Offices including DDOs will be encouraged to login CRA system.

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

- Initiation of registration under NPS for those employees who are eligible but not yet registered.
- Distribution of the subscriber information brochure for Govt. subscribers
- Updating subscriber personal details through S2 Form
- Advising subscribers regarding benefits associated with PRAN being IRA compliant and updating their contact details. Conversion of non IRA to IRA compliant status by collecting S-1/CSRF forms
- Distribution of Transaction Statement for the subscribers on their specific request.
- Updating nomination details
- Resolving pending grievances under CGMS and updating the same.
- Resolving issues of pending documents needed for final exit/withdrawals under NPS
- Resolving issues of providing partial withdrawals under CGMS
- Initiation of final exit/withdrawals of employees already super-annuated.

4. In addition to the above, an awareness on Mobile App may also be created during the fortnight. 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.

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

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