

National Pension System (NPS) Circulars

Compiled by:

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Accounts Officer

TA-II Section

Dated: 14.10.2014

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**NSDL e-Governance Infrastructure Ltd.
Central Recordkeeping Agency**



Circular

Circular No: CRA/PO&RI/Master/2014/008

August 12, 2014

Subject: Adjustment of accumulated pension wealth under NPS with respect to additional relief (Family Pension/invalidation pension of Government employees)

All Nodal Offices are hereby informed that Pension Fund Regulatory and Development Authority (PFRDA) has issued a circular dated July 30, 2014 seeking information about the details of family pension/invalidation pension or any other benefit as provided under O.M. no. 38/41/06P&PW (A) dt. 5th May 2009 or any other OM or order providing for such a relief to the family members of the deceased government servant covered under NPS. The required details need to be submitted to PFRDA in the specified format (as provided in the circular) on or before August 30, 2014.

PFRDA circular is attached herewith as **Annexure**. The said circular is available on CRA's corporate website (www.npscra.nsdl.co.in) under the menu (Circulars).

In case of any clarification please contact Mr. Sarvdeep Singh at 022-24994512 (E-mail ID - sarvdeeps@nsdl.co.in) or Mr. Dinesh Dalvi at 022-24994842 (E-mail ID- dinesh.dalvi@nsdl.co.in).

For and on behalf of

NSDL e-Governance Infrastructure Limited

**Kamalam Venkatesan
Assistant Vice President**

Encl: a/a



FILE NO: PFRDA/24/12

Dated: 30/07/2014

To

All Government Departments/Autonomous Bodies

SUB: Issue of family pension / Invalidation pension and adjustment of accumulated pension wealth of government sector NPS subscribers to government.

Department of Pension and Pensioners Welfare has issued O.M. no.: 38/41/06/P&PW (A) dt. 5th May, 2009 providing for additional reliefs like invalidation pension / family pension to the central government NPS subscribers / family members of a deceased central government employee covered under NPS on an optional basis wherein the subscriber/family members can either choose to opt for the benefits offered under the referred OM or choose to take the benefits as provided under NPS. However, if the option to avail the family pension/invalidation pension is exercised, the accumulated pension wealth in the account of the subscriber/deceased subscriber has to be adjusted /transferred to the government account. It has also come to our notice that some of the state governments, state/central autonomous bodies etc are also offering this relief to their employees who are covered under NPS on similar lines.

2. During our discussions earlier with some of the central government departments, we have been informed that there are about 1900 cases wherein the family pension has been paid by various central government departments to the families of those central government employees who were covered under NPS and who are no more alive now.
3. However, there are no communications/intimations from the central/state government departments or those organisations which offer benefits referred in the above OM to CRA / PFRDA till date, on any such family / invalidation pension paid to the family members of the deceased NPS subscribers /subscribers. As a result, it is very much possible the family members will be availing both the benefits either knowingly or unknowingly on account of lack of knowledge about the rules and regulations in this regard.
4. Owing to the above, since March, 2014 PFRDA is seeking a "No objection" certificate from the nodal office (PAO/DDO) stating that no application for providing family/invalidation pension has been received from the deceased subscriber's family members/subscriber and that they have no objection to release the NPS benefits.
5. Therefore, in order to streamline the system, we request that complete details as under should be intimated to us on PRIORITY so that the claims can be accordingly marked and governments' right of recovery duly protected and preserved.

- a) Details of all those cases where applications have been received for payment of family pension /invalidation pension or any other benefit as provided under O.M. no.: 38/41/06/P&PW (A) dt. 5th May, 2009 or any other OM or order providing for such a relief.
- b) Details of all those cases where PAOs/DTA/DTO etc have paid/paying family pension /invalidation pension or any other benefit as provided under O.M. no.: 38/41/06/P&PW (A) dt. 5th May, 2009 or any other OM or order providing for such a relief to the family members of the deceased government servant covered under NPS/subscriber.

The above details may be sent in the attached format.

- Further it is advised that, in case if the state governments/autonomous bodies/other government entities have no such provision on such additional relief providing for family pension/invalidation pension to the government employees covered under NPS, the same should also be specifically informed to us so that necessary process changes can be implemented.
- Also, in case if the state governments/autonomous bodies/other government entities have issued similar instructions on additional relief but where the adjustment of NPS benefits is not mandated, the same should also be specifically informed to us so that necessary process changes can be implemented.

The above information needs to be sent in the attached format(Annexure I) at the following address and also by E- mail to the following:

1. **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

E-Mail ID: SarvdeepS@nsdl.co.in; Sudhanshus@nsdl.co.in; k.sumit@pfrda.org.in

In case any additional information is required or any further clarification is required in the matter, you may contact the following:

Sumit Kumar,
DGM,
PFRDA, New Delhi
Mobile: +91 8447000347
Mail: k.sumit@pfrda.org.in

Thanking you,

Yours Sincerely


Ashish Kumar
General Manager

SL NO	Name of the NPS subscriber	PRAN	Date of the death/ invalidation of the NPS subscriber	Name and address of the office paying the family pension / invalidation pension	Name of the family members who have applied for the family pension and to whom the family pension / invalid pension paid	Relationship with the NPS subscriber	PAO/DDO/DTA/DTO registration number of the CRA	Any other relevant information

SIGNATURE OF THE PAO/DDO/DTA/DTO
 or any authorised government official along with the office seal

Address:

Date :

Place:

Circular

Circular No.: CRA/PO&RI/Master/2014/009

August 20, 2014

Subject: New Features enabled for NPS subscribers in CRA System

All Nodal Offices are hereby informed that following features have now been enabled for the subscribers in the CRA system:

1. Transaction Statement available in the main menu

Subscribers can login into the CRA system (www.cra-nsdl.com) with their User IDs and IPINs and can view their Transaction Statements in the main menu itself. Earlier the Transaction Statement was shown in the sub-menu options. Also, if the subscriber has activated his/her Tier II account, the Transaction Statement pertaining to Tier II will be available under the sub-menu 'Transaction Statement - T2' under the main menu 'Transaction Statement'.

2. Views of mapped Nodal Office details

An option has been enabled for the Subscribers to view the details of the concerned Nodal Offices with whom they are associated. The subscribers may now log into the CRA system (www.cra-nsdl.com) with their User IDs and IPINs and under 'Views' menu may view the complete details of their Nodal Offices.

3. 'Secret Question' for password reset

A subscriber who has forgotten his/her password is required to select the Secret Question (which he/she had selected earlier while setting the password first time) and Answer to reset the password. Henceforth, any subscriber, who has already selected a secret Question for his/her password reset need not select the question again while trying to reset the password. After entry of the PRAN Number (User ID) in the 'Reset Password using secret question' screen has been done by the Subscriber, the Secret Question that was set earlier would be auto-populated from the CRA database. This question should be answered correctly by the subscriber (with the secret answer that he/she has already set in the CRA database). The data would then be validated against the

User ID and Answer which were previously set for First Time login after the registration. Accordingly, the password will be reset. This facility is in addition to the facility of resetting the password instantly with the help of one time password.

In case any further clarification is required in this regard, you may contact Mr. Sunny Gonsalves at 022-24994856 (E-mail ID - sunnyg@nsdl.co.in) or Mr. Avdhoot G. Shetye at 022-24994949 (E-mail ID - avdhoots@nsdl.co.in).

For and on behalf of

NSDL e-Governance Infrastructure Limited


Kamalam Venkatesan
Asst. Vice President

Central Recordkeeping Agency

Circular

Circular No.: CRA/PO&RI/Master/2014/010

August 20, 2014

Subject: New Features enabled for the Nodal Offices

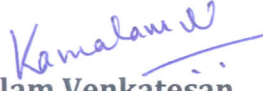
All Nodal Offices are hereby informed that following new features have now been developed in the CRA system:

1. **Option to view scanned copy of Subscriber Registration Forms (S1 Form) submitted at CRA-FC** - The Nodal Offices can view the scanned images of S1 Form of the underlying subscribers. The link is available under the menu 'Document Management - View Uploaded Form'. Further, the Nodal Offices can now check the status of the S1 Forms uploaded to CRA system.
2. **Reports for Subscriber Registration Forms (S1 Form) rejected at CRA-FC** - The Nodal Offices can check the details of the complete rejection memo including name of the subscriber and Acknowledgement IDs for any S1 Form rejected at the CRA-FC digitization centre.
3. **Alert Message for Uploading Offices** - While uploading contribution for a PRAN, the Nodal Offices will receive an alert message in case a regular contribution for the same 'month-year' (but with another PAO-DDO combination) is already uploaded for that particular PRAN. The Nodal Office may review whether contribution for any particular PRAN has earlier been uploaded by the same PAO under another DDO before proceeding for payment.

Details regarding the aforesaid functionalities are enclosed as Annexure. In case any further clarification is required in this regard, you may contact Mr. Sunny Gonsalves at 022-24994856 (E-mail ID - sunnyg@nsdl.co.in) or Mr. Avdhoot G. Shetye at 022-24994949 (E-mail ID - avdhoots@nsdl.co.in).

For and on behalf of

NSDL e-Governance Infrastructure Limited


Kamalam Venkatesan
Asst. Vice President

Encl: a/a

Annexure**1. Option to view scanned copy of Subscriber Registration Form (Form S1) submitted at CRA-FC**

Document Management System (DMS) in the CRA is the repository of scanned copies of all forms/documents received by CRA in physical form. The Nodal Offices can now access the DMS in the CRA system and check the status of the uploaded S1 Forms by going through following steps:

- a. The Nodal Office has to login CRA system (www.cra-nsdl.com) with their User ID and IPIN.
- b. On successful login, the Nodal Office shall select 'View Uploaded Form' option from 'Document Management' menu to check the status. For rejected cases, if any, the reason of rejection would be made available to the Nodal Offices.
- c. In case of Accepted cases, the Nodal Office can search the files uploaded by providing either the Permanent Retirement Account Number (PRAN) or Acknowledgement Number. For forms rejected, the Nodal Office has to search the status of the files uploaded based on the Acknowledgement Number.
- d. The input provided should be correct, such as valid PRAN or valid Acknowledgement number. Once the inputs provided by the Nodal Office are valid, CRA system will display respective S1 Form.
- e. The Nodal Office will click on hyperlink for 'Click to view image' to view the scanned copy of S1 Form.
- f. The image available in the DMS can be saved by the User in his /her machine for future reference or for taking a print-out, if required.
- g. In case of a rejected S1 Form, the Nodal Office can view the reason of rejection by clicking the hyperlink for 'Rejection Reason'.

With the help of Document Management System, the Nodal Offices would be able to track the status of PRAN application as well as view the details of the S1 Forms submitted at CRA-FC. In case of any rejection, the Nodal Offices will be able to check and verify whether the subscriber has provide incorrect/incomplete information.

2. Option to view reports for Subscriber Registration Forms (S1Form) rejected at CRA-FC

The Nodal Offices can check the details of the complete rejection memo including name of the subscriber and Acknowledgement ID for S1 Forms rejected at CRA system.

- a. After logging in the CRA system, the Nodal Office shall select the “Views –Rejection Memo” option to check the details of the S1 Forms rejected at CRA-FC.
- b. The Nodal Office has to select the year for which Rejection report is required. The year has to be selected from the dropdown menu.
- c. After selecting the input year, the Nodal Office shall click on ‘Export to xls’ and the details of the rejected S1 Forms will be exported in excel.
- d. The Nodal Office will view the details viz. Subscriber’s Name, DDO Reg, DDO Name, Provisional Receipt Number (PRN), Acknowledgement Number and Error Description as captured by CRA-FC.
- e. The report will help the Nodal Office to understand and avoid the common reasons for which S1 Forms are rejected at CRA-FC.

3. Alert Message for Uploading Offices

As per the existing process, if regular contribution is uploaded twice for a particular month and year with a same PAO-DDO-PRAN combination then the SCF is rejected. However, in case the PAO-DDO combination is different, then the contribution for the PRAN is accepted. For example, PAO ‘X’ is uploading regular contribution for a subscriber ‘123’ under DDO ‘ABC’ for the month of June 2014. The contribution file uploaded by PAO ‘X’ will be rejected in case a regular contribution for same PRAN uploaded with PAO ‘X’ & DDO ‘ABC’ exists in CRA database for the month of June 2014. In case the file is uploaded by PAO ‘X’ & DDO ‘XYZ’ combination, then the file is accepted.

As per the new feature, an alert message – Contribution for <Month-Year> has been already uploaded by <DDO Code/DDO Office Name> - will be shown to the uploading office in case a regular contribution for the same month-year but from different PAO-DDO combination is already uploaded for the same PRAN. In the above example, there will be a warning message - 'Contribution for June 2014 has been already uploaded by DDO XYZ'.

To view the alert message, the Nodal Office will be required to go through the sub-menu 'File Status View' under menu 'Contribution Details'. If the regular contribution for the PRAN for same month – year is already present in the CRA system, the status of the contribution file will be shown as Accepted with aforementioned "Error/Response HTML" file.

This feature will help the uploading office to make out whether a regular contribution for any particular PRAN has earlier been uploaded by the same PAO under another DDO. This alert message will be a warning only, i.e. the SCF will be accepted in the CRA system and Transaction ID will be generated. The Nodal Office can remit the funds for matching and booking. In case the Office finds that the warning is a valid one, a correction file will be required to be uploaded with correct details.

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NSDL e-Governance Infrastructure Ltd.
Central Recordkeeping Agency
Circular



Circular No: CRA/PO&RI/Master/2014/011

August 21, 2014

Subject: Subscriber Information Brochure for Subscribers of Government Sector

All Nodal Offices are hereby informed that Pension Fund Regulatory and Development Authority (PFRDA) has issued a brochure (enclosed as **Annexure 1**) on National Pension System (NPS) for the subscribers of Government Sector. It contains information on various features of NPS. The brochure is available on CRA's corporate website (www.npscra.nsd.co.in) under the menu Organised Sector > Central Government> Circulars.

The Nodal Offices may like to circulate the brochure to the underlying subscribers or make the brochure available on their internal websites for information of the subscribers.

For and on behalf of
NSDL e-Governance Infrastructure Limited

Kamalam Venkatesan
Assistant Vice President

Encl: a/a



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.npscra.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:

- **U**pon 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.
- **U**pon 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.
- **E**xit 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 – 400013.</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 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

NSDL e-Governance Infrastructure Ltd.
Central Recordkeeping Agency
Circular



Circular No: CRA/PO&RI/ PrAO/2014/001

August 21, 2014

Subject: Release of additional features in the Central Grievance Management System (CGMS) Module of CRA system

All Nodal Offices are hereby informed that following additional features have been enabled in the CGMS. The subscribers or the Nodal Offices (on behalf of the subscribers) can raise grievances in the CGMS. The entities against which the grievances have been raised have to resolve the grievances and provide appropriate resolution remarks in CGMS.

a) Raising of grievances by Nodal Offices on behalf of the subscribers:

Nodal Offices, at the time of raising grievance in the CGMS on behalf of the subscribers will have to enter the Permanent Retirement Account Number (PRAN) of the subscriber. This will ensure ease in tracking the subscriber/subscriber records by the entity against which the grievance has been raised, thereby reducing the time involved in resolving the grievance. The list of 'Grievances' for which PRAN will have to be mandatorily mentioned is enclosed as **Annexure-1**

b) Resolution of grievances raised by subscribers:

At the time of providing resolution remarks for the grievances, Nodal Offices will be able to see the details of Drawing and Disbursement Officers (DDOs) to which the subscriber is mapped in the CRA system. This will enable the Nodal Offices to retrieve the subscriber records sooner, thereby reducing the time involved in resolving of grievances.

In case of any further clarification, you may contact Mr. Sunny Gonsalves at 022-2499 4856 (E-mail ID - sunnyg@nsdl.co.in) or Mr. Avdhoot Shetye at 022-2499 4949 (E-mail ID - avdhoots@nsdl.co.in).

For and on behalf of
NSDL e-Governance Infrastructure Limited

Kamalam Venkatesan
Assistant Vice President

Encl: a/a

Annexure 1

Release of additional features in the Central Grievance Management System (CGMS):

The list of 'Grievances' which for which PRAN will have to be mandatorily entered:

Sr. No	Grievance Types
1	Incorrect PRAN account details (on registration) - Personal
2	Incorrect PRAN account details (on registration) - Employment
3	Incorrect PRAN account details (on registration) -Nomination
4	Incorrect PRAN account details (on registration) - Scheme Setup
5	Statement of Transaction not received
6	Change in signature/photograph request not updated
7	Change request updated incorrectly - Personal
8	Change request updated incorrectly - Employment
9	Change request updated incorrectly - Nomination
10	Change request updated incorrectly - Scheme Setup
11	Change request given but not updated in account - Personal
12	Change request given but not updated in account - Employment
13	Change request given but not updated in account - Nomination
14	Change request given but not updated in account - Scheme Setup
15	Change in subscriber details without subscriber consent - Personal

Sr. No	Grievance Types
16	Change in subscriber details without subscriber consent - Nomination
17	Change in subscriber details without subscriber consent - Scheme Setup
18	Change in subscriber details without subscriber consent - Switch Units
19	Switch instruction executed incorrectly
20	Switch instruction not executed
21	Request for duplicate PRAN card not initiated by PAO
22	Request for I-Pin re-issue not initiated by PAO
23	Request for T-Pin re-issue not initiated by PAO
24	Contribution not reflected in account
25	Incorrect contribution amount reflected
26	I-PIN, T-PIN not received
27	Withdrawal amount not received
28	Incorrect scheme setup, nominee details updated
29	Shift request not yet submitted
30	PRAN card not received
31	Tier II Withdrawal amount not received
32	Tier II Account not activated

NSDL e-Governance Infrastructure Ltd.
Central Recordkeeping Agency
Circular



Circular No: CRA/PO&RI/PAO/2014/002

August 21, 2014

Subject: Release of additional features in the Central Grievance Management System (CGMS)

Module of CRA system

All Nodal Offices are hereby informed that following additional features have been enabled in the CGMS. The subscribers or the Nodal Offices (on behalf of the subscribers) can raise grievances in the CGMS. The entities against which the grievances have been raised have to resolve the grievances and provide appropriate resolution remarks in CGMS.

a) Raising of grievances by Nodal Offices on behalf of the subscribers:

Nodal Offices, at the time of raising grievance in the CGMS on behalf of the subscribers will have to enter the Permanent Retirement Account Number (PRAN) of the subscriber. This will ensure ease in tracking the subscriber/subscriber records by the entity against which the grievance has been raised, thereby reducing the time involved in resolving the grievance. The list of 'Grievances' for which PRAN will have to be mandatorily mentioned is enclosed as **Annexure-1**

b) Resolution of grievances raised by subscribers:

At the time of providing resolution remarks for the grievances, Nodal Offices will be able to see the details of Drawing and Disbursement Officers (DDOs) to which the subscriber is mapped in the CRA system. This will enable the Nodal Offices to retrieve the subscriber records sooner, thereby reducing the time involved in resolving of grievances.

In case of any further clarification, you may contact Mr. Sunny Gonsalves at 022-24994856 (E-mail ID - sunnyg@nsdl.co.in) or Mr. Avdhoot Shetye at 022-24994949 (E-mail ID - avdhoots@nsdl.co.in).

For and on behalf of
NSDL e-Governance Infrastructure Limited

Kamalam Venkatesan
Assistant Vice President

Encl: a/a

NSDL e-Governance Infrastructure Ltd.
Central Recordkeeping Agency
Circular



Circular No: CRA/PO&RI/PAO/2014/003

August 21, 2014

Subject: Release of additional features in the File Preparation Utility (FPU) and File Validation Utility (FVU)

All Nodal Offices are hereby informed that the existing software utilities used for preparing and validating Subscriber Contribution Files (SCFs) have been modified. The details about the additional features introduced are enclosed as Annexure 1. Modified version of the software utilities can be downloaded from CRA's corporate website www.npscra.nsd.co.in under the menu 'Organised Sector' > 'Central Government' > 'NPS Software Utilities'.

Nodal Offices can use the existing set of utilities for preparing and validating the SCFs till December 31, 2014. Subsequently, the SCFs can be uploaded in the CRA system by using only the revised set of utilities (FPU/FVU).

In case of any further clarification, you may contact Mr. Sunny Gonsalves at 022-2499 4856 (E-mail ID - sunnyg@nsdl.co.in) or Mr. Avdhoot Shetye at 022-2499 4949 (E-mail ID - avdhoots@nsdl.co.in).

For and on behalf of
NSDL e-Governance Infrastructure Limited

Kamalam Venkatesan
Assistant Vice President

Encl: a/a

Annexure I

Additional Features in File Preparation Utility (FPU) & File Validation Utility (FVU)

FPU:

- The permissible length of the file name of the '.FPU' file and '.txt' file (generated subsequent to file preparation) has been increased to 20 (including the file extension i.e. .txt or .FPU) characters. Accordingly, it will be more convenient for the Nodal Offices to name the files for future reference.
- A column 'Arrear Remarks' containing dropdown for various types of 'Arrear' contributions has been provided in the FPU. The dropdown includes frequently used remarks for 'Arrear' contributions such as follows:
 - i. Arrears
 - ii. DA Arrears
 - iii. Festival Advance
 - iv. Leave Arrears
 - v. Pay Difference
 - vi. Earned Leave
 - vii. Interest
 - viii. Others
- The selection of a dropdown will be mandatory if the contribution type is 'Arrear'. The Nodal Offices are requested to provide the details of the arrear contribution in the 'Remarks' column so that the subscribers can view the same in the Transaction Statements. In cases where the dropdown is selected as 'Others', the Nodal Offices are requested to enter the remarks covering the type of 'Arrears' and 'Period' for which the arrears are being paid to the subscriber.

FVU:

- The 'Control Sheet' generated after validating the SCF through FVU will now include:
 - Breakup of the Total Amount (Government Contribution and Subscriber Contribution).
 - 'Records' and 'Amount' for both types of contribution (Regular and Arrear)
 - Number of unique PRANs contained in the file will also be displayed in the Control Sheet

These changes in FPU and FVU – Control Sheet will bring about convenience to the Nodal Offices and ensure easier reconciliation of the contribution data at a Control level.

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