

**GOVERNMENT OF INDIA**  
**DEPARTMENT OF TELECOMMUNICATIONS**  
**MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY**  
**SANCHAR BHAWAN NEW DELHI 110 001**  
**(TA –II SECTION)**

**No:7-24/ Monthly NPS Monitoring/TA-II/13-14**

**dated 02.02.2015**

**All Heads of Circles/Director TEC/Director TDSAT/Director (A/Cs-II)**

**Subject- NPS Awareness Week (February 1-7,2015)**

**Kindly find enclosed mail received from PFRDA regarding NPS awareness among the NPS subscribers of Central Government.**

**PFRDA Chairman's Communication to the subscribers of Central Government and Subscribers brochure are enclosed for circulation amongst the subscribers.**



**(Gp.Capt Vivek Trivedi)**  
**Director(Accounts-I)**  
**Ph-23036511**



Pension Fund Regulatory  
& Development Authority  
1st Floor, ICADR Building,  
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New Delhi - 110070  
Tel. 011-26897848/26897849  
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File no. PFRDA/19/CG/1/21

Date: 19<sup>th</sup> January 2015

To,

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

Dear Sir/ Madam

**Subject: NPS Awareness Week (February 1-7, 2015)**

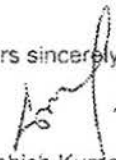
It has been observed that the subscribers/ employees in the Central Government and State Government are not fully aware of various functions/ facilities available under National Pension System. A large number of the queries/ grievances received from these subscribers pertain to elementary issues like non-receipt of Statement of Transaction, I-PIN, T-PIN, etc and another chunk relates to complaints relating to missing credits/ NPS contributions.

2. In order to promote awareness regarding National Pension System (NPS) among all the subscribers and to provide basic facilities on the spot, PFRDA has decided to organize NPS Awareness Week from February 1-7, 2015 in all the nodal offices under the Central Government and State Government. It will help in disseminating information to a large number of subscribers. The following activities may be undertaken by the nodal officers in the proposed NPS awareness week:

- (i) Printing and distribution of the subscriber brochure
- (ii) Printing and distribution of the Chairman's communication to the subscribers
- (iii) Updation of subscriber details through S2 Form
- (iv) Conversion of non IRA to IRA compliant, Flagging of non IRA complaint cases, if not yet flagged
- (v) Printing of Transaction Statement for the subscribers and distributing the same
- (vi) Resolution/redressal of grievances pending as well as 'on the spot' grievances raised during NPS week.

In case, any further clarification is required in this regard, you may contact Mr. Bibhas Dutta at 022-24994558 (E-mail ID -bibhasd@nsdl.co.in) or Mr. Abhishek Dhuri at 022-24994266 (E-mail ID - abhishekd@nsdl.co.in).

Yours sincerely



Ashish Kumar  
General Manager

## **PFRDA Chairman to Central Government subscribers (NPS)**

Dear Subscriber,

Welcome to the *Newsletter for CG Employees* under National Pension System (NPS).

As a subscriber of NPS, you would have earlier received a welcome kit containing your PRAN Card, Internet Personal Identification Number (I-PIN) and Tele-query Personal Identification Number (T-PIN) when you joined the system. This newsletter is an initiative to create an ongoing platform for an engagement with you.

*“An informed person is an empowered person”.*

Taking this maxim as our guiding light, consider this correspondence, as the first of many interactions we will have over time. Through this message, we as the regulator, would like to inform, notify, educate, empower and cooperate with you- a subscriber of the NPS, to make this system more robust, alert and interactive.

NPS is Defined Contribution Pension System; keeping aside the technical jargon, let us understand what the NPS is all about and what & where your money goes, who manages your money etc. This first communiqué deals with the first of the few primary questions that we feel, you as a subscriber should have answers to. The forthcoming communications, which you will receive over the next few months, would be on other topics related to NPS.

- ***What is NPS?***

Consider your pension account in NPS i.e. PRAN- Permanent Retirement Account Number, as a *sapling*, which is planted when you, as a Government employee join NPS. It is watered (*with your half of NPS contribution i.e. 10% of Basic Pay + DA*), manured (*with Government's matching half of contribution*) and exposed to sunlight (*invested in pension funds for growth*); over a period, it grows into a giant flourishing tree (*your NPS corpus*). At your retirement, this tree alongwith the fruit it bears, is yours to benefit from.

- ***Where is your money invested?***

As per conscious decision of the Government of India towards mitigating the risk, bulk of the funds of the Government subscribers are invested in Government securities & Debt instruments (*comparatively safe investments*) and the exposure to Equity is also made to maximize returns. This is done with a view to balance your returns with the risk. The CAGR of the CG Scheme as on March 31<sup>st</sup> 2014 is 9.10% (since inception) and this return is calculated based on scheme NAVs and the securities held under the scheme portfolio valued on marked-to market (MTM) basis.

- ***Who manages your investments?***

Your contributions are allocated to three Public Sector Pension Funds, viz. SBI Pension Funds Private Limited, UTI Retirement Solutions Limited and LIC Pension Fund

Limited. The functioning of these PFs are overseen both by the PFRDA and by the NPS Trust.

- ***What are your points of interaction with the System?***

You, as subscriber, can interact with the System at/ through two levels- at the Government Nodal office level and through the CRA- Central Recordkeeping Agency- the intermediary entrusted with the record keeping of the data of individual subscribers. By Nodal office we mean the office with which your PRAN is linked and who, on your behalf interacts with the System.

- ***What are your rights as a subscriber?***

It is your right and consequently your Nodal office's responsibility that your NPS contributions are remitted to the system for investment - in full and in a timely manner.

For further details you may [Click FAQs](#).

We trust you have been receiving emails, SMSs and your SoTs (Statement of Transactions) from the CRA from time to time. We have earlier sent an information brochure to you which, we are attaching again for your perusal. [Click Brochure](#).

In case, you require any further information you may contact PFRDA (*For details [Click here](#)*) or the CRA- Central Recordkeeping Agency (*For address & other details [Click here](#)*).

Yours Sincerely

*Hemant G. Contractor*

Chairman, PFRDA



सत्यमेव जयते



# Government of India National Pension System

Subscriber Information Brochure  
for Government Subscribers

**P**ension 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.

**N**ational 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.

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

**A**lmost 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.

**A**s 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.

**A**long 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](http://www.npscra.nsdl.co.in)*) or telephonically at CRA Helpline (1800222080), respectively.

#### **B**enefits 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, as amended from time to time.
- **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

**U**nder 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](http://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](mailto: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
<b>For viewing your Statement of Transaction (SOT)</b>	Login through your I-Pin in <i>CRA website</i>
<b>For updating your PRAN details</b>	Fill up Form S2 and submit the same to your Nodal office <i>Forms S2 available at CRA Website - &gt; Subscriber Corner -&gt; Forms</i>
<b>For opening Tier II Accounts</b>	Contact PFRDA registered POP-SPs. List available at <i>CRA website</i>
<b>For Lodgment of Grievance</b>	<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 - &gt; Subscriber Corner -&gt; Forms</i></p>
<b>Withdrawal &amp; Exit Processing</b>	<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>
<b>Annuity Service Providers</b>	<p>List and Contact Details of ASP's available at CRA Website</p> <p>URL: <a href="https://www.npscra.nsdl.co.in/annuity-service-providers.php">https://www.npscra.nsdl.co.in/annuity-service-providers.php</a></p>



## **PFRDA CONTACT LIST**

### **Website**

[www.pfrda.org.in](http://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](http://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