



भारत सरकार **GOVERNMENT OF INDIA**
रेल मंत्रालय **MINISTRY OF RAILWAYS**
रेलवे बोर्ड (**RAILWAY BOARD**)

RBA No. 12 /2017

No. 2017/AC-II/21/2

New Delhi, dated: 13.02.2017

FA&CAO,
All Indian Railways and PUs

Sub: NPS Service Fortnight from 01.02.2017 to 15.02.2017.

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Please find enclosed PFRDA's letter no PFRDA/19/CG/1/43 dated 12.01.2017 on the above subject for building subscribers' awareness and disseminate information regarding NPS and its benefits. The following activities are to be undertaken by the nodal officers in the proposed NPS Service Week:

- Printing and distribution of the subscriber brochure for Govt. Subscribers
- Updating subscriber details through S2 forms
- Conversion of non-IRA to IRA compliant status by collection S1/CSRF forms
- Advising subscribers regarding benefits associated with PRAN being IRA compliant and updating their contact details
- Printing of Transaction Statement for the subscribers and distributing the same on specific request of the subscriber.
- Updating nomination details
- Resolving pending grievances and updating the same in CGMS
- Resolving issues of pending exit/withdrawals under NPS.

Further a competition for mobile app download is also being introduced during the Service Fortnight with a view to encourage downloading Mobile App by respective subscribers linked to Central Ministries. The details of competition are at Ann. A of the letter ibid.

Necessary action may kindly be taken accordingly.

DA: As above

(V.Prakash)

**Joint Director Accounts**  
**Railway Board**



**पेंशन निधि विनियामक और  
विकास प्राधिकरण**

बी-14/ए, छत्रपति शिवाजी भवन,  
कुतुब इस्टिट्यूशनल एरिया,  
कटवारिया सराय, नई दिल्ली-110016  
दूरभाष : 011-26517503  
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**PENSION FUND REGULATORY  
AND DEVELOPMENT AUTHORITY**

B-14/A, Chhatrapati Shivaji Bhawan  
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Katwaria Sarai, New Delhi-110016  
Phone : 011-26517503  
Fax : 011-26517507  
Website : www.pfrda.org.in

File no: PFRDA/19/CG/1/43

12<sup>th</sup> January, 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 (February 1 – February 15, 2017)**

It has been decided by PFRDA to observe NPS Service fortnight between 1st Feb. 2017 and 15<sup>th</sup> Feb. 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.

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

- Printing and distribution of the subscriber brochure for Govt. subscribers
- Updating subscriber details through S2 Form
- Conversion of non IRA to IRA compliant status by collecting S-1/CSRF forms
- Advising subscribers regarding benefits associated with PRAN being IRA compliant and updating their contact details.
- Printing of Transaction Statement for the subscribers and distributing the same on the specific request of the subscriber.

- Updating nomination details
- Resolving pending grievances and updating the same in CGMS
- Resolving issues of pending exit/withdrawals under NPS

4. In addition to the above, a competition for mobile app downloads is also being introduced during the Service Fortnight with a view to encourage downloading Mobile App by respective subscribers linked to various Central Ministries. 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. Details of the competition are given in the enclosed Annexure A.

#### **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](mailto:sachin.joneja@pfrda.org.in) or Sh. Bibhas Dutta at 022-24994558 or [bibhasd@nsdl.co.in](mailto:bibhasd@nsdl.co.in) or Sh. Abhishek Dhuri at 022-24004266/[abhishekd@nsdl.co.in](mailto:abhishekd@nsdl.co.in).

Yours sincerely,

(Ashish Kumar)  
General Manager

## Annexure A

**Objective** - Mobile app has been developed with the objective of providing maximum ease of transaction to the subscribers. But at the same time, it has been observed that the downloads are less than desired. The usage of mobile app of NPS by the subscribers will help in enhancing the awareness levels of subscriber.

**Details** – The Central Government Ministries & State Governments will be required to encourage the subscribers attached to them for downloading mobile apps. The nodal officers should disseminate information regarding the same through various mediums. The Central Government ministry and State with maximum number of downloads of mobile app by the subscribers will be declared as winners. The Central Government ministries and States will be divided in three categories depending on the number of subscribers. The following are the details of the categories:

### State Governments:-

**First category** – States having subscriber base of 1.5 lacs and above – 5 states - Andhra Pradesh, Karnataka, Maharashtra, Rajasthan, Uttar Pradesh.

**Second category** – States having subscriber base between 50,000- less than 1.5 lacs – 13 states - Assam, Bihar, Chhattisgarh, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Jharkhand, Madhya Pradesh, Orissa, Punjab, Telangana, Uttrakhand.

**Third category** – States having subscriber base of less than 50,000 – 10 states - Arunachal Pradesh, Chandigarh, Goa, Kerala, Manipur, Meghalaya, Mizoram, Nagaland, Puducherry, Sikkim.

### Central Government Ministries:-

**First category** – Central Government Ministries & Departments having subscriber base of 1 lac and above – 3 Ministries – Home, Railways & Defence

**Second category** – Central Government Ministries & Departments having subscriber base between 1,000- less than 1 lac – 22 Ministries - Ministry of Finance, Department of Post, Department of Atomic Energy, Andaman and Nicobar Islands Administration, Department of Space, Ministry of Personnel, Public Grievances and Pensions, Ministry of Health and Family Welfare, Ministry of Urban Development and Urban Poverty Alleviation, Ministry of Water Resources, Ministry of Mines, Ministry of External Affairs, Ministry of Culture, Ministry of Planning Statistics and Programme Implementation, Union Territory of Lakshadweep, Ministry of Telecommunication & Information Technology, Ministry of Agriculture, Ministry of Law and Justice, Ministry of Labour and Employment, Ministry of Science and Technology, Ministry of Commerce and Textiles, Ministry of Industry, NCT of Delhi

**Third category – Central Government Ministries & Departments having subscriber base of less than 1,000 – Rest of the ministries**

**Duration** – The duration of the competition will be same as of NPS Service fortnight – 01.02.2017-14.02.2017.

**Acknowledgements** – The winners in the respective categories will be presented with the Certificates issued by PFRDA.

## **Benefits of downloading mobile app**

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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.