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पेंशन निधि विनियामक और
विकास प्राधिकरण
प्रथम तल आईसीएडीआर भवन, प्लॉट न. 6,
वसंत कुंज इंस्टिट्यूशनल एरिया,
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File no: PFRDA/19/CG/1/30

6th January, 2016

Shri S.S Mohanty
Financial Advisor,
Defence Services,
Ministry of Defence,
Room No.139, South Block,
New Delhi - 110001

Dear Sir,

Sub: Functionality released recently in CRA system under NPS for the benefit of Govt.

Sector subscribers/ nodal offices:

National Pension System (NPS) was started for the Central and State Governments employees in 2004. Pension Fund Regulatory and Development Authority (PFRDA) has been established by the Government of India for regulation and development of Pension Sector in order to protect the old age income security of subscribers. It has been our endeavour to take various initiatives from time to time in order to simplify and improve the operational issues in National Pension System (NPS) like new functionality development under NPS architecture, simplification of account opening, withdrawal, grievance management etc. In this regard, recently many new functionalities have been released by the Central Recordkeeping Agency (CRA) to provide the ease of operation for the benefit of subscribers and nodal offices.

2. The details of the functionalities released recently for the benefit of subscribers and nodal office under Govt. Sector are as under:

Sr. No.	Functionalities	Benefits Description
1.	Functionality for nodal offices on Tier - II operations and voluntary contribution processing	The Govt. sector Nodal Offices have now been provided with utility for activating the Tier II account and its operation for all Government employees. The Government subscribers (mandatorily covered under NPS) can also

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APAC (nodal)

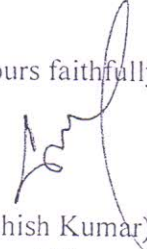
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APAC (nodal)

Sr. No.	Functionalities	Benefits Description
		approach their associated Nodal Office for making additional investment (Voluntary Contributions) in their PRAN - Tier I account.
2.	Upload of unequal contribution for Govt. Employees	In case of Govt. sector employees, the Nodal Office is required to prepare and upload the contribution file wherein the Employee and Employer Contribution are equal for each subscriber. This functionality will now allow the Nodal Offices to prepare and upload contribution files where Employer and Employee contribution amount are not same.
3.	Insertion of QR Code facility on backside of PRAN	For new PRAN cards, a Quick Response (QR) code will be inserted, which when scanned on a smart phone will enable easy access to CRA website for any information on NPS.
4.	Grievance resolution by monitoring office in CRA system	In case of Govt. sector Nodal offices, only the PAOs/DTOs can provide resolution remarks for the grievances raised against them by their associated subscribers in Central Grievance Management System (CGMS) module. However, the mapped Pr.AOs/DTAs can only monitor the status of the grievances (using 'Token No') raised against underlying PAOs/DTOs. Now, with the new facility made available in the CRA system, the Pr.AOs/DTAs can verify whether the PAO/DTO has resolved the grievance.
5.	Pop - Up window for resolution of pending grievance in CRA system	To aid the Nodal Offices, a pop-up alert is displayed on the home page immediately after the User logs in to CRA website (www.cra-nsdl.com). The pop-up displays the count of grievances pending (if any) for more than 30 days. The User has two options i.e., either to resolve the grievances immediately by selecting the option 'Resolve Now' (which will guide the user to 'grievance resolution' screen) or to select 'Resolve Later' to continue with regular operations and provide resolutions to the grievances later. The pop-up window is a reminder to all the Nodal Offices which have any grievance pending for resolution beyond 30 days in Central Grievance Management System (CGMS) module.
6.	Functionality for capturing bank details and contact details of the nodal offices	A facility has been provided to Nodal Offices of Central Government to enter the contact details of their Nodal Officer (along with details of alternate Nodal Officer) and the Bank account details of respective Nodal Office in CRA system. This will help Trustee Bank and CRA to identify the nodal offices for better coordination.

3. I am sure all subscribers and nodal offices under Govt. Sector would find these new functionalities very convenient for registration and contribution to NPS. I would especially draw your kind attention to Sr. No. 1 above, which will enable Govt. Sector subscribers to open and operate Tier-II account and also contribute additionally in Tier-I, through their Nodal offices. Further, I would request you to issue necessary instructions to all nodal offices under your control for implementation of the same and your full support to the initiative and use the functionalities. Should you need any clarifications, please do not hesitate to contact me or my colleagues at PFRDA.

With regards,

Yours faithfully


(Ashish Kumar)
General Manager