



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

RBA No. 39 /2017

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New Delhi, dated: 30 .03.2017

**General Manager,
All Indian Railways and PUs.**

Sub: New Pension System
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NPS Cells, comprising representatives from Personnel Branch (Welfare Inspector and staff from bill drawing departments) and Accounts Branch have been constituted on all Railways at Headquarters and Divisions considering their involvement in operationalisation of the scheme. PFRDA has been emphasising the following points:

- Activation of DDOs for PAOs
- Benefits of updated nominations, mobile nos. and emails.
- Benefits of NPS Mobile App.

The following are benefits of activation of DDOs:

- View of the list of associated subscribers
- Reduces the time of intimation of PRAN generation by PAO/CDDO to DDOs as DDOs themselves can view the PRAN generation and can immediately send the deductions to the PAO for uploading in the NPS system.
- Download Statement of Transactions (SoTs) to underlying subscribers.
- Provide inputs to associated PAO for resolution of grievances.
- Initiate withdrawal requests and expedite the process of withdrawal.
- Download e-PRAN card for associated subscribers

Further, the subscribers are provided with following system enabled services over and above the introductory PRAN kit (which contains information about NPS, PRAN card, IPIN/TPIMN for web and tele access:

**1. SMS alerts on:**

- Subscriber registration
- Credit/Debit of units in the subscriber account
- Fund value in the subscribers's account(quarterly alert)
- Withdrawal

**2. Email alerts on:**

- Subscriber registration
- Credit/Debit of units in the subscriber account
- Change in subscriber details, nomination details and other activity related to subscriber details
- Grievance log & Resolution
- Withdrawal
- Various other communications issued by PFRDA and CRA (NSDL)


3. Portable PRAN number across jobs and locations:
4. Centralised Grievance Management System (CGMS) with a pre-determined turnaround time for resolution of grievances related to different services
5. Call Centre Facility
6. Periodic consolidate SOT (Statement of Transactions)
7. Web based access to all the NPS Stakeholders and mobile app
8. Subscriber awareness programs at various locations and centres.
9. Subscriber can update his/her mobile no and email id by login in CRA system through his/her i-Pin
10. Subscriber can change his/her I-Pin through OTP process
11. Hassle free settlement of corpus in case of unfortunate death of subscriber.

Apart from this NSDL recently launched NPS Mobile App to access the NPS (New Pension Scheme) account. The subscriber can access latest account details as is available on the CRA website using ID (PRAN) and password. The App access subscribers account details online and provides subscribers with user friendly interface to browse through account information and enables subscribers to maintain latest contact details and password.

#### Features of NPS Mobile App

1. View current Holdings viz Percentage of asset allocation among PFMs (Unit, NAV and Amount) & value of holdings etc.
2. Request for Transaction Statement for the year on your email ID.
3. Change contact details like Telephone, Mobile no. and email ID.
4. Change your Password / Secret Question
5. View your Account details viz name, address, associated nodal office and registration no. etc.
6. Regenerate password using secret question.
7. View Last 5 contribution transactions carried out
8. Get notifications related to NPS.
9. Submit Contribution for Tier I as well as Tier II
10. Change Scheme Preference
11. Modify address using Aadhaar
12. Facility for making online contribution using OTP.

Further, PFRDA has specifically mentioned that Railways may hold workshop for hand-holding of subscribers, Officers and staff dealing with NPS as it is seen that there are still many subscribers who are not aware of/familiar with the system of NPS and the various services provided by NSDL and PFRDA for handling various NPS related activities. Accordingly, Railways are requested to hold workshops at various places in consultation with NSDL and PFRDA to familiarize the subscribers and staff dealing with NPS of the various facilities available to them.

  
(Nalini Kak)  
Additional Member (Budget)  
Railway Board

Copy to: DG/Personnel - for reiteration of instructions.