



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.
- **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.

**I**nvestments 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.

**S**tatement 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.

**G**rievance 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)

**W**ithdrawal & 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

**A**nnuity: 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.

**A**nnuity 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>	Raise the grievance/complaint through CRA Call centre using your T-PIN or through the CRA website using your I-PIN under CGMS  Or  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)  Or  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>
<b>Withdrawal &amp; Exit Processing</b>	You may contact:  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.  Tel: 022-24994512, 022-24994862, 022-249904200 (Board)
<b>Annuity Service Providers</b>	List and Contact Details of ASP's available at CRA Website URL: <i><a href="https://www.npscra.nsdl.co.in/annuity-service-providers.php">https://www.npscra.nsdl.co.in/annuity-service-providers.php</a></i>

## **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





Documents to be enclosed with the application

## 1. List of documents acceptable as Proof Identity and Address for exit under NPS (for all variants):-

Sl. No	Proof of Identity (Copy of any one of the given below documents)	Proof of Address (Copy of any one of the given below documents)
a	Passport issued by Government of India.	Passport issued by Government of India.
b	Ration Card with Photograph.	Ration card with photograph and residential address.
c	Bank pass book or Certificate with Photograph.	Bank Pass book or certificate with photograph and residential address.
d	Voters Identity card with photograph and residential address	Voters Identify card with photograph and residential address.
e	Valid Driving license with photograph.	Valid Driving license with photograph and residential address.
f	PAN Card issued by income tax department.	Letter from any recognized public authority at the level of Gazetted officer like District Magistrate, Divisional Commissioner, BDO, Tehsildar, Mandal Revenue Officer, Judicial Magistrate etc.
g	Certificate of identify with photograph signed by a Member of Parliament or Member of Legislative Assembly.	Certificate of address with photograph signed by a Member of Parliament or member of Legislative Assembly.
h	Aadhar Card/letter issued by Unique Identification Authority of India.	Adhar Card/Letter issued by unique identification Authority of India Clearly showing the address.
i	Job Cards issued by NREGA duly signed by an officer of the State Government.	Job cards issued by NREGA duly signed by an Officer of the State Government.
j	Photo Identity card issued by Government Defence, Paramilitary and Police Departments.	Latest Electricity/Water bill in the name of the subscriber / Claimant and showing the address (Less than 6 months old).
k	Ex-Service Man Card issued by Ministry of Defence to their employees.	Latest Telephone bill in the name of the subscriber/ Claimant and showing the address (less than 6 months old).
l	Photo credit Card.	Latest property/house Tax Receipt (not more than one year old).
m	-	Existing Valid registered lease agreement of the house on stamp paper (in case agreement of the house on stamp paper (in case of rented/leased accommodation).
n	Identity card issued by Central /State government and its Departments, Statuary/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, Public Financial Institutions, Colleges affiliated to Universities and Professional Bodies such as ICAI, ICWAI, ICSI, Bar Council etc.	The identity card/document with address, issued by any of the following: Central/State Government and its Departments, Statuary/Regulatory Authorities, Public Sector Undertakings, Schedules Commercial Banks, Public Financial Institution for their Employees.



2. In addition to the above, Original PRAN card is required. In case PRAN card is not available, the subscriber needs to submit a duly notarized Affidavit as to the reasons of non-submission of the PRAN card.
3. Cancelled cheque (containing Subscriber Name, Bank Account Number and IFS Code) or Bank Certificate Containing Name, Bank Account Number and IFS Code, if opted for direct credit or electronic transfer.
4. A pre-signed receipt acknowledging the receipt of the proceeds under NPS by the subscriber/claimant/nominee.
5. In case of Withdrawal of Accumulated Pension Wealth by Claimant/Nominee due to the death of a subscriber, the Claimant/Nominee needs to submit Death certificate in original of the deceased subscriber.

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Annexure NOC\_D

(To be enclosed alongwith Withdrawal Form 103 GD)

No objection for Settlement of Accumulated Pension Wealth in NPS

I \_\_\_\_\_, of \_\_\_\_\_ (name of the office, i.e., PAO/CDDO/DTO) hereby confirm that this office has not paid/received any family pension as per O.M. no. : 38/41/06/P&PW (A) dt. 5th May, 2009 issued by Department of pension & Pensioners welfare (DoPPW) and other OMs issued in this regard, if any, with request to/by the legal heir(s)/ nominee(s) of the deceased subscriber Late \_\_\_\_\_ (PRAN - \_\_\_\_\_) or to the subscriber Sh. \_\_\_\_\_ (PRAN - \_\_\_\_\_) on invalidation and we don't have any objection for release of accumulated pension wealth to his/her claimant(s).

Stamp and Signature of the Authorised person

PAO/CDDO/DTO Reg. No. \_\_\_\_\_

PAO/CDDO/DTO Name \_\_\_\_\_

PrAO/DTA Name \_\_\_\_\_

Date \_\_\_\_\_