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

RBA No. 9/2016

No. 2014/AC-II/21/6 **New Delhi,** dated: 01.02.2016

FA&CAO,
All Indian Railways and PUs

Sub: NPS Service Week from 01.02.2016 to 06.02.2016.

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Please find enclosed PFRDA's letter no PFRDA/19/CG/1/30 dated 06.01.2016 on the above subject, requesting to adopt a service oriented approach and under take the following activities during the NPS Service Week by all nodal offices:

- Printing and distribution of the subscriber brochure for Govt. subscribers
- Updation of subscriber details through S2 form
- Conversion of non-IRA to IRA compliant status
- Advising subscribers regarding benefits associated with PRAN being IRA compliant and updation of contact details
- Printing of Transaction Statement for the subscribers and distribution the same on the specific request of the subscriber

NPS Service Week related documents and presentations which would facilitate the Nodal Offices to address the queries from the subscribers during the NPS Service Week have been shared with the Railways by NSDL. These documents are also available NSDL website at the following link: https://npscra.nsdl.co.in/pao-guide.php.

Necessary action may kindly be taken accordingly.

DA: As above

(Sanjeev Sharma)
Joint Director Accounts
Railway Board

NPS-762 -
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पेंशन निधि विनियामक और
विकास प्राधिकरण
प्रथम तल आईसीएडीआर भवन, प्लॉट न. 6,
वसंत कुंज इन्स्टिट्यूशनल एरिया,
फेज़ – 2, नई दिल्ली – 110070
दूरभाष : 91-11-26897948 / 49
फैक्स : 91-11-26897938
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File no: PFRDA/19/CG/1/30

06th January, 2016

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 Week (February 1 – 6, 2016)

We are pleased to convey that PFRDA will be completing 2 years of its statutory status on February 1, 2016. To mark this occasion, we are keen to partner and collaborate with all the stakeholders of the National Pension System (NPS), particularly the Central and the State Governments. We propose to observe NPS Service Week on the part of PFRDA for which we seek your cooperation and support, as this week-long campaign will be service-oriented towards the subscribers and aimed at awareness building and improved information dissemination.

2. It has been observed that the subscribers/employees in the Central Government and State Governments are not fully aware of various functions/facilities available under the NPS. 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. However, it is seen that majority of these information gaps are on account of non-availability of the latest contact details of the subscribers in the respective documents/PRANs etc.

3. In order to promote awareness regarding importance of updation of latest contact details in PRANs and to provide basic facilities on the spot, PFRDAwill be organizing the NPS Service Week from February 1-6, 2016 in all the nodal offices under the Central Government and State Governments. On this occasion, besides sharing information on the range of functionalities and services now available under the NPS, we will also take the opportunity to apprise nodal offices and the subscriber community about the need for constant updation of data/information under various fields to enable the system to operate at its

optimum service level. We would therefore urge all nodal offices to highlight the need for correct and proper details as also regular updation thereof by all employees, particularly the PRANs details, so that the intended benefits now available under the new functionalities, can reach all the employees. Besides, the subscribers will also be able to make best use of this opportunity and facilities available under NPS.

4. We are therefore suggesting that a focussed service-oriented approach may be adopted, particularly during this designate Service Week February 1-6, 2016, and the 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
- Updation of subscriber details through S2 Form
- Conversion of non IRA to IRA compliant status
- Advising subscribers regarding benefits associated with PRAN being IRA compliant and updation of contact details.
- Prining of Transaction Statement for the subscribers and distributing the same on the specific request of the subscriber.

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 will also be coordinating and overseeing this campaign as also organizing various meetings/workshops in different states as part of our on-going initiative. In case any assistance/clarification is required, you may like to contact Shri Sachin Joneja, Manager at sachin.joneja@pfrda.org.in or Sh. Bibhas Dutta at 022-24994558 or bibhasd@nsdl.co.in or Sh. Abhishek Dhuri at 022-24004266/abhishekd@nsdl.co.in.

Yours sincerely,

(Ashish Kumar)
General Manager