

Office of the CDA, "Udayan Vihar", Narangi, Guwahati - 781 171 (Assam).
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www.cdaguwahati.gov.in

NO. DDP/I/NPS/18/ORDER/VOL-XXV

Dated- 08.07.2015

TO

- (I) The Area Accounts Office
Bivar Road Shillong- 793001
(II) The PAO(ORs) ARC Shillong
Happy Valley, Shillong- 793007
(III) The PAO(ORs) 58 GTC
Happy valley, Shillong- 793007
(IV) All the AOs GE/AGE(I)

SUBJECT: FORWARDING OF NPS CIRCULAR.

The following circulars regarding release of exit regulations by PFRDA, facility to upload voluntary contribution in NPS through POP and compliance to the PFRDA regulations, 2015 are forwarded herewith for your guidance and necessary action please.

<u>Sl. No.</u>	<u>Circular No & Date</u>
1.	CRA/PO&RI/Master/2015/005 dated- 22.06.2015.
2.	CRA/PO&RI/Master/2015/004 dated- 23.06.2015.
3.	AS/MK/BD/201531356 dated- 06.05.2015.

Enclosure: As above.

(H. B. Dutta)

Sr. Accounts Officer

Copy to:

✓ The officer incharge
EDP Section
(Local)

:with the request to upload in the CDA Guwahati website.

(H. B. Dutta)

Sr. Accounts Officer

DL e-Governance Infrastructure Limited
Central Recordkeeping Agency
Circular



Circular No.: CRA/PO&RI/Master/2015/005

June 22, 2015

Subject: Release of Exit Regulations by Pension Fund Regulatory & Development Authority (PFRDA)

All the Nodal Offices (Pr.AOs/PAOs/CDDOs) are hereby informed that PFRDA has notified '*Pension Fund Regulatory and Development Authority (Exits and Withdrawals Under the National Pension System) Regulations 2015*', on May 11, 2015. The Regulations aim at providing an effective mechanism in the interest of the subscribers, upon exit or withdrawal from NPS including the conditions, purpose, frequency and limits for withdrawals from individual pension account, as also the conditions, subject to which a subscriber shall exit from NPS and purchase annuity thereupon.

Notified Regulations issued by PFRDA has been enclosed as **Annexure**. Same can also be downloaded from CRA website (www.npscra.nsdl.co.in). In case, any further clarification is required in this regard, you may contact the undersigned at 022-24994651 (e-mail ID - mandark@nsdl.co.in) or Mr. Sarvdeep Singh at 022-24994512 (e-mail ID - sarvdeeps@nsdl.co.in).

For and on behalf of

NSDL e-Governance Infrastructure Limited

Mandar Karlekar
Assistant Vice President

Encl: a/a

e-Governance Infrastructure Limited
Central Recordkeeping Agency
Circular



Circular No.: CRA/PO&RI/PAO/2015/004

June 23, 2015

Subject: Facility to upload Voluntary Contribution in National Pension System (NPS) through Point of Presence (PoP)

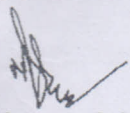
All the Nodal Offices (PrAOs/PAOs/CDDOs) are hereby informed that the underlying subscribers who are mandatorily covered under NPS can now make voluntary investment in their PRAN - Tier I account. Also, as per the announcement made in the Union Budget for FY 2015-16, this additional investment to an extent of Rs. 50,000/- can be claimed for tax exemption by the subscriber under the applicable sections of the Income Tax Act, 1961.

The government subscribers mandatorily covered under NPS can approach any PoP - Service Provider (PoP-SP) for making additional investment in their PRAN - Tier I account. The subscribers should submit NCIS along with the contribution amount to the PoP-SPs for processing in the CRA system. The NCIS can be downloaded from CRA website - www.npscra.nsdl.co.in and the same is enclosed for reference. The Nodal Offices are requested to disseminate this information among the subscribers.

In case any further clarification is required in this regard, you may contact Sunny Gonsalves at 022-24994856 (E-mail ID - sunnyg@nsdl.co.in) or Mr. Avdhoot Shetye at 022-24994949 (E-mail ID - avdhoots@nsdl.co.in).

For and on behalf of

NSDL e-Governance Infrastructure Limited


Mandar Karlekar
Assistant Vice President

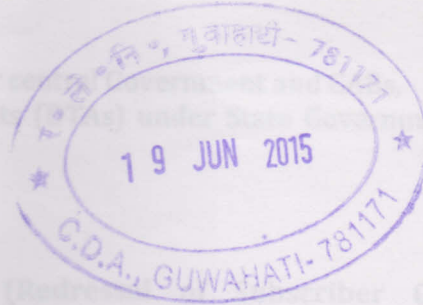
Encl: a/a

Ref: AS/MK/BD/201531356

May 06, 2015

The Controller Of Defence Accounts
CDA, Guwahati
Udayan Vihar, Narengi,
Kamrup,
Guwahati - 781171

PrAO Reg. No. : 3000071



Dear Sir/Madam,


Sub: Compliance to the PFRDA (Redressal of Subscriber Grievance) Regulations, 2015

Pension Fund Regulatory and Development Authority (PFRDA), the regulator for National Pension System (NPS) has notified the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015. In this regard, we are enclosing the letter from National Pension System Trust (NPS Trust), which is self-explanatory.

According to the provisions of the Regulations and the 'Guidelines of Grievance Redressal' issued by NPS Trust, every intermediary under NPS is required to draw up a detailed two level Grievance Redressal Policy and place the same for approval of its Board / decision making body, detailing the systems and procedures for receiving, registering and resolving of grievances within definite timelines. The Grievance Redressal Policy should be within the overall framework of PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 and the guidelines issued from time to time. On approval, the same should be submitted to PFRDA / NPS Trust and should be placed prominently in public domain.

For more details in this regard, please refer attached letter from NPS Trust

Yours faithfully,


Mandar Karlekar
Asst. Vice President

Encl: One

File Ref. No: 1/6/2014-NPST

Date: 13th April, 2015

To

All Principal Accounts Offices (PrAOs) under central Government and CABs,
All Directorate and Treasuries and Accounts (DTAs) under State Governments under
NPS and associated SABs

Dear Sir/Madam,

Subject: Compliance to the PFRDA (Redressal of Subscriber Grievance) Regulations, 2015.

Pension Fund Regulatory and Development Authority (PFRDA), the regulator for National Pension System (NPS) has notified the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015 on 29th January, 2015. The copy of the same is available in NPS Trust's website (<http://npstrust.org.in/index.php/grievguidelines>)

2. The regulation aims to provide a timely and seamless framework for handling grievances in the interests of the subscribers, by the intermediaries under the National Pension System for effective resolution of such grievances.

3. In tune with the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015, NPS Trust has formulated the 'Guidelines for Grievance Redressal by an Intermediary of NPS' for the implementation of the Regulations by various intermediaries under NPS. The copy of the same is available in NPS Trust's website (<http://npstrust.org.in/index.php/grievguidelines>).

4. According to the provisions of the Regulations, every intermediary under NPS is required to draw up a detailed two level Grievance Redressal Policy and place the same for approval of its decision making body, detailing the systems and procedures for receiving, registering and resolving of grievances within definite timelines. The Grievance Redressal Policy should be within the overall framework of Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015 and the guidelines issued from time to time. On approval, the same should be submitted to PFRDA / NPS Trust and should be placed prominently in public domain. The turnaround times for provision of services as applicable to the Government nodal offices or PAOs or PrAOs or DTAs or DTOs or DDOs, which shall be in accordance with the circulars or guidelines issued by the Authority, National Pension System Trust or the Central Government or the concerned State Government from time to time on registration of subscribers, incorporating change or modification in subscriber details, timelines for remittance of National Pension System contributions including legacy contributions, compensation of loss to the subscribers due to delay of such remittance and any other related issue to protect the interest of the subscribers.

(Refer Regulation no. 3 (1) to Regulation no. 3(4) and Regulation no. 5(a)(ii))

5. Further, the policy should lay down the framework for establishment of a two (2) tier organizational structure for handling subscriber grievances viz. for compliance of Grievance Redressal Policy i) a designated senior management executive at Oversight Office (PrAOs in case of Central Government/DTA in case of State Governments/Head office in case of Autonomous Bodies) as Chief Grievance Redressal Officer and ii) for subscriber interaction at each PAO / DTO / Branch of the respective government /autonomous body, a nominated officer identifiable as Grievance Redressal Officer.

(Refer Regulation no. 4 (a))

6. Accordingly, your office is requested to submit:

- a. Duly approved Grievance Redressal Policy as per the provision of the PFRDA (Redressal of Subscriber Grievance) Regulations, 2015.
- b. Name of the designated Chief Grievance Redressal Officer at the PrAOs/DTA/Head Office and the Grievance Redressal Officer at PAO / DTO / Branch levels, along with their complete contact details (Designation, Address, Phone Number, Email Address and Fax Numbers etc).

2. You are requested to submit the above mentioned details on or before 11th May, 2015. The details should be submitted to the following address:

- i) Chief Executive Officer
NPS Trust
1st Floor, ICADR Building, Plot No. 6
Vasant Kunj Institutional Area, Phase-II
New Delhi-110070
- ii) Soft copy to be submitted by email to: nps.trust@pfrda.org.in

Yours faithfully,

-sd-
Dy General Manager
National Pension System Trust