



केन्द्रीय विद्यालय संगठन (मु.)  
Kendriya Vidyalaya Sangathan (HQ)  
18, संस्थागत क्षेत्र, राहीद जीत सिंह मार्ग,  
18, Institutional Area, SJS Marg  
नई दिल्ली/ New Delhi - 110016  
फोन नंबर 011-26528351  
फैक्स नंबर 011-26514179  
E-mail:- kvsicfin@gmail.com

F.No.110126125/1/2017-KVS HQ/NPS

20<sup>th</sup> January, 2017

The Dy. Commissioners/Directors  
Kendriya Vidyalaya Sangathan,  
All Regional Offices/ZIETs.

**Sub: National Pension System (NPS) Service Fortnight (February 1  
– February 15, 2017)**

Madam/Sir,

As you are aware, the new employees who are joining the services of KVS from 1.1.2004 onwards are covered under the National Pension System (NPS).

Most of the subscribers/employees in the Central Govt./KVS are not fully aware of various functions/facilities available under the NPS, including information relating to the balance in NPS Accounts, leading to large number of queries/grievances/RTI applications. In order to ensure availability of information and ease the problem, PFRDA is regularly organizing awareness camps regarding NPS and also to update balance of the NPS Accounts.

In this connection, copy of the letter dated 12<sup>th</sup> January, 2017 received from PFRDA is enclosed herewith. This letter may be circulated to all the Vidyalayas under your jurisdiction as well as in your office.

Kindly acknowledge the receipt of this letter.

Yours faithfully,

(M Arumugam)  
Jt. Commissioner (Finance)

Encl : As stated.

The Deputy Commissioner(Acad), EDP Cell, KVS(HQ), New Delhi – with a request to upload this letter in the KVS website under the menu "Circulars".

Jt. Commissioner (Finance)



पेंशन निधि विनियामक और

विकास प्राधिकरण

बी-14/ए, छत्रपति शिवाजी भवन,  
कुतुब इंस्टिट्यूशनल एरिया,  
कटवारिया सराय, नई दिल्ली-110016  
दूरभाष : 011-26517503  
फैक्स : 011-26517507  
वेबसाइट : www.pfrda.org.in

PENSION FUND REGULATORY  
AND DEVELOPMENT AUTHORITY

B-14/A, Chhatrapati Shivaji Bhawan  
Qutab Institutional Area,  
Katwaria Sarai, New Delhi-110016  
Phone : 011-26517503  
Fax : 011-26517507  
Website : www.pfrda.org.in

File no: PFRDA/19/CG/1/43

12<sup>th</sup> January, 2017

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 Fortnight (February 1 – February 15, 2017)**

It has been decided by PFRDA to observe NPS Service fortnight between 1st Feb. 2017 and 15<sup>th</sup> Feb. 2017, at offices of Central Government and State Governments for building subscribers' awareness and disseminate information regarding National Pension System (NPS) and its benefits.

2. As you are aware that the subscribers/employees in the Central Government and State Governments are not fully aware of various functions/facilities available under the NPS, including information relating to their balances in NPS accounts, leading to large number of queries/grievances. In order to ensure availability of information and ease their problem, PFRDA and NSDL/CRA send various communications (emails & SMS) regularly for promoting awareness regarding NPS and also update balance of their NPS accounts. However, it has been observed that in absence of latest contact details in their NPS accounts; most of the subscribers are not receiving such communications. Therefore, in this fortnight, besides sharing information on the range of functionalities and services now available under the NPS, nodal offices and the subscribers will be apprised about the need of updating their personal data to enable the system to operate at its optimum level.

3. In view of the above, 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
- Updating subscriber details through S2 Form
- Conversion of non IRA to IRA compliant status by collecting S-1/CSRF forms
- Advising subscribers regarding benefits associated with PRAN being IRA compliant and updating their contact details.
- Printing of Transaction Statement for the subscribers and distributing the same on the specific request of the subscriber.

- Updating nomination details
- Resolving pending grievances and updating the same in CGMS
- Resolving issues of pending exit/withdrawals under NPS

4. In addition to the above, a competition for mobile app downloads is also being introduced during the Service Fortnight with a view to encourage downloading Mobile App by respective subscribers linked to various Central Ministries. As you are aware, Mobile app has been developed with the objective of providing maximum ease of transaction to the subscribers without approaching their Nodal Officers (DDOs/DTOs/PAOs) But at the same time, it has been observed that the number of downloads are less than desired. The usage of mobile app of NPS by the subscribers will help in enhancing the awareness levels of subscriber, which is the ultimate objective of organizing NPS Service fortnight. Details of the competition are given in the enclosed Annexure A.

**Benefits of downloading mobile app:**

The NPS Mobile APP gives details of Subscribers account online. The Subscriber can access latest account details as is available on the CRA web site using user ID (PRAN) and password. The APP gives better user experience and provides additional functionalities such as

- (i) View of current Holdings viz Percentage of Asset allocation among PFMs (Unit , NAV & Amount) & total value of holdings etc.
- (ii) Request for Transaction Statement for the year on your email ID.
- (iii) Change of contact details like Telephone, Mobile no. and email ID.
- (iv) Change of Password / Secret Question
- (v) View of Accounts detail viz name, address, associated nodal office and registration no. etc.
- (vi) Regeneration of password using secret question.
- (vii) View of last 5 contribution transactions carried out
- (viii) Processing of voluntary contributions for Tier I as well as Tier II
- (ix) Modification of address using Aadhaar authentication

Further, downloading of mobile app by the subscribers will considerably reduce the dependency on the nodal officers. This will result in saving of time and efforts of the nodal officers.

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 are confident, our collective endeavour in this direction will result in mutually satisfying positive outcome. In case any assistance/clarification is required, you may like to contact Shri Sachin Joneja, Manager at [sachin.joneja@pfrda.org.in](mailto:sachin.joneja@pfrda.org.in) or Sh. Bibhas Dutta at 022-24994558 or [bibhasd@nsdl.co.in](mailto:bibhasd@nsdl.co.in) or Sh. Abhishek Dhuri at 022-24004266/[abhishekd@nsdl.co.in](mailto:abhishekd@nsdl.co.in).

Yours sincerely,



(Ashish Kumar)  
General Manager

## Annexure A

**Objective** - Mobile app has been developed with the objective of providing maximum ease of transaction to the subscribers. But at the same time, it has been observed that the downloads are less than desired. The usage of mobile app of NPS by the subscribers will help in enhancing the awareness levels of subscriber.

**Details** - The Central Government Ministries & State Governments will be required to encourage the subscribers attached to them for downloading mobile apps. The nodal officers should disseminate information regarding the same through various mediums. The Central Government ministry and State with maximum number of downloads of mobile app by the subscribers will be declared as winners. The Central Government ministries and States will be divided in three categories depending on the number of subscribers. The following are the details of the categories:

### State Governments:-

First category - States having subscriber base of 1.5 lacs and above - 5 states - Andhra Pradesh, Karnataka, Maharashtra, Rajasthan, Uttar Pradesh.

Second category - States having subscriber base between 50,000- less than 1.5 lacs - 13 states - Assam, Bihar, Chhattisgarh, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Jharkhand, Madhya Pradesh, Orissa, Punjab, Telangana, Uttrakhand.

Third category - States having subscriber base of less than 50,000 - 10 states - Arunachal Pradesh, Chandigarh, Goa, Kerala, Manipur, Meghalaya, Mizoram, Nagaland, Puducherry, Sikkim.

### Central Government Ministries:-

First category - Central Government Ministries & Departments having subscriber base of 1 lac and above - 3 Ministries - Home, Railways & Defence

Second category - Central Government Ministries & Departments having subscriber base between 1,000- less than 1 lac - 22 Ministries - Ministry of Finance, Department of Post, Department of Atomic Energy, Andaman and Nicobar Islands Administration, Department of Space, Ministry of Personnel, Public Grievances and Pensions, Ministry of Health and Family Welfare, Ministry of Urban Development and Urban Poverty Alleviation, Ministry of Water Resources, Ministry of Mines, Ministry of External Affairs, Ministry of Culture, Ministry of Planning Statistics and Programme Implementation, Union Territory of Lakshadweep, Ministry of Telecommunication & Information Technology, Ministry of Agriculture, Ministry of Law and Justice, Ministry of Labour and Employment, Ministry of Science and Technology, Ministry of Commerce and Textiles, Ministry of Industry, NCT of Delhi

**Third category – Central Government Ministries & Departments having subscriber base of less than 1,000 – Rest of the ministries**

**Duration** – The duration of the competition will be same as of NPS Service fortnight – 01.02.2017-14.02.2017.

**Acknowledgements** – The winners in the respective categories will be presented with the Certificates issued by PFRDA.



M Arumugam &lt;kvsjcfm@gmail.com&gt;

**PrAO: NPS Service Fortnight (February 1 to February 15, 2017)**

1 message

cghelpdesk &lt;cghelpdesk@nsdl.co.in&gt;

Thu, Jan 19, 2017 at 6:13 PM

Dear Sir/ Madam,

This is in continuation to the below mail with regard to NPS Service Fortnight for the period February 1, 2017 to February 15, 2017. Please note, documents, presentations, etc. pertaining to Nodal Offices and Subscribers have been hosted at the following link <https://npsra.nsdl.co.in/nps.php>.

This would facilitate the Nodal Offices to address the queries of the underlying subscribers during the NPS Service Fortnight.

1. **Printing and Distribution of Subscriber Brochure for Government Subscribers**
2. **Updation of Subscriber Details through S2 form**
3. **Conversion of Non IRA to IRA**
4. **Advising the Subscribers on the Benefits of having an IRA PRAN and updated details:**
5. **Printing of Transaction Statement**
6. **Updating Nomination Details**
7. **Resolving pending Grievances and Updating the same in CGMS**
8. **Resolving issues of pending exit /withdrawals under NPS**

In case of further clarification, you may contact the following officials:

Sr. no.	Name of Official	Email Id	Telephone no.
1	CG-Helpdesk	cghelpdesk@nsdl.co.in	022-40904242 Extn 3314 / 3315
2	Ashrita Shetty	AshritaS@nsdl.co.in	022-4090 4849
3	Vishal Masurkar	vishalm@nsdl.co.in	022-4090 4533
4	Dhiraj Mahtre	DhirajM@nsdl.co.in	022-4090 4809
5	Subodh Nagwekar	Subodhn@nsdl.co.in	022-4090 4319
6	Sunny Gonsalves	sunnyg@nsdl.co.in	022-4090 4856
7	Bibhas Dutta	bibhasd@nsdl.co.in	022-4090 4558

Thanks & Regards

**From:** cghelpdesk  
**Sent:** Tuesday, January 17, 2017 6:13 PM  
**Subject:** NPS Service Fortnight (February 1 to February 15, 2017)  
**Importance:** High

Dear Sir/Madam,

All the PrAOs are hereby informed that Pension Fund Regulatory and Development Authority [PFRDA, the regulator for National Pension System (NPS)] has decided to observe NPS Service Fortnight from February 1, 2017 to February 15, 2017, to promote awareness regarding NPS among all the subscribers. The letter issued by PFRDA in this regard is enclosed as **Annexure 1**.

This fortnight campaign will be service oriented towards the subscribers and aimed for update of latest contact details in NPS account so as to receive information about the various functions / facilities available under the NPS.

The PrAO offices are requested to take this opportunity to apprise the PAOs/CDDOs, DDOs and the Subscribers about the need for constant updation of personal details / information to enable the faster dissemination of information of various benefits / facilities available under NPS. This in turn will help the subscribers make use of the facilities available under NPS.

The following are the activities which the PAOs/CDDOs/ DDO's may undertake during the **NPS Service Fortnight** as mentioned in the attached PFRDA letter. You are requested to kindly sensitize the same to your underline PAOs/CDDOs/ DDO's

In addition to the above, a competition for Mobile App downloads regarding NPS is also being introduced during this service Fortnight with the view to encourage downloading and have a better experience. Downloading of NPS Mobile APP by the subscribers will considerably reduce the dependency on the Nodal Officers.

In case of further clarification, you may contact the following officials:

Sr. no.	Name of Official	Email Id	Telephone no.
1	CG-Helpdesk	cghelpdesk@nsdl.co.in	022-40904242 Extn 3314 / 3315
2	Ashrita Shetty	AshritaS@nsdl.co.in	022-4090 4849
3	Vishal Masurkar	vishalm@nsdl.co.in	022-4090 4533
4	Dhiraj Mahtre	DhirajM@nsdl.co.in	022-4090 4809
5	Subodh Nagwekar	Subodhn@nsdl.co.in	022-4090 4319
6	Sunny Gonsalves	sunnyg@nsdl.co.in	022-4090 4856
7	Bibhas Dutta	bibhasd@nsdl.co.in	022-4090 4558

Thanks & Regards,

Central Recordkeeping Agency (National Pension System) | (CIN U72900MH1995PLC095642)



1st Floor, Times Tower, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai – 400 013

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