



WESTERN RAILWAY

Headquarter Office  
Churchgate,  
Mumbai- 400 020.

P.S.No.97/2016

No. E/NPS/774/0/Policy

Date: 09/09/2016

All PHODs /HOD,  
All DRMs / CWMs & Units Incharge,  
C/- Genl. Secy., WRMS-BCT / WREU-GTR.  
C/- ZS-All India SC/ST Rly Employees. Assn,'W' Zone, Mumbai  
C/- ZS-All India OBC Rly Empl. Assn, Mumbai.

Sub: New Pension System (NPS) and its implementation.

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A copy of Railway Board's letter No.2016/AC-II/21/7 dated 16.08.2016 is enclosed herewith for information, guidance and necessary action.

Encl: As above.

*Neha Gupta*  
*09/09/16*  
(Neha Gupta)  
SPO (B &A)  
For General Manager (E)



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

No. 2016/AC-II/21/7

RBA NO. : 54/2016  
New Delhi, dated: 16.08.2016

General Managers, FA&CAOs and CPOs,  
All Indian Railways and PUs

Sub: New Pension System (NPS) and its implementation.

Please find enclosed PFRDA's letter no. PFRDA/19/CG/1/39 dated 01.08.2016 on the above subject. In this regard, the following has been desired:


- i. Distribution of comprehensive brochure prepared by PFRDA for government sector subscribers.
- ii. Updation of contact details of all the underlying offices in the records of CRA for better communication flow.
- iii. Setting up of dedicated NPS Cell
- iv. Displaying NPS related information on the website of the Ministry and incorporating the same link in the 'Employee's corner'.

As regards (iv.) above, all the important instructions issued by Accounts Dte are available on the Indian Railway's website as under:

[www.indianrailways.gov.in](http://www.indianrailways.gov.in)  
↓  
About Indian Railways  
↓  
Railway Board Directorates  
↓  
Accounts  
↓  
Instructions on NPS

Kindly ensure circulation of these instructions so that the subscribers and nodal offices are aware of initiatives taken for their benefit.

DA: As above

  
16/08/16  
(Amitesh Kumar Sinha)  
Director Finance/CCA  
Railway Board





सत्यमेव जयते

आर. वी. वर्मा  
सदस्य  
R. V. Verma  
MEMBER



F. C. Railway Board,

FTS No. 202145/2016

Date... 8/8/16

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पेंशन निधि विनियामक और  
विकास प्राधिकरण

बी-14/ए, प्रथम मंजिल, छत्रपति शिवाजी भवन  
कुतुब इंस्टीट्यूशनल एरिया, कटवारिया सराय,  
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FILE NO. PFRDA/19/CG/1/39

01<sup>st</sup> August, 2016

Dear *Sh. Mookerjee,*

**Subject: National Pension System (NPS) and its implementation**

I am writing in the context of the National Pension System (NPS) and its implementation in the Central Government sector – Ministries & departments including the Central Autonomous Bodies under their jurisdiction. I would like to highlight the important measures taken by PFRDA in strengthening the systems, in the interest of the ultimate beneficiary – the subscriber and other stakeholders.

2. After the passage of PFRDA Act, 2013, various regulations have been framed by PFRDA under the ambit of the Act. The basic purpose of framing regulations is to ensure protection of subscriber interest. Prominent ones among the regulations are PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 and PFRDA (Exits & Withdrawals under the NPS) Regulations, 2015. You will appreciate that PFRDA (Redressal of Subscriber Grievance) Regulations, 2015, had laid down clear guidelines with respect to redressal of subscriber grievances. Further, Exit Regulations of PFRDA have specified the provisions and process relating to exit and withdrawal in detail.

3. It has been PFRDA'S endeavour to take various initiatives from time to time in order to simplify and improve the operational issues in National Pension System (NPS) for ease of transaction for subscribers. Towards this end, we have introduced a number of new functionalities under NPS architecture such as simplification of account opening, withdrawal, grievance management etc. In this regard, recently many new functionalities have been released by the Central Recordkeeping Agency (CRA) to ease operations for the benefit of subscribers and nodal offices. The details of the functionalities released recently for the nodal offices under Govt. Sector are enclosed as Annexure A.

4. As our main focus is on the subscriber, around whom the entire system revolves, we have also provided several facilities to them for easing the process and making them more user friendly. The following are the important initiatives taken in this direction:

- (i) SMS and email alerts.
- (ii) Centralized Grievance Management System (CGMS) with a pre-determined turnaround time for resolution of grievances related to different services.
- (iii) Call Centre facility.
- (iv) Periodic consolidated SoT (Statement of Transactions)
- (v) Web based access to all subscribers to view SoTs and facility to modify certain data like mobile number & email id on their own.
- (vi) Subscriber awareness programs at various locations and centers.



