

Up-gradation of functionalities for subscribers by the Central Recordkeeping Agencies (CRAs) for April - June Quarter ended on 30-06-2017

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Pension Fund Regulatory and Development Authority (PFRDA) is established by the Government of India for regulation and development of Pension Sector in order to protect the old age income security of subscribers. PFRDA takes various initiatives from time to time in order to simplify and improve the operational issues in National Pension System (NPS) like new functionality development under NPS architecture, simplification of account opening, withdrawal, grievance management etc. In this regard, during the Quarter ended on 30.06.2017, various functionalities have been released by the Central Recordkeeping Agencies (CRAs) i.e. NSDL e-governance Infrastructure Limited and Karvy Computershare Pvt. Ltd to facilitate the ease of operation for the benefit of subscribers. These are detailed below:

NSDL e-Governance Infrastructure Limited

<u>Sr. No.</u>	<u>Functionality</u>	<u>Description</u>	<u>Release Date</u>
1	Annual Freezing	Subscriber account would be unfrozen on minimum contribution of Rs. 500 in any of the Financial Year. The Subscriber would be allowed to contribute through normal process i.e. through any POP or through eNPS	4-Apr-17
2	NPS Mobile App - Aadhaar Seeding	The Subscriber can now link his/her Aadhaar to NPS account using Mobile App.	4-Apr-17
3	NPS Mobile App - Captcha in Contribution Screen	In Mobile App, the Subscriber has an option to submit the contributions without logging into App, routed through Captcha	4-Apr-17
4	NPS Mobile App - Reset password using OTP	Subscriber can now reset his/her password using Mobile App through OTP. This option is in addition to the option of resetting password using secret question.	4-Apr-17
5	Scheme Preference Change	Now, the Subscribers (other than Govt.) will have facility to change PFM once and Investment Option (active or auto choice) as well as Asset Allocation Ratio twice in a Financial Year.	4-Apr-17

6	NPS Mobile App - Tier II Withdrawal	Subscriber can now initiate Tier II account withdrawal under NPS using Mobile App and funds will get transferred to Subscriber's Bank Account registered with CRA.	8-Apr-17
7	Interoperability between CRAs	Now, Subscribers have option to open account with either of the CRAs. The existing Subscriber can also select CRA of his/her choice, once in a year. The target CRA will facilitate the shifting request under NPS.	15-Apr-17
8	New Payment Gateway - BillDesk	In eNPS, alongwith SBI ePay, BillDesk has been integrated as the second Payment Gateway Service Provider for ease of online contribution by the subscriber.	4-May-17
9	NPS Mobile App - Hindi version	The bilingual version of Mobile App has been developed for convenience of NPS Subscriber.	15-May-17
10	Transaction Statement - view	The Subscriber can access their Transaction Statement through CRA NPS Lite website (www.npslite-nsdl.com).	7-Jun-17
11	NPS Mobile App - enhancement	"Remember PRAN" in the APP is enabled. Now, Subscribers need not enter 12 digit PRAN every time they login.	8-Jun-17
12	NPS Mobile App - NPS Lite/APY	Similar to NPS Regular, Mobile App is introduced for NPS Lite/APY Subscribers. In 1st phase, following features are released for NPS Lite/APY Subscribers. 1. Statement of Holding 2. Statement of Transaction (pdf download) 3. Subscriber details view 4. Last three Contribution details	17-Jun-17
13	Grievance - enhancement	Subscribers under NPS Lite have facility to raise grievances in Central Grievance Management System (CGMS) against CRA/ Nodal Office / NPS Trust.	23-Jun-17
14	eNPS - Service Tax replaced with GST	Replacement of existing Service Tax to GST; 1. Receipts will be have label	30-Jun-17

as GST and will be having 18% calculated amount

2. Labels/text which shows payment gateways charges is being modified to display GST & 18% instead of service tax and 15%

3. The Service tax element which was charged for the trail commission during subsequent contribution payment through online payment mode in eNPS will be termed as GST

Karvy Computershare Pvt. Ltd

<u>Sr. No.</u>	<u>Functionality</u>	<u>Description</u>	<u>Release Date</u>
1	Mobile App	Mobile App for NPS Subscribers who are registered with Karvy CRA. Subscriber can download the NPS Mobile App from Google Play store by searching the name "NPS by Karvy-CRA".	13-Apr-17
2	e-Sign	The e-Sign facility has been implemented for Subscriber registering (Tier I or Tier I & Tier II) through eNPS using Aadhaar authentication and the same is now available for Subscribers.	21-Apr-17
3	CGMS	Following facility has been developed: 1. If the Subscriber is not satisfied with the resolution provided by the entity, then subscriber can escalate the grievance to NPS Trust. 2. If the subscriber grievance is not resolved within 30 days, subscriber can escalate to NPS Trust.	29-Apr-17
4	SMS/Email	Subscriber will get to know that the PRAN Kit has been dispatched by CRA.	29-Apr-17
5	Missed Call Service	Subscriber can now just give a missed call to 9212993399 through his/her registered mobile number for knowing his/her balance in NPS account.	26-May-17
6	Mobile App	Now the online contribution facility has been made available outside the login. In this case, Subscribers details will be authenticated through OTP and contribution will be allowed.	26-May-17
7	Mobile App	Currently, Mobile App for Karvy CRA Subscribers is available for Android users. Now the same has been made	31-May-17

		<p>available for iOS users. The following features are provided through the Mobile App:</p> <ol style="list-style-type: none"> 1. View your Profile details. 2. View current Holdings 3. Request for Transaction Statement on registered Email ID. 4. Change contact details like Telephone, Mobile no. and Email ID. 5. Change Password facility 6. View Last 5 contribution transactions carried out 7. Contribute in NPS Tier I as well as Tier II account 8. Change Scheme Preference 9. One Way Switch request (from Tier II to Tier I) 10. Tier II withdrawal request 11. Modify address using Aadhaar 12. Grievance/Enquiry 13. Generate Password 14. Online contribution without login 	
8	Interoperability	Interoperability between both the CRAs has been implemented. The changes related to shifting of Corporate Subscriber from one CRA to another CRA has been made available.	05-Jun-17
9	GUI	Positioning and label of the "Generate/Reset Password" has been changed to make it more subscriber friendly.	30-Jun-17
10	GUI	<p>Following are the message w.r.t. Service Tax has been changed to display the GST instead of Service tax:</p> <ol style="list-style-type: none"> 1. Change of Payment Gateway charges message in eNPS like Transaction charges plus GST@18% (based on PGSP confirmation) 2. Change of e-Sign message regarding charges like GST instead of Service Tax 	30-Jun-17
11	Limited Access View	<p>Limited access View (Without login) - A link has been made available on CRA system wherein Subscriber/Nodal Office can check the status of various request without login into CRA system. Subscriber/Nodal office has to enter the PRAN or Ack ID or Receipt No (as per request) and latest status will be displayed. Following are the request type has been considered:</p> <ol style="list-style-type: none"> 1. Subscriber registration status 2. PRAN kit dispatch 3. Contribution status 4. Grievance status 5. Withdrawal status 	30-Jun-17

