



पेंशन निधि विनियामक और
विकास प्राधिकरण
बी-14/ए, छत्रपति शिवाजी भवन,
कुतुब संस्थागत क्षेत्र,
कटवारिया सराय, नई दिल्ली-110016.
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CIRCULAR

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To all Banks/DoPs/ APY SPs/ All Stakeholders

Online Registration of Grievances related to Atal Pension Yojana/ Swavalamban

1. Atal Pension Yojana, is a bank led social security scheme which is aimed at protecting the old age income of the subscriber once they attain 60 years, with regular stream of income by the way of minimum guaranteed pension. As per the scheme, the contributions are collected from the subscribers who are the customers of the Bank/DoP and have opted for pension amount from Rs 1000 to Rs 5000 according to one's age and date of birth. The contribution is based on the age and the amount of pension chosen by the subscriber.

2. It is observed that a large number of complaints and grievances are being received from APY subscribers in physical form through post. To facilitate smooth registration of grievances online by the APY subscribers, the CRA-NSDL has provided the option for online registration of grievances under the Atal Pension Yojana Scheme. The steps to register the same are as follows:

Step 1- The subscriber/ stakeholder may visit the url: <https://npslite-nsdl.com/CRAlite/grievanceSub.do>

Step 2- The webpage provides the following options:

Grievance Module For Atal Pension Yojana (APY) / NPS Lite (Swavalamban / GDS)
Register New Grievance PRAN Details Available PRAN Details Not Available
Check the status of grievance already registered
Central Grievance Management System Module for CRA Subscribers

Step 3- The Subscriber/ stakeholder may register new grievance by providing PRAN details if available and also if not available. In case PRAN details are available, the same may be used to go the next screen and then the following webpage appears:

User Details			
PRAN	auto populated	Subscriber Name	auto populated
Nodal Office Reg No.	auto populated	Nodal Office Name	auto populated
Mobile No.		Email ID	
Grievance Details			
Atal Pension Yojana (APY) NPS Lite (Swavalamban / GDS)			

Grievance Sub Type *	
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Grievance Description *	(To be more than 20 characters)
Grievance Raised Against Entity Id	

In case the PRAN details are not available, after going to the next screen in, the following webpage appears:

New Grievance Request	
Top of Form	
* Mandatory Fields	
User Details	
Subscriber Name *	Acknowledgment No.
Father's Name *	Mobile No.
	Email ID
<small>Note: Acknowledgement No. as received at the time of submitting registration request</small> <small>Mobile Number if provided, SMS will be received upon registration and resolution of this grievance.</small>	
Grievance Details	
Atal Pension Yojana (APY) NPS Lite (Swavalamban / GDS)	
Grievance Sub Type *	
Bottom of Form	

Grievance Description *	(To be more than 20 characters)
Grievance Against	
<input type="checkbox"/> NLOO *	
<input type="checkbox"/> NLAO *	

The grievance sub type, grievance description, NPS-Lite Oversight Office (NLOO) and NPS-Lite Account Office (NLAO) details may be provided from the drop down.

Step 4- After providing the above details, the subscriber/ stakeholder may click the submit button.

Step 5- The status of grievance already registered may also be viewed on the link <https://npslite-nsdl.com/CRALite/grievanceSub.do> under the menu- Check the status by providing PRAN details (If PRAN details are available)/by providing token number (If PRAN is not available).

3.This is for the information of the APY Subscribers.

Yours Sincerely,



(K Mohangandhi)
Deputy General Manager