Frequently Asked Questions — NPS Grievances

Frequently Asked Questions (FAQs) – NPS Grievances

1. I made an NPS contribution (including Tier II activation contribution), but the amount/units are not reflected in my account. What should I do?

Answer:
Please note that after the successful submission of a contribution, the Point of Presence (POP) receives the funds from the payment gateway. In the case of our POP, the UTI Pension Fund Operations Team processes the contribution and remits the funds to the Trustee Bank within **T+1 working day**, in accordance with the prescribed regulatory turnaround time (TAT), where **T** is the date on which the funds are received from the payment gateway.

Further, upon receipt of the funds from the POP, the Trustee Bank processes the contribution and credits the units to the respective Permanent Retirement Account Number (PRAN) with a maximum of **T+1 working day**. Accordingly, the entire process of receipt of funds from the payment gateway to the credit of units in the subscribers account takes a minimum of **Two working days** from the date of successful contribution submission.

Subscribers can verify the credited units by viewing the transaction statement available in the Central Recordkeeping Agency (CRA) system. If the contribution is not reflected in the transaction statement after the prescribed processing period, the subscriber is requested to lodge a grievance in the CRA system against the entity through whose portal the contribution was submitted. This process is applicable to both regular NPS contributions and Tier II activation contributions submitted through a POP.

Further, if the contribution is made through the CRA website, CRA mobile application, eNPS portal, or the D-Remit facility, the transaction is processed by the respective CRA. The details of such under-process transaction is not available with the associated POP, hence the subscriber is requested to wait for 2 working days for reflection of units in the transaction statement. If the contribution is not reflected in the transaction statement after the prescribed processing period, the subscriber is requested to lodge a grievance in the CRA system against the CRA and provide the details of the transaction in the grievance.

---

2. How long does it take to receive money after a partial withdrawal request is approved?

Answer:

Once a Partial Withdrawal request is submitted by the subscriber, it is verified and authorised by the Point of Presence (POP) within the prescribed regulatory turnaround time (TAT) of **T+1 working day**, where **T** is the date of submission of the request during working hours.

Upon authorisation of the withdrawal request in the CRA system, the corresponding units are redeemed, and the realised amount is credited to the subscriber's registered bank account. Under normal circumstances, the subscriber can expect the withdrawal amount to be credited to the registered bank account within **three working days** from the date of submission of the withdrawal request in the CRA system.

Subscribers are advised to track the status of their withdrawal request through their NPS login through the "Exit menu" or contact their associated POP for any assistance or further clarification.

---

3. What is the process for claiming NPS funds after the death of a subscriber?

Answer:

In the unfortunate event of the death of an NPS subscriber, the nominee(s) registered in the subscriber's NPS account is/are required to submit the **Death Claim Withdrawal Form**, along with the prescribed supporting documents, to the associated Point of Presence (POP). Please note that the death claim withdrawal request must be submitted in physical form to the associated POP.

Documents required:

1. Original Death Certificate of the subscriber.
2. Self-attested copy of the nominee's PAN card.
3. Self-attested copy of the nominee's valid address proof.
4. Original cancelled cheque of the nominee.
    - The cancelled cheque should clearly display the nominee's name, bank account number, IFSC, and bank name.
    - Alternatively, a bank certificate or a copy of the bank passbook containing the above details may be submitted.
5. Original PRAN card of the subscriber.
    - If the original PRAN card is not available, a signed copy of the ePRAN may be submitted by the nominee.

Upon receipt of the duly filled Death Claim Withdrawal Form and the required supporting documents, the POP will verify the documents and capture and authorise the withdrawal request in the CRA system within the prescribed regulatory turnaround time of T+1 working day. Once the request is successfully initiated and authorised by the POP, the corresponding units will be redeemed, and the realised amount will ordinarily be credited to the nominee's registered bank account within **two working days**.

---

4. Where can I view employee and employer contribution details in NPS?

Answer:

Employee and employer contribution details can be viewed in the Transaction Statement available in the subscriber's NPS account.

Steps to view the Transaction Statement:

1. Open CRA website and through the home page, open the subscriber login page.
2. Login to your NPS account using your PRAN and I-PIN/password.
3. Click on **Account Statement**.
4. Select **Transaction Statement**.
5. Select the required Financial Year.
6. Select the applicable Tier.
7. Click on **Generate Statement**.

The contribution details will be available under the **Contribution/Redemption Details** section for the selected period.

---

5. I have resigned or retired from my corporate job. Can I continue my NPS account?

Answer:

Yes. If you have resigned or retired from your corporate employment, you can continue your National Pension System (NPS) account by shifting your Permanent Retirement Account Number (PRAN) from the Corporate Sector to the **All Citizens of India (UOS) Sector**.

To shift your PRAN, you may:

- Visit any Point of Presence (POP) providing NPS services and submit a request for sector shifting; or

- Login in to your NPS account in CRA system and submit an online sector shifting request.

Once the PRAN is successfully shifted to the UOS (All Citizens) Sector, you can continue contributing to your NPS account independently and remain invested in the NPS.

---

6. I am unable to view the rate of return in the NPS app. What should I do?

Answer:

The return on your NPS investment is available in your **Transaction Statement** under the **XIRR** section. The CRA system calculates and displays the overall return on your investment by considering all contributions made to your PRAN, irrespective of the mode or entity through which the contributions were submitted.

The return details are also available through the CRA mobile application.

If you are unable to view the return details due to a technical issue, you are advised to raise a grievance with your respective CRA through the CRA system. While lodging the grievance, please attach a screenshot of the issue to help the CRA investigate and resolve the technical problem at the earliest.

---

7. How can a corporate subscriber correct the Date of Retirement in NPS records?

Answer:

Corporate subscribers cannot directly update the Date of Retirement in their NPS records. The correction request in employment details must be initiated by the subscriber's employer by submitting a request to the associated Point of Presence (POP).

Subscribers are advised to contact their Human Resources (HR) department and request them to initiate the Date of Retirement correction through the associated POP. Upon receipt of the official request from the employer, the POP will carry out the necessary amendment in the CRA system.