

## Important Circular

No. FC/II/NPS/Circular  
O/O the PCDA, WC  
Chandigarh  
Dated: 22/09/2022

To

The Officer in Charge

1. Pay Section (Local)
2. All AAO (Pay) WC, PAOs & AOGES  
PCDA(WC) Chandigarh

**Sub:- Ambassador and Champion Model for Nodal offices implementing National Pension System (NPS) in the Central Government Sector.**

**Ref:- PFRDA Circular No. PFRDA/17/07/12/2020-RnS-CG dated 04.08.2022**

A copy of PFRDA Circular, cited under reference, on the above subject is forwarded herewith for your information, guidance, and necessary action please.

In this regard, PFRDA has informed that in its endeavour to further strengthen the implementation and operationalisation of NPS, PFRDA has decided to recognise the valuable contribution of the Nodal Offices in the operationalisation of NPS.

Under the said process termed as Ambassador and Champion Model for Nodal Offices implementing NPS in the Central Government Sector, the performance of Nodal Offices during the period from 1<sup>st</sup> January 2022 to 31<sup>st</sup> December 2022 would be measured based on scoring on various key parameters under NPS as per para 4 of subject letter.

Kindly acknowledge receipt of the letter.

  
GO (Fund Cell)

Copy to

1	The OI/C IT & S Section (Local)	For uploading on the website of PCDA (WC) Chandigarh
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- Sd -  
GO (Fund Cell)



AN-V  
NPS cell  
Fund cell  
(4)

पेंशन निधि विनियामक एवं विकास प्राधिकरण  
PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY



PFRDA/17/07/12/0002/2020-RnS-CG

04.08.2022

To,

The Deputy Controller  
PCDA (Western Command), Chandigarh,  
Sector 9 C,  
Chandigarh-160009

Dear Sir/Madam,

**Subject - Ambassador and Champion Model for Nodal offices implementing National Pension System (NPS) in the Central Government Sector**

This is in continuation to PFRDA's earlier letter no. PFRDA/17/07/12/0002/2020-RnS-CG dated 22<sup>nd</sup> July 2021 (*copy enclosed*) regarding the captioned subject matter, wherein it was informed that PFRDA in its endeavour to further strengthen the implementation and operationalization of NPS, has decided to establish a process to recognize the valuable contribution of the Nodal offices in the operationalization of NPS.

2. In this context, you may recall that under the said process termed as **Ambassador and Champion Model for Nodal offices implementing National Pension System (NPS) in the Central Government Sector**, the performance of the Nodal office was to be measured based on scoring on various key parameters under NPS. Further, vide the aforementioned letter, it was informed that to aid the nodal offices to cope with the hardships being faced during the pandemic, the period for adjudging the nodal office's performance would be from 01<sup>st</sup> January 2022 to 31<sup>st</sup> December 2022.

3. In continuation of the above, the Authority is pleased to inform you that the NPS parameters for measuring the performance/scoring amongst nominated Ambassadors have been finalized and the Champion would be adjudged based on the summation of the scorings assigned to the various parameters; higher the cumulative score, higher the probability of the Ambassador being judged as a Champion.

4. The parameters to be considered under the referred scoring model are as under;

SL	PARAMETERS	SUB-PARAMETERS	
A	Technological Adoption	I	OPGM Adoption / Server to Server Integration (at the end of year)

		II	OPGM Usage/ Online generation of PRANs (at the end of year)
B	PRAN Generation and Subscriber Maintenance	I	Time is taken in the PRAN generation (at the end of year)
		II	Non-IRA Active PRANs
		III	PRANs w/o mobile numbers (at the end of year)
		IV	PRANs w/o nominations (at the end of year)
		V	Nil credit PRANs (at the end of year)
C	Grievance Handling	I	Grievances pending (At the end of year)
		II	Grievances processed (at the end of year)
D	Contribution Upload and Credit Coverage	I	12-month Average Subscriber credit coverage (at the end of year)
		II	12-month Average Subscriber credit coverage- 1 month from the salary period (at the end of year)
		III	7-day Average Subscriber credit coverage (at the end of year)
		IV	First NPS contribution credit in PRAN timelines (at the end of year)
E	Contribution upload persistency	I	Contribution upload persistency of nodal offices (at the end of year)
		II	Deviation in amounts uploaded (at the end of year)
F	Exit Processing	I	Exit/ withdrawal claims yet to be initiated (At the end of year)
		II	Exit/ withdrawal request pending authorization (At the end of year)
<b>Category wise Scores</b>			
SL	Category	Max. Score	
1	Technological Adoption	15	

2	PRAN Generation and Subscriber Maintenance	25	
3	Grievance Handling	5	
4	Contribution Upload and Credit Coverage	35	
5	Contribution Upload Persistency	20	
6	Exit Processing	0	(Negative scoring in case of pendency/inaction)
	<b>Total</b>	<b>100</b>	

5. I hope you will appreciate PFRDA's present endeavours and consider issuing necessary directions to all your underlying offices'/DDOs to contribute towards the effective conduct of the said recognition exercise. PFRDA shall be extending all necessary support and cooperation to facilitate improvement in the NPS-related activities & parameters in your underlying offices.

With Regards

Yours Sincerely,



(Vikas Kumar Singh)  
Chief General Manager



पेंशन निधि विनियामक और  
विकास प्राधिकरण

बी-14/ए, छत्रपति शिवाजी भवन,  
कुतुब संस्थान क्षेत्र,  
कटवाहिका सड़क, नई दिल्ली-110015  
दूरभाष : 011-26517501, 26517503, 26133730  
फैक्स : 011-26517507  
वेबसाइट : www.pfrda.org.in

PENSION FUND REGULATORY  
AND DEVELOPMENT AUTHORITY

B-14/A, Chhatrapati Shivaji Bhawan,  
Qutub Institutional Area,  
Katwaria Sarai, New Delhi-110015  
Ph : 011-26517501, 26517503, 26133730  
Fax : 011-26517507  
Website : www.pfrda.org.in

PFDA/17/07/12/0002/2020-RnS-CG

22.07.2021

Deputy Controller  
PCDA (Western Command), Chandigarh  
Ministry of Defence  
Sector 9 C, Chandigarh - 160009.

Dear Sir/ Madam,

**Subject - Ambassador and Champion Model for Nodal offices implementing National Pension System (NPS) in the Central Government Sector**

PFRDA has been regularly interacting with the Central Government Nodal offices through various forums, for smooth implementation and operationalization of NPS in the Central Government Sector. During such interactions the various operational and supervisory areas of concerns are flagged by PFRDA with the Government Nodal offices and the offices are advised to take necessary corrective action to streamline the NPS related activities.

2. In its endeavor to further strengthen the implementation and operationalization of NPS, PFRDA has decided to establish a process to recognize the valuable contribution of the Nodal offices in operationalization of NPS in the Central Government Sector. The said process has been termed as Ambassador and Champion Model for Nodal offices implementing National Pension System (NPS) in the Central Government Sector.

3. Under the proposed Ambassador Model the Pr.AO, (Principal Accounts Office), as presently registered in the CRA system is being nominated as an Ambassador. The Pr.AO so nominated as an Ambassador is responsible for strengthening the implementation of NPS and would have the following roles;

- Arranging for regular training of the underlying offices.
- Update oneself and further train/educate/disseminate information on regular basis regarding process improvements/system developments under NPS.
- Improvement in quantitative and qualitative operational parameters of performance under NPS.

4. Each Pr.AO nominated as an Ambassador thus shall be eligible to compete under the "Champion" model. Hence, under the Champion Model, your office for being chosen as Champion would be competing amongst Pr.AOs of other Nodal offices in a single Accounting Formation. The Ambassadors getting the maximum scores would be awarded as the "Champions of NPS in Central Government Sector".

5. To aid the nodal offices to cope up with the hardships being faced during the pandemic period and to provide ample time to the offices to prepare themselves for the process towards selection of Champions, the period for adjudging the nodal office's performance would be April 2022 to March 2023. The performance of the Nodal offices during aforementioned period would be judged on the scoring based on following *indicative* list of parameters under NPS;

- Reduction in - Delay in PRAN Generation; Nil credit PRANs; Non-IRA PRANs; number of PRANs without Nomination and Mobile numbers and Errors in fund remittance.
- Increase in Subscriber credit coverage
- Improvement in Turnaround Times for resolution of Grievances and processing & authorization of Exit/withdrawal requests.

6. I hope you will appreciate PFRDA's present endeavor and consider issuing necessary directions to all your underlying offices PAOs/DDOs to contribute towards effective conduct of the said recognition exercise. PFRDA shall be extending all necessary support and cooperation to facilitate improvement in the NPS related activities & parameters in your underlying offices.

With Regards.

Yours Sincerely,



(Sumet Kaur Kapoor)  
Chief General Manager