



75  
Azadi Ka  
Amrit Mahotsav



केन्द्रीय भण्डारण निगम  
(भारत सरकार का उपक्रम)

**CENTRAL WAREHOUSING CORPORATION**

(A Govt. of India Undertaking)

जन-जन के लिए भण्डारण/Warehousing for Everyone



**No. G-19011/3/2021-PENSION**

**Dated 18.12.2023**

### **CIRCULAR**

**Subject: Option for Superannuation Pension plan: LIC/NPS....reg**

#### **Existing Pension Scheme (LIC) & Features:**

1. Corporation is having Defined Contribution Pension Scheme namely "CWC Defined Contribution Superannuating Benefit (Pension) Scheme" for providing superannuation benefit to the regular employees of the Corporation w.e.f. 01.01.2007 as per DPE guidelines issued vide OM dated 26.11.2008.
2. To maintain the Fund of the Trust and to provide better Pension/annuity rates to the employees, LIC has been nominated as Fund Manager of Pension Trust and Trust has also appointed 04 Annuity Service Provider. Since 2013 onwards LIC is providing interest rates between 7% to 10% on accumulated funds year to year basis.
3. LIC policies come with sovereign guarantee on the sum assured and the bonus declared.
4. The annual contribution made by the Corporation to the scheme is treated as a deductible business expense in terms of Section 36(1) (iv) of the I.T. Act.
5. The employee's contribution qualifies for exemption from tax upto Rs 1.5 lakh under Section 80C of the Income-Tax Act.
6. The benefits payable on death are exempt from tax in terms of Section 10(13) of the Act.
7. The interest earned on investment made by the Pension fund is exempt from tax under Section 19(25) (iii) of the Income Tax Act.

#### **National Pension System (NPS) & Features:**

1. Central Government has created National Pension Scheme (NPS) in 2004 and opened it for All Citizens of India with effect from May 01, 2009 and is regulated by PFRDA, which is established through an Act of Parliament.
2. NPS is market driven with no sovereign guarantee.
3. Employees contributing to NPS are eligible for following tax benefits on their own contribution:
  - a. Tax deduction up to 10% of salary (Basic + DA) contribution by employer under section 80 CCD (1) within the overall ceiling of Rs. 1.50 lakh under Sec 80 CCE.
  - b. Additional Tax deduction up to Rs 50,000 under section 80 CCD(1B) over and above the overall ceiling of Rs. 1.50 lakh under Sec 80 CCE by the subscriber.

4. In NPS, there are multiple Pension Fund Managers (PFM), Investment options (Auto or Active) available with NPS. Govt. Security, Bond & Equity shall be auto selected with the age of subscriber which may be changed for better returns.

In order to decide the Pension Scheme, options are invited out of these from the employees of the Corporation:

- Option I All the contribution to be continue with existing pension scheme with LIC for both employee and employer share of pension contribution.  
or  
Option II Switch over entire contribution to NPS for both employee and employer share.  
or  
Option III To contribute up to 1.5 lakhs to LIC in existing scheme for tax saving and balance amount to be transferred with NPS.

All the members are requested to submit their chosen option as above latest by 15.01.2024 to the Corporate Office on email id [pension.trust@cewacor.nic.in](mailto:pension.trust@cewacor.nic.in). Option exercised shall be irrevocable in nature.

On receipt of options, decision shall be taken on majority basis.

**Encl:**

1. **Annexure-I** : Option Form.
2. **Annexure-II**: The frequently asked questions related to NPS.  
Source FAQ: <https://www.pfrda.org.in/myauth/admin/showimg.cshtml?ID=1719>
3. **Annexure-III**: Circular of Existing Pension scheme in the Corporation

**(Dr. Siddharth Rath)**  
**General Manager (Personnel)**

**Copy To: -**

1. All HoDs, CWC, CO, New Delhi.
2. All RMs, CWC Regional Office.
3. PS to MD/PA to D(F)/PPS to D(P)/PS to D(MCP), CWC, CO, New Delhi.
4. Manager (EWC), CWC, CO, New Delhi
5. SAM (MIS), CWC, CO, New Delhi for uploading the circular on CWC website & E-office.

**OPTION FORM FOR SUPERANNUATION PENSION PLAN: LIC/NATIONAL PENSION SYSTEM (NPS)**

I \_\_\_\_\_ (Name) CPF Code \_\_\_\_\_ posted as \_\_\_\_\_  
(Designation) at \_\_\_\_\_ (Place of Posting) hereby opting Superannuation pension plan  
as per options provided below.

I also understand that this exercise is irrevocable.

S.No.	Options for Switching	Yes	No
1.	All the contribution to be continue with existing pension scheme with LIC for both employee and employer share of pension contribution.		
2.	Switch over entire contribution to NPS for both employee and employer share.		
3.	To contribute up to 1.5 lakhs to LIC in existing scheme for tax saving and balance amount to be transferred with NPS.		

(\_\_\_\_\_)

Signature of Member

Name:

CPF Code:

Designation:

Place of Posting:

To,  
**Manager (EWC)**  
Corporate Office

Date:

Place:

## Frequently Asked Questions - All Citizen Model

### Contents

#### I. Pre-subscription phase

1. What is National Pension System?
2. What are the features of NPS?
3. Who all are eligible to join NPS?
4. I have subscribed to EPF / PPF / Superannuation Fund / Provident Fund. Am I eligible to join NPS?
5. How much pension will I receive in NPS?
6. What is All Citizen Sector? NPS caters to which all Sectors?
7. What is the structure of NPS? Why there are different intermediaries in NPS?
8. What are the charges under NPS?
9. How can I open an NPS account?

#### II. Subscription and Accumulation Phase

10. What are the types of accounts in NPS?
11. What are the features of Tier-I and Tier-II accounts?
12. What documents are required to open an NPS account?
13. What are the choices I need to exercise while opening an NPS account?
14. How often can I change the choices I have made?
15. How do I know the status of my NPS application? When and where will I receive the account opening kit?
16. What is a Permanent Retirement Account Number (PRAN)?
17. How do I access my NPS account?
18. Where and how can I make contributions to my NPS account? How will my contributions get invested?
19. When and how will my contributions reflect in my NPS account?
20. How are contributions invested by Pension Funds?
21. What happens if I don't make the minimum contribution? Will my account be closed?
22. How can I change my NPS account details?
23. How do I know about the performance of my NPS investments?
24. How do I evaluate my NPS investments?

#### III. Retirement / Exit / Withdrawals

25. When can I withdraw my money from NPS Account?

26. What if I don't want to exit from NPS at 60 years of age?
27. What are the specific reasons or conditions for partial withdrawals?
28. How to request withdrawals from NPS Account?
29. How do I decide the Annuity Service Provider (ASP) and plan for receiving pension?
30. How will I receive my pension?
31. What are the rules for withdrawal from Tier-II account?

#### **IV. Grievance Redressal**

32. Whom should I approach if I have a complaint /grievance?

#### **V. Tax rules under NPS**

## **I. Pre-subscription phase**

### **1. What is National Pension System?**

National Pension System (NPS) is a defined contribution pension. NPS is voluntary for subscription by an individual to make contributions to his/her Individual Pension Account during the working life for creating a pension corpus from which regular income will be generated after retirement / working age.

NPS is mandatory for the Central Government recruits wef 1<sup>st</sup> Jan 2004 (except armed forces) which replaced the earlier defined benefit pension and has been subsequently adopted by almost all State Governments for their employees.

### **2. What are the features of NPS?**

- Regulated - NPS is regulated by PFRDA, which is established through an Act of Parliament. ([PFRDA Act 2013](#))
- Pension for All - can be voluntarily subscribed by any Indian Citizen (resident/non-resident/overseas citizen).
- Low Cost - NPS is one of the lowest cost pension schemes in the world.
- Flexible - Subscribers have choices of Point of Presence (PoP), Central Recordkeeping Agency (CRA), Pension Fund and Asset Allocation. The choices exercised can be changed subsequently.
- Portable - NPS account can be transferred across employment, location/geography.
- Tax efficient - [Tax incentives](#) are available to subscribers under the Income Tax Act 1961.
- Optimum returns - Market linked returns based on investment choice made by the subscriber.
- Transparent - Subscribers can access their NPS accounts online 24X7 and public disclosures mandated.

### **3. Who all are eligible to join NPS?**

- Any Indian Citizen (resident or non-resident) and Overseas Citizen of India (OCI)
- Aged between 18-65 years
- Compliant to Know Your Customer (KYC) norms.

Hindu Undivided Families (HUFs) and Persons of Indian Origin (PIOs) are ***not*** eligible for subscribing to NPS.

NPS is an *Individual Pension Account* and cannot be opened on behalf of a third person. The applicant should be legally competent to execute a contract as per the Indian Contract Act.

**4. I have subscribed to EPF / PPF / Superannuation Fund / Provident Fund. Am I eligible to join NPS?**

Yes. NPS can be voluntarily subscribed alongwith any other pension scheme(s). However, an individual cannot have multiple NPS accounts.

**5. How much pension will I receive in NPS?**

The amount of pension will depend on the amount of contributions made, accrual/returns on the investments and the portion of corpus utilised by the subscriber for purchasing annuity plan from any of the [Annuity Service Providers empanelled with PFRDA](#).

Under NPS, there is no implicit or explicit assurance of benefit and the investments are subject to market conditions.

**6. What is All Citizen Sector? NPS caters to which all Sectors?**

NPS caters to the Central Government (CG) Sector, State Government (SG) Sector, Corporate Sector and All Citizen Sector.

Individuals subscribing to NPS voluntarily are classified / categorized under All Citizen Sector.

**7. What is the structure of NPS? Why there are different intermediaries in NPS?**

NPS has a unique unbundled architecture wherein each intermediary (PoP, Pension Fund, Central Recordkeeping Agency, Trustee Bank, Annuity Service Provider, Retirement Advisors, Custodian, NPS Trust) is assigned a specialized activity by the Regulator. This ensures economies of scale and operational/intermediation costs at bare minimum to subscribers.

This unique structure safeguards subscribers' interest as the role of a particular intermediary is limited to the functions assigned to it and no single intermediary/entity has complete control over NPS as a System.

**8. What are the charges under NPS?**

Each intermediary is entitled to recover the following prescribed charges from the subscriber towards the services rendered by them:

Intermediary	Charge head	Service Charges*	Method of Deduction
Point of Presence	Initial subscriber registration and contribution upload	Rs. 200	To be collected upfront
	Any subsequent transactions	0.25% of contribution, Min. Rs 20 Max. Rs 25000	
	Non-Financial Charges	Rs 20	

	Contribution through eNPS platform of NPS Trust	0.10% of contribution, Min. Rs 10 Max. Rs 10000		
	Persistency Charges	Rs 50 per annum		
<b>Central Recordkeeping Agency</b>	Account Opening charges (One Time)	<b>NSDL</b>	<b>Karvy</b>	Through cancellation of units
		Rs 40	Rs 39.36	
	Account Maintenance Charges (Per Annum)	Rs. 95	Rs 57.63	
	Charge per transaction (Financial /Non-Financial)	Rs 3.75	Rs 3.36	
<b>Pension Fund</b>	Investment Management Fee	0.01% p.a. of Assets Managed		Adjustment in NAV of Scheme
<b>NPS Trust</b>	Reimbursement of Expenses	0.005 % p.a. of Assets Managed		
<b>Custodian</b>	Asset Servicing charges	0.0032% p.a. assets in custody		

## 9. How can I open an NPS account?

An NPS account can be opened through

- Points of Presence (PoP) registered with PFRDA - <https://www.pfrda.org.in/index1.cshtml?lsid=205>

Point of Presence (PoPs) is the distribution channel and the first point of contact for applicants and subscribers. PoPs are mandated to provide services related to Subscriber Registration (Collection of forms and KYC verification), receiving /uploading contributions, processing subscriber requests for updation of account details, exercising choices, withdrawals, grievances resolution etc.

- Online platform (eNPS) of NPS Trust - <http://www.npstrust.org.in/content/open-your-nps-account-online>



## II. Subscription and Accumulation Phase

### 10. What are the types of accounts in NPS?

Under NPS account there are two types of accounts – Tier I & Tier II.

Tier-I is the *Individual Pension Account*, which is the default pension account having all the tax incentives under Income Tax Act.

Tier-II is an optional investment account available to a subscriber having an active Tier-I account. This account has no withdrawal restrictions and tax benefits. Tier-II is **not** a Pension Account.

### 11. What are the features of Tier-I and Tier-II accounts?

Tier - I	Tier - II
Individual Pension Account	Optional Account – Require an active Tier-I
Withdrawal as per rules/regulations only	Unrestricted withdrawals
Min. Contribution Rs. 500	Min. Contribution to open Rs. 1000
Min. Contribution per year Rs. 1000	Min. Contribution Rs. 250
Tax benefits are available	No tax benefits on contribution/gains
Any Citizen aged between 18-65 is eligible	NRIs/OCIs are not eligible
Choose any Pension Fund / Investment Pattern	Choose any Pension Fund/ Investment Pattern *

\*Subscriber can select different Pension Fund and Investment Option for his/her NPS Tier I and Tier II accounts

### 12. What documents are required to open an NPS account?

The applicant has to submit duly filled Subscriber Registration Form (CSRF/NRSF/Online data fields) along with the following documents to the Service Provider (PoP)/Online:

For resident Individuals:

- One Recent Photograph
- PAN Card
- Proof of Address
- Proof for the Bank Account

For NRIs and OCIs

Non-resident Individual (NRI)	Overseas Citizen of India (OCI)
One Recent Photograph	One Recent Photograph
PAN Card	PAN Card
Indian Passport	OCI Card
Proof of address - India	Proof of address - foreign country
Proof for the Bank Account (NRE/NRO)	Proof for the Bank Account (NRE/NRO)

Refer instructions in the subscriber registration form, for the list of acceptable proofs.

**13. What are the choices I need to exercise while opening an NPS account?**

The following choices are to be exercised by the applicant:

Choice	Function	Refer
Point of Presence	Service Provider	<a href="https://www.pfrda.org.in/index1.cshtml?lsid=181">https://www.pfrda.org.in/index1.cshtml?lsid=181</a>
CRA	Record-keeper	<a href="https://www.pfrda.org.in/index1.cshtml?lsid=165">https://www.pfrda.org.in/index1.cshtml?lsid=165</a>
Pension Fund	Fund Manager	<a href="https://www.pfrda.org.in/index1.cshtml?lsid=182">https://www.pfrda.org.in/index1.cshtml?lsid=182</a>
Investment Choice - Asset allocation pattern		<a href="https://www.pfrda.org.in/index1.cshtml?lsid=97">https://www.pfrda.org.in/index1.cshtml?lsid=97</a>
a. <u>Active Choice</u>		
i. Equity (E) - Maximum 75%		
ii. Corporate Bonds (C) - Upto 100%		
iii. Government Securities (G) - Upto 100%		
iv. Alternate Assets (A) - Maximum 5%		
b. <u>Auto Choice</u>		
i. Conservative Life Cycle Fund (LC25)		
ii. Moderate Life Cycle Fund (LC25) - Default		
iii. Aggressive Life Cycle Fund (LC75)		

**14. How often can I change the choices I have made?**

Subscribers can subsequently request to change the choices exercised as under:

Choice	Frequency	Mode / method
Point of Presence	No restrictions, any time	Physical Application to target/new PoP
CRA	Twice in a year	Physical Application to target/new CRA
Pension Fund	Once in a Financial Year	i. Online - Login to your account or ii. Offline - Physical Application to PoP
Investment Choice	Twice in a Financial Year	i. Online - Login to your account or ii. Offline - Physical Application to PoP

**15. How do I know the status of my NPS application? When and where will I receive the account opening kit?**

On submission of duly filled application to service provider (PoP)/Online, Applicant will receive an Acknowledgement Number and the applicant can track the status of application online using the same.

Subscriber will receive the Account Opening Kit containing the PRAN Card and the passwords for accessing the account within a fortnight from the date of receipt of application, at his/her correspondence address provided in the application form.

**16. What is a Permanent Retirement Account Number (PRAN)?**

PRAN is a unique identification number allotted to a subscriber for his/her Individual Pension Account opened under NPS. The PRAN remains unchanged even though the subscriber shifts employment / sector /location.

**17. How do I access my NPS account?**

Subscriber can access their Pension Account through

- i. Physical mode – by visiting his/her service provider (PoP)
- ii. Online - using login credentials provided by CRA in the Account Opening Kit
  - a. Web-based login
  - b. Mobile Application
- iii. Telephone - using the T-Pin received in the Account Opening Kit.  
Toll Free numbers - NSDL 1800 222 080 and Karvy 1800 208 1516

**18. Where and how can I make contributions to my NPS account? How will my contributions get invested?**

A subscriber can make any number of contributions without any upper limit of amount through any of the following modes:

- i. Physical mode – by visiting any of the registered service provider (PoP) and depositing cheque/cash alongwith the NPS contribution slip.
- ii. Online mode -
  - a. Web-based (i. login to your Pension Account ii. online facility provided by PoPs iii. eNPS platform of NPS Trust)
  - b. NPS Mobile Application login

The contributions made by the subscriber will get invested as per the choices (Pension Fund and Asset allocation) exercised and recorded with CRA.

**19. When and how will my contributions reflect in my NPS account?**

It normally takes three working days for the contributions to get reflected in your NPS account.

The process flow entails:

- Receipt/realization of contribution in service provider’s (PoP) bank account
- Upload of details by service provider (PoP) to CRA and fund remittance to Trustee Bank
- Transfer of the funds by Trustee Bank to Pension Fund based on CRA instructions
- Investment of the funds by Pension Fund and declaration of scheme NAV
- Allocation of units by CRA for the contributed amount
- Reflection of corresponding units in the subscriber’s NPS account

Subscribers will receive SMS & Email confirmations for credit of units in account.

CRA is mandated to send a physical copy of the Statement of Transaction (SoT) of your Pension Account to the correspondence address as recorded with CRA, once in a year. SOT is also emailed to the registered email address of the subscriber on a periodic basis which can also be accessed online by login into your account.

**20. How are contributions invested by Pension Funds?**

The contributions are invested by Pension Funds according to the investment guidelines prescribed by PFRDA for each asset class.

Asset class E – Equity shares of companies traded in Futures and Options Segment

Asset Class C – Corporate Bonds / Debentures which are listed, having residual maturity of atleast 3 years and rated not below A

Asset Class G – Government securities and State Development Loans

Asset Class A – Alternate Assets

For detailed investment guidelines refer to the [Circular Section of PFRDA website](#).

**21. What happens if I don't make the minimum contribution? Will my account be closed?**

If minimum contribution is not received, the account is categorized as 'frozen' and will get activated upon making a contribution to the account. The NPS account will be closed only when a subscriber submits a request (physical or online) for exit from NPS to a service provider (PoP).

**22. How can I change my NPS account details?**

For changing the account details as recorded with CRA, subscriber has to submit a request to the Service Provider (PoP):-

Parameter of Change	Mode / method to change	Remark
Name	Physical Application – Form S2	Proof to be submitted
Address	Physical Application – Form S2	Proof to be submitted
Contact Details	i. Online – Login to your account or ii. Offline - Physical Application – Form S2	-
Nomination	Physical Application – Form S2	-
Bank Details	Physical Application – Form S2	Proof to be submitted
Sector / Occupation	Physical Application – Form ISS	-

**23. How do I know about the performance of my NPS investments?**

The performance of your NPS investments is available in the Statement of Transactions which can be accessed online through the subscriber web login or mobile app. Periodic statements are sent by the

CRA to the registered email-id of the subscriber and a physical statement for the financial year is sent to the correspondence address of the subscriber.

#### **24. How do I evaluate my NPS investments?**

Subscriber can compare the performance of his/her Pension Account vis a vis the performance of each Asset Classes and each Pension Funds which is available at the following web link <http://npstrust.org.in/returncalc>

The returns generated by the Pension Funds for each Asset Class is published on a weekly basis by NPS Trust and available at the following web link <http://npstrust.org.in/return-of-nps-scheme>

The portfolio of Asset Classes managed by each Pension Fund is periodically published by the Pension Funds on their websites. <http://npstrust.org.in/content/scheme-portfolio>

### **III. Retirement / Exit / Withdrawals**

#### **25. When can I withdraw my money from NPS Account?**

A subscriber can withdraw from NPS in the following circumstances/conditions:

**i) Partial Withdrawal** - after completion of 3 years subscriber can withdraw 25% of his/her own contributions for specific reasons viz illness, disability, education or marriage of children, purchasing property, starting a new venture. A subscriber can partially withdraw upto a maximum of 3 times during his/her entire tenure in NPS.

**ii) Premature Withdrawal** - after completion of 10 years **or** before completion of 03 years (if subscriber has joined NPS after 60 years of age), subscriber can withdraw maximum 20% of the corpus as lumpsum and minimum 80% of the corpus has to be utilized for purchasing an annuity plan for receiving the pension. If the accumulated corpus is less than Rs 1 lakh, the entire corpus is paid as lumpsum to the subscriber.

**iii) Normal Withdrawal** - on completion of 60 years of age (if subscriber has joined NPS before 60 years of age) or after completion of 03 years (if subscriber has joined NPS after 60 years of age), subscriber can withdraw maximum 60% of the corpus as lumpsum and minimum 40% of the corpus has to be utilized for purchasing an annuity plan for receiving the pension. If the accumulated corpus is less than Rs 2 lakhs, the entire corpus is paid as lumpsum to the subscriber

Subscriber also has the option to:-

(i) Continue in NPS till the age of 70 years or exit anytime after such continuance before 70 years.

(ii) While exiting from NPS, subscriber can;

- defer receiving the lumpsum (60% corpus) till the age of 70 years or withdraw the same in installments till 70 years
- defer Annuity purchase (40% corpus) for a maximum period of 3 years.

#### **26. What if I don't want to exit from NPS at 60 years of age?**

An NPS account under All Citizen Model can continue upto 70 years of age. Subscriber can exercise the option of normal exit from NPS at any point of time he/she wishes, after attaining the age of 60 years. At the age of 70 years, the account has to be closed mandatorily.

#### **27. What are the specific reasons or conditions for partial withdrawals?**

Partial withdrawals from your NPS account are allowed for dealing with contingency situations and following are the reasons/conditions for which partial withdrawal is allowed:

- Higher education of his/her children
- Marriage of his/her children
- Purchase or construction of residential house or flat
- Treatment of specified illnesses
- Disability of more than 75%
- Skill development/re-skilling or any other self-development activities
- Establishment of own venture or any start-ups

## **28. How to request withdrawals from NPS Account?**

Requests for withdrawals from NPS can be initiated by the subscriber by login to his/her Pension Account or by submitting a physical form to the service provider (PoP) directly alongwith the specified documents. For more details please refer <https://www.pfrda.org.in/index1.cshtml?lsid=220>

## **29. How do I decide the Annuity Service Provider (ASP) and plan for receiving pension?**

Presently the following (12) ASPs are empanelled with PFRDA for providing pension:

1. SBI Life Insurance Co. Ltd
2. Life Insurance Corporation of India
3. Star Union Dai-ichi Life Insurance Co. Ltd
4. ICICI Prudential Life Insurance Co. Ltd
5. HDFC Life Insurance Co Ltd.
6. IndiaFirst Life Insurance Co Ltd
7. Edelweiss Tokio Life Insurance Co. Ltd
8. Bajaj Allianz Life Insurance Co Ltd.
9. Canara HSBC Oriental bank of Commerce Life Insurance co Ltd.
10. Kotak Mahindra Life Insurance Co Ltd.
11. Tata AIA Life Insurance Company Limited
12. Max Life Insurance Company Limited

The broad variants of annuity plans offered by the ASPs are as under:

- Pension (Annuity) payable for life at a uniform rate to the annuitant only.
- Pension (Annuity) payable for 5, 10, 15 or 20 years certain and thereafter till the annuitant is alive.
- Pension (Annuity) payable for life increasing at a simple rate of 3% p.a.
- Pension (Annuity) for life with a provision of 50% of the annuity payable to spouse for upon death of the annuitant.
- Pension (Annuity) for life with a provision of 100% of the annuity payable to spouse upon death of the annuitant.
- Pension (Annuity) for life with return of purchase price on death of the annuitant.
- Pension (Annuity) for life with a provision of 100% of the annuity payable to spouse upon death of the annuitant and return of purchase price on death of the spouse.

The pension amount would vary based on the annuity plan and the ASP chosen by the subscriber. For a comparative analysis of the annuity plans and the ASPs, please visit <https://cra-nsdl.com/CRAOnline/aspQuote.html>

## **30. How will I receive my pension?**

Subscriber will receive pension from the Annuity Service Provider (ASP) according to the Annuity Plan chosen and purchased by the subscriber from the ASP (Insurance Company) and the terms and conditions therein.

**31. What are the rules for withdrawal from Tier-II account?**

Withdrawal from NPS Tier-II account is permitted at any point of time, without any restrictions. You may also transfer the funds from your Tier-II account to Tier-I account (One-way Switch).

In case of closure of NPS Tier-I (pension account), balance outstanding in NPS Tier-II account will get withdrawn simultaneously and thereafter transferred to your Bank account.



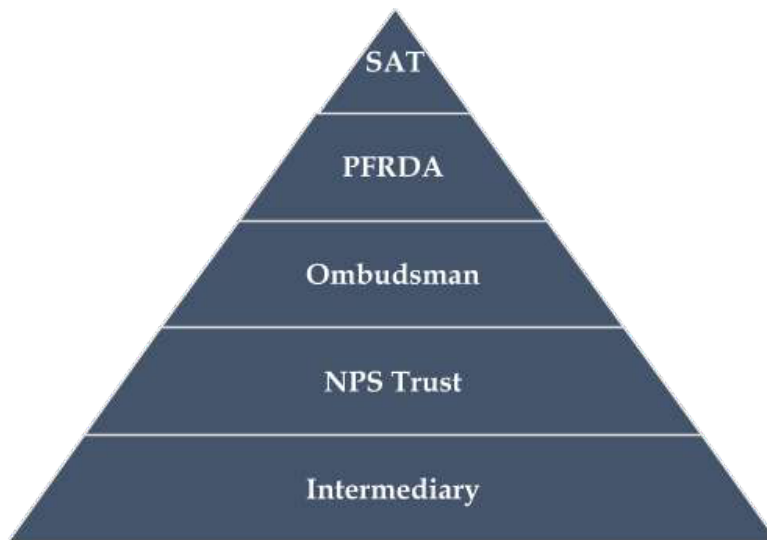
## IV. Grievance Redressal

### 32. Whom should I approach if I have a complaint /grievance?

For resolving subscriber grievances, the Authority has notified the PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 and an online platform 'Central Grievance Management System (CGMS)' has been hosted for subscriber to lodge grievance online by logging to his/her NPS account.

A complaint/grievance has to be resolved by the intermediary concerned as early as possible within a maximum period of 30 days of the receipt of the complaint.

If a subscriber is not satisfied with the resolution provided, he/she can escalate his grievance to the next higher level for resolution and the escalation matrix is as under:-



## **V. Tax rules under NPS**

### Tier-I account – Tax benefits on Contributions

- i. NPS Contributions are eligible for tax deduction u/s 80 CCD (1) of Income Tax Act upto 10% of basic + DA or upto 20% of Gross Income for self-employed within the overall ceiling of Rs. 1.50 Lacs under Sec. 80 CCE.
- ii. An additional deduction upto Rs. 50,000/- is available u/s 80CCD 1(B) of Income Tax Act.
- iii. In case the subscriber receives contributions from the employer also, tax deduction under section 80 CCD (2) of Income Tax Act may be claimed by the subscriber in addition to the tax benefits available under Sec. 80 CCE.

### Tier-I account – Tax implications on Withdrawals / Exit

- i. Maximum 60% of the total corpus received as lumpsum at the time of exit is not treated as income u/s 10 (12A) of Income Tax Act
- ii. Amount utilized for purchase of annuity plan from ASP on exit (minimum 40% mandatory upto 100% of corpus) is not treated as income u/s 80CCD (5) of Income Tax Act
- iii. Goods and Service Tax (currently 1.8%) is not applicable on annuity plan purchased through NPS on exit.
- iv. Amount received from partial withdrawal are tax exempt u/s 10 (12B) of Income Tax Act.

### Tier-II account:

- i. No tax benefits are available on contributions made in an NPS Tier-II account.
- ii. No tax rebates/special treatment for the gains arising out of investment in NPS Tier-II. The assessee shall be liable for taxation as per the marginal tax rate applicable to him/her.

\*\*\*\*\*



**CENTRAL WAREHOUSING CORPORATION**  
(A GOVT. OF INDIA UNDERTAKING)



4/1, Siri Institutional Area, August Kranti Marg,  
Hauz Khas, New Delhi-110 016

No. CWC/I-RO-PS/Rectt./2009

Dated 24<sup>th</sup> January, 2013

**CIRCULAR**

**SUB: INTRODUCTION OF CONTRIBUTORY PENSION SCHEME IN THE CORPORATION**

The Department of Public Enterprises vide its OM dated 26.11.2008 and 02.04.2009 provided for introduction of a Pension Scheme for the officials of CPSEs. In pursuance of the same, a Defined Contribution Pension Scheme was prepared and after adoption of the same by the Board of Directors of the Corporation was sent to the Administrative Ministry for Government's approval. The Government conveyed its approval for the proposed Pension Scheme vide its letter dated 05.10.2012, which has been perused by the Board of the Corporation again in its 301<sup>st</sup> meeting held on 12.12.2012. The salient features of the Contributory Pension Scheme and action to be taken are as under:-

1. The Scheme is effective from 01.01.2007 applicable for the regular employees, who were on the rolls of the Corporation as on 1.1.2007 and for the employees recruited thereafter.
2. The Scheme is applicable to only those employees who have put in a minimum of 15 years service in the corporation prior to superannuation except in the case of Board level executives provided that their total period of service rendered in continuity in the previous CPSEs including the period at Board level in the corporation is not less than 15 years. Service rendered in the Government prior to joining CPSEs shall not count towards computation of 15 Years service.
3. The Scheme is optional for the regular employees on the rolls of the Corporation as on 1<sup>st</sup> January, 2007 and obligatory for the regular employees joining thereafter.
4. The Scheme shall be administered by a Trust to be formed by the Corporation and Registered with Income Tax Authorities.
5. The Scheme is defined "Contributory Pension Scheme" and the pension of the eligible employee after retirement shall be based



on the amount standing to his credit on the date of superannuation.

6. The Corporation, as an employer, will presently contribute 10% of Basic Pay + D.A. per month of the eligible **regular employees** and each eligible employee opting for the scheme shall have to contribute 5% of Basic Pay + D.A. per month w.e.f. 1<sup>st</sup> January, 2007.

The **employees joining the Corporation after 01.01.2007** shall be eligible to become member of the scheme from the date of joining and the employee and employer's contributions to the scheme shall be effective from the date of their joining in the Corporation.

7. The voluntary contribution may also be paid by the members in the form of lump sum payment or otherwise in addition to 5% of Basic Pay + DA as mentioned in Para (6) or such other percentage as may be fixed by the Corporation from time to time. Voluntary contribution shall also, be accepted as percentage of Basic Pay + DA, to be opted by the employees and recovered by the Corporation every month from the salary payable to the member. The employee shall be entitled to **change the percentage of contribution** on 1<sup>st</sup> April and 1<sup>st</sup> September of every year and the option once exercised shall be irrevocable during its validity of six months.

8. The Contributory Pension Scheme is also available to the **such ex-employees** of the Corporation, who retired during period 01.01.2007 to 31.12.2012 and as such they may also become member of the Pension Scheme on voluntary basis by paying their own contribution @ 5% of Basic Pay and DA for the period from 01.01.2007 till the date of retirement.

Such retired employees **who do not want to become a member** of the Pension Scheme by contributing 5% of Basic Pay and DA shall be paid lump sum of Corporation's contribution if they had rendered more than 15 years of service on the date of retirement or falls in the category where condition of minimum service of 15 years is not applicable.

9. The rate of contribution by the Corporation shall be reviewed periodically to keep the superannuation benefits comprising of Contributory Provident fund, Gratuity, Pension and Post Retirement Medical Benefits within the present ceiling of 30% of pay and DA towards retiral benefits or such other ceiling or guidelines issued by the Government from time to time in this regard.



10. First monthly contribution of the employees opting for the Scheme will be recoverable from the salary of February, 2013.

The contribution for the period from **1<sup>st</sup> January, 2007 to 31<sup>st</sup> January, 2013** shall be recovered in 12 equal monthly installments from March, 2013 onwards along with the monthly regular contribution of 5 % of the basic pay plus DA from the employees opting for the scheme. The amounts due for the period from 1.01.2007 to 31.01.2013 from the opting employees shall be calculated by concerned Account Sections of Corporate Office, Regional Offices and Construction Cells.

In case any employee wants to deposit his/her contribution for the period from 01.01.2007 to 31.01.2013 in one lump sum or in lesser instalments instead of 12 instalments, the same is also permissible.

11. The Contribution for the period from 01.01.2007 to 31.01.2013 from the opting employees retiring within the period of 12 months from 01.01.2013 shall also be recovered in the stipulated monthly installment as stated in para (10) and the remaining balance amount, if any, shall be recovered in full from his/her terminal benefits.
12. The Corporation shall not make any contribution in respect of employees, who do not opt for the scheme (wherever applicable) or who are not willing to make monthly contribution of 5% of their pay and DA as also the arrears due towards their contribution from 01.01.2007 onwards under this scheme except the cases expressly mentioned in the Pension Scheme.
13. As mentioned in para 3 above, the Contributory Pension Scheme is optional for the employees, who are on the rolls of the Corporation as on 1<sup>st</sup> January, 2007 and obligatory for employees recruited after 1<sup>st</sup> January, 2007. Hence, if any employee, who was on rolls of Corporation as on 01.01.2007, but do not want to join the scheme should specifically exercise the option in writing to this effect to the DGM(Pers)/concerned Regional Managers/Construction Cell Heads by 8<sup>th</sup> February, 2013 positively, failing which the employee concerned shall be treated to have opted for the Pension Scheme and his contribution would be recovered from his salary as mentioned above. Personnel Division (Corporate Office)/Regional Offices/Construction Cells should obtain such information and provide the same to the Finance Division by 15<sup>th</sup> February, 2013.

~~For~~  
2 Feb 13



14. The Corporation and the members are required to make full contribution to the Pension Scheme for the period of any type of leave with or without pay and for the period of suspension.
15. Cases of VRS/VSS for which specific scheme have been framed will be examined in terms of such specific schemes of VRS/VSS of the Government applicable irrespective of employees of CPSEs. Benefits under this Pension Scheme will not accrue to VRS/VSS optees automatically.
16. In case of resignation (excluding resignation covered under "Technical formality clause") and Compulsory Retirement, removal, dismissal because of disciplinary proceedings, pension annuity would be based only on members contribution, if any, and interest accrued thereon.

The admissibility of pension benefit to the employees against whom disciplinary proceedings are pending at the time of superannuation, will be regulated as per the Conduct, Discipline and Appeal Rules of CWC.

17. It is requested that Regional Managers, Construction Cell heads/Divisional Heads at Corporate Office may apprise/educate all employees about the contents of the circular as also Pension Scheme to all employees working under their control.
18. The detailed Pension Scheme is available on the website of the Corporation for information and guidance of the employees.

  
24/11/13

(Pawan Kant)  
Dy. General Manager(Pers.)

**Distribution:**

1. All Head of Divisions, CWC, Corporate Office, New Delhi
  2. All Regional Managers, CWC, Regional Offices
  3. All Construction Cell Heads, Construction Cells
- } with the request  
to take necessary  
action.

**Copy to:**

1. PA to Chairman, PS to MD/Director (Pers.), PA to Director(MCP), PS to Director (Fin), CWC, CO, New Delhi
2. PS to CVO, CWC, CO, New Delhi
3. Federation of CWC Employees Unions, New Delhi



CENTRAL WAREHOUSING CORPORATION  
(A GOVT. OF INDIA UNDERTAKING)  
THE CWC's DEFINED CONTRIBUTION SUPERANNUATING BENEFIT (PENSION) TRUST  
4/1, Siri Institutional Area, Hauz Khas, New Delhi-110016

Ph.011-26540535, Telefax-26566648  
E-mail: cwcpensiontrust@yahoo.com

CWC/I-RO-PS/Rectt/2013/Part-II

Dated 18/03/2015

**CIRCULAR**

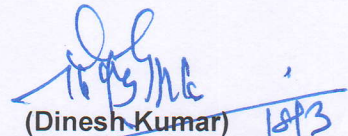
It has been decided that LIC Portal may be made accessible to all the members of Pension Scheme who are enrolled in LIC policy No-343350 and are in service as on 01-03-2015 by creating individual ID and Password for viewing or downloading individual Pension Account statement from LIC website. The Procedure for creating User ID & Password at LIC Portal is as under:-

**Procedure for creating User ID & Password at LIC Website to view & download the individual Pension account**

Login LIC Website: - [www.licindia.in](http://www.licindia.in) or [www.licindia.com](http://www.licindia.com) or Google LIC

- 1) Ist Step :-Click New User
- 2) IInd Step :- Click For New Group User
- 3) Illrd Step :- Enter Policy No. i.e. 343350 at New Registration window & Select Member & Click Proceed
- 4) IVth Step :- Enter LIC ID & Date of Birth & Click Proceed
- 5) Vth Step :- Enter User ID & Password of your choice
- 6) VIth Step :- Account Created & will find welcome window with your User Name.
- 7) VIIth Step :-Click Group Scheme Details mentioned at left side of window.
- 8) VIIIth Step :-Click 343350 shown at the window opened. Now your account is opened & you will be able to view your Pension Account.
- 9) IXth Step :-After logging out, you may login again above mentioned website, Click Online service, Click Registered User, Enter your login ID & Password and then follow step No. VII & VIII. You will be able to view or take printout of your Pension Contribution details.

For creating User ID and Password there would be requirement of individual LIC ID, which are being mailed to all RMs and CC Heads with the advice to provide it to each members under their jurisdiction in a manner that the sanctity/confidentiality is maintained. At Corporate Office it may be obtained from Pension Cell by the individual. Some new entrants (members) who are enrolled in new policy could not be in a position to create their User ID and Password due to non availability of this policy on LIC Portal for viewing. As soon as this facility is available for new policy on LIC Portal for such members, same may be communicated.

  
(Dinesh Kumar)

Manager (R&P) Secy. Pension Trust

Distribution:

- 1) All Divisional Heads, CWC, Co New Delhi
- 2) GM (Systems), CWC, CO, New Delhi for uploading the circular on CWC website.
- 3) All RM/CC Head/Managers/CFSS/ICDs.
- 4) GM (Fin.) CRWC, New Delhi

Copy to:-

PA/PS to Chairman/MD/D(F)SAM to D(P)/D(MCP), CWC, CO, New Delhi.



**CENTRAL WAREHOUSING CORPORATION**  
**(A GOVT. OF INDIA UNDERTAKING)**  
**THE CWC's DEFINED CONTRIBUTION SUPERANNUATING BENEFIT (PENSION) TRUST**  
4/1, Siri Institutional Area, Hauz Khas, New Delhi-110016

Ph.011-26540535, Telefax-26566648  
E-mail: cwcpensiontrust@yahoo.com

CWC/I-RO-PC/Pension/Infra/2015-16

Dated 09/08/2016

227 D  
CIRCULAR

Refer the approval of Pension Software Application for on-line operations by the CWC's Defined Contribution Superannuation Benefit (Pension) Trust in its 16<sup>th</sup> meeting held on 20-07-2016, the Hon'ble Managing Director of CWC has given his consent for inaugurating the Pension Software Application to "GO-LIVE" on 15<sup>th</sup> of August 2016 at 10 AM after Independence Day celebrations in the Conference Hall of Corporate Office, CWC, New Delhi.

It is out of place to mention here that this Pension Software Application which is going to be opened for on-line operations is a "SINGLE WINDOW" for all Pension related matters. The main features of the application are as below:-

1. **Employees:-** After adopting the registration and login procedure, the employee can undertake the following activities:-
  - (a) The employees can view/download their personal data, monthly contribution towards pension, yearly pension account with growth, Pension Registration Form submitted by the individual at the time of joining in CWC, Annuity Certificate issued by the LIC after leaving CWC etc.
  - (b) The employees can update their mobile No., e-mail address and address for the correspondence themselves directly in their profile shown in the application.
  - (c) The employees can fill annuity application form online so as to enable them to fill correct applications.
  - (d) After the death of annuitant, the beneficiaries can apply online for claims.
  - (e) The employees can track the status of the annuity application which was filled online by them.
  - (f) The employees can update themselves about the pension related information, circulars and activities of the Pension Trust/Department through the specially designed notice board blinking at the employee login page.
2. **Region:** - This application considers all salary disbursing units i.e. all Regional Offices, Construction Cells and Salary Section of Corporate Office as different units under the name of "REGION". The main activities to be performed at "REGION" level in the application are as below:-
  - (a) The monthly contribution of the pension can be uploaded at "REGION" level directly in the application so that the confusion arose due to miscommunication may be minimised and the man power and time utilised for reconciliation of accounts from Region may be curtailed.
  - (b) Some fields of employee profile e.g. Change of cadre/designation on promotion, change of status with date for leaving the services of CWC (other than on superannuation) etc can be updated directly in the application so that the pension department is well updated about the employees working in CWC.

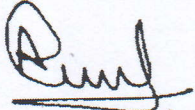
A



- (c) Region may add employees directly in the application who joined CWC after issuance of CPF/Employee code.

Besides above mentioned features of the application there are many more which may help to Pension Trust/ Department to maintain pension accounts/profile of employees and settlement of pension dues.

This is for favour of information please.

  
09.8.16

(Amit Goel)  
AGM(Estt.)/Secy. P.T.

Distribution:

- 1) Sr.PA to Chairman, PPS to MD, AM to Director (Fin.)/Chairman of Pension Trust, Sr.PA to Director (Pers.), PPS to Director (MCP) and PS to CVO, CWC, CO, New Delhi.
- 2) All Divisional Heads, CWC, CO New Delhi with the request to circulate among the officers and employees under their kind control.
- 3) All RM/CC Head with the request to circulate among the officers and employees under their jurisdiction for information.
- 4) GM (Systems), CWC, CO, New Delhi for uploading the circular on CWC website.

Copy to:-

- 1) DGM (Publicity), CWC, CO, New Delhi with the request to make arrangement of publicity of the inaugural ceremony.
- 2) SAM (Admin), CWC, CO, New Delhi, with the request to make the arrangement for hosting the function in Conference Hall of CWC, CO, New Delhi.
- 3) SAM (Training), CWC, CO, New Delhi, with the request to make the arrangement of Projector and screen in Conference Hall of CO, CWC, New Delhi.
- 4) Care Taker, CWC, CO, New Delhi for necessary arrangement.