
APY CITIZEN'S CHARTER

A COMMITMENT FOR PROVIDING SERVICES BY THIS BANK-BRANCH

I. OPENING OF NEW APY ACCOUNT

- ❖ Explaining the benefits and features of APY to all potential APY Subscribers between age of 18 and 40 years. Providing APY Subscriber Registration Form to the potential APY subscribers for enrolment
- ❖ Providing Acknowledgement receipt and Subscriber Information Brochure to the subscribers while opening of APY account.
- ❖ Providing E-PRAN CARD after opening of APY account.
- ❖ Explaining the benefits and features of APY to the eligible family members of existing subscribers (spouse and children) and facilitating them to open APY accounts.
- ❖ Informing subscribers to maintain sufficient balance equivalent to the contribution amount as per the selected frequency of auto-debit, in their savings bank account.

II. SERVICES UNDER ACCUMULATION PHASE

- ❖ Providing Statement of Accounts upon request by the APY subscriber.
- ❖ Providing APY Subscriber Modification Form for changes related to:
 - I. Change/Correction in Nominee /Spouse details,
 - II. Change / Correction in Frequency,
 - III. Change/Correction in Date of Birth,
 - IV. Upgradation/ Down-gradation of Pension Amount,
 - V. Change of Bank/APY Service Provider
- ❖ Updating current details of the Bank account in the APY account.
- ❖ Providing assistance in calculating overdue lump-sum amount, in case of Upgradation of Pension amount and estimated amount to be credited in SB accounts, in case of Down-gradation.
- ❖ Informing APY subscribers on importance of persistency of the APY account and assistance in calculating overdue amount and late fee, in case of irregular APY accounts.
- ❖ Ensuring resolution of the grievance of the subscriber, within the timelines as prescribed in the regulations.

III. EXIT UNDER APY

- ❖ Providing form for Voluntary Exit Form under APY.
- ❖ Providing Account Closure Form (Death Case)/ Spouse to Continue under APY, in cases of death of existing APY subscribers.
- ❖ Informing subscriber to the APY subscribers to close SB account once APY funds out of exit are credited to the account.

IV. NPS SWAVALAMBAN AND APY

- ❖ Informing existing NPS Lite-Swavalamban subscribers, who are currently in the eligible age group of 18-40 years for migration to Atal Pension Yojana
- ❖ Processing of the migration request received from eligible subscribers and ensuring successful migration from NPS Lite-Swavalamban to APY with balance outstanding of NPS Lite-Swavalamban.

V. INFORMATION ON APY APP, ITS DOWNLOAD & BENEFITS

- ❖ Informing the features and benefits of APY App of NSDL, and also its availability on Play Store.

VI. CONTACT DETAILS

- ❖ For raising Grievances of APY: www.npscra.nsdl.co.in>>Home>>select: NPS Lite APY Help Desk (Toll Free) of PFRDA : 1800 110 069 PFRDA website: www.pfrda.org.in