

**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](http://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](http://www.pfrda.org.in)

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