



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



File No.- PFRDA-17/15/0001/2025-GC

Date: 02.06.2026

To,
All Central Recordkeeping Agencies (CRAs)

Subject: Closure of CGMS Portal for Subscribers and Redirection to Pension Sahayak for Lodging of Grievances w.e.f. 8th June 2026

Madam/Sir,

1. In order to streamline and enhance the grievance redressal mechanism for subscribers under the National Pension System (NPS), it has been decided that the Central Grievance Management System (CGMS) portal shall be discontinued for direct access by subscribers with effect from 8th June 2026.
2. Accordingly, all CRAs are hereby advised to ensure that, w.e.f. 8th June 2026, subscribers are redirected to "Pension Sahayak" for lodging and tracking of grievances.
3. Further, it is clarified that the existing facility available on the CGMS portal for Nodal Offices/POP/NPS Trust to lodge grievances on behalf of subscribers and the functionalities related to resolution process of grievance shall continue without any change. Grievances received without a PRAN shall be treated as queries in the CGMS system and processed/resolved accordingly.
4. All CRAs are requested to take necessary action for implementation of the above directions, including appropriate system configuration, dissemination of information to stakeholders, and ensuring seamless transition for subscribers.
5. These issues with the approval of the competent authority.

Yours Sincerely,

भावना

(भावना मल्होत्रा) (Bhawna Malhotra)

Deputy General Manager

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