

Relevant information under Section 4 (1) (b) (iii)
The procedure followed in the decision making process, including channels of supervision and accountability

Name of Departments in the Authority: The various departments in the Authority are as follows:

- Promotion and Development Department for APY, NPS Lite, Govt., CAB, SAB,
- Promotion and Development Department for NPS (incl. All Citizens, Corporate, RA), Product Development, Media and Communication,
- Secretariat – Chairperson, Board and Pension Advisory Committee,
- Regulation – Process Management (CRA, TB, Exit, ASP),
- Finance and Accounts, Legal,
- Human Resources, Administration, Rajbhasha,
- Internal Audit, RTI, PQ, Enforcement and Adjudication, Investigation, Vigilance,
- Supervision – Fund Management (PF, Custodian, NPS Trust),
- Regulation – Fund Management (PF, Custodian, NPS Trust),
- Policy Research, Market Watch, Pension Bulletin, Systemic Risk Management,
- Supervision – Process Management (CRA, TB, Exit, ASP),
- TARCH Project, Data Analytics, FinTech,
- Financial Literacy, Pension Sanchay, NCFE, SEPF, Helpdesk – APY & NPS, Training, Annual Report, FSLRC, FSDC, IOPS, Inter Regulatory Matters
- IT, Cyber Security (Internal & Intermediaries), Identification of Critical Information Infrastructure,
- Supervision – Contribution Management I - Govt. Nodal Offices, Grievances Cell, Ombudsman, Public Grievance Portal, CPENGRAM,
- Regulation – Contribution Management (Govt. Nodal Office, PoP, Aggregator, RA, Grievances), Ombudsman,
- Supervision – Contribution Management II - Non-Govt. (PoP, Aggregator, RA)

The different level of officers in PFRDA are as follows:

- i. Executive Director
- ii. Chief General Manager, Grade 'F' officer
- iii. General Manager, Grade 'E' officer
- iv. Deputy General Manager, Grade 'D' officer
- v. Assistant General Manager, Grade 'C' officer
- vi. Manager, Grade 'B' officer
- vii. Assistant Manager, Grade 'A' officer

Every department in PFRDA is staffed in such a manner that it has officers from junior, middle and senior management for proper supervision and accountability. The proposals relating to exercise of various powers and discharge of various functions and duties is undertaken by a transparent mechanism, raised through the hierarchy of officers in such department seeking approval for implementation, as the case may be. Each department is headed by a General Manager/Chief General Manager under the overall supervision of the Whole time Member/ Executive Director concerned who report to the Chairperson. Important proposals involving

aspects of policies or relating to selection of intermediaries, regulations are put up for the approval of the Authority or for its information as the case may be and also placed in public domain and communicated to all stakeholders, to the extent relevant.
