



CIRCULAR - Letter

PFRDA/17/05/16/0003/2018-SUP-POP

Date: 15th July 2026

To,

All Points of Presence (PoPs) distributing National Pension System (NPS), including NPS Vatsalya/ NPS Sanchay, APY and NPS Lite

Subject: Strengthening of accessibility standards under the Rights of Persons with Disabilities Act, 2016

Pension Fund Regulatory and Development Authority (PFRDA) is committed to ensuring equitable, inclusive and barrier-free access to pension services for all subscribers under the National Pension System (NPS), including NPS Vatsalya/NPS Sanchay, APY NPS Lite pension schemes regulated and administered by the Authority. In this regard, it is imperative that Points of Presence (PoPs) ensure accessibility across their physical infrastructure, digital platforms and service delivery channels, in accordance with the applicable statutory and regulatory framework.

2. Reference is invited to the Notification dated 16th August, 2024 on “*Accessibility Standards and Guidelines (for Creating Infrastructure For Persons with Disabilities) for PFRDA- Regulated Intermediaries*” where it has been highlighted that all associated establishments to ensure accessibility for persons with disabilities in physical infrastructure, information and communication technology (ICT), digital platforms, services and facilities. Hon’ble Supreme Court of India, in *Rajive Raturi vs. Union of India & Others* [W.P. (C) No. 243 of 2005], recognizes accessibility as an integral component of the fundamental rights guaranteed under the Constitution and has emphasized the need to establish and enforce mandatory accessibility standards across public infrastructure, ICT systems, digital platforms and public services. The Department of Financial Services (DFS), Ministry of Finance, is closely monitoring the compliance with the provisions of the Rights of Persons with Disabilities Act, 2016, the Rights of Persons with Disabilities Rules, 2017, and the accessibility standards notified by the Government from time to time.

3. Office of the Chief Commissioner for Persons with Disabilities (CCPD), on various occasions, emphasized strict compliance with the provisions of the Rights of Persons with Disabilities Act, 2016, the Rules framed thereunder and the accessibility standards notified by the Government.

4. In view of the above, all PoPs are advised to review their existing physical infrastructure, digital platforms, operational processes and customer service delivery mechanisms to ensure compliance with the applicable accessibility requirements and adherence to the applicable statutory provisions and Government notifications.

5. PoPs shall also ensure that their branch officials are adequately sensitized regarding accessibility requirements and that necessary measures are taken to remove any barriers that may impede access to services by persons with disabilities. Compliance with the applicable accessibility standards shall be reviewed periodically by the senior management of the PoP. Compliance report may be shared with Authority by 7th August 2026.

Yours sincerely,

(Ashish Kumar)
Chief General Manager