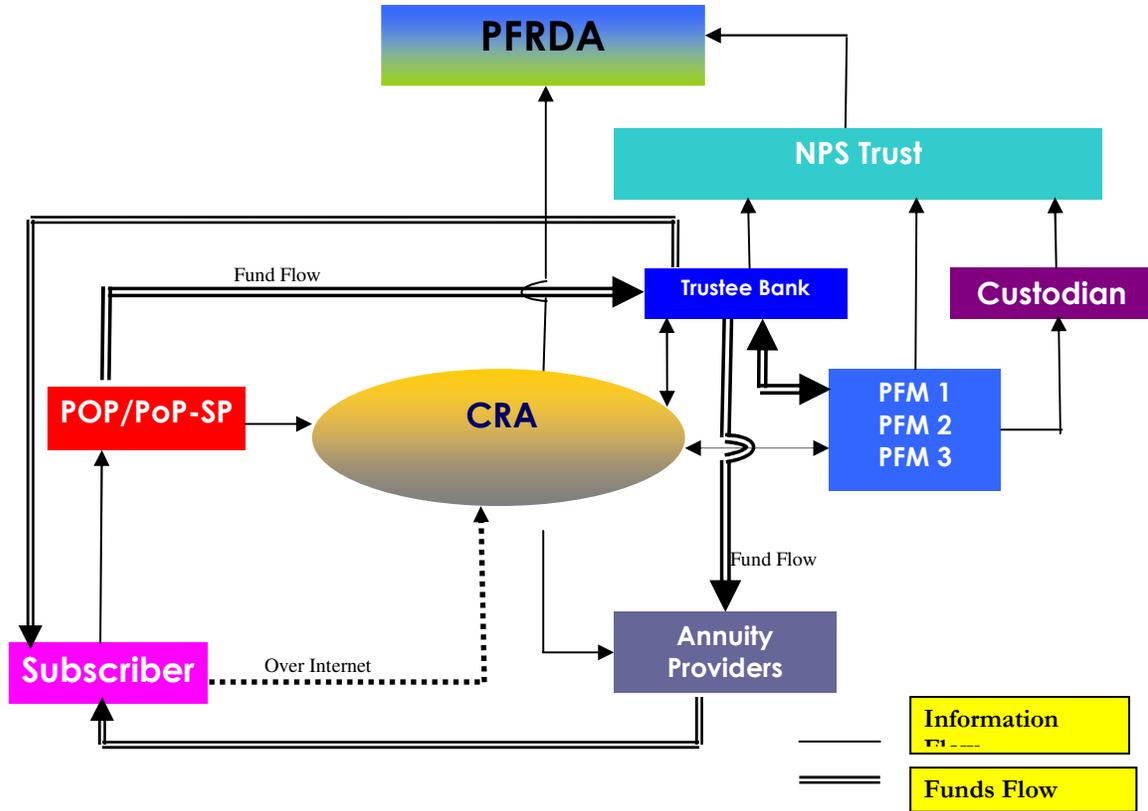


Operating Guidelines for PoP(s)/PoP-SP(s) under NPS Architecture

The Graphic Representation of NPS Architecture



POP shall be the first point of interaction between the voluntary subscriber and the NPS architecture. PoP shall strictly observe the following operating procedures while performing the deliverables and services entrusted to them under the current NPS Architecture.

a) SUBSCRIBER REGISTRATION

1. POP/POP-SP should accept only duly filled Subscriber Registration Form namely 'UOS-S1' as prescribed by PFRDA.

PoP/PoP-SP shall carry out following checks:

- a) All mandatory data fields shall be filled by the applicant. Any incomplete information should be pointed out to and corrected by the applicant before accepting the application form.
- b) The applicant shall paste a colour photograph on the registration form. Such photograph shall not have any marks/stamps/signatures across/on it. If there is any mark on the photograph such that it hinders the clear visibility of the face of the subscriber, POP/POP-SP shall not accept the registration form and inform the applicant.
- c) The signature/thumb impression of the applicant should be inside the rectangle provided on the applicant form. (Left hand thumb impression for Male and Right hand thumb impression for Female).The thumb impression must be verified by the designated officer of the PoP/PoP-SP accepting the application form.
- d) Minimum and maximum permissible age of applicant should be 18Yrs and 55Yrs as **on the date of receipt of the application** by the PoP/PoP-SP.
- e) POP/POP-SP should validate date of birth of the applicant with the valid documentary proof¹ submitted by the applicant.
- f) POP/POP-SP should ensure that the address provided by the applicant is complete i.e. it captures all data fields including name of the city, state and pin code. Such information should be verified from the address proof² submitted by the applicant.

¹ Date of Birth document proof: School leaving certificate/passport/PAN card and any other valid government document.

² Address Proof:

- 1) The bank statements/electricity and other utility bills should not be dated beyond last six months from the date of application.

- g) If the applicant has provided nomination details, the % distribution among nominee(s) shall be an integer number, and sum total of the distribution shall be equal 100%. If any mistakes are committed by the subscriber in filling this section, such mistake shall not result in rejection of the application. However the nomination details shall not be registered in such case.
- h) **It is mandatory for an applicant to indicate his/her choice of PFM in both Active and Auto Choice options. In case the applicant does not indicate a choice of PFM, his/her application form will be summarily rejected by the POP.**
- i) The applicant can opt for only one PFM. **In case, there are multiple PFMs selected by the applicant PoP/PoP-SP shall reject the application form.**
- j) If the applicant has opted for “Auto Choice” in ‘Section – C’ of the registration form, and also indicated the asset allocation, such asset allocation shall be ignored and investments made as per Auto Choice. **POP will not reject the application form in such cases.**
- k) If the applicant has opted for ‘Active Choice’ in ‘Section – C’ of the registration form then it is mandatory for the subscriber to select % allocation of his/her contribution across three asset classes (E, G and C) totalling 100%. **In case the total does not equal 100%, or the asset allocation table is left blank, the PoP-/PoP-SP shall reject the application form.**
- l) **The PoP/PoP-SP must ensure that the percentage allocation to Equity (E) in case of a subscriber opting for ‘Active Choice’ does not exceed 50%. If the applicant has filled a value of more than 50% in Equity (E), the application shall be summarily rejected.**
- m) **In case both the investment option and asset allocation fields are left blank, the application will be treated as Auto Choice and**

2) If Passport and other government issued document is reflecting current or permanent address, this shall suffice the requirement.

funds invested accordingly. POP shall not reject the application form in such cases.

- n) The PoP/PoP-SP shall confirm that the applicant has signed self-declaration that he/she is not a pre existing member of the NPS. The PoP/PoP-SP shall not accept application form from any applicant who already holds NPS membership.
2. PoP/PoP-SP should carry out verification of Know Your Customer (KYC) documents as per the norms prescribed under existing laws and regulations. The applicant shall have the option to provide photo copy of the completed application form and get it endorsed by the PoP/PoP-SP. The applicant can use such document as a copy for his/her records.
3. The applicant would be required to provide two copies of the KYC documents, one to be retained by the PoP/PoP-SP and other to be forwarded to CRA/CRA-FC.
4. PoP/PoP-SP should ensure compliance with the Preventions of Money Laundering (PML), Act, 2002 and the rules framed there under.
5. The applicant will not have Permanent Retirement Account Number (PRAN) at the time of registration; hence **PoP/PoP-SP should accept the NPS Contribution Instruction Slip (NCIS) from the applicant at this stage without PRAN. It would be the responsibility of the PoP-SP to fill in the PRAN details on being informed of the same by the CRA. PRAN shall be mandatory for all subsequent transactions.**
6. The PoP/PoP-SP should verify the contribution amount³ received from the applicant. In case the contribution is below the minimum prescribed threshold prescribed Rs. 500 by PFRDA, PoP-SP shall not accept the same.
7. PoP/PoP-SP shall fill in details, regarding amount to be invested by calculating total contribution net of PoP related charges and applicable tax, on 'NCIS Receipt' to the Subscriber. Thus the amount to be remitted to TB/uploaded for investment to CRA in the form of SCF in case of a subscriber shall be net of the PoP's transaction charge

³ Depending upon amount (and type of instrument) of contribution, the PoP/PoP-SP may seek additional KYC documents from the applicant/subscriber, as per the procedures laid down by its concerned regulator.

- and the applicable tax. For example, for a subscriber depositing Rs. 500 the PoP shall deduct an upfront transaction charge of Rs. 20 and applicable Service tax @ 10.3% (Rs. 2.06) and upload an SCF for Rs. 477.94.
8. PoP/PoP-SP must ensure that it has filled all data fields on NCIS including 'Acknowledgment Number' and its own registration number.
 9. PoP/PoP-SP shall submit all such accepted application forms (including supporting documents) on a daily basis, to CRA/CRA-Facilitation Centre (FC) for digitization by hand where the PoP-SP and the CRA-FC are co-located. Where the PoP-SP and CRA-FC are not co-located, the former shall have the option to transmit the documents (original application form along with documents) to the CRA-FC mapped to it or CRA in Mumbai, either by hand or through post. For this purpose, at the time of PoP-SP registering with CRA, the latter shall map PoP-SP(s) to nearest CRA-FC location.
 10. PoP/PoP-SP shall retain the 'NCIS' and other transaction related documents with itself.
 11. CRA, on successful digitization, shall inform the PoP-SP of the PRAN numbers allotted to its subscribers.
 12. On receipt of PRAN, PoP/PoP-SP shall upload the subscriber contribution files (SCF) into CRA system and simultaneously put all non cash instruments for clearance in the banking system.
 13. PoP/PoP-SP shall maintain an earmarked collection account for all NPS contributions. In case of contribution deposited by cheque, the subscriber must make out an Account Payee cheque in favour of "PoP-SP (Name of the PoP-SP) collection A/C – NPS Trust". For e.g. if the application is received at an SBI branch, the cheque shall be payable to "SBI Collection Account – NPS Trust".
 14. PoP/PoP-SP shall remit the clear funds, net of its charges and applicable tax, to the Trustee Bank on T+1 basis for the corresponding PRAN of the subscriber. (T: date of receipt of cleared funds)
 15. If there are any discrepancies or incomplete information that might have been overlooked by PoP/PoP-SP, and if spotted by CRA after receipt of the application

form and supporting documents from PoP/PoP-SP, CRA shall intimate the PoP-SP about the rejection and reasons for the same.

16. It will be PoP/PoP-SP's responsibility to contact the applicant and return contribution money (including processing fees and taxes deducted upfront) and documents submitted by him/her and forward the reasons for rejection as provided by the CRA.

b) REGULAR SUBSCRIBER CONTRIBUTION UPLOAD

- 1) PoP/PoP-SP shall accept NPS Contribution Instruction Slip (NCIS) from subscriber only after confirming following details on NCIS:
 - a) Subscriber PRAN details
 - b) Name
 - c) Payment details
 - d) Signature/thumb impression
- 2) The PoP/PoP-SP should verify the contribution amount received from the applicant. In case the contribution is below the minimum prescribed threshold by PFRDA, PoP-SP shall not accept the same.
- 3) PoP/PoP-SP shall fill in details, regarding amount to be invested by calculating total contribution net of PoP related charges and applicable service tax, on 'NCIS Acknowledgement to the Subscriber'
- 4) PoP/PoP-SP must ensure that it has filled all data fields on NCIS including 'Receipt Number' and its own registration number.
- 5) On a daily basis, PoP/PoP-SP shall upload subscriber contribution details online into the CRA system, in respect of PRAN/subscribers for whom clear funds are available..
- 6) PoP/PoP-SP shall remit the clear funds, net of its charges and applicable tax, to the Trustee Bank on T+1 basis for the corresponding PRAN of the subscriber. (T: date of receipt of clear funds)
- 7) PoP/PoP-SP shall retain the 'NCIS' and other transaction related documents with itself.

c) SUBSCRIBER SERVICING

On a regular basis, PoP/PoP- SP is expected to provide following range of services to the NPS subscribers: (The parent POP-SP shall directly provide all of the services mentioned below except subscriber's request as mentioned in (4) below. In all these cases POP-SP will issue a 17 digit receipt no. generated from its backoffice to the subscriber.)

1) PoP/PoP-SP shall carry out changes in subscriber details subject to; the subscriber has made a request by way of submitting the subscriber details change request form, as prescribed by PFRDA, for all changes as mentioned below to be effected in the CRA system..

a) The list of data fields that can be changed are:

- (i) Name: Appropriate supporting documents to be submitted, plus copy of PRAN card.
- (ii) Address: Appropriate supporting documents to be submitted, plus PRAN card.
- (iii) Phone/mobile number/email ID: No document required.
- (iv) Subscriber bank details: Appropriate supporting documents to be submitted, plus copy of PRAN card.
- (v) Preference for value added services (Yes/No/Type of service): No document is required, if subscribing to service then has to provide copy of the PRAN card. (There are two types of value added services provided: 1) Email alerts: it can be activated from day 1 and free of cost. 2) SMS alerts: it will be made available in due course of time and will be chargeable to subscriber)
- (vi) Change in nomination details: Copy of PRAN card.
- (vii) Employment details: No document required.

b) PoP/PoP-SP shall update such subscriber request in CRA system and simultaneously forward the copy of such documents to CRA. Only the documents related to change in core data (subscriber details printed on PRAN) and the address change will be accepted by the CRA-FC. In all such cases, a copy of the subscriber master details (post change), duly stamped and signed by the POP/POP-SP, should be attached with the documentary proof.

- c) PoP/PoP-SP shall collect processing fees from the subscriber subject to maximum limit of Rs. 20 plus taxes as may be applicable.
- 2) PoP/PoP-SP shall attend to the switch request for change in PFM and/or investment option from subscriber and update the same in CRA system.
 - a) The subscriber is expected to provide such request in the format as prescribed by PFRDA.
 - b) PoP/PoP-SP shall update such subscriber request in CRA system and shall maintain the copy of such request document for its records.
 - c) During the 1st year only one switch will be allowed between 1st and 15th of April 2010.
 - d) PoP/PoP-SP shall collect processing fees from the subscriber subject to maximum limit of Rs. 20 plus applicable tax..
 - e) If 'Switch Request' is not updated on CRA system, it will equate to non execution of transaction due to any reason including non availability of the option. Upon such non performance PoP/PoP-SP shall not charge subscriber any fees.
- 3) PoP/PoP-SP shall attend to withdrawal requests from subscriber in the format as prescribed by PFRDA and transmit the same to CRA.
 - a) In case of death of the subscriber his/her nominee(s)/property shall submit the withdrawal request with the supporting documents specified in the withdrawal request form.
 - b) In case of withdrawal owing to permanent disability or critical illness the subscriber shall be entitled to withdraw 20% of his/her corpus with the remaining 80% being compulsorily annuitized. The detailed procedural guidelines in this regard shall be formalised by PFRDA and communicated to the POP-SP(s).
- 4) PoP/PoP-SP shall attend to subscriber's request for shift to another PoP-SP.
 - a) Subscriber will submit such request at the target POP-SP⁴, in the format as prescribed by PFRDA

⁴ Presently shifting is allowed only across Pop-SP(s) of the same PoP.

- b) PoP/PoP-SP shall confirm the receipt of the request by way of issuing confirmation receipt to subscriber. Simultaneously target PoP/PoP-SP shall update such request in the CRA system for the corresponding PRAN of the subscriber.
 - c) Target PoP/PoP-SP shall collect processing fees from the subscriber subject to maximum limit of Rs. 20 plus applicable tax.
- 5) PoP/PoP-SP shall attend to subscriber's request of providing printed Account statement.
- a) Subscriber or representative of subscriber shall submit such request, in the format as prescribed by PFRDA, at his/her servicing parent PoP/PoP-SP.
 - b) In case, such request is submitted by representative of subscriber, he/she should carry original copy of the authorisation letter from the subscriber with appropriate mention of the PRAN on it.
 - c) PoP/PoP-SP shall print subscriber's account statement from the CRA system.
 - d) After delivery of the statement to the subscriber, PoP/PoP-SP shall collect processing fees from the subscriber subject to maximum limit of Rs. 20 plus applicable tax.
- 6) PoP/PoP-SP shall attend to subscriber's request of re-issue I-PIN/T-PIN/PRAN card.
- a) Subscriber shall submit such request, in the format as prescribed by PFRDA, at his/her servicing parent PoP/PoP-SP.
 - b) PoP/PoP-SP shall update such details in the CRA system and maintain a copy of such request for its records.
 - c) PoP/PoP-SP shall collect processing fees from the subscriber subject to maximum limit of Rs. 20 plus applicable tax.
 - d) For change in PRAN details, the subscriber will have to re-submit subscriber registration from (USO-S1) as prescribed in (1) of this document including current PRAN details.
- 7) Over the time as NPS system evolves, PoP/PoP-SP(s) may be expected to provide any additional NPS account related service as may be prescribed by PFRDA from time to time.

In order to execute instructions/requests mentioned in (2), (3) and change in core details, PoP/PoP-SP shall follow maker – checker principle.

d) GRIEVANCE HANDLING

PoP/PoP-SP shall carry out the following set of activities in respect of receiving, transmitting, verification and redressal of grievances from the subscribers and other NPS Intermediaries:

1. Receiving of grievances submitted by the subscriber against PoP / PoP-SP or any other NPS Intermediary in the format prescribed by PFRDA and uploading of all grievances in the Central Grievance Management System (CGMS) of CRA on a daily basis. The CGMS system of CRA would route the grievances to respective NPS intermediaries.
2. Subscriber may, in addition, raise grievances against the PoP/PoP-SP, at the CRA call centre or electronically through CGMS.
3. Receiving grievances raised by the subscriber against PoP/PoP-SP through the CRA call centre/CGMS of CRA by accessing the CGMS.
4. If PoP/PoP-SP has grievances against any NPS Intermediary such as CRA or TB, it shall raise grievance using CGMS of the CRA or at the CRA call centre.

The grievances against a PoP/PoP-SP raised either by the subscriber or by the NPS Intermediary shall be resolved within 7 days of receiving of grievance (the POP-SP is expected to resolve any such grievance within three days; in case of no resolution the grievance within first three days of reporting of such, it will be escalated at POP level and will be expected to be resolved within maximum 4 days thereafter) and the resolution shall be posted in the CGMS system for each grievance.