

**SCHEDULE: Service Standards for PoP-NPS-Lite**

Types of Activities	Service Requirements	Turn Around Time
<b><u>1. Subscribers Registration</u></b>		
Registration of Gramin Dak Sevaks (GDS) only	<p>PoP- NPS-Lite/ shall submit the application complete in all respects to Central Record Keeping agency (CRA)/CRA-FC or the application to be processed through online facility provided by CRA.</p> <p>PoP shall address the queries of potential subscribers regarding NPS- Lite at branches and also display the contact details of information desk.</p>	Maximum T+9, where T is the date of joining of the Gramin Dak Sevaks (GDS) / the date of receipt of application, whichever is applicable.
<b><u>2. Contribution Processing</u></b>		
<p>2.1. Collection and Processing of contribution by the PoPs - NPS Lite which belongs to the following categories:</p> <p>a) Entities / Departments / Ministries of Central and State Governments;</p> <p>b) Entities created by Central and State Governments for any specified group of beneficiaries; and</p> <p>c) Non-Banking entities</p>	<p>i. PoP-NPS-Lite / branches of PoP- NPS-Lite / facilitators shall provide acknowledgement slip / receipt with unique number along with receipt date and stamp/ signature.</p> <p>ii. Post verification of PRAN, PoP- NPS-Lite / branches of PoP-NPS- Lite / facilitators shall put non-cash instruments for clearance.</p> <p>iii. PoP-NPS-Lite shall credit the clear funds into the collection account if the same has been realized into the account, other than the collection account.</p> <p>iv. PoP-NPS-Lite shall reconcile the contribution, prepare the SCF, upload SCF and generate transaction id in the CRA portal.</p> <p>v. PoP-NPS-Lite shall remit the funds along with the transaction id to Trustee Bank post</p>	<p>PoP-NPS-Lite to file the Turnaround Time (TAT) for activities mentioned under second column of point 2.1 with PFRDA within 3 months from date of issuance of guidelines under File-and-Approve mechanism</p> <p>The maximum T+4, where T is the receipt of contributions by the PoP-NPS-Lite /branches of PoP- NPS-Lite / facilitators, will be applicable.</p>

	successful upload of SCF at CRA portal	
2.2 Collection and Processing of Contribution by PoPs- NPS Lite other than 2.1	<p>i. PoP-NPS-Lite / branches of PoP- NPS-Lite / facilitators shall provide acknowledgement slip / receipt with unique number along with receipt date and stamp/ signature.</p> <p>ii. Post verification of PRAN, PoP- NPS-Lite / branches of PoP-NPS- Lite / facilitators shall put non-cash instruments for clearance.</p> <p>iii. PoP-NPS-Lite shall credit the clear funds into the collection account if the same has been realized it into the account other than collection account.</p> <p>iv. PoP-NPS-Lite shall prepare, upload SCF and generate transaction id in the CRA portal.</p> <p>v. PoP-NPS-Lite shall remit the funds along with the transaction id to Trustee Bank post successful upload of SCF at CRA portal</p>	Maximum T+4, where T is the receipt of contributions by the PoP-NPS-Lite /branches of PoP- NPS-Lite / facilitators.
<b><u>3. Processing of Service request(s)</u></b>		
Subscribers service request(s) i.e., Change in subscribers' details, change of PoP, inter-sectorshifting, Migration to APY etc.	<p>i. PoP-NPS-Lite / branches of PoP- NPS-Lite / facilitators shall provide acknowledgement slip / receipt with unique number alongwith receipt date and stamp/signature.</p> <p>ii. PoP-NPS-Lite / branches of PoP- NPS-Lite / facilitators shall upload and process the service request(s) as per the SOP (Standard Operating Procedure) provided by CRAs at their portal.</p>	Maximum T+5, where T is the date of receipt of complete request by the PoP-NPS- Lite /branches of PoP- NPS-Lite / facilitators.
<b><u>4. Grievance Management and Exit processing</u></b>		

<p>a. Grievances received from NPS Lite subscribers/prospects</p>	<p>i. PoP-NPS-Lite / branches of PoP- NPS-Lite / facilitators shall receive and upload grievances into CGMS at CRA portal on the same day.</p> <p>ii. PoP-NPS-Lite / branches of PoP- NPS-Lite / facilitators shall resolve the grievances received in CGMS in accordance with relevant regulations.</p>	<p>As per the Pension Fund Regulatory and Development Authority (Redressal of subscriber grievance) Regulations, 2015 and if, any amendments thereto.</p>
<p>b. Processing of exit requests</p>	<p>i. PoP-NPS-Lite / branches of PoP- NPS-Lite / facilitators shall provide acknowledgement slip / receipt with unique number alongwith receipt date and stamp/signature.</p> <p>ii. PoP-NPS-Lite / branches of PoP- NPS-Lite / facilitators shall upload and process the exit requests and partial withdrawal requests as per the SOP (Standard Operating Procedure) provided by CRAs at their portal.</p> <p>iii. PoP-NPS-Lite should ensure that required information/documents for Fund Return cases and Quality hold cases are provided to CRA so that funds can be credited to the subscribers at the earliest.</p>	<p>Maximum T+7, in case of superannuation or premature exit and T+12 in case of death, where T is the receipt of such forms by the PoP-NPS- Lite /branches of PoP- NPS-Lite / facilitators.</p> <p>Provided that the form along with supporting documents, as prescribed therein, are duly submitted</p>

**Note:** The working days are to be considered for calculation of T and the prescribed TATs indicate the maximum timeframe prescribed for particular activities. However, PoP-NPS-Lite shall ensure carrying out the activities in shortest possible time.

**Exception Report for the Financial Year ended 31 March 20\_\_**

[To be submitted by PoP-NPS Lite through modes as specified the Authority from time to time within 30 calendar days from the end of the Financial Year]

<b>PoP Registration Number:</b> -----	<b>CERSAI-CKYCR Registration Number:</b> -----
<b>CERSAI-BUDS Registration Number:</b> -----	<b>FINNET 2.0 Registration Number:</b> -----

*I certify that M/s ..... (Name of the PoP-NPS-Lite) has complied with the provisions of the Pension Fund Regulatory and Development Authority Act, 2013, PFRDA (Point of Presence) Regulations, 2018 (as amended), the Guidelines, Circulars, Notifications and Directions issued by the Authority from time to time and any other law in force while performing the activities related to Point of Presence.*

*I further certify that M/s ..... (Name of the PoP-NPS-Lite) has adhered to TAT applicable for various activities as laid down in Schedule of the operational guidelines. Compensation has been paid to the credit of PRAN of affected subscribers (bank account in case of closure of PRAN) in case of delays in processing activities during the above-mentioned period. The list of delays along with reasons thereof are mentioned in Section A of the report.*

**Section A: Delays in processing activities during the Financial Year ended 31 March 20\_\_  
(Beyond prescribed TAT)**

(Amount in INR)

Sl. No	Type of activity	No. of days of delay	No. of subscribers	Reason for delay	Total compensation amount	Compensation amount paid by the PoP	Reasons for non-payment of Compensation Amount	In case of non-payment, whether reported to PFRDA, if yes, please specify date of communication
1.	Subscriber registration	Upto 7 days						
	TATs: As specified in the Schedule	more than 7 days						

2.	Processing of contribution	Upto 7 days						
	TATs: As specified in the Schedule	more than 7 days						
3.	Processing of service request	Upto 7 days						
	TATs: As specified in the Schedule	more than 7 days						
4.	Processing of exit request	Upto 7 days						
	TATs: As specified in the Schedule	more than 7 days						

Insert additional rows wherever required.

**Note:**

1. In case there is no deviation from the Service Level Standards, it shall be mentioned in the report as 'No deviation observed/NIL'.
2. For the purpose of computation of TAT, non-working days shall be excluded.
3. For the purpose of compensation, non-working days shall be considered.

**Section B: Details of collection account maintained by PoP as on 31 March 20\_\_**

**Section B1: Details of closing balance**

(Amount in INR)

Sl. No.	Bank account Number (A)	Name of the Bank (B)	Name of collection account (C)	Balance as on 31 March 20__ (D)	Out of (D), Balance beyond T+4 (Amount not processed within specified TAT) (E)	Out of (E), Unreconciled balance as on 31 March 20__ (F)
1.						

**Section B2: Ageing report of unreconciled balance as reported under Column F of section B1**

(Amount in INR)

Details of unreconciled balance as on 31 March 20__			
Sl. No	Ageing	Amount	Reason for the unreconciled balance
1.	Upto 1 Year		
2.	More than 1 year and upto 3 years		
3.	More than 3 years and upto 7 years		
4.	More than 7 years		

**Section C: Grievances redressal as on 31 March 20\_\_**

Sl. No.	Number of Grievances					Reasons for pending grievances beyond 30 (thirty) days, if any (F)
	Pending as on 31 March 20__ (A)	Received during the Financial Year (B)	Resolved during the Financial Year (C)	Pending as on last day of the Financial Year ((A+B)-C) = (D)	Pending beyond 30 (thirty) days as on last day of the Financial Year (E)	
1.						

Top 5 (Five) Reasons for the grievances	
1.	
2.	
3.	
4.	
5.	

**Section D: Details of Exit Cases as on 31 March 20\_\_**

Sl. No.	Type of Exit Request	Number of Exit Request					Reasons for pending exit request beyond TAT, if any (F)
		Pending as on last day of previous Financial Year (A)	Received during the Financial Year (B)	Processed during the Financial Year (C)	Pending as on last day of the Financial Year ((A+B)-C) = D	Pending beyond TAT (E)	
1.	Pre-mature Exit						
2.	Normal Exit						
3.	Exit Due to Death						

**Section E: Details of subscribers who have attained the age of 60 years but exit is yet to be processed**

S.No.	Ageing	No. of subscribers	Reasons for the same	Remedial action by the PoP
1.	Upto 1 Year			
2.	More than 1 year and upto 3 years			
3.	More than 3 years and upto 7 years			
4.	More than 7 Years			

I hereby certify that also the information reported in Sections A, B, C, D and E is true and correct.

<b>Name of Compliance Officer:</b>	
<b>Designation:</b>	<b>Signature of compliance officer along with official seal.</b> <i>(Seal not required, if digitally signed)</i>
<b>Correspondence Address:</b>	
<b>Mobile No. / Landline No.:</b>	
<b>Email id:</b>	
<b>Date:</b>	
<b>Place:</b>	

Note 1. Insert additional rows wherever required.

**Cyber Security Compliance certificate for the FY 20\_\_**

(To be submitted by PoP-NPS-Lite through modes as specified by the Authority from time to time within 30 calendar days from the end of the FY)

This is to certify that \_\_\_\_\_ (Name of PoP NPS-Lite) registered vide Reg. No. \_\_\_\_\_ with Pension Fund Regulatory and Development Authority (PFRDA) has:

Adopted and complied with the Information and Cyber Security Policy approved by the Board and has adhered to the extant Information and Cyber Security Policy Guidelines issued by PFRDA or the respective Principal Financial Sector Regulator (RBI / SEBI / IRDAI / NHB), as applicable, for the protection of data, information, and IT systems.

Further, a Cyber Security Audit was conducted in accordance with the guidelines issued by the respective Principal Financial Sector Regulator, and all remedial actions recommended in the audit report have been duly implemented. Cyber incidents, if any, were reported to CERT-In and PFRDA, and were also reported to the respective Principal Financial Sector Regulator, wherever applicable, in terms of the Information and Cybersecurity Policy of such Principal Financial Sector Regulator.

<b>Name of CISO/Compliance Officer:</b>	
<b>Designation:</b>	<b>Signature of CISO/Compliance officer</b>
<b>Mobile No.:</b>	
<b>Email ID:</b>	
<b>Date:</b>	
<b>Place</b>	

Annexure 3

PoPs shall submit the details of the Compliance Officer, Designated Director and Principal Officer appointed by PoP in the below mentioned format within three working days of change/update.

To,

The Head of the Department  
Supervision Department - PoPs and RAs  
Pension Fund Regulatory and Development Authority

**Subject: Reporting of Change of Compliance Officer, Designated Director and Principal Officer**

This is to inform that \_\_\_\_\_ (Name of PoP NPS-Lite) registered vide Reg. No. \_\_\_\_\_ with Pension Fund Regulatory and Development Authority hereby informs that, there is change of Compliance Officer, Designated Director and Principal Officer. The details of the Compliance Officer, Designated Director and Principal Officer who has taken charge w.e.f \_\_\_\_\_ (date of appointment/assumption of charge) is as below:

Format for submission of details of the Compliance Officer, Designated Director and Principal Officer of the PoP	
Name	
Designation	
Email ID	
Contact (Mobile number)	
Address for correspondence	

Sign and Stamp of Compliance Officer