

Format of Audit Report specifying the minimum scope to be covered

S. No.	Particulars	Comments of auditor (whether PoP has complied with?)	Remarks of auditor (In case of non-compliance observed)	Management comments in case of deviations	Auditors Remarks against Management comments
<p>A. NPS -Lite subscriber registration documentation/PML Act & Rules/Anti Money Laundering compliance (Only applicable for Department of Post for registration of Gramin Dak Sevaks)</p>					
1.	Whether the KYC guidelines as per the KYC norms under PML Act/Rules and/or KYC/AML/CFT guidelines issued by the PFRDA are being followed by the PoP?	Yes/No/NA			
2.	Whether PoP has issued the KYC/AML/CFT policy as prescribed under KYC/AML/CFT guidelines?	Yes/No/NA			
3.	Whether PoP has performed the activity related to Subscriber Registration in accordance with the prescribed timelines under Operational Guidelines	Yes/No/NA			
4.	Whether forms (SRF) are Collected and Verified as per the prescribed KYC norms under PML Act/Rules and/or KYC/AML/CFT guidelines issued by the PFRDA?	Yes/No/NA			
5.	Whether the acknowledgement slip for acceptance of SRF form and initial contribution has been provided to subscriber(s)?	Yes/No/NA			
6.	Whether PoP have conducted customer due diligence, risk assessment and risk management measures in accordance with KYC/AML/CFT guidelines?	Yes/No/NA			
7.	Whether the SRF forms / SRF data are being uploaded to the CRA's portal and the original physical copies of the SRF's along with supporting documents are stored at PoP level (as the case may be).	Yes/No/NA			

8.	Whether the Point of Presence (PoP) ensures that compensation is paid to the subscriber in all cases where there is a delay in processing of subscriber registration, as per the rates prescribed under Operational Guidelines?	Yes/No/NA			
B. NPS Lite-PoPs dealing with Subscribers reKYC/KYC update					
1	Whether the PoP has uploaded/downloaded/updated the KYC information of underlying subscribers onto CKYCR in the manner as prescribed under under Prevention of Money Laundering (Maintenance of Records) Rules, 2005?	Yes/No/NA			
C. NPS Lite subscriber servicing					
1.	Whether Migration to APY or NPS/ Shifting of Subscribers/ Change Requests of subscribers/other requests including change in address, bank account or any other subscriber request is carried out on receipt of request along with documentary proof as mentioned in the operational guidelines and also processed as per the TATs prescribed in the operational guidelines?	Yes/No/NA			
2.	Whether PoP has conducted the due-diligence during the processing of subscribers change request with respect to KYC details (Name, DoB, Address, Date of retirement, Mobile number and Bank account details)?	Yes/No/NA			
3.	Whether the acknowledgement receipt with respect to the change in any service requests in physical/online mode has been provided to the subscriber(s)?	Yes/No/NA			
D. Dealing with subscriber funds					
1.	Whether internal controls are in place to identify the source of the funds received from the subscribers?	Yes/No/NA			
2.	Whether the existing subscribers are approached by the POP for persistence?	Yes/No/NA			

3.	Whether acknowledgement slip / receipt with unique number along with receipt date and stamp/signature is provided to the subscriber for the contribution amount as per the TATs prescribed under Operational Guidelines?	Yes/No/NA			
4.	Whether all funds received from subscribers/deducted from the salary by the PoP under NPS Lite are being deposited to designated NPS Lite collection account by the PoP as per the TAT prescribed under Operational Guidelines?	Yes/No/NA			
5.	Whether the contribution processing i.e. SCF upload and fund remittance are uploaded by the PoP as per the prescribed TATs under Operational Guidelines?	Yes/No/NA			
6.	Whether funds collected through facilitators / any other channel approved by the Authority are being processed as per the prescribed timelines?	Yes/No/NA			
7.	Whether compensation is being paid by the PoP in case of all delayed transactions/activities as per the rates prescribed under the guidelines under Operational Guidelines?	Yes/No/NA			
8.	Whether PoP has maintained the trails / recorded the reasons in writing for withdrawal/debit of funds from collection account to any other account (other than NPS Trust account maintained with Trustee Bank), if any?	Yes/No/NA			
9.	Whether subscribers' funds are processed and remitted to Trustee Bank or refunded to subscriber? In case, the funds are not being remitted to system despite collection from subscriber without any justifiable reason, such instances to be provided.	Yes/No/NA			
10.	Whether any additional amount towards admin fee, processing fee etc. is charged by PoP / branches / facilitators engaged by them from the subscriber?	Yes/No/NA			
11.	Whether PoP is collecting the PoP charges/fees as prescribed by the PFRDA?	Yes/No/NA			

12.	Whether the PoP ensures disclosure of settlement time and charges of payment service provider for digital transactions at the time of initiation of transactions for the contributions collected through payment gateways?	Yes/No/NA			
13.	Whether the charges earned by the PoP are being segregated to separate account of PoP (other than collection account)?	Yes/No/NA			
E. NPS-Lite Subscriber grievance handling					
1.	Number of NPS Lite subscriber complaints/grievances pending for more than 30 days at in CGMS at CRA portal as on 31 st March _____.	No. of pending grievances: Remarks (if any):			
2.	Whether the directly received grievances in respect of NPS Lite by the PoPs are being lodged under the CGMS?	Yes/No/NA			
3.	Whether all grievances in CGMS at CRA portal are being resolved within the time frame (TAT) provided in Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015 and amendments?	Yes/No/NA			
4.	Whether designated email ID for NPS Lite subscriber grievance is created and informed to CRA and displayed on the website of the PoP including the grievance redressal system?	Yes/No/NA			
5.	Whether the name, e-mail id/s and telephone number/s of the designated Grievance Redressal Officer (GRO) and the escalation matrix prescribed under Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015 of the are made public through display on website preferably and/or at branches?	Yes/No/NA			
6.	Whether the PoP has displayed on its website and/or at branches and./or internal portal (as the case may be) the rights of the subscribers to raise grievance/complaint who do not get the benefit of redress for the delay in TAT for various activities / operational lapse?	Yes/No/NA			

7.	Whether the PoP has reported the quality of grievance resolution observed by the top management to the Board of PoP?	Yes/No/NA			
F. Exit / withdrawal					
1.	Number of pending exit/withdrawal requests at the level of the PoP as on 31 st March ___	No. of pending requests: Remarks (if any):			
2.	Whether the exit/withdrawal requests are processed by the POP as per the TATs prescribed under Operational Guidelines?	Yes/No/NA			
3.	Is it ensured that the exit/withdrawal requests are provided by the subscribers/claimants in the format as prescribed by the Authority and as per the KYC norms prescribed under KYC/AML/CFT guidelines?	Yes/No/NA			
4.	Whether the acknowledgement physically/online has been provided to the subscriber(s)?	Yes/No/NA			
5.	Whether the signature of the subscriber is verified with the records for processing the exit / withdrawal requests for physical requests?	Yes/No/NA			
6.	Whether supporting documents (as prescribed by the Authority from time to time) are obtained from the subscriber/claimant?	Yes/No/NA			
7.	Whether the PoP verifies the authenticity of death certificate before uploading digital copy of exit forms (Death Claim) to the CRA portal for processing of the death claim?	Yes/No/NA			
8.	In case where the withdrawal claim has been rejected at CRA, whether the subscriber/claimants are contacted and reasons for rejection of claim are explained to the subscriber/claimants and requisite rectifications (if any) are carried out by obtaining requisite documents from the subscriber/claimant?	Yes/No/NA			

9.	Whether PoP has ensured that the Exit /Withdrawal proceeds are credited to the designated subscriber/ claimant saving bank account by the CRA?	Yes/No/NA			
10.	Whether PoP has performed necessary due diligence in processing of death claim cases to avoid fake claims?	Yes/No/NA			
11.	Whether PoP NPS-Lite are making efforts to educate NPS-Lite subscribers, who have attained the age of 60 years to exit from scheme.	Yes/No/NA			
12.	Whether the Point of Presence (PoP) ensures that compensation is paid to the subscriber in all cases where there is a delay in processing exit request (including death claims), as per the rates prescribed under Operational Guidelines?	Yes/No/NA			

G. Whether prescribed books of accounts, registered and records are maintained with the required details and for the stipulated period as per the regulatory requirement

1.	Whether PoP has maintained all books of accounts and record keeping as prescribed under extant of Pension Fund Regulatory and Development Authority (Points of Presence) Regulations, 2018 and amendment thereof and KYC/AML/CFT guidelines?	Yes/No/NA			
2.	Whether the PoP maintains branch-wise and facilitator- wise or any other channel wise complete audit trail of all transactions processed under NPS Lite like – date of receipt of application form/contribution, date of issuance of receipt to the subscriber, date of SCF upload, date of fund remittance to the Trustee Bank, date of receipt of forms at the head office/nodal office, date of receipt and processing of other subscriber related requests etc.?	Yes/No/NA			
3.	Whether the TATs prescribed under Operational Guidelines for all activities are properly followed for the transactions routed through the associated facilitators?	Yes/No/NA			

4.	Whether the facilitators associated with the PoP are doing all activities under NPS Lite in accordance to Pension Fund Regulatory and Development Authority (Points of Presence) Regulations, 2018?	Yes/No/NA			
5.	Whether the record of operational guidelines / circulars / notices / directions / regulations issued by NPS Trust/ the Authority from time to time is being maintained by the PoP?	Yes/No/NA			
H. Reporting					
1.	Whether PoP has submitted the Exception report as per the frequency defined in the operational guidelines?	Yes/No/NA			
2.	Whether Exception report submitted by the POP in previous reporting period to PFRDA are correct?	Yes/No/NA			
3.	Whether the PoP has ensured the compliance of cyber security measures and submitted the reports as prescribed by the Authority from time to time?	Yes/No/NA			
4.	Whether the details of NPS Lite related activities undertaken by facilitators are included and reported by the PoP in their periodic exception report, as prescribed?	Yes/No/NA			
5.	Whether PFRDA's periodic inspection of the PoP was conducted during the last three FYs?	Yes/No			
6.	If any periodic inspection was conducted during the last three financial years, whether the observations pointed out during such inspections have been duly closed?	Yes/No/NA			
7.	Whether the open observations have been reported to the Auditor for closure purposes, and in case any observation still remains open, the Auditor shall report such open observations, if any, to the Authority.	Yes/No/NA			
I. Other Compliances					
1.	Whether PoP has complied with the Accessibility Standards and Guidelines (for Creating Infrastructure for Persons with Disabilities) for PFRDA-Regulated Intermediaries issued by the Authority?	Yes/No/NA			

2.	Whether PoP has appointed the compliance officer / Principal Officer/ designated director as prescribed under extant PoP regulations/ KYC/AML/CFT guidelines and also intimated any change in regard to the same to the Authority?	Yes/No/NA			
3.	Whether PoP is monitoring the transactions and comply with reporting obligations prescribed under KYC/AML/CFT guidelines?	Yes/No/NA			
4.	Whether the PoP is following its obligation pertaining to the STRs and CTRs as prescribed under the Master KYC/AML/CFT guidelines dated 25th September 2025 (including all subsequent amendments) issued by the Authority.	Yes/No/NA			
5.	Whether the PoP has displayed the TAT for all the operational activities on its website and/or at branches and/or internal portal (as the case may be)?	Yes/No/NA			
6.	Whether the PoP has displayed these Guidelines on its website and/or internal portal (as the case may be)?	Yes/No/NA			
7.	Whether the Point of Presence (PoP) has reviewed all allotted login IDs and ensured that user IDs of personnel no longer associated with or performing NPS-Lite operations have been promptly deactivated in coordination with the CRA(s)?	Yes/No/NA			
8	Whether the PoP has complied with the provisions of the DPDP Act and all other applicable rules and regulations thereunder?	Yes/No/NA			

J. Adherence to Code of Conduct

1.	Whether the PoP adheres to the regulations, circulars, guidelines, directions, advisories etc. issued by the Authority from time to time for specified activities?	Yes/No/NA			
2.	Whether the PoP has outsourced the activity in accordance with the extant regulation, circular, guidelines, directions, Advisories issued by the Authority from time to time?	Yes/No/NA			

3.	Any other matter/s, which you may like to bring to the attention of the management of PoP or Authority may be additionally provided as an Annexure.	Yes/No/NA			
----	---	-----------	--	--	--

I/We confirm to consider the sample size of the entity while conducting the audit for the FY _____ under NPS Lite as per the below mentioned categories and Instructions under para B (b):

- Category A:** Min 10 or 100% of total transactions/instances/cases per month whichever is lower for PoPs having a subscriber base up to 10,000.
- Category B:** Min 20 or 100% of total transactions/instances/cases per month whichever is lower for PoPs having a subscriber base of 10,001 to 1,00,000.
- Category C:** Min 30 or 100% of total transactions/instances/cases per month whichever is lower for PoPs having a subscriber base above 1,00,000.

Note:

1. Please tick mark the relevant category, as applicable to the entity.
2. The minimum sample size is prescribed for each activity performed by the PoP such as on boarding of subscribers, transaction related to initial contribution, transaction related to subsequent contributions, subscribers request processing and exit and withdrawal request processing.
3. Subscriber base as on end of the FY for which the audit is conducted to be taken.
4. Sample size indicated is minimum sample size. Auditor may determine the optimum sample so as to be able to satisfy himself/herself about the objectives of the audit.

Name of the Auditor: Membership no. / CP. No.: UDIN No.:	Name of the Compliance officer:
Signature of the Auditor: Stamp of the Audit firm:	Signature of the Compliance officer along with office seal:
Date:	Date:
Place:	Place:

Details of NPS-Lite collection account maintained by PoP as on 31st March _____

Section 1 – Details of total outstanding balance as on 31st March

S. No.	Bank account Number (A)	Name of the Bank (B)	Name of collection account (C)	Closing 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)

Section 2 – Details/bifurcation of contribution as reported under Column (F) of Section 1

(Amount in INR)

Details of unreconciled balance as on 31 March 20__			
SI. 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		
	Total Unreconciled amount*		

***Total should match with the unreconciled balance at column (F) as reported in Section 1.**

Note:

1. Un-reconciled balance includes those entries for which POP is unable to remit the funds into NPS-Lite architecture and/or unable to refund the same to subscriber.
2. Attach separate sheet for each section separately, if required.

Name of the Auditor: Membership no. / CP. No.: UDIN No.:	Name of the Compliance officer:
Signature of the Auditor: Stamp of the Audit firm:	Signature of the Compliance officer along with office seal:
Date:	Date:
Place:	Place: