

Central Recordkeeping Agency, NSDL



**Standard Operating Procedure
for
Registration of Point of Presence (POP), POP Service Providers (POP-SP)
and
Registration of Citizens of India in National Pension System**

Version 1.0

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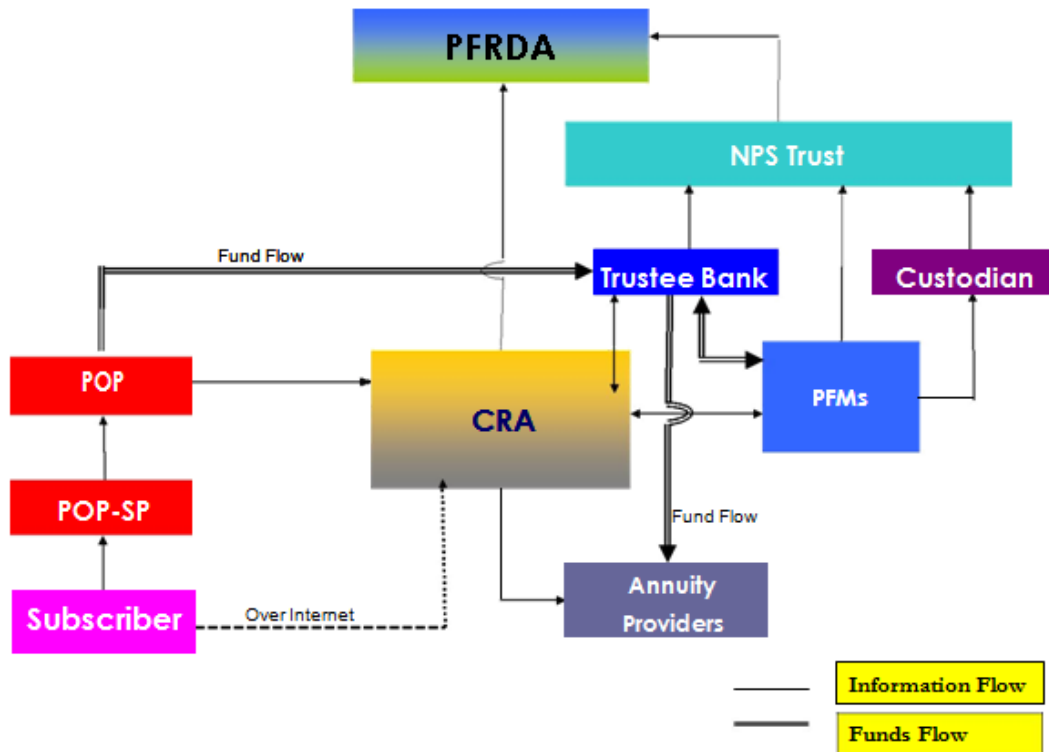
Preface

The Government of India (GOI) has introduced a new Defined Contribution Pension System known as the National Pension System (NPS) replacing the existing system of Defined Benefit Pension System vide Government of India, Ministry of Finance, Department of Economic Affairs Notification, dated 22nd December 2003. The NPS came into operation with effect from 1st January 2004 and was made applicable to all new employees to Central Government service, except to Armed Forces, joining Government service on or after 1st January 2004. The employees of Central Autonomous organizations, State Governments/Union Territories (UTs) and the Autonomous organizations of the respective State Government/UT are also eligible to join the NPS.

The GOI has established Pension Fund Regulatory and Development Authority (PFRDA) on 10th October 2003 for developing and regulating the pension funds under the NPS. PFRDA has appointed NSDL e-Governance Infrastructure Limited (NSDL) as the Central Recordkeeping Agency (CRA) to maintain the records of contribution and its deployment in various pension fund schemes for the Subscribers. NSDL has setup a CRA system for this purpose. CRA is a first of its kind venture in India which will carry out the functions of Record Keeping, Administration and Customer Service for all Subscribers under NPS. The records of the contributions of each Subscriber will be kept in an account known as the Permanent Retirement Account which shall be identified by a Permanent Retirement Account Number (PRAN). CRA shall issue a PRAN to each Subscriber on his/her successful registration and maintain database of each Permanent Retirement Account along with recording of transactions relating to each PRAN.

PFRDA has already put in place the institutional framework and infrastructure required for administering NPS for government employees. Various entities such as CRA, Pension Fund Managers (PFM), Trustee Bank (TB), Custodian and NPS Trust have been appointed for this purpose.

The GOI has now decided to roll out the NPS for all citizens from 1st May, 2009. Hence, various facilities (like opening Permanent Retirement Account, contributing to NPS etc) will be required to be provided to all the citizens (known as 'Subscribers' in the NPS architecture) at various locations across India. These processes shall be carried out through the entities known as Points of Presence (POPs) appointed by the PFRDA. POPs shall provide the services under NPS through their network of branches called POP Service Providers (POP-SP). This document describes the standard operating procedure to be followed by the POPs, POP-SPs in the CRA architecture while registering itself/its branches and the Subscribers. The graphic representation of NPS architecture for all citizens of India is given below:



Acronyms and Abbreviations

The following definitions, acronyms & abbreviations have been used in this document:

ACRONYM	DESCRIPTION
CRA	Central Recordkeeping Agency
CRA-FC	CRA Facilitation Centre
DSC	Digital Signature Certificate
KYC	Know Your Customer
NPS	National Pension System
NPSCAN	NPS Contribution Accounting Network
NSDL	National Securities Depository Limited
PFM	Pension Fund Manager
PFRDA	Pension Fund Regulatory & Development Authority
POP	Point of Presence
POP-SP	Point of Presence Service Provider
PRA	Permanent Retirement Account
PRAN	Permanent Retirement Account Number
PRN	Provisional Receipt Number
SCF	Subscriber Contribution File

Important Terms Defined:

IMPORTANT TERMS	DESCRIPTION
CRA-FC	CRA-FC is Facilitation Centre appointed by CRA to facilitate Nodal Offices to submit applications for allotment of PRAN and application for change in signature and photograph of the Subscriber.
KYC (Know Your Customer/Client) Documents	Documentation supporting Identity proof and Address proof of the Subscriber, as prescribed by PFRDA.
POP	PFRDA has appointed entities known as Points of Presence (POPs) to extend customer interface for all citizens of India, who wish to open Permanent Retirement Account (PRA) with CRA for the purpose of subscribing to the NPS.
POP-SP	POPs shall provide the services under NPS through their network of branches called POP Service Providers (POP-SP)
PRAN	12 digit unique Permanent Retirement Account Number allotted by CRA to each Subscriber registered in CRA system.
Scheme Setup/Scheme Preference	Scheme setup is scheme preference opted by Subscriber for investing his pension contribution.
Subscriber	An individual who has opened Permanent Retirement Account (PRA) with CRA for the purpose of subscribing to the NPS.

1. Points of Presence (POP)-Roles & Responsibilities:

At present, PFRDA has appointed entities known as Points of Presence (POPs) to extend customer interface for All Citizens of India who wish to open Permanent Retirement Accounts (PRA) with CRA for the purpose of subscribing to the NPS. In NPS architecture, POPs shall perform functions such as Initial Customer Interaction for NPS, Subscriber Registration, Subscriber Contribution Upload, Subscriber Servicing, Grievance Handling, etc. POPs shall perform these functions through their network of branches called POP-Service Providers (POP-SP). The operations of these POP-SPs shall be co-ordinated and controlled by the POP.

The POPs and the associated POP-SPs shall abide by such directions, regulations and guidelines issued by PFRDA and shall be required to establish, maintain and upgrade infrastructure, as specified by PFRDA from time to time. The agreement executed between the POP and PFRDA specifies the roles and responsibilities of the POP.

POP shall register itself along with its POP-SPs with CRA as per the process specified by PFRDA. On successful registration CRA shall allot a unique registration number to each POP and POP-SP. POP and POP-SP shall use this registration number for their interaction with CRA. Along with the registration details, POP shall intimate the mode of operation it intends to

adopt. A POP can adopt any one of the following models of operation. Depending on the model adopted by the respective POP, the registration of POP and POP-SP will be carried out with suitable variable user access rights in the CRA system.

Mode A (Centralised Mode):

Under this Model, POP Nodal Office shall collect the details of the Subscriber contributions received at various POP-SPs and upload the consolidated data in the CRA system. POP Nodal office shall also remit one consolidated payment to the Trustee Bank for the contributions accepted by POP-SPs.

Mode B (Decentralised Mode):

Under this Model, each POP-SP shall prepare subscriber contribution file based on contributions received by it and upload the same into CRA system. The respective POP-SP shall also make payment related to contribution accepted to the Trustee Bank.

Mode C (Quasi Centralised mode):

Under this Model, each POP-SP shall prepare subscriber contribution file based on contributions received by it and upload the same into CRA system. However POP-SP shall not remit the funds to the Trustee Bank. POP-SP shall transfer the contribution details to POP Nodal Office. POP shall make payment to the Trustee Bank for the contributions accepted by POP-SP.

It may be noted that all the models mentioned above will be available to POP/POP-SP only for contribution upload and not for any other services rendered to the subscribers.

1.1. Functions of POP:

Depending on the model of operation, a POP nodal office will have several functions in the NPS. However, most of them will be in the nature of monitoring the performances of its POP-SPs.

POP will be responsible for carrying out the following activities.

- Consolidate POP-SP registration forms and forward it to CRA for registration.
- Forward POP-SP change details request to CRA.
- **Log-in to CRA system every day at least once to check the status of PRAN generation pertaining to the subscriber registration forms forwarded by it.**
- Monitor performance of POP-SP in discharging their responsibilities in CRA system.
- Monitor the resolution of grievances raised against POP-SP.
- Take necessary action to ensure compliance of POP-SP with the operational procedures of CRA system.
- Upload MIS in the CRA system for all requests received from POP-SPs, in case POP has adopted centralised model of operation.

- Upload consolidated Subscriber Contribution File (SCF) for all POP-SPs to CRA system and remittance of contribution amount to Trustee Bank, in case POP has adopted centralised model of operation.
- Remit contribution amount to Trustee Bank for all POP-SPs, in case POP has adopted quasi centralised model of operation.

1.2. POP Registration Process:

The following section of the document will explain the registration of POP in the CRA system. However, before commencing the registration process, POP shall appoint two officials as the Compliance Officer and Alternate Compliance Officer respectively to interact with CRA. Compliance officers shall be responsible for various operational and compliance requirements regarding the implementation of business rules and guidelines issued by PFRDA and the activities to be performed by the POP and POP-SP as specified by CRA under NPS. It may please be noted that prior to registering with CRA as a POP, the entity needs to register with PFRDA as a PoP.

POP shall follow the under mentioned procedures for registering in the CRA system:

- POP shall download an application for registration (**Annexure UOS N1**) from the CRA website at www.npscra.nsdl.co.in or the PFRDA website at www.pfrda.org.in.
- POP shall submit the application in the format prescribed by the CRA.
- POP shall provide all the mandatory details in the application.
- The application form should be duly stamped and signed by the authorised signatory / Compliance Officer / Company secretary / Managing Director / Chairman of the POP.
- POP shall submit the application for registration along with the following set of documents to CRA.
 - a. Certified Copy of PFRDA Registration Certificate or letter issued by PFRDA appointing the entity as POP, whichever applicable.
 - b. Certified Copy of Board Resolution/letter from competent authority (adequate seniority) indicating the list of Authorised Signatories – including the Compliance officers – along with their Designation.
 - c. Details of two Class III Digital Signature Certificates (DSC)

(POP shall have access to the CRA as well as NPSCAN system using DSC. POP shall procure two DSC from a Certifying Authority and submit the details such as user details, certificate serial number, etc to CRA in **Annexure (UOS-N1-A)** to POP Registration Form. The **annexure (UOS-N1-A)** can be freely downloaded from the CRA website at www.npscra.nsdl.co.in. The annexure for DSC should be duly stamped and signed by the authorised signatory of the POP.)
- POP shall forward the application to CRA at the address–Central Recordkeeping Agency, National Securities Depository Limited, 1st Floor, Times Tower, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel (W), Mumbai - 400 013 or such other address as may be notified by CRA from time to time.

- If the registration application along with the annexure for DSC is in order, CRA will register POP in the CRA system. On successful registration, CRA will generate a unique seven digit POP registration number. POP shall use the same for its further interactions with CRA.
- CRA will also create two DSC based user ids for POP for accessing the CRA system. POP shall use the same user ids for accessing CRA system.
- CRA will send necessary intimation regarding the registration number along with DSC based user ids to POP.
- The Registration Form should be filled in accordance with the instructions given in the Form itself. In case of incomplete details the Registration Form will be rejected. CRA shall send necessary intimation for rejected application.

Checklist for POP before submission of forms to CRA

- Has the latest format of application **UOS-N1** as available on the CRA website www.npscra.nsdl.co.in used?
- Have all the mandatory fields been filled in?
- Does each box, wherever provided, contain only one character (alphabet/number/punctuation mark) leaving a blank box after each word?
- Has the name of the POP been properly filled in?
- Has the official E-mail ID been mentioned? E-mail-ID should be in the name of the office and not of any individual person.
- Have the complete details of compliance officers been provided?
- Have the complete details of bank account been provided?
- Has the mode of operation been selected?
- Has the application form been duly signed by the concerned official and bears the seal of the concerned office?
- Has the **annexure (UOS-N1-A)** for DSC details been provided?
- Have the complete DSC details been provided in **annexure (UOS-N1-A)**?
- Has the Certified Copy of PFRDA Registration Certificate been provided?

1.3. Modification of POP Details:

POP will have to notify the CRA about any changes in the details provided to CRA at the time of registration such as contact details, compliance officer's details, bank details etc. by submitting a written request for the change in POP details. The following points might be noted while providing request for change

- POP shall provide a request for change along with the details to be changed in the CRA system.
- The request should be duly authorised by the Compliance officer of the POP and should contain the POP stamp.
- A copy of the POP Registration letter issued by CRA should be provided along-with the request for change.
- If the request is found to be in order, CRA will do the changes in the CRA system.

After effecting the necessary changes in the POP details, CRA will send intimation to the concerned POP.

1.4. Process to be followed by POP for POP-SP Registration:

All the POP-SPs (approved by PFRDA) shall forward the registration forms to the POP registered with CRA. POP shall collect the registration forms duly filled by the POP-SP, certify the relevant details and forward it to CRA for registration purpose. POP will follow below mentioned process:

- On receipt of the form from POP-SP, POP shall verify and authorise the form and mention the POP registration number.
- The POP shall prepare a covering letter containing the details of POP-SP registration forms and send it to CRA.
- The forms should be forwarded to CRA at the address – Central Recordkeeping Agency, National Securities Depository Limited, 1st Floor, Times Tower, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel (W), Mumbai - 400 013 or such other address as may be notified by CRA from time to time.
- The POP should mention on the envelope the subject as ,POP-SP Registration Form(s)‘.
- In case of change in POP-SP details, POP shall attest the request for change details and send the same to the CRA address.

(The POP may submit the POP-SP forms as and when the verification is complete. For operational convenience, it is advised that the POP submits the POP-SP registration forms in a single lot.)

Alternatively, POP may submit registration details for POP-SP in soft copy [excel file]. However, POP should ensure that all the details pertaining to POP-SP registration as specified by CRA are provided in soft copy. In case of incomplete details, CRA shall reject the details.)

Checklist for POP for consolidation and submission of POP-SP registration forms to CRA

- | |
|--|
| <ul style="list-style-type: none">➤ Has the Certified Copy of PFRDA approval letter been provided?➤ Have all the mandatory details been provided?➤ Has the name of the POP-SP been mentioned correctly in the form?➤ Has the registration number of the POP been mentioned correctly in the form?➤ Has the Annexure (UOS-N2-A) for DSC details been provided?➤ Have the complete DSC details been provided in annexure (UOS-N2-A)?➤ Has the official e-mail id been mentioned?➤ Have the complete bank details been provided?➤ Has the application form been duly signed by the concerned official and bears the seal of the concerned POP-SP? |
|--|

- Has the application form been duly verified & signed by POP?

2. Functions of POP-SP:

POP-SP shall be responsible for carrying out the following activities under NPS:

- Facilitate the registration of the Subscribers by collecting the application for allotment of PRAN from the Subscriber and forwarding it to the CRA-FC. It is the responsibility of the POP-SP to check the completeness of Subscriber registration form and checking of the KYC documents of the Subscriber
- Receipt the NPS contribution from Subscriber and issue acknowledgement for the same.
- Upload Subscriber Contribution File (SCF) to CRA system under de-centralised and quasi centralised model of operation. [For more details on contribution upload refer standard operating procedure (SOP) on 'Contribution Upload' available at CRA website www.npscra.nsdl.co.in.]
- Remit the contribution amount to the Trustee Bank as per the SCF uploaded in CRA under decentralised model of operation.

- Update through CRA system for the Switch requests, Scheme Preference requests, Withdrawal Requests, the request for change in Subscriber demographic details, Subscriber shifting request within POP-SPs of the same POP etc. received from Subscribers.
- Upload daily MIS regarding registration, contribution and various Subscriber's requests to CRA system.
- Raise grievance on behalf of Subscriber.
- Resolve the grievances raised against it by any entity in the CRA system.

However, before performing the above-mentioned functions, POP-SP shall have to register itself with CRA. For registering itself in CRA system, POP-SP shall forward the applications for registration to the concerned POP. (refer point no. 1.4 above - Role of POP in POP-SP registration)

2.1. POP-SP Registration Process:

Once the POP is registered in the CRA system, registration of POP-SP will commence. POP-SP shall follow the below mentioned procedures to register itself in the CRA system: (refer point no. 1.4 above - Role of POP in POP-SP registration)

Submission of Registration application:

- POP-SP shall download an application for registration (**Annexure UOS N2**) from the CRA website at www.npscra.nsdl.co.in or the PFRDA website at www.pfrda.org.in.
- The application form should be in the format prescribed by the CRA.
- The form should be filled only after reading all the instructions carefully provided at the end of the form. POP-SP shall provide all the mandatory details in the application.

- The POP-SP shall provide among other information, the details like Name and address of POP, official email id, Authorised Contact Person's Name & Designation, bank details, etc. POP-SP shall provide details of the bank account, separately maintained for the NPS contributions received.
- The application form should be duly stamped and signed by the authorised signatory of the POP-SP.
- POP-SP shall submit the application for registration along with the following set of documents:
 - a. Certified Copy of PFRDA Registration Certificate or letter of approval issued by PFRDA.
 - b. Details of two Class III Digital Signature Certificates (DSC)
 - c. POP-SP shall have access to the CRA using DSC. POP-SP shall procure two DSCs from a Certifying Authority and submit the user details, certificate serial number, etc in **Annexure (UOS-N2-A)** along with POP-SP Registration form. The **Annexure (UOS-N2-A)** can be freely downloaded from the CRA website at www.npscra.nsdl.co.in. The annexure for DSC should be duly stamped and signed by the authorised signatory of the POP-SP.
- The Registration Form should be filled in accordance with the instruction given in the Form itself. In case of incomplete details the Registration Form will be rejected. CRA shall send necessary intimation for rejected application.
- POP-SP shall forward the application to concerned POP for authorisation and onward forwarding to CRA.
- If the registration application along with the annexure for DSC is in order, CRA will register the POP-SP in the CRA system. On successful registration, CRA will generate a unique seven digit POP-SP registration number. POP-SP shall use the same for its further interactions with CRA.
- CRA will also create two DSC based user IDs for POP-SP for accessing the CRA and NPSCAN system. POP-SP shall use the same user ids for accessing CRA system as well as NPSCAN system.
- CRA will send necessary intimation regarding the registration number along with DSC based user IDs to POP-SP.
- The Registration Form should be filled in accordance with the instructions given in the Form itself. In case of incomplete details, the Registration Form will be rejected. CRA shall send necessary intimation for rejected application.

Checklist for POP-SPs before submission of forms to POP

- Has the latest format of application **UOS-N2** as available on the CRA website www.npscra.nsdl.co.in used?
- Have all the mandatory fields been filled in?
- Is each box, wherever provided, contains only one character (alphabet/number/punctuation mark) leaving a blank box after each word?
- Has the name of the POP-SP been properly filled in?
- Has the official E-mail ID been mentioned?
- Have the complete details of bank account been provided?
- Has the application form been duly signed by the concerned official and bears the seal of the concerned office?
- Has the **Annexure (UOS-N2-A)** for DSC details been provided?
- Have the complete DSC details been provided in **Annexure (UOS-N2-A)**?

2.2. Modification of POP-SP Details:

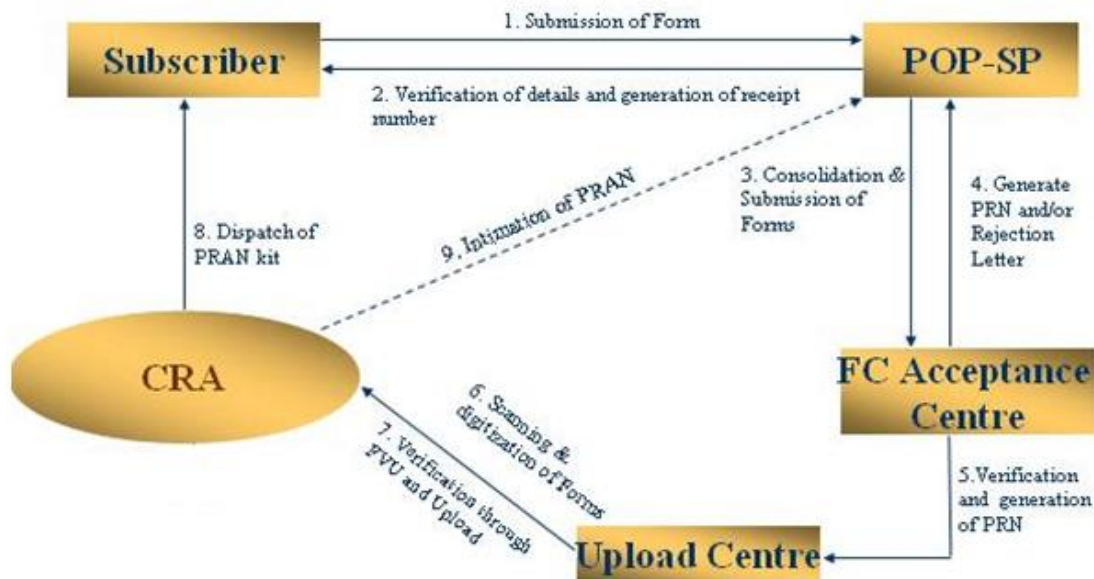
POP will have to notify the CRA about any changes in the details provided to CRA at the time of registration such as contact details, authorised contact person's name & designation, bank details etc. by submitting a written request for change in POP-SP details.

- POP-SP shall provide a request for change along with the details to be changed in the CRA system
- The request should be duly authorised and should contain the POP-SP stamp.
- A copy of the POP-SP Registration letter issued by CRA should be provided along-with the request for change.
- The request along with the copy of POP-SP Registration letter issued by CRA should be sent to the concerned POP for its authorisation and onward dispatch to CRA.
- If the request is found to be in order, CRA would do the changes in the CRA system.

After effecting the necessary changes in the POP-SP details, CRA shall send intimation to the concerned POP-SP.

2.3. Process to be followed by POP-SP for Subscriber Registration:

The registration of the Subscriber in the CRA system will be carried out through POP-SP and CRA-FC (CRA-Facilitation Centre). CRA-FC is the entity appointed by NSDL to facilitate subscriber registration. Overview of subscriber registration is illustrated in the below given flow diagram.



The role of the POP-SP in the Subscriber registration process is provided below:

2.3.1. Acceptance of PRAN Applications:

- I. POP-SP shall accept only duly filled application for allotment of PRAN (**Annexure UOS-S1**) as per the format prescribed by the PFRDA from the Subscriber. Along with the application form POP-SP shall also collect other supporting documents such as proof of identity, proof of address provided by the Subscriber. POP-SP shall verify these documents as part of KYC verification norms as prescribed by PFRDA. POP-SP shall also collect valid supporting documents with regard to the date of birth of the Subscriber as prescribed by PFRDA.
- II. Along with application form, POP-SP shall collect initial contribution (minimum Rs.500), as prescribed by PFRDA in the form of cash/cheque/DD from the Subscriber which the Subscriber intends to invest in NPS.
- III. POP-SP shall carry out following checks while accepting Subscriber Registration forms:
 - Along with the application form, POP-SP shall also collect other supporting documents such as proof of identity and proof of address provided by the Subscriber. POP-SP shall verify these documents as part of KYC verification norms as prescribed by PFRDA. POP-SP shall also collect valid supporting documents with regard to the date of birth of the Subscriber as prescribed by PFRDA. It will be the sole responsibility of the POP to verify the genuineness of the documents submitted by the subscribers. POP-SP will collect photocopy of the documents after verifying with the original documents. As a good practice, POP-SP may put a stamp of 'Verified with Original' on the photocopies of the documents along with the name and signature of official who has done the verification.
 - All mandatory data fields shall be filled by the applicant. Any incomplete information should be pointed out to applicant before accepting the applicant form.

- The applicant shall paste a color photograph on the registration form. The 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.
- The signature/thumb impression of the applicant should be inside the rectangle provided on the application form. (Left hand thumb impression for Male and Right hand thumb impression for Female). The subscriber's thumb impression should be verified by the designated officer of the POP- SP accepting the form.
- Minimum and maximum permissible age of applicant should be within 18 Yrs and 60 Yrs respectively. **Applicant outside these age limits shall not be eligible to register for NPS. It means that age should be 18 or more as on the date of receipt of the registration form and less than 60 as on the date of receipt of the form at the POP-SP.** POP/POP-SP should validate date of birth of the applicant with the valid documentary proof submitted by the applicant.
- 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 proof submitted by the applicant.
- The documents collected as proof of identity/address and date of birth should be valid at the time of acceptance. Eg., Passport expired on March 25, 2013 should not be accepted as proof of identity/address/date of birth on April 03, 2013.
- At present, nomination is not mandatory. If the applicant has provided nomination details, the % distribution among nominee(s) should be an integer number, and sum total of the distribution shall be equal to 100%. If any mistakes are committed by the subscriber in filling this section, though it will not result in rejection of the application, the nominee(s) details will however, not get recorded.

In section C, the Subscriber has to specify scheme details for his investment. The investment can be made in ,Equity (Category E), Corporate bonds (Category C) and Government Securities (Category G). For more details on investment pattern refer to the prospectus/offer document available at PFRDA website www.pfrda.org.in. or CRA website 'www.npskra.nsd.co.in'. The Subscriber has an option to choose one of the following two choices of investments.

Active Choice –

1. Under this type of investment pattern, the Subscriber must choose a fund manager and the schemes provided by the respective fund manager. **If more than one PFM is selected, POP-SP shall reject the application.**
2. **A subscriber opting for 'Active Choice' may select any or all three available asset classes ('E','G', & 'C'). However under Class 'E', percentage share cannot exceed 50.** This has been explained by an example. A subscriber can opt for the following combination (in terms of percentage allocation) – E – 50, G – 25, C – 25). However, following combination (in terms of percentage allocation) will not be permitted – E – 75, G – 15 and C – 10 (as E is exceeding the limit of 50%). **In case the applicant indicates a % share more than 50% in case of class E, the application form shall be summarily rejected by POP-SP.**

3. The sum of percentage allocation across all the selected asset classes must equal 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.**

Auto Choice –

1. **Even under Auto Choice, the applicant must choose a PFM for investment of funds.** However, under this option, unlike in the case of Active Choice, the Subscriber's contribution shall be managed in a pre-determined asset allocation ratio defined by PFRDA. **In the absence of a PFM being indicated, the POP shall reject the application form.**
2. **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.**
3. **In case both the investment option and asset allocation fields are left blank, the application will be treated as Auto Choice and funds invested accordingly. POP shall not reject the application form in such cases.**

POP-SP check list for Subscriber Registration form: POP-SP should reject the form if the following details are not present in the Subscriber Registration Form.

1. Subscriber's Photo
2. PAN in case of Tier II activation
3. Subscriber's Signature/Thumb impression
4. Subscriber's Personal Details
 - First Name
 - Gender
 - Father's First name
 - Date of Birth
 - Complete Present Address with Pin Code
 - Complete Permanent Address with Pin Code (if different from Correspondence Address)
5. Subscriber Scheme Preference
 - PFM selection (only one)
 - Asset Allocation (in case of Active Choice)
 - Total should equal 100%
 - Equity should not exceed 50%
6. KYC Documents
 - Identity Proof
 - Address Proof
 - Date of Birth Proof

- Along with the registration form, the Subscriber shall also submit a National Pension System Contribution Instruction Slip (NCIS) for processing the voluntary contributions. The processing of these contributions is described in detail in Standard Operating Procedures for Upload of Subscriber Contribution. POP-SP should accept NCIS without PRAN only in case of new registration and should mention – ‘**New Application**’ on NCIS.
- 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 Receipt to the Subscriber’
- POP/POP-SP must ensure that it has filled all data fields on NCIS including ‘Receipt Number’ and its own registration number.
- POP-SP shall reject the applications in following cases:
 - a. If the application form is not as per the format prescribed by CRA.
 - b. If application form is not filled with all the required mandatory details.
 - c. Scheme preference details (Section C) not filled as per the guidelines provided.
 - d. KYC documents provided by the Subscriber for identity and address and for date of birth are not sufficient or adequate.

2.3.2. Issuance of receipt by POP-SP:

On successful verification of the forms submitted, POP-SP shall accept the same and shall generate an acknowledgement containing a Receipt Number from its back office. POP-SP shall handover the Receipt Number to the Subscriber for the receipt of the application. The POP-SP shall affix the seal as well as authorise the acknowledgment before providing the same to the Subscriber. The suggested format for the acknowledgment is given below.

Name of the Subscriber (Applicant): _____		
POP-SP Registration. Number: _____		
Received at: _____	Date: __/__/____	Time Stamp: _____

- POP-SP should also enter the dispatch details of the Subscriber Registration Forms submitted to CRA-FCs in the 'S1 Submission Details'.
- On the receipt of the forms, CRA-FC shall conduct a preliminary level check of the forms. Preliminary check will include verification of:
 - a. Subscribers Name , Subscribers Photograph, Subscribers Signature
 - b. Existence (photocopies of) KYC documents
 - c. PAN card copy in support of the PAN in case of Tier II activation
 - d. POP-SP covering letter containing POP-SP registration number, signature and stamp of POP-SP alongwith list of receipt number.
 - e. Each packet contains not more than 999 forms.
 - f. Total number of forms mentioned in the covering letter against the actual number of forms received.
- On successful preliminary verification by CRA-FC, POP-SP shall receive a Provisional Receipt containing one 15 digit Provisional Receipt Number (PRN) for each application forms. Provisional receipt issued by the CRA-FC shall contain CRA-FC stamp and signature.
- Further, POP-SP shall also receive a 17 digit (PRN+2 running serial numbers) Acknowledgement ID for the each of the accepted application by the CRA-FC. CRA-FC shall mention the acknowledgement id against the list containing the receipt numbers.
- In case of discrepancy in preliminary verification, CRA-FC shall reject the applications and issue rejection memo mentioning reason for rejection across the counter. In case of rejection at the FC-digitisation centre, the rejection details will be sent by email to POP-SP. It may be mentioned that in both the cases, the rejected application form will not be returned to the POP-SP.
- It will be the responsibility of the POP-SP to communicate to the subscriber about the rejection of the form and get new form filled.
- POP-SP shall ensure maintenance, reporting and retention of records of all transactions (**copy/counterfoil of form, rejection memo, etc**) in accordance with provisions of PML Act, 2002 and Rules framed there under, as may be applicable from time to time.

(The POP/POP-SP shall not process the first time contribution provided by the Subscriber till such time the PRAN for the Subscriber is generated. POP-SP can view the status of the PRANs generated on the CRA system and download the same. POP-SP shall log-in to CRA system every day atleast once to check the status of PRAN generation pertaining to the subscriber registration forms forwarded by it. On receipt of the PRANs, POP shall submit the cheques for clearing and upload the first contributions details to CRA system for clear funds. The detailed procedure for contribution upload by POP is given in SOP for Contribution.)

Issuance of PRAN kit:

On successful registration of the Subscriber, PRAN kit containing the PRAN card, Subscriber Master List, I-Pin/T-Pin to access CRA system/Interactive Voice Response system and information brochure will be dispatched to the Subscriber within 15 days of receipt of the application form by CRA-FC acceptance centre/CRA. Subscriber/POP-SP can view the status of the application form submitted to CRA-FC/CRA by using the acknowledgement number/receipt number on CRA website 'www.cra-nsdl.com'.

2.4. Upload of MIS

POP-SP need to mandatorily prepare and upload MIS in the CRA system for different activities such as registration, contribution, processing of Subscribers request (switch, withdrawal, demographic changes, etc.) carried out by it. In this daily MIS, POP-SP shall provide the receipt number generated for all these activities. POP-SP shall upload this MIS file to CRA system.

In case of MIS pertaining to contribution (initial/subsequent) POP-SP has to mention the gross amount collected from the subscriber (Contribution + POP-SP charges + Taxes) and not the amount mentioned in SCF. As prescribed by PFRDA, the Subscriber is required to contribute a minimum of Rs. 6000 per annum in NPS which is inclusive of POP-SP charges and taxes, failing which a penalty will be levied on the subscriber.

The detailed procedure to be followed by POP-SP for preparation and upload of MIS request file is provided in **SOP for MIS**.