

Guidelines in supplement to “Regulations for Aggregators under NPS Lite-2010”

S. No	Referred Section of NPS Lite Regulations	Clarification/ Reference required on	Guideline prescribed by PFRDA
1.	6.1	Maximum & Minimum Investment Limits under NPS Lite accounts	<p>Max limit for total investment* in each NPS Lite account shall be Rs 50,000 per year as currently prescribed by RBI for “Small Deposit Accounts”.</p> <p>*The term “Investment” means total contribution made by the subscriber in absolute terms and not the aggregate value of corpus.</p> <p>No minimum limits prescribed for now but at the time of Registration minimum is Rs 100.</p> <p>However those desirous of availing the benefit of Swavalamban Scheme must meet the minimum/maximum criteria laid down vide Deptt. of Financial Services, Govt of India letter no. 13/10/2006-PR dated 21st June 2010.</p>
2.	9.6	The entity must have capability to manage large customer databases suitable to their organisation and must meet other technology parameters prescribed by PFRDA	<p>A formal data management set-up, already established for the core business of the entity which has data in respect of each of its beneficiaries shall suffice.</p> <p>Technology parameters as laid in Annexure-1 to this guideline</p>
3.	9.7	The entity must have cash management and its transfer capabilities as prescribed by PFRDA.	As in Annexure-II to this guideline

4.	9.8	The entity must have trained staff with sufficient capability as prescribed.	Declaration from the entity to the effect that “all individuals assigned on NPS related activities shall have necessary capability and shall be trained on all operational issues to ensure proper discharge of NPS related responsibilities before their deployment” shall suffice. Format for declaration is available in Application format for enlistment as Aggregator.
5.	11.1 (d)	Discharge of responsibilities relating to fund and data upload within prescribed time limits	As in Annexure-II to this guideline
6.	12.3	Each aggregator would maintain a designated account with a scheduled bank in the name of NPS Trust to which all collections shall be remitted	
7.	12.2	Fund transfer as per prescribed turn around time	

ANNEXURE-1 to Guidelines in supplement to “Regulations for Aggregators under NPS Lite-2010”

TITLE: TECHNOLOGY PARAMETERS

The basic minimum infrastructure requirement will be as stipulated by PFRDA from time to time.

The current requirement is as below:

- I. For access to CRA system the concerned Aggregator will:
 - ✓ have internet connectivity to access the CRA system for web based interaction
 - ✓ have demonstrated capability to electronically transmit clear NPS subscriber contribution & and information as per prescribed timelines. *(The Undertaking of such capability to be submitted as a part of the proposal)*
 - ✓ have adequate desktop machines with Operating System(OS) and Internet explorer at Account office level.
 - ✓ Back Office Systems
- II. Each Aggregator shall establish necessary systems, procedures and back-office software for
 - ✓ Receiving transaction requests and upload in CRA system.
 - ✓ Issuance of acknowledgement with unique ID against application for account opening, subscription and all other transactions
 - ✓ Monitoring status of each transaction and generating regular MIS reports

ANNEXURE-II to Guidelines in supplement to “Regulations for Aggregators under NPS Lite-2010”

Cash Management Procedure in NPS Lite

Following procedure and parameters have been laid down to ensure transparency, uniformity and risk minimization and for strict compliance by the aggregators. Each aggregator must prepare a standard operating procedure for cash management for NPS contributions within their organizations with the approval of their Boards/competent authority, in accordance with these guidelines and get the same approved by PFRDA -

NPS contribution collection Process

- (i) The collection of subscriber contribution under NPS shall be done only from the designated collection center or by the designated collection officer appointed by the aggregator. The list of NL-CC officials authorized to collect subscriber contribution must be made publicly available.
- (ii) Cash/cheque collected from the subscriber must be acknowledged by issuing a physical receipt on behalf of the aggregator.
- (iii) Cash collected from the subscriber must be credited to the aggregator’s bank account on the same day. In case if the cash is collected after 2 P.M. then it must be submitted on the next working day.
- (iv) The subscriber should be informed of the date of credit into his/her IRA by issuing a suitable advice.

Pooling of Contribution in Aggregator’s Bank Account-

- (i) An aggregator will open a **Current Account** with a scheduled bank titled “Aggregator organization name NPS Lite Collections Account”, for example - APCLWB – NPS Lite Collections Account.
- (ii) The aggregator account will be a non withdrawable account with an option to transfer the funds into NPS Trust account only. The authority to transfer the collection amount will reside with the compliance office of the aggregator only.
- (iii) The cash collected by NL-CC officers shall be deposited during the bank working hours.



- (iv) It shall be ensured that the deposit slips signed by the Bank authority with their Stamp affixed is available with aggregator.

Remittance of subscriber contribution amount to NPS Account-

Data in respect of contributions collected during the week must be uploaded on the CRA system on Friday before EOD. Corresponding remittances must be credited to the NPS account held with Trustee bank by the next Monday.

Other timelines prescribed by PFRDA as per operating guidelines and as listed below should be strictly adhered to.

Risk Mitigation Measures

- (i) Cash collection and deposit into the aggregator's bank account should be monitored on a daily basis by the aggregator over sight office.
- (ii) The oversight office of the aggregators would ensure necessary vigil and due diligence on the entire fund collection process and shall remain responsible for the same.
- (iii) The aggregator should conduct periodic audits on a quarterly basis to ensure that the movement of funds has taken place as per the guidelines prescribed by PFRDA.
- (iv) SMS, call center or contribution pass book facility to intimate subscriber about the subscriber contribution or total facility should preferably be made available by the aggregator.

Redressal of Grievance

- (v) Aggregator should constitute an appropriate Grievance Redressal Machinery internally for redressing complaints about services rendered by its collection centers. The name and telephone number of the designated Grievance Redressal officer of the 'aggregator' should be made available to the subscriber. The designated officer should ensure that genuine grievances of subscribers are redressed promptly.
- (vi) If a customer feels that his complaint has not been satisfactorily addressed, he will have the option to approach the Office of the concerned aggregator for redressal of his grievance/s.