



पेंशन निधि विनियामक और विकास प्राधिकरण
PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

वार्षिक रिपोर्ट Annual Report 2023-2024

**This Report is in conformity with the format of the Annual Report prescribed
in the Pension Fund Regulatory and Development Authority
(Reports, Returns and Statements) Rules, 2015**

Note: - In case of any conflict between the Hindi version and the English version, the English version will prevail.



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PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

डॉ. दीपक महान्ती

अध्यक्ष

Dr. Deepak Mohanty

Chairperson

Letter of Transmittal

F. No: PFRDA-09/02/0001/2024-ANNUAL RPT Dept

October 15, 2024

The Secretary
Department of Financial Services
Ministry of Finance
Government of India
Parliament Street, Jeevandeep Building
New Delhi-110001

Subject: Annual Report of PFRDA for FY 2023-24

Sir,

In accordance with the provision of Section 46 (2) of the Pension Fund Regulatory and Development Authority Act, 2013, I have the pleasure of transmitting copies of the Annual Report of the Pension Fund Regulatory and Development Authority on the working of the Authority for the financial year ended on March 31, 2024.

Yours Sincerely,


(Dr. Deepak Mohanty)

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STATEMENT OF GOALS AND OBJECTIVES

Under Section 46 of the Pension Fund Regulatory and Development Authority Act, 2013, read with Rule 7 and 9 of PFRDA (Reports, Returns and Statements) Rules, 2015

OBJECTIVE

The broad objectives of the PFRDA are contained in the Preamble to the PFRDA Act 2013 as under:

“To provide for the establishment of an Authority to promote old age income security by establishing, developing and regulating pension funds, to protect the interest of subscribers to schemes of pension funds and matters connected therewith and incidental thereto”

VISION

To be a model regulator for the promotion and development of an organized pension system to serve the old age income needs of people on a sustainable basis.

CHAIRMAN'S MESSAGE

The National Pension System (NPS) has made steady progress over the years. It offers flexibility to subscribers in investment choices and provides continuity of account irrespective of one's employment status.

The NPS was established for the government sector employees in 2004 and subsequently extended to private sector in 2009. It is encouraging to see that NPS for the private sector is showing significant growth. As of end-March 2024, the subscriber-base under private sector has crossed 55 lakh. The number of active subscribers under NPS, including Atal Pension Yojana (APY), was 7.4 crore with a corpus of Rs. 11.73 lakh crore, about 4 percent of the GDP at current prices, at end-March 2024.

The investment schemes under NPS have provided competitive returns. The equity scheme has generated a CAGR (Compounding Annual Growth Rate) of 13.5 percent since inception with the last year return at 35 percent. The composite scheme for central government (CG) employees, which is a mix of debt and equity, has given a return of 9.5 percent per annum since inception. Similarly, the composite scheme for state government (SG) employees has generated a return of 9.4 percent per annum since inception. The APY scheme has generated a return of 9.11 percent per annum since inception.

The world over, pension assets contribute to the stability of the financial markets and economic growth. In India, the rising pension assets not only provide old age income security but also long-term capital for infrastructure.

The Authority took a number of steps to strengthen the regulatory and supervisory framework of NPS operations: such as a comprehensive review of regulations wherein the compliance requirements of the intermediaries were rationalized with increased focus on digital mode; the cybersecurity guidelines were strengthened; Aadhaar based access to nodal offices for better risk management was introduced; a Systematic Lumpsum Withdrawal (SLW) mechanism was introduced whereby the subscriber could draw a monthly amount from 60 percent of the corpus while remaining invested in NPS, to take the benefit of higher returns. A 'Chintan Shivir' was organized to provide a platform for stakeholders' feedback.

PFRDA is playing a crucial role in developing the pension ecosystem, not only by regulating but also promoting the sector, strengthening the distribution channels and taking digital initiatives to expand pension coverage and to enhance user experience. The technological infrastructure of the organization is also being enhanced by implementing a Technology Architecture (TARCH) project to better engage with the stakeholders and deliver a seamless and convenient service experience to the users. There is considerable scope for expansion of NPS in furtherance of the vision of a pensioned society as India transitions to an upper middle-income country with the aspiration to be an advanced economy by the middle of the century.

Dr. Deepak Mohanty
Chairperson

MEMBERS OF THE BOARD



Dr. Deepak Mohanty
Chairperson



Dr. Manoj Anand
Whole-Time Member- Finance



Ms. Mamta Shankar
Whole-Time Member- Economics



Ms. Annie George Mathew (IA & AS 1988), Special Secretary (Pers), Department of Expenditure. From 12.12.2014 till 31.10.2023



Ms. Parama Sen (IA & AS 1994), Additional Secretary (Pers), Department of Expenditure. From 11.12.2023 till date.



Shri Rahul Singh (IAS 1996), Additional Secretary (S&V), Department of Personnel & Training (DoPT). From 15.07.2022 till 26.03.2024.



Shri Pankaj Sharma (ICAS 2000), Joint Secretary, Department of Financial Services, Ministry of Finance. From 27.05.2022 till date.

CHAIRPERSON, WHOLE TIME MEMBERS AND EXECUTIVE DIRECTORS



(LEFT TO RIGHT)

Shri Ananta Gopal Das, Executive Director;

Shri Venkateswarlu Peri, Executive Director;

Shri Ashok Kumar Soni, Executive Director;

Ms. Mamta Shankar, Whole-Time Member-Economics;

Dr. Deepak Mohanty, Chairperson;

Dr. Manoj Anand, Whole-Time Member-Finance;

Ms. Mamta Rohit, Executive Director;

Ms. Sumeet Kaur Kapoor, Executive Director;

Shri Rahul Ravindran, Executive Director.

SENIOR MANAGEMENT OF THE AUTHORITY

(As of March 31, 2024)

EXECUTIVE DIRECTOR

Shri Ananta Gopal Das
 Ms. Mamta Rohit
 Shri Ashok Kumar Soni
 Shri Venkateswarlu Peri
 Ms. Sumeet Kaur Kapoor
 Shri Rahul Ravindran

CHIEF GENERAL MANAGER

Shri Ashish Kumar
 Shri K. Mohan Gandhi
 Shri Mono Mohon Gogoi Phukon
 Shri Akhilesh Kumar
 Shri Pravesh Kumar
 Shri Vikas Kumar Singh
 Shri Sumit Kumar
 Shri P. Arumugarangarajan

GENERAL MANAGER

Shri Sachin Joneja
 Shri Ashish Kumar Bharati
 Ms. Gurminder Kaur
 Dr. Purnima Sharma
 Ms. Manju Bhalla
 Dr. Alpana Vats
 Shri K. R. Daulath Ali Khan

CHIEF VIGILANCE OFFICER

Shri Sushil Kumar

OMBUDSMAN

Shri Narendra Kumar Bhola

Annual Report Team

Shri Venkateswarlu Peri (Executive Director)
 Shri Sachin Joneja (General Manager)
 Shri Sidhant Mohapatra (Assistant Manager)

ABBREVIATIONS

AE	Advanced Economies
AIF	Alternative Investment Fund
APY	Atal Pension Yojana
APY-SP	APY-Service Provider
ASSOCHAM	Associated Chambers of Commerce and Industry of India
ASP	Annuity Service Provider
AUM	Assets under Management
BSE	Bombay Stock Exchange
CAB	Central Autonomous Bodies
CBO	Corporate Branch Office
CCI	Competition Commission of India
CEO	Chief Executive Officer
CG	Central Government
CGMS	Central Grievance Management System
CHO	Corporate Head Office
CII	Confederation of Indian Industry
COR	Certificate of Registration
CPI	Consumer Price Index
CPIO	Central Public Information Officer
CRA	Central Recordkeeping Agency
CSGL	Constituent Subsidiary General Ledger
DB	Defined Benefit
DDO	Drawing and Disbursing Office
DFS	Department of Financial Services
DTA	Directorate of Treasuries and Accounts
DTO	District Treasury Office
EMDE	Emerging Market and Developing Economies
EPF	Employee Provident Fund
EPFO	Employees' Provident Fund Organisation
EPS	Employees' Pension Scheme

ERM	Error Rectification Module
FAQ	Frequently asked Question
FICCI	Federation of Indian Chambers of Commerce & Industry
Fin-Tech	Financial Technology
FSDC	Financial Stability and Development Council
FY	Financial Year
GDP	Gross Domestic Product
G-Sec	Government security
H1	First Half of the year
H2	Second Half of the year
IMF	International Monetary Fund
IOS	iPhone Operating System
IPIN	Internet Personal Identification Number
TPIN	Telephonic Personal Identification number
IRDAI	Insurance Regulatory and Development Authority of India
KYC	Know Your Customer
MFI	Micro Finance Institution
MIS	Management Information System
Mobile app	Mobile Application
MPC	Monetary Policy Committee
NAV	Net Asset Value
NBFC	Non-Banking Financial Company
NCFE	National Centre for Financial Education
NISM	National Institute of Securities Market
NLAO	NPS Lite Account office
NPS	National Pension System
NPSCAN	NPS Contribution Accounting Network
NPST	National Pension System Trust
NSDL	National Securities Depository Limited
NSE	National Stock Exchange
OECD	Organization for Economic Cooperation and Development
OPGM	Online PRAN Generation Module

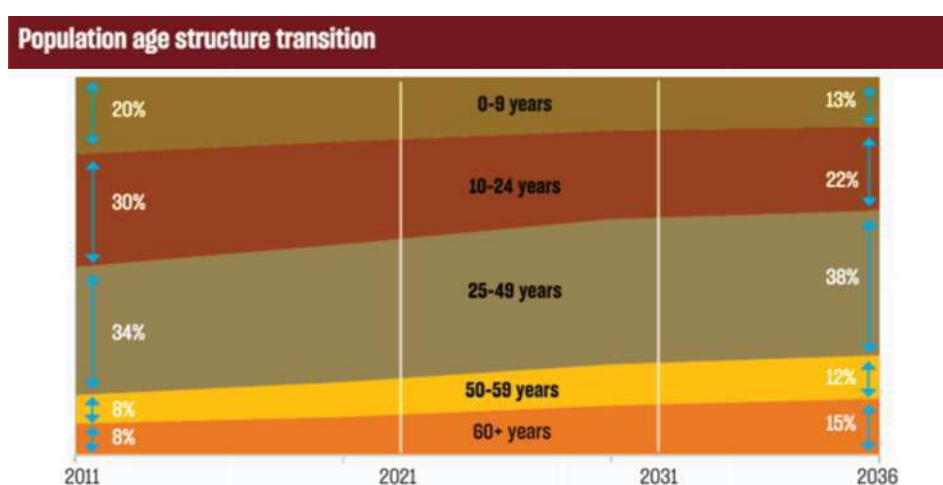
OTP	One Time Password
PAC	Pension Advisory Committee
PAN	Permanent Account Number
PAO	Pay and Accounts Office
PrAO	Principal Accounting Office
PF	Pension Fund
PFM	Pension Fund Manager
PHDCCI	PhD Chamber of Commerce and Industry
PoP	Point of Presence
PoP-SE	Point of Presence-Sub Entity
PoP-SP	Point of Presence-Service Provider
PRAN	Permanent Retirement Account Number
QR code	Quick Response code
RA	Retirement Advisor
RBI	Reserve Bank of India
RE	Regulated Entity
RRB	Regional Rural Bank
RTI	Right to Information
SCF	Subscriber Contribution File
SEBI	Securities and Exchange Board of India
SG	State Government
SHCIL	Stock Holding Corporation of India Ltd
SOT	Statement of Transactions
STS	Server to Server
TB	Trustee Bank
TGFIFL	Technical Group on Financial Inclusion and Financial Literacy
UOS	Unorganised Sector
WEO	World Economic Outlook
WPI	Wholesale Price Index
WTM	Whole-Time Member

PART I

Policies and Programmes

India is at the third stage of the demographic transition and despite declining birth rate, its population will continue to increase due to population momentum. The share of people aged 24 years and younger is expected to reduce from half of the total population (50 percent) in 2011 to about one-third (35 percent) in 2036. Consequently, India's population is expected to grow until it peaks at 1.67 billion people in mid-2036.

However, with reducing fertility rates, the share of younger people will progressively reduce, and will eventually lead to a decline in population as part of the natural process of transition. Hence the change of demography and the recessing demographic dividend, there is a need to provide social security through old age income and thus, the role of pensions becomes pivotal.



The introduction of the NPS in India marked a paradigm shift via a transition from a defined benefit to a defined contribution system. NPS provides a robust platform for the citizens of India and is designed to deliver a sustainable solution for having adequate retirement income in old-age. The Preamble to the PFRDA Act, 2013, inter alia sets out the objective of providing old-age income security in India which is of a vital importance as the demography of the country is expected to change. It is a DC pension scheme which facilitates accumulation of a pension corpus during the working life of the subscriber with flexible investment choices. The scheme was initially introduced for the Central Government employees in 2004. It was

subsequently adopted by most state governments to provide retirement benefit to their employees. Later on, NPS was extended for all citizens of India in 2009 and to the corporate sector in 2011. NPS can be subscribed by any Indian citizen aged between 18-70 years and can also be adopted by any employer as a retirement benefit scheme for its employees on a voluntarily basis.

During FY 2023-24, the number of subscribers under NPS have grown at a CAGR of 12.1 percent from 1.31 crore to 1.47 crore. The ratio of the AUM under NPS and APY to the GDP (At current prices) has risen from 3.29 percent at the end of March 2023 to 4.0 percent at the end of March 2024. The growth rate of private sector subscribers has been 18.8 percent. The AUM of NPS have increased at a CAGR of 30.5

¹Source: - India's Population Growth and Policy Implications, UNFPA, December 2023

percent from Rs. 8.66 lakh crore to Rs. 11.31 lakh crore. The growth rate of private sector AUM was 43 percent. APY is a flagship social security scheme of the Government of India. The main aim of this scheme to provide a regular income after the age of 60 years to all the citizen of India with special focus on those people who are in unorganized sector and are under privilege. To avail the guaranteed pension under this scheme, they have to save regularly till the age of 60 years. The total gross enrolments under APY have crossed 6.43 crore as on March 31, 2024 of which more than 1.22 crore new subscribers were enrolled in FY 2023-24. The enrolment during FY 2023-24 is the highest ever enrolment in a fiscal year and the scheme achieved a progress of 24 percent in gross enrolments. The NPS is designed to have a systemic approach towards designing and implementing a coherent and financially sustainable pension system.

PFRDA has undertaken various initiatives and reforms to protect the interest, improve ease of usage for the subscribers while rationalizing and simplifying compliances for the RE. Some of the major initiatives are: Review of Regulations in deference the budget announcement of Hon'ble Finance Minister's contained in Para 99 and 100 thereof; Easing the exit requirements from NPS via parallel processing of lump sum and annuity to ensure a seamless exit as the subscribers move from the accumulation phase to the annuity phase; Issued guidelines to assess cloud service adoption based on business strategy, risk assessment, and regulatory compliance for the REs; Integration of NPS SoT with CAS issued by CDSL and NSDL; Introduction of Systemic Lumpsum Withdrawals to optimize old age income benefits; Strengthening of internal digital systems through the upcoming PFRDA Intranet Portal for the digitization and streamlining of HR, Administration, IT,

²Source: - World Economic Outlook, April 2024

Finance & Accounting, and Legal with the organization.

The pension sector is impacted by global and domestic developments. At the same time, pension assets impact the economy in different ways by channelizing resources to the capital market and infrastructure growth. The global and domestic developments are reflected in economic growth, inflation, commodity prices, as well as monetary and fiscal policy responses which in turn impact all segments of the financial market, be it the equity market, government securities market, or corporate bond market. This part of the report briefly reviews the global and domestic economy before delving into the developments in the global and domestic pension markets.

1.1 Global Economic Scenario

The global growth which was at 3.2 percent in 2023 is expected to maintain the same pace in 2024 and 2025. This trajectory foresees a marginal acceleration in advanced economies, where growth is anticipated to increase from 1.6 percent in 2023 to 1.7 percent in 2024 and further to 1.8 percent in 2025. However, this uptick will be counterbalanced by a modest deceleration in EMDEs, with growth expected to marginally decrease from 4.3 percent in 2023 to 4.2 percent in both 2024 and 2025. Notably, the forecast for global growth in five years stands at 3.1 percent, marking its lowest level in decades.²

The global economic landscape seems to be gradually improving as concerns about recession diminish. While many major economies are displaying resilience and experiencing robust growth, others are lagging behind, leading to divergent growth paths worldwide. Notably, Japan is undergoing a significant rebound, while the United States and the United Kingdom continue to exhibit strong growth momentum. However,

economic activity remains subdued in the Eurozone and China, although signs of improvement are evident. Leading international organizations have revised their growth forecasts upward for major economies.

Leading indicators also signal a resurgence in global economic activity. The global composite PMI showed an increase in March 2024, indicating a faster expansion across both manufacturing and service sectors. March 2024 saw the global manufacturing PMI reaching its highest level in 21 months, reflecting improvement across major economies and fostering confidence among governments and businesses.³

Despite substantial central bank interest rate hikes aimed at reinstating price stability, the global economy has demonstrated surprising resilience, reflecting the ability of economies to withstand such measures while maintaining growth trajectories.⁴

In the United States, GDP expanded at an annualized rate of 3.4 percent in the last quarter of CY23 while Japan's growth improved to 1.2 percent during the same period. The UK's monthly real GDP is estimated to have grown by 0.1 percent in February 2024, following a 0.3 percent growth in January 2024, driven primarily by manufacturing expansion. Additionally, the global manufacturing PMI accelerated to 50.6, reaching its fastest pace since June 2022, fuelled by strengthened new order inflows. Various EMDEs, including Indonesia, Russia, and Brazil, witnessed robust growth, with manufacturing PMIs hitting twenty-two and ten-month highs in the United States and China, respectively. The Global Services PMI has also surged since July last year, particularly within financial service providers,

reaching a nine-month high in March 2024. Moreover, the global composite PMI, representing overall economic activity, stood at 52.3, the highest since June 2023. Both total new orders and new export orders have risen, while business optimism reached its highest level in nine months.

Despite the recent escalation of conflict in West Asia, the volatility and uncertainty stemming from geopolitical tensions appear to be diminishing. The Geopolitical Risk Indicator, which had been on the rise since March 2023, dropped in February 2024, signalling a reduction in risk perceptions and presenting an opportunity for growth. Moreover, pressure on global supply chains has alleviated, resulting in reduced logistical challenges. Forward-looking indicators paint a picture of optimism and improving sentiments, suggesting a favourable outlook for global economic stability.⁵

1.1.1 Global Inflation

In terms of inflation, a steady decline is forecasted, with global inflation expected to decrease from 6.8 percent in 2023 to 5.9 percent in 2024 and further to 4.5 percent in 2025. Advanced economies are projected to return to their inflation targets sooner than EMDEs. Core inflation is generally anticipated to decline at a more gradual pace.

In March 2024, the CPI inflation in the United States rose to 3.5 percent compared to the same month a year earlier, marking a third consecutive monthly increase of 0.4 percent. The upsurge was primarily propelled by the shelter and energy components, which collectively accounted for more than half of the month-on-month headline gain. Similarly, CPI inflation in the United Kingdom climbed to 3.4 percent year-on-year in February 2024, with a month-on-month increase of 0.6 percent driven by upward pressure from housing and

³Source: - DEA Monthly Economic Review, March 2024

⁴Source: - World Economic Outlook, April 2024

⁵Source: - World Economic Outlook, April 2024

household services.

Despite inflation persisting at elevated levels, market expectations continue to strongly anticipate the Federal Reserve's decision to cut rates later in the year. This sentiment aligns with indications from the recent Federal Open Market Committee (FOMC) meeting in April 2024 and assessments of appropriate monetary policy by FOMC participants, reflected in the dot plot projecting interest rate cuts totalling 75 basis points in 2024. Additionally, market expectations of a rebalancing labour market, weakening wage growth, and a decrease in inflation later this year remain robust. In its latest meeting in April 2024, the European Central Bank (ECB) also signalled a rate cut as Eurozone inflation continues to decline, underscoring the broader global trend towards accommodative monetary policy measures.⁶

1.1.2 Global Commodities Prices

In March 2024, global commodity prices experienced an uptick, driven by both Energy and Non-Energy commodities. The firming of crude oil prices since December 2023 can be attributed in part to escalating tensions in West Asia and the decision of OPEC+ countries to maintain supply constraints until mid-2024. Additionally, robust growth prospects in the USA and signs of recovery in China have bolstered crude oil prices. Concurrently, food prices saw a stiffening in March following a seven-month-long declining trend, primarily propelled by rising prices of vegetable oils. The increase in palm oil prices is attributed to seasonal drops in output in leading producing nations, coinciding with robust demand in Southeast Asia.

The global commodity price index recorded a 2.1 percent month-on-month increase, driven

by a 2 percent rise in energy and a 2.3 percent increase in non-energy commodities. Crude oil prices reached \$83.5 per barrel, marking a 3.7 percent increase over the previous month. Similarly, the Food and Agriculture Organization (FAO) food price index, after consistently declining, witnessed a 1.1 percent increase in March 2024, primarily due to an 8 percent surge in vegetable oil prices. These trends reflect the complex interplay of geopolitical dynamics, supply constraints, and demand-side factors shaping global commodity markets.⁷

1.1.3 Global Financial Environment

The current economic environment is characterized by expectations of a global economic soft landing and continued progress on disinflation, enabling households and businesses to access financing at lower costs despite prevailing high interest rates. Additionally, reassurance is derived from containing last year's banking turmoil. This situation, unusual by historical standards, contrasts with previous instances where significant tightening of monetary policy to curb inflation led to recessions and tighter financial conditions. However, markets anticipate resilient, albeit modest, growth as inflation returns to target levels.

Despite this optimism, rapid asset repricing remains a possibility, with factors such as policy shifts, geopolitical tensions, and disruptions in commodity and supply chains capable of altering expectations regarding inflation trajectory and monetary policy. Consequently, financial conditions could tighten abruptly, leading to souring investor sentiment and declining asset price correlations. A less favourable financing environment may exacerbate existing vulnerabilities, particularly evident in certain segments of commercial real estate facing challenging refinancing situations.

⁶Source: - DEA Monthly Economic Review, March 2024

⁷Source: - Ibid

The tightening of global financial conditions could trigger capital outflow pressures on emerging markets, potentially depreciating currencies and other assets. Although major emerging markets have demonstrated resilience to interest rate hikes in recent years, weaker sovereigns may face difficulties accessing international funding sources. In the medium term, easy financial conditions may contribute to the accumulation of financial vulnerabilities, including excessive debt usage by governments and private-sector borrowers. The opacity of private credit markets presents additional concerns, especially regarding the surge in private credit in recent years.

Policy measures can mitigate these risks and vulnerabilities, starting with a cautious approach to disinflation expectations and monetary policy easing. Financial regulatory authorities should ensure institutions can withstand defaults and other risks through stress tests, early corrective actions, and enhanced reporting requirements, particularly in areas like private credit markets. Implementation of internationally agreed prudential standards, such as Basel III, and progress on recovery and resolution frameworks are vital to limit fallout from weaker institutions.

Efforts to contain debt vulnerabilities, including fiscal consolidation, are crucial, especially for emerging markets and frontier economies to mitigate capital outflow and funding squeezes. While the outlook for global macrofinancial stability has improved alongside declines in global inflation, policymakers must remain vigilant and prepared for adverse scenarios. Prudent policy measures and readiness are essential to effectively tackle potential future challenges, considering the series of adverse shocks experienced since the onset of the COVID-19 pandemic in 2020.⁸

⁸Source: - Global Financial Stability Report (GFSR), April 2024

1.1.4 Global Bond and Equity Markets

The easing of global financial conditions has had positive effects on frontier economies and low-income countries, with high-yield sovereign spreads outperforming investment-grade spreads recently after reaching historically high levels in 2023. This trend is occurring amid a significant number of hard currency bonds maturing over the next two years in many countries. Local banking institutions have substantially increased their holdings of sovereign debt, posing potential risks from a sovereign-bank nexus due to previously limited access to external markets.

Quantitative tightening efforts by central banks, such as the Bank of England, European Central Bank, and US Federal Reserve, along with other central banks, have shifted the buyer base for government bonds. The emergence of new marginal buyers, including hedge funds, has led to increased price sensitivity and attention to debt sustainability, potentially contributing to medium-term volatility in bond markets. Some countries may face challenges in servicing outstanding sovereign debt, exacerbating existing debt-related issues.

While the majority of banks demonstrated resilience during the March 2023 turmoil, key risk indicators suggest that a subset of banks remains vulnerable, particularly Chinese and US banks. Nonbanks, particularly open-end bond funds, have received significant inflows in recent years, raising concerns about liquidity transformations similar to those seen before the global financial crisis.

With growing digitalization and geopolitical tensions, cyber incidents with malicious intent pose a rising concern for macrofinancial stability. Central banks are advised to avoid premature monetary easing and push back against overly optimistic market expectations

for policy rate cuts, focusing instead on a gradual transition to a more neutral policy stance. Efforts to contain debt vulnerabilities, particularly in emerging markets, are crucial, along with strengthening supervisory and regulatory frameworks to ensure resilience in banks and nonbank financial institutions.

Global equity markets have experienced broad-based rallies, with the largest gains in Japan and the United States. Market optimism about a soft landing has supported asset prices, particularly in the corporate sector, driven by positive earnings prospects and investor optimism. Financial conditions have eased, especially in advanced economies, while modest volatility in exchange rates in emerging markets has translated into lower external financing risk. Despite some easing, financial conditions in China remain somewhat tight due to growth and property sector issues.⁹

1.2 Domestic Economy

In contrast to a cautious assessment of the global scenario, the Indian economy continues to demonstrate robust economic performance with widespread growth across sectors. Several international organizations highlight India's significant role in shaping the growth trajectory of Asia in the forthcoming years. The RBI, in its latest MPC meeting (April 2024), acknowledged the robust growth momentum in the economy and projected a real GDP growth rate of 7 percent for 2024-25 which has been underpinned by strong investment activity. This growth is anticipated to be driven by an upturn in rural demand and sustained momentum in the manufacturing sector. Furthermore, the WEO has forecasted India's growth to reach 6.8 percent in 2024-25 and 6.5

percent in 2025-26, attributing this to the continuing strength in domestic demand and an expanding working-age population. With the cumulative rate hike of 250 basis points (bps) undertaken during May 2022-February 2023 working its way through the economy, the MPC kept the policy repo rate unchanged at 6.50 per cent with a focus on the stance of withdrawal of accommodation to ensure that inflation progressively aligns with the target, while supporting growth.¹⁰

Optimism regarding growth prospects is also evident in consumer and investor perceptions. According to the latest consumer confidence survey, households' sentiments regarding the general economic situation and employment prospects have significantly improved for both FY2023-24 and FY2024-25. Moreover, the manufacturing sector is poised to maintain its momentum, supported by sustained profitability and an increase in rural demand.¹¹

Over the past decade, India has experienced a significant economic transformation, moving from the 10th to the 5th largest economy globally. The growth story is characterized by resilience, ingenuity, and vision, overcoming challenges like the Covid pandemic and geopolitical conflicts. The structural reforms from 2014 to 2024, resulted in robust macroeconomic fundamentals, making India the fastest growing G20 economy. Estimated GDP growth rates of 9.1 percent (FY22) and 7.2 percent (FY23) showcase robust post-pandemic recovery.¹²

Key achievements include a decline in urban unemployment, record infrastructure development, increased university and higher education enrolment (especially for girls), and successful management of crude oil prices. Despite global challenges like the conflict in Ukraine and tensions in the middle east, the government's agile responses and economic reforms have supported India's recovery. The

⁹Source: - Global Financial Stability Report (GFSR), April 2024

¹⁰Source: - RBI MPC Report, April 2024

¹¹Source: - RBI Monthly Bulletin, March 2024

¹²Source: - The Indian Economy - A Review (DEA)

focus on fiscal, monetary, and health responses, along with long-term interest free loans to states, has contributed to sustained economic growth, infrastructure development, and capital expenditure by states.¹³

1.2.1 Macro-Economic Developments in India

India's economic growth in the last decade has been driven by a comprehensive set of reforms and policies. The government focused on restoring growth potential through financial sector revival, business friendly conditions, and infrastructure development. Reforms in the financial sector, such as the introduction of the Goods and Service tax (GST), implementation of the Insolvency and Bankruptcy Code (IBC), have helped clean up balance sheets and also reduce indirect tax burden on citizens.

Simplification of regulatory frameworks, including the Real Estate (Regulation and Development) Act, 2016 and tax policy reforms like GST, have helped create transparency, reduce black money circulation, and attract further investments in the Indian economy. The government also successfully engaged the private sector as a co-partner in development, introducing initiatives like the Atmanirbhar Bharat and Make in India programs.

Decriminalization of minor economic offences under the Companies Act, 2013, improved the ease of doing business, and reforms targeted at MSMEs supported smaller businesses. Increased public spending on infrastructure, including roads, ports, inland waterways, electrification of railways, and airports, addressed longstanding bottlenecks.

Technology and digital platforms have played

a crucial role in India's growth, fostering formalization, financial inclusion, and economic opportunities. Challenges to the Indian Economy include global economic uncertainties, energy security, the impact of artificial intelligence on employment, and the need for a skilled workforce. However, government initiatives like Pradhan Mantri Kaushal Vikas Yojana and efforts toward renewable energy demonstrate a commitment to overcoming challenges.

India's growth outlook remains positive, supported by macroeconomic stability, entrepreneurship friendly policies, and efforts to uplift vulnerable sections of society. The country's achievements in global forums, space exploration, and technology adoption showcase its rising prominence on the world stage.

India's economic resilience, defined as its ability to recover and grow, has been evident in the past few years, particularly after the pandemic induced contraction in FY21. The Indian economy recorded over 7 percent growth for two consecutive years and is set to repeat this for the third year in FY24. In the first half of the current financial year, the economy grew by 7.6 percent in real terms compared to the first half of FY23. This resilience extends beyond economic growth, as seen in declining unemployment rates and rising economic activities reflected in high frequency indicators.

The resilient consumption base resulted from increased private final consumption expenditure, balanced across durables, semi durables, and services. Structural reforms, digitalization, and inclusive policies have further contributed to economic growth. The government's welfare approach and initiatives like Pradhan Mantri Jan Dhan Yojana have narrowed the rural-urban divide, increasing

¹³Source: - RBI Monthly Bulletin, March 2024

the aspirations and spending power of the rural population. This overall economic resilience is expected to continue, supported by a positive growth outlook, infrastructure investments, and ongoing policy reforms.

The investment climate in India has transformed in recent years, with investment becoming a crucial driver of economic growth. The investment rate, which had faced challenges in the second decade of the millennium due to unsustainable credit practices, has rebounded in the last three years. The government's efforts, including reforms and balance sheet strengthening, have contributed to positive economic outcomes.

The investment rate has rebounded in the last three years, exceeding levels of FY16 relative to GDP. Non-food bank credit growth has rebounded, reaching 13 percent in FY23. Public sector capital expenditure increased significantly from ₹5.6 lakh crore in FY15 to ₹18.6 lakh crore in FY24. Household sector investment, the largest share in Gross Fixed Capital Formation, has contributed to the rising investment rate.

The banking sector has shown resilience, with credit growth outpacing deposit growth. The improvement in the banking sector's health is attributed to reforms, including the 'Asset Quality Review' (AQR) and the IBC. Recapitalization, regulatory measures, and initiatives like ECLGS have supported credit creation. NPAs have declined, and public sector banks have witnessed improved net interest margins and returns on assets and equity.

In the bonds segment, the stability of the spread between the US 10-year treasury yield and the India 10-year sovereign bond yield, attributed to the government's fiscal discipline and RBI's effective inflation management, has

contributed to India's robust macroeconomic fundamentals. The corporate bond market has witnessed significant growth, with issuances in FY23 being 2.9 times those in FY2014. Outstanding corporate bonds grew at a CAGR of 12.8 percent between FY2014 and FY23, and the market is expected to double from ₹43 lakh crore in FY24 to ₹100-120 lakh crore in FY30.

Initiatives such as the RBI's Retail Direct scheme, sovereign green bonds, SEBI's regulations for InvITs, REITs and Municipal Bonds, and mandatory debt securities issuance for large corporates have contributed to the expansion and deepening of the bond market. Investor interest is evident, with JP Morgan including India's sovereign bonds in its widely tracked Emerging Markets Government Bond Index, which is expected to attract more inflows and reduce government borrowing costs.

Looking ahead, India's financial markets are anticipated to play a crucial role in financing the country's capital investment needs. Increased access to these markets will enable a broader investor base to diversify investments and grow savings more securely. However, emphasis on financial literacy is essential alongside investments in financial assets.

In terms of social enablers, investments in child immunization and sanitation have yielded positive externalities, benefitting the least privileged sections of society. Social security schemes like Atal Pension Yojana, PM Jeevan Jyoti Yojana, and PM Suraksha Bima Yojana have seen remarkable progress, with the subscriber base of Atal Pension Yojana reaching 6.1 crore in December 2023.¹⁴

1.2.2 Domestic Inflation

In March 2024, headline inflation in India, moderated to 4.9 percent from 5.1 percent in February 2024. This decline was primarily

¹⁴Source: - The Indian Economy - A Review (DEA)

driven by a month-on-month decrease in fuel prices by 2.6 percent, offsetting modest increases in both food and core (excluding food and fuel) groups. Food inflation also moderated to 7.7 percent in March 2024 from 7.8 percent in February, with notable declines observed in the prices of fruits, vegetables, pulses, and spices. Conversely, inflation in cereals, meat, and fish prices increased, while deflation in oils and fats narrowed. Deflation in fuel and light group prices deepened to -3.2 percent in March from -0.8 percent in February, mainly due to a year-on-year decline in LPG prices. Core inflation further eased to 3.3 percent in March, the lowest in the current CPI series, with inflation softening across various sub-groups except personal care and effects, and recreation and amusement. In terms of regional distribution, rural CPI inflation increased slightly to 5.4 percent, while urban CPI inflation moderated to 4.1 percent. High-frequency food price data indicated a modest decline in cereal prices, while pulses prices continued to rise. Edible oil prices, which had been declining, stabilized. The PMIs for March 2024 showed an increase in input costs across manufacturing and service firms, with service firms experiencing their fastest price increases in six-and-a-half years. Additionally, the latest RBI's inflation survey revealed a 20 basis points easing in inflation expectations of households for both three-month and one-year ahead horizons.¹⁵

1.2.3 Monetary Management

During the October 2023 meeting of the MPC meeting, global growth and trade were observed to be losing momentum, while inflation remained elevated in major economies, albeit gradually easing. Despite concerns about prolonged high interest rates and their impact on financial conditions, domestic headline inflation surged in July 2023 due to a spike in vegetable prices, although

core inflation softened. The MPC retained the CPI inflation projection for 2023-24 at 5.4 percent, anticipating the transitory nature of the surge in vegetable prices. Despite external challenges, domestic economic activity demonstrated resilience, leading to the retention of the real GDP growth projection for 2023-24 at 6.5 percent. The MPC highlighted concerns about food price shocks impacting inflation trajectory and decided unanimously to maintain the policy repo rate at 6.50 percent, with a majority vote of 5-1 to maintain focus on the withdrawal of accommodation to align inflation with the target while supporting growth.

By the December 2023 meeting, receding global inflation prompted expectations of a reversal in the monetary policy cycle in AEs. Improved market sentiments were noted alongside declining sovereign bond yields, a weakening US dollar, and strengthening global equity markets. In India, CPI headline inflation had declined to 4.9 percent in October 2023 from an average of 6.4 percent in the previous quarter. The MPC revised the real GDP growth projection for 2023-24 upward to 7.0 percent while retaining the inflation projection at 5.4 percent. Despite ongoing food price shocks, the MPC unanimously decided to maintain the policy repo rate at 6.50 percent to continue with the stance of withdrawal of accommodation.

Heading into the February 2024 meeting, headline CPI inflation rose to 5.7 percent in December 2023 due to increased vegetable prices, while core inflation fell to a four-year low of 3.8 percent. The MPC projected CPI inflation to decline to 4.5 percent in 2024-25, assuming a normal monsoon. Real GDP growth for 2023-24 was placed at 7.3 percent according to the first advance estimates (FAE) released by the NSO, with a projection of 7.0 percent for 2024-25. The MPC maintained the policy repo rate at 6.50 percent by a majority

¹⁵Source: - RBI State of the Economy, March 2024

vote of 5-1 while retaining the stance of withdrawal of accommodation. Despite global growth resilience, geopolitical tensions and uncertainties around monetary policy trajectories continue to impact global financial markets. Growth prospects in EMDEs remain promising, albeit with downside risks stemming from weak global demand, trade impediments, volatile capital flows, and tight financial conditions. Central banks are urged to cautiously modulate their monetary policies to support inflation descent to target levels while fostering growth recovery.¹⁶

The rise in global average temperatures, coupled with the surge in extreme weather events, has brought forth the tangible economic and social ramifications of climate change. It also impacts the monetary policy as climate change unfolds through various channels. Firstly, it directly impacts inflation by disrupting agricultural production and global supply chains through adverse weather occurrences. Secondly, the evolving climate dynamics may influence the natural rate of interest, stemming from rising temperatures and the proliferation of extreme weather events, which can reduce productivity and diminish potential output. Thirdly, the aftermath of climate change could lead to a reduction in the efficacy of monetary policy actions in shaping the financing landscape for households and firms. Hence, central banks are increasingly integrating explicit considerations of climate risks into their analytical frameworks.

In the absence of proactive climate mitigation measures, the trajectory of long-term output is expected to exhibit a decline of approximately 9 percent by 2050 compared to a scenario bereft of climate change, with the full transference of the physical risks of climate change onto the

economy. Concurrently, both inflation and its volatility may experience an uptrend over time. The decline in productivity could precipitate a reduction in the natural rate of interest. Furthermore, recurrent inflationary shocks may necessitate a more stringent monetary policy stance, even amidst a diminished natural rate of interest. Additionally, should inflation hysteresis become entrenched, the dislodging of inflation expectations could ensue.¹⁷

1.3 Indian Financial Markets

Domestic financial markets in India remained relatively stable amidst global fluctuations. Money market rates adjusted according to liquidity shifts, while long-term government bond yields eased in response to domestic developments. During the second half of the fiscal year 2023-24, global financial markets exhibited volatility as investors speculated on the trajectory of monetary policy. Sovereign bond yields initially moderated from October 2023 but began to rise again since January 2024. Despite this, global equity markets maintained their buoyancy in several advanced and emerging market economies. In the currency markets, the US dollar strengthened in the third quarter of the fiscal year due to tight labour market conditions, easing inflation, resilient economic growth, and hawkish commentary from the Federal Reserve regarding its policy stance. As a result, emerging market currencies experienced volatility amid significant fluctuations in capital flows. In contrast, domestic financial markets remained relatively stable during this period. Money market rates adjusted in line with liquidity shifts, while long-term government bond yields eased in response to domestic factors. Equity markets showed resilience with occasional corrections, and the Indian Rupee exhibited the least volatility among major emerging market currencies. Additionally, growth in bank credit outpaced

¹⁶Source: - RBI MPC Report, April 2024

¹⁷Source: - Ibid

deposit expansion in the credit market, indicating robustness in lending activities.¹⁸

1.3.1 G-Sec Market

During the second half of the fiscal year 2023-24, G-sec yields demonstrated a softening trend, influenced by a combination of domestic and global factors. Initially, in the third quarter of the fiscal year, yields experienced a slight uptick but later softened, driven by factors such as lower-than-expected domestic CPI prints for October and November, a decrease in crude oil prices, the proposed inclusion of Indian Government bonds in a major global emerging market index, and a decline in US yields. The 10-year G-sec yield, in particular, decreased by 2 bps in the third quarter, closing at 7.20 percent. This moderation continued into January 2024 due to lower-than-expected supply of state government securities, with yields further easing in February 2024 following the announcement of reduced gross market borrowings in the Interim Budget 2024-25. Overall, the 10-year G-sec yield fell by 13 bps in the fourth quarter to 7.07 percent, marking a cumulative decline of 15 bps in the second half of the fiscal year. Additionally, T-bill yields saw a hardening trend across tenors amid liquidity tightening conditions. Despite this, trading volume in G-secs increased in the second half of the fiscal year compared to the corresponding period of the previous year, tracking the softening of yields. The weighted average yield (WAY) on traded maturities for G-secs declined by 11 bps, while that on T-bills increased by 31 bps in the second half of the fiscal year. This softening of yields was reflected across the term structure, as indicated by the downward shift of the curve, with the average level of yields softening by 22 bps and the slope flattening by 37 bps.¹⁹

¹⁸Source: - RBI Monthly Bulletin, March 2024

¹⁹Source: - RBI MPC Report, April 2024

1.3.2 Corporate Bond Market

During the second half of the fiscal year 2023-24, corporate bond yields experienced a general tightening, while spreads widened, influenced by liquidity constraints and regulatory measures impacting consumer credit and bank credit to NBFCs. Notably, the average yield on AAA-rated 3-year bonds issued by PSUs, FIs, and banks softened by 2 basis points (to 7.63 percent), reflecting easing G-sec yields. Conversely, yields on bonds issued by NBFCs and corporates increased by 14 basis points (to 7.98 percent) and 12 basis points (to 7.95 percent), respectively, in March 2024 compared to September 2023, indicative of stricter regulations on NBFCs. The risk premium, measured as the spread over 3-year G-sec yields, widened across all sectors, with PSUs, FIs, and banks seeing an increase from 33 basis points to 44 basis points, NBFCs from 51 basis points to 80 basis points, and corporates from 51 basis points to 77 basis points, respectively, during the second half of the fiscal year.

Primary issuances of listed corporate bonds decreased to ₹3.6 lakh crore during the second half of the fiscal year (up to February 2024) from ₹3.9 lakh crore during the corresponding period of the previous year. However, overseas issuances witnessed an increase. Nearly all resource mobilization in the corporate bond market (97.9 percent) occurred through the private placement route (up to February 2024). FPIs marginally increased their investments in corporate bonds to ₹1.08 lakh crore at the end of March 2024, up from ₹1.03 lakh crore at the end of September 2023, with the utilization of approved limits rising from 15.4 percent to 16.2 percent. Despite rising FPI inflows in the sovereign debt segment ahead of India's inclusion in global bond indices, this trend did not significantly impact the corporate debt market. Secondary

market activity saw a slight increase, with daily average trading volume reaching ₹5,500 crore during the second half of the fiscal year (up to the end of February 2024), a 3.2 percent rise compared to the corresponding period of the previous year.²⁰

1.3.3 Equity Market

Equity markets exhibited buoyancy with occasional corrections, and the Indian Rupee demonstrated the least volatility among major emerging market currencies. Bank credit growth outpaced deposit expansion in the credit market. The P/E ratio of S&P BSE Sensex and Nifty rose to 25.0 and 22.9, respectively, in March 2024 compared to the previous month.²¹ In the second half of 2023-24, overnight money market rates initially mirrored the marginal standing facility rate, indicating tight liquidity conditions due to high government cash balances and increased currency demand. Despite initial declines due to geopolitical tensions, domestic equity markets rebounded with positive corporate earnings and

expectations of rate cuts by major central banks. Although disruptions to global shipping channels and cautious comments from central banks briefly affected market sentiment, moderation in domestic CPI inflation and positive global cues kept domestic equity markets buoyant in February and early March 2024. Indian equity markets experienced intermittent corrections in March amid regulatory concerns before rebounding on dovish comments by the US Fed. Overall, the BSE Sensex gained 11.9 percent during the second half of 2023-24, closing at 73,651, while the BSE MidCap and BSE SmallCap indices rose by 21.6 percent and 14.9 percent, respectively. Despite volatile FPI flows, both foreign and domestic institutional investors remained net buyers in equities during the period. SIP contributions through mutual funds continued to reach new highs each month. Primary market resource mobilization in equity markets increased significantly during the second half of 2023, with a substantial rise in funds raised through SME IPOs/FPOs compared to the previous year.²²

Chart 1.1 Equity Indices movement
Movement of S&P BSE Sensex and Nifty 50



Source: BSE and NSE

Note: Both the Indices have been indexed to 100 as on March 31, 2023

²⁰Source: - RBI MPC Report, April 2024

²¹Source: - SEBI Monthly Bulletin, March 2024

²²Source: - RBI MPC Report, March 2024

1.4 Review of Global Pension Markets

In the OECD countries, 18 percent of the population was aged 65 and over, a figure that is projected to rise to 27 percent by 2050. Historically, policymakers have focused on the fiscal impacts of aging and funding old-age security, implementing pension reforms to ensure financial and social sustainability. Many OECD countries have introduced and promoted complementary private funded pensions, alongside efforts to extend working lives to enhance system contributions and reduce pay-outs.

Over the past decade, the focus has shifted towards enhancing the employment and employability of older workers, a priority intensified post-COVID due to widespread labour shortages. Despite economic slowdowns, job vacancies remained high in

2023. In response, numerous OECD countries have increased statutory retirement ages, curbed early retirement, and offered incentives for longer working lives. These measures are supported by rising life expectancy, which has increased significantly since 1970.

Pension assets experienced a significant recovery in 2023, following a challenging year in 2022. The preliminary data reveal an overall increase in pension assets by 8.6 percent (Nominal Growth) in OECD countries and over 14 percent in non-OECD jurisdictions. This growth was primarily driven by positive investment returns from bond and equity markets, along with inflation and wage growth in certain countries. Despite this recovery, total pension assets in the OECD remain 7 percent lower than their 2021 levels due to the substantial losses incurred in 2022.²³

Chart 1.2 Assets in asset-backed pension arrangements at end-2023

OECD countries	% change since: end- 2021	end- 2022	in USD million	% of GDP	data coverage
Australia	6.1	8.9	2,168,862	127.6	all available plans
Austria	-5.2	6.9	36,542	6.9	all available plans
Belgium	..	13.4	49,302	7.6	24% of available plans
Canada	-4.8	0.6	1,601,107	75.7	51% of available plans
Chile	14.9	10.1	191,109	59.2	all available plans
Colombia	11.8	15.8	104,600	25.4	all system
Costa Rica	14.5	14.7	35,000	38.9	all system
Czechia	7.5	3.0	27,621	8.4	all system
Denmark	-4.6	4.2	825,625	200.0	all system
Estonia	13.1	23.5	6,436	15.5	all system
Finland	-1.5	5.3	168,466	54.9	91% of available plans
France	-12.1	7.4	269,576	8.7	82% of system
Germany	-8.4	4.7	290,659	6.4	all available plans
Greece	21.3	22.4	2,465	1.0	all available plans
Hungary	16.5	19.7	9,690	4.5	all available plans
Iceland	9.2	9.6	56,673	180.4	all system
Ireland (1)	129,467	23.2	all available plans
Israel	6.8	10.7	330,231	64.1	all available plans
Italy	4.7	9.0	260,041	11.3	all system
Japan	1.5	2.6	1,206,513	28.9	all available plans
Korea	13.8	8.7	577,043	33.3	all system
Latvia	16.9	23.8	8,711	19.5	all system
Lithuania	21.0	27.0	8,199	10.3	all system
Luxembourg	-30.1	-15.7	1,491	1.7	all available plans
Mexico	13.6	13.8	351,375	18.7	89% of available plans
Netherlands	-14.2	8.9	1,741,575	152.4	all available plans
New Zealand	3.6	10.4	86,651	33.1	all system
Norway	4.1	9.4	46,759	9.3	all available plans
Poland	9.4	32.6	53,083	6.1	76% of system
Portugal	-22.2	-9.3	36,173	12.3	91% of available plans
Slovak Republic	14.7	17.3	19,545	14.4	all system
Slovenia	8.8	11.9	4,908	7.0	all system
Spain	-5.5	4.7	179,355	11.1	all system
Sweden	25.8	17.1	27,236	4.3	4% of available plans
Switzerland	-2.1	5.4	1,329,905	140.5	88% of system
Türkiye	210.5	73.3	25,729	2.8	all available plans
United Kingdom (2)	-29.1	-3.0	2,426,318	74.5	all available plans
United States	-4.4	9.5	38,380,279	140.3	all system
Total (3)	-6.9	8.6	53,074,322	82.4	95% of available plans

Selected other jurisdictions	% change since: end- 2021	end- 2022	in USD million	% of GDP	data coverage
Albania	46.9	18.2	72	0.3	all system
Angola	51.6	27.5	1,132	1.5	all available plans
Armenia	65.5	42.2	1,975	8.4	all available plans
Botswana	15.7	17.9	10,360	50.0	all system
Brazil	29.2	14.6	301,459	13.4	54% of system
Bulgaria	17.4	19.4	13,010	12.5	all system
Croatia	15.3	15.6	24,263	28.9	all system
Dominican Republic	26.0	13.9	17,361	15.1	all system
Egypt	22.7	10.0	4,506	1.4	all system
Georgia	122.2	47.6	1,636	5.5	all system
Ghana	81.0	43.5	4,268	6.0	all system
Guyana	21.7	-2.2	518	3.0	all system
Hong Kong (China)	-7.4	2.2	183,202	48.5	all system
India	56.2	27.9	131,365	3.7	28% of available plans
Jamaica	4.5	6.1	4,834	25.5	all system
Kazakhstan	32.3	21.8	39,317	15.0	all system
Kenya	11.5	9.5	11,028	11.4	all system
Kosovo*	14.8	12.1	2,997	28.0	all system
Lesotho	..	21.0	869	37.8	all available plans
Macau (China)	7.5	9.4	5,272	11.2	all system
Malawi	92.2	48.1	1,445	16.0	all available plans
Maldives	24.7	12.1	1,424	21.3	all system
Morocco	15.8	10.3	8,197	5.6	all system
Namibia	11.4	15.3	12,704	103.6	all system
Nigeria	36.7	22.4	20,398	7.8	all system
North Macedonia	27.8	18.7	2,495	16.5	all system
Papua New Guinea	..	11.7	4,828	16.4	all system
Peru	-7.9	16.0	33,110	12.3	all system
Romania	42.1	31.4	29,246	8.3	all system
Serbia	9.5	11.5	508	0.7	all system
Suriname	65.7	-15.7	308	8.2	all available plans
Uruguay	14.0	12.9	22,655	29.5	all system
Zambia	33.1	25.3	643	2.9	all available plans
Total (3)	18.3	14.3	897,406	10.2	62% of available plans

Note: "... means not available. See the end of this factsheet for methodological notes and details for some jurisdictions.

Source: OECD Global Pension Statistics; National Bank of Belgium; Bank of Japan; EIOPA (for Sweden); Swiss Occupational Pension Supervisory Commission.

Source: - Pension Markets in Focus - Preliminary 2023 Data, June 2024

²³Source: - Pension Markets in Focus - Preliminary 2023 Data, June 2024

Nearly all pension plans reported positive investment returns in 2023. The rise in equity valuations, cuts in interest rates, and higher yields in bank deposits significantly contributed to this positive performance. Higher wages and inflation rates increased contributions levied on salaries in various countries. Some countries have implemented policies to bolster their pension systems, such as mandatory participation in pension plans and automatic enrolment programs.

The recent surge in inflation in CY2023 has complicated pension indexation, with price indexation now more favourable for pensioners than wage indexation, despite being costlier for public finances. Over half of OECD countries fully protect pensioners from inflation, frequently indexing pensions to maintain purchasing power. However, these adjustments have increased financial strain, raising debates about whether high-income pensioners should share the burden. The real value of pensions decreased in January 2023 compared to January 2022 due to inflation surpassing wage growth, leading to pension deficits and broader public finance issues. Thus, balancing pension adequacy with fiscal sustainability remains a critical challenge.

Public pension spending has increased across most OECD countries and is projected to continue rising, reaching 10.2 percent of GDP by 2050 from 8.9 percent in 2020-23. While occupational and personal pension plans coexist, the importance of defined contribution plans has grown, often at the expense of defined benefit plans.²⁴

In the CY 2022 witnessed widespread investment losses due to higher interest rates and falling equity valuations. The simultaneous decline in bond and equity prices, crucial components of retirement portfolios, resulted in significant nominal

investment losses. The situation was further exacerbated by high inflation rates, leading to negative real rates of return in many countries. Despite these challenges, the positive valuation gains from previous years helped mitigate the impact of negative returns on the long-term performance of asset-backed pension systems.

Higher employment rates and nominal wages played a role in increasing the participation in pension plans and contributions. Improved employment rates led to a higher proportion of the working-age population covered by pension plans, especially those with mandatory worker participation. Combined with rising nominal wages, this contributed to an overall increase in contributions to pension plans in most jurisdictions. However, in voluntary systems, the impact of high inflation may have hindered some individuals' ability to save for retirement.

In CY2022, asset-backed pension systems faced simultaneous declines in bond and equity prices due to rising interest rates. The fall in interest rates devalued bonds in pension portfolios, while global equity markets also experienced declines. This resulted in overall negative rates of return in nominal terms for pension plans in many jurisdictions. Losses were not limited to equities and bonds; other financial instruments, including interest-rate derivatives and real estate investments, also contributed to negative returns.

However, changes in foreign exchange rates benefited pension plans in some countries. The rapid rise in interest rates in the United States made US dollars attractive, resulting in foreign exchange gains for investors who sold other currencies. This offset some investment losses and even led to positive returns in certain countries. The method of valuing assets influenced investment performance results. For instance, pension funds using an amortized cost method based on effective

²⁴Source: - Pensions at a Glance, 2023 (February 2024 Update)

interest rates experienced little impact on the value of bond holdings following the rise in interest rates. Elevated inflation turned nominal gains into real losses, with negative real rates of return for pension plans in most OECD and non-OECD countries.

Despite the challenges in CY2022, strong investment gains in previous years helped compensate for losses in many jurisdictions. However, some countries failed to generate

positive cumulative returns above inflation over the past 20 years due to conservative investment strategies. In response to uncertainties, many countries reduced their proportion of pension assets invested in equities in CY2022. This shift occurred even in countries that encouraged risk-taking in their default investment strategies. The amount of assets accumulated by pension plans depends on investment income, contributions, and outpayments.²⁵

Chart 1.3 Nominal investment rates of return of asset-backed pension arrangements

Dec 2021 - Dec 2022 and Dec 2022 - Dec 2023 (preliminary)

Selected OECD countries	2022	2023	Selected other jurisdictions	2022	2023
Australia	-1.9	7.8	Albania	3.8	3.8
Austria	-10.2	6.4	Angola	9.0	10.2
Belgium	-14.8	9.8	Armenia	-7.9	15.3
Chile	3.0	7.5	Brazil	0.4	0.7
Colombia	-4.2	13.6	Bulgaria	-10.3	8.9
Costa Rica	-3.4	10.0	Croatia	-5.2	9.6
Czechia	0.4	4.7	Dominican Republic	5.4	8.4
Denmark	-14.2	7.0	Egypt	11.3	10.9
Estonia	-9.2	10.6	Georgia	7.4	11.7
Finland	-5.1	5.9	Ghana	17.7	26.2
Greece	-8.8	8.8	Guyana	19.3	5.1
Hungary	-7.1	19.2	Hong Kong (China)	-15.4	3.4
Iceland	-3.3	8.2	India	3.6	9.3
Israel	-3.8	9.7	Kazakhstan	6.3	9.6
Italy	-7.3	6.7	Kenya	2.6	4.6
Korea	0.2	5.3	Kosovo*	-5.4	3.1
Latvia	-15.0	11.3	Lesotho	11.8	3.2
Lithuania	-14.7	12.6	Macau (China)	-8.2	4.2
Mexico	-4.1	8.3	Malawi	19.6	36.8
Netherlands	-21.1	8.8	Maldives	4.3	3.8
Norway	-5.7	7.9	Morocco	1.5	5.0
Poland	-16.1	30.2	Namibia	-0.9	16.0
Portugal	-10.5	7.8	Nigeria	8.2	15.0
Slovak Republic	-10.6	9.1	North Macedonia	-2.4	7.3
Slovenia	-7.3	5.5	Papua New Guinea	2.7	3.8
Spain	-9.0	9.0	Peru	-8.2	9.3
Türkiye	49.6	46.0	Romania	-3.1	16.8
United States	-12.8	10.0	Serbia	-1.2	7.7
			Suriname	19.7	13.6
			Zambia	12.7	21.4

Note: See the end of this factsheet for methodological notes and details for some jurisdictions.
Source: OECD Global Pension Statistics and Pension Markets in Focus 2023.

Source: - Pension Markets in Focus, 2023

²⁵Source: - Pension Markets in Focus, 2023

**Chart 1.4 Geometric Average of Annual Real Investment Rates
over the last 5, 10, 15 and 20 years**

Pension plans									
Selected OECD countries	5-yr average	10-yr average	15-yr average	20-yr average	Selected other jurisdictions	5-yr average	10-yr average	15-yr average	20-yr average
Australia	3.3	5.4	2.8	4.0	Albania	0.7	2.0	2.7	..
Austria	-2.9	0.2	-0.3	0.8	Armenia	0.1
Canada	1.7	3.9	3.6	4.1	Botswana	0.6
Chile	0.1	2.0	1.4	3.1	Bulgaria	-5.8	-0.7	-2.2	-0.8
Colombia	0.2	1.4	3.8	4.8	Croatia	-1.6
Costa Rica	3.8	5.1	3.7	..	Dominican Republic	3.3	5.8	6.3	..
Czechia	-4.7	-2.4	-1.7	-1.0	Egypt	2.4
Denmark	-0.8	1.9	2.6	3.3	Guyana	-0.9
Estonia	-4.1	-1.0	-2.2	-1.1	Hong Kong (China)	-2.6	-0.1
Finland	1.6	3.6	Indonesia	3.3	3.6
Germany	-0.6	1.2	1.6	1.9	Kazakhstan	-0.4
Greece	-0.7	Kosovo*	-2.4	1.2
Hungary	-6.3	-0.3	Liechtenstein	-0.4	2.6	1.7	..
Iceland	3.6	4.2	1.7	3.3	Malawi	3.5	3.4
Ireland	1.1	Maldives	4.4	4.9
Israel	3.5	4.7	3.8	..	Nigeria	-4.0	-2.2
Italy	-2.5	0.2	0.3	0.9	North Macedonia	-0.7	2.4	1.9	..
Latvia	-6.3	-2.2	-1.8	-1.9	Pakistan	-6.0
Lithuania	-4.6	-0.5	Peru	-1.7	0.3	0.1	3.3
Luxembourg	-3.2	-0.2	-0.2	..	Romania	-2.1	1.6
Mexico	0.3	0.5	1.4	..	Serbia	-1.8	2.9	1.1	..
Netherlands	-3.2	1.3	1.8	3.1	Suriname	-14.5
Norway	0.2	2.4	2.2	3.5	Uruguay	-0.2	2.1	3.9	..
Poland	-7.2	Zambia	0.1	2.4	3.0	..
Portugal	-1.8	0.8	0.0	1.6					
Slovak Republic	-4.4	-1.4	-1.7	..					
Slovenia	-2.6	1.2	2.0	..					
Spain	-1.8	1.1	0.6	..					
Switzerland	0.8	2.9	2.3	2.8					
Türkiye	-3.5	-2.2	-0.3	..					
United States	-1.4	1.4	-0.1	1.0					

Selected OECD public pension reserve funds				
Selected reserve funds	5-yr average	10-yr average	15-yr average	20-yr average
Australia's Future Fund	3.9	6.3	4.9	..
Canada's CPP reserves	4.6	7.4	5.7	6.5
Canada's QPP reserves	2.5	6.0
Chile's Pension Reserve F	1.5	2.9	2.2	..
Finland's Keva	1.3	3.9	2.9	..
Finland's VER	1.1	3.4	2.7	3.8
France's FRR	-2.1	1.5	0.5	..
Japan's GPIF	4.1	4.4	3.9	3.9
Korea's GEPPF	1.7
Korea's NPF	1.9	2.9	2.9	..
Luxembourg's FDC	0.2	2.5	2.3	..
New Zealand Superannua	4.8	8.6	7.2	7.2
Norway's GPFFN	2.3	5.2	4.3	5.6
Poland's Demographic Re	-5.0	-1.3	-0.6	1.3
Spain's Social Security R	-4.7	-0.4	0.4	0.3
Sweden AP1	2.6	5.7	4.2	..
Sweden AP2	1.1	5.0	3.7	5.6
Sweden AP3	3.9	6.8	4.7	..
Sweden AP4	2.8	6.7	5.2	6.3
Sweden AP6	12.2	10.4	6.6	7.3
Switzerland's AHV Centra	-0.8	2.1
US OASI Trust Fund	-1.1	0.4	1.2	1.5

1.4.1 Pension Fund Assets in the OECD

Heightened inflation transformed nominal investment gains into actual losses and exacerbated the magnitude of nominal losses in real terms. Real rates of return for pension plans were negative across all OECD nations and nearly all reported non-OECD jurisdictions. Particularly in countries experiencing significant inflation surges, such as Hungary, Latvia, and Lithuania, with annual rates exceeding 20 percent by December 2022, real rates of return were notably depressed.

The proportion of assets allocated to investments beyond equities, bonds, and cash (including collective investment schemes when individual asset visibility is limited) increased in 30 out of 35 reporting OECD countries, 27 out of 38 non-OECD jurisdictions, and 12 out of 20 selected OECD public pension reserve funds.

Source: - Pension Markets in Focus, 2023

The macroeconomic landscape of 2022, marked by increased employment rates and nominal wages alongside elevated inflation, likely impacted the revenue streams supporting public reserves. Public pay-as-you-go (PAYG) pension arrangements differ in funding structure from pension plans, as they don't cater to a specific member base from whom contributions are collected and to whom benefits are disbursed. Public reserves draw revenue from various sources, including contributions exceeding benefit pay-outs from the public PAYG scheme, privatization proceeds, earmarked contributions, taxes, special or one-time contributions, and fiscal transfers. The effect of macroeconomic developments on revenues hinges on their influence on PAYG contributions and benefit disbursements.

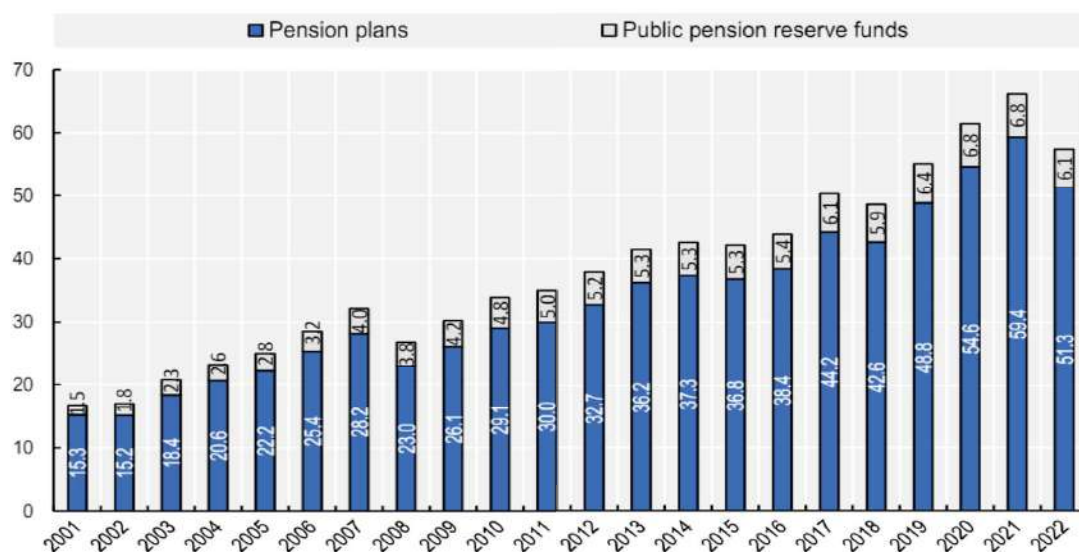
In the OECD area, the value of assets earmarked for retirement declined in 2022, contrasting with the long-term upward trend observed in recent decades. Pension plan assets in the OECD decreased by 14 percent, from USD 59 trillion at the end of 2021 to USD 51 trillion at the end of 2022, marking the

largest drop since the 2008 global financial crisis, when assets fell by 18 percent. Similarly, public reserves contracted by 10 percent in 2022, exceeding the decline during the 2008 crisis, which amounted to 4 percent.

This overall decline in total assets in 2022 was primarily driven by losses in the largest pension markets. The United States held the highest volume of pension plan assets at the end of 2022 (USD 35 trillion), followed by Canada, the United Kingdom, Australia, the Netherlands, Switzerland, and Japan, where assets ranged from USD 1 to 4 trillion. Across these major markets, asset values declined when denominated in national currencies, ranging from 6 percent in Canada to 24 percent in the United Kingdom. Similarly, the largest public reserves experienced declines in CY2022, with a 1 percent decrease for the United States Old-Age and Survivors Insurance (OASI) Trust Fund, 5 percent for Japan's Government Pension Investment Fund (GPIF), and 6 percent for Korea's reserves in the Government Employees Pension Fund (GEPF) and the National Pension Fund (NPF).

Chart 1.5 Assets Earmarked for retirement in the OECD, 2001-2022

In USD trillion



Source: - Pension Markets in Focus, 2023

These declines were even more pronounced when expressed in current US dollars, reflecting an appreciation of the US dollar against several major currencies in Cy2022

1.4.2 Investments trends

Assets designated for retirement are primarily allocated to bonds and equities, comprising over 70 percent of pension plan investments and nearly 90 percent of public pension reserve funds as of the conclusion of 2021. The distribution of assets varies among jurisdictions. Preference for bonds, particularly government bonds, may stem from their perceived income stability, lower risk profile compared to other instruments, limited domestic investment opportunities, guarantees, or recent pension plan introductions. Some regulations may mandate a minimum bond allocation, such as those employing a multi-fund structure with floors or requiring full investment in government bonds, as seen in the US Old-Age and Survivors Insurance Trust Fund.

Investors with higher equity allocations may pursue greater returns despite increased risks. The method of asset valuation can impact investment performance, as evidenced by the minimal impact of rising interest rates on government bond values when assets are valued using an amortized cost method based on effective interest rates. Although CY2022 saw losses in many jurisdictions, previous strong investment gains helped offset these losses.

Over the past few decades, pension plans in numerous reporting jurisdictions achieved average annual returns exceeding inflation, showcasing their positive investment performance. Similarly, public pension reserve funds also demonstrated positive real-term returns over 15 or 20 years where data are available. Bonds saw increased proportions in portfolios despite price declines in CY2022, indicating a potential shift back towards bonds

following a period of low interest rates and investors seeking higher returns elsewhere.

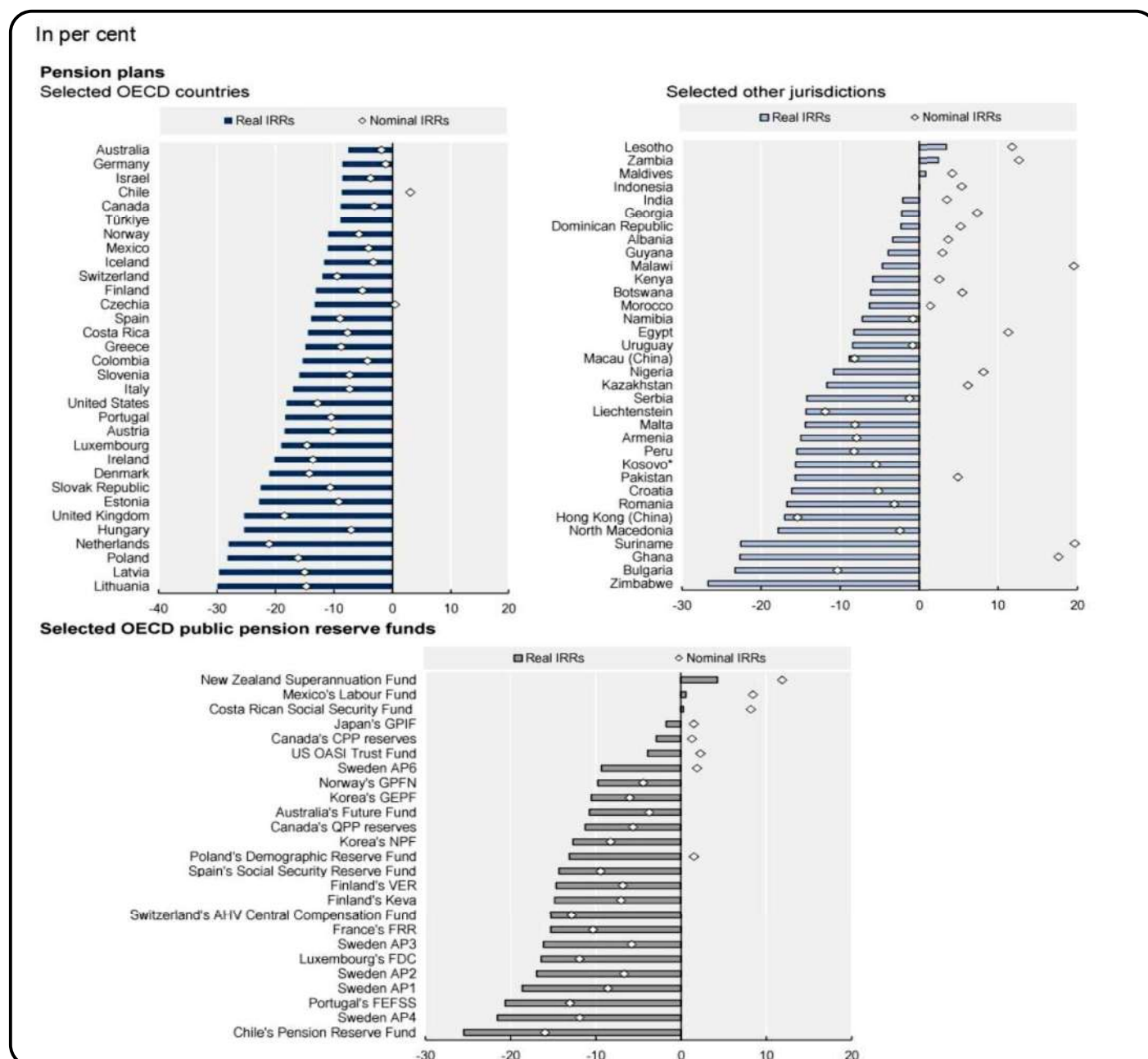
The proportion of assets allocated to alternative investments, beyond equities, bonds, and cash, also increased for both pension plans and public pension reserve funds in most reporting jurisdictions in CY2022. Alternative investments attracted asset managers seeking yield during the low-interest-rate environment and offered potential inflation hedging, particularly in Asia.

Certain jurisdictions encouraged alternative investments by pension plans by easing investment regulations. Public pension reserve funds also expanded their alternative investments, primarily driven by infrastructure, property, and other alternative allocations.

At the end of 2021, there was a slight shift observed in the allocation of pension assets among reporting jurisdictions. There was a small increase of 2 percentage points in the proportion of pension assets invested in equities, while the proportion allocated to bonds decreased by a similar extent. This shift may have been driven by the rising value of equities in portfolios or a strategic reallocation to take advantage of recovering stock markets.

Over the last 10 and 20 years, there has been a more noticeable trend of reducing investments in bonds. On average, among reporting jurisdictions, the proportion of investments in bonds declined by 8 percentage points over the last decade and by 17 percentage points over the last two decades. However, it's important to note that the decrease in bond investments was not always fully compensated by an equivalent increase in equity investments. For example, in Switzerland, pension funds reduced their bond investments by 10 percentage points between 2011 and 2021, while only allocating 6 percentage points to equities. Some of the reallocated funds may

**Chart 1.6 Nominal and Real IRR of asset backed Pension Systems
(December 2021 - December 2022)**



Source: - *Pension Markets in Focus*, 2023

have been directed towards other types of investments.

While 2023 saw substantial recovery, the investment gains were not sufficient to fully offset the 2022 losses in some of the largest pension markets like Denmark, the Netherlands, and the United States. The performance of pension plans in these

countries, which experienced significant investment losses in 2022, highlights the ongoing challenges in the pension sector.

1.5 Indian Demography and Old Age Income Security

Due to rising and unsustainable pension liabilities, in keeping with global practices and after deep deliberations on the issue, the

Government made a conscious move to shift from the defined benefit pension scheme to the defined contribution pension scheme. The New Pension Scheme, now renamed as National Pension System (NPS), was introduced by the Government through a notification No. 5/7/2003-ECB & PR dated December 22, 2003, and it was made mandatory for Central Government employees (except armed forces) who joined service w.e.f. January 1, 2004.

The NPS, which was initially introduced for the Central government subscribers, has now been adopted by all the state governments (except West Bengal and Tamil Nadu) and most of the Central and State autonomous bodies. NPS has also been extended to the private and unorganized sectors voluntarily since May 2009.

The Government of India vide notification dated January 31, 2019, has notified the increase in its contribution to central government employees' NPS accounts from 10 percent to 14 percent with effect from April 1, 2019. As per the notification, "*The monthly contribution would be 10 percent of the Basic Pay plus Dearness Allowance (DA) to be paid by the employee and 14 percent of the Basic Pay plus DA by the Central Government*". Subsequently, greater freedom in choosing pension funds and patterns of investment to central government employees has also been notified along with compensation for non/delayed deposit of NPS contribution.

1.6 Indian Pension Landscape

The landscape of the Indian pension system includes non-contributory social pension schemes financed by the Government to provide a minimum level of protection like the National Social Assistance Programme (NSAP), mandatory defined benefit pension scheme on a pay-as-you-go basis like Civil Service Pension for employees who joined service before 2004, Employees' Provident

Fund (EPF) and Employees' Pension Scheme (EPS) under the EPFO, other statutory provident funds like Coal Mines, Seamen's and Assam Tea Plantations schemes; the National Pension System (NPS) for the Central government employees joining on or after January 1, 2004, on a mandatory basis, NPS for employees of state governments who have joined NPS, NPS for all citizens on voluntary basis covering both employees and self-employed including those in the unorganized sector, Public Provident Fund, retirement and superannuation plans offered by insurance companies and mutual funds.

The fiscal stress of the defined benefit pension system was the major factor driving pension reforms for Government employees and the introduction of NPS for Government employees. Owing to the financial and practical difficulties of extending coverage to the unorganized sector through mandatory schemes like EPF (especially for organized sector workers), voluntary retirement savings are seen as an important policy tool to extend the coverage of pension provision in India. An important policy measure to achieve higher coverage of the unorganized sector workers is the extension of the NPS to all citizens on a voluntary basis.

To encourage people from the unorganized sector to voluntarily save for their old age, the Government launched the co-contribution scheme – NPS Lite/Swavalamban scheme in September 2010 (the fresh enrolment under NPS lite Swavalamban scheme has been stopped w.e.f. 01/04/2015). Subsequently, Atal Pension Yojana (APY) was launched on May 9, 2015, by the Prime Minister, and the scheme is being implemented with effect from June 1, 2015, with a focus on the unorganized sector. From 1st October, 2022, any citizen who is or has been an income-tax payer, shall not be eligible to join APY. The Subscribers under APY shall get a Government guaranteed

pension of Rs. 1000, Rs. 2000, Rs. 3000, Rs. 4000 or Rs. 5000 depending upon the contribution level opted by them. The number of

subscribers and Assets under Management under NPS is given in the table below:

Table no 1.1: Number of Subscribers under NPS/APY

(As on March 31, 2024)

Sector	No. of subscribers (In Lakh) (as on March 31, 2023)	No. of subscribers (in Lakh) (As on March 31, 2024)	Growth (In percent) (Y-o-Y)	Share as on March 31, 2024 (In percent)
Central Government	23.97	26.07	8.76%	3.54%
State Government	60.96	65.96	8.20%	8.97%
Corporate	16.82	19.48	15.81%	2.65%
All Citizen	29.57	35.64	20.53%	4.85%
NPS Lite*	41.76	33.28	-	4.52%
APY	459.47	555.12	20.82%	75.47%
Grand Total	632.55	735.55	16.28%	100%

Source: - Market Watch, Policy Research and Systemic Risk Management Dept

*Fresh Registrations have been stopped w.e.f 01/04/2021

As on March 31, 2024, a total of 735.55 lakh subscribers have been enrolled under the NPS and APY and recorded a year-on-year growth of 16.28 percent. APY, a defined benefit

pension scheme, had 555.12 lakh subscribers as on March 31, 2024, with year-on-year growth of 20.82 percent.

Table 1.2: Assets under Management under NPS/APY

(As on March 31, 2024)

Sector	AUM (Rs. crore) (as on March 31, 2023)	AUM (Rs. crore) (as on March 31, 2024)	AUM Growth (In percent) (Y-o-Y)	AUM Share (In percent)
Central Government	2,57,638	3,22,215	25.07%	27.48%
State Government	4,49,186	5,82,673	29.72%	49.69%
Corporate	1,17,281	1,66,729	42.16%	14.22%
All Citizen	42,623	59,826	40.36%	5.10%
NPS Lite*	4,915	5,560	13.12%	0.47%
APY	26,700	35,647	33.51%	3.04%
Grand Total**	8,98,343	11,72,650	30.53%	100%

Source: - Market Watch, Policy Research and Systemic Risk Management Dept

*Fresh Registrations have been stopped w.e.f 01/04/2015

**It does not include the AUM of the APY Gap Fund

As on March 31, 2024, a total AUM under NPS and APY was at Rs. 11,72,650 Crores and recorded a year-on-year growth of 30.53

percent. In addition, there is AUM of Rs. 885.89 Crores in APY Gap Fund scheme.

Table 1.3: Performance Highlights of National Pension System/Atal Pension Yojana during FY 2023-24 (In numbers)

Measures	At the end of FY 2022-23	At the end of FY 2023-24	Growth (In per cent)
Government Subscribers (In Lakhs)	84.93	92.03	8.36%
All Citizen + Corporate Subscribers (In Lakhs)	46.39	55.12	18.82%
APY Subscribers (In Lakhs)	459.47	555.12	20.82%
No. of POP-SPs	2,13,271*	2,15,844*	1.21%
No. of APY-SPs*	418	440	5.26%
No. of CABs#	663	672	1.36%
No. of SABs#	1,705	1,809	6.09%
No. of Corporate	12,795	15,902	24.29%

* These are the number of active APY-SPs registered with the CRAs

As processed by PFRDA and registered with CRAs.

- All employees of Central Government along with CABs and State Governments along with SABs which have adopted NPS are to be mandatorily covered under NPS. This year 11 new CABs and 119 SABs have been brought under NPS.
- The corporate sector offers NPS to their employees on a mandatory or voluntary basis. At the end of March 2024, as per CRAs reports, a total of 14,101 Corporate is registered under NPS against 12,795 Corporate at the end of March 2023, with an increase of 10.21 percent.
- As on the end of March 2024, 440 banks are registered as APY – Service Providers with the CRA, which include Public Sector Banks, Private Banks, Foreign Banks, Regional Rural Banks, District Commercial Banks, Schedule Commercial Banks, Urban Commercial Banks, Payment Banks, Small Finance Bank and Department of Post.

Government support for these schemes in the form of tax benefits and guarantees for APY has increased the appeal of these schemes. However, considering the vast uncovered population of the country, a lot more needs to be done. The major challenge in extending the NPS to all citizens is increasing awareness and financial literacy among potential subscribers. PFRDA has been taking several steps to increase awareness through different mass media and capacity-building programmes. Further, to ensure dissemination of NPS awareness, PFRDA has aggressively undertaken promotional and developmental activities by engaging a dedicated agency for imparting training and capacity building for officials of Service Providers.

To improve ease of access to NPS for the potential subscribers and service providers, PFRDA has been further enhancing the technology across the value chain, whether it is

e-NPS, Mobile apps, or e-KYC. These channels have been driving efficiencies and have helped in reducing time for facilitating subscriber requests. Through e-NPS, a person can both conveniently register and contribute online. An online contribution facility under NPS is also available for existing subscribers. e-NPS facilitates the opening of an Individual Pension Account under NPS and making initial and subsequent contributions to the Tier I as well as Tier II/Tax Saver account online. This feature also enables the subscribers to change their Pension Funds, asset class, allocation ratio, and scheme options after authentication. NPS subscribers can initiate withdrawal/Partial Withdrawal requests from Tier II/Tier I accounts by using their login credentials and OTP authentication on their registered mobile number.

The online PRAN generation module (OPGM) is offered to stakeholders for the onboarding of NPS subscribers to enable instant PRAN generation with minimal documentation. However, such accounts are deemed to be irregular till complete documentation is verified and recorded with the Central Record Keeping Agencies (CRAs). Intermediaries registered with PFRDA are permitted to use the Video-based Customer Identification Process (VCIP) for onboarding, exit, or any other service request related to NPS.

NPS subscribers are provided with various convenient options to deposit their voluntary contributions through the associated Nodal Offices, PoPs, e-NPS, or through NPS Mobile Applications. An additional option/mode of contribution, namely Direct Remittance (D-Remit) has been introduced wherein the existing NPS Subscribers under Government/All Citizens Model can deposit their voluntary contributions by creating a Virtual ID linked to their PRANs and providing the same day NAV on investments. Through D Remit, not only one-time

contributions can be made, but also periodic NPS contributions can be automated for any defined amount and any defined date from the Subscribers bank account. The option of contribution to NPS through D Remit has also been extended to NRI-NPS subscribers who can contribute to their NPS accounts from funds in their NRO/NRE accounts. At the time of withdrawal/Exit, the proceeds of NPS shall be credited into the NRO/NRE account of NRI subscribers, and repatriation would be as per applicable FEMA guidelines.

1.7. A Brief on the Review of the Objectives of PFRDA during the year

The preamble to the PFRDA Act 2013 lays down the objectives of the Authority as the promotion of old age income security, through regulation and development of pension funds along with protection of the interests of the subscribers to schemes of Pension Funds and for matters connected therewith or incidental thereto.

PFRDA has been actively engaged in the promotion and development of NPS (all its variants) and Atal Pension Yojana, regulation, and supervision of all intermediaries under NPS towards the overall objective of provision of old age income security and protection of subscriber's interest. While engaged in these activities, in keeping with the preamble of the PFRDA Act 2013 and the best global practices, the PFRDA endeavours to achieve the following broad objectives/outcomes:

- Increasing Coverage
- Security
- Efficiency
- Adequacy
- Sustainability

Increasing Coverage

The provision of old age income security to all sections of the population has been one of the important objectives of the Authority. While

the PFRDA Act 2013 mandates regulation of NPS, several variants of NPS have been introduced to cover different sections of the population like Central Government, State Government, Corporate, All-Citizen and NPS Lite. In addition, Atal Pension Yojana is a GOI scheme administered by PFRDA. The Authority has been engaged in expanding coverage through the creation of mass awareness through print, electronic and social media, engaging a training agency for imparting training and capacity building for officials of banks, post offices, POPs, Nodal Offices, the appointment of retirement advisors, facilitating ease of onboarding and transaction through e-NPS, etc.

Security

PFRDA has put in place an extensive framework of regulations under the PFRDA Act, 2013, to ensure the security of pension assets to minimize risk to the accumulated pension corpus so as to provide retirement benefits to subscribers. These regulations include strenuous eligibility criteria for selection, detailed Corporate Governance frameworks, fit and proper criteria, extensive code of conduct, detailed roles and responsibilities, and penalty structures for intermediaries, to ensure the security of assets. These regulations have also been reviewed and strengthened, from time to time. In order to further strengthen the IT supervisory processes, PFRDA is focusing on the implementation of cyber security and will ensure coverage.

Efficiency

The Authority has endeavoured to optimize the efficiency of the system by maximizing returns to the subscribers, subject to acceptable risks. This has been done through a review of the investment guidelines, from time to time to optimize the returns.

Efficiency also relates to the efficiency of the

labour and capital markets, as each interact with the pension system through direct contributions to pensions (through longer working lives and contributions, lower costs of capital, or greater financial inclusion) as well as through indirect contributions to jobs and investment. PFRDA has been actively engaged in financial inclusion through awareness creation.

For capital markets, efficiency relates to capital market depth through the development of non-bank financial capital to fund productive investment and maximize the benefits of wider capital market reforms. PFRDA has been part of inter-regulatory groups and committees, both at a domestic and international level in furtherance of these objectives.

Adequacy

One of the important objectives of any pension system is to have adequate facilities in place to enable its subscribers to plan for their retirement, i.e., facilitating the accumulation of retirement benefit entitlements for old age income security. While NPS is a defined contribution scheme, without guarantee of any benefits, however, as a measure of good practice, Authority has endeavoured to work towards ensuring adequate retirement planning infrastructure through various measures, including review of investment guidelines for optimizing returns, increasing contributions through engaging with the Government for tax concessions, etc.

Sustainability

Sustainability is one of the focal points of any contributory pension system. Through NPS, there is an effort to offer pension products to different sections of Indian society, which is sustainable in the long run to achieve the ultimate goal of providing a secured old age income. NPS is a defined contribution scheme with an institutional framework and product design, and it empowers itself to sustain itself

in the long run. The continued savings habit and investment discipline have an important role to play in achieving the endeavour of a sustainable pension system. PFRDA has initiated several steps to increase the awareness level of retirement savings/pension and to further these objectives.

1.8. Intermediaries under NPS

The National Pension System (NPS) works under an unbundled architecture, with each function assigned to specialized entities in their field.

1.8.1 Intermediaries and Other Entities Associated with National Pension System and Other Pension Schemes Covered under the Act

The NPS architecture consists of Points of Presence (POP), Government Department Nodal Offices, Central Record-keeping Agency (CRA), Trustee Bank, Pension Funds (PFs), NPS Trust, Custodians, Annuity Service Providers, and Retirement Advisers.

1.8.1.1 Points of Presence (PoPs)

Points of Presence are banks and non-banking financial companies etc., registered with PFRDA for registration and servicing of the subscribers to the NPS. A PoP is the first point of interaction between the subscriber and the NPS. The registered PoPs have authorized branches called POP-Service providers (PoP-SPs) to act as collection points and extend services to customers. The functions of the PoPs include subscriber registration, processing subscriber contributions, change in personal details, change in investment scheme/fund manager, processing subscriber shifting from one model to the other, issuing printed account statements, and processing of withdrawal/ exit request on superannuation, etc.

1.8.1.2 Government Nodal Offices

(i) Central Government Nodal Offices

- PrAO, PAO, and DDO

The Principal Accounts Office (PrAO), Pay and Accounts Office (PAO), and Drawing & Disbursing Office (DDO) under the Central Government or analogous offices under Central Government and Central Autonomous Bodies which interact with CRA on behalf of the Subscribers for NPS.

(ii) State Government Nodal Offices

- DTA, DTO, and DDO

The Directorate of Treasury and Accounts (DTA), District Treasury Office (DTO), and Drawing & Disbursing Office (DDO) under the State Governments or analogous offices under State Governments and State Autonomous Bodies which interact with CRA on behalf of the Subscribers for NPS.

Nodal Offices are the identified offices of Government agencies registered under the CRA system for various operational works under NPS. These offices are identified by a unique number, i.e., Pr.AO /PAO/ DDO registration number that is allotted to them by the CRA on successful registration. These offices have a major role to play few of them are as below:

- Submission of Forms for subscriber registration
- Distribution of PRAN kits to subscribers
- Timely Uploading of the subscriber's contribution
- Providing timely and accurate information about the contributions of the subscribers
- Forwarding requests of the subscribers for necessary action
- Resolving grievances of the subscribers
- Forwarding approved withdrawal requests of the subscribers

1.8.1.3 Central Record-keeping Agency (CRA)

Protean eGov Technologies Ltd., K-fin Technologies Ltd. and, Computer Age Management Services Ltd. (CAMS) have been designated the CRAs for the NPS. Their main functions include:

- Maintaining subscriber records, administration, and customer service functions.
- Issuing a Permanent Retirement Account Number (PRAN) for each subscriber, maintaining the database of all PRANs, and recording transactions relating to each PRAN.
- Acting as the interface between the various intermediaries of the NPS system.
- This includes monitoring contributions by each member and instructions and communication of the same to the pension funds. Periodically, they also send a PRAN statement to each member.
- Providing a centralized grievance management system.
- Providing timely fund transfer-related information to the fund managers.
- Coordination with the Trustee Bank for remitting withdrawal funds to the subscribers' account and to the annuity service provider for the annuity scheme.

1.8.1.4 Trustee Bank

The Trustee Bank handles the flow of funds between various intermediaries under NPS. Presently, Axis Bank Ltd is the designated bank to facilitate fund transfers across subscribers, pension funds, and annuity service providers based on the instructions received from the CRA. The Trustee Bank receives funds from the Nodal Offices /PoPs/Aggregators and reconciles them with

the Subscriber Contribution File. The Trustee Bank holds the funds in the name of the NPS Trust, and the subscribers are the beneficial owners.

1.8.1.5 Pension Funds (PFs)

These are professional pension fund managers appointed to invest, judiciously and prudently, the pension corpus in a portfolio of securities and manage them. Currently, the pension fund managers under NPS are –ICICI Prudential Pension Funds Management Company Ltd., LIC Pension Fund Ltd, Kotak Mahindra Pension Fund Ltd., SBI Pension Fund Private Ltd., UTI Retirement Solutions Ltd, HDFC Pension Management Co Ltd., Aditya Birla Sun Life Pension Management Limited, Tata Pension Management Limited, Max Life Pension Fund Management Limited, Axis Pension Fund Management Limited and DSP Pension Fund Managers Private Limited. Their functions include:

- Ensuring investment as per investment guidelines
- Investing the contributions in the schemes as per the instructions provided by CRA.
- Constructing the scheme portfolio.
- Maintenance of books and records, reporting to the Authority, and making disclosures.

1.8.1.6 Custodian of Securities

The securities purchased from the NPS corpus in the name of the NPS trust are held by the Custodian of Securities, who also facilitates securities transactions by making and accepting the delivery of securities. PFRDA has appointed Deutsche Bank as the Custodian of its securities for a term of 5 years with effect from April 01, 2022. The functions include:

- Having Custody of the Securities held in the name of NPS Trust, purchased from NPS Corpus.
- Maintaining details of securities held.

- Collecting the benefits like dividends, rights, bonuses, etc., on securities.
- Informing NPS Trust (which in turn reports it to PFRDA) about the actions of the issuers of securities held that may impact the benefits.

1.8.1.7 NPS Trust

NPS Trust is a trust set up under the Indian Trusts Act 1882, which holds the assets of the NPS for the benefit of subscribers. The Trust has the fiduciary responsibility of taking care of the funds and protecting the subscriber's interests. The NPS Trust monitors and supervises the functioning of the Pension Funds and interacts with other intermediaries like the Central Recordkeeping Agency (CRA), Trustee Bank, Custodians, and other entities.

1.8.1.8 Annuity Service Providers

Annuity Service Providers (ASPs) are insurance companies regulated by IRDAI and empanelled by the PFRDA to provide the annuity to the NPS subscribers from the bouquet of annuities offered by them. There are 15 ASPs empanelled by PFRDA as on March 31, 2024.

1.8.1.9 Retirement Advisers

Retirement Adviser means any person being an individual, registered partnership firm, body corporate, or any registered trust or society which desires to engage in the activity of providing advice on the National Pension System or other pension scheme regulated by PFRDA to prospects/subscribers or other persons or group of persons and is registered as such under PFRDA (Retirement Adviser) Regulations, 2016. The list of Individual and Other than Individual Retirement Advisers is available on PFRDAs' website.

1.8.2. Types of Account

Under NPS following two types of accounts are available:

Tier-I account: Under the Tier-I account, the subscriber contributes his savings for retirement/ pension into this partially withdrawable account. Partial withdrawals are allowed subject to certain conditions.

Tier-II account: This is a voluntary investment account where the subscriber is free to deposit and withdraw the savings from this account whenever he/she wishes.

Under Tier II, there is a Tier II Tax Saving Scheme (TTS) account which is another variant of an account specially designed for government employees to make them avail additional tax benefits. It has a three-year lock-in period.

Besides NPS, PFRDA also administers and regulates the Atal Pension Yojana.

1.8.3 Outreach

To fulfil PFRDA's mandate of creating awareness about the need for saving for retirement and retirement planning, PFRDA undertakes various activities, including imparting training through training agencies selected by PFRDA. Further, these training workshops/seminars have been organized for subscribers across the sector and geography as a part of a wider financial consumer protection policy. NPS/APY training was imparted only through online mode, i.e., Video conferencing, and the appointed training agency conducted a total of 111 online training sessions for 13,224 participants during the FY 2023-24.

PART II

Investment of Funds under NPS

This chapter deals with the investments of funds under NPS and other pension schemes covered under the Act, and the extent of exposure in the National Pension System, in different categories of investments including Government securities, debt securities and equities in accordance with Appendix II of the Pension Fund Regulatory and Development Authority (Reports, Returns and Statements) Rules, 2015.

2.1 Pension Funds

Pension Fund means an intermediary which has been granted a certificate of registration under sub - section (3) of Section 27 of Pension Fund Regulatory & Development Authority Act, 2013 by the Authority as a pension fund for receiving contributions, accumulating them and making payments to the subscriber in the manner as may be specified by regulations.

The National Pension System provides subscribers with the option to invest their pension contributions with one or many Pension Fund Managers, across various asset classes and in varying proportions as per the individual's choice. As of March 31, 2024, there are 11 Pension Funds registered with PFRDA managing a total of 14 types of schemes as permitted under the NPS Architecture. The default government sector schemes such as Scheme CG, Scheme SG and Scheme APY are managed by 3 pension fund managers only viz. SBI PFPL, LIC PFL and UTI RSL. The Private sector schemes such as E, C, G tier I and tier II, A tier I and NPS-TTS-II are managed by all the Pension Funds.

Pension Fund Regulatory and Development Authority (Pension Fund) Regulations, 2015 were notified on 14th May, 2015 and the Pension Funds had to abide by these regulations including any amendments

thereunder.

2.1.1 Functions of the Pension Funds

The functions of the Pension Funds include, but are not limited to the points mentioned below:

- a) The management of pension schemes shall be carried in accordance with the objective of the schemes, provisions of the Act, rules, regulations, guidelines, circulars, directions and instructions issued by the Authority and the provisions of the National Pension System trust deed, within the timelines determined by the Authority and the National Pension System Trust.
- b) The day-to-day management of the pension schemes shall be done by the pension fund on behalf of the National Pension System Trust.
- c) The pension fund shall, at all times render high standards of fund management services, exercise reasonable care, prudence, professional skill, promptness, diligence and vigilance while discharging its duties in the best interests of the subscribers. The pension fund shall avoid speculative investments or transactions.
- d) The pension fund shall employ qualified, trained professionals and employees with integrity. The pension fund shall be responsible for the acts of commissions or omissions by its employees, agents or authorised persons whose services have been procured and be independently accountable and liable for their acts. The liability shall survive despite the suspension or cancellation of certificate of registration of the pension fund or such action that may be taken by the Authority, for protection of the interest of the subscribers.

- e) The pension fund shall co-ordinate its activities with other intermediaries and permitted entities and inter alia enter into agreements, have technological platforms for undertaking its functional obligations
- f) The pension fund shall maintain books of accounts, records, registers and documents relating to investment decisions and the operations of the pension schemes to ensure compliance with the regulations, guidelines, circulars and other instructions issued by the Authority and facilitate audit trail of transactions and ensure business continuity at all times.
- g) The pension fund shall submit periodical compliance reports as required under these regulations, guidelines and circulars, or as may be called for by the Authority, or the National Pension System Trust.
- h) The pension fund shall undertake public disclosure of information for the benefit of subscribers in the mode and manner specified in Schedule V or as may be determined by the Authority.
- i) The pension fund shall adopt best governance practices for investments and risk management viz. constitution of Investment Committee and Risk Management Committee, whose composition, functions and duties shall be such as specified in Schedule X and also constitute an Audit Committee, and Nomination and Remuneration Committee.
- j) The pension fund shall prevent conflict of interest that may arise while discharging its obligations as a pension fund and report such instances to the National Pension System Trust.
- k) The pension fund shall ensure exclusivity and segregation of pension fund activities from activities of its sponsors.
- l) The pension fund shall ensure confidentiality with respect to subscriber's information and activities relating to the pension fund and protection of all information within its control and share such information with the Authority or National Pension System Trust or any other intermediary or as may be required under the provisions of any other law.
- m) The pension fund shall provide such representations and warranties and act in accordance with the same, as may be necessary for the protection of subscriber's interest.
- n) The pension fund shall pay fees, charges, levies and security deposit as may be determined by the Authority.
- o) The pension fund shall be subject to review of its operations and performance by the National Pension System Trust.
- p) The pension fund shall be subject to audit of pension schemes by the National Pension System Trust.
- q) The pension fund shall be subject to such other audit and inspection by the Authority as deemed fit.
- r) The pension fund which is registered as a point of presence (PoP), shall maintain separate infrastructure, manpower, accounts including details of revenue and expenditure in order to maintain arm's length distance from its fund management activities.
- s) The pension fund shall comply with the disclosure requirements as applicable to a public company under the Companies Act, 2013 for adopting best governance practices and the compliance officer shall ensure such compliance.
- t) Upon notification by the Authority of the scheme under section (20)(2)(d) (b) of the Act, Pension Fund shall offer such schemes within the timeline specified by the Authority.
- u) The Pension Fund shall:

(i) take all measures necessary for prevention of fraud, develop and follow a fraud prevention and mitigation policy in accordance with guidelines issued by Authority;

(ii) lay down internal controls to be followed and ensure that such controls are adequate and operating effectively; and

(iii) make provision for indemnifying the subscriber for any loss on account of fraud or negligence on the part of the pension fund, which has been established.

2.1.2 List of Pension Funds (PFs) managing composite schemes for Government Sector NPS Schemes (i.e., Central Government (CG) and State Governments (SG) including autonomous bodies) and Atal Pension Yojana (APY).

- i. SBI Pension Funds Private Ltd
- ii. LIC Pension Fund Ltd
- iii. UTI Retirement Solutions Ltd

2.1.3 List of Pension Funds (PFs) for Private Sector NPS schemes

- i. SBI Pension Funds Private Ltd
- ii. LIC Pension Fund Ltd
- iii. UTI Retirement Solutions Ltd
- iv. HDFC Pension Management Company Ltd
- v. ICICI Prudential Pension Funds Management Company Ltd
- vi. Kotak Mahindra Pension Fund Ltd
- vii. Aditya Birla Sun Life Pension Management Ltd
- viii. Axis Pension Fund Management Ltd
- ix. Tata Pension Management Private Ltd
- x. Max Life Pension Fund Management Ltd
- xi. DSP Pension Fund Managers Private Ltd

DSP Pension Fund Managers Private Ltd has been given certificate of registration to manage Private Sector NPS Schemes during FY2023-24 and have commenced its operations on 26th December 2023.

Investment Management Fee has been revised w.e.f. 1st April, 2021 as per following slab structure of AUM managed by the PFs:

Table 2.1 – Investment Management Fee

Slab	% Per annum
Upto Rs. 10,000 Crore	0.09
>Rs. 10,000 Cr – Rs. 50,000 Crore	0.06
>Rs. 50,000 Cr – Rs. 1,50,000 Crore	0.05
Rs. 1,50,000 Crore and above	0.03

**UTI RSL to charge 0.07% under this slab.*

2.2 Schemes

The subscribers in NPS fall under the following sectors:

- i. Government Sector (Central Govt/State Govt including Autonomous Bodies)
- ii. All Citizen Sector/Unorganised Sector
- iii. Corporate Sector
- iv. NPS Lite/Swavalamban
- v. Atal Pension Yojana

Investments under NPS for the above schemes are made as prescribed under the investment guidelines issued by the Authority and equity exposure has been specified since inception for all the schemes /segments. The investment options under NPS vary from sector to sector.

2.2.1 Government Sector (Central Govt / State Govt including Central Autonomous Bodies and State Autonomous Bodies)

As per the PFRDA's investment guidelines, following exposure limits have been decided for the Government sector including CABs/SABs under NPS:

Table 2.2 - Allocation of Assets in Government Sector

Particulars	Exposure Limits (In Percent)
Government Securities & related investments	Upto 65
Debt Instruments & related investments	Upto 45
Short term debt instruments & related investments	Upto 10
Equity & related investments	Upto 15
Asset backed, trust structured & Miscellaneous investments	Upto 5

Under the Government Sector, 03 public sector Pension Funds i.e., LIC Pension Fund Limited / SBI Pension Funds Private Limited / UTI Retirement Solutions Limited manage and invest the contributions in the ratio (among the 3 pension funds) as decided by the Authority from time to time.

Further, based on the Government's OM no. 1/3/2016-PR dated 31st January, 2019 and as per the Authority's circular dated 8th May, 2019; Government employees have been given the following options:

Choice of Pension Fund:

As in the case of subscribers in the private sector, the Government subscribers shall also be allowed to choose any one of the pension funds including private sector pension funds. They could change their option once in a year. However, the current provision of combination of the public sector pension funds will be available as the default option for both existing as well as new Government subscribers.

Choice of Investment Pattern:

The following option for investment choices shall be offered to Govt Employees:

i. Existing scheme in which funds are allocated by the PFRDA among three Public Sector fund managers based on their past performance in accordance with the guidelines of PFRDA for Government employees shall continue as default scheme for both existing

and new subscribers.

ii. Government employees who prefer a fixed return with minimum amount of risk shall be given an option to invest 100% of the funds in Government securities (Scheme G)

iii. Government employees who prefer higher returns shall be given the options of the following two life-cycle based schemes:

a. Conservative life cycle fund with maximum exposure to equity capped at 25% - LC-25.

b. Moderate life cycle fund with maximum exposure to equity capped at 50% - LC-50

The Central Government subscribers under NPS may exercise one of the above choices of investment pattern twice in a financial year. For more details - PFRDA circular no. PFRDA/2019/12/REG-PF/1 dated 08th May, 2019 may be referred.

Some of the State Governments have also extended above choice of investment.

2.2.2 NPS-Lite

It is informed that fresh enrolments under NPS-Lite had been discontinued w.e.f 01.04.2015. However, for the existing NPS-Lite subscribers, as per the PFRDA's investment guidelines, following exposure limits have been decided for the NPS-Lite sector.

Table 2.3 - Allocation of Assets in NPS Lite Sector

Particulars	Exposure Limits (In Percent)
Government Securities & related investments	Upto 65
Debt Instruments & related investments	Upto 45
Short term debt instruments & related investments	Upto 10
Equity & related investments	Upto 15
Asset backed, trust structured & Miscellaneous investments	Upto 5

Under NPS-Lite, only 03 public sector Pension Funds i.e., LIC Pension Fund Limited / SBI Pension Funds Private Limited / UTI Retirement Solutions Limited manage and invest the contributions in the ratio (among the 3 pension funds) as decided by the Authority from time to time. Further, a single private sector Pension Fund i.e., Kotak Mahindra Pension Fund Limited has been chosen as one of the aggregators for managing the contributions. Under NPS- Lite scheme, no selection of Pension Fund or the asset allocation is offered to the subscribers.

2.2.3 Atal Pension Yojana (APY)

Atal Pension Yojana (APY), a Government pension scheme for citizens of India, is focused on the unorganised sector workers. Under the APY, guaranteed minimum pension of Rs. 1,000/- or 2,000/- or 3,000/- or 4,000/- or 5,000/- per month will be given at the age of 60 years depending on the contributions by the subscribers.

Under Atal Pension Yojana (APY), no selection of Pension Fund or the asset allocation is offered to the subscribers because it is a guaranteed government scheme and the asset allocation is kept same as for the Government sector employees under NPS as per the

Table 2.4 - Allocation of Assets in Atal Pension Yojana Sector

Particulars	Exposure Limits (In Percent)
Government Securities & related investments	Upto 65
Debt Instruments & related investments	Upto 45
Short term debt instruments & related investments	Upto 10
Equity & related investments	Upto 15
Asset backed, trust structured & Miscellaneous investments	Upto 5

following:

Under Atal Pension Yojana, 3 public sector Pension Funds i.e., LIC Pension Fund Limited / SBI Pension Funds Private Limited / UTI Retirement Solutions Limited manage and invest the contributions in the ratio (among the 3 pension funds) as decided by the Authority from time to time.

2.2.4 All Citizen Sector

The subscribers under All Citizen Sector may opt for any of the investment pattern i.e., "Active Choice" or "Auto Choice".

As per the PFRDA's investment guidelines, following exposure limits have been decided for the All Citizen /Un-Organized Sector under NPS:

Table 2.5 - Allocation of Assets in All Citizen/UOS Sector

Particulars	Exposure Limits (In Percent)
Equity & related investments	Upto 75
Debt Instruments & related investments	Upto 100
Government Securities & related investments	Upto 100
Alternate Assets	Upto 5
Short term investments (money market, short duration mutual funds, & term deposits)	Upto 10

Option of change of Pension Fund and investment choice:

Further, Pension Fund can be changed once in a financial year and Investment Option can be changed four times in a financial year by the subscriber.

2.2.5 Corporate Sector

For subscribers belonging to corporate sector – where the employer has adopted NPS for its employees, the investment options and choices have been kept flexible.

There are two types of schemes under this segment:

Corporate CG scheme: This scheme has been discontinued and it is not available under corporate segment but those corporates which were already covered under this scheme and have not changed this scheme are still continuing under the scheme.

As per the PFRDA's investment guidelines, following exposure limits have been decided for the Corporate CG sector under NPS:

Table 2.6 - Allocation of Assets in Corporate CG Sector.

Particulars	Exposure Limits (In Percent)
Government Securities & related investments	Upto 65
Debt Instruments & related investments	Upto 45
Short term debt instruments & related investments	Upto 10
Equity & related investments	Upto 15
Asset backed, trust structured & Miscellaneous investments	Upto 5

Under this Corporate CG scheme, investments are with 2 Pension Funds i.e., LIC Pension Fund Limited or SBI Pension Funds Private Limited.

Other scheme: (At present available under corporate segment):

Under this scheme, the employer may delegate the responsibility of selecting a Pension Fund and/or mode of investment to employees or the employer may select a Pension Fund

and/or the Life Cycle Fund on behalf of its employees. These aspects related to NPS may form part of the employer-employee arrangement. As per the investment option exercised, the employer or the subscriber has to select any of the one registered Pension Fund and further selection of asset allocation among the four asset classes as per the following:

- **Asset Class E** – Equity and related instruments
- **Asset Class C** – Corporate debt and related instruments
- **Asset Class G** – Government Bonds and related instruments
- **Asset Class A** – Alternative Investment Funds including instruments like CMBS, MBS, ReITs, AIFs, InvITs etc.

The subscribers under this sector may opt for any of the investment pattern i.e., “**Active Choice**” or “**Auto Choice**”.

As per the PFRDA's investment guidelines, following exposure limits have been decided for the corporate Sector under NPS:

Table 2.7 Allocation of assets in Corporate Sector

Particulars	Exposure Limits (In Percent)
Equity & related investments	Upto 75
Debt Instruments & related investments	Upto 100
Government Securities & related investments	Upto 100
Alternate Assets	Upto 5
Short term investments (money market, short duration mutual funds, & term deposits)	Upto 10

Option of change of Pension Fund and investment choice

Further, Pension Fund can be changed once in a financial year and Investment Option can be changed four times in a financial year by the subscriber.

2.2.6 Tier II Tax Saver Scheme (TTS)

The scheme is only available for NPS subscribers belonging to the Central Government. There is a lock-in period of 3 years from the date of unitization of contributions by Central Recordkeeping Agencies to enjoy the tax benefits u/s 80C of Income Tax Act. No withdrawals will be allowed during the lock-in period, however, in case of death of subscriber, the corpus can be withdrawn by the nominee/legal heir. In case of closure of Tier-I account due to exit from NPS, contributions to NPS-TTS will not be allowed until the completion of the lock-in period.

The following investment limits have been prescribed to the Pension Funds with respect to TTS:

Table 2.8 – Asset Class Limits in TTS

Asset Classes	Limits (In percent)
Equity	10 - 25
Debt	Upto 90
Cash/Money Market/Liquid mutual funds	Upto 20

Option of change of Pension Fund and investment choice

The subscribers do not have any choice of investment options under this scheme. However, the TTS subscribers are allowed to have maximum of 3 pension funds separately. However, the PF change will be allowed only after completion of lock-in period.

2.2.7 Details on Pension Funds

The details of the schemes wise asset under management is given in the table below:

Table 2.9 - Details of Asset under Management (Amt in Rs. Crores)

Scheme	March 31, 2023	March 31, 2024	Absolute Growth	Growth (In percent)
Central Government	2,50,631.18	3,03,144.54		
State Government	4,47,114.39	5,73,527.20		
Subtotal	6,97,745.57	8,76,671.74	1,78,926.17	25.64
NPS Lite	4,914.52	5,559.69		
APY	26,700.12	35,647.67		
APY Fund Scheme	522.71	884.17		
Corporate CG	58,766.72	77,174.94		
E -Tier I	43,261.38	76,999.16		
C- Tier I	22,329.81	34,012.00		
G -Tier I	40,375.85	60,750.97		
A-Tier I	271.69	411.39		
E -Tier II	1,681.16	2,573.34		
C -Tier II	864.87	1,035.34		
G -Tier II	1,419.11	1,797.97		
TTS	12.53	17.51		
Sub Total	2,01,120.47	2,96,864.15	95,743.68	47.61
Grand Total	8,98,866.04	11,73,535.89	2,74,669.85	30.56

The above table indicate that the asset under management for government sector NPS schemes (CG and SG) has grown by around 25.64%, and the asset under management of the schemes other than these two schemes has grown by around 47.61%. In terms of absolute growth, the government sector schemes increased by Rs. 1,78,926.17 crore whereas

other than government sector schemes in aggregate increased by Rs. 95,743.68 crore.

As explained above, the different schemes are managed by different Pension Fund managers, the details of asset under management of various schemes under the respective Pension Funds are given below: -

Table 2.10 - Pension Fund wise and scheme-wise (CG, SG, NPS lite, APY, APY Fund Scheme & Corporate CG) Asset under Management as on 31st March 2024

Amount in Rs. Crores

Name of Pension Fund/ Schemes	CG	SG	NPS Lite	APY	APY Fund Scheme	Corporate CG	Grand Total
SBI Pension Funds Private Limited	1,05,350.61	1,96,243.24	2,251.64	12,101.61	297.92	73,294.01	3,89,539.03
LIC Pension Fund Limited	99,208.34	1,91,513.25	1,627.00	12,027.43	311.31	3,880.93	3,08,568.26
UTI Retirement Solutions Limited	98,585.59	1,85,770.71	1,594.20	11,518.63	274.94		2,97,744.07
Kotak Mahindra Pension Fund Limited			86.84				86.84
Total	3,03,144.54	5,73,527.20	5,559.69	35,647.67	884.17	77,174.94	9,95,938.21

Table 2.11 - Pension Fund wise vis-a-vis scheme-wise (E-I, C-I, G-I, A-I, E-II, C-II & G-II, TTS-II) Asset under Management as on 31st March 2024

Amount in Rs. Crores

Name of Pension Funds/ Schemes	Scheme -E-I	Scheme -C-I	Scheme -G-I	Scheme -E-II	Scheme -C-II	Scheme -G-II	Scheme -A-I	NPS-TTS-II	Grand Total
SBI Pension Funds Private Limited	16,896.40	8,342.29	17,277.52	523.72	240.64	482.77	77.38	4.87	43,845.57
LIC Pension Fund Limited	5,164.50	2,762.10	5,203.72	151.30	78.35	213.29	18.39	2.00	13,593.66

UTI Retirement Solutions Limited	2,152.97	906.44	1,674.59	89.14	33.83	64.37	9.93	1.21	4,932.48
HDFC Pension Management Company Limited	36,194.65	14,330.02	23,927.76	1,182.69	434.02	645.01	235.29	5.33	76,954.78
ICICI Prudential Pension Funds Management Company Limited	12,384.21	5,708.43	9,365.27	440.04	187.04	281.90	50.50	1.74	28,419.13
Kotak Mahindra Pension Fund Limited	2,094.28	833.90	1,445.36	120.19	41.12	71.15	12.39	0.74	4,619.15
Aditya Birla Sun Life Pension Management Limited	605.80	295.24	530.09	33.42	13.04	26.55	3.72	0.86	1,508.72
Tata Pension Management Limited	373.49	164.38	256.89	23.98	4.65	8.64	2.15	0.53	834.71
Max Life Pension Fund Management Limited	187.40	116.11	270.27	1.30	0.26	0.77	0.20	0.06	576.37
Axis Pension Fund Management limited	897.02	527.16	759.57	6.75	2.15	3.31	1.31	0.17	2,197.45
DSP Pension Fund Managers Private Ltd.	48.43	25.92	39.93	0.81	0.22	0.21	0.13	0.00	115.66
Total	76,999.16	34,012.00	60,750.97	2,573.34	1,035.34	1,797.97	411.39	17.51	1,77,597.68

The asset class wise bifurcation of the assets under management as on March 31, 2024 vis-a-vis March 31, 2023 is given below: -

Table 2.12 - Asset Class wise bifurcation of Asset Under Management

	31-Mar-23		31-Mar-24	
Asset Class	Amount (Rs. Cr)	% of Investment	Amount (Rs. Cr)	% of Investment
G-Sec	4,64,297.98	51.65%	6,36,189.12	54.21%
Corporate Bond	2,45,896.66	27.36%	2,78,690.02	23.75%
Equity	1,48,844.45	16.56%	2,21,856.39	18.90%
REITs/Invits	1,079.92	0.12%	1,194.76	0.10%
Money Market	23,362.95	2.60%	12,464.77	1.06%
Cash & Net Current Assets	15,384.08	1.71%	23,140.83	1.97%
Total	8,98,866.04	100.00%	11,73,535.89	100.00%

Chart No 2.1 - Asset Class Wise Bifurcation of AUM as on March 31, 2024

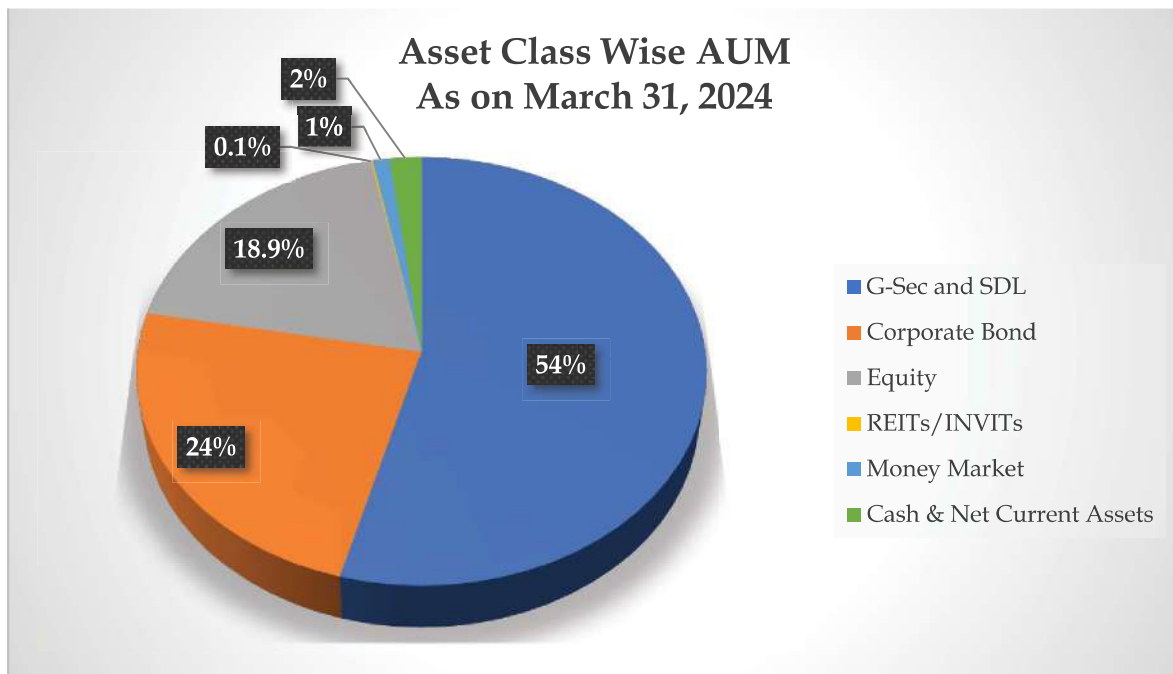
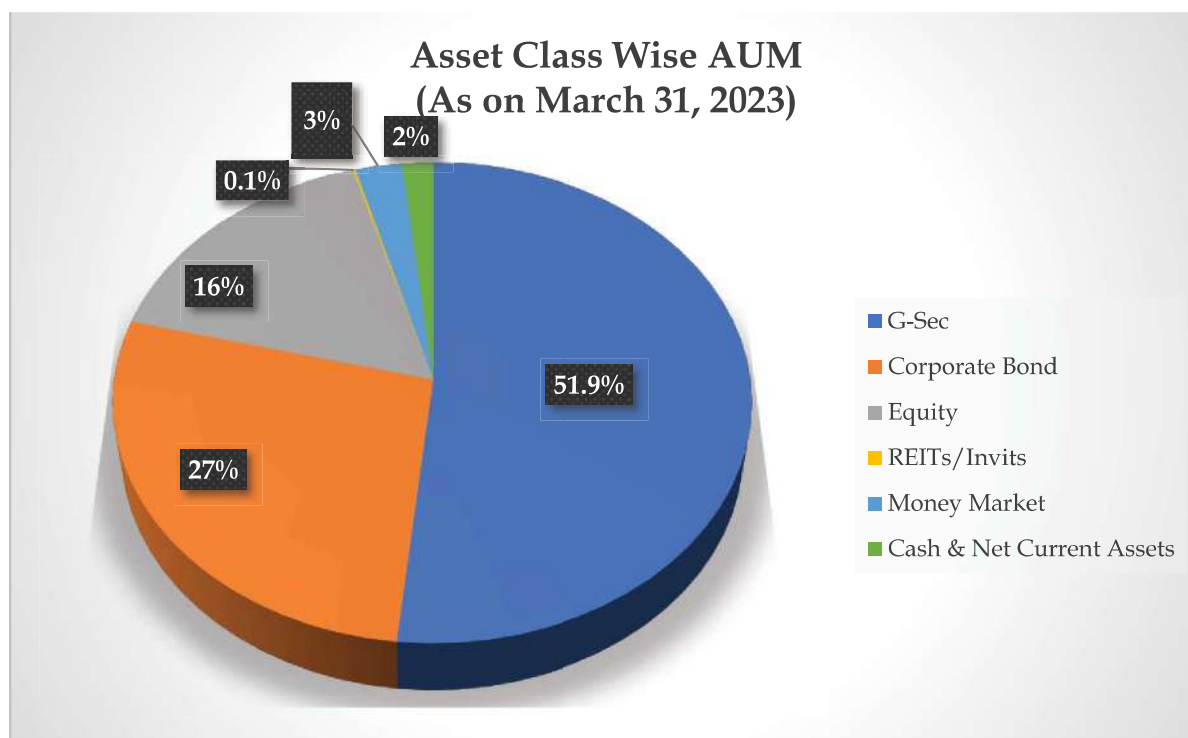


Chart No. 2.2 – Asset Class Wise Bifurcation of AUM as on March 31, 2023



2.3 Notification, issuance of major circulars/Guidelines for Pension Funds

- Circular on Option for subscribers under NPS All Citizen Model (Tier-I), NPS Corporate Model (Tier-I) and NPS Tier-II (all subscribers) of selection of multiple Pension Funds in accordance with the asset classes (except Alternate Asset Class or Scheme A)
- Addendum to the Valuation Guidelines for securities held under NPS
- Master Circular on Investment Guidelines for NPS Tier-I and Tier-II {Other than Central/State Government, Corporate CG, NPS Lite and APY}
- Master Circular on Investment Guidelines for NPS/APY Schemes: Central Government, State Government, Corporate CG, NPS Lite, Atal Pension Yojana and APY Fund Scheme

- Circular on Permission for keeping of securities as margin with the CCIL for margin requirements

2.4 Inspection

During the FY 2023-24, inspection of 08 Pension Funds was conducted as under:

- SBI Pension Funds Private Limited
- LIC Pension Fund Limited
- UTI Retirement Solutions Limited
- HDFC Pension Management Company Limited
- ICICI Prudential Pension Funds Management Company Limited
- Tata Pension Management Private Limited
- Max Life Pension Fund Management Limited
- Axis Pension Fund Management Limited

PART III

Functions of the Authority

The chapter deals with duty, power, and functions of the Authority for promotion and orderly growth of the National Pension System and pension schemes in accordance with Section 14 of Pension Fund Regulatory and Development Authority Act, 2013 to protect the interests of subscribers of such system and schemes.

3.1 Registration of intermediaries and suspension, cancellation, etc., of such registration; and regulation of activities of the intermediaries associated with the National Pension System or the pension schemes

Section 14 of the PFRDA Act, 2013 lays down the duties, powers, and functions of the Authority to regulate, promote and ensure orderly growth of the National Pension System and pension schemes, and to protect the interests of subscribers of such system and schemes.

The National Pension System and any other Pension Scheme are operationalized by PFRDA through large number of entities such as:

- Pay & Accounts offices / Treasury Offices at the Central and State Government, which are responsible for the registration and upload of the periodic NPS subscription of the Government employees on the NPSCAN.
- Points of Presence (PoPs) which are Banks, Non-Banking Financial Companies (NBFC), Micro Finance Institutions (MFI) etc. which assist in the registration and upload of NPS subscription for the corporate, private sector and unorganized sector subscribers, the erstwhile Aggregators (now POPs) which

help in the last-mile reach to the existing NPS Lite subscribers particularly in the informal sector.

- Central Recordkeeping Agency (CRA), which is responsible for the recordkeeping of individual pension accounts called PRANs of the subscribers and acts as a coordinator for the NPS architecture.
- Trustee Bank, responsible for the day-to-day flow of funds and banking facilities.
- Pension Funds (PFs), mandated to invest and manage the pension assets of the subscribers covered under NPS as per the investment guidelines prescribed by PFRDA.
- Annuity Service Providers (ASPs), empaneled with PFRDA to provide a monthly annuity pension to the subscriber.

Government Sector - Central and State Autonomous Bodies

Registration of Autonomous Bodies: Continuous efforts have been made to register Central Autonomous Bodies & State Autonomous Bodies by interacting with them i.e., with respective Financial Advisors of Central Ministries and Nodal Officers of the State Governments. Department also assisted State Governments in streamlining guidelines and notifications for registration of SABs.

PFRDA processes Letter of Consent ("LoCs") of CABs & SABs after ensuring the compliance of stipulated guidelines issued by CG and SGs & also handles queries of NPS during pre-registration process. Details of LoCs issued during FY 2023-24 are as below:

- (i) CABs – 11
- (ii) SABs – 119

As on March 31, 2024, the number of PrAOs/DTAs, PAOs/DTOs and DDOs are as under:-

Table No. 3.1: Number of PrAOs/ DTAs, No. of PAOs/DTOs and No. of DDOs

Sector	No. of PrAOs/ DTAs	No. of PAOs/DTOs	No. of DDOs
Central Government	144	3,076	16,852
Central Autonomous Body	672	2,061	4,278
Total	815	5,137	21,130

Table No. 3.2: Number of DTA/DTOs/DDOs

Sector	No. of DTA	No. of DTOs	No. of DDOs
State Government	72	1,983	2,35,601
State Autonomous Body	733	6,040	16,545
Total	805	8,023	2,52,146

Table No. 3.3: Registration of CABs and SABs and Enrolment of subscribers until March 31, 2024

Status As on March 31, 2023	Total Registered CABs	Total Registered SABs	Total enrolled subscribers of CABs	Total enrolled subscribers of SABs
	672	1,809	2,85,470	10,23,255

Table No. 3.4: Newly registered CABs & SABs Financial Year Wise

FY wise performance	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Newly registered CABs	18	25	25	24	27	22	12	11
Newly registered SABs	179	272	107	133	141	120	158	119

Source: Supervision (CAB/SAB) & P&D (CAB/SAB)

1,809 State Autonomous Bodies and 672 Central Autonomous Bodies are registered under NPS as on March 31, 2024.

Further, there are three hundred sixty-three PoPs (registered with the Authority), three Central Recordkeeping Agency, one Trustee Bank, eleven Pension Funds and fifteen Annuity Service Providers as on March 31, 2024.

Promotion and Development under NPS in Central Autonomous Bodies (CABs) and State Autonomous Bodies (SABs) during FY 2023-24:

The activities undertaken for CABs and SABs are listed below:

- Engagement with the following categories of CABs and SABs for implementation of NPS:
- Registration of all eligible CABs and SABs, which have not yet initiated the registration process under NPS, as per the CG/SG notification
- Completion of the pending registration process of the unregistered CABs and SABs
- Enrolment of eligible employees of the registered CABs and SABs under NPS
- Transfer of regular as well as legacy/arrear NPS contributions for the enrolled employees of registered CABs and SABs
- Co-ordination with CG Ministries / State governments for registration of potential CABs/ SABs
- Engagement with State Govt for issuing NPS notification for SHG and SABs

3.2 Approval of schemes, the terms and conditions thereof including norms for the management of corpus of the pension funds and investment guidelines under such schemes

In terms of the GoI notification F. No. 1/3/2016-PR dated 31.01.2019, the allocation of incremental NPS subscription of government employees under default scheme was distributed among the 03 Pension Funds based on their past financial year performance as under:-

Table No. 3.5: Allocation of CG Scheme

CG Scheme	Allocation (in %)
SBI Pension Funds Pvt. Ltd.	34.5
UTI Retirement Solutions Ltd.	32.0
LIC Pension Fund Ltd.	33.5

Table No. 3.6: Allocation of SG Scheme

SG Scheme	Allocation (in %)
SBI Pension Funds Pvt. Ltd.	34
UTI Retirement Solutions Ltd.	32
LIC Pension Fund Ltd.	34

For APY Scheme and APY Fund Scheme, the allocation of incremental funds for FY 2023-24 was distributed among the 03 Pension Funds based on their past financial year performance as under:-

Table No. 3.7: Allocation of APY Scheme

APY Scheme/ APY Fund Scheme	Allocation (in %)
SBI Pension Funds Pvt. Ltd.	34
UTI Retirement Solutions Ltd.	31
LIC Pension Fund Ltd.	35

For NPS Tier-II Composite scheme which was introduced in FY 2023-24 exclusively for Government employees, the allocation of funds among the 03 Pension Funds was as per the ratio applicable for Central & State Government subscribers as mentioned above.

For NPS Tier-II Composite scheme which was introduced in FY 2023-24 exclusively for Government employees, the allocation of funds among the 03 Pension Funds was as per the ratio applicable for Central & State Government subscribers as mentioned above.

3.3 Exit of subscribers from the National Pension System

3.3.1 As per PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015, and amendments thereof, following Withdrawal categories are allowed:

As per PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015, following Withdrawal categories are applicable:

Table No. 3.8: PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015, and amendments thereof

S. No.	Withdrawal Categories	Conditions in Government Sector	Conditions in Non-Government Sector
1	Upon Normal Superannuation	At least 40 per cent of the accumulated pension wealth of the Subscriber has to be utilized for purchase of an Annuity providing for monthly pension to the Subscriber and the balance is paid as lump sum to the Subscriber. If the accumulated pension wealth in the PRAN is equal to or less than 5 lakhs, the subscriber shall have the option to withdraw the entire accumulated pension wealth without purchasing annuity.	Same as Government Sector
2	Upon Death	At least 80 per cent of the accumulated pension wealth of the Subscriber has to be utilized for purchase of an Annuity providing for monthly pension to the Spouse and the balance is paid as lump sum to the nominee/legal heir. The Default Annuity provides a lifetime annuity for the subscriber's spouse, and if the spouse is not alive, it is paid to the subscriber's	If subscriber before attaining the age of 60 years or superannuation dies, then the entire accumulated pension wealth of the subscriber shall be paid to the nominee or nominees or legal heirs. The nominee or family members of the deceased

		<p>living dependent parents, and if they are not alive, it is paid to the surviving legal heirs of the subscriber.</p> <p>If the accumulated pension wealth in the PRAN at the time of his death is equal to or less than 5 lakhs, the nominee or legal heirs as shall have the option to withdraw the entire accumulated pension wealth without purchasing annuity.</p>	<p>subscriber shall have the option to purchase any of the annuities being offered upon exit if they so desire.</p>
3	Pre-mature Exit	<p>At least 80 per cent of the accumulated pension wealth of the Subscriber has to be utilized for purchase of an Annuity providing the monthly pension to the Subscriber and the balance is paid as a lump sum to the Subscriber.</p> <p>If the accumulated pension wealth in the PRAN is equal to or less than 2.5 lakhs, such subscriber shall have the option to withdraw the entire accumulated pension wealth without purchasing any annuity.</p>	<p>The option so exercised shall be allowed only upon such subscriber having subscribed to the national pension system for at least a minimum period of ten years. At least 80 per cent of the accumulated pension wealth of the Subscriber has to be utilized for purchase of an Annuity providing the monthly pension to the Subscriber and the balance is paid as a lump sum to the Subscriber.</p> <p>If the accumulated pension wealth in the PRAN is equal to or less than 2.5 lakhs, such subscriber shall have the option to withdraw the entire accumulated pension wealth without purchasing any annuity.</p>

In addition, Subscriber can decide to remain invested in NPS (Up to 75 years) or can exit from NPS. Following options are available to NPS Subscribers:

- Continuation of NPS account: Subscriber can continue to contribute to NPS account beyond Retirement (Up to 75 years) and avail additional tax benefit on the contribution.
- Deferment of Withdrawal: Subscriber can defer his/her Withdrawal and stay invested in NPS up to 75 years of age. Subscriber can defer only lump sum Withdrawal, defer only Annuity, or defer both lump sum as well as Annuity.
- Start your Pension: If Subscriber does not wish to continue/defer NPS account, he/she can exit from NPS. He/she can initiate exit request online and as per NPS exit guidelines start receiving pension.

One can watch video on Continuation & Deferment process available on the dedicated YouTube channel “NSDL - NPS Ki Pathshala” at <https://bit.ly/2ZLzTkB> and on “Online Withdrawal Processing by Subscriber” at <https://bit.ly/2vyuhfK>

For the purpose of exit from the NPS, the subscribers are categorized and defined as:

(i) Government sector, (ii) All citizens including corporate sector and (iii) NPS Lite subscribers. The exit regulations specified shall apply accordingly to the category to which the subscribers belong to.

Table No. 3.9: No. of partial withdrawal reported & Settled for the FY 2023-24

S. No.	Sector	Reported	Settled
1	Central Government	36,225	36,126
2	State Government	1,34,167	1,32,851
3	All Citizen/UoS	7,965	7,806
4	Corporate	22,961	22,843
5	NPS Lite	6	6
	Total	2,01,324	1,99,632

(Source of Data: Supervision-CRA, TB, ASP, and Exits)

Table No. 3.10: Withdrawal claims outstanding as on March 31, 2023 & March 31, 2024.

S. No.	Sector	Online Withdrawal Pending	
		As on March 31, 2023	As on March 31, 2024
1	Central Government	524	722
2	State Government	2,852	3,285
3	UOS	219	471
4	Corporate	111	200
5	NPS Lite	516	239
	Total	4,222	4,917

(Source of Data: CRAs)

It has been observed that in majority of the cases the withdrawal applications pending for processing is due to missing/ inadequate documents submitted by the subscribers or the Nodal Offices.

3.3.2 Partial Withdrawal under NPS

NPS subscribers can do partial withdrawals, not exceeding 25 per cent of the contribution made by the subscriber, excluding contribution made by employer, if any, at any time before exit from National Pension System subject to the terms and conditions, purpose, frequency, and limits specified below:

(a) Purpose: A subscriber on the date of submission of the withdrawal form, shall be permitted to withdraw not exceeding twenty-five per cent of the contributions made by such subscriber to his individual pension account, for any of the following purposes only: -

- for Higher education of his or her children including a legally adopted child.
- for the marriage of his or her children, including a legally adopted child.
- for the purchase or construction of a residential house or flat in his or her own name or in a joint name with his or her legally wedded spouse. In case, the subscriber already owns either individually or in the joint name a residential house or flat, other

than ancestral property, no withdrawal under these regulations shall be permitted.

- for treatment of specified illnesses: if the subscriber, his legally wedded spouse, children, including a legally adopted child or dependent parents suffer from any specified illness, which shall comprise of hospitalization and treatment in respect of the following diseases:

- i. Cancer;
- ii. Kidney Failure (End Stage Renal Failure);
- iii. Primary Pulmonary Arterial Hypertension;
- iv. Multiple Sclerosis;
- v. Major Organ Transplant;
- vi. Coronary Artery Bypass Graft;
- vii. Aorta Graft Surgery;
- viii. Heart Valve Surgery;
- ix. Stroke;
- x. Myocardial Infarction
- xi. Coma;
- xii. Total blindness;
- xiii. Paralysis;
- xiv. Accident of serious/ life threatening nature.
- xv. any other critical illness of a life-threatening nature as stipulated in the circulars, guidelines or notifications issued by the Authority from time to time. COVID-19 is also included under this category.

- To meet medical and incidental expenses arising out of the disability or incapacitation suffered by the subscriber.
- Towards meeting the expenses by subscriber for skill development/re-skilling or for any other self-development activities, as may be permitted by the Authority by issuance of appropriate guidelines, in that behalf.
- Towards meeting the expenses by subscriber for establishment of own venture or any start-ups, as may be permitted by the Authority by issuance of appropriate guidelines, in that behalf.

(b) Limits: The permitted withdrawal shall be allowed only if the following eligibility criteria

and limit for availing the benefit are complied with, by the subscribers: -

- (i) the subscriber shall have been in the National Pension System at least for a period of three years from the date of his or her joining;
- (ii) the subscriber shall be permitted to withdraw accumulations not exceeding twenty-five per cent of the contributions made by him or her and standing to his or her credit in his or her individual pension account, as on the date of application for withdrawal;
- (c) **Frequency:** the subscriber shall be allowed to withdraw only a maximum of three times during the entire tenure of subscription under the National Pension System. The request for withdrawal shall be submitted by the subscriber, along with relevant documents to the central recordkeeping agency or the National Pension System Trust, as may be specified, for processing of such withdrawal claim through their nodal office. Provided that where a subscriber is suffering from any illness, specified in sub-clause (d), the request for withdrawal may be submitted, through any family member of such subscriber.

Table No. 3.11: No. of partial withdrawal reported & settled as on 31st March 2024

S. No	Sectors	Reported*	Settled**
1	Central Government	1,59,155	1,58,613
2	State Government	6,90,832	6,87,704
3	UOS	17,395	17,164
4	Corporate	49,633	49,430
5	NPS Lite	28	28
	Total#	9,17,043	9,12,939

(Source of Data: Sup-CRA, TB, ASP and Exits)

Note:

* Reported cases includes authorized by Nodal Office and pending for authorization by Nodal Office.

** Settled cases are where funds have been transferred to subscriber's bank account

Cases Initiated by Subscriber is also added in Initiated by Nodal Office.

i) Details of Annuity Service Providers (ASPs) and Annuity Schemes opted by subscribers

Pension Fund Regulatory and Development Authority (Exits and Withdrawals under the National Pension System) Regulations, 2015, and amendment thereof provide details & contours of various provisions of exit under NPS. Further, it has laid down the process of empanelment of ASP and detailed roles and responsibilities of ASP.

Life Insurance Companies registered and regulated by the Insurance Regulatory and Development Authority of India ('IRDAI') are eligible to act as empaneled Annuity Service Provider (ASP) to provide different kinds of immediate annuities to the subscribers at the

time of exit from National Pension System. The empanelment of ASP is governed by the provisions of the Pension Fund Regulatory and Development Authority (Exits and Withdrawals under the National Pension System) Regulations, 2015, and amendment thereof.

Annuity provides for a monthly payment of pension against deposit of a lump sum amount. The subscriber has to mandatorily purchase the annuity as specified in the exit rules of NPS, from a PFRDA empaneled Annuity Service Provider.

Presently, the following 15 ASPs are empaneled with PFRDA to provide annuity services to NPS subscribers:

Table No. 3.12: Annuities issued by each ASP

S. No	ASP Name	Till 31.03.2024 (Annuities issued)	F.Y. 23-24 (Annuities issued)
1	HDFC Life Insurance Co. Ltd.	51,519	11,227
2	SBI Life Insurance Co. Ltd.	40,883	9,456
3	Life Insurance Corporation of India	26,444	2,246
4	ICICI Prudential Life Insurance Co. Ltd.	24,640	4,271
5	Kotak Mahindra Life Insurance Co. Ltd.	10,604	5,191
6	Max Life Insurance Co. Ltd.	5,629	4,746
7	Tata AIA Life Insurance Co. Ltd.	3,286	2,249
8	Bajaj Allianz Life Insurance Co. Ltd.	2,591	1,790
9	Aditya Birla Sun Life Insurance Co. Ltd.	938	928
10	Canara HSBC Life Insurance Co. Ltd	363	133
11	Shriram Life Insurance Co. Ltd.	203	202
12	IndiaFirst Life Insurance Co. Ltd	86	51
13	PNB MetLife India Insurance Co. Ltd.	54	28
14	Star Union Dai-ichi Life Insurance Co. Ltd.	29	2
15	Reliance Life Insurance Co. Ltd.*	9	-
16	Edelweiss Tokio Life Insurance Co. Ltd.	3	-

* Not empaneled with PFRDA as on March 31, 2024

Contact details

Contact details of ASPs have been displayed on PFRDA's website for wider reach and for the benefit of all stakeholders including subscribers. The same are as under:

Name	Aditya Birla Sun Life Insurance Company Limited
Empanelment Code	ASP/13/012021
Validity	16 March 2021 – Perpetual
Website	https://lifeinsurance.adityabirlacapital.com/
Contact Person	Mr. Gaurav Shah
E-mail	gaurav.shah@adityabirlacapital.com
Telephone	022 – 6188 1005
Call Centre No.	1800 270 7000
Address	16th Floor, One World Centre Tower 1, Jupiter Mill Compound, 841 Senapati Bapat Marg, Elphinstone Road, Mumbai – 400 013
Name	Bajaj Allianz Life Insurance Company Limited
Empanelment Code	ASP/07/022019
Validity	22 May 2019 – Perpetual
Website	https://www.bajajallianzlife.com/
Contact Person	Mr. Anil Verma
E-mail	anil.verma@bajajallianz.co.in
Telephone	020 – 6602 6777
Call Centre No.	1800 209 7272
Address	Bajaj Allianz House, Airport Road, Yerawada, Pune – 411 006
Name	Canara HSBC Life Insurance Company Limited
Empanelment Code	ASP/09/042019
Validity	01 August 2019 – Perpetual
Website	www.canarahsbclife.com
Contact Person	Mr. Sumit Bhargav
E-mail	sumit.bhargav@canarahsbclife.in
Call Centre No.	1800 891 0003 / 1800 103 0003 / 1 800 180 0003
Address	139P, Sector 44, Gurugram – 122 003

Name	Edelweiss Tokio Life Insurance Company limited
Empanelment Code	ASP/06/012019
Validity	22 May 2019 – Perpetual
Website	www.edelweisstokio.in
Contact Person	Ms. Prachi Shroff
E-mail	products.support@edelweisstokio.in
Call Centre No.	1800 212 1212
Address	6th Floor, Tower 3, Wing 'B', Kohinoor City, Kirol Rd, Kurla West, Mumbai – 400 070
Name	HDFC Life Insurance Company Limited
Empanelment Code	ASP/02/032016
Validity	18 March 2016 – Perpetual
Website	https://www.hdfclife.com/
Contact Person	Mr. Onkar Parab
E-mail	onkar.p@hdfclife.com / npsannuity@hdfclife.com
Telephone	022 – 6751 6666
Address	13th Floor, Lodha Excelus, Apollo Mills Compound, N. M. Joshi Marg, Mahalaxmi, Mumbai – 400 011
Name	ICICI Prudential Life Insurance Company Limited
Empanelment Code	ASP/03/032016
Validity	18 March 2016 – Perpetual
Website	www.iciciprulife.com
Registered Address	ICICI PruLife Towers, 1089 Appasaheb Marathe Marg, Prabhadevi, Mumbai – 400 025
Contact Person	Mr. Dharmendra Gupta
E-mail	dharmendra.gupta@iciciprulife.com
Call Centre No.	022 - 62955609 (9 AM to 9 PM)
Help Desk No.	1860 266 7766
Correspondence Address	Unit 1A, First Floor, Cnergy IT Park, Pension and Annuity Department, Appa Saheb Marathe Marg, Prabhadevi, Mumbai – 400 025

Name	IndiaFirst Life Insurance Company Limited
Empanelment Code	ASP/08/032019
Validity	22 May 2019 – Perpetual
Website	www.indiafirstlife.com
Contact Person	Mr. Chinmay Kallianpur
E-mail	chinmay.kallianpur@indiafirstlife.com
Telephone	022 – 6857 0549
Call Centre No.	1800 209 8700
Help Desk No.	022 – 6165 8700
Fax No.	022 – 6857 0600
Address	12th and 13th Floor, North [C] wing, Tower 4, Nesco IT Park, Western Express Highway, Goregaon (East), Mumbai – 400 063
Name	Kotak Mahindra Life Insurance Company Limited
Empanelment Code	ASP/10/052019
Validity	09 August 2019 – Perpetual
Website	www.kotaklife.com
Registered Address	8th Floor, Plot # C - 12, G - Block, BKC, Bandra (E), Mumbai – 400 051
Contact Person	Mr. Deepak Gupta
E-mail	gupta.deepak@kotak.com
Call Centre No.	1800 209 8800
Correspondence Address	7th Floor, Kotak Infinity, Bldg No. 21, Infinity Park, Malad (E), Mumbai – 400 097
Regional Offices	‘Click here’
Name	Life Insurance Corporation of India
Empane lment Code	ASP/04/032016
Validity	18 March 2016 – Perpetual
Website	www.licindia.in

Registered Address	LIC of India, Central Office, Yogakshema Building, Jeevan Bima Marg, P.O. Box No - 19953, Mumbai - 400021
Contact Person	Mr. Bharat Kumar Gupta, Mr. Deepak Kumar Yadav
E-mail	licnps@licindia.com
Telephone	022-26545011 / 15
Call Centre No.	022 - 6827 6827
Correspondence Address	Life Insurance Corporation of India, Digital Marketing Department, LIC -Digital Building (6th Floor), Plot no.C - 10, 'G' Block, Bandra -Kurla Complex, Bandra (East), Mumbai - 400 051
Name	Max Life Insurance Company Limited
Empanelment Code	ASP/12/072019
Validity	04 November 2019 - Perpetual
Website	www.maxlifeinsurance.com
Contact Person	Mr. Pushkar Saran
E-mail	pushkar.saran1@maxlifeinsurance.com
Telephone	0124 - 412 1500
Help Desk No.	1860 120 5577
Address	11th and 12th Floor, DLF Square, DLF City Phase II, Gurugram - 122 002
Name	PNB MetLife India Insurance Company Limited
Empanelment Code	ASP/14/022021
Validity	16 March 2021 - Perpetual
Website	www.pnbmetlife.com
Registered Address	Unit Nos. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27, M.G. Road, Bengaluru - 560 001
Contact Person	Mr. Krishnendu Bhunia
E-mail	kbhunia@pnbmetlife.com
Telephone	022 - 6663 0900
Call Centre No.	1800 425 6969
Help Desk No.	1800 270 7000
Fax No.	022 - 4179 0203
Correspondence Address	Unit No. 202, 2nd Floor, Peninsula Tower, Lower Parel, Near Peninsula Corporate Park, Mumbai - 400 013

Name	SBI Life Insurance Company Limited
Empanelment Code	ASP/01/032016
Validity	18 March 2016 – Perpetual
Website	https://www.sbilife.co.in/
Registered Address	“Natraj”, M. V. Road & Western Express Highway Junction, Andheri (East), Mumbai – 400 069
Contact Person	Mr. Pranay Raniwala
E-mail	info@sbilife.co.in
Telephone	+91 22 6191 0000
Call Centre No.	1800 267 9090
Fax No.	+91 22 6191 0517
Correspondence Address	7th Level (D Wing) & 8th Level, Seawoods Grand Central, Tower 2, Plot No R -1, Sector -40, Seawoods, Navi Mumbai – 400 706
Name	Shriram Life Insurance Company Limited
Empanelment Code	ASP/15/012022
Validity	14 November 2022 – Perpetual
Website	www.shriramlife.com
Contact Person	Mr. Bireswar Chatterjee
E-mail	chatterjee.b@shriramlife.com
Call Centre No.	1800 103 2671
Help Desk No.	040 – 23009400, Ext No: - 400
Address	Plot No. 31 & 32, 5th & 6th Floor, Ramky Selenium, Beside Andhra Bank Training Center, Financial District, Gachibowli, Hyderabad – 500032
Name	Star Union Dai-ichi Life Insurance Company Limited
Empanelment Code	ASP/05/042016
Validity	22 April 2016 – Perpetual
Website	www.sudlife.in
Contact Person	Mr. Amit Phope
E-mail	amit.phope@sudlife.in
Telephone	022 – 7196 3372
Call Centre No.	1800 266 8833
Address	11th Floor, Vishwaroop IT Park, Plot No. 34, 35 & 38, Sector 30A of IIP, Vashi, Navi Mumbai – 400 703

Name	Tata AIA Life Insurance Company Limited
Empanelment Code	ASP/11/062019
Validity	04 November 2019 - Perpetual
Website	www.tataaia.com
Registered Address	14th Floor, Tower A, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai - 400 013
Contact Person	Mr. Adil Husain Siddiqui
E-mail	adilhusain.siddiqui@tataaia.com / NPS@tataaia.com
Telephone	+91 - 84460 55533
Correspondence Address	9th Floor, B Wing, I -Think Techno Campus, Behind TCS, Pokhran Road No 2, Thane West - 400 607

Regulations and amendments:

ASPs are required to perform their activities, broadly defined under the provisions of the Pension Fund Regulatory and Development Authority Act, 2013, and the regulatory framework prescribed under Pension Fund Regulatory and Development Authority (Exits and Withdrawals under the National Pension System) Regulations, 2015 and amendment thereof by the Authority and guidelines, circulars, etc issued from time to time.

During FY 2023-24, no need for amendment in the extant regulations was observed.

Issuance of Master Circulars:

With the initiation of comprehensive review process of the regulations (with an objective to simplify, ease, and reduce cost of compliance), review of issued circulars were also undertaken to replace them with master circulars.

The issued master circulars are self-sufficient, relevant, updated, complete, self-explanatory,

and the single point of reference on the subject matter.

The list of issued Master Circulars are reproduced as under:

S. No.	Master Circular No.	Date	Subject
1	PFRDA/MASTE RCIRCU LAR/20 24/01/C RA-01	12 Jan, 2024	Partial Withdrawal of Accumulated Pension Wealth under the NPS

Under National Pension System (NPS), the subscriber has the option to choose the type of Annuity and the ASPs. The subscriber may choose the annuity type/scheme basing on his requirements from the available schemes offered by the respective ASPs.

Table No. 3.14: Online Annuity requests processed during April 1, 2023, to March 31, 2024

S. No.	Annuity Service Providers/Annuity Schemes	No. of Cases	Amount Transferred (Rs. in crores)
1	Annuity for life	3,943	182
2	Annuity for life with return of purchase price on death	1,09,451	5,402
3	Annuity payable for life with 100 per cent annuity payable to spouse on death of annuitant	5,278	347
4	Annuity payable for life with 100 per cent annuity payable to spouse on death of annuitant with return on purchase of annuity	23,329	3,090
5	Life Annuity with Return of Premium/Purchase Price in parts	71	4
6	Life Annuity with Return of Premium/Purchase Price on diagnosis of Critical Illness	2,483	123
7	NPS - Family Income Option	12,460	862
8	Others*	42	2
	Total	1,57,057	10,012

* Annuity Scheme Option "Others" includes annuity schemes offered by ASPs other than standard annuity schemes.

(Source of Data: CRAs)

ii) **Digital initiatives rolled out by PFRDA which can be consumed by the Subscriber either mobile or through Internet**

a. **Online Pension Calculator**

The pension calculator illustrates the tentative pension and lump sum amount an NPS subscriber may expect on maturity or 60 years of age based on regular monthly contributions, percentage of corpus reinvested for purchasing annuity and assumed rate in respect of returns on investment and annuity selected for. It is available in NPS Trust website and the websites of the 3 Central Recordkeeping Agencies.

Link for pension calculator: https://www.camsnps.com/nps_calculator

<http://www.npstrust.org.in/content/pension-calculator>

<https://cra-nsdl.com/CRAOnline/aspQuote.html>

<https://nps.kfintech.com/npc/>

Table No. 3.15: Overall summary of functionalities related to exits & withdrawals in 2023-24

Name of the Functionality	No. of requests processed in FY 2023-2024
Online Withdrawal process based on scanned documents*	16,516
Partial Withdrawal cases (along with total amount) allowed for Covid-19 related medical treatment**	1,498; (Rs. 11.30 Crores)
Online e-NPS exit	6,450
Partial withdrawal (overall)***	42,187
Online exit process for NPS Subscribers associated with POPs (Corporate)	8,688
Online exit process for NPS Subscribers associated with POPs (UOS)	20,707

(Source of Data: CRAs)

Notes: The numbers provided are for the relevant functionalities released during FY 23-24.

*Govt Paperless processed cases were considered.

**Online e-NPS nos. consists self-authorization and Bank POP authorization cases.

***Partial withdrawal request initiated by Subscriber and self-authorized have been considered.

iii) Digital Initiatives – Work in progress at PFRDA and in the process of roll out

1. Balanced Life Cycle Funds: - The Authority has decided to introduce the Balanced life cycle (BLC) fund as an investment choice for subscribers under private sector (Corporate and All Citizen). The BLC fund shall be introduced as an additional investment choice for subscribers, alongside the existing “Active” and “Auto” choices, wherein the equity tapering shall start after the age of 45 years as compared to 35 years under exiting auto-choices.

2. PFRDA-TRACE (Tracking Reporting Analytics & Compliance e-Platform): - The primary goal of this project is to establish a comprehensive workflow management, reporting platform, dashboard layer with Business Intelligence (BI), with data management system for the compliance management framework. The application to manage timely compliance of data submissions, data retrieval, storage, validation, and execution of various data analytics procedures. Additionally, the project aims to streamline and automate stakeholders/intermediaries' interactions in accordance with the existing provisions of PFRDA Act, Rules, and Regulations.

3. PFRDA Intranet Portal (PINTRA) - Internal Digitalization (HRMS And Finance) along with Mobile App For HRMS: - The aim of this project is to streamline the internal operations of various departments within the Authority, including HR, Administration, IT, Finance & Accounting, and Legal, by implementing an integrated software management solution. This solution will align with the existing PFRDA Act, Rules, and Regulations. The envisioned outcome involves the migration of most manual tasks, such as document flow, data entry, processing, and storage, to this automated system. The anticipated benefits include enhanced

processing, analysis, reporting, retrieval, and management of data and information through automated processes.

3.4 Activities undertaken for protection of interests of subscribers under the National Pension System and of other pension schemes under the Act

1. QR code-based UPI payments:- To ease the process of making payments for subscribers, another payment mode of QR code-based UPI payments has been introduced. Post logging into their account, subscribers can scan the unique QR code available (for D-remit account) and make the payment directly through any of the UPI apps. No additional steps of selecting payment mode/payment gateway steps will be required and subscribers can get the benefit of same day NAV also. Subscribers can even save the QR code offline with them and make payments using the same through any UPI apps. This will be in addition to existing modes of payment available to subscribers.

2. SLW- Systematic Lump sum Withdrawal for the purpose of enhanced old Age Income benefits by keeping Invested in PRAN: - In the interest of Subscribers and to ease the process of lump sum withdrawal, the lump sum can be paid systematically on a periodical basis viz monthly, quarterly, and half-yearly or annually for a period until 75 years as per the choice of the Subscriber. Further, the process automated based on one-time request that captured online/offline. SLW helps in optimizing old age income benefits and augment the income of annuity through systematic lump sum withdrawal.

3. Mandatory 2 - Factor Aadhaar Authentication for CRA System Access: - Currently, Nodal Offices under Central and State Governments, including their underlying Autonomous bodies, use a

password-based login to access the CRA for NPS transactions. To bolster security features and protect the interests of Subscribers and Stakeholders, it has been decided to introduce additional security features through Aadhaar-based authentication for login to the CRA system. This Aadhaar-based login authentication will be integrated with the current User ID and Password-based login process, enabling 2-Factor Authentication for accessing the CRA system. Benefits of 2-Factor Authentication:

Increased Security: The two-factor approach significantly reduces the risk of unauthorized access to the CRA system.

Enhanced Protection: This additional layer safeguards NPS transactions and protects the interests of both subscribers and stakeholders.

4. Reinvest Returned and Unsuccessful Amount of Pension Wealth in the PRAN - Building My Withdrawal Module (MWM) to claim amount returned and held at Trustee bank: - Under NPS, subscriber at the time of exit submit their request through the Nodal officer/PoP/APY SPs/NPST/CRA as the case maybe. While remitting the exit proceeds amount to the associated Savings Account (SA) of the subscriber due to reasons viz. acct closed, acct does not exist, Invalid IFSC code, Account blocked and Bank Merger, the transaction process not be completed and the remittances are returned to the Withdrawal Account of CRA (WAC) maintained by Trustee Bank as un-executed/failed remittances. It is decided to Reinvest the amount of unsuccessful transactions back to same PRAN post 1 month of failed transaction (in the same investment choice). During this 1-month period, CRA shall be communicating to the subscribers and the concerned intermediaries about the returned amount. Further, the subscriber duly intimated by CRA upon reinvestment.

5. UPI based Instant Bank Account Verification through Penny drop - Bank Account authentication using PAN and VPA (UPI)- Introduction of the new facility for the benefit of Subscribers and enhanced due diligence: - This process of Bank Account authentication using PAN and VPA (UPI) rides on the NPCI network and PAN linkage with Bank accounts. With majority of the Bank accounts linked with PAN and PAN being mandatory details to open an NPS account, this process is more logical than other existing processes.

6. Integration of NPS SoT with CAS issued by CDSL and NSDL: - Consolidated Account Statement (CAS) is a consolidated statement of one's personal investments in the securities market with updated mark to market values, and is being provided by CDSL and NSDL, which are the depositories appointed by SEBI. It provides a single consolidated view of all the investments of an investor in his Demat accounts and Mutual fund holdings. In line with the vision of GoI - To create one's record for all financial assets of every individual" as one of the steps envisaged to deepen the Indian financial markets, PFRDA has now included the NPS Statement of Transaction (SoT) in CAS. The facility will be provided to the NPS subscribers only on consent basis.

7. Integration of NPS with Digi Locker to offer Citizen Centric Services - View SOT and PRAN card through Digi Locker: - In order to take the view of the Government of India to provide all citizen centric services through digital platform, PFRDA has integrated CRAs NPS Account opening with Digilocker so that the PRAN card is available to the subscribers in their Digilocker accounts along with other documents. Digilocker enables seamless digital journey, by easing the process of NPS account opening using Aadhar.

Integration with Digilocker removes the need to visit and download XML file from UIDAI site and then to upload the same onto CRAs e-NPS page. This is replaced with a simple process through use of the document stored in the Digilocker.

8. Parallel Processing of Lump sum and Annuity during exit – Seamless exit: - PFRDA in coordination with IRDAI has simplified the process of issuing an Annuity by considering the NPS withdrawal form as the Annuity Proposal.

9. NPS integration with AA Framework for consent-based information sharing: - The Account Aggregator (AA) technology framework empowers NPS Subscribers to have seamless and secure access to their information on NPS available with CRAs and enable its portability in an encrypted form between the stake holders in order to benefit the Subscribers. Account Aggregators (AA) are RBI regulated entities with a Non-Banking Finance Company (NBFC) - AA license. They act like a bridge to deliver financial information from FIP pertaining to a customer to Financial Information Users (FIU) based on the explicit consent of the customer. However, the financial information of customer shared through AA neither shall the property nor stored by them. All 3 CRAs are live as Financial Information Provider for Balances under NPS.

10. Reduction in Settlement time and acceptance of Withdrawal – T+ 2 from T+4 days: - The withdrawal requests of Subscribers at the time of exit were executed on T+4 working/settlement days (T being the day of authorization of withdrawal request by Nodal office/PoP/Subscriber) and the timeline has been reduced to T+2.

11. eNPS Government through Aadhaar Paperless mode: - Online Account opening for Government Sector Subscribers with reduced

TAT and immediate NPS Account activation and the process has made ease of account opening reducing workload of Govt Sector nodal officers.

12. Annuity Calculator – Transparency to enable Subscribers to select right ASP: - Transparent Annuity Calculator for display of Annuity rates for the benefit of Subscribers to select ASP best suits their requirements. The Annuity Chart displays the rates of 15 ASPs empanelled with PFRDA under various types of Annuity Schemes.

13. Automation of Voluntary contribution by Bharat Bill Payment System (BBPS) – Enabling recurring collection of contribution seamlessly: - PFRDA in coordination with NPCI has allowed NPS contributions through Bharat Bill Payment Systems (BBPS). This will help in making NPS contributions even easier and just a click away through various UPI Apps.

14. NPS Prosperity Planner (NPP) – Tool to nudge the Subscribers to save more for Retirement and ensure adequacy in Retirement Income: - It was conceptualized with the objective of nudging the subscribers to enhance their contribution. This is a customized module to be built into the CRA login of subscribers to bring about an attitudinal change towards NPS being considered as 'Old age income' planning instrument rather than as a 'Tax Saving' Instrument. Through NPP, the subscribers would be able to estimate the projected Retirement Income (Annuity) as per the Annuity options based on their existing contribution under NPS. NPP provides the tool for higher Retirement Income through Accelerated Contribution plan in the residual period until retirement duly considering inflation and the projected cost of living expenses. NPS Prosperity Planner is futuristic

and offers personalized retirement planning for the subscribers based on their past contribution, expected income rise in the future and their cost of living. The calculator thus can provide the subscriber with the reasonable projections which aid in better retirement planning to ensure adequate and sustainable old age income.

3.5 Mechanism for Redressal of Grievances of Subscribers and Activities undertaken for Redressal of such Grievances

1. Introduction:

As per PFRDA (Redressal of Subscriber Grievance) Regulations, 2015, every intermediary has to follow the Grievance Redressal Policy as laid down under the regulations. The term "Grievance" is defined under Regulation 2(g) as: "grievance or complaint" includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service on the part of, an intermediary or an entity or a person governed by the provisions of the Act and in the nature of seeking a remedial action but do not include the following:

- i. Complaints that are incomplete or not specific in nature;
- ii. Communications in the nature of offering suggestions;
- iii. Communications seeking guidance or explanation;
- iv. Complaints which are beyond the powers and functions of the PFRDA or beyond the provisions of the PFRDA Act and the rules and regulations framed there under;
- v. Any disputes between intermediaries;
- vi. Complaints that are sub-judice (cases which are under consideration by court of law

or quasi-judicial body) except matters within the exclusive domain of the Authority under the provisions of the Act;

2. Process flow related to handling of grievances:

Redressal of subscriber grievance happens in accordance with the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015. For smooth and timely handling of grievance, subscribers are requested to follow the following escalation matrix:

Level 1: As per the provisions of the PFRDA (Redressal of subscriber Grievance) Regulations 2015, the subscribers can raise their grievances for resolution through the Central Grievance Management System (CGMS). The grievances shall be directed to the concerned intermediary/office, for taking necessary action to resolve the grievance raised by the subscriber. The resolution remarks provided by the concerned entity shall be intimated to the subscriber over email and can be viewed online.

To raise grievance, subscriber may click on the respective CRA under which his/her PRAN is generated. Following are the details and processes to lodge the grievances and view the status of resolution:

Table No. 3.16: Process to lodge the grievances

Protean eGov Technologies Limited (Earlier NSDL e-governance Infrastructure Limited)	KFin Technologies Limited	Computer Age Management Services Limited
<p>1. Web based interface for registering grievance/complaint:</p> <p>a) By raising a grievance in the Central Grievance Management System (CGMS) by using the Internet Personal Identification Number (IPIN). (https://cra-nsdl.com/CRA/). After successful login subscriber need to click Log Grievance Request under Grievance Tab. By login in Mobile Application using I-PIN. After successful login subscriber need to click Enquiry/ Grievance Option.</p> <p>b) Subscriber can raise the grievance at the Corporate website (https://npscra.nsdl.co.in/Log-your-grievance.php under Log Your Grievance / Enquiry option)</p>	<p>1. Web based interface for registering grievance/complaint:</p> <p>a) Subscriber can register a grievance through a web-based interface provided by the KFin-tech CRA with the use of I-PIN by visiting their website https://enps.kfintech.com/login/login/. The entity will have to provide the necessary details as required in the web-based format. On successful registration, a token number will be displayed on the screen for the purpose of reference.</p> <p>b) Subscriber can also raise the grievance without login into the CRA system by providing the relevant details on https://enps.kfintech.com/registergrievanceenquiry/registergrievanceenquiry/</p>	<p>1. Web based interface for registering grievance/complaint:</p> <p>a) Subscriber can register a grievance through a web-based interface provided by the CAMS CRA by visiting their website https://www.camsnps.com/subscribers/queries/</p> <p>b) Subscriber login to their eNPS account and navigate to the 'Grievance' tab in the top menu. Under 'New Grievance' choose 'Queries' Select the appropriate 'Grievance Category' and complete the subsequent steps. Record the 'Ticket No.' generated by the portal for future reference. The response will be communicated to via email and SMS.</p>
<p>2. Other modes of registering grievance/complaint:</p> <p>a) Call Centre/Interactive Voice Response System (IVR): By calling the Toll-free Number 1800 222 080 and authenticating oneself with the Tele query Personal Identification Number (TPIN).</p>	<p>2. Other modes of registering grievance/complaint:</p> <p>a) Call Centre/Interactive Voice Response System (IVR): Subscriber can reach their Call Centre our toll-free number 1800 208 1516. Subscriber can raise a grievance after authentication using T-PIN. The grievance will be registered by the Call center executive and a token</p>	<p>2. Other modes of registering grievance/complaint:</p> <p>a) Call Centre/Interactive Voice Response System (IVR): By calling the Toll-free Number 18005726557 and authenticating oneself with the Tele query Personal Identification Number (TPIN). If there is a grievance or complaint not redressed</p>

<p>b) Physical forms: By raising a grievance in writing – in the specified format (Form G1) or a letter and sent to following address: Protean e Gov Technologies Limited (earlier known as NSDL e-governance Infrastructure Limited) 1st Floor, Times Tower, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai - 400 013</p>	<p>number will be given to the entity for reference.</p> <p>b) Physical forms: A subscriber can log a grievance by submitting details in a physical form to the Central Grievance Management Cell at CRA. Subscriber has to submit the Grievance Form (Form G1) to CRA. On receiving such a grievance, the CRA user will digitize the same and lodge a request in the CRA system, with SMS/email intimation to the subscriber. It can be sent on following address: KFin Technologies Pvt. Ltd Selenium Tower B, Plot Nos. 31 & 32 Financial District, Nanakramguda, Serilingampally Mandal, Hyderabad – 500 032</p>	<p>immediately, it is recorded in the CGMS by the Customer Care Officer, and a unique grievance number is provided to the subscriber on their registered mobile number.</p> <p>b) Physical forms: By raising a grievance in writing – in the specified format (Form G1) or a letter and sent to following address: Grievance Redressal Officer Central Recordkeeping Agency Computer Age Management Services Ltd. No. 158, Rayala Towers, Anna Salai, Chennai – 600002</p>
<p>3.How to check the status of the Grievance? Subscriber can check the status of the grievance at the CRA website (https://npscra.nsdl.co.in/Log-your-grievance.php under Track Your Grievance / Enquiry option) or through the Call Centre by mentioning the token number.</p>	<p>3. How to check the status of the Grievance? Subscriber can check the status of the grievance at the CRA website (https://kfintech.com/login/login/) or through the Call Centre by mentioning the token number.</p>	<p>3.How to check the status of the Grievance? Subscriber can also track the status of your query via the 'Grievance Status' page under the 'Grievance' tab or through the Call Centre by mentioning the token number.</p>

Level 2: If the complainant is not satisfied with the redressal of his grievance or if it has not been resolved by the intermediary by the end of thirty days of filing of complaint, he may escalate the complaint to the National Pension System Trust (NPS Trust) through any one of the following modes -

1. Website: www.npstrust.org.in/
<https://www.npstrust.org.in/content/contact-us>
2. Letter: Subscriber may also raise the grievance by writing to NPS Trust at the following address - **Grievance Redressal Officer (GRO)**

**National Pension System Trust,
Tower B, B-302,
Third Floor, World Trade Center, Nauroji Nagar,
New Delhi-110029
Ph: +91 11 35655222**

Table No. 3.17: Query/Grievance (referral) against CRA

Referral Raised Against	Status of referrals for the month for FY 2023-24			
	Pending at the end of March 2023	Received during the FY 2023 - 2024	Closed/resolved during the FY 2023 - 2024	Pending the end of March 2024
CRA	548	1,19,311	1,18,354	1,505

(Source of Data: CRAs)

Table No. 3.18: Status of Query/Grievance (referrals) Category wise against CRA

Referral Category	Cases pending at end of the March 2023	Cases received during the FY 2023-2024	Cases resolved during the FY 2023-2024	Cases pending for resolution at end of March 2024
General Query	136	27,540	27,322	354
PRAN Card Related	25	8,911	8,833	103
SOT Related	20	5,603	5,567	56
Tier II related	16	3,751	3,751	16
Incorrect Processing of Subscriber Details	21	4,707	4,686	42
I-PIN, T-PIN Related	8	3,074	3,049	33
Withdrawal Related	33	5,404	5,347	90
Email/SMS alerts not received	6	688	693	1

Exit not initiated / not authorised / amount not received	6	2,021	1,998	29
Partial withdrawal not initiated / not authorised / amount not received	8	1,692	1,685	15
Other Grievances	241	50,260	49,793	708
Death withdrawal not initiated / not authorised / amount not received	1	-	1	-
Delays in Issuance of PRAN Cards	2	2	4	-
Pre-mature withdrawal not initiated / not authorised / amount not received	2	189	188	3
Contribution amount not reflected in account	23	5,469	5,437	55
Total	548	1,19,311	1,18,354	1,505

(Source of Data: CRAs)

Table No. 3.19: Ageing of referrals pending for the month ending March 31, 2024

Sector	< 7 days	8-14 days	15-30 days	31-60 days	> 60 days	Total
Central Government	108	7	0	0	0	115
State Government	159	5	1	0	0	165
Corporate	208	3	4	0	0	215
Unorganized	854	8	2	1	0	865
NPS Lite	17	0	0	0	0	17
APY	127	1	0	0	0	128
Total	1,473	24	7	1	0	1,505

(Source of Data: CRAs)

Level 3: If the complainant is not satisfied with the redressal of his grievance or no reply has been received in 21 days after escalation to level 2, Ombudsman appointed by PFRDA can be approached by the subscriber by submitting the details as per prescribed format.

As per PFRDA (Redressal of Subscriber grievance) Regulations 2015: An appeal can be filed with the Ombudsman under the regulations and complying the following-

- (a) by a complainant whose grievance has not been resolved within twenty-one days from the escalation of the grievance to NPS Trust.
- (b) by a complainant, where a complaint has been made directly against the NPS Trust and no other intermediary and the same remains unresolved within the specified period of twenty-one days.

The appeal to ombudsman has to be made within forty-five days from the date of receipt of response of the National Pension System Trust or in case no response has been received, within forty-five days from the date of expiry of twenty-one days from the date of filing representation or complaint.

The appeal shall be in writing, duly signed by the complainant or his authorized representative (not being a legal practitioner) in the form as specified the regulations and supported by documents, if any.

At present only one Ombudsman has been appointed by PFRDA.

Shri Narender Kumar Bhola
Pension Fund Regulatory and Development Authority
 E-500, Tower E, 5th Floor, World Trade Centre
 Nauroji Nagar, New Delhi-110029
 Email Id: ombudsman@pfrda.org.in
 Landline No.: 011 - 40717900 Ext: 188

Level 4: If subscriber is not satisfied with the order passed by the Ombudsman, subscriber can file appeal against the order to the Designated member of PFRDA at following address:

Pension Fund Regulatory and Development Authority
 E-500, Tower E, 5th Floor, World Trade Centre
 Nauroji Nagar, New Delhi-110029
 Landline No.: 011 - 40717900

Level 5: Securities Appellate Tribunal.

Also, the complainant reserves the right to approach to Securities Appellate Tribunal, in case of a non-satisfactory response from the Designated member of PFRDA.

3.5.1 No. of Complaints Received, Resolved and Pending for FY 2023-24 at the Office of Ombudsman

Table No. 3.20: No. of Complaints Received, Resolved and Pending at the office of Ombudsman for FY 2023-24

Sr No.	Sector*				Total
	CG/CAB	SG/SAB	UOS	NPS Lite	
No. of Complaints received	3	3	5	-	11
No. of Complaints Resolved	2	2	5		9
No. of Complaints pending	1	1	-	-	2

*Note: For other sectors viz. Swavalamban & APY, no appeals had been received for FY 2023-24

3.5.2 State-wise Complaints Received for FY 2023-24 at the Office of Ombudsman

Table No. 3.21: State-Wise Complaints received for FY 2023 - 24

Sr. No.	Name of State	No. of Grievances received State-wise.
1.	Haryana	2
2.	Karnataka	1
3.	Kerala	2
4.	Maharashtra	1
5.	Punjab	1
6.	Rajasthan	1
7.	Delhi	3

3.5.3 Details of Grievances resolution under Public Grievance Portal (CPGRAMS) (For FY 2023-24)

Process of Grievance Resolution:

The grievances assigned to PFRDA under Public Grievance Portal (CPGRAMs) are monitored for its resolution. The grievances received from other Government Department/Ministries (such as DEA, PMO, DoPT, DoP&PW), DARPG etc) are forwarded to CRA for routing the same to the concerned intermediaries for resolution under Central Grievance Management System ("CGMS"). CGMS is a platform developed by PFRDA in co-ordination with the Central Recordkeeping

Agency, as per the provisions of PFRDA Act 2013 {refer to sub- section (2)(f) of section 14, regarding establishing a mechanism for redressal of grievances of subscribers through regulations;}. Further, post-resolution, the grievances are marked as resolved and are closed in the CPGRAMs portal. However, the complainant reserves the right to escalate the grievance, in case the resolution provided is not satisfactory to the administrative body (DFS). In such matters of escalation, the grievances are closed at the end of DFS, based on the resolution provided by PFRDA.

Details of the grievances lodged at CPGRAMs portal, are as below: -

**Table No. 3.22: Grievance routed through Pension Reform Section at DFS
Grievance Source Wise**

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Case Disposed During Period	Closing Balance	Yet to Assess	At Our Office	With Subor-dinate
DARPG	0	24	24	22	2	0	0	0
Local/Internet	10	448	458	435	23	9	0	0
President Secretariat	0	3	3	3	0	0	0	0
Pension	0	33	33	32	1	1	0	0
PMO	1	79	80	78	2	2	0	0
Total	11	587	598	570	28	12	0	0

Monitoring Category Wise

Monitoring Category	Brought Forward	Received During	Total Receipts	Total Disposed	Total Pending
Agriculture	0	0	0	0	0
Allegation Of Corruption/Malpractices	0	4	4	4	0
Covid-19 Related issues	0	20	20	20	0
Education	0	0	0	0	0
Employee Related	2	85	87	84	3
Financial Assistance	0	0	0	0	0
Financial Services	0	17	17	17	0
Harassment/Atrocities	0	0	0	0	0
Implementation of Schemes	6	309	315	314	1
Labour Issues	0	2	2	2	0
Other Central Government Related	3	124	127	103	24
Police	0	0	0	0	0
Quality Of Service/Civic Amenities	0	6	6	6	0
State Government Related	0	1	1	1	0
Suggestion	0	19	19	19	0
Total	11	587	598	570	28

**Table No. 3.23: Grievance routed through Banking Operation Division -III of DFS
Grievance Source Wise**

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Case Disposed During Period	Closing Balance	Yet to Assess	At Our Office	With Subordinate
DPG	0	1	1	1	0	0	0	0
DARPG	0	4	4	4	0	0	0	0
Local/Internet	0	37	37	37	0	0	0	0
President Secretariat	0	1	1	1	0	0	0	0
Pension	0	4	4	4	0	0	0	0
PMO	1	8	9	9	0	0	0	0
Total	1	55	56	56	0	0	0	0

Monitoring Category Wise

Monitoring Category	Brought Forward	Received During	Total Receipts	Total Disposed	Total Pending
Agriculture	0	0	0	0	0
Allegation Of Corruption / Malpractices	0	1	1	1	0
Covid-19 Related issues	0	0	0	0	0
Education	0	0	0	0	0
Employee Related	0	8	8	8	0
Financial Assistance	0	0	0	0	0
Financial Services	0	26	26	26	0

Harassment/Atrocities	0	0	0	0	0
Implementation of Schemes	0	1	1	1	0
Labour Issues	0	0	0	0	0
Land Related Problems	0	0	0	0	0
Other Central Government Related	1	16	17	17	0
Police	0	0	0	0	0
Quality Of Service/Civic Amenities	0	2	2	2	0
Railway	0	0	0	0	0
State Government Related	0	1	1	1	0
Suggestion	0	0	0	0	0
Total	1	55	56	56	0

Grand Total of Resolved cases- 626 (570+56)

The status of grievances received during the year at CGMS as on March 31, 2024, is furnished in the table below:

Table No. 3.24: Grievances Pending, Received and Closed in CGMS from April 1, 2023 to March 31, 2024

S. No	Sector	Pending As on March 31, 2023	Received Till March 31, 2024	Resolved Till March 31, 2024	Pending as on March 31, 2024
1	NPS Regular #	2,552	1,77,433	1,75,428	4,557
2	NPS Lite	61	1,960	1,934	87
3	APY	481	72,762	71,411	1,832
	Total	3,094	2,52,155	2,48,773	6,476

Note: # NPS Regular consists of CG/SG/SAB/CAB/ Corporate and All Citizen Sector

The status of Grievances received to various intermediaries during the year at CGMS as on March 31, 2024, is furnished in the table below:

Table No. 3.25: Grievances Pending, Received and Closed in different sectors in CGMS during April 1, 2023 to March 31, 2024

S. No.	Referrals Raised Against	Pending as on March 31, 2023	Received till March 31, 2024	Resolved till March 31, 2024	Pending as on March 31, 2024
1	Central Government	302	5,298	5,076	524
2	State Government	917	7,266	6,991	1,192
3	POP	531	36,810	36,578	763
4	Corporate	2	151	145	8
5	Trustee Bank	40	69	69	40
6	NPS Lite	52	751	736	67
7	APY (APY -SP)	457	61,749	60,571	1,635
8	eNPS	240	23,922	23,645	517
9	CRA	535	1,14,700	1,13,733	1,502
10	NPS Trust	18	1,439	1,229	228
	Total	3,094	2,52,155	2,48,773	6,476

Source: CRAs

The major grievances received are related to Statement of Transactions, Contribution amount not reflected in account, PRAN Card, incorrect processing of subscriber details, delays in uploading of contribution amounts etc. Grievances are registered in CGMS by the subscriber and are directly routed to concerned intermediaries for necessary action. Thus, it is for the concerned intermediaries to resolve and close grievance in the CGMS which are raised against them. The periodic reminders are sent to concerned intermediary for resolving and closing grievances in CGMS.

3.6 Certification Programme for Retirement Advisers

Certificate of Registrations is issued after evaluation of applications as per eligibility criteria defined in PFRDA (Retirement Adviser) Regulations, 2016 and subsequent amendments. During the FY2023-24, 15 individual Retirement Advisers were registered under the NPS architecture. To expedite the registration process, online platform is available where applicants can apply online for registration.

Table No. 3.26: Retirement Adviser Certification

NISM Series -XVII: Retirement Adviser Certification			
Month	Enrolled	Appeared	Passed
Apr - June 2023	98	93	65
July - Sept 2023	113	74	56
Oct - Dec 2023	119	118	85
Jan - Mar 2024	127	127	93
Total	457	412	299

3.7 Collection of Data by the Authority and the intermediaries including undertaking and commissioning of studies, research, and project

Collection and compilation of a comprehensive data based on demographics, retirement savings and investments, the different financial products/ schemes issued by the different organizations to cater to the old age income security of the underlying subscribers, the returns generated thereon, the disclosure and protection provided to the subscribers etc. under different scheme are the on - going activities of PFRDA.

3.8 Steps undertaken for educating subscribers/ the general public on issues related to pension, retirement savings and related issued and details of training of intermediaries

3.8.1 Financial Literacy regarding Pensions:

PFRDA is a member of the Financial Stability and Development Council (FSDC), its sub-committee, working groups and various inter-regulatory forums viz. Inter Regulatory Technical Group (IR-TG), Technical Group on Financial Inclusion and Financial Literacy

(TGFIFL), Inter Regulatory Forum for Monitoring Financial Conglomerates (IRF-FC). PFRDA actively contributes to the furtherance of the objectives of these committee's/groups/forums.

3.8.2 Retirement Planner Scheme

A large percentage of the population of our country is employed in the unorganized sector and the population of the elderly is increasing at a fast pace. Many of these people do not have any sustainable and constant source of funds to take care of them during their old age. Further, it has been seen that the functional awareness about pensions, retirement planning and the culture of saving for post-retirement life is dismally low in the population at large.

In order to tackle this issue PFRDA has launched the Retirement Planner scheme as one of the alternate channels to spread knowledge about pension, retirement planning and the culture of saving for post-retirement life among the citizens of India. Under the Retirement Planner Scheme, we have:

Retirement Planners (RPs): Applicants who have been empanelled under this scheme and

certified so by the Authority for undertaking workshops on Retirement awareness and education.

Agency: The agency appointed by the Authority for the purpose of aiding the authority in the selection of the Retirement Planner, their training, and handling all the operational matters including approving the workshops proposed by the Retirement Planner (RP), monitoring the workshops being conducted, conducting checks, processing, and payment of claims of remuneration raised by the RPs and submitting the MIS/data pertaining to these to the Authority as per prescribed formats.

The details of the workshops conducted during the last financial year (FY 2023-24) are as follows:

Table No. 3.27: The details of the workshops conducted during the last financial year (FY 2023-24)

Number of empaneled RPs	Number of workshops conducted	The number of participants who attended the workshop
79	1,808	47,500

3.8.3 Programme for co-ordination with financial and other agencies

National Centre for Financial Education (NCFE) is a Section 8 (Not for Profit) Company promoted by Reserve Bank of India (RBI), Securities and Exchange Board of India (SEBI), Insurance Regulatory and Development Authority of India (IRDAI) and Pension Fund Regulatory & Development Authority (PFRDA). Out of share capital of Rs. 100 crores PFRDA has contributed its allocation of Rs. 10 crores while RBI, SEBI and IRDAI contributed Rs.30 crores each. NCFE's mission is to undertake a massive Financial Education campaign to help people manage money more effectively to achieve financial well-being by

accessing appropriate financial products and services through regulated entities with fair and transparent machinery for consumer protection and grievance redressal.

The objective of the NCFE is to promote financial education across India for all sections of the population as per the National Strategy for Financial Education, to create financial awareness and empowerment through financial education campaigns across the country for all sections of the population through seminars, workshops, conclaves, trainings, programs, campaigns, discussion forums by itself or with help of institutions, organizations and to provide training in financial education and create financial education material in electronic or non-electronic formats, workbooks, worksheets, literature, pamphlets, booklets, fliers, technical aids and to prepare appropriate financial literature for target based audience on financial markets and financial digital modes for improving financial literacy so as to improve their knowledge, understanding, skills and competence in finance.

APY has been incorporated in the NCFE modules as one of the Government schemes providing a minimum guaranteed pension. Further, NPS has also been incorporated into the NCFE modules as a solution to retirement needs.

The National Strategy for Financial Education for India (NSFE: 2020-25) recommends the adoption of a multi-stakeholder approach to achieve the financial well-being of Indians. As per the Strategic Goal under the Action Plan of NSFE 2020-25, the content of financial education in the school curriculum for students of XI and XII has been drafted in coordination with all sector regulators.

Further, PFRDA contributed and coordinated with NCFE and other regulators and successfully observed Financial Literacy Week

(FLW 2024) from February 26th to March 01, 2024. On 29th Feb 2024, a national-level webinar on "Retirement Readiness: Secure Your Golden Years" was addressed by the officers from PFRDA.

3.8.4 PFRDA's endeavor on media & communication and NPS/APY awareness

PFRDA continued with its unceasing efforts of creating awareness about pensions and retirement planning with a vision to make 'India a Pensioned Society.'

In this backdrop, various channels and mediums of communication viz. print, social & digital media and electronic media (TV and radio), were adopted to educate and enhance pension literacy and for explaining the features & benefits of NPS & APY to the general populace.

Print Campaigns

During the FY 2023-24, a total of 18 all India print campaigns were carried out for

promotion of NPS and APY in national and regional dailies across India. The newspaper ads were carried out in Hindi, English and vernacular languages with each print campaign covering more than 100 newspaper editions.

Each ad was inscribed with QR code for easy accessibility to online information on features & benefits as well as information regarding account opening options. The print campaign leitmotifs underscored the importance of retirement planning and pensions under the overarching theme of the #ZaruriHai.

Video production for awareness of NPS and Atal Pension Yojana

6 (six) 30 seconds NPS subscriber testimonial video with the theme of "NPS #ZaruriHai" highlighting the importance of early starting, planning, saving, investing and patience in creation of a retirement corpus underscoring the broad themes NPS being important for Dignity, Self-esteem, Disciplined saving, Flexibility, Transparency and Equality, were

साठ के बाद गरिमायुक्त जीवन के लिए
6 करोड़ से अधिक
 अतिदाता अटल पेंशन योजना में पंजीकृत हो चुके हैं

“एक ही सरकार जीवन भरतु की परा अपन प्यारन करेगी है, बिक खरिद की बिक की सुविधा प्रदान करेगी, कमा ले खरिद खरीदी की कमा प्रदान करेगी पर सुविधा को मिली सुक प्रदान करेगी। कमा प्रदान है कि देश के सभी भारतीय एक सुकाल और समकाल जीवन खरीदेंगे।”
 श्री नरेंद्र मोदी
 भारतीय प्रधानमंत्री, भारत सरकार

आप भी एपीवाई से जुड़े और आजीवन गारंटीड पेंशन सहित दो अन्य लाभ भी उठाएं

- 1 1000/- या 2000/- या 3000/- या 4000/- अथवा 5000/- रुपये प्रति माह तक आजीवन पेंशन की गारंटी
- 2 अतिदाता की मृत्यु के बाद प्रति या पत्नी को आजीवन स्वकाल पेंशन
- 3 प्रति/पत्नी की मृत्यु के पश्चात व्यक्ति को 60 वर्ष की आयु तक खरिद पेंशन खरिद की करेगी

अगर आपकी उम्र 18 से 40 साल के बीच है तो आप अटल पेंशन योजना से जुड़ सकते हैं।

आज की उम्र, भुगतान योग्य कर्जे	माह	मंथनकाल (₹)	मुकामकाल प्रति (₹)	मंथनकाल (₹)	मुकामकाल प्रति (₹)
30	3000	42 प्रति माह	5000	210 प्रति माह	
40	3000	291 प्रति माह	5000	1454 प्रति माह	

आज ही अपने सरकारी डाकघर/बैंक में संपर्क करें या 1800 110 069 पर कॉल करें या www.pfrda.org.in पर जाएं!

Give Your Family "FINDEPENDENCE"

Who can join?
 Any citizen of India (including NRIs/ OCI) and corporate employees between the age of 18 to 70 years.

How can I enroll?
 • Online or Physical mode through PFRDA such as Bank/NPS-CA.
 • Online platform through NPS Trust (www.nps-trust.org)

At the time of Maturity:
 • At the age of 60 or retirement age, option to withdraw up to 60% of corpus in lump sum and the balance is in annuity for regular pension.

Invest for a Secured Future #ZaruriHai

Financial stability + Life with dignity

Get More with NPS
 Invest for a Secured Future

Who can join?
 Any citizen of India (including NRIs/ OCI) and corporate employees between the age of 18 to 70 years.

How I can Enroll?
 • Online or Physical mode through PFRDA such as Bank/ NPS-CA
 • Online platform through NPS Trust (www.nps-trust.org) or through FinTech Apps.

At the time of Maturity:
 • At the age of 60 or retirement age, option to withdraw up to 60% of corpus or through Systematic Withdrawal Plan (SWP) in installments and the balance in annuity for regular pension.

#ZaruriHai

conceptualized and produced.

The said films captured the footage of NPS subscribers, the senior management personnel of corporate/employer registered under NPS advocating NPS benefits and reasons for its popularity among the masses.



1 (one) 40 seconds TV testimonial video was conceptualized and shot with Dr C Jayakumar, Chief Human Resource Officer of L&T Ltd in which he expounded the features and benefits of NPS and its importance in the entire retirement saving journey.



4 (four) 30-seconds TV commercials on the sub themes of Portability, Flexibility, Transparency and Trust especially targeted towards the corporate employees of IT & ITeS sector were conceptualized and produced.



2 (two) TV commercials highlighting the features and triple benefits of the Atal Pension Yojana were conceptualized and produced. For the benefit of the general populace the said video was produced in Hindi, English and 10 vernacular languages.



Electronic Media Campaigns in TV and Radio

During the FY 2023-24, a total of 19 (nineteen) electronic media campaigns were carried out for promotion of NPS and APY in the domain of TV commercials and radio ads.

The said campaigns were executed through the Prasar Bharati's network of Doordarshan-DD National & DD News, through the English & Hindi business channels and national & regional Hindi news channels and All India Radio's (AIR) national & regional network and private FM Channels.



NPS was promoted through sponsorship of the All India Radio's program- "Market Mantra" which was featured on the FM Gold station in four metro centers of Delhi, Mumbai, Kolkata and Chennai. NPS was also promoted through sponsorship of the DD News program- "Money Mantra". The said sponsorships were initiated in December 2023 and went up to March 2024.

NPS was further promoted through the Prasar Bharati network's DD News, DD National and DD UP during the national coverage event of the consecration of Ram Lalla idol at Ram Janmabhoomi at Ayodhya.



Social media and Digital Media Campaigns

During the FY 2023-24, a total of 9 (nine) online/ digital campaigns were carried out for promotion of NPS and APY through the social media handles of PFRDA on the platforms of YouTube, Facebook/ Instagram (Meta), LinkedIn, Twitter (rechristened X) and the Google Display Network (GDN).

Digital campaigns were also carried across financial content websites.



Media Activities in respect of NPS Diwas observed on 01st October 2023



The following media activities were undertaken during the **NPS Diwas 2023**

- “NPS #ZaruriHai” 30 sec TVCs featuring the testimonial videos of the NPS subscribers were featured on English & Hindi business channels and national & regional Hindi news channels.
- Newspaper ads were carried out during the first week of October 2023 with each print campaign covering more than 100 newspaper editions on the themes of #NPSforDignity, #NPSforEquality and #NPSforSelf-esteem.



- Digital campaigns (run-on-site banners and fixed banners) on financial websites.



3.8.5 PFRDA on social media

Considering the challenges in traditional media and being generally labelled as a one-way communication to the public at large, the social media platforms provides a multi-pronged channel of communication and delivery of message to target audience with feedbacks from the targeted audiences.

Social media plays a vital role for outreach and engagement with the public and PFRDA in its effort of connecting and engaging with subscribers has proactively been maintaining its account with Facebook, Twitter, LinkedIn, YouTube for NPS and APY and Instagram for APY.

The followership to PFRDA social media handles are: APY Facebook page, NPS Facebook, Twitter, LinkedIn. To interact with the relevant target group and to disseminate scheme related information & updates, the APY Instagram (APY-IG) was also activated.

3.8.6 Public Relations and Communications

PFRDA undertakes various public relations activities/communications with an objective to enhance awareness and disseminate information regarding its policies, activities, and schemes for promoting old age income security and protecting subscriber interests.

During FY 2023-24 15 Press Releases, communicating the policy changes and developments in the schemes regulated and administered by PFRDA were issued. Also, the 7 press releases communicating the simplification of the regulations were also issued and its coverage widely shared.



During the FY 2023-24, senior management/spokesperson of PFRDA held 6 Press Meets/Media Roundtables at various locations across India viz. Delhi, Varanasi, Guwahati, Bengaluru and Mumbai. Various aspects of retirement planning, pensions and challenges associated with old age income security along with their solutions were disseminated during the regular press meets and interactions.



3.8.7 Training

In order to impart knowledge on the salient features of NPS/APY, the process of joining the schemes, options available for a selection of fund manager, asset allocation, annuity plans, the procedure for resolution of grievances, etc. PFRDA through its empanelled training agency has conducted numerous webinars. The details of the training conducted during the FY 23-24 are as tabulated below:

Table No. 3.28: The Sector Wise Distribution of the Number of Training Sessions and Participates under NPS

Sector	Number of webinars conducted	Number of Participants Trained
NPS	54	6,583
APY	57	6,641
Total	111	13,224

3.8.8 NPS and APY Information Helpdesk

Towards facilitating a human interactive system to existing and potential subscribers for accessing and procuring reliable information on NPS and APY from across the country, PFRDA is operating a dedicated NPS/APY Information Helpdesk wherein queries on NPS/APY are responded to in a professional and systematic manner. The call centre is also utilized for making outbound calls to subscribers as per requirements (viz. persistency of APY contributions, audit calls for the participants attending the Retirement Planner Workshops) and conducting surveys for improving the processes and delivery of services within the NPS architecture (viz. gauging awareness of scheme features, quality of training session etc) and Survey on voluntary exits from APY. The NPS/APY Information Helpdesk received a total of 0.90 lakhs inward calls and 5.60 lakhs outbound calls were made through the call centre during the financial year.

Presently, two toll-free numbers of the Information Helpdesk are operational i.e., 1800110708 for NPS and 1800110069 for APY

are operational and for call back services from Helpdesk, an SMS facility is also available through 'SMS NPS to 56677'. The NPS/APY Information Desk is operational for 8 hours a day (9.30 a.m. – 5.30 p.m.), 7 days a week (including Sundays) excluding National holidays.

3.9 Conferences, meetings and other Initiatives undertaken during FY 2023-24

3.9.1 Conferences under Central and State Government Sector

Initiatives under Central and State Government Sector:

For better implementation of NPS in the Government Sector which comprises of the majority of the of NPS subscribers, PFRDA sensitize the Government Nodal offices on various issues/matters to improve their performance. In this regard, PFRDA undertakes various measures and also conducts review meetings/ video conferences with the Government Nodal offices in the Central / State Government sector.

The conference on implementation of National Pension System (NPS) by Central Govt



ministries and Central Autonomous Bodies was organized by PFRDA on 21st August 2023 and 28th February 2024 respectively at India Habitat Centre, New Delhi. The prime objective of the Conference was to provide a forum to Nodal offices for discussion on the areas of issues and concerns to provide them resolutions for better implementation of NPS in their underlying offices and also inform them recent changes in policy and regulations and CRA system and processes in order to strengthen the system. PFRDA has also felicitated top performing nodal offices of

Central Govt. ministries and CABs through 'Certificate of Commendation'. PFRDA released & distributed the updated 'Handbooks for nodal offices (DDOs / PAOs / PrAOs).

PFRDA conducted review meetings/video conferences with Central Ministries/ departments & State Governments and Central and State Autonomous Bodies during the FY 2023-2024. The details of the same is as under: -

Table No. 3.29: Review meetings/video conferences with CGs, CABs, SGs and SABs

Sector	Review Meetings
CG	75
CABs	248
Sub-Total (CG +CABs)	323
SG	38
SABs	332
Sub-Total (SG +SABs)	370
Total	693

S. No.	Central Govt
1	Ministry of Fisheries, Animal Husbandry and Dairying, New Delhi
2	Ministry of Power
3	Dept. of Higher Education, Ministry of Human Resource Development
4	Department of Commerce (Supply Division)
5	Ministry of Skill Development and Entrepreneurship, New Delhi
6	Ministry of Shipping
7	Pr. Controller Air Force
8	Glider India Limited
9	Ministry of Rural Development
10	Ministry of New and Renewable Energy
11	CDA (Pension Disbursement), Meerut
12	Ministry of Rural Development
13	Ministry of Petroleum and Natural Gas
14	Principal Accounts Office, Ministry of Cooperation, New Delhi
15	Ministry of Panchayati Raj
16	Department of Disinvestments, Ministry of Finance
17	Department of Public Enterprises Ministry of Finance, New Delhi
18	Joint Controller of Communication NE-2 Telecom Circle, Dimapur
19	Dept. of Chemicals and Petrochem, Ministry of Chemicals &
20	CDA (Funds), Meerut
21	Department of Financial Services
22	Department of Economic Affairs
23	Department of Expenditure
24	Department of Revenue
25	Workshop for CDA Bhatinda
26	Ministry of Railways (Meetings with 27 PrAOs)
27	NCT Delhi (Meetings with 23 PAOs)

CABs

S. No.	Central Autonomous Bodies
1	Indian Institute of Technology, Ropar
2	Indira Gandhi National Tribal University, Anuppur
3	Mumbai Port Trust, Mumbai
4	Indian Institute of Technology, Patna
5	Indian Institute of Science, Education & Research, Pune
6	Food Safety and Standards Authority of India, New Delhi
7	All India Institute of Medical Sciences, Bibinagar
8	Sikkim University, Gangtok
9	Central University of South Bihar, Gaya
10	Indian Institute of Technology, Indore
11	Guru Ghasidas Vishwavidyalaya
12	Central Power Research Institute, Bangalore
13	Indian Institute of Science Education and Research, Bhopal
14	National Institute of Technology Calicut
15	National Institute of Technology, Raipur
16	Mormugao Port Trust, Goa
17	Central University of Tamil Nadu, Thiruvarur
18	National Institute of Science Education and Research, Bhubaneswar
19	Dr. Harisingh Gour Vishwavidyalaya, Sagar
20	North Eastern Hill University, Shillong
21	Rashtriya Sanskrit Sansthan (Deemed University), New Delhi
22	Motilal Nehru National Institute of Technology, Allahabad
23	Central University of Jharkhand, Ranchi
24	Semi Conductor Laboratory, Chandigarh
25	Central University of Himachal Pradesh, Kangra
26	Babasaheb Bhimrao Ambedkar University, Lucknow
27	The English and foreign Languages University, Hyderabad
28	Export Inspection Council, New Delhi
29	Tata Institute of Social Sciences, Mumbai
30	Central University of Haryana
31	Kolkata Port Trust, Kolkata

32	Tripura University
33	Hemvati Nandan Bahuguna Garhwal University, Srinagar
34	National Institute of Ayurveda, Jaipur
35	All India Institute of Medical Sciences, Bilaspur
36	Indian Institute of Technology, Tirupati
37	Indian Institute of Technology, Bhubaneswar
38	National Institute of Technology, Surathkal
39	Spices Board, Cochin
40	Indian Maritime University, Chennai
41	Rajiv Gandhi University, Doimukh
42	National Water Development Agency, New Delhi
43	Central University of Jammu, Jammu
44	Central University of Kashmir, Kashmir
45	National Institute of Technology, Durgapur
46	Central Council for Research in Siddha, Chennai
47	National Institute of Technology, Hamirpur
48	Central University of Karnataka, Gulbarga
49	National Institute of Technology, Meghalaya
50	Rajiv Gandhi Institute of Petroleum Technology, Rae Bareilly
51	Indian Association for The Cultivation of Science, Kolkata
52	All India Institute of Speech and Hearing, Mysore
53	Defence Institute of Advanced Technology (Deemed University), Pune
54	Rashtriya Sanskrit Vidyapeetha, Tirupati
55	National Institute of Ocean Technology, Chennai
56	Indian Institute of Information Technology, Allahabad
57	Tobacco Board, Guntur
58	Avinashilingam University for Women, Coimbatore
59	L.G.B. Regional Institute of Mental Health, Tezpur
60	Delhi Agricultural Marketing Board, New Delhi
61	National Institute of Technology, Uttarakhand
62	National Institute of Technology, Jamshedpur
63	Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya, Wardha
64	Indian Institute of Technology Bhilai, Raipur

65	Shri Lal Bahadur Shastri National Sanskrit University, New Delhi
66	Birbal Sahni Institute of Palaeobotany, Lucknow
67	Central Board for Workers Education, Nagpur
68	Centre for DNA Fingerprinting and Diagnostics, Hyderabad
69	Indian Inst of Information Tech Design & Manufacturing, Kancheepuram
70	Indian Institute of Space Science and Technology, Thiruvananthapuram
71	Indian Institute of Technology, Dharwad
72	National Board of Examinations, New Delhi
73	National Council for Cooperative Training, New Delhi
74	National Institute of Technology, Andhra Pradesh
75	Ramjas College, Delhi
76	Saha Institute of Nuclear Physics, Kolkata
77	School of Planning and Architecture, Bhopal
78	The Marine Products Export Development Authority, Kochi
79	DAV Post Graduate College, Varanasi
80	Ghani Khan Choudhury Institute of Engineering and Technology, Malda
81	Indian Institute of Science Education and Research, Tirupati
82	Miranda House, Delhi
83	Directorate of Defence Estates Eastern Command, Kolkata
84	National Institute of Technical Teachers Training & Research, Bhopal
85	Indian Institute of Tropical Meteorology, Pashan, Pune
86	Kirori Mal College
87	Macs Agharkar Research Institute, Pune
88	Coir Board, Ernakulam
89	School of Planning & Architectural, New Delhi
90	Indian Institute of Science Education & Research, Thiruvananthapuram
91	Central Institute of Technology, Kokrajhar
92	NIT, Srinagar
93	IIM, Lucknow
94	NIT, Agartala
95	Maitreyi College, New Delhi
96	IIT, Palakkad
97	IIIT, Delhi

98	IIM, Kozhikode
99	IIM, Jammu
100	Atma Ram Sanatan Dharam College, New Delhi
101	Dr. B R Ambedkar National Institute of Technology, Jalandhar
102	National Institute of Technology Puducherry
103	Rajive Gandhi Centre for Biotechnology
104	Satyawati College
105	Society for Applied Microwave Electronics Engineering & Research
106	Mahatma Gandhi Antarrashtriya Hindi Vishwavidyalaya, Wardha
107	Indian Institute of Management Calcutta
108	Indian Institute of Geomagnetism
109	Lakshmibai National Institute of Physical Education
110	Shaheed Bhagat Singh College
111	National Institute of Technical Teachers Training & Research, Bhopal
112	Marine Products Export Development Authority, Kochi
113	Deshbandhu College, University of Delhi
114	Indian Institute of Management Kashipur
115	Indian Institute of Science Education & Research, Berahampur
116	Ramanujan College
117	North Eastern Institute of Ayurveda and Homeopathy
118	National Institute of Plant Genome Research
119	Institute of Advanced Study in Science and Technology
120	National Institute of Plant Health Management
121	Lady Irwin College
122	Indian Institute of Management, Visakhapatnam
123	Inter University Accelerator Centre
124	National Institute of Biologicals
125	Vasant Kanya Mahavidyalaya
126	Sainik School Imphal
127	All India Council for Technical Education
128	Sainik School Kalikiri
129	Sainik School Gopalganj
130	St. Stephen's College

131	Sainik School Nalanda
132	Aryabhatta Research Institute of Observational Science
133	Aryabhatta College
134	Sainik School, Ghorakhal
135	NAAC
136	IHMCTAN
137	Ernet India
138	Rajiv Gandhi National Institute of Youth Development
139	National Institute of Design Assam
140	NIT Manipur
141	Gbp-Nihe, Kosi-Katarmal, Almora
142	IIIT Vadodara
143	University of Delhi
144	Bhaskaracharya College of Applied Sciences
145	Indian Institute of Information Technology, Nagpur
146	Mahatma Gandhi Institute for Rural Industrialization (MGIRI) Wardha Maharashtra
147	TIFAC Technology Information forecasting and Assessment Council DST Govt of India
148	Vivekananda College
149	Shaheed Sukhdev College of Business Studies
150	IIIT Una
151	Sri Guru Nanak Dev Khalsa College
152	NECTAR
153	Ram Lal Anand College
154	National Agri-Food Biotechnology Institute, Mohali
155	Institute of Hotel Management Catering Technology and Applied Nutrition
156	NITTTR Chennai
157	NCR Planning Board
158	Board of Apprenticeship Training (Wr), Mumbai
159	Centre for Nano and Soft Matter Sciences
160	National Commission for Minority Educational Institutions
161	National Council for Promotion of Urdu Language

162	Consortium for Educational Communication
163	Tarif Authority for Major Ports (TAMP)
164	National Institute of Design Haryana
165	Sri Aurobindo College Evening, University of Delhi
166	Indian Roads Congress
167	Institute of Hotel Management Catering Technology and Applied Nutrition Lucknow
168	Institute of Hotel Management Shillong
169	NABI
170	Institute of Hotel Management Catering Technology and Applied Nutrition Guwahati
171	Inter University Centre for Teacher Education
172	Ordnance Factory Khamaria
173	National Institute of Mental Health Rehabilitation
174	National Institute for Empowerment of Persons with Multiple Disabilities
175	Animal Welfare Board of India
176	Oil Industry Development Board
177	Petroleum and Natural Gas Regulatory Body
178	Indira Gandhi Delhi Technical University for Women
179	National Council for Promotion of Sindhi Language
180	IIM Amritsar
181	Indian Institute of Information Technology (IIIT), Dharwad
182	IIM Sirmaur
183	IHM, Kolkata
184	Satyawati College, University of Delhi
185	Institute of Hotel Management, Catering Technology & Applied Nutrition, Srinagar
186	Indian Institute of Technology, Hyderabad
187	Institute of Hotel Management, Catering Technology & Applied Nutrition, Hajipur
188	Indian Academy of Sciences, Bengaluru
189	The Asiatic Society, Kolkata
190	National Institute of Rural Development & Panchayati Raj
191	Gurukula Kangri Sam Vishwavidyalaya

192	Indian Institute of Petroleum and Energy
193	Atal Bihari Vajpayee Indian Institute of Information Technology and Management, Gwalior
194	Dental Council of India
195	Sainik School Kapurthala
196	Seamen's Provident Fund Organisation
197	Inter University Centre for Astronomy and Astrophysics
198	Indian Institute of Management, Bodhgaya
199	Sant Longowal Institute of Engineering and Technology, Longowal, Sangur, Punjab
200	Sanik School, Sajanpur, Tira
201	North Eastern Space Applications Centre
202	Delhi College of Arts and Commerce
203	Harish Chandra Research Institute, Prayagraj, UP
204	Fluid Control Research Institute
205	Sainik School, Bijapur
206	Indira Gandhi Institute of Physical Education & Sports Sciences
207	Indian Institute of Packaging
208	Cambay Institute of Hospitality Management, Jaipur
209	Government E Marketplace
210	PGDAV College
211	Joint Electricity Regulatory Commission for Manipur & Mizoram
212	National Institute of Animal Biotechnology, Hyderabad
213	Bose Institute
214	Wadia Institute
215	IIIT, Surat
216	IIT, Goa
217	National Institute of Advanced Manufacturing Technology
218	The Institute of Mathematical Sciences
219	Jawaharlal Nehru Centre for Advanced Scientific Research
220	Sainik School Jhunjhunu
221	Bhagini Nivedita College (University of Delhi)
222	Gati Shakti Vishwavidhyalaya

223	Sainik School, Rewari
224	IIIT, Lucknow
225	School of Open Learning, DU
226	Indian National Academy of Engineering
227	Arya Mahila P.G. College
228	National Institute of Immunology
229	National Highway Authority of India
230	Motilal Nehru College (Morning)
231	Indian Institute of Management Tiruchirappalli
232	National Institute of Pharmaceutical Education and Research Raebareli
233	Nava Nalanda Mahariharra

SGs and SABs

East	North East	North	South	Central	West
Bihar (2) Jharkhand Odisha (2)	Assam (1) Arunachal Pradesh (1) Manipur (1) Meghalaya (1)	Himachal Pradesh (1) Jammu and Kashmir (2) Chandigarh (1) Haryana (2)	Andhra Pradesh (2) Karnataka (2) Kerala (2) Puducherry (1) Telangana (2)	Chhattisgarh Madhya Pradesh (1) Uttar Pradesh (2)	Goa (1) Gujarat (3) Maharashtra (2) Rajasthan
	Mizoram (1) Nagaland (1) Tripura (1) Sikkim (1)	Uttarakhand (2) Punjab Ladakh (1)			

*() indicates no. of review meetings held with the concerned office

State Autonomous Bodies (SABs) of respective State Governments with which meetings held:

State	State Autonomous Bodies
Bihar	Bihar State Power (Holding) Company Ltd.
	Bihar Animal Sciences University, Patna
	Aryabhatta Knowledge University, Patna
	Bihar Agricultural University, Bhagalpur
	Rajendra Agricultural University, Samastipur
	Patna University, Rajpath
	Institute of Hotel Management Catering Tech & Applied Nutrition, Bodhgaya
	Tilka Manjhi Bhagalpur University, Bhagalpur
Andhra Pradesh	Acharya NG Ranga Agricultural University (ANGRAU), Hyderabad
	Dr. Y.S.R. Horticultural University, Venkataramannagudem, West Godavari
	Sri Venkateswara University, Chittoor
	Sri Venkateswara Veterinary University, Chittoor
	Board of Intermediate Education, Hyderabad
	Sports Authority of Andhra Pradesh, Hyderabad
	Andhra Pradesh Social Welfare Residential Edu Institutions Soc., Hyderabad
	Dravidian University, Chittoor
	Krishna University, Machilipatnam, Krishna District
	Acharya Nagarjuna University, Guntur
	Yogi Vemana University, Kadapa
	Dr. N.T.R University of Health Sciences, Vijayawada
	Damodaram Sanjivayya National Law University, Visakhapatnam
	Sri Venkateswara Vedic University, Tirupati
	Sri Padmavati Mahila Vishvavidyalam Womens University, Tirupati
	AP Secondary Education Society Comm of School Education AP Model Schools
	Andhra University, Visakhapatnam
	Rajiv Gandhi University of Knowledge Technologies, Guntur District
	Sri Krishnadevaraya University
Maharashtra	Social Justice & Special Assistant Department
	Yashwantrao Chavan Maharashtra Open University
	Zilla Parishad, Latur
	Directorate of Technical Education, Maharashtra

Zilla Parishad, Gondia
Zilla Parishad, Nagar
Zilla Parishad, Nandurbar
Zilla Parishad, Jalgaon
North Zone Mumbai
Zilla Parishad, Sangali
Zilla Parishad, Parbhani
Zilla Parishad, Nashik
Zilla Parishad, Raigad
Education Department
Zilla Parishad, Sambhajinagar
Pay Unit Primary, Alibag
Zilla Parishad, Ratnagiri
Zilla Parishad, Bhandara
Zilla Parishad, Raigad
Zilla Parishad, Nanded
Zilla Parishad, Gadchiroli
Zilla Parishad, Chandrapur
Zilla Parishad, Washim
Maharashtra University of Health Sciences, Nashik
Zilla Parishad, Jalna
Education Department Primary
Office of The Superintendent Pay and GPF Unit Raigad, Alibag
Office of The Superintendent, Pay & Provident Fund Unit, Palghar
Zilla Parishad, Amravati
School Education Dept State Govt of Maharashtra
Pay Unit Secondary, Thane
Zilla Parishad, Solapur
Zilla Parishad, Kolhapur
Deputy Director of Education, Mumbai Division, Mumbai
Zilla Parishad, Solapur
Zilla Parishad, Hingoli
Zilla Parishad, Yavatmal
Zilla Parishad, Palghar
Zilla Parishad, Nagpur
Zilla Parishad, Wardha
Bhiwandi Nizampur City Municipal Corporation
Maharashtra State Board of Sec and Higher Sec Education, Pune
Deputy Directory of Education (Primary), Pune
Deputy Directory of Education (Secondary), Pune

	Deputy Directory of Education (Primary), Mumbai
	Deputy Directory of Education (Secondary), Mumbai
	Zilla Parishad (Education), Thane
	Zilla Parishad (Education), Palghar
	Zilla Parishad (Education), Gondia
	Zilla Parishad (Education), Nagar
	Zilla Parishad (Education), Nandurbar
	Zilla Parishad (Education), Jalgaon
	Zilla Parishad (Education), Hingoli
	Zilla Parishad (Education), Bhandara
	Zilla Parishad (Education), Sangali
	Zilla Parishad (Education), Washim
	Zilla Parishad (Education), Jalna
	Zilla Parishad (Education), Amravati
	Zilla Parishad (Education), Solapur
	Zila Parishad (Education), Kolhapur
Karnataka	Karnataka Government
	Sanjay Gandhi Institute of Trauma & Orthopaedics, Bangalore
	Raichur Institute of Medical Sciences, Raichur
	Karnataka State Khadi and Village Industries Board
	Karnataka Institute of Medical Sciences, Hubballi
	Karnataka forest Department
	Karnataka Samskrit University
	Visvesvaraya Trade Promotion Centre
	Karnataka Udyog Mitra
	Dharwad Institute of Mental Health and Neurosciences
	Vijayanagar Institute of Medical Sciences, Ballari
	Chamarajanagar Institute of Medical Sciences
	Mandya Institute of Medical Sciences, Mandya
	Karnataka State Tourism Development Corporation Limited
	Chikkamagaluru Institute of Medical Sciences
	Administrator M & G Projects Belagavi
	Shri Atal Bihari Vajpayee Medical College and Research Center
	Karnataka State Textile Infrastructure Development Corporation Ltd.
	University of Agricultural and Horticultural Sciences Shivamogga
	Hassan Institute of Medical Science, Hassan
	Abdul Nazir Sab State Institute of Rural Development and Panchayat Raj
	Belagavi Institute of Medical Sciences Belagavi
	Karnataka State Remote Sensing Applications Centre

	Bangalore Medical College & Research Institute
	Directorate of Municipal Administration
	Institute of Nephro Urology
	Bhadra Command Area Development Authority office, Malavagoppa
	Karnataka State AIDS Prevention Society
	National Horticulture Mission Agency
Gujarat	Municipal School Board, Bhavnagar
	Gujarat Medical Education & Research Society, Gandhi Nagar
	Municipal School Board Rajkot
	Surat Municipal Corporation
	Gujarat National Law University
	Sawani Associates
	Gujarat Environment Management Institute, Gandhinagar
	Directorate of Pension and Provident Fund (NPS) Gandhinagar Gujarat
	Sheth Vadilal Sarabhai General Hospital & Sheth Ahmedabad
Kerala	Kerala Kalamandalam Deemed University
	Travancore Devaswom Board
	Urban Affairs
	Thunchath Ezhuthachan Malayalam University
	University of Calicut
	Kerala State Sports Council
	Kerala Sahitya Akademi
	SG of Kerala
	Director of Panchayat
	Kerala University of Health Sciences, Thrissur
	Kerala State Library Council
	Kerala Veterinary & Animal Sciences University
	Mahatma Gandhi University, Kottayam
	Kerala Sangeetha Nataka Akademi, Thrissur
	University of Kerala
	Cochin University of Science and Technology
	Thiruvananthapuram Development Authority
	Guruvayur Devaswom
	Kerala Water Authority
	Sree Sankaracharya University of Sanskrit, Kalady
	Mahatma Gandhi University, Kottayam
	State Institute of Languages
	Kerala State Road Transport Corporation
	Kerala State Housing Board

	Kerala Tailoring Workers Welfare Fund Board Pattom
	Kerala State Electricity Board Ltd
	Kerala State Pollution Control Board
	Kerala University of Fisheries and Ocean Studies
	Vasthuvidya Gurukulam
	Kerala Khadi & Village Industries Board
	Kerala Agricultural University
	Greater Cochin Development Authority
	Kannur University
Madhya Pradesh	Madhya Pradesh Power Generating Company Limited
	Rajmata Vijayaraje Scindia Krishi Vishwavidyalaya, Gwalior
	M P Power Transmission Company Ltd
Telangana	Telangana Social Welfare Residential Educational Institutions Society
	Secretary, Mahatma Jyothiba Phule Telangana Backward Classes Welfare Residential Educational Institutions Society, Hyderabad
	Telangana Minorities Residential Educational Institutions Society
	Greater Hyderabad Municipal Corporation
	Treasuries and Accounts Department
	Water and Land Management Training and Research Institute
	Hyderabad Metropolitan Development Authority
	Telangana State Board of Intermediate Education
	P.V. Narsimha Rao Telangana Veterinary University
	Commissioner Telangana Vaidya Vidhana Parishad
	Quli Qutub Shah Urban Development Authority, Hyderabad
	Sports Authority of Telangana State
	Hyderabad Metropolitan Water Supply and Sewerage Board
	Professor Jayashankar Telangana State Agricultural University
	Secretary Telangana Tribal Welfare Residential Educational Institutions Society
	Agricultural Marketing Department
	Nizam's Institute of Medical Sciences
	Sri Konda Laxman Telangana State Horticultural University, Mulugu, Siddipet District
	MNJ Institute of Oncology and Regional Cancer Centre Blood Bank
Uttar Pradesh	Autonomous State Medical College, Firozabad
	Pension Directorate UP
	Ayodhya Development Authority, Faizabad
	Autonomous State Medical College Basti
	Madhav Prasad Tripathi Medical College Siddharth Nagar
	Khwaja Moinuddin Chishti Language University Lucknow

Haryana	Board of School Education Haryana
	Hindu Kanya Mahavidyalay, Jind
	D.A.V.(P.G.) College Karnal
	CDL Govt. Polytechnic Education Society, Nathusari Chopta
	Municipal Corporation, Faridabad
	Dr. Ganesh Dass D.A.V College of Education for Women, Karnal
	I.B.(PG) College, Panipat
	Chaudhary Devi Lal University, Sirsa
	Dakshinharyana Bijli Vitran Nigam
	Haryana Women Development Corporation
	Mahila Mahavidhyalaya Jhojhu Kalan Charkhi Dadri
	Arya Girls College Ambala Cantt Haryana (Govt. AIDED)
	F. C. College
	K L Mehta Dayanand College for Women Faridabad
	Haryana Power Generation Corporation Ltd
	Govt. Polytechnic for Women Morni Panchkula
	RKSD College Kaithal
	Dayanand College Hisar
	Sh. L.N. Hindu College, Rohtak
	Fateh Chand College for Women
	Rao Lal Singh College of Education, Sidhrawali, Gurugram
	Haryana Roadways Engineering Corporation
	Fateh Chand College for Women
	Micro Irrigation & Command Area Development Authority
	Chhotu Ram Polytechnic, Rohtak
	Hindu Kanya Mahavidyalaya, Jind
	Uttar Haryana Bijli Vitran Nigam Limited
	Vaish College, Bhiwani
	DAV College, Pundri
	Maharaja Agrasen College for Women, Jhajjar
	Haryana Water Resources Authority
	Tika Ram College of Education
	Fateh Chand College for Women
	The Kurukshetra Karnal Co-Operative Milk Producers Union Limited.
	Shri Krishna Ayush University Kurukshetra
	I.B.(PG) COLLEGE, PANIPAT
	Pt. B.D. Sharma University of Health Sciences, Rohtak
	Arya Kanya Mahavidhyalaya Shahabad Markanda
	CRM Jat Hisar

	Board of School Education Haryana
	C.R. College of Education, Rohtak
	BPSMV Khanpur Kalan
	GMN College Ambala Cantt
	S. D. College, Panipat
	C.R. College of Education , Rohtak
	Dada Lakhmi Chand State University of Performing & Visual Arts Rohtak
	Ch. Ishwar Singh Kanya Mahavidyalaya, Dhand-Dadwana
	Municipal Committee, Kundli
	G M N College, Ambala Cantt
	SKAU Kurukshetra
	Hindu College of Education, Sonipat
	Guru Nanak Khalsa College, Yamuna Nagar
	K M College of Education, Bhiwani
	Municipal Committee Punhana
	Govt. Polytechnic Loharu
	Haryana Khadi and Village Industries Board
	M. N. College Shahabad Markanda
	Haryana Electricity Regulatory Commission, Panchkula
	S. D. (P.G.) College, Panipat
	CMK National PG College, Sirsa
	Lala Lajpat Rai University of Veterinary & Animal Sciences
UT-Chandigarh	State Legal Services Authority
Goa	Corporation of The City of Panaji
Mizoram	Lai Autonomous District Council
	Chakma Autonomous District Council
	Millennium Centre Authority
Assam	Assam Rajiv Gandhi University of Cooperative Management
Manipur	Manipur State Power Company Limited
	Manipur State Power Distribution Company Limited
	Jawaharlal Nehru Institute of Medical Sciences, Imphal
Odisha	Kalahandi University
	ITT Choudwar
	Maharaja Sriram Chandra Bhanja Deo University
	Rama Devi Women's University
	Angul Municipality
	Dept. of CSE, Parala Maharaja Engineering College, Berhampur
	Madhusudan Law University, Cuttack
	Odisha Adarsha Vidyalaya Sangathan

	Odisha University of Agriculture & Technology (OUAT), Bhubaneswar
	Ravenshaw University, Cuttack
	Veer Surendra Sai University of Technology, Burla
	Institute of Textile Technology, Choudwar, Cuttack
	Gangadhar Meher University, Sambalpur
	Sambalpur University
	Acharya Harihar Post Graduate Institute of Cancer, Cuttack
	Fakir Mohan University, Vyasa Vihar, Balasore
	Keonjhar Municipality
	Biju Patnaik Film and Television Institute of Odisha, Cuttack
Uttarakhand	Nagar Panchayat, Ukhimath
	Nagar Panchayat, Kaladhungi
	Uttarakhand Ayurveda University
	Nagar Panchayat, Dineshpur
	Chief Education officer
	Nagar Palika Parishad, Kichha
	Nagar Panchayat, Sultanpur
	Doon University
	Nagar Panchayat Badrinath
	Uttarakhand Khadi and Village Industries Board
	DBS (PG) College Dehradun
	Nagar Panchayat Swargashram, Jonk
	Nagar Palika Parishad, Dugadda
	Nagar Panchayat, Jhabrera
	B T K I T Dwarahat, Almora
	Uttarakhand Electricity Regulatory Commission
	Urban Development Directorate, Dehradun
	Nagar Palika Parishad, Mussoorie
	Directorate of Treasuries Pension and Entitlements Govt of Uttarakhand
	Nagar Palika Parishad, Nainital
	Uttarakhand Sabhi Ke Liye Shisha Parishad Samagra Shiksha
	SGRR PG College, Dehradun
	Nagar Nigam, Roorkee
	Uttarakhand Technical University, Dehradun
	Nagar Panchayat, Nandprayag
	Nagar Panchayat, Kirtinagar
	GBPIET, Pauri Garhwal

	Nagar Palika Parishad Shivalik Nagar
	Education Department of Uttarakhand
	Nagar Palika Parishad, Khatima
	Nagar Panchayat, Augustmuni
	Nagar Panchayat. Purola
	Uttarakhand Jal Sansthan, Dehradun
	Nagar Palika Parishad, Barkot
	Herbal Research & Development Institute
	R.M.P. (P.G.) College, Gurukul Narsan (Haridwar)
	Nagar Nigam, Kotdwar
	Nagar Palika Parishad, Vikasnagar
	NAGAR PANCHAYAT, SATPULI
	NAGAR NIGAM, AKSHIPUR
Jammu & Kashmir	University of Jammu
	Cluster University of Jammu
	SKUAST- Kashmir
	Jammu & Kashmir Khadi and Village Industries Board
	Jammu and Kashmir Academy of Art Culture and Languages
	Jammu and Kashmir Entrepreneurship Development Institute
	Jammu & Kashmir Legal Services Authority
	Jammu and Kashmir State Power Development Corporation, Jammu
	Jammu & Kashmir Board of School Education
	Islamic University of Science and Technology
	Cluster University Srinagar
Assam	Assam Electricity Regulatory Commission
	ASSAM RAJIV GANDHI UNIVERSITY OF COOPERATIVE MANAGEMENT
	ASSAM TEA EMPLOYEES PROVIDENT FUND ORGANIZATION
	Judicial Academy, Assam
UT-Ladakh	University of Ladakh
UT-Puducherry	Local Administrative Department

3.9.2 Steps initiated for smooth implementation of NPS in Government Sector

3.9.2.1 Measures suggested to CG Ministries/ Central Autonomous Bodies/ State Govts/State Autonomous Bodies for smooth implementation of NPS

Nodal offices under Central Govt sector were advised during review meetings/interactions to adhere to various provisions provided under CCS (NPS) Rules, 2021, to ensure timely completion of activities under NPS.

a. Nodal offices under CG and SG sector have been advised to follow the timelines prescribed by DoE, GoI for completion of various NPS related activities with respect to upload of SCFs and remittance of NPS contributions.

b. It was advised to Nodal offices under CG and SG to hold regular meetings cum workshops for their underlying Nodal offices in order to sensitize them on the key areas of concern and operational matters.

c. The oversight offices under CG and SG sector, viz, PrAOs/DTAs were advised to review performance of their underlying PAOs / DTOs and ensure that the NPS related activities are completed in a time bound manner.

d. State Governments were advised to consider undertaking certain policy level measures for effective implementation of NPS in the State such as

- Framing of NPS rules while specifying timelines,
- Constitution of NPS Oversight and Review Committee,
- Setting up of dedicated NPS cell for smooth handling of various NPS related matters,
- Consider enabling provisions under NPS in line with Gazette notification dated 31.01.2019 issued by DFS, Ministry of Finance viz. enhancement of employer

contribution, enabling choice of Investment pattern and Pension Fund (PF) for the employee-subscribers, provision of compensation in case of non-deposit or delayed deposit of NPS contributions,

- Inclusion of NPS related activities as a part of regular / internal audit and
- Adoption of Online PRAN generation module (OPGM) & Server to Server Integration (STS) process for timely completion of NPS activities.

3.9.2.2 Advisories and Circulars issued for smooth implementation of NPS

- PFRDA (Framework for Prevention and Reporting of Fraud Under NPS Architecture) Guidelines, 2023.
- Pension Fund Regulatory and Development Authority (Digital Safety Practices for Government Nodal offices under NPS Architecture) Advisory, 2024.
- Monthly communication to Nodal offices for Resolution of pending grievances.
- General Advisory through letters for improvements required in performance parameters.
- General Advisories for concerns in upload/remittance of contributions.
- General advisories for PFRDA's Subscriber Awareness Programme.
- Communication to Nodal offices for framing a policy for Prevention and Reporting of Fraud Under NPS Architecture for Government Sector and its implementation.
- Communication to Nodal offices for enhanced due diligence for capturing / updating of subscriber's details (KYC, Mobile no., Name change etc) under NPS.
- Communication to Nodal offices for technological updations like 'Securing NPS transactions through Aadhaar-based access of CRA system under the Government sector'.

3.9.2.3 Policy-related matters taken up by PFRDA with CG Ministries/ Central Autonomous Bodies/ State Govts/State Autonomous Bodies for smooth implementation of NPS

a. Matter regarding framing of NPS Rules for their respective employees, in reference to CCS (NPS) Rules, 2021 notified by DoPPW was taken up with Principal Secretary (Finance) / Additional Chief Secretary (Finance) of all the State Governments.

b. Matter regarding adoption of provisions of CCS (NPS) Rules, 2021 for AIS employees and employees of CABs was taken up with DoPT and FA's/CCA's respectively for their underlying employees.

c. Matter regarding adoption of provisions of CCS (NPS) Rules, 2021 for Railway Servants was taken up with Railway. As informed by them, they are in advanced stage to make suitable decision on the matter.

3.9.2.4 Leveraging of technological initiatives Server to Server (STS) Integration and OPGM (Online PRAN Generation Module)

a. The department through various forums sensitizes the Nodal offices to adopt and implement OPGM and STS Integration so as to curtail the delays shall decrease the delays in PRAN generation and remittance of NPS contributions.

- **OPGM-** To ensure timely registration of subscriber's under NPS, the Govt Nodal offices under CG/SG sector were advised to adopt OPGM (Online PRAN Generation Module) to eliminate delay in PRAN generation as well as rejection of subscriber registration forms.

- **STS-** To adopt STS (Server to Server) integration of the nodal offices' financial software package with CRA system.

b. The cumulative status of adoption of OPGM and STS by CG/SG Nodal offices is as under:-

As on 31.03.2024, CGA has enabled STS for the 66 Civil ministries (CG Sector) for PRAN generation.

Table No.3.30: No. of Civil ministries (CG Sector) for PRAN generation

S. No.	Ministry/Dept Name
1	CBEC, Department of Revenue, Ministry of Finance
2	Ministry of Information and Broadcasting
3	Andaman and Nicobar Islands Administration
4	Ministry of Culture
5	Ministry of Health and Family Welfare
6	Ministry of Labour and Employment
7	Ministry of Textiles, New Delhi
8	Ministry of Power
9	Ministry of Agriculture
10	Department of Commerce
11	Ministry of Science and Technology
12	Ministry of Earth Sciences
13	Ministry of Water Resources
14	Ministry of Mines
15	Ministry of Civil Aviation and Tourism
16	Ministry of Planning Statistics and Programme Implementation
17	Ministry of Panchayati Raj

18	Ministry of External Affairs
19	Ministry of Urban Development and Urban Poverty Alleviation
20	Department of Expenditure, Ministry of Finance
21	Department of Revenue, Ministry of Finance
22	Ministry of Development of North Eastern Region
23	Department of Indian Audit and Accounts
24	Ministry of Industry
25	Ministry of Skill Development and Entrepreneurship, New Delhi
26	Ministry of Social Justice and Empowerment
27	Dept of Chemicals and Petrochem, Ministry of Chemicals & Fertilizers
28	Central Pension Accounting Office
29	Ministry of Corporate Affairs
30	Ministry of Law and Justice
31	Dept of IT, Ministry of Telecommunication & Information Technology
32	Ministry of Steel
33	Department of Fertilizers, Ministry of Chemicals and Fertilizers
34	CBDT, Department of Revenue, Ministry of Finance
35	Ministry of Rural Development
36	Ministry of Personnel, Public Grievances and Pensions
37	Ministry of Shipping
38	Ministry of Consumer Affairs, Food and Public Distribution
39	Ministry of Women and Child Development
40	Ministry of Petroleum and Natural Gas
41	Ministry of New and Renewable Energy
42	Ministry of Road Transport and Highways
43	Ministry of Youth Affairs and Sports
44	Ministry of Environment, Forests & Climate Change
45	Ministry of Coal
46	Department of Atomic Energy
47	Department of Economic Affairs, Ministry of Finance
48	Ministry of Tribal Affairs
49	Presidents Secretariat
50	Department of Financial Services, New Delhi
51	Election Commission
52	Department of Disinvestments, Ministry of Finance
53	Department of Commerce (Supply Division)
54	Ministry of Minority Affairs

55	Dept. of Higher Education, Ministry of Human Resource Development
56	Department of Space
57	Rajya Sabha, New Delhi
58	Dept. of School Education and Literacy, Ministry of HRD
59	Ministry of Food Processing Industries
60	Lok Sabha Secretariat
61	Union Territory of Daman and Diu
62	Union Territory of Lakshadweep
63	Department of Public Enterprises Ministry of Finance, New Delhi
64	Directorate of Accounts, UT of Dadra & Nagar Haveli, Silvassa
65	Ministry of Fisheries, Animal Husbandry and Dairying, New Delhi
66	Principal Accounts Office, Ministry of Cooperation, New Delhi

Further for Subscriber Contribution, as on 31/03/2024, STS has been implemented for the following:

related to upload of contributions (list is provided below)

I. Ministry of Railway has enabled STS for contribution and 156 PAOs (out of 206 registered PAOs) have successfully enabled and uploading contribution for mapped Subscribers (list enclosed).

- PAO, O/o CGA, Ministry of Finance, Dept. of Expenditure
- PAO, INGAF, New Delhi
- Public Financial Management System, New Delhi

II. CGA has also started STS for contribution. As of now 3 PAOs under Dept. of Expenditure have successfully completed the activity

The Status of adoption of OPGM by CG and CAB Nodal offices as on 31/03/2024 is placed as under:

Table No.3.31: List of CGs & CABs Nodal Offices adopted OPGM

Accounting Formation	No. of Nodal Offices Adopted OPGM
Civil	431
Defense	183
Post	24
Railways	169
Telecom	31
NCT of Delhi	0
CABs	264
Total	1102

- i. As on 31.03.2024, total of 16 SGs have adopted STS and the list of SGs is as under:

Table No.3.32: List of SGs have adopted STS

Particulars	State Government	
State Governments Adopted STS as on 31-03-2024	Andhra Pradesh Assam Bihar Chhattisgarh Jharkhand Haryana Karnataka Maharashtra	Odisha Punjab Rajasthan Himachal Pradesh Tripura Uttar Pradesh Uttarakhand Manipur

- ii. As on 31.03.2024, total 55 SABs have adopted STS and the list of SABs is as under:

Table No.3.33: List of SABs Nodal Offices have adopted STS

SG	No. of SAB Nodal Offices Adopted STS
Maharashtra	54
Uttarakhand	1
Total	55

- iii. As on 31.03.2024, total 32 SGs/UTs have adopted OPGM and the list of State Govt. is as under:

Table No.3.34: List of SGs have adopted OPGM

Particulars	State Government		
State Governments Adopted OPGM as on 31-03-2024	<ul style="list-style-type: none"> Andhra Pradesh Arunachal Pradesh Assam Bihar UT Chandigarh Goa Gujarat Haryana Jammu & Kashmir Himachal Pradesh Karnataka 	<ul style="list-style-type: none"> Kerala Madhya Pradesh Maharashtra Manipur Meghalaya Mizoram Nagaland Orissa Puducherry Punjab Rajasthan 	<ul style="list-style-type: none"> Sikkim Tamil Nadu (Only for AIS) Tripura Uttar Pradesh West Bengal (Only for AIS) Chhattisgarh Uttarakhand Jharkhand Telangana Ladakh

iv. As on 31.03.2024, total **1,515** SABs have adopted OPGM and the list of SAB Nodal offices is as under:

Table No.3.35: List of SABs Nodal offices have adopted OPGM

Name of the State Government	No. of SABs/ SAB Nodal offices adopted OPGM
Arunachal Pradesh	7
Andhra Pradesh	17
Assam	16
Bihar	11
Chandigarh	3
Chhattisgarh	19
Goa	9
Gujarat	12
Haryana	354
Himachal Pradesh	223
Jammu & Kashmir	25
Karnataka	118
Kerala	22
Ladakh	1
Madhya Pradesh	15
Maharashtra	103
Manipur	3
Meghalaya	2
Mizoram	4
Odisha	40
Puducherry	1
Punjab	206
Rajasthan	74
Telangana	13
Uttar Pradesh	93
Uttarakhand	124
Grand Total	1,515

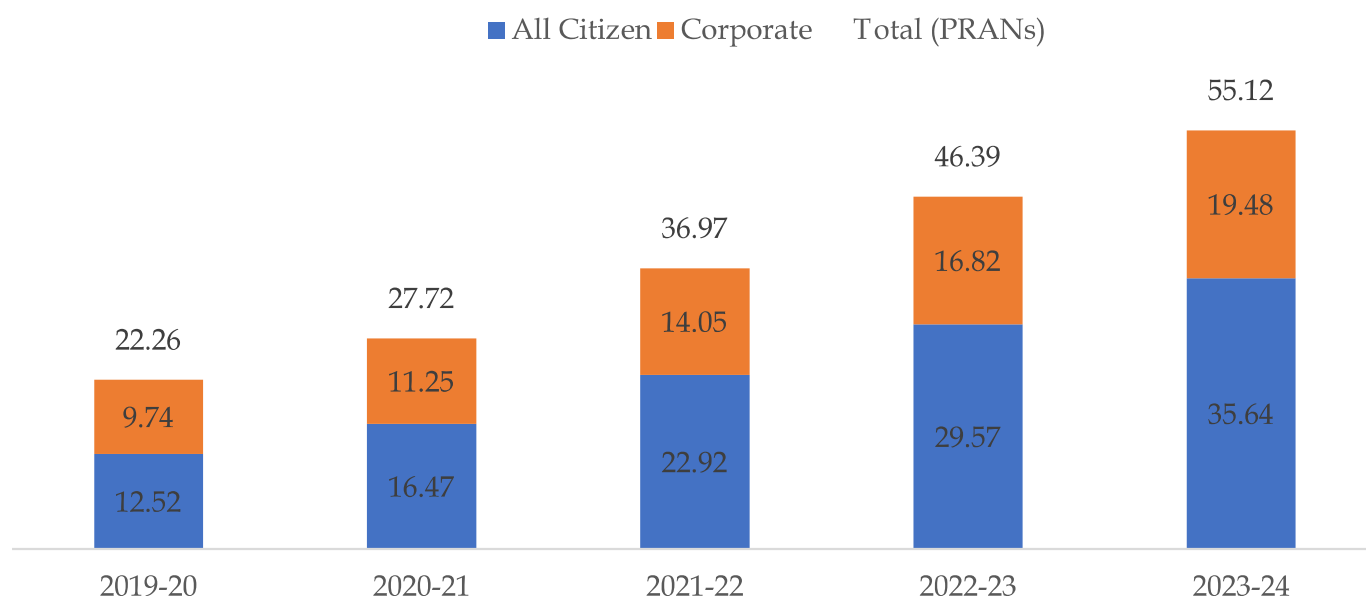
3.9.3 NPS in Non Govt Sector

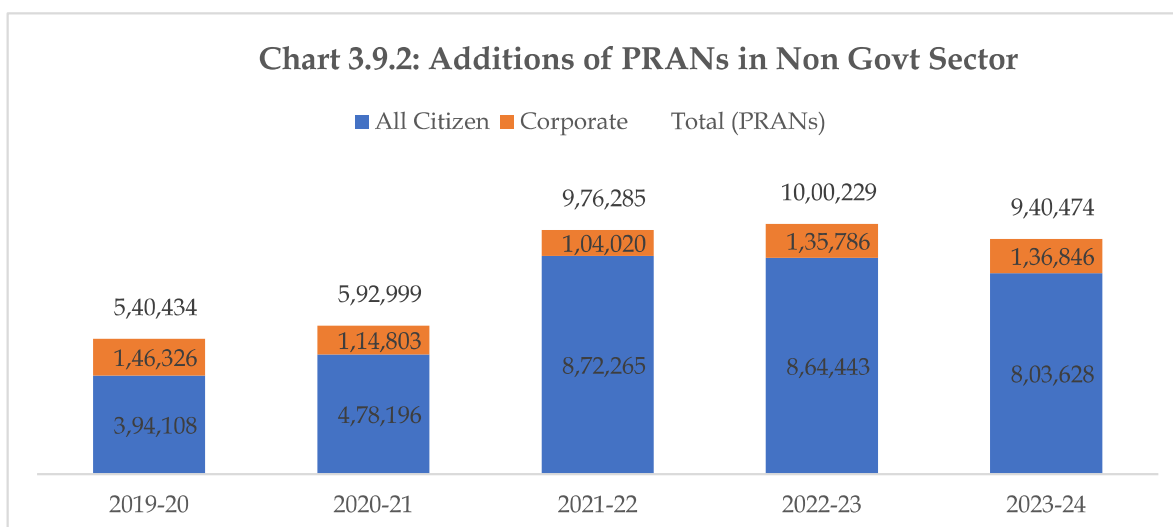
In FY 2023-24, NPS Non-Government Sector witnessed an annual enrolment of 9.4 Lakh. This has been achieved as result of the efforts of 87 Points of Presence (PoPs), comprising of 12 Public Sector Banks, 16 Private Banks, 07 Fintechs, 06 Pension Funds and 46 others (Stock Broking firms/ RRBs etc.) entrusted with NPS distribution as they facilitate subscriber registration, KYC verification and servicing of subscriber requests. During the year, 07 new PoPs were activated/ operationalized for expanding the channels of NPS distribution and meetings with Fintech companies were held to expedite their involvement under the NPS architecture for increasing NPS coverage. Support was extended to the PoPs for distribution of NPS in various parts of the county and their performance was monitored through periodic strategy cum review meetings wherein business plans/strategies of PoPs and the support needed by them from the Authority

were also discussed. Various Award / recognition programme were rolled out to motivate and recognize the efforts of PoP and their staff. Felicitation events were organized to acknowledge the top performers.

As on 31st March 2024, the number of active PRANs under NPS Non-Government Sector (All Citizen and Corporate) was 55.12 lakh vis-à-vis 46.39 lakh in the previous financial year, depicting a growth of 18.8% y-o-y. During FY 2023-24, 3,112 new corporates/entities were registered and 1,36,846 new employees joined NPS. The total number of corporates adopting NPS has reached 15,902 as on 31st March 2024. Focusing on Central Public Sector Enterprises (CPSEs) for adoption and implementation of NPS as one of the retirement benefits schemes for their employees, 14 CPSEs adopted NPS during FY 2023-24 taking the tally of CPSEs under NPS to 78.

Chart 3.9.1: Active PRANs (in Lakh)





3.9.4 Conferences under Corporate Sector

To enhance awareness about retirement planning and promote NPS as a valuable tool within corporates, partnerships have been forged with leading trade bodies including FICCI, CII, and ICC. Through collaborative efforts, a series of workshops and seminars have been organized nationwide, targeting their member base. During the financial year, 10 Corporate Awareness programmes were conducted in Tier I and Tier II cities such as Mumbai, Gurgaon, Kolkata, Hyderabad, Bhubaneswar, Varanasi, Chennai, Guwahati, New Delhi and Bangalore.

Conference on NPS for Corporates at Guwahati, Assam



These events have the participation from approximately 1000 delegates representing around 500 corporates. These initiatives have played a pivotal role in disseminating information about retirement planning and showcasing NPS as a viable solution within the corporate sector.

Additionally, in collaboration with PoPs, the awareness sessions and meetings were conducted with the existing corporates to pursue the corporates to increase the penetration of NPS. These efforts resulted in 3,112 new corporates adopted NPS and 1,36,846 new employees subscribing to NPS during the year.

PFRDA has emphasised on adoption of NPS architecture by Central Public Sector Enterprises (CPSEs) to provide Superannuation benefit to their underlying employees. Accordingly, the communications were sent to 136 CPSEs which have not yet adopted NPS, urging them to consider its benefits of NPS. Additionally, meetings were organized with large CPSEs to discuss the benefits of NPS for their employees. As a result of these initiatives, 14 new CPSEs have onboarded under NPS for their employees.

These initiatives have played a pivotal role in disseminating information about retirement planning and showcasing NPS as a viable solution for the employees under corporate sector. Further, these efforts have also played a crucial role in expanding the adoption of NPS within the corporate sector, demonstrating its effectiveness as a retirement planning tool.

3.9.5 Atal Pension Yojana (APY)

The Government of India introduced a pension scheme called the Atal Pension Yojana (APY), with effect from 1st June, 2015, pursuant to the announcement in the budget for 2015-16 on creating a universal social

security system for all Indians, especially the poor, the under-privileged and the workers in the unorganised sector.

APY is open for all Indian Citizens in the age group of 18-40 years. Under the APY, a minimum guaranteed pension of Rs. 1,000/- or 2,000/- or 3,000/- or 4,000/- or 5,000/- per month will start once the subscriber attains the age of 60 years, depending on the pension amount opted for and contributions made by him.

The Ministry of Finance, Department of Financial Services vide its Gazette Notification dated 10th August 2022, brought in the following partial amendment to the Notification No. 16/1/2015-PR dated 16th October, 2015 on Atal Pension Yojana:

“Provided that from 1st October, 2022, any citizen who is or has been an income-tax payer, shall not be eligible to join APY”.

“In case a subscriber, who joined on or after 1st October, 2022, is subsequently found to have been an income-tax payer on or before the date of application, the APY account shall be closed and the accumulated pension wealth till date would be given to the subscriber.”

Progress under Atal Pension Yojana (APY)

The scheme has shown tremendous success in term of enrolments in the FY 23-24. The total gross enrolments under Atal Pension Yojana have crossed 6.43 crore as of 31st March 2024. The scheme enrolled nearly 1.23 crores new subscribers in FY 2023-24 as compared to 1.19 crore in FY 2022-23.

The scheme had seen this incredible success due to the active participation of APY Service Providers across all categories i.e., Public Sector Banks, Private Sector Banks, Regional Rural Banks, Small Finance Banks, Payment Banks, and Cooperative Banks (Rural & Urban) & Department of Post.

Details with respect to the year-on-year performance in terms of subscriber registration and its analysis is depicted in the tables below:

Table No.3.36: The Banks category wise details of the Number of Enrolments under APY (in lakh)

Category of Banks	As on (March 31, 2016)	As on (March 31, 2017)	As on (March 31, 2018)	As on (March 31, 2019)	As on (March 31, 2020)	As on (March 31, 2021)	As on (March 31, 2022)	As on (March 31, 2023)	As on (March 31, 2024)
Public Sector Banks	16.58	29.86	64.44	105.35	154.18	209.19	278.49	365.09	453.32
Regional Rural Banks	4.76	11.15	19.87	31.71	43.30	57.11	75.28	99.55	127.41
Private Banks	2.53	5.58	9.830	13.29	18.20	23.19	29.21	34.35	39.80
Payment Bank	-	-	-	0.48	3.44	8.19	12.88	15.04	15.38
DOP	0.75	1.90	2.45	2.70	3.02	3.32	3.62	3.84	3.97
Small Finance Bank	-	-	-	0.09	0.15	0.35	0.86	1.65	2.41
Co-op Banks	0.22	0.33	0.46	0.54	0.70	0.80	0.93	1.07	1.23
Total	24.84	48.83	97.05	154.18	223.01	302.15	401.27	520.58	643.52

Chart 3.9.3: Graphical Representation of cumulative APY Enrolments

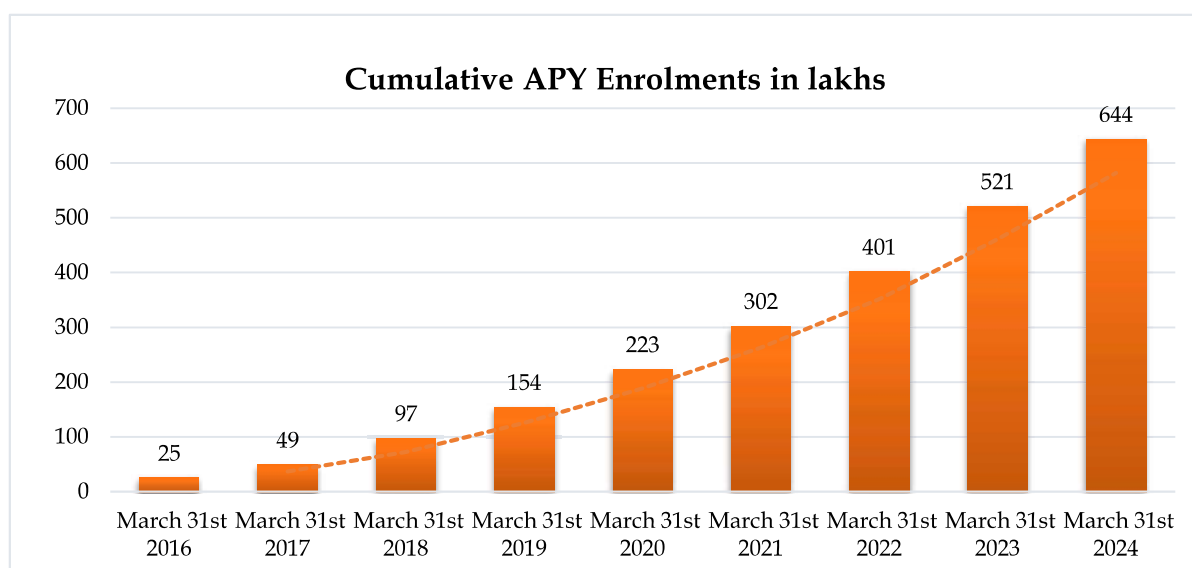


Table No.3.37: State wise details of the number of enrolments under APY (Based on subscriber's postal address/pin code)

S. No	State Name	Number of enrolments under APY (in lakhs)
1	Uttar Pradesh	103.33
2	Bihar	62.26
3	Maharashtra	51.26
4	West Bengal	49.20
5	Tamil Nadu	43.70
6	Madhya Pradesh	38.07
7	Rajasthan	34.88
8	Andhra Pradesh	33.84
9	Karnataka	32.89
10	Gujarat	23.57
11	Odisha	23.53
12	Jharkhand	19.42
13	Other States	127.57
Total Enrolments		643.52

APY enrolment growth has been observed across the country. Among the State-wise distribution, abovementioned 12 States account for more than 80% of total APY enrolments.

Table No.3.38: Month on Month APY Enrolment during FY 2022-23 and FY 2023-24 (in lakhs)

April'22	May'22	June'22	July'22	Aug'22	Sept'22	Oct'22	Nov'22	Dec'22	Jan'23	Feb'23	Mar'23	Total
4.13	8.65	11.93	9.50	11.75	12.80	7.42	13.49	11.53	9.36	9.39	9.30	119.31
April'23	May'23	June'23	July'23	Aug'23	Sept'23	Oct'23	Nov'23	Dec'23	Jan'24	Feb'24	Mar'24	Total
3.58	9.22	11.41	11.27	11.84	11.57	8.56	9.27	12.92	10.90	10.97	11.41	122.93

Chart 3.9.4: Graphical Representation of month on month APY Enrolments

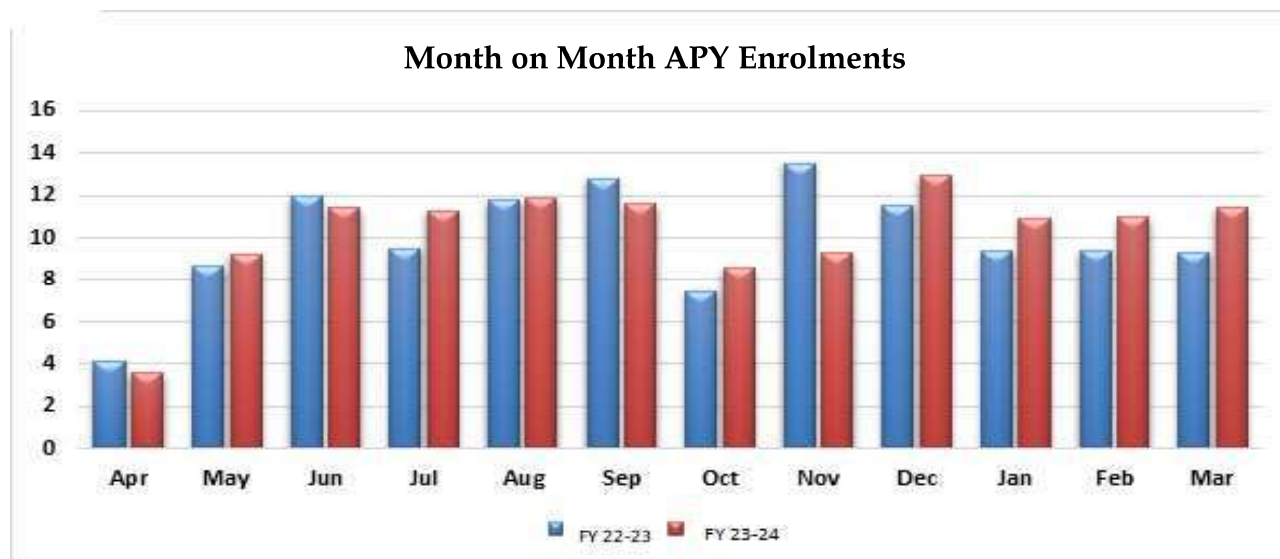
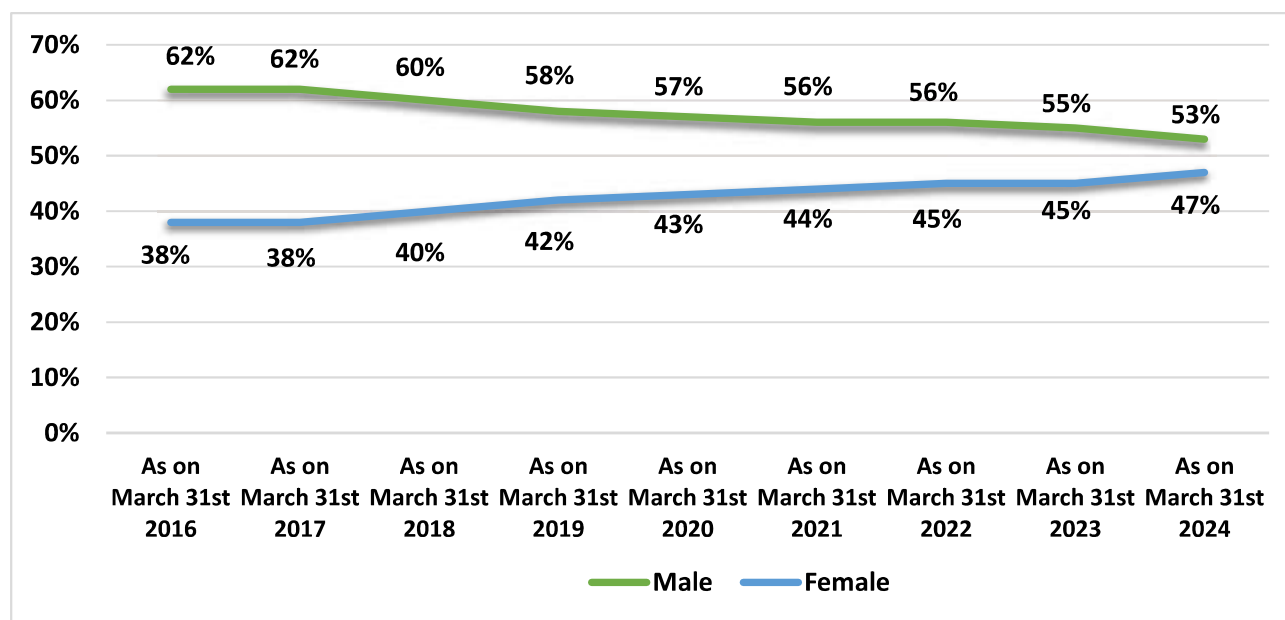


Table No.3.39: Detailed analysis of APY subscribers on the basis of Gender, Pension amount and Age-group is given in the tables below:

Gender wise			
S. No.	Gender	PRAN Count	Percentage
1	Female	2,99,76,357	46.58%
2	Male	3,43,57,344	53.39%
3	Transgender	18,453	0.03%
	Total	6,43,52,154	

Chart 3.9.5: Trend Analysis of Gender wise APY Enrolments

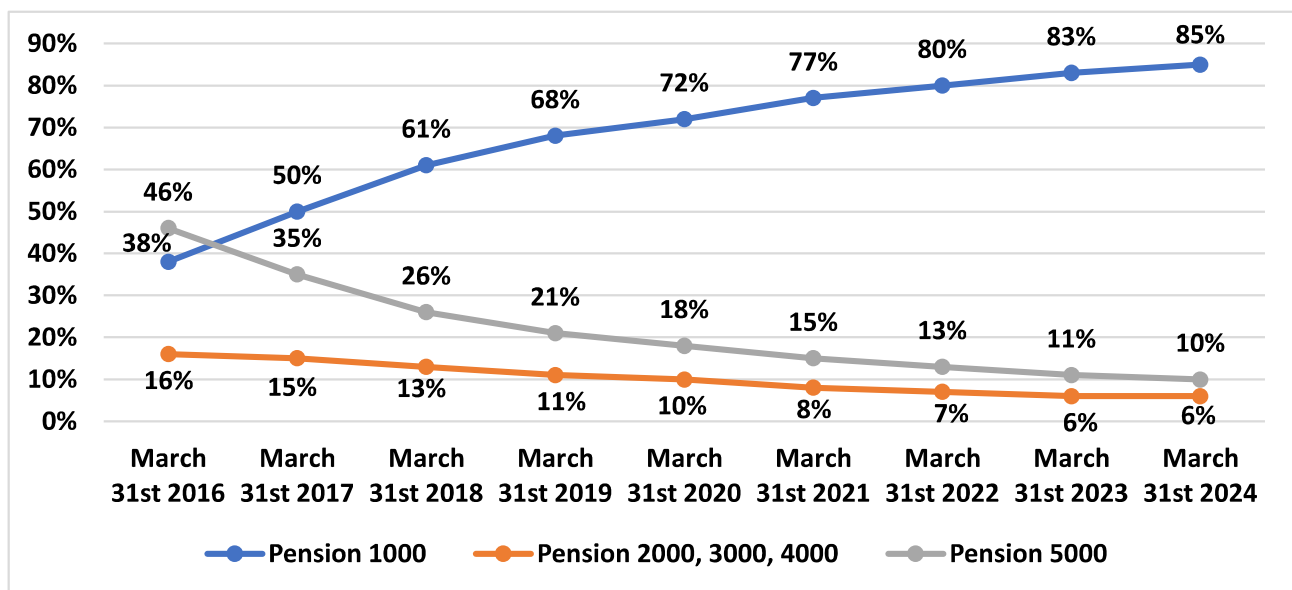


Note: Participation of female in overall enrolment has gone up from 45.42 % in FT 22-23 to 46.58% in FY 23-24.

Pension Amount wise			
S. No.	Pension Amount	PRAN Count	Percentage
1	1,000	5,45,20,746	84.72%
2	2,000	22,05,876	3.43%
3	3,000	10,50,241	1.63%
4	4,000	3,98,811	0.62%
5	5,000	61,76,480	9.60%
	Total	6,43,52,154	

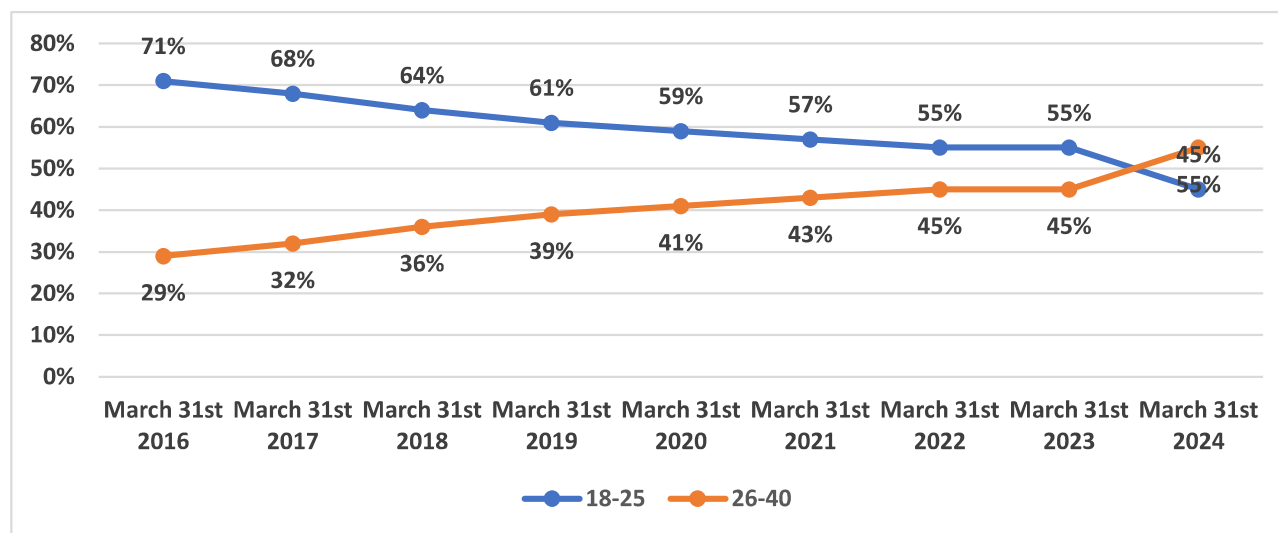
Note: Subscribers under Rs 1,000 slab have gone up from 82.86% in FY 22-23 to 84.72% in FY 23-24.

Chart 3.9.6: Trend Analysis of Pension wise APY Enrolments



Age Wise			
S. No.	Age Range	PRAN Count	Percentage
1	Between 18 to 20 Years	1,12,12,250	17.42%
2	Between 21 to 25 Years	1,78,80,857	27.79%
3	Between 26 to 30 Years	1,57,51,482	24.48%
4	Between 31 to 35 Years	1,23,63,485	19.21%
5	Above 35 Years	71,44,080	11.10%
	Total	6,43,52,154	

Chart 3.9.7: Trend Analysis of Age wise APY Enrolments



Note: More or less, %age wise data is same as last year. In age bracket 18-20 has seen uptick of 0.28% in this FY.

APY scheme is managed by three public sector Pension Funds namely LIC, SBI and UTI. The asset under management of this scheme from FY 2017-18 to FY 2023-24 is as per below table:

Table No.3.40: APY scheme Performance in terms of Investment returns

	As on March 31, 2018	As on March 31, 2019	As on March 31, 2020	As on March 31, 2021	As on March 31, 2022	As on March 31, 2023	As on March 31, 2024
AUM of APY scheme (in Rs. crore)	3,817	6,860	10,526	15,687	20,922	26,700	35,647.69
AUM of APY Fund scheme (in Rs. crore)	-	-	-	-	-	522.71	884.16

APY scheme has generated 9.11% of the CAGR returns since inception till 31st March 2024.

Promotion and outreach of APY scheme:

i) **APY Outreach programs conducted at 30 locations pan India:** 30 APY Outreach programs were conducted in the Financial Year 2023-24 in co-ordination with SLBCs and LDMs. These programs were attended by senior officials of PFRDA, banks, SLBCs, State-Government, RBI, NABARD, SRLM, etc.

ii) **Annual felicitation program and Zonal APY Felicitation and Strategy Review meetings:** APY annual award felicitation program was conducted at Delhi to felicitate performing banks and SLBCs and altogether four Zonal strategy review meetings were conducted at New Delhi, Mumbai, Kolkata and Chennai. In the meetings, the strategies for the promotion and outreach of APY were discussed with APY-SPs and SLBC Convenors. The best-performing SLBCs and APY-SPs were also felicitated in these events in order to recognise their constant support and efforts towards APY.

iii) **Performance review meetings:** Performance review meetings were conducted with the Nodal Officers and SLBCs on a regular basis wherein the progress of APY enrolments in their bank/ state was discussed. PFRDA used to guide the APY SPs and share new strategies and best practices of other banks with them. All possible support related to media content, training, MIS etc. was provided to the Banks for ensuring maximum enrolments.

iv) **APY Flyer:** To promote the scheme in regional languages, a single one pager APY Flyer was created in English and translated in all 22 languages which are included in the Eighth Schedule of the Indian Constitution.

v) **APY training and Subscriber Awareness Programs in vernacular languages organized for APY subscribers:** PFRDA has empanelled a training agency for imparting Awareness Programs on APY through VC to APY subscribers. During the

year, 57 Awareness Programs were conducted for APY subscribers in Hindi, English and other regional languages which were attended by 6,641 subscribers. Protean CRA also conducts APY training sessions for APY SPs. In total, 40 trainings were conducted in which 6,114 bank officers participated. In addition to all these, PFRDA officials also conducts need based training for Banks, SLBCs, LDMs, SRLMs, etc.

vi) **Promotion of the scheme** through mass-media campaigns mostly in TV, Radio, Print and Social-media in Hindi, English and regional-languages for better publicity and awareness. The 30-sec TVC created in Hindi was dubbed in English and 14 other regional languages i.e., Assamese, Bengali, Gujarati, Kannada, Kashmiri, Malayalam, Manipuri, Marathi, Oriya, Punjabi, Tamil, Telugu, Urdu and Maithili. Similarly, radio jingles were broadcasted in Hindi and 10 other regional languages i.e., Gujarati, Kannada, Marathi, Oriya, Punjabi, Tamil, Telugu, Assamese, Bengali, and Malayalam. PFRDA and APY also have their presence over various social media platform like LinkedIn, Twitter, Instagram, Facebook and YouTube with thousands of followers.

vii) **Involving Central Ministries/ Departments and other financial-sector institutions:** PFRDA initiated efforts with other Central and State Ministries, SRLMs, RSETIs, NABARD, RBI, NCFE, etc. for the outreach of the scheme. PFRDA also requested state offices of RBI and NABARD for sensitizing Urban Cooperative Banks, State and District Cooperative Banks to register with PFRDA and start enrolments under APY.

viii) **Viksit Bharat Sankalp Yatra:** Central Govt launched campaign 'Viksit Bharat Sankalp Yatra' through Rath Yatra wherein focus area was saturation of 30 schemes (APY was also part of the campaign), 9 years of achievement, and on-spot services covering all

2.7 lakh Gram Panchayats. PFRDA supported the initiative by conducting outreach programs, media activities etc during the campaign period and also encouraged all the APY SPs to actively participate in the campaign.

Highlights during FY 2023-24:

In FY 23-24, highest ever enrolment in a single Financial Year has been achieved by bringing 1,22,93,490 Indian citizens under the ambit of Atal Pension Yojana. Further, the 12 Public Sector Banks cumulatively have enrolled 88,21,742 subscribers and the 43 Regional Rural Banks have cumulatively enrolled 27,85,358 subscribers, which is the highest ever enrolment in a single financial year, since inception.

In the FY 23-24, four Public Sector Banks achieved their annual targets which are State Bank of India, Bank of India, Indian Bank and Bank of Maharashtra.

33 RRBs i.e. Andhra Pradesh Grameena Vikas Bank, Andhra Pragathi Grameena Bank, Aryavart Bank, Assam Gramin Vikash Bank, Bangiya Gramin Vikash Bank, Baroda Gujarat Gramin Bank, Baroda Rajasthan Kshetriya Gramin Bank, Baroda U.P. Bank, Chaitanya Godavari Grameena Bank, Chhattisgarh Rajya Gramin Bank, Dakshin Bihar Gramin Bank, Jharkhand Rajya Gramin Bank, Karnataka Vikas Grameena Bank, Madhya Pradesh Gramin Bank, Madhyanchal Gramin Bank, Maharashtra Gramin Bank, Manipur Rural Bank, Odisha Gramya Bank, Paschim Banga Gramin Bank, Prathama UP Gramin Bank, Puduvai Bharthiar Grama Bank, Punjab Gramin Bank, Rajasthan Marudhara Gramin Bank, Saptagiri Grameena Bank, Sarva Haryana Gramin Bank, Saurashtra Gramin Bank, Tamil Nadu Grama Bank, Telangana Grameena Bank, Tripura Gramin Bank, Uttar Bihar Gramin Bank, Uttarakhand Gramin Bank, Uttarbanga Kshetriya Gramin Bank and Vidharbha Konkan Gramin Bank **achieved**

annual target of 100 AAPB.

Among Private Banks, Tamilnad Mercantile Bank, Kotak Mahindra Bank, The Nainital Bank Ltd and Karnataka Bank achieved annual target of 30 AAPB.

Among Small Finance Bank, AU Small Finance Bank Limited achieved annual target of 60 AAPB.

7 Cooperative Banks (Shri Mahila Sewa Sahakari Bank Ltd, Amreli Jilla Madhyasth Sahakari Bank Ltd., Kalupur Commercial Co-op Bank Ltd., South Canara District Central Co-Operative Bank, Janata Sahakari Bank Ltd., Sabarkantha District Central Cooperative Bank Ltd and Mizoram Co-op Apex Bank Ltd.) also achieved annual target of 20 AAPB.

Projection/Plan for the next year i.e., 2024-25

Further, in order to increase awareness and coverage of the scheme and be a part of the saturation drive of the Government of India, PFRDA may be undertaking the following key activities in the financial year 2024-25:

- i. APY Outreach Programs at various locations pan India for awareness creation through Banks and SLBCs.
- ii. Mass-media campaigns mostly in TV, Radio, Print and Social-media using regional-languages for better publicity and awareness.
- iii. Subscriber Awareness Programs in vernacular languages will be organized for APY subscribers and Banks through PFRDA officers, training agencies appointed by PFRDA and CRA. Capacity building programs for Banks and SLBCs will be organised.
- iv. Annual felicitation program, Zonal APY Felicitation and Strategy Review meetings, Performance Review meetings with APY SPs and SLBCs/ LDMs on regular basis.
- v. Broad-basing/ Strengthening online distribution channels for onboarding under APY:

- a. Through e-APY portal and APY app of CRA using Aadhar-authentication
b. Through Banks (net-banking, mobile app and own web-portal)

3.10 Performance of Pension Fund

**Table No. 3.41: Asset Under Management (AUM) Break up in NPS- Growth Scheme Wise
Position as on March 31, 2024**

Amt. Rs. in Crores

Schemes	Mar-22	Mar-23	Mar-24	Growth in AUM			
				YoY Mar 23 over Mar 22*		YoY Mar 24 over Mar 23**	
				Amount	%	Amount	%
Equity Tier I	30,303.85	43,261.38	76,999.16	12,957.53	42.76%	33,737.78	77.99%
Equity Tier II	1,424.50	1,681.16	2,573.34	256.66	18.02%	892.18	53.07%
Equity Total	31,728.35	44,942.54	79,572.50	13,214.19	41.65%	34,629.96	77.05%
% Share in Total AUM of Tier I&II	41.20%	40.78%	44.81%	39.81%		51.40%	
Bonds (C)Tier I	15,509.97	22,329.81	34,012.00	6,819.84	43.97%	11,682.19	52.32%
Bonds (C)Tier II	762.55	864.87	1,035.34	102.32	13.42%	170.47	19.71%
Bonds (C) Total	16,272.52	23,194.68	35,047.35	6,922.16	42.54%	11,852.67	51.10%
% Share in Total AUM of Tier I&II	21.13%	21.05%	19.74%	20.85%		17.59%	
G Sec (G) Tier I	27,630.39	40,375.85	60,750.97	12,745.46	46.13%	20,375.12	50.46%
G Sec (G) Tier II	1,214.08	1,419.11	1,797.97	205.03	16.89%	378.86	26.70%
G Sec (G) Total	28,844.47	41,794.96	62,548.94	12,950.49	44.90%	20,753.98	49.66%
% Share in Total AUM of Tier I&II	37.46%	37.93%	35.22%	39.01%		30.80%	
Scheme A Tier I	162.65	271.69	411.39	109.04	67.04%	139.70	51.42%
Scheme A Tier II	-	-	-	-	0	-	0
Scheme A Total	162.65	271.69	411.39	109.04	67.04%	139.70	51.42%

% Share in Total AUM of Tier I&II	0.21%	0.25%	0.23%	0.33%		0.21%	
Sub Total Tier I	73,606.86	1,06,238.73	1,72,173.52	32,631.87	44.33%	65,934.79	62.06%
Sub Total Tier II	3,401.13	3,965.14	5,406.65	564.01	16.58%	1,441.51	36.35%
Tier I + Tier II	77,007.99	1,10,203.87	1,77,580.17	33,195.88	43.11%	67,376.30	61.14%
NPS Lite	4,686.74	4,914.52	5,559.69	227.78	4.86%	645.17	13.13%
APY	20,922.60	26,700.12	35,647.67	5,777.52	27.61%	8,947.55	33.51%
Corporate CG	47,343.05	58,766.72	77,174.94	11,423.67	24.13%	18,408.22	31.32%
Sub Total (Pvt Sector)	1,49,960.38	2,00,585.23	2,95,962.47	50,624.85	33.76%	95,377.24	47.55%
% Share in Total AUM	20.36%	22.33%	25.24%	31.30%		34.77%	
Central Govt	2,16,883.09	2,50,631.18	3,03,144.54	33,748.09	15.56%	52,513.36	20.95%
% Share in Total AUM	29.44%	27.90%	25.85%	20.86%		19.14%	
State Govt	3,69,743.33	4,47,114.39	5,73,527.20	77,371.06	20.93%	1,26,412.81	28.27%
% Share in Total AUM	50.20%	49.77%	48.91%	47.83%		46.08%	
Sub Total (Govt.)	5,86,626.42	6,97,745.57	8,76,671.74	1,11,119.15	18.94%	1,78,926.17	25.64%
% Share in Total AUM	79.64%	77.67%	74.76%	68.70%		65.23%	
Scheme TTS	6.75	12.53	17.51	5.78	85.63%	4.98	39.74%
% Share in Total AUM	0.00%	0.00%	0.00%	0.00%		0.00%	
Grand Total	7,36,593.55	8,98,343.33	11,72,651.72	1,61,749.78	1.38	2,74,308.39	1.13%
Source: Sup -PF							

*In addition, there is AUM of Rs. 522 Crores in APY Gap Fund scheme

**In addition, there is AUM of Rs. 885.89 Crores in APY Gap Fund scheme.

Table No. 3.42: The position of the AUM with the Pension Fund Managers

S. No.	Pension Fund Name	(In Crores)		Growth in AUM	
		Mar-23	Mar-24	Amount	% Growth
1	SBI Pension Funds Pvt. Ltd	3,39,006.01	4,33,384.61	94,378.60	27.84%
2	LIC Pension Fund Ltd.	2,53,248.85	3,22,161.92	68,913.07	27.21%
3	UTI Retirement Solutions Ltd.	2,40,708.60	3,02,676.55	61,967.95	25.74%
4	HDFC Pension Management Co. Ltd.	45,397.36	76,954.78	31,557.42	69.51%
5	ICICI Prudential Pension Fund Management Co. Ltd.	16,466.18	28,419.13	11,952.95	72.59%
6	Kotak Mahindra Pension Fund Ltd.	2,855.81	4,705.99	1,850.18	64.79%
7	Aditya Birla Sun Life Pension Management Limited	744.07	1,508.72	764.64	102.76%
8	TATA Pension Management Private Limited	105.27	834.71	729.44	692.89%
9	Max Life Pension Fund Management Limited	142.56	576.37	433.81	304.30%
10	Axis Pension Fund Management Limited	191.33	2,197.45	2,006.12	1048.53%
11	DSP Pension Fund Managers Private Ltd.	-	115.66	115.66	-

Source: Supervision - PF

Table No. 3.43: Scheme wise Pension fund wise returns as on March 31,2024 since inception (in %)

Returns since inception under various schemes as on 31.03.2024												
		ADITYA BIRLA	AXIS	HDFC	ICICI	KOTAK	LIC	MAX LIFE	SBI	TATA	UTI	DSP
CG							9.49%		9.67%		9.45%	
SG							9.45%		9.37%		9.41%	
APY							9.23%		8.93%		9.17%	
NPS Swalm /Lite						9.66%	9.81%		9.79%		9.76%	
Corporat e-CG							9.51%		9.41%			
TIER I	E	14.38%	19.21%	15.59%	13.30%	12.58%	13.81%	16.73%	11.64%	22.48%	13.10%	3.38%
	C	8.34%	7.59%	9.30%	9.57%	9.27%	9.03%	7.10%	9.59%	6.73%	8.71%	2.24%
	G	7.98%	9.13%	9.09%	8.53%	8.53%	9.85%	9.30%	9.10%	8.71%	8.29%	4.41%
	A	6.35%	6.55%	8.42%	6.72%	6.91%	7.43%	-3.11%	8.71%	7.58%	6.06%	1.54%
TIER II	E	14.41%	19.60%	14.03%	12.04%	12.11%	11.92%	20.96%	11.50%	22.28%	11.95%	-0.74%
	C	7.79%	6.75%	8.61%	9.40%	8.61%	8.55%	6.73%	9.14%	7.21%	8.73%	1.62%
	G	7.36%	8.17%	9.22%	8.58%	8.29%	10.06%	7.57%	9.08%	8.98%	8.82%	1.62%
Scheme TTS		8.41%	6.36%	6.55%	7.20%	8.00%	7.99%	6.35%	5.75%	10.13%	6.58%	1.18%

Table No. 3.44: Scheme wise Pension Fund wise returns as on 31st March 2024 for 1, 3, 5, 7 and 10 years (in %).

E Tier-I	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	Aditya Birla Sun Life Pension Management Ltd.	34.90%	17.30%	15.76%	NA	NA
	Axis Pension Fund Management Ltd.	34.02%	NA	NA	NA	NA
	HDFC Pension Management Co. Ltd.	33.84%	17.63%	16.17%	15.08%	14.61%
	ICICI Pru. Pension Fund Management Co. Ltd.	38.90%	19.03%	16.47%	14.96%	14.40%
	Kotak Mahindra Pension Fund Ltd.	35.19%	18.46%	16.32%	14.70%	14.33%
	LIC Pension Fund Ltd.	33.86%	18.34%	15.62%	13.89%	13.47%

	Max Life Pension Fund Management Ltd.	35.68%	NA	NA	NA	NA
	SBI Pension Funds Pvt. Ltd	33.99%	17.20%	14.95%	14.01%	13.78%
	Tata Pension Management Pvt. Ltd.	39.75%	NA	NA	NA	NA
	UTI Retirement Solutions Ltd.	37.25%	18.50%	15.73%	14.67%	14.51%
	DSP Pension Fund Managers Private Ltd.	NA	NA	NA	NA	NA
	Benchmark Return as on 31.03.2024	38.54%	18.42%	16.47%	15.48%	14.68%

	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
C Tier-I	Aditya Birla Sun Life Pension Management Ltd.	8.70%	6.26%	8.06%	NA	NA
	Axis Pension Fund Management Ltd.	8.27%	NA	NA	NA	NA
	HDFC Pension Management Co. Ltd.	8.76%	6.36%	8.24%	7.96%	9.21%
	ICICI Pru. Pension Fund Management Co. Ltd.	8.64%	6.10%	7.77%	7.64%	9.12%
	Kotak Mahindra Pension Fund Ltd.	8.39%	6.01%	7.29%	7.09%	8.63%
	LIC Pension Fund Ltd.	8.16%	5.96%	7.97%	7.56%	8.91%
	Max Life Pension Fund Management Ltd.	8.06%	NA	NA	NA	NA
	SBI Pension Funds Pvt. Ltd.	8.35%	6.03%	7.86%	7.67%	8.98%
	Tata Pension Management Pvt. Ltd.	8.47%	NA	NA	NA	NA
	UTI Retirement Solutions Ltd.	8.47%	5.89%	7.57%	7.30%	8.68%
	DSP Pension Fund Managers Private Ltd.	NA	NA	NA	NA	NA
	Benchmark Return as on 31.03.2024	8.24%	6.21%	8.54%	7.91%	9.32%

G Tier-I	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	Aditya Birla Sun Life Pension Management Ltd.	10.05%	6.49%	8.34%	NA	NA
	Axis Pension Fund Management Ltd.	9.42%	NA	NA	NA	NA
	HDFC Pension Management Co. Ltd.	9.65%	6.12%	8.33%	7.93%	9.38%
	ICICI Pru. Pension Fund Management Co. Ltd.	9.75%	6.20%	8.12%	7.78%	9.37%
	Kotak Mahindra Pension Fund Ltd.	9.98%	6.40%	8.29%	7.88%	9.44%
	LIC Pension Fund Ltd.	9.72%	6.28%	8.47%	8.39%	9.98%
	Max Life Pension Fund Management Ltd.	9.96%	NA	NA	NA	NA
	SBI Pension Funds Pvt. Ltd.	9.96%	6.16%	8.15%	7.85%	9.46%
	Tata Pension Management Pvt. Ltd.	9.75%	NA	NA	NA	NA
	UTI Retirement Solutions Ltd.	9.91%	6.13%	8.08%	7.59%	9.15%
	DSP Pension Fund Managers Private Ltd.	NA	NA	NA	NA	NA
	Benchmark Return as on 31.03.2024	9.99%	6.05%	7.89%	7.29%	8.92%

A Tier-I	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	Aditya Birla Sun Life Pension Management Ltd.	8.36%	7.01%	6.05%	NA	NA
	Axis Pension Fund Management Ltd.	6.90%	NA	NA	NA	NA
	HDFC Pension Management Co. Ltd.	9.16%	8.66%	8.42%	8.58%	NA
	ICICI Pru. Pension Fund Management Co. Ltd.	6.95%	6.63%	6.28%	6.73%	NA
	Kotak Mahindra Pension Fund Ltd.	10.05%	6.14%	7.34%	7.06%	NA
	LIC Pension Fund Ltd.	7.18%	6.92%	7.09%	7.57%	NA
	Max Life Pension Fund Management Ltd.	7.07%	NA	NA	NA	NA

	SBI Pension Funds Pvt. Ltd	10.61%	7.66%	8.99%	8.87%	NA
	Tata Pension Management Pvt. Ltd.	8.55%	NA	NA	NA	NA
	UTI Retirement Solutions Ltd.	5.12%	6.44%	5.59%	6.05%	NA
	DSP Pension Fund Managers Private Ltd.	NA	NA	NA	NA	NA

	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
E Tier-II	Aditya Birla Sun Life Pension Management Ltd.	35.47%	17.50%	15.96%	NA	NA
	Axis Pension Fund Management Ltd.	34.49%	NA	NA	NA	NA
	HDFC Pension Management Co. Ltd.	34.14%	17.69%	16.17%	15.10%	14.16%
	ICICI Pru. Pension Fund Management Co. Ltd.	38.65%	19.04%	16.55%	15.04%	14.45%
	Kotak Mahindra Pension Fund Ltd.	35.20%	18.45%	16.14%	14.59%	14.23%
	LIC Pension Fund Ltd.	32.66%	18.01%	15.48%	13.72%	12.87%
	Max Life Pension Fund Management Ltd.	35.27%	NA	NA	NA	NA
	SBI Pension Funds Pvt. Ltd	33.33%	17.06%	14.94%	14.03%	13.79%
	Tata Pension Management Pvt. Ltd.	39.46%	NA	NA	NA	NA
	UTI Retirement Solutions Ltd.	35.17%	17.73%	15.47%	14.56%	14.49%
	DSP Pension Fund Managers Private Ltd.	NA	NA	NA	NA	NA
	Benchmark Return as on 31.03.2024	38.54%	18.42%	16.47%	15.48%	14.68%

C Tier-II	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	Aditya Birla Sun Life Pension Management Ltd.	8.59%	6.34%	7.92%	NA	NA
	Axis Pension Fund Management Ltd.	7.08%	NA	NA	NA	NA
	HDFC Pension Management Co. Ltd.	8.79%	6.22%	8.09%	7.86%	8.57%
	ICICI Pru. Pension Fund Management Co. Ltd.	8.55%	6.02%	7.72%	7.55%	9.03%
	Kotak Mahindra Pension Fund Ltd.	8.22%	5.77%	7.54%	7.27%	8.68%
	LIC Pension Fund Ltd.	8.17%	5.94%	8.32%	7.70%	8.67%
	Max Life Pension Fund Management Ltd.	7.20%	NA	NA	NA	NA
	SBI Pension Funds Pvt. Ltd	8.13%	5.64%	7.38%	7.32%	8.68%
	Tata Pension Management Pvt. Ltd.	8.34%	NA	NA	NA	NA
	UTI Retirement Solutions Ltd.	8.37%	5.87%	7.56%	7.33%	8.66%
	DSP Pension Fund Managers Private Ltd.	NA	NA	NA	NA	NA
	Benchmark Return as on 31.03.2024	8.24%	6.21%	8.54%	7.91%	9.32%

G Tier-II	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	Aditya Birla Sun Life Pension Management Ltd.	9.77%	6.48%	8.24%	NA	NA
	Axis Pension Fund Management Ltd.	8.81%	NA	NA	NA	NA
	HDFC Pension Management Co. Ltd.	9.79%	6.15%	8.11%	7.80%	9.24%
	ICICI Pru. Pension Fund Management Co. Ltd.	9.61%	6.20%	8.11%	7.76%	9.36%
	Kotak Mahindra Pension Fund Ltd.	9.61%	6.24%	8.01%	7.61%	9.26%
	LIC Pension Fund Ltd.	9.68%	6.37%	8.53%	8.59%	9.99%
	Max Life Pension Fund Management Ltd.	8.38%	NA	NA	NA	NA

	SBI Pension Funds Pvt. Ltd	9.85%	6.10%	8.03%	7.69%	9.36%
	Tata Pension Management Pvt. Ltd.	9.80%	NA	NA	NA	NA
	UTI Retirement Solutions Ltd.	9.63%	6.02%	7.99%	7.59%	9.20%
	DSP Pension Fund Managers Private Ltd.	NA	NA	NA	NA	NA
	Benchmark Return as on 31.03.2024	9.99%	6.05%	7.89%	7.29%	8.92%

CG	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	LIC Pension Fund Ltd.	12.56%	7.94%	9.12%	8.59%	9.78%
	SBI Pension Funds Pvt. Ltd	12.45%	7.80%	9.04%	8.60%	9.86%
	UTI Retirement Solutions Ltd.	12.54%	7.76%	9.03%	8.60%	9.82%
	Benchmark Return as on 31.03.2024	13.09%	7.91%	9.49%	8.72%	9.90%

SG	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	LIC Pension Fund Ltd.	12.47%	7.90%	9.06%	8.52%	9.77%
	SBI Pension Funds Pvt. Ltd	12.36%	7.74%	9.01%	8.54%	9.88%
	UTI Retirement Solutions Ltd.	12.54%	7.75%	9.02%	8.56%	9.81%
	Benchmark Return as on 31.03.2024	13.09%	7.91%	9.49%	8.72%	9.90%

Corporate CG	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	LIC Pension Fund Ltd.	12.49%	8.04%	9.20%	8.61%	9.88%
	SBI Pension Funds Pvt. Ltd	12.37%	7.76%	9.01%	8.58%	9.93%
	Benchmark Return as on 31.03.2024	13.09%	7.91%	9.49%	8.72%	9.90%

NPS Life	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	Kotak Mahindra Pension Fund Ltd.	12.77%	8.04%	9.00%	8.48%	9.74%
	LIC Pension Fund Ltd.	12.07%	7.84%	9.16%	8.71%	9.92%
	SBI Pension Funds Pvt. Ltd	12.42%	7.78%	8.97%	8.56%	9.86%
	UTI Retirement Solutions Ltd.	12.37%	7.77%	8.98%	8.58%	9.81%
	Benchmark Return as on 31.03.2024	13.09%	7.91%	9.49%	8.72%	9.90%

APY	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	LIC Pension Fund Ltd.	12.64%	7.99%	9.34%	8.68%	NA
	SBI Pension Funds Pvt. Ltd	12.31%	7.74%	9.13%	8.69%	NA
	UTI Retirement Solutions Ltd.	12.49%	7.64%	9.04%	8.55%	NA
	Benchmark Return as on 31.03.2024	13.09%	7.91%	9.49%	8.72%	NA

TTS	Pension Fund	Returns 1 Year	Returns 3 Years	Returns 5 Years	Returns 7 Years	Returns 10 Years
	Aditya Birla Sun Life Pension Management Ltd.	12.71%	9.18%	NA	NA	NA
	Axis Pension Fund Management Ltd.	6.91%	NA	NA	NA	NA
	HDFC Pension Management Co. Ltd.	11.08%	7.85%	NA	NA	NA
	ICICI Pru. Pension Fund Management Co. Ltd.	13.32%	7.99%	NA	NA	NA
	Kotak Mahindra Pension Fund Ltd.	12.58%	8.45%	NA	NA	NA
	LIC Pension Fund Ltd.	13.08%	8.77%	NA	NA	NA
	Max Life Pension Fund Management Ltd.	7.01%	NA	NA	NA	NA
	SBI Pension Funds Pvt. Ltd	11.74%	6.23%	NA	NA	NA
	Tata Pension Management Pvt. Ltd.	12.68%	NA	NA	NA	NA
	UTI Retirement Solutions Ltd.	12.93%	7.24%	NA	NA	NA

	DSP Pension Fund Managers Private Limited	NA	NA	NA	NA	NA
	Benchmark Return as on 31.03.2024	14.53%				

Table No. 3.45: Pension Fund wise and scheme-wise Asset under Management as on 31 March 2024

Amount in Rs. Crores												
Pension Fund/Schemes	SBI	LIC	UTI	HDFC	ICICI	KOTAK	ADITYA BIRLA	TATA	MAX LIFE	AXIS	DSP	TOTAL
CENTRAL GOVT	1,05,350.61	99,208.34	98,585.59									3,03,144.54
STATE GOVT	1,96,243.24	1,91,513.25	1,85,770.71									5,73,527.20
Lite	2,251.64	1,627.00	1,594.20			86.84						5,559.69
APY	12,101.61	12,027.43	11,518.63									35,647.67
APY Fund Scheme	297.92	311.31	274.94									884.17
Total Corporate CG	73,294.01	3,880.93										77,174.94
Total Tier I - E	16,896.40	5,164.50	2,152.97	36,194.65	12,384.21	2,094.28	605.8	373.49	187.4	897.02	48.43	76,999.16
Total Tier I- C	8,342.29	2,762.10	906.44	14,330.02	5,708.43	833.9	295.24	164.38	116.11	527.16	25.92	34,012.00
Total Tier I - G	17,277.52	5,203.72	1,674.59	23,927.76	9,365.27	1,445.36	530.09	256.89	270.27	759.57	39.93	60,750.97
Total Tier I - A	77.38	18.39	9.93	235.29	50.5	12.39	3.72	2.15	0.2	1.31	0.13	411.39
Total Tier II - E	523.72	151.3	89.14	1,182.69	440.04	120.19	33.42	23.98	1.3	6.75	0.81	2,573.34
Total Tier II- C	240.64	78.35	33.83	434.02	187.04	41.12	13.04	4.65	0.26	2.15	0.22	1,035.34
Total Tier II - G	482.77	213.29	64.37	645.01	281.9	71.15	26.55	8.64	0.77	3.31	0.21	1,797.97
Total Tier II - TTS	4.87	2	1.21	5.33	1.74	0.74	0.86	0.53	0.06	0.17	0	17.51
Total	4,33,384.61	3,22,161.92	3,02,676.55	76,954.78	28,419.13	4,705.99	1,508.72	834.71	576.37	2,197.45	115.66	11,73,535.89

3.11 Regulated Assets

“Regulated Assets” means and includes tangible and intangible assets created exclusively for the purpose of operations of CRA comprising bespoke software with all the components required for running the application, any third party software and component off the shelf specific to the CRA application system, all relevant CRA project data, dedicated specific hardware/software components of Data Centre and Disaster Recovery Centre, networks and all other facilities excluding physical infrastructure (building, air conditioners, power supply infrastructure, furniture).

On the expiry of the tenure of the registration or in the event of termination of the CRA, information and regulated assets held by CRA shall be transferred to another CRA registered with the Authority, within the time period and in the manner, as may be required under the PFRDA Act, rules or regulations or as may be directed by the Authority.

3.12 Fees and other charges levied or collected by the Authority during the financial year.

Fees and charges are levied on the subscribers of the NPS at various stages by the intermediaries serving to the subscribers. At the entry to the NPS system, the intermediaries responsible for registration of the subscribers in NPS i.e., PoPs, charge fees which are collected upfront from the subscribers. The charge for registration of APY is borne by the government. In the next stage, CRA, the recordkeeping agency, levies fee for opening account and generation of PRAN, maintenance of account by cancellation of units. Authority, vide a Circular No. PFRDA/2020/22/REG-CRA/3 dated 15.06.2020, had prescribed a Guidelines for Price Discovery Mechanism for the charges to be levied by CRA for the services rendered by them to the subscribers, as an integral part of

Selection of Central Recordkeeping Agencies initiated in 2020 under the provisions of Pension Fund Regulatory and Development Authority (Central Recordkeeping Agency) Regulations, 2015, and amendments thereof.

Thereafter, for each transaction involving contribution of the subscribers there is charge by both CRA and POP. Investment management fee is charged by the Pension Funds for managing the investment portfolio of the subscribers. The custodian of the securities charges for the assets under its custody and reimbursement of NPS Trust expenses are charged from the subscribers.

Table No. 3.46: Fees and charges to the subscribers at various stages

Intermediary	Charge head	Service Charges*			
		Private / Govt.			Lite/APY (in Rs.)
CRA	PRA Opening charges		CRA charges for	CRA charges for account opening if the subscriber opts	
			account opening if the subscriber opts for Physical PRAN card (in Rs.)	for e-PRAN card (in Rs.) Welcome kit sent in physical Welcome kit sent vide email only	PCRA: 15 KCRA: 15 CAMS: 15
		PCRA	40	35	18
		KCRA	39.36	39.36	4
		CAMS	40	-	18
		<i>Note: The reduction in charges will be on the current charge structure and excludes applicable taxes.</i>			
	Annual PRA Maintenance cost per account	PCRA: Rs. 69 KCRA: Rs. 57.63 CAMS: 65			PCRA: 20.00 KCRA: 14.40 CAMS: 16.25
	Charge per transaction	PCRA: Rs. 3.75 KCRA: Rs. 3.36 CAMS: 3.50			Free
POP**	-	Private		Govt.	-
	Initial subscriber registration	Min Rs. 200 Max Rs. 400 (Negotiable within slab)		NA	NA
	Initial and all subsequent contribution	0.50% of contribution Min. Rs. 30 Max. Rs. 25,000 (Negotiable within the slab)		NA	NA

	All Non-Financial Transaction	Rs. 30/- (fixed/flat and Non - Negotiable)		
	Persistency > 6 months & Rs 1000 contribution	Rs 50 p.a. for annual contribution Rs. 1,000 to Rs. 2,999 Rs. 75 p.a. for annual contribution Rs. 3,000 to Rs. 6,000 Rs. 100 p.a. for annual contribution above Rs. 6,000	NA	NA
	eNPS (for subsequent contribution)	0.20% of contribution Min Rs. 15 and Max Rs. 10,000 (Only for NPS-All Citizen and Tier-II Accounts)	NA	NA
	Trail commission for D-Remit Contributions	0.20% of the contribution amount (Minimum ₹ 15 and Maximum ₹ 10,000)		
	Processing Exit/ Withdrawal	0.125% of Corpus with Min. Rs. 125 and Max. Rs. 500		
	NPS Lite/ Swavalamban	The charges for any subsequent transaction under NPS-Lite/Swavalamban @ 0.25% of the total contribution deposited by the subscriber in NPS-Lite/Swavalamban in a financial year subject to a minimum of Rs. 20/-. Any other transaction not involving a contribution from		

		subscriber @ Rs. 10/- per transaction.***		
Trustee Bank	-	NIL		
Custodian	Asset Servicing charges	0.000000001770% per annum of Asset under Custody (AUC)		
Pension Fund Charges	Investment Management Fee	Slab of Asset under Management (AUM)	IMF (%)	
		Upto 10,000 Cr	0.09% ²⁶	
		Rs. 10,001 Cr to 50,000 Cr	0.06%	
		Rs. 50,001 Cr to 1,50,000 Cr	0.05%	
		Above Rs. 1,50,000 Crore	0.03%	
NPS Trust	Reimbursement of Expenses	0.003% of AUM p.a.		
<i>* In case of Government employees, CRA charges are being paid by the respective Governments.</i>				
<i>** Persistency fee is payable to such POPs to which the subscriber is associated for more than six months in a financial year. Minimum per transaction contribution is ₹500/- and minimum annual contribution is ₹1000/- . GST or other taxes as applicable, to be additional.</i>				
<i>*** Through unit deduction by the CRA at the end of the Financial Year</i>				
²⁶ UTI Pension Fund charges 0.07% in this slab.				

The Fees received by PFRDA from the various intermediaries during the financial year 2023-24 is provided in the table below:

Table No. 3.47: Fees received during the Financial Year 2023-24:

S.No.	Intermediary	Fee receipt (Rs. in Lakh)
1	Trustee Bank- Axis Bank	5,064.57
2	Pension Funds	14,956.32
3	CRA- Protean eGov Technologies Ltd.	1,272.69
4	CRA- Kfin Technologies Ltd.	32.05
5	CRA- Computer Age Management Services Ltd.	2.09
6	Custodian – Deutsche Bank	411.06
7	Retirement Advisor / POP/ Aggregator/ ASP/ EMD/ RFP Processing Fee	39.55
Total		21,778.3
Note: Fees & receipts are accounted on accrual basis.		

3.13 Information sought for, inspections undertaken, inquiries conducted, and investigations undertaken including audit of intermediaries and other entities or organizations and connected with pension funds

3.13.1 Inquiries and investigation

During financial year 2023-24, the Authority ordered investigation against two (2) intermediaries wherein investigation against one intermediary is completed while investigation against another intermediary is underway.

3.13.2 Inspection and Audits

PFRDA undertakes supervision of Points of Presence (PoPs) under NPS, NPS-Lite-Swavalamban and APY and Retirement Advisors (RAs) registered with the Authority to ensure compliance of the PFRDA (Point of Presence) Regulations, 2018 (as amended), PFRDA (Retirement Adviser) Regulations, 2016 (as amended) and the operational guidelines issued thereunder.

The Authority monitors and supervises PoPs through offsite and onsite monitoring mechanisms as under:

i) **Offsite monitoring:** The offsite supervision includes review of the compliance reports/certificates submitted by PoPs to PFRDA as under:

A) Compliance Report (Quarterly for PoPs-NPS, Half-Yearly for PoPs-NPS-Lite-Swavalamban and Annual for PoPs-APY) mandating compliance submission / exception reporting by PoPs pertaining to their functions stipulated under the PFRDA Act, PFRDA (PoP) Regulations 2018 (as amended) and Operational Guidelines issued thereunder including submission of designated collection account balance details.

B) Cyber Security Certificate for compliance with Cyber Security Policy for intermediaries issued by the Authority.

C) During the FY 2023-24, the above reports/certificates submitted by PoPs under NPS, NPS-Lite-Swavalamban and APY as per the stipulated frequency were reviewed and processed.

ii) **Onsite monitoring:** The onsite supervision includes onsite inspection directly by PFRDA officials and audit the authorized representatives as under:

A) Onsite inspections:

a) Onsite inspections of PoPs are conducted directly by PFRDA officials to monitor the compliance of PoPs pertaining to their functions stipulated under the PFRDA Act, PFRDA (PoP) Regulations 2018 (as amended) and Operational Guidelines issued thereunder.

b) Broadly, the inspection parameters cover the processes adopted and services offered by PoPs, which include all activities right from onboarding of subscribers to the exit/withdrawal.

c) Other notable areas which are monitored during inspection include the Customer Due Diligence process adopted by the PoP (including compliance of KYC and CKYCR norms as per PML Act and Rules made thereunder), verification of correctness of reports submitted as a part of offsite compliance, payment of compensation if any, balances in collection account.

d) During the FY 2023-24, a total of 17 scheme-wise (NPS, APY and NPS-Lite-Swavalamban) onsite inspections of PoPs located in various parts of the country were conducted.

B) Audit Reports:

a) PoPs are subjected to annual audit by the external auditor appointed by PoPs as per the audit framework stipulated by the Authority.

b) During the FY 2023-24, audit report pertaining to various functions performed by PoPs under NPS, NPS-Lite-Swavalamban and APY as per the stipulated audit framework, were reviewed and processed.

c) Issuance of advisories to PoPs, as per the deviations/non-compliances observed during the review of compliance reports, audit reports and inspections, on various matters to ensure compliance and smooth functioning of activities performed by PoPs. Subsequent follow-up with PoPs for compliance towards closure of the compliance/audit/inspection reports.

d) Issuance of Warning/Caution letters to PoPs for non-adherence of extant Regulations, Circulars, and Guidelines issued by the Authority from time to time. During the FY 2023-24, caution letter was issued to 1 (one) PoP.

3. Submission of preliminary report: In the event of any alleged violations having been detected during onsite or offsite supervision, which prima facie discloses any act of omission or commission covered under Section 28 of the Act, the Department submits a formal preliminary report to Member in Charge (Investigation and Surveillance) in accordance with PFRDA (Procedure for inquiry by Adjudicating Officer) Regulations, 2015. During the FY 2023-24, preliminary report in respect of 1 (one) PoP was submitted by the department.

4. Policy Matters: Based on the requirement and suggestions received from various stakeholders for improvement in

processes and procedures, Supervision Department frames policy or recommends policy to concerned departments for improvements in the best interest of subscribers and stakeholders. During the FY 2023-24, the department dealt with the following policy matters:

i) Issuance of audit framework for PoPs to remove duplicity of audits and reduce compliance cost thereof, while strengthening the process of auditor appointment and submission of report through Board/Audit Committee of PoP, without diluting the rigors of supervision.

ii) Issuance of revised operational guidelines for PoPs functioning under NPS w.e.f. 1 July 2023, as a part of streamlining compliance vis-à-vis PFRDA (PoP) Regulations.

iii) Preparation of draft Accessibility Guidelines for Creating Infrastructure for Persons with Disabilities by Intermediaries regulated by PFRDA, in consultation with the O/o CCPD, PoPs, NGOs functioning in the relevant field.

5. FATF Mutual Evaluation: The FATF Cell, PFRDA, which majorly comprises members of Supervision-PoP department, represented PFRDA and actively coordinated with the Department of Revenue, Ministry of Finance, during the course of Mutual Evaluation of India conducted by International FATF Assessment Team.

3.13.3 Adjudication

During financial year 2023-24, adjudication proceedings against two (2) intermediaries are underway.

3.13.4 Internal Audit and Surveillance

The Internal Audit department conducted risk-based internal audits of PFRDA

departments as per the Annual Audit Plan Financial Year 2023-24. According to the plan, 25 audits covering all the departments of PFRDA were conducted for the period starting 1st April 2023. The audit scope included a review of all operational activities, and review of record-keeping. It encompassed assessment of qualitative parameters, risk of non-compliance and identification of high-risk areas, if any. A revised risk-based ranking was introduced for all the departments based on the audit findings and a broad set of indicators for low, medium, and high levels of risk.

Surveillance mechanism was initiated by the department by introducing some operational parameters in consultation with concerned departments. Based on analysis of the reports, actionable pertaining to issues were suggested

to the concerned departments. Continuous Surveillance mechanism at PFRDA is expected to result in robust and efficient monitoring of the NPS architecture.

3.14 Others

3.14.1 Subscribers (category wise) covered under the National Pension System and other pension schemes under the Act

i) Number of Subscribers under NPS and APY over the Years

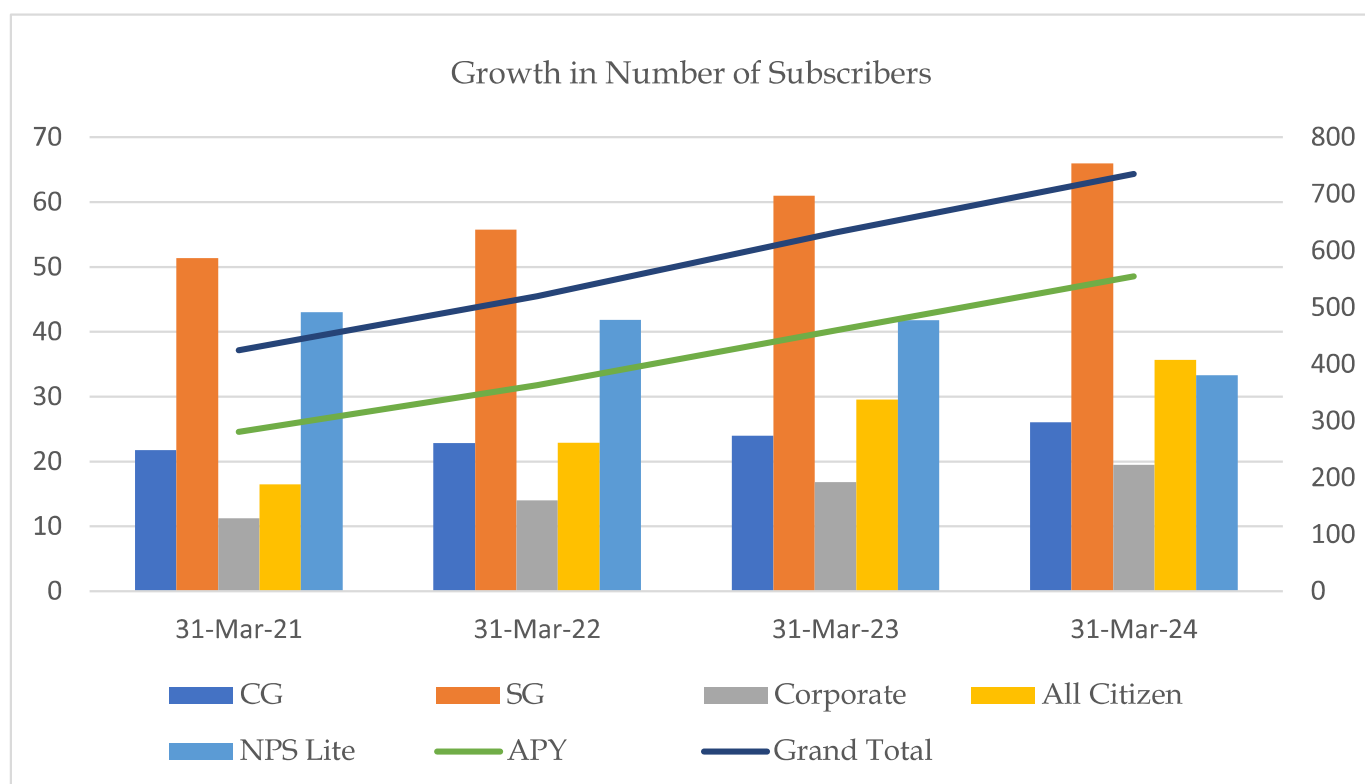
Enrolment of subscribers in NPS and AY increased from 632.55 lakh in March 2023 to 735.55 lakh in March 2024. The growth of number of subscribers during 2023-24 is 16.28 per cent. Sector wise number of subscribers is provided in below chart.

Table No. 3.48: Sector wise number of Subscribers under NPS/APY:

Sectors	March 2023 (No. in lakh)	March 2024 (No. in lakh)	Growth over year	
			Absolute increase	Percent
			(No. in lakh)	
Central Government	23.97	26.07	2.10	8.76
% To total	3.78	3.54	-	-
State Government	60.96	65.96	5.00	8.20
% To total	9.63	8.97	-	-
Corporate	16.82	19.48	2.66	15.81
% To total	2.66	2.65	-	-
All Citizen/UoS	29.57	35.64	6.07	20.53
% To total	4.67	4.85	-	-
NPS Lite/Swavalamban*	41.76	33.28	-	-
% To total	6.60	4.52	-	-
APY	459.47	555.12	95.65	20.82
% To total	72.64	75.47	-	-
Total	632.55	735.55	103.00	16.28

*(No fresh registration permitted after 01st April 2015)

Chart 3.14.1: Year wise number of subscribers under NPS & APY



ii) No. of subscribers – Sector wise

Government Sector

Table No. 3.49: No. of Subscribers, Contribution & AUM of Government Sector as on March 31, 2024

Sector	No. of subscribers (In lakhs)	Contributions (Rs. in crores)	AUM (Rs. in crores)
Central Government	26.07	2,19,498	3,22,215
State Government	65.96	4,20,097	5,82,673
Total	92.03	6,39,595	9,04,888

Government subscribers have increased from 84.93 lakh at the end of March 2023 to 92.03 lakh subscribers at the end of March 2024, registering an increase of 7.10 lakh (7.71 per cent).

iii) Private Sector

Table No. 3.50: No. of Subscribers, Contribution & AUM of Private Sector as on March 31, 2024

Particulars	No. of subscribers (In Lakhs)	Contributions (Rs. in crores)	AUM (Rs. in crores)
Corporate Sector	19.48	1,16,071	1,66,729
All Citizen/UoS	35.64	61,048	59,826
Total	55.12	1,77,120	2,26,555

Under Private sector, number of corporate subscribers has increased from 16.82 lakh in March 2023 to 19.48 lakh March 2024, an increase of 2.66 lakh subscribers and a growth of 15.81 percent. The subscribers under UoS/ All Citizen have increased from 29.57 lakh as end of March 2023 to 35.64 lakh as end of March 2024, an increase of 6.07 lakh subscribers and a growth of 20.53 percent.

iv) Unorganised Sector

Table No. 3.51: No. of Subscribers, Contribution & AUM of NPS Lite and APY as on March 31, 2024

Particulars	Subscribers (In Lakhs)	Contributions (Rs. in crores)	AUM (Rs. in crores)
NPS Lite	33.28	3,359	5,560
Atal Pension Yojana	555.12	31,098	35,647
APY Fund Scheme	-	-	886
Total	588.40	34,457	42,093

- Number of subscribers under NPS Lite and APY, together, has increased from 501.23 lakh in March 2023 to 588.40 lakh in March 2024, increasing by 87.17 lakh subscribers (17.39 per cent).
- New entry into NPS Lite scheme has been discontinued w.e.f. April 1, 2015, and APY was launched on May 9, 2015, and it became operational from 1st June 2015. APY is focused on the poor and the under-privileged citizen of India; it will provide a defined pension after 60 years of age.
- APY scheme is managed by three public sector pension funds namely LIC, SBI and UTI. The asset under management of this scheme as in March 2024 is Rs. 35,647 crores.

3.14.2 Points of Presence

“Point of Presence” is an intermediary registered with the Authority under sub-section (3) of section 27 and capable of electronic connectivity with the central recordkeeping agency for the purpose of receiving and transmitting funds and instructions and payout of funds. As per section 20 of PFRDA Act 2013, collection and transmission of contributions and instructions shall be through points of presence to the central recordkeeping agency. Hence, POPs interact with the subscriber while onboarding him/her as an NPS subscriber and perform the functions related to registration, Know Your Customer (KYC) verification, receiving contributions and instructions from subscribers, and transmission of the same including compliance with Prevention of Money Laundering (PML) Act, 2002 and the rules framed thereunder, as may be applicable, from time to time.

As per the amended regulations notified on 10.01.2024, an applicant may seek registration as a point of presence in respect of any one or more of the following pension schemes:

- a. National Pension System;
 - b. Atal Pension Yojana; or
 - c. Any other scheme regulated or administered by Authority
- I. Issuance of Certificate of Registration:**
- During the financial year, 32 entities were issued 'Certificate of registration(s)' under the category of Point of Presence.
- Under the NPS architecture, there are 363 Points of Presence (NPS-regular / Aggregators / APY-SP) registered with the Authority as on 31.03.2024.
- II. Duties and Responsibilities of Point of Presence:**
- (1) The point of presence shall discharge duties and responsibilities in respect of the following functions in accordance with the provisions of the Act, rules, regulations, guidelines, circulars, directions and instructions issued by the Authority:
 - (A) Interacting with potential subscribers:**
 - (i) Address queries regarding pension schemes covered under the Act; and
 - (ii) Provide and display information in accordance with the provisions of the pension schemes;
 - (B) Registration of subscribers:**
 - (i) Receive subscriber registration request along with Know Your Customer (KYC) records;
 - (ii) Conduct customer due diligence procedure; and
 - (iii) Process the request in central recordkeeping agency system or in the mode and manner directed by the Authority;
 - (C) Processing of contribution:**
 - (i) Open and maintain a collection account for each pension scheme;
 - (ii) Receive contribution from subscriber or their employer;

(iii) Upload contribution details and generate subscriber contribution file from central recordkeeping agency; and

(iv) Remit contribution to the National Pension System Trust account maintained with the Trustee Bank;

(D) Servicing of subscriber requests:

(i) Receive, process and approve requests or instructions;

(E) Redressal of subscriber grievance:

(i) Receive and redress grievances in accordance with Regulations;

(F) Processing of exits and withdrawals requests:

(i) Receive the request for withdrawal and exit from pension schemes along with stipulated documents and KYC records;

(ii) Conduct subscriber or nominee(s) or legal heir due diligence procedure;

(iii) Process and approve the exit and withdrawals requests in central recordkeeping agency;

(G) Maintenance and transfer of documents to central recordkeeping agency:

(i) Maintain and transfer forms along with stipulated documents and KYC records to the central recordkeeping agency, in the mode and manner determined by the Authority;

(H) Submission of compliance reports and certificates:

(I) Submit compliance reports and certificates as laid down under circulars, guidelines, directions and instructions issued by the Authority.

III. Issuance of Circular(s):

1. Verification of Identity by Reporting Entity under sub-section (1) of Section 11A of the Prevention of Money Laundering Act, 2002 using e-KYC Setu system

Rationale –

a. Department of Revenue (DoR), Ministry of Finance vide Gazette notification S.O. 5683(E) dated 6th December, 2022 notified that regulated entities onboarded to perform authentication under the Aadhaar Act, 2016 for the purposes of section 11A of the Prevention of Money-laundering Act, 2002 using the e-KYC Setu system be permitted to do so, after being satisfied that the e-KYC Setu system complies with the standards of privacy and security under the Aadhaar Act.

b. To aid NPCI and the Reporting Entities using e-KYC Setu system for smooth onboarding, the roles and responsibilities of various stakeholders are provided under the circular.

2. Guidelines on Know Your Customer / Anti-Money Laundering /Combating the Financing of Terrorism (KYC/AML/CFT)” were further modified vide Circular No. PFRDA/2023/05/REG-POP/02 dated 12.10.2023

Rationale-

a. Entities registered as Point of Presence (PoP) are required to comply with the requirements of Prevention of Money Laundering Act, 2002 as per Regulation 15 of the PFRDA (Point of Presence) Regulations, 2018.

b. The guidelines have been modified in line with FATF recommendations.

3. Financial Information User under Account Aggregator Framework

Rationale-

a. PFRDA vide its circular no. PFRDA/2022/26/FT&DA/02 dated 30 September 2022 has issued guidelines for empowering NPS Subscribers to port their NPS data through Account Aggregator Framework whereby Central Record Keeping Agencies (CRAs) appointed by PFRDA are designated as Financial Information Providers (FIPs).

b. Financial information user (FIU) means an entity registered with and regulated by any financial sector regulator. It is stated that the Point of Presence registered under PFRDA (Point of Presence) Regulations, 2018, shall act as Financial Information User (FIU).

4. Surrender of Certificate of Registration (CoR) issued to POP-Sub entity (PoP-SE) under PFRDA (Point of Presence) Regulations, 2018 and amendments thereof

Rationale-

a. Under the provisions of the amended regulations, the PoP-Sub Entity (PoP- SE) has been subsumed under agency model wherein Points of Presence (PoPs) may engage these entities (POP-SEs) as pension agents and utilise their services for distribution of pension schemes.

b. Accordingly, the point of presence(s) has to surrender of the Certificate of Registration of associated point of presence sub-entities to the Authority for cancellation of the registration as per the timelines prescribed by the Authority

5. Meeting eligibility criteria of minimum net-worth under sub-regulation (e) of regulation 5 of the PFRDA (Point of Presence) Regulations, 2018 and amendments thereof

Rationale-

a. As per the amended regulations, the requirement of minimum net worth is increased to Rupees two crore (which shall include minimum paid up equity capital of Rupees fifty lakh), as on the last day of the immediately preceding quarter.

b. Accordingly, the point of presence(s) has to submit the CA certified copy of net worth as per the timelines prescribed by the Authority.

6. Surrender of existing Certificate of Registration (CoR) issued under Regulation 3 (1) (iii) of the erstwhile PFRDA (Point of Presence) Regulations, 2018

Rationale-

a. As per the amended regulations, the entity(s) already registered for distribution and servicing only its own employees and other personnel, either through physical or online platforms, prior to these amendments, shall surrender its certificate of registration, and seek registration or authorization in such manner as may be directed by Authority; or be associated with a point of presence, for its employees who are subscribers, within the time period so directed.

b. Accordingly, the concerned PoP(s) shall undertake compliances as per amended regulations.

IV. Issuance of Advisory:

a. As per provisions of Income Tax Act, 1961 as per which it is mandatory for every person who has been allotted a Permanent Account Number (PAN) to intimate his/her Aadhaar Number to the prescribed authority so that the Aadhaar and PAN can be linked.

b. Accordingly, advisory for linking of PAN with Aadhar by June 30, 2023 was issued.

V. Regulations and amendments:

The notification enables both banks and non-banks to serve as PoPs for onboarding NPS subscribers. Notably, a single registration for NPS is now prescribed, eliminating the need for multiple registrations and PoPs can operate effectively with just one branch while maintaining a robust digital presence. Additionally, the timeline for processing applications has been halved from 60 days to 30 days.

VI. Choice of POP to subscribers / Corporates:

Under the NPS architecture subscribers / Corporates (having an employee-employer relationship) can choose their Point of Presence as per their choice. The list of points of presence is made available on the website of the Authority which is revised regularly.

3.14.3 Assets under Management Scheme wise

The details of the scheme wise asset under management are given in the table below:

Table No. 3.52: Scheme wise Asset under Management

Table 1: Details of Asset under Management (Amt. in Rs. Crores)				
Scheme	Mar-23	Mar-24	Absolute Growth	% Growth
Central Government	2,50,631.18	3,03,144.54	1,78,926.17	25.64%
State Government	4,47,114.39	5,73,527.20		
Sub Total	6,97,745.57	8,76,671.74		
NPS Lite	4,914.52	5,559.69	95,743.68	47.61%
APY	26,700.12	35,647.67		
APY Gap Fund Scheme	522.71	884.17		
Corporate CG	58,766.72	77,174.94		
Tier I-E	43,261.38	76,999.16		
Tier I-C	22,329.81	34,012.00		
Tier I-G	40,375.85	60,750.97		
Tier I-A	271.69	411.39		
Tier II-E	1,681.16	2,573.34		
Tier II-C	864.87	1,035.34		
Tier II-G	1,419.11	1,797.97		
TTS	12.53	17.51		
Sub Total	2,01,120.47	2,96,864.15		
Grand Total	8,98,866.04	11,73,535.89	2,74,669.85	30.56%

The above table indicates that the asset under management for government sector NPS schemes (CG and SG) has grown by around 25.64 percent, however the asset under management of the schemes other than these two schemes has grown by around 47.61 percent. In terms of absolute number, the government sector schemes grew by Rs.

1,78,926.17 crores whereas other than government sector schemes in aggregate grew by Rs. 95,743.68 crores.

3.14.4 The Central Recordkeeping Agency

Central Recordkeeping Agency is required to establish a system (defined under section 21 of the Pension Fund Regulatory and Development Authority Act, 2013) that

delivers compliance with standards for internal organization and operational conduct, to protect the interests of subscribers under the framework of the National Pension System ('NPS'). It also acts as an operational interface between PFRDA and other NPS intermediaries such as Pension Funds, Annuity Service Providers, Trustee Bank, Nodal offices, Points of Presence, etc.

Presently, the following three entities have been registered as Central Recordkeeping

Agencies under NPS Architecture:

- (a) Protean eGov Technologies Limited
- (b) KFin Technologies Limited
- (c) Computer Age Management Services Limited

Contact details:

Contact details of CRAs have been displayed on PFRDA's website for wider reach and for the benefit of all stakeholders including subscribers. The same are reproduced as under:

Contact details

Contact details of CRAs have been displayed on PFRDA's website for wider reach and for the benefit of all stakeholders including subscribers. The same are reproduced as under:

Name	Computer Age Management Services Limited
Registration No.	CRA003
Validity	30 March 2021 – Perpetual
Website	www.camsnps.com
Registered Address	No.10 (Old No.178), M.G.R. Salai, Nungambakkam, Chennai – 600 034
Contact Person	Srivatsav K.
E-mail	cragro@camsonline.com
Telephone	044 – 6602 4888
Correspondence Address	No. 158, Rayala Towers, Anna Salai, Chennai – 600 002
Name	KFin Technologies Limited
Registration No.	CRA002
Validity	14 June 2016 – 13 June 2026
Website	https://nps.kfintech.com/
Address	Selenium Building, Tower-B, Plot No 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad – 500 032
Contact Person	Ms. Anitha Chatla
E-mail	cgro.cra@kfintech.com
Telephone	040 – 67162222
Call Center No.	1800 208 1516

Name	Protean eGov Technologies Limited
Registration No.	CRA001
Validity	25 January 2021 - Perpetual
Website	http://npscra.nsdl.co.in/
Address	1st Floor, Times Tower, Kamala Mills Compound, Lower Parel, Mumbai - 400 013
Contact Person	Mr. Mandar Karlekar
E-mail	cgro@nsdl.co.in
Telephone	022 - 4090 4788
Call Center No.	1800 2100 080 (NPS Subscriber) / 1800 2100 081 (NPS Nodal Officers) / 1800 889 1030 (APY)
Helpdesk number	022 - 2499 3499
Regional Offices Address	<ol style="list-style-type: none"> For Ahmedabad - Unit No. 407, 4th floor, 3rd Eye One Commercial Complex Co-op. Soc. Ltd., Above Vijay Sales Stores, C. G. Road, Near Panchvati Circle, Ahmedabad - 380 006 For Chennai - 6A, 6th Floor, Kences Towers, #1 Ramkrishna Street, North Usman Road, T. Nagar, Chennai - 600 017 For Delhi - 409/410, Ashoka Estate Building, 4th floor, Barakhamba Road, Connaught Place, New Delhi - 110 001 For Kolkata - 5th Floor, The Millenium, Flat No. 5W, 235/2A, Acharya Jagdish Chandra Bose Road, Kolkata - 700 020

Roles and responsibilities of CRA

The major role and responsibilities of CRA are as follows:

- i. Continuous Enhancements and developments of new functionalities. It is the responsibility of the CRA to create and establish Facilitation-Centres network across country. They have to develop various new functionalities/utilities and do continuous enhancements and development of modules to address changing requirements of various stakeholders.
- ii. Services to Subscribers of all sectors. The primary role of CRA is of recordkeeping, administration, providing customer service functions for all NPS subscribers, issuance of unique PRAN and IPIN/TPIN to the subscribers. The various services to the

subscribers includes sending SMS alerts and emails at the time of registration, credit/ debit of units, withdrawal, balance in the PRAN, conducting subscriber awareness programs and providing web-based access to all the NPS stakeholders. CRA also provides Centralized Grievance Management System and Call-Centre facility to the subscribers and Nodal offices. Besides these services all subscriber maintenance services such as change of scheme, change of demographic details, grievance handling etc. are being handled by CRA.

- iii. Services to Intermediaries

- PFs- It is the primary responsibility of CRA to timely intimate the position of the funds to PFs, prepare and send consolidated

Investment Preference Scheme information, sending net fund transfer report to PFs on the basis of confirmation of fund transfer report received from Trustee bank and to measure the Scheme performance reports using NAVs sent by PFs to CRA.

- TB - To reconcile pension fund reports received from Trustee Bank Account(s) with pension fund contribution information report and generate error/discrepancy report on fund reconciliation, sending instruction to Trustee Bank to remit withdrawal fund to subscribers' account and remit remaining amount to Annuity Service Providers' account against the annuity scheme.
- ASPs - To collect physical application forms from the subscribers and forward them to ASPs and sharing funds transfer details for the subscriber's annuity to ASPs. Transferring electronic data transfer to ASPs with respect to subscriber details and sending instruction on Annuity scheme.

Regulations and amendments

- The amendments to Central Recordkeeping Agency (CRA) Regulations simplify and strengthen the provisions related to

governance of CRA in line with Companies Act, 2013 and enhanced disclosure of information by CRA. The other notable amendments inter alia include:

- (a) Implementation of fraud prevention and mitigation policy by CRA to protect the interest of subscribers.
- (b) Inclusion of certificate by CEO in the annual report in respect of adequacy and effectiveness of internal controls, compliance and audit processes.
- (c) Criteria of 'fit and proper person' has been introduced for CRA and its key personnel.

The amendments in key areas aim at simplification and reducing compliance.

Issuance of Master Circulars: With the initiation of comprehensive review process of the regulations (with an objective to simplify, ease, and reduce cost of compliance), review of issued circulars were also undertaken to replace them with master circulars. The issued master circulars are self-sufficient, relevant, updated, complete, self-explanatory, and the single point of reference on the subject matter.

- The list of issued Master Circulars are reproduced as under:

Table No.3.53: The list of Issuance of Master Circulars

S. No.	Master Circular No.	Date	Subject
1	PFRDA/MASTERCIRCULAR /2023/03/CRA-01	17 Nov 2023	Choice of Selection of Central Recordkeeping Agency for the National Pension System or any other pension scheme regulated or administered by the Authority
2	PFRDA/MASTERCIRCULAR /2023/04/CRA-02	23 Nov 2023	NPS On-boarding through Online PRAN Generation Module (OPGM)
3	PFRDA/MASTERCIRCULAR /2023/05/CRA-03	29 Dec 2023	eNPS for Government Sector – A new on-boarding feature to ease the process of subscriber registration
4	PFRDA/MASTERCIRCULAR /2024/02/CRA-02	31 Jan 2024	eAPY – Online facility to ease onboarding and seeding of Aadhaar for APY subscribers

3.14.5 Pension Funds

Pension fund means an intermediary which has been granted a certificate of registration under sub - section (3) of section 27 of Pension Fund Regulatory and Development Authority Act, 2013 by the Authority as a pension fund for receiving contributions, accumulating them and making payments to the subscriber in the manner as may be specified by regulations.

Appointed and registered Pension Funds manage pension corpus through various schemes under National Pension System or any other Scheme. Pension Funds use their access codes to confirm receipt of netted assets and instructions regarding fund allocation, confirm allocation of funds and communicate the NAV of each scheme to CRA and the transaction of securities for settlement to custodian of securities on a regular basis.

Pension Fund Regulatory and Development Authority (Pension Fund) Regulations, 2015 was notified on 14th May, 2015 and the Pension Funds have to abide by these regulations including any amendments thereunder.

Functions of Pension Funds

The functions of the Pension Funds include, but are not limited to the points mentioned below:

- a) The management of pension schemes shall be carried in accordance with the objective of the schemes, provisions of the Act, rules, regulations, guidelines, circulars, directions and instructions issued by the Authority and the provisions of the National Pension System trust deed, within the timelines determined by the Authority and the National Pension System Trust.
- b) The day-to-day management of the pension schemes shall be done by the pension fund on behalf of the National Pension System Trust.

- c) The pension fund shall, at all times render high standards of fund management services, exercise reasonable care, prudence, professional skill, promptness, diligence and vigilance while discharging its duties in the best interests of the subscribers. The pension fund shall avoid speculative investments or transactions.

- d) The pension fund shall employ qualified, trained professionals and employees with integrity. The pension fund shall be responsible for the acts of commissions or omissions by its employees, agents or authorised persons whose services have been procured and be independently accountable and liable for their acts. The liability shall survive despite the suspension or cancellation of certificate of registration of the pension fund or such action that may be taken by the Authority, for protection of the interest of the subscribers.

- e) The pension fund shall co-ordinate its activities with other intermediaries and permitted entities and inter alia enter into agreements, have technological platforms for undertaking its functional obligations

- f) The pension fund shall maintain books of accounts, records, registers and documents relating to investment decisions and the operations of the pension schemes to ensure compliance with the regulations, guidelines, circulars and other instructions issued by the Authority and facilitate audit trail of transactions and ensure business continuity at all times.

- g) The pension fund shall submit periodical compliance reports as required under these regulations, guidelines and circulars, or as may be called for by the Authority, or the National Pension System Trust.

- h) The pension fund shall undertake public disclosure of information for the benefit of subscribers in the mode and manner

specified in Schedule V or as may be determined by the Authority.

i) The pension fund shall adopt best governance practices for investments and risk management viz. constitution of Investment Committee and Risk Management Committee, whose composition, functions and duties shall be such as specified in Schedule X and also constitute an Audit Committee, and Nomination and Remuneration Committee.

j) The pension fund shall prevent conflict of interest that may arise while discharging its obligations as a pension fund and report such instances to the National Pension System Trust.

k) The pension fund shall ensure exclusivity and segregation of pension fund activities from activities of its sponsors.

l) The pension fund shall ensure confidentiality with respect to subscribers' information and activities relating to the pension fund and protection of all information within its control and share such information with the Authority or National Pension System Trust or any other intermediary or as may be required under the provisions of any other law.

m) The pension fund shall provide such representations and warranties and act in accordance with the same, as may be necessary for the protection of subscribers' interest.

n) The pension fund shall pay fees, charges, levies and security deposit as may be determined by the Authority.

o) The pension fund shall be subject to review of its operations and performance by the National Pension System Trust.

p) The pension fund shall be subject to audit of pension schemes by the National Pension System Trust.

q) The pension fund shall be subject to other audit and inspection by the Authority.

r) The pension fund which is registered as

a point of presence (PoP), shall maintain separate infrastructure, manpower, accounts including details of revenue and expenditure in order to maintain arm's length distance from its fund management activities.

s) The pension fund shall comply with the disclosure requirements as applicable to a public company under the Companies Act, 2013 for adopting best governance practices and the compliance officer shall ensure such compliance.

t) Upon notification by the Authority of the scheme under section (20)(2)(d) (b) of the Act, pension fund shall offer such schemes within the timeline specified by the Authority.

u) The Pension Fund shall:

(i) Take all measures necessary for prevention of fraud, develop and follow a fraud prevention and mitigation policy in accordance with guidelines issued by Authority;

(ii) Lay down internal controls to be followed and ensure that such controls are adequate and operating effectively; and

(iii) Make provision for indemnifying the subscriber for any loss on account of fraud or negligence on the part of the pension fund, which has been established

List of Pension Funds (PFs) managing composite schemes for Government Sector NPS Schemes (i.e., Central Government (CG) and State Governments (SG) including autonomous bodies) and Atal Pension Yojana (APY).

- i. LIC Pension Fund Limited
- ii. SBI Pension Funds Private Limited
- iii. UTI Retirement Solutions Limited

List of Pension Funds (PFs) for Private Sector NPS schemes

- i. HDFC Pension Management Company Limited

- | | |
|---|---|
| ii. ICICI Prudential Pension Funds Management Company Limited | ix. Max Life Pension Fund Management Limited |
| iii. Kotak Mahindra Pension Fund Limited | x. Axis Pension Fund Management Limited |
| iv. Aditya Birla Sun Life Pension Management Limited | xi. DSP Pension Fund Managers Private Limited |
| v. LIC Pension Fund Limited | |
| vi. SBI Pension Funds Private Limited | DSP Pension Fund Managers Private Limited has been given certificate of registration to manage Private Sector NPS Schemes and has commenced its operations during the FY 2023-2024 on 26th December 2023. |
| vii. UTI Retirement Solutions Limited | |
| viii. Tata Pension Management Limited | |

Table No.3.54: Certificate of Registration/Certificate of Commencement of Business issued to Pension Fund

S. No.	Subject	Date of issuance
1	Certificate of Registration - DSP Pension Fund Managers Private Limited	05.09.2023
2	Certificate of Commencement of Business - DSP Pension Fund Managers Private Limited.	19.12.2023

Table No.3.55: Following Circulars / Guidelines were issued

S. No.	Subject	Date of issuance
1	Circular on Permission for keeping of securities as margin with the CCIL for margin requirements	20.04.2023
2	Master Circular on Investment Guidelines for NPS/APY Schemes: Central Government, State Government, Corporate CG, NPS Lite, Atal Pension Yojana and APY Fund Scheme.	18.08.2023
3	Master Circular on Investment Guidelines for NPS Tier-I and Tier-II {Other than Central/State Government, Corporate CG, NPS Lite and APY}	22.09.2023
4	Addendum to the Valuation Guidelines for securities held under NPS	16.11.2023
5	Circular on Option for subscribers under NPS All Citizen Model (Tier-I), NPS Corporate Model (Tier -I) and NPS Tier -II (all subscribers) of selection of multiple Pension Funds in accordance with the asset classes (except Alternate Asset Class or Scheme A)	22.11.2023

3.14.6 The Trustee Bank

As per the provisions of Pension Fund Regulatory and Development Authority (Trustee Bank) Regulations, 2015 and amendments thereof, Trustee Bank is selected and registered based on the selection process released by the Authority.

The Trustee Bank accounts are maintained on behalf of the NPS subscribers and in the name of the NPS Trust, the registered owner of NPS funds, however, individual NPS subscribers remain beneficial owners of these funds.

Trustee Bank facilitates fund transfers across various entities of the CRA(s) system viz. Nodal Offices, Points of Presence, Aggregators, Pension Funds, Annuity Service Providers and subscribers, etc, to carry out their functions through a technology-based platform and fulfils roles and responsibilities prescribed under the provisions of the Pension Fund Regulatory and Development Authority Act, 2013, Pension Fund Regulatory and Development Authority (Trustee Bank)

Regulations, 2015, and amendments thereof, terms and conditions of registration, circulars, and guidelines, etc issued by the Authority from time to time.

Axis Bank Limited was selected as Trustee Bank through Request for Proposal for Selection of Trustee Bank 2020 as per regulation 9 of Pension Fund Regulatory and Development Authority (Trustee Bank) Regulations, 2015, and amendment thereof. Axis Bank Limited has been registered as Trustee Bank by the Authority vide registration number TB001 on 08.01.2021 and registration is valid for five years from the date of grant of Certificate of Registration and extension granted thereto, unless suspended or cancelled by the Authority as per regulation 13.

Contact details

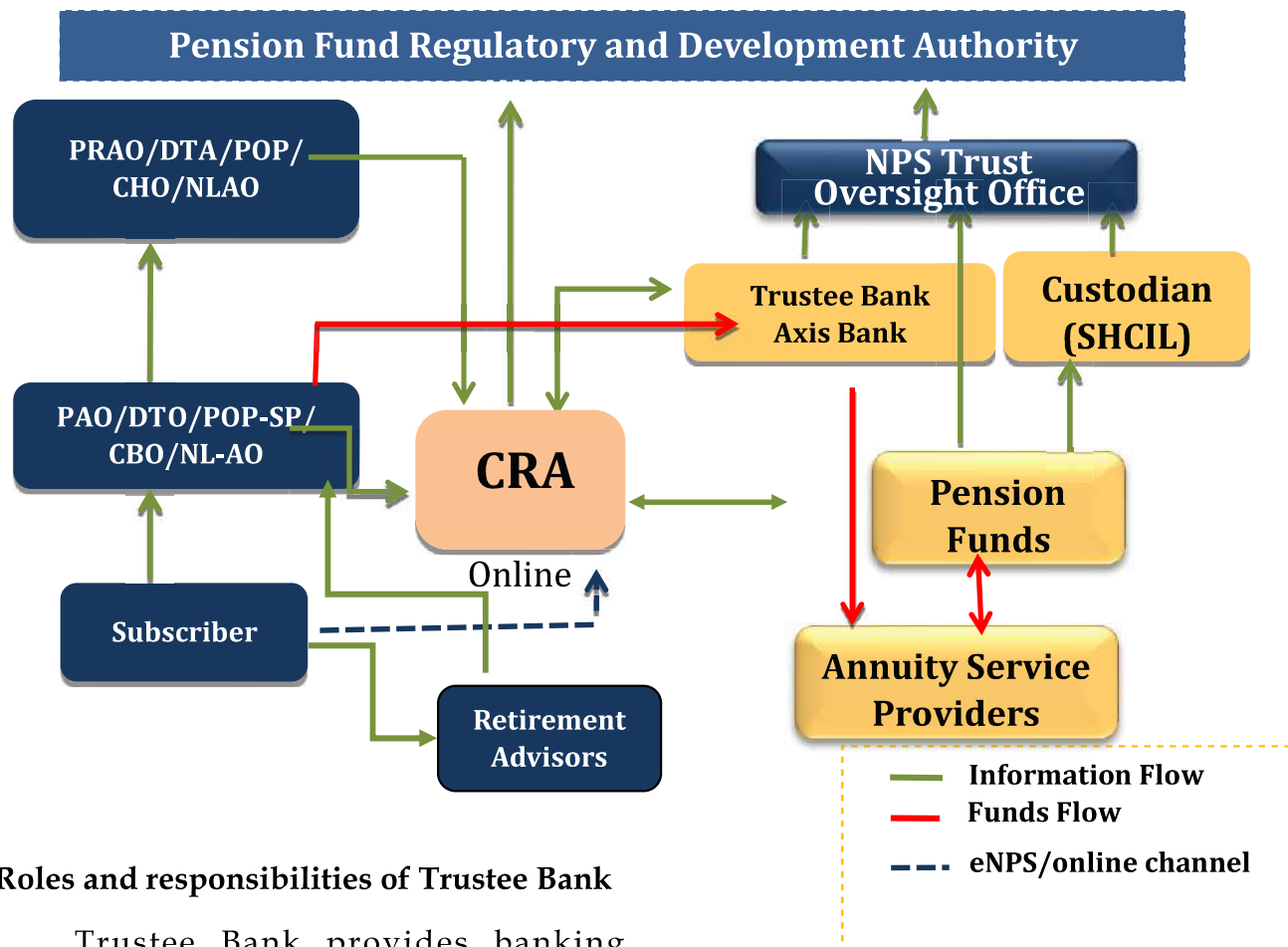
Contact details of TB have been displayed on PFRDA's website for wider reach and for the benefit of all stakeholders including subscribers. The same are as under:

Name	Axis Bank Limited
Registration No.	TB001
Validity	08 January 2021 - 07 January 2026
Website	www.axisbank.com
Registered Address	"TRISHUL" 3rd Floor, Opp. Samartheshwar Temple, Law Garden, Ellisbridge, Ahmedabad - 380 006
Contact Person	Principal Officer / Compliance Officer
E-mail	npstrust@axisbank.com
Telephone	022-71315884, 022 -71315906
Correspondence Address	Axis Bank Limited, Centralised Collection and Payment HUB, 5th Floor, Gigaplex Building no.1, Plot no I.T.5, MIDCI Airoli Knowledge Park I Airoli, Navi Mumbai - 400 708

The following diagram depicts the role of Trustee Bank in the NPS architecture:

Chart 3.14.2: NPS architecture and intermediaries

NPS -Architecture



Roles and responsibilities of Trustee Bank

1. Trustee Bank provides banking facilities as directed by NPS Trust under the prescribed regulations, guidelines, circulars and directions of the Authority.
2. Trustee Bank signs the required Service Level Agreement and Non-disclosure Agreement, where applicable, with the National Pension System Trust and other intermediaries under the schemes regulated or administered by the Authority.
3. Trustee Bank establishes an interface and works in total co-operation and co-ordination with the other intermediaries appointed under the National Pension System.
4. Trustee Bank takes all reasonable steps and exercises due diligence to ensure that the

banking facilities provided are not contrary to the provisions of PFRDA/NPS Trust guidelines/directions and the rights and interests of the subscribers are protected.

5. Trustee Bank accounts are on behalf of the NPS subscribers, and opened in the name of the NPS Trust. The NPS Trust is registered owner of these funds. However, individual NPS subscribers shall remain beneficial owners of these funds. The NPS Trust is exempted from payment of income tax as per Section 10(44) of IT Act, 1961.

6. Trustee Bank carries out banking functions for the funds under the NPS as per

guidelines/ notifications/ directions issued by PFRDA and operational Service Level Agreement executed with NPS Trust and Standard Operating Procedures issued by NPS Trust based on PFRDA's guidelines.

7. Trustee Bank is responsible for the day-to-day flow of Funds.

8. Trustee Bank transmits the information pertaining to the NPS funds available with it and instructions to the CRA(s) on a regular basis.

9. Trustee Bank provides web-based access to the NPS Trust, PFRDA, CRA(s) and other service providers.

10. Trustee Bank adapts to future changes including changes on account of technology advancements, changes in system specifications including number of subscribers, number of schemes, and services and functional obligations prescribed by PFRDA/NPS Trust.

11. Trustee Bank maintains books and records about the funds flow and information flow between NPS Trustee Bank, CRA(s), subscribers, Pension Fund, etc. to ensure compliance with the guidelines, and submits regular reports at such intervals and in such manner as may be required or called for by PFRDA/NPS Trust.

12. Trustee Bank is expected to comply with the disclosure requirements and the code of conduct specified by PFRDA/ NPS Trust and other financial sector regulators from time to time. The books and records related to the Trust accounts shall be available for inspection to the authorized officers or agents of PFRDA, NPS Trust, RBI, and their respective auditors.

13. Trustee Bank submits the following Periodic reports with PFRDA/NPS Trust-

a) Extracts of Internal audit report from independent auditors with respect to the NPS Trust Accounts, compliance certificates and

subscriber complaints reports at regular intervals.

b) Concurrent audit report submitted every quarter.

c) External audit report of all the NPS accounts maintained with the Trustee Bank submitted annually.

14. Trustee Bank shall be responsible for the acts of commissions or omissions by its employees or the persons whose services have been procured by NPS Trustee Bank.

15. Trustee Bank facilitates fund transfers across various entities of CRA system viz. Nodal Offices (uploading offices), Pension Fund Managers, Annuity Service Providers and subscribers.

16. Trustee Bank uploads a file containing the details of the funds received from various Nodal Offices to the CRA system. These details are then matched with contribution details provided by Nodal Office(s) to CRA system.

17. Trustee Bank receives fund transfer instructions from CRA system as a part of Pay-in process to transfer funds to various entities viz. PFM's, Annuity Providers, withdrawal Account and may also receive funds from Pension Fund Manager(s).

18. Return of unidentified remittances or remittances with incomplete information to the concerned entity.

19. At the end of each settlement day, the balance funds at Trustee Bank account are reconciled with CRA system.

Timelines for Trustee Bank

The business activities of Trustee Bank are linked with the other processes at CRA. Therefore, bank ensures that the activities are completed within the timelines specified. The chart given below gives the basic idea of the core activities and time limit within which the same is carried out by the Bank:

Table No. 3.56: Core activities of the Trustee Bank with timelines

S.No	Nature of activity	Cut off time*	Day*
1	Fund realization at TB	End of the Day	T
2	Return of unidentified Funds	End of the Day	T+1
3	Upload of fund receipt confirmation file	i) For Normal FRC: By 9.15 A.M on T+1 day (for cleared funds received on day T) ii) For D-Remit FRC: By 10.30 A.M on T Day (for cleared funds received between 09:30:01 am on T and 09:30:00 am on day T+1); Daily	Daily
4	Download pay in instruction files	By 11:30 A.M	Daily
5	Cut off time for Confirmation of transfer of Funds to PFs and withdrawal account	i) PF transaction processing: 1.30 PM ii) WAC file processing: End of the Day	Daily
6	Transfer of M&B Funds to PFs	Within 25 minutes from download of Pay-in	T+1
7	Upload of statements and closing balance of various Accounts	End of the Day	Daily

*Noncompliance with the timelines as specified by the Authority may attract penal provisions as may be specified from time to time. The present applicable rate of penal provision for non-compliance in timelines is RBI Repo plus two percent per annum payable as compensation.

The compensation amount shall be credited to the individual PRAN of the subscriber if the amount is more than Rs. 50/- and would be credited to SEPF account if it is less than Rs. 50/-

Regulatory Fee:

Trustee Bank shall deposit an annual fee at Repo Rate calculated as a percentage per annum on the consolidated balances of all the NPS Trust accounts within 15 days from the end of the quarter, this is valid for entire duration of the registration period and any extension granted thereto, paid on quarterly basis directly to Authority.

Direct Remittance (D-Remit):

In order to facilitate the subscriber, make regular contributions at a low cost, PFRDA has introduced an additional option/mode of contribution namely Direct remittance (D-Remit) wherein existing NPS subscribers under Government/Non-Government/ All citizen model would be able to deposit their voluntarily contributions by creating a virtual id linked to their permanent retirement account number (PRAN). D-Remit has not only eased the mode of deposit of voluntary contribution but also optimized the investment return by providing the same day NAV on the investment if contribution is received by Trustee Bank within prescribed cutoff time.

The subscribers can now put a standing instruction in their Netbanking account which will directly remit the contribution into their PRAN accounts. It would also reduce the timeline of investment from T+2 to T (for contributions made before a threshold time) or T+1. Immediate Payment System (IMPS) facility for accepting contributions under D remit.

Earlier, NEFT and RTGS were accepted as modes of contribution. Now, UPI facility, IMPS facility and QR Code have also been enabled under D-Remit, the same will help subscribers to transfer amount under UPI and avail same day NAV.

3.14.7 The Custodian under the National Pension System

The Custodian of Securities under the National Pension System

Custodian of Securities" means an entity which has been granted a certificate of registration under sub-section (3) of section 27 of the Act by the Authority as a custodian of securities for the purpose of providing custodial and depository participant services for the pension schemes regulated by the Authority;

"Custodial services" means custodial services as defined under the SEBI (Custodian) Regulations, 1996 (with amendments thereof) save to the extent permitted by the Authority, in accordance with the investment guidelines.

On completion of term of Stock Holding Corporation of India Limited (SHCIL) as Custodian of securities, Deutsche Bank AG (DBAG) was selected as Custodian of securities through a process of RFP.

Deutsche Bank AG (DBAG) commenced custodial services for the schemes of NPS since 01 April 2022.

General obligations of Custodian of Securities:

As per the Regulation no. 19 of the PFRDA (Custodian of Securities) Regulations, 2015, general obligations of Custodian of Securities are listed below:

1. The custodian of securities shall exercise at all times reasonable care, prudence, professional skill and diligence while discharging its duties and responsibilities in the best interest of the subscribers.
2. The custodian of securities shall facilitate adequate infrastructure information technology, systems and procedures that are required for enabling it to co-ordinate with other intermediaries and entities and adapt to future changes including changes on account of technology advancements, changes in system specifications and services and undertake functional obligations specified by the Authority.
3. The custodian of securities shall take all necessary precautions to ensure the continuity of records including backup of the same.
4. The custodian of securities shall ensure at all times that transactions in the pension schemes accounts are put through according to the instructions of the pension fund or the National Pension System Trust and the securities held in such accounts are used only for transactions explicitly authorised by the pension fund or the National Pension System Trust. The custodian of securities shall inform the issuer of securities in a timely manner, the exemption from taxes that are available to National Pension System Trust.
5. The custodian of securities shall ensure at all times that, the securities held on behalf of the National Pension System Trust are separate and clearly segregated in its books from its own holdings, other client accounts and separated from all other activities. The custodian of securities shall open a separate custody account for pension schemes regulated by the Authority and in accordance

with the manner specified for registration of securities.

6. The custodian of securities shall ensure that all the rights or entitlements on the securities held in its custody for pension schemes or the National Pension System Trust are received on time and in the manner specified by the Authority or the National Pension System Trust.

7. The custodian of securities shall ensure that the individual holdings of securities in the pension scheme accounts are reconciled with the depository holdings and Constituents' Subsidiary General Ledger (CSGL) account at the end of the day.

8. The custodian of securities shall be continuously accountable for the movement of securities in and out of the pension scheme accounts and shall provide complete audit trail whenever called for by the Authority or the National Pension System Trust.

9. The custodian of securities shall create and maintain the records of securities held in its custody in such manner that the tracing of securities or obtaining duplicate of the documents is facilitated, in the event of loss of original records for any reason.

10. The custodian of securities shall ensure that the securities handled by it under the National Pension System or any pension scheme regulated by the Authority are adequately insured.

11. The custodian of securities shall have adequate systems for internal controls to prevent any manipulation of records and documents including audits for securities and rights or entitlements arising from the securities held under this agreement. The custodian of securities shall have appropriate safekeeping measures to ensure that such securities (assets or documents) are protected from theft or natural hazard.

12. The custodian of securities shall not be entitled to setting off securities held in the pension scheme accounts regulated by the Authority or otherwise deal with them to extinguish partly or fully any amounts due to it from the pension fund or the National Pension System Trust without the prior consent in writing from the Authority or the National Pension System Trust.

13. The custodian of securities shall not encumber the securities in any manner including by an act of pledging, hypothecating or creating any charge or lien on the said securities except in accordance with the guidelines issued by the Authority, and with the prior approval of the National Pension System Trust.

14. The custodian of securities shall transmit such reports and statements to the pension fund or the National Pension System Trust or the Authority or to such other intermediaries at such periodic intervals as may be specified by the Authority from time to time or as specified in the agreements

15. The custodian of securities shall maintain proper books of accounts, registers, records, documents and have adequate mechanisms for the purposes of reviewing, monitoring and evaluating the custodian's controls, systems, procedures and safeguards.

16. The custodian of securities shall have its books of accounts audited quarterly by an internal auditor and submit an extract thereof relating to the assets or business of the pension funds to the Authority or the National Pension System Trust, as specified, within thirty days from the date of audit.

17. The custodian of securities shall adhere to all applicable rules, regulations, circulars or guidelines framed, recommended, mandated by any regulator, authority, clearing corporation, exchange or depository for various functions or services offerings to the

National Pension System Trust.

18. The custodian of securities shall adhere to the voting policy and cyber security policy issued by the Authority for the purpose.

19. Take all measures necessary for prevention of fraud and develop and implement a fraud prevention and mitigation policy in accordance with the guidelines issued by the Authority, including: -

i. Laying down internal controls to be followed and ensure that such controls are adequate and operating effectively; and

ii. Making provision for indemnifying the subscriber for any loss on account of fraud or negligence on the part of custodian, which has been established.

Custodian Charges Asset Servicing Charges:

During the FY 2023-24, the asset servicing charges charged by Deutsche Bank AG were 0.00000000177% per annum of asset under custody for electronic and physical segment.

3.14.8 The National Pension System Trust

"National Pension System Trust" means the Board of Trustees who hold the assets of subscribers for their benefit. There shall be established a trust to be known as the National Pension System Trust and the instrument of trust shall be in the form of a Trust Deed duly registered under the Registration Act, 1908 (16 of 1908), executed by the Authority in favour of the trustees named in such an instrument. The trust deed executed in favour of the trustees, including any amendments thereof made with the approval of the Authority, shall be deemed as the registration granted to the National Pension System Trust, as an intermediary, under the provisions of the Act and these regulations.

General obligations of NPS Trust

As per the Regulation no. VIII of the PFRDA

(NPS Trust) Regulations, 2015, general obligations of NPS Trust are listed below:

1. System and Procedures: - The National Pension System Trust shall -

(a) have all the necessary systems and procedures that may be required to enable it to co-ordinate with other intermediaries;

(b) be responsible for the acts of, or commissions or omissions by, its employees or the persons whose services it has procured.

2. Monitoring, review and evaluating systems and controls: -The National Pension System Trust:-

(a) shall have adequate processes for reviewing, monitoring and evaluating its controls, systems, procedures and safeguards and that of the intermediaries it is dealing with;

(b) must take necessary precautions, where its records are kept electronically, to ensure that continuity in recordkeeping is not lost or destroyed and that a sufficient back-up of records is available;

(c) must ensure that its systems, processes and account be inspected annually by an expert and this expert must forward the inspection report within one month from the date of inspection to the Authority;

(d) shall establish and maintain adequate infrastructural facilities to be able to discharge its role and responsibilities under the Act, rules and regulations and as per the agreement with pension fund, custodian, Trustee Bank or any other intermediary under the National Pension System, and its operating procedures and systems must be adequately documented and backed by operation manuals.

3. Prohibition of assignment: -The National Pension System Trust shall not assign or delegate its functions to any other person unless such person is authorized by the Authority.

4. Confidentiality: -The National Pension System Trusts shall ensure safety of all the records, data and information received by it under the National Pension System. Further, it shall maintain confidentiality with respect to all records, data and information received by it under the National Pension System. It shall not, without the prior permission of the Authority, produce or share such data or information as evidence or for any other purpose except as required by the process of law.

5. Co-operation and support: -The National Pension System Trust shall -

(a) extend to other intermediaries all such co-operation that is necessary for the smooth functioning of National Pension System;

(b) ensure the complete transfer of records or data to the Authority or other intermediaries as directed by the Authority.

6. Appointment of compliance officer: -

(a) The National Pension System Trust shall appoint a compliance officer who shall be responsible for monitoring compliance of provisions of the Act, the rules and the regulations made, and notifications, guidelines and instructions issued by the Authority, matters relating to exit from the National Pension System and for redressal of subscriber grievances.

(b) The compliance officer shall immediately and independently report any non-compliance observed by him or her to the National Pension System Trust and the Authority.

7. Power to delegate: - The Board of Trustees of the National Pension System Trust may, by a special resolution passed, resolve that the powers exercised by it under this regulation shall, in relation to such matters and subject to such conditions, if any, as may be specified in the resolution, be exercisable also by the Chief Executive Officer.

8. The trust deed, dated 27th February, 2008, along with any amendments thereto,

shall be deemed to be the trust deed referred to in regulation 3. Such trust deed shall remain in full force and effect, until extinguished. All actions taken by the National Pension System Trust, under the trust deed dated 27th February, 2008, along with amendments thereto, shall remain valid and binding.

9. Appointment and extension of tenure:

As per guidelines for appointment of Trustees dated 12.01.2018 under PFRDA (NPS Trust) Regulations, 2015 and amendments thereunder, two Trustees are to be nominated by State Governments such that initial preference shall be given to such state that has the maximum subscribers under NPS, followed by a State with maximum assets under management under NPS. The tenure of trustees is of 3 years only and thereafter should be rotated between State Governments, such that each State Government is represented over some time. Also, two Trustees are to be nominated by Central Government (one through DFS and one through DoPPW) from amongst Central Government Departments/CABs. During the financial year, following appointments / extensions to the existing tenure of Trustee, NPS Trust were made.

S. No.	Subject
1	Extension of tenure of 02 Trustees: (i) Sh Venkata Rao Yadagani w.e.f 22.12.2023 (ii) Ms. Chitra Jayasimha w.e.f 18.12.2023
2	Demitting office by Shri Suraj Bhan as Chairperson of Board of Trustees of NPS Trust due to completion of tenure w.e.f 11.12.2023
3	Designation of Sh Venkata Rao Yadagani as Chairperson of Board of Trustees of NPS Trust w.e.f. 12.12.2023
4	Demitting office by Shri Ruchir Mittal Trustee on the Board of NPS Trust due to repatriation to parent cadre w.e.f 07.03.2024.

Recovery of Fee/Charges by NPS Trust

Recovery of Fee/Charges by NPS Trust	During the FY 2023-24, review of fee/charge levied by NPS Trust was done and the same was reduced from 0.005% to 0.003% of the AUM per annum on daily accrual basis from the subscribers to meet expenditure of NPS Trust.
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The details of the Trustees of NPS Trust Board as on March 31, 2024 is provided in Table.

Table No. 3.57: The details of the Trustees of NPS Trust Board as on March 31, 2024

S. No	Name	Designation
1	Shri Suraj Bhan (Demitted Office)	Chairman & Trustee
2	Shri Y. Venkata Rao	Chairman & Trustee
3	Ms. Chitra Jayasimha	Trustee
4	Dr. P.C. Jaffer	Trustee
5	Shri J. K. Sharma	Trustee
6	Shri Ruchir Mittal (Demitted Office)	Trustee
7	Shri Masil Jeya Mohan	Trustee
8	Dr. Prasenjit Mukherjee	Trustee
9	Dr. Santosh Kumar Mohanty	Trustee
10	Shri Debasish Mallick	Trustee

3.14.9 Retirement Advisor

Retirement Adviser is an intermediary registered with PFRDA under PFRDA (Retirement Adviser) Regulations, 2016, whether an individual or a non-individual entity, who, for a fee or consideration, is involved in the activity of offering retirement advice. This advice specifically pertains to the NPS or any other pension scheme covered under the relevant regulation. This advice

could encompass various aspects of pension schemes, including investment strategies, contribution planning, and other relevant factors.

I. Issuance of Certificate of Registration

Certificate of Registrations is issued after evaluation of applications as per eligibility criteria defined in PFRDA (Retirement Adviser) Regulations, 2016 and subsequent amendments.

During the FY2023-24, 15 Individual Retirement Advisers were registered under the NPS architecture. To expedite the registration process, online platform is available where applicants can apply online for registration.

II. Scope of Work of Retirement Adviser:

1. Creating awareness of National Pension System and other pension schemes regulated by Authority.
2. To facilitate on-boarding of the prospective subscriber to National Pension System or other pension scheme regulated by Authority.
3. To advise prospects on the necessity of old age income security, retirement planning, level of contributions they can make.
4. To help prospects and other subscribers in planning for retirement savings.
5. A Retirement Adviser shall partner with corporates and Government departments to run awareness programmes on retirement planning for their employees.

III. Regulations and amendments:

1. This includes introducing a 30- day timeframe to expedite registration processes and eliminating the requirement for a security deposit, thereby facilitating ease of doing business.

3.14.10 Other functions carried out by the Authority

Cloud Adoption Policy:

The Authority has recognized the increasing adoption of cloud services by registered intermediaries, such as pension funds and central recordkeeping agencies, for their operations. To address associated risks and ensure regulatory compliance, PFRDA has formulated a comprehensive policy framework. This framework mandates intermediaries to assess cloud service

adoption based on business strategy, risk assessment, and regulatory compliance. Key principles included the authority's board approval for cloud adoption, adherence to relevant laws and regulations, establishment of a comprehensive cloud adoption policy, and clear delineation of responsibilities between intermediaries and cloud service providers (CSPs). Additionally, the policy emphasizes data sovereignty, security, and confidentiality, requiring data to be stored within India and managed by certified providers. Regular reviews, incident management, and compliance reporting are also integral parts of the framework, ensuring ongoing oversight and alignment with evolving regulatory standards and technological advancements.

State of the Art IT Infrastructure in New premises:

The Authority's recent transition to new premises signifies advancement in our technological capabilities as well, showcasing our commitment to innovation and operational excellence. At the core of this transformation is the establishment of a state-of-the-art IT & Network architecture, engineered for exceptional performance and security.

Our network infrastructure features two next-generation Firewalls operating in High Availability (HA) mode, providing robust perimeter defence against cyber threats. These advanced Firewalls, equipped with intrusion detection and prevention systems, ensure proactive threat mitigation. Complementing our network backbone are two Core switches, optimized for high-speed connectivity and seamless data transmission, enabling our organization to adapt to evolving business needs.

The deployment of the latest Wi-Fi Access Points ensures comprehensive coverage and high-speed wireless connectivity to end-users,

fostering a collaborative work environment. Additionally, the newly installed advanced EPABX system facilitates seamless voice communication, enhancing collaboration across the organization.

Inclusion of an efficient NAS Storage provides a provision of dedicated storage space for critical work data of all the Staff, ensuring data integrity and availability

This investment in cutting-edge IT infrastructure underscores our commitment to technological excellence, paving the way for sustained success in the digital age.

Chintan Shivar:

PFRDA and NPS Trust convened the NPS Chintan Shivar, aimed at fostering dialogue among key stakeholders. The objective was to deliberate and brainstorm ideas for policy formulation, with a focus on advancing towards a fully pensioned society and enhancing the acceptance of the NPS across both organized and unorganized sectors.

The event was chaired by esteemed Dr. Vivek

Joshi, Secretary of the Department of Financial Services. Dr. Deepak Mohanty, Chairman of PFRDA, Ms. Mamta Shankar, Whole-Time Member - Economics at PFRDA, Dr. Manoj Anand, Whole-Time Member-Finance at PFRDA, Shri Suraj Bhan, Chairman of NPS Trust, and Shri. M.P. Tangirala, Additional Secretary of the Department of Financial Services were amongst the notable speakers.

During the Shivar, participants engaged in comprehensive discussions and exchanged insights on strategies to realize the vision of a society where every individual is adequately covered by pension schemes. The emphasis was on devising actionable plans to expand the reach of NPS, ensuring its accessibility and attractiveness to a diverse range of demographics and employment sectors. Through collaborative efforts and the pooling of expertise, the event served as a catalyst for generating innovative solutions and recommendations to address the evolving needs of pension coverage and financial security for all segments of society.



PART IV

4.1 Functioning of Pension Advisory Committee

Section 45 of PFRDA Act provides for constitution of a Pension Advisory Committee (PAC) with representations from employees, associations, subscribers, commerce & industry, intermediaries and organizations engaged in pension research to advise the Authority on matters relating to the making of regulations or other matters, as may be referred. The PAC was reconstituted by the

Authority vide Gazette of India notification dated May 19, 2022 which is placed as Annexure.

During the financial year 2023-24, nineteenth (19th), twentieth (20th) and twenty first (21st) PAC Meetings were held on 31st August, 2023, 29th November 2023 and 11th March 2024 at New Delhi.

The following agenda items were taken up for discussion in nineteenth Meeting of the PAC held on 31st August, 2023:

Table No: 4.1: Meetings of the PAC

1	Minutes of 18 th PAC Meeting
2	ATR on minutes of 18 th PAC Meeting
3	Proposed Amendment in Pension Fund Regulatory and Development Authority (Point of Presence) Regulations, 2018
4	Review of Pension Fund Regulations and Amendments Proposed
5	Replacement of PFRDA (Identification, Income Recognition and Provisioning of NPA) Guidance Note 2013 and addendum to Valuation Guidelines dated 21 st Nov 2019

The following agenda items were taken up for discussion in twentieth Meeting of the PAC held on 29th November 2023:

1	Minutes of 19 th PAC Meeting
2	ATR on minutes of 19 th PAC Meeting
3	Review of NPS Trust Regulations and Amendments Proposed
4	Review of Custodian Regulations and Amendments Proposed
5	Review of Pension Fund Regulatory and Development Authority (Central Recordkeeping Agency) Regulations, 2015 and Amendments Proposed
6	Review of Pension Fund Regulatory and Development Authority (Trustee Bank) Regulations, 2015 and Amendments Proposed

7	Proposal regarding Amendment to PFRDA (Redressal of Subscriber Grievance) Regulations, 2015
8	Proposed Amendment in Pension Fund Regulatory and Development Authority (Retirement Adviser) Regulations, 2016
9	Proposed amendment in Pension Fund Regulatory & Development Authority (Subscriber Education and Protection Fund) Amendment Regulations 2023

The following agenda items were taken up for discussion in twenty first Meeting of the PAC held on 11th March 2024:

1	Minutes of 20 th PAC Meeting
2	ATR on minutes of 20 th PAC Meeting
3	Proposal for increasing the proportion of equity allocation in the investment guidelines applicable to Central Government, State Government, Corporate CG, NPS Lite, Atal Pension Yojana and APY Fund Scheme
4	Placing of Draft PFRDA (Mechanism for Making and Review of Regulations) Regulation, 2024
5	Study on Life Cycle Investment Approach under National Pension System

4.2 Regulations Made or Amended

The Authority is empowered under Section 52 of the PFRDA Act, 2013 to frame regulations covering inter alia the registration of intermediaries, their duties and responsibilities, inspection and audit, suspension and cancellation of registration, besides regulations for redressal of grievances of subscribers of pension schemes, manner of conduct of adjudication, manner of conduct of meetings of the Authority and pension advisory committee, establishment of subscriber education and protection fund and its utilization. The Authority has notified 16 regulations till date, out of which 14 are in effect and these regulations are subject to periodic review. During the year, in deference to the budget announcement of Hon'ble Finance Minister's contained in Para 99 and 100 thereof, a comprehensive review exercise

was undertaken of all intermediary specific regulations, primarily on parameters of ease of doing business, simplicity, reducing compliance burden, transparency etc. The regulations were reviewed at the first level by working groups, followed by an internal Regulation Review Committee, which submitted its recommendations to the External committee being the Regulation Advisory Committee, comprising of domain experts and members from academia. The proposed changes to regulations were deliberated with all stakeholders and were hosted for public consultation. Post seeking advice of the Pension Advisory Committee, constituted under Section 45 of the Act and with the approval of the Board of the Authority, amendments in respect of nine market facing regulations, governing the intermediaries as also dealing with subscriber grievances were

notified in the Gazette of India. These are as follows-

1. PFRDA (Central Recordkeeping Agency) Regulations, 2015

Considering the vital role of CRA in the NPS architecture, changes have been introduced to strengthen the controls, risk management framework and governance norms viz. reduction in permissible cross holding amongst CRA and intermediaries to less than 20%, submission of annual report with audit report by CRA and CEO certifying internal controls, expanding the ambit of key personnel, compliance and code of conduct, implementation of fraud prevention and mitigation policy, introduction of prudent "fit and proper" criteria, and inclusion of system auditor etc. The regulation on surrender of registration / effect of such surrender have also been redrafted, to usher more clarity.

2. PFRDA (Custodian of Securities) Regulations, 2015

The amendments to Custodian of Securities Regulations simplifies the provisions related to eligibility criteria whilst strengthening governance by reducing the permissible crossholding by PF/its Sponsor/CRA/TB in Custodian to less than 20% from the existing 50%. The amendments also specify compliances pertaining to 'fit and proper person criteria' along with policies and internal controls regarding fraud monitoring and indemnification. Further, custodians will be required to adhere to voting policy and cyber security policy issued by the Authority.

3. PFRDA (National Pension System Trust) Regulations, 2015

The amendments to NPS Trust Regulations simplify the provisions related to appointment of Trustees, their terms and conditions, holding of meetings of Board of Trustees and appointment of CEO - NPS Trust. Further, to strengthen governance norms, definitions of

"auditor" and "compliance officer" have been added. Also, it has been mandated that the board of trustees shall meet at least once every three calendar months. The frequency to conduct internal audit and timelines for submission of the report to the Authority have been specified.

4. PFRDA (Point of Presence) Regulations, 2018

A significant change introduced is restructuring the application categories by consolidating existing mode of distribution-wise registration to scheme-wise registration. Some measures for ease of operations include relaxation in registration of pension agents (earlier PoP-SE), laying down the duties and responsibilities of PoP along each stage of subscriber's journey under NPS, relaxation in requirement of prior approval for change in status or constitution, provision to seek exemption from fulfilling profit criteria has been extended to existing PoP. The introduction of robust "fit and proper" criteria as part of eligibility of key personnel as well as applicant and increased net worth requirement, would strengthen governance norms.

5. PFRDA (Pension Fund) Regulations, 2015

Amendments have been made to simplify the provisions related to governance in line with Companies Act, 2013. Some of the notable amendments include bringing clarity of roles of Sponsor of Pension Fund & Pension Fund along with compliance to 'fit and proper person' criteria, Constitution of additional Board committees by Pension Funds such as Audit Committee and Nomination & Remuneration Committee, Inclusion of name 'Pension Fund' in name clause and requirement of existing pension fund(s) to comply with the provisions within a period of 12 months, the annual report of schemes

managed by the pension fund to include Directors' Responsibility Statement.

6. PFRDA (Redressal of Subscriber Grievance) Regulations, 2015

A major change introduced by these amendment regulations is clarifying the scope of term “intermediary” to also include employers in non-government sectors, whose employees are covered under NPS. The role of oversight over intermediaries by NPS Trust has also been strengthened. Further, the timelines for redressal have also been reduced at intermediary level from 30 days to 21 days, for benefit of subscribers. The Selection Committee for recommending Ombudsman for appointment has been broadened to include persons with special knowledge and experience in the field of pension.

7. PFRDA (Retirement Adviser) Regulations, 2016

A major change made in these regulations for enabling “ease of operations” is discontinuance of submission of security deposit by applicant. Other changes include specification of timelines for disposal of application, introduction of standardized “fit and proper” criteria, requirement of post qualification experience, relaxation of certification requirements for lawyers, CA, CS, CMA etc., and introduction of concept of “key personnel”, registration with other regulators, discontinuance of net worth etc., in respect of non-individual Ras.

8. PFRDA (Subscriber Education and Protection Fund) Regulations, 2015

Changes have been made to clarify the credit to the Fund, so as to be in line with Section 41 of the Act. Further, the composition of the SEPF committee and the term of office of committee members has been increased. The functions of the committee have also been revised to suggest activities to increase awareness for

subscriber protection via digital mode.

9. PFRDA (Trustee Bank) Regulations, 2015

To strengthen governance norms, definitions of “auditor” and “compliance officer” have been added. Further, provisions relating to compensation of subscriber, in case of loss / inconvenience caused on the part of TB, implementation of fraud prevention and mitigation policy have been incorporated. The regulation on surrender / effect of surrender of certificate of registration have also been redrafted to usher more clarity.

Further in order to formalize the regulations review process in the Authority for the future, and in line with the suggestions received from FSDC to lay down a framework for review, the Authority has notified the “Pension Fund Regulatory and Development Authority (Mechanism for Making and Review of Regulations) Regulations, 2024” on April 26, 2024.

Circulars –

As on March 31, 2024, seven Master Circulars have also been issued by the Authority, through which many older, redundant circulars have been phased out and archived, and the older ones that are in force have been consolidated.

(Details of the same are present at:

<https://www.pfrda.org.in/index1.cshtml?lsid=72>)

4.3 Constitution of Committee for Utilization of Subscriber Education and Protection Fund

As per Regulation 6 (1) of PFRDA (Subscriber Education and Protection Fund), Regulations, 2015, the Authority shall constitute a committee for recommending subscriber education, awareness and protection activities and for utilization of the Fund.

Further, as per Regulation 6(2) the committee shall consist of the following members,

namely: –

(a) the Executive Director of the Authority who shall be the convener of the committee;

(b) two other officials of the Authority;

(c) four other members being:

i. an expert in financial market operations;

ii. an expert in the field of law, economics, finance or pension;

iii. representative of the Central government; and

iv. representative of the State government

The above constitution is as per the SEPF regulation amendment notified on 29th Jan 2024.

However, the same will soon be incorporated in the SEPF committee constitution. The current composition of the committee is given below:

Table No: 4.2: The current composition of the committee

S. No.	Name & Designation	Organization
Internal Members		
1	Shri A. G. Das, Executive Director, PFRDA	Convener of the committee
2	Shri Venkateswarlu Peri, Executive Director, PFRDA	Member
3	Shri Sachin Joneja, General Manager, PFRDA	Member
External Member (Ex-officio)		
4	Dr. Arundhathi Chandras hekar IAS, Commissioner of Treasuries	Govt. of Karnataka
5	Shri Sushil Pal, Chief Controller of Accounts	Ministry of Home Affairs
6	Prof. Partha Ray, Director	NIBM
7	Shri Alok Chandra Jena, Chief Executive Officer	NCFE
8	Ms. Suparna Tandon, Chief General Manager	NABARD

3 meetings of the SEPF committee meeting were held in FY 2023-24, wherein committee members discussed about optimum utilization of SEPF fund balances and different ways of fostering financial literacy and awareness

among NPS/APY subscribers. During the quarter ending on March 2024 an expense of Rs 50 lakhs was made from the SEPF balance for creating awareness on pension literacy via online media.

PART V

Organizational Matters of the Pension Fund Regulatory and Development Authority

5.1 Constitution of the Authority

Section 4 of the PFRDA Act provides for the composition of the Authority consisting of a Chairperson, three whole time members; and three part-time members to be appointed by the Central Govt. The composition of the Authority is as under:

(i) Chairperson

Dr. Deepak Mohanty is the Chairperson of the Authority and he joined PFRDA as Chairperson on 20th March 2023. Dr. Deepak Mohanty is an Economist, with substantive policy experience. Earlier, he was Chief Economic Advisor, Federation of Indian Chambers of Commerce and Industry (FICCI) and was an independent Director on a few companies' Boards. Prior to that, Dr. Mohanty was Whole-Time Member (Economics)-PFRDA from 01.09.2020 till 31.05.2022. He served as Executive Director of the Reserve Bank of India (RBI) before joining PFRDA as Whole-Time Member (Economics). He worked as Senior Adviser at the International Monetary Fund (IMF), and in various positions in economic research and was erstwhile head of the monetary policy

department in RBI.

(ii) Whole-Time Members

1. Dr. Manoj Anand, Whole Time Member (Finance) from 01.10.2020 till date.
2. Ms. Mamta Shankar, Whole Time Member (Economics) from 10.04.2023 till date.

(iii) Part-Time Members

1. Ms. Annie George Mathew (IA & AS 1988), Special Secretary (Pers), Department of Expenditure from 12.12.2014 till 31.10.2023.
2. Ms. Parama Sen (IA & AS 1994), Additional Secretary (Pers), Department of Expenditure from 11.12.2023 till date.
3. Shri Rahul Singh (IAS 1996), Additional Secretary (S&V), Department of Personnel & Training (DoPT) from 15.07.2022 till 26.03.2024.
4. Shri Pankaj Sharma (ICAS 2000), Joint Secretary, Department of Financial Services, Ministry of Finance from 27.05.2022 till date.

5.2 Meetings of the Authority

During the financial year 2023-24, seven (07) Meetings of the Authority were held as noted hereunder:

Table No: 5.1: Authority Meetings

S. No.	Authority Meeting	Date of Meeting
1	111 th Authority Meeting	26.05.2023 (Friday)
2	112 th Authority Meeting	By Circulation-29.05.2023 (Monday)
3	113 th Authority Meeting	19.07.2023 (Wednesday)
4	114 th Authority Meeting	12.10.2023 (Thursday)
5	115 th Authority Meeting	14.12.2023 (Thursday)
6	116 th Authority Meeting	By Circulation-04.01.2024 (Thursday)
7	117 th Authority Meeting	21.03.2024 (Thursday)

The extracts of the Board meeting minutes are available in the Authority's website at <https://www.pfrda.org.in/index1.cshtml?lsid=1113>

5.3 Staff Strength in PFRDA

As on 31st March, 2024, the regular staff strength of PFRDA is Ninety-one (91) out of which Eighty-Nine (89) are in officer cadre, one (01) Junior Assistant & one (01) Staff Car Driver.

5.4 Functioning of SC/ST Cell and OBC Cell in PFRDA

To implement Government instructions on welfare of SC/ST/PWD/EWS/Ex-SM

employees, a cell has been set up in PFRDA. A Chief General Manager grade officer has been nominated as Liaison Officer for SCs / STs / PWD / Ex-SM / EWS. Further, a separate cell for welfare of OBCs has been set up. A General Manager grade officer has been nominated as Liaison Officer for OBCs. Members of both the Cells meet with their respective Liaison Officers on quarterly basis to discuss welfare measures related to them and the Human Resources Dept. facilitates the quarterly meeting. Group-wise representation of the reserved category employees as on 31.03.2024 is at Table 5.2.

Table No. 5.2: - Group-wise representation of the reserved category employees as on 31.03.2024

S. No.	Group	Group-wise representation of OBC, SC, ST, PWD and EWS					Total Number of Employees as on 31.03.2024
		SC	ST	OBC	PWD	EWS	
1	Executive Director	Nil	Nil	Nil	Nil	Nil	6
2	Chief General Manager (Grade 'F')	1	Nil	3	Nil	Nil	8
3	General Manager (Grade 'E')	Nil	Nil	1	Nil	Nil	7
4	Deputy General Manager (Grade 'D')	1	Nil	2	Nil	Nil	6
5	Assistant General Manager (Grade 'C')	1	Nil	3	1	Nil	14
6	Manager (Grade 'B')	3	1	5	1	Nil	13
7	Assistant Manager (Grade 'A')	5	2	10	2	2	35
8	Junior Assistant	Nil	Nil	Nil	Nil	Nil	1
9	Staff Car Driver	1	Nil	Nil	Nil	Nil	1
Total		12	3	24	4	2	91

5.5 Committee for Prevention of Sexual Harassment at Workplace

An Internal Complaints Committee (ICC) for prevention of Sexual Harassment at Workplace is in place for receiving complaints, holding enquiry etc. in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and it meets on quarterly basis.

5.6 Staff Welfare Committee

A Staff Welfare Committee has been constituted in PFRDA to identify and organize various staff welfare activities. The Committee will help evolve measures for securing and preserving good relations amongst the employees and also between employees and the management. A Chief General Manager grade officer has been nominated as Chairperson of the Staff Welfare Committee.

5.7 Initiatives for Staff Well Being

PFRDA always strives to provide the best working environment to all officials and employees in PFRDA. Various initiatives were taken to build healthy environment at work place and create positive employee experiences. With these objectives, the following events were organized during FY 2023-24:

- Organized a virtual event on 14 June 2023, wherein the officers took an oath together to pledge our support for Blood Donor Day.
- Celebrated International Day of Yoga on 21 June 2023.
- Independence Day celebration on 15 August 2023.
- Observed Swachhata Hi Sewa (SHS) fortnight was organized by Swachh Bharat Mission-Grameen and Urban (by DDWS & MOHUA) w.e.f 15 September 2023 to 02 October 2023.
- Observance of Vigilance Awareness Week 2023 from 30 October 2023 to 5 November

2023. Badminton Tournament was organized for PFRDA employees in coordination with National Housing Bank at AIIMS Gymkhana, Ansari Nagar, New Delhi on 4 and 5 November 2023.

- Observed of awareness week on Prevention of Sexual Harassment at Workplace in month of December 2023. An awareness session/workshop on Gender Sensitivity and Preventing Sexual Harassment was conducted on 11 December 2023.
- Republic Day celebration on 26 January 2024.
- Celebrated International Women's Day on 8 March 2024.
- Induction Training Program for Newly Recruited Assistant Managers and training Programme for Mid and Senior Management were organized during the FY2023-24.
- Inauguration of New Premises on 12 March 2024 and Havan Ceremony on 15 March, 2024 at new office premises.

Some photographs of the above-mentioned events are placed below:



Independence Day Celebration



Induction Training Program for newly recruited Assistant Managers at PFRDA conducted at IIM-Lucknow



Observed Swachhata Hi Sewa fortnight from 15 September 2023 to 02 October 2023



Training Program on Legal Module for DGM and above held at National Law University, Delhi and for AGMs and Managers at PFRDA



International Women's Day celebration on 8th March 2024



Inauguration of PFRDA new office building on 12th March, 2024 at World Trade Center, Nauroji Nagar, New Delhi

5.8 Training of Employees in PFRDA

During the financial year 2023-24, officers from different cadres were nominated by PFRDA for trainings/workshops on various subject areas like:

- MDP programme on Public Procurement.
- Anti-Money Laundering (AML) and Combating Financing of Terrorism (CFT).
- Disputes in Construction Contracts & Arbitration Related Issues and Possible Remedies.
- Workshop for Liaison Officer SC/ST.
- Training on Reservation in Services.
- Developing Leadership Potential.
- Changing Face of Procurement-Impact of GeM, policy Initiatives & Emerging Best Practices.
- Data Analytics using R on Financial modelling for BFSI teams.
- Workshop on Gender Sensitivity and Preventing Sexual Harassment.
- Demystifying Statistical Techniques for Risk Management Harassment
- Train the Trainer Programme on topics of Investing Officer/Presenting Officers
- Train the Trainer on topics of Preventive Vigilance
- Train the Trainer Programme on topics of Procurement
- Workshop on Duties & Responsibilities of Govt. Establishment under the Rights of Persons with Disabilities Act, 2016
- Accelerating Your Leadership Journey: The leader as coach
- Right to Information Act for CPIO and Appellate Authorities
- Sessions for DGM to CGM on Legal Module at National Law University, Delhi & Sessions on Legal Module for Managers and AGMs at

PFRDA premises.

- A total of 65 employees were provided trainings in different areas during the FY2023-24. This includes the trainings as specified above and the training conducted by PFRDA in coordination with institute/s and lecture deliveries by eminent resource persons at PFRDA through Human Resource Department.
- In addition to the above, induction training programme for 21 officers recruited in Grade A (Assistant Manager) was also conducted during FY 2023-24.

5.9 Promotion of Official Language

PFRDA endeavours to promote official work in Hindi, to ensure compliance to the Official Language Act-1963, Official Language Rules-1976 and Official Language policies of the Government of India. The main objective of the Official Language Policy is to maximize the use of Hindi in official work. To fulfil this purpose, PFRDA is committed to increase the use of Official Language in all its official communications as per the guidelines received from the Department of Financial Services, Ministry of Finance and Ministry of Home Affairs. PFRDA follows the guidelines and action plans received from Ministry of Home Affairs and Department of Financial Services, Ministry of Finance.

- In order to promote Hindi in the Authority, the functions are carried out under the able guidance and directions of the Chairperson, Whole-Time Member (WTM), and the Executive Director (ED), the monitoring and supervision of General Manager (HoD) and with the help of Assistant Manager (Rajbhasha).
- In compliance to the Official Language Act, 1963, the letters during the Quarter 3 and Quarter 2 which were not issued bilingual, are being made bilingual. All the Regulations amended by the Review

committee, were published bilingual during the review of the regulations.

- In compliance of Rule 5 of the Official Language Rules, 1976, RTI, Letters, Parliamentary questions and legislative questions which are received in Hindi are being replied to in Hindi.
- Letters, received in English from Region A and B, are also being replied to in Hindi.
- In compliance of the directions received from the Ministry, all such received letters, which are not required to be replied, are being acknowledged. The departments have been instructed to give acknowledgement in Hindi.
- Efforts are being made to issue all the original letters bilingually by the Authority. This also includes email communications.
- Kanthastha software has been enabled in e-office to assist the officers in typing in Hindi and undertake the translation activity. A comprehensive training on Kanthastha software was also provided to the officers.
- All the computers of the Authority are enabled with Hindi functionalities and are equipped with Unicode Font and Google Input facility.
- Name, titles and entries on registers and files, are being recorded in Hindi also. Name plates have been made bilingual as well.
- The training program and activities related to the promotion of prestigious Pension Schemes of Govt of India, i.e., National Pension Scheme & Atal Pension Yojana, and creating awareness among the public are being done in Hindi and English.

5.9.1 Official Language Implementation Committee

Official Language Implementation Committee has been constituted in PFRDA with an Executive Director being the presiding officer. All Head of Departments are the members of

this committee. The quarterly meetings have been organized in every quarter of financial year 2023-24 and the minutes have been issued in Hindi. In each meeting, the progressive use of Rajbhasha in the organisation vis a vis the annual targets issued by Rajbhasha Vibhag, MHA are discussed and reviewed and action plan for the next quarter is prepared. Hindi Nodal Officers have been nominated to handle the work related to Rajbhasha in all the departments. Further, one working day in every month (14th) is allocated to encourage 100% official work in Rajbhasha.

5.9.2 TOLIC (Town Official Language Implementation Committee)

After consistent efforts, PFRDA got membership of Town Official Language Implementation Committee South Delhi - 03 in the first quarter of financial year 2022-23. Authority has participated in the Half Yearly Meetings organized by TOLIC. PFRDA ensures participation in the Rajbhasha Sammelan. Rajbhasha Vimarsh (magazine) has also been subscribed.

5.9.3 Management Information System (MIS) Portal, Rajbhasha Department, Ministry of Home Affairs

The Authority has registered itself on the MIS Portal of the Ministry of Home Affairs, Rajbhasha Dept. The progress reports have been uploaded on the portal for every quarter in FY 2023-24.

5.9.4 Training for Officers

- A roster related to Hindi knowledge of officers has been updated in the Authority. Targeted training for the officers is arranged on the basis of roster.
- A Hindi workshop was organized for the newly appointed Assistant Managers in the Authority. An expert from TOLIC was invited to impart training in this workshop.
- A Workshop on the Kanthastha Software was organized for the officers.

- In every quarter of the FY 2023-24, training sessions by external Hindi experts were arranged for the officers of the Authority.
- Authority is planning to implement Prabodh, Praveen, Pragya and Parangat examinations for officers to promote the use of Official Language.

5.9.5 PFRDA Website

- PFRDA is engaged in updating Hindi version of its website www.pfrda.org.in
- PFRDA has also initiated efforts to make the Pension Sanchay, PFRDA's Financial Literacy Initiative, bilingual.

5.9.6 Hindi Diwas Samaaroh and Hindi Fortnight

During the year 2023-24, Rajbhasha Fortnight was organized in the month of September (between 14th to 28th September). The main purpose of this fortnight was to encourage employees towards working in Hindi. Hindi Essay Writing, Slogan Writing, Short Speech and Hindi Quiz Competitions were organized during the fortnight, which saw enthusiastic participation of officers from all grades. Winners were awarded with prize money and certificates. Also, a Hindi Glossary was procured and distributed among the newly appointed Grade A officers. Officers of Rajbhasha department also participated in Rajbhasha Sammelan, Pune.



5.9.7 Magazine

The Authority has arranged for procurement of daily Hindi newspapers and magazines (India Today, Outlook) for officers. Rajbhasha Vimarsh (Magazine) has also been subscribed.

5.9.8 Dialogue from the Other Bodies

A discussion was held on implementation of Official Language and best practices by officers of TOLIC. An inspection by the Department of Financial Services was conducted on 29th February, 2024 in pursuance of the Official Language Policy of India. A meeting of the inspection team with HoDs and Hindi Nodal Officers was also organized. Inspection team discussed with officers and raised important observations related to Quarterly Report and Training of the employees.

5.10 Right to Information

There is a dedicated cell in PFRDA to implement the Right to Information Act, 2005 (RTI Act). The Cell processes the applications received under the Right to Information Act, 2005, and works under Central Public Information Officer (CPIO). As per the RTI Act, 2005, PFRDA has designated an officer as the First Appellate Authority (FAA) with whom the appeals can be filed against an order of the CPIO.

As per RTI Act, any citizen can seek information under RTI by making an appropriate application in writing along with the prescribed fees to the Central Public Information Officer, Pension Fund Regulatory and Development Authority, E-500, Tower E, 5th Floor, World Trade Center, Nauroji Nagar, Delhi - 110029 and/or can also file an RTI under RTI Act, 2005 on the link of online RTI Portal available at www.pfrda.org.in

During the financial year 2023-24, a total of 740 RTI Applications (663 in online mode and 77 in offline mode) and 95 First Appeals were

received inter alia regarding contribution under the National Pension system (NPS), opening of individual pension account, transfer, withdrawal & exit under NPS, APY scheme, etc. All the applications and appeals were replied to/disposed of within the stipulated time as prescribed under RTI Act, 2005.

Section 4 of the RTI Act casts an obligation on every public authority to make certain suo-moto disclosures on its website. PFRDA has also made such suo-moto disclosures on its website. The focus of the disclosure is to improve the level of transparency in the working and functioning of PFRDA. In this regard, information regarding various functions, powers, and duties of PFRDA & its officers, etc. has been provided on PFRDA's website. Further, the PFRDA Act, Rules and Regulations made there under, Circulars, and Manuals issued by PFRDA are also available on the website.

The names, designations and other particulars of the Public Information Officers are as follows:

Central Public Information Officer designated by PFRDA under RTI Act, 2005:

Dr. Purnima Sharma, General Manager

Pension Fund Regulatory and Development Authority

E - 500, Tower - E, 5th Floor, World Trade Centre - NBCC, Nauroji Nagar, New Delhi - 110029

Phone: 011-40717900

E-mail: purnima.s@pfrda.org.in

Alternate Central Public Information Officer designated by PFRDA under RTI Act, 2005:

Mr. Sachin Joneja, General Manager

Pension Fund Regulatory and Development Authority

E - 500, Tower - E, 5th Floor, World Trade

Centre - NBCC, Nauroji Nagar, New Delhi - 110029

Phone: 011-40717900

E-mail: sachin.joneja@pfrda.org.in

Central Assistant Public Information Officer designated by PFRDA under RTI Act, 2005:

Ms. Khushbu Parmanand Shukla, Manager

Pension Fund Regulatory and Development Authority

E - 500, Tower - E, 5th Floor, World Trade Centre - NBCC, Nauroji Nagar, New Delhi - 110029

Phone No: 011-40717900

E-mail: khushbu.shukla92@pfrda.org.in

Alternate Central Assistant Public Information Officer designated by PFRDA under RTI Act, 2005:

Ms. Prachi Jain, Manager

Pension Fund Regulatory and Development Authority

Pension Fund Regulatory and Development Authority

E - 500, Tower - E, 5th Floor, World Trade Centre - NBCC, Nauroji Nagar, New Delhi - 110029

Phone No: 011-40717900

E-mail: prachi.jain@pfrda.org.in

First Appellate Authority designated by PFRDA under RTI Act, 2005:

Shri Sumit Kumar, Chief General Manager

Pension Fund Regulatory and Development Authority

E - 500, Tower - E, 5th Floor, World Trade Centre - NBCC, Nauroji Nagar, New Delhi - 110029

Phone: 011-40717900

E-mail: k.sumit@pfrda.org.in

Alternate First Appellate Authority

designated by PFRDA under RTI Act, 2005:

Shri Vikas Kumar Singh, Chief General Manager

Pension Fund Regulatory and Development Authority

E - 500, Tower - E, 5th Floor, World Trade Centre - NBCC, Nauroji Nagar, New Delhi - 110029

Phone: 011- 40717900

E-mail: vikas.s@pfrda.org.in

5.11 Parliamentary Questions

During 2023-24, PFRDA received 31 Parliamentary Questions, referred by the Department of Financial Services (DFS), Ministry of Finance, Government of India on various aspects related to old age income security comprising queries on NPS and APY. PFRDA has furnished the information and material for replies in a time-bound manner for facilitating replies to the same to Parliament.

5.12 Accounts of PFRDA

During the financial year 2023-24, PFRDA met all its administrative and establishment expenses through its own resources. PFRDA received grant from Govt of India towards APY & GAP fund grant under APY. The APY was announced in the budget speech for the FY 2015-16. This pension scheme is meant for all citizens in the age group of 18-40 years, with a focus on persons belonging to unorganized sector. All subscribers under NPS Lite/ Swavalamban between the age of 18-40 years are eligible to shift to APY. During the FY 2023-24, PFRDA has received a grant of Rs. 210.00 crores under APY towards incentive to APY service providers and other promotional activities.

An amount of Rs. 271.00 crores were received from Government of India under "GAP Fund Grant under APY to bridge the gap between the pension liabilities and pension assets

under APY based on actuarial valuation report as on 31.03.2023. Based on the report, Government of India has approved a grant of Rs. 271.00 crores and the same was received during FY 2023-24. The funds received were invested in the "NPS Trust A/C APY Fund Scheme" as per the existing APY investment guidelines and asset allocation.

The annual statement of accounts of the Authority consisting of Balance Sheet as on 31.03.2024, Income & Expenditure A/c and Receipt & Payment A/c for the period 01.04.2023 to 31.03.2024, along with the schedules have been finalized as per the Pension Fund Regulatory and Development Authority (Form of Annual Statement of Accounts and Records) Amendment Rules, 2022."

PART VI

Any Critical Areas affecting the interest of subscribers

6. Some of the areas affecting the interest of the subscribers are as below:

6.1 Absence of enabling regulations preclude the government nodal officers

The timelines for the completion of various activities under NPS by the nodal offices of the Central Government have been prescribed under NPS CCS Rules 2021, which may be indicative timelines in the case of State Government and autonomous bodies. Based on the above timelines prescribed and as per the data on time taken by the nodal offices, it is observed that delays in PRAN generation, and timely & regular remittance of contribution are major areas of concern, as it adversely impacts the NPS corpus accumulation and consequently the pension receivable on superannuation by the employee-subscribers.

The Authority, during review meetings, workshops, and conferences, has been continuously flagging them to the concerned Govt Nodal offices and urging them to take certain policy as well as operational measures, to bring discipline in the implementation of NPS in their underlying offices, in order to protect the interest of the employee-subscribers.

It is to mention that the CCS (Implementation of National Pension System) Rules, 2021 as notified by DoPPW vide notification dated 30.03.2021, lays down the general conditions of implementation of NPS, which applies to the Central Government only. In this regard, the State Governments (except Tripura, which has already notified NPS rules) may also define rules regarding the implementation of NPS.

6.2 Statutory Obligations that the Authority has not complied with: - Minimum Assured Returns Scheme

Under sub-section 2(d)(b) of Section 20 of PFRDA Act, the subscriber seeking minimum assured returns shall have an option to invest his funds in such schemes providing minimum assured returns as may be notified by the Authority. However, sub-section 2(g) of Section 20 states that there shall not be any implicit or explicit assurance of benefits except market-based guarantee mechanism to be purchased by the subscriber. Subsequent to Board's observation on the initial MARS design submitted, a new committee has been constituted on 13th September 2023 to formulate a scheme that balances risk and return by taking into account comments of the board and EY Report. The committee has conducted six meetings in current financial year including a meeting with the stakeholders and a meeting with top management of the Authority. The committee is evaluating various alternatives of the design elements in terms of viability for the pension funds, attractiveness for the subscribers and trying to come out with a design which offer completely hedged, cost-effective and attractive rate of guarantee.

6.3 Taxation on employer contribution beyond 10% of employee's salary

Central Government had increased the employer NPS contribution from 10% to 14% effective from 1st April 2019. Subsequently various State Governments, Autonomous Bodies and PSBs/PSUs have also increased the employer NPS contribution for their employees at par with Central Government employees.

The increased employer NPS contribution was exempted for Central Government employees under 80CCD (2). In the Union Budget 2022-2023, this exemption was extended to State Government employees also. However, for employees other than Central and State Governments, the employer contributions in excess of 10% of salary is taxable in the hands of the employees which currently impacts employees of PSBs/PSUs constituting more than 7 lakh NPS subscribers.

Further, contribution made by employer towards employees' NPS account is allowed as a business expense to the employer u/s 36 (i) (iva) of the Income Tax Act upto 10% of salary (Basic+DA) of the employee. Employers' adopting NPS as a retiral benefit scheme for its employees are unenthusiastic to contribute more than 10% of employee's salary towards NPS for creation of a larger pension corpus for the employee/subscriber.

6.4 Taxability of employee's contribution into NPS under the new tax regime

The changes introduced vide Finance Act 2023 have made new tax regime very attractive for most of the individual tax payers in India. Since no income tax benefit is there in the new tax regime for investing in NPS, fresh enrolments under NPS has shown the reduction of around 5% viz-a-viz last year despite the various efforts have been made by the PoPs and PFRDA in creating awareness regarding NPS, and its role in the retirement planning.

In most of the developed countries, contribution to pension plans have been provided tax incentives unlike any other financial sector products in order to provide an essential nudge to encourage individuals to lock-in their savings for a longer term in order to maintain the working-age lifestyle post-retirement as well and avoid old-age poverty. Such nudge is required because in the absence

of proper retirement advise in the market, individuals lacking financial awareness tend to ignore/ postpone long term needs in favour of other short-term / immediate needs.

6.5 Cyber Threats

NPS, like any other financial system, is potentially vulnerable to cyber threats. Although the PFRDA and intermediaries of NPS are taking lot of measures to strengthen cyber security, there is still a significant amount of confidential data that may be subject to unauthorized access by cyber attackers. This represents one of the biggest risks that could adversely affect all NPS subscribers.

PART VII

Any other measure taken by the Authority to protect the interest of subscribers to the National Pension System and other pension schemes under the Act.

7.1 In addition to the steps mentioned in the previous chapters, some initiatives as taken by the Authority to protect the interest of the subscribers are given below:-

- **Review of Regulations of PFRDA:** - The Budget Speech 2023-24 emphasized the need to simplify processes, enhance ease of doing business, and reduce compliance costs while upholding the objectives of the PFRDA Act, 2013. Consequently, the PFRDA reviewed nine regulations governing intermediaries under NPS with the help of internal and external committees. These regulations include those concerning PFs, PoPs, CRAs, subscriber grievance redressal, Trustee Bank, Custodian, SEPF, and Retirement Advisers. Proposed amendments underwent public consultation and stakeholder input before being considered by the Pension Advisory Committee and subsequently approved by the PFRDA Board. Amendments to all nine regulations were notified in the Gazette of India. Furthermore, the Authority issued seven Master Circulars by March 31, 2024, consolidating a total of 68 circulars.
- The Master Circulars on the following subjects rescinds the respective guidelines and consolidates them all, at one place: -
 - Master Circular on Investment Guidelines for NPS/ APY Schemes - Central Government, State Government, Corporate CG, NPS Lite, Atal Pension Yojana and APY fund scheme.
 - Master Circular on Investment Guidelines for NPS Tier I & Tier II (Other than Central/ State Government, Corporate CG, NPS Lite and APY)
 - Choice of Selection of Central Recordkeeping Agency for the National Pension System or any other pension scheme regulated or administered by the Authority.
- NPS On-boarding through Online PRAN Generation Module (OPGM)
- eNPS for Government Sector
- Partial Withdrawal of Accumulated Pension Wealth under the NPS
- eAPY - Online facility to ease onboarding and seeding of Aadhaar for APY subscribers
- **Addendum to the Valuation Guidelines** for securities held under NPS have been issued in reference to the identification and treatment of loss, disclosures by Pension Funds in their monthly portfolio details, classification of debt securities amongst others.
- **Permission for keeping of securities as margin with the CCIL for margin requirements:** - Pension Funds have been allowed to keep securities as margins with the CCIL for margin requirements for investments in Government Securities and TREPS.
- **Option for subscribers under NPS All Citizen Model (Tier-I), NPS Corporate Model (Tier-I) and NPS Tier-II (all subscribers) of selection of multiple Pension Funds in accordance with the asset classes (except Alternate Asset Class or Scheme A):** - The facility of selection of multiple Pension funds in accordance with the asset classes is available to the existing subscribers.
- **Financial Information User under Account Aggregator Framework:** - PFRDA has issued guidelines for NPS Subscribers to port their NPS data through the Account Aggregator Framework, with CRAs designated as

Financial Information Providers (FIPs). Further, specific categories of intermediaries have been termed as 'Financial Information Users' (FIUs).

- **PFRDA (Framework for Prevention and Reporting of Fraud Under NPS Architecture) Guidelines, 2023:** - To suggest a set of guidelines and measures for the prevention and reporting of fraud to the Board of the entity, Law enforcement agencies and Authority so as to evolve the best practices to detect, prevent and contain fraud.
- **Securing NPS transactions through Aadhaar-based access of CRA system under the Government sector:** - Nodal Offices in Central and State Governments and their Autonomous Bodies are implementing Aadhaar-based authentication for NPS transactions. This will enhance security measures and protect subscribers and stakeholders. The system will be accessible through 2 Factor Authentication, integrating with the current user ID and password-based process which is being developed by the CRAs.
- **Risk Management Framework for the CRAs under NPS architecture:** - This circular outline a Risk Management Framework for PFRDA to ensure high service standards, due diligence, and protection of subscriber's interests. It emphasizes the importance of internal control systems, procedures, and safeguards in CRA systems. The framework must be submitted to the Authority within 120 days, with exceptions requiring prior approval and cogent reasons.
- **PFRDA (Digital Safety Practices for Government Nodal Offices Under NPS Architecture) Advisory, 2024:** - This aims to establish a comprehensive strategy that integrates optimal methodologies, instructional initiatives, and pre-emptive actions to address possible hazards, safeguard confidential data, and encourage digital safety practices while accessing digital platforms created by CRA to conduct activities related to NPS by the Central/State Govt Nodal offices.
- **Retirement Income Optimization through Multiple Annuities:** - In the interest of subscribers' retirement income optimization and to provide them with a wider range of annuity options, the choice of multiple annuities from the same Annuity Service Provider has been made available. The option of multiple Annuities has been provided for those Subscribers who earmark the annuity corpus more than Rs. 10 lakhs wherein Rs. 5 lakhs is utilized to buy each annuity scheme.
- **Addendum to Advisory on "Digital Safety Practices to be followed by Govt Nodal offices to access technological platform, /system provided by CRA under NPS architecture:** - It has been emphasized that the Nodal offices should allot the ID for the checker and maker functionality to employees/officials of different hierarchy in the concerned office/Government Dept.
- **Policy on adoption of cloud services by intermediaries regulated by PFRDA:** -The circular is being issued to enable and equip the intermediaries with a policy framework on adoption of cloud service by intermediaries for the services being rendered by them.
- **Convenience of NPS Contribution through Personalized QR Code of D-Remit:** - PFRDA has introduced a new digital mode of contribution for NPS subscribers, enabling them to contribute directly from their bank accounts using D-Remit. This feature has resulted in nearly 10 Lakh D-Remit IDs created across sectors. NPS subscribers can now contribute using the D-remit-based Quick Response (QR) code, which can be saved offline for offline payments. This feature is only available to subscribers who

have enabled D-remit ID.

- **Surrender of Certificate of Registration (CoR) issued to POP-Sub entity (PoP-SE) under PFRDA (Point of Presence) Regulations, 2018 and amendments thereof:** - To facilitate ease of doing business, the PoP-SEs have been subsumed under the agency model, wherein PoPs may engage PoP-SEs as pension agents and utilize their services for distribution of pension schemes.
- **Surrender of existing Certificate of Registration (CoR) issued under Regulation 3 (1) (iii) of the erstwhile PFRDA (Point of Presence) Regulations, 2018 i.e. National Pension System (NPS):** - Distribution and servicing only for own employees and other personnel. Such PoPs have been advised to seek new registration, or be associated with another eligible Point of Presence (PoP), as the case may be. But they will continue to ensure submission of compliance reports till completion of the above.
- **Securing NPS transactions through Aadhaar-based access of CRA system under the Government sector:** - Nodal Offices in Central and State Governments and their Autonomous Bodies are implementing Aadhaar-based authentication for NPS transactions. This will enhance security measures and protect subscribers and stakeholders. The system will be accessible through 2 Factor Authentication, integrating with the current user ID and password-based process which is being developed by the CRAs.
- **Facility of Systematic Lump sum Withdrawal (SLW) for NPS Subscribers:** - PFRDA has provided the option of phased withdrawal of the lump sum through SLW facility. The subscribers are allowed to withdraw up to 60% of their pension corpus, through the SLW on a periodical basis viz. monthly, quarterly, half-yearly or annually

for a period till 75 years of age as per the choice at the time of their normal exit.

- **Mandatory Penny drop verification - Instant Bank Account Verification for Enhanced Due Diligence w.r.t. Exit / Withdrawal requests and for modifying the subscriber's bank account details:** - PFRDA has issued guidelines that the penny drop verification has to be necessarily successful with name matching, for processing the Exit / Withdrawal requests, and also for modifying the subscriber's bank account details. No request for Exit / Withdrawal, and or for modifying the subscriber's bank account details shall be allowed in case of failure of penny drop verification by the CRA.
- **Simplified & Secured way to stay Informed on NPS Investments through Consolidated Account Statement:** - PFRDA has enabled CRAs to integrate with depositories, registered with SEBI to provide NPS Subscribers with the option to include NPS transactions in CAS.
- **e-KYC Setu:** - Issued Guidelines to REs for the use of e-KYC Setu for verification of identity.
- **Experience the ease and convenience of accessing NPS Statement of Transactions through DigiLocker:** - NPS subscribers will be able to download their NPS Account Transaction Statement to DigiLocker for easy access and view their pension wealth. Statement can be downloaded for Tier I and Tier II both.

List of Annexure Annexure I

Composition of Pension Advisory Committee (PAC)*

Annexure II

State wise total number of Active PoP-SPs

Annexure III

Annual Statement of Accounts of the Authority along with the Schedules

*Further details for the same can be accessed at <https://www.pfrda.org.in/myauth/admin/showimg.cshhtml?ID=2180>

Annexure I

Composition of Pension Advisory Committee

1. Deputy Secretary (Establishment II), Department of Personnel & Training
2. Deputy Controller General of Accounts (Technical Advice), Department of Expenditure, Ministry of Finance
3. Director (A/cs), Department of Posts, New Delhi
4. Director (Fin/Budget), Defence Finance as representative of Ministry of Defence
5. Shri Gourav Sharma, Deputy Commandant Border Security Force as representative of Ministry of Home Affairs
6. Shri Ramesh Chandra Pandey, Section Officer, Finance Establishment (FE) Directorate as representative of Ministry of Railways
7. Chief Executive-Indian Banks' Association
8. Director, Budget, Department of Finance, Bhopal, Government of Madhya Pradesh
9. Chairman, NPS Trust
10. Chief Executive Officer, LIC Pension Fund Ltd
11. Chief Executive Officer, Kotak Pension Fund Ltd
12. Managing Director & CEO, Protean eGov Technologies Ltd. (formerly NSDL e-Governance Infrastructure Ltd) Management, Pune
13. Director, National Institute of Bank Management, Pune
14. President, Institute of Actuaries of India
15. Dr. K.P. Krishnan, Honorary Research Professor, Centre for Policy Research (CPR)
16. Shri Dharendra Kumar, Founder & CEO, Value Research
17. Chief Executive Officer, Fixed Income Money Market and Derivatives Association of India
18. Chairman CII - National Committee on Insurance & Pensions

The Chairperson and the Members of the Authority shall be the ex-officio Chairperson and ex-officio members of the Pension Advisory Committee.

The notification for the same can be found at

<https://www.pfrda.org.in/myauth/admin/showimg.cshtml?ID=2180>

Annexure II
State wise total number of Active POP-SPs

S. No.	State Name	2023-24
1	Andaman & Nicobar Islands	128
2	Andhra Pradesh	14,954
3	Arunachal Pradesh	405
4	Assam	3,204
5	Bihar	9,621
6	Chandigarh	460
7	Chhattisgarh	4,936
8	Dadra & Nagar Haveli and Daman & Diu	109
9	Delhi	4,044
10	Goa	827
11	Gujarat	13,559
12	Haryana	6,147
13	Himachal Pradesh	3,153
14	Jammu & Kashmir	2,151
15	Jharkhand	4,237
16	Karnataka	14,319
17	Kerala	10,493
18	Ladakh	20
19	Lakshadweep	12
20	Madhya Pradesh	13,289
21	Maharashtra	21,373
22	Manipur	273
23	Meghalaya	536
24	Mizoram	255
25	Nagaland	247
26	Odisha	6,849
27	Puducherry	307
28	Punjab	9,453
29	Rajasthan	11,065
30	Sikkim	140
31	Tamil Nadu	15,683
32	Telangana	5,672
33	Tripura	669
34	Uttar Pradesh	24,108
35	Uttarakhand	2,910
36	West Bengal	10,236
	Total (All India)	2,15,844

Note: List includes data of Protean-CRA and exclusive POP-SPs registered under Kfin-CRA and CAMS-CRA.

Annexure III

Separate Audit Report of the Comptroller & Auditor General of India on the Accounts of Pension Fund Regulatory and Development Authority (PFRDA), New Delhi for the year ended 31st March 2024

We have audited the attached Balance Sheet of the Pension Fund Regulatory and Development Authority (PFRDA) as of 31st March 2024, Income & Expenditure Account and Receipts & Payments Account for the year ended on that date under Section 19 (2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Service) Act, 1971 read with Section 42 of Pension Fund Regulatory and Development Authority Act, 2013. These financial statements are the responsibility of the PFRDA's management. Our responsibility is to express an opinion on these financial statements based on our audit.

2. The Separate Audit Report contains the comments of the Comptroller & Auditor General of India (CAG) on the accounting treatment only with regard to classification, conformity with the best accounting practices, accounting standards and disclosure norms, etc. Audit observations on financial transactions with regard to compliance with the Law, Rules & Regulations (Propriety and Regularity) and efficiency-cum-performance aspects, etc., if any, are reported through Inspection Reports/CAG's Audit Reports separately.

3. We have conducted our audit in accordance with Auditing Standards generally accepted in India. These standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatements. An audit includes examining, on a test basis, evidence supporting the amounts and disclosure in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of financial statements. We believe that our audit provides a reasonable basis for our opinion.

4. Based on our audit, we report that:

- (i) We have obtained all the information and explanations, subject to the observations in the report, which to the best of our knowledge and belief were necessary for the purpose of our audit.
- (ii) The Balance Sheet, Income & Expenditure Account and Receipts & Payments Account dealt with by this report have been drawn up in the format as prescribed in Pension Fund Regulatory and Development Authority (Form of Annual Statement of Accounts and Records) Rules, 2015 as amended by Pension Fund Regulatory and Development Authority (Form of Annual Statement of Accounts and Records) Amendment Rules, 2022.

(iii) In our opinion, proper books of accounts and other relevant records have been maintained by the Pension Fund Regulatory and Development Authority (PFRDA), in so far as it appears from our examination of such books.

(iv) We further report that:

A. Receipts and Payments: ₹7,53,69,24,265

On scrutiny of records, Audit observed that GST liability of ₹71.51 crore pertaining to the period from 1st July 2017 to 31st July 2022 was pending as on 31st July 2022. Out of this amount, PFRDA recovered ₹46.23 crore from intermediaries and paid the same to the GST Council during the year 2023-24. Audit, however, observed that it did not reflect this amount in either side of the Receipts and Payments Account for the year 2023-24.

Similarly, it collected ₹38,73,86,592 as GST on fees charged from intermediaries during the year 2023-24 for the services rendered during the current year and out of this it paid ₹38,73,80,172 to the GST Council during the year 2023-24. It, however, did not reflect these figures too in either side of the Receipts and Payments Account for the year 2023-24.

The Receipts and Payments Account is a replica of the Cash Book. This account records all the cash amounts whether they relate to the previous year, current year or upcoming year, received or paid during an accounting period. Besides, the Uniform Format of Accounts clearly mentions to specify any other receipts and any other payments under point number 7 of the Receipts and Payments Account.


Thus, GST of ₹84.97 crore received from the intermediaries and paid to the Council during the year 2023-24 was not depicted in the Receipts and Payments Account for the year 2023-24 and hence, it was deficient to that extent.

B. Grants-in-Aid

PFRDA had an opening balance of ₹13.56 crore as on 1 April 2023 and received Grants-in-aid from Government of India during 2023-24 to the tune of ₹481 crore. During the year, interest earned on Government Grant was ₹1.12 crore, and credit received under Swavalamban account was ₹4.68 crore and APY account was ₹19.50 crore. Out of total available balance of ₹519.86 crore during 2023-24, PFRDA utilized ₹489.55 crore (including refunded interest earned on Government grant amounting to ₹0.92 crore) leaving an unspent balance of ₹30.31 crore.

C. Deficiencies, which have not been included in the Audit Report, have been brought to the notice of the Management through a management letter issued separately for remedial/corrective action.

- (v) Subject to our observations in the preceding paragraph, we report that the Balance Sheet and Income and Expenditure Account/ Receipt & Payment Account dealt with by this report are in agreement with books of accounts.
- (vi) In our opinion and to the best of our information and according to the explanations given to us, the said financial statements read together with the Accounting Policies and Notes to Accounts, and subject to the significant matters stated above and other matters mentioned in Annexure-I to this Audit Report, give a true and fair view in conformity with accounting principles generally accepted in India:
- a. In so far as it relates to Balance Sheet, of the state of affairs of the PFRDA as of 31st March 2024; and
 - b. In so far as it relates to Income and Expenditure Account of the Excess of Income over Expenditure for the year ended on 31st March 2024.


(S. Ahladini Panda)
Director General of Audit
Industry and Corporate Affairs
New Delhi

Place: New Delhi

Date: 20 SEP 2024

Annexure-I

Annexure to Separate Audit Report**A. Adequacy of Internal Audit System**

Internal Audit Wing of PFRDA has completed internal audit only up to the 3rd Quarter ended on 31.12.2023 and not for the whole year, 2023-24.

Further for the year 2023-24, the concurrent audit of accounts of PFRDA was conducted by the Chartered Accountant firm, UCC & Associates LLP and internal audit was conducted by the Chartered Accountant firm, Grand Mark. The findings were reported to PFRDA management. The management submitted the action taken report on the observations to the Internal Audit Firm. Thus, the internal audit system in the PFRDA was satisfactory.

B. Adequacy of Internal Control System

The internal control system regarding booking of grants received for specific purposes & the maintenance of vouchers, various control registers, record relating to grant -in -aid & sanctions and regularity in expenditure approval, was satisfactory.

C. System of physical verification of fixed assets

The PFRDA furnished the department-wise physical verification reports of custodian departments namely IT, Administration and F&A for the year 2023-24 which were conducted by the departmental heads in respect of fixed assets available with them.

However, Audit is of the opinion that Physical verification of fixed assets is required to be conducted by a team independent from the custodians in their presence.

D. System of physical verification of inventory

There were 'Nil' inventories during the financial year 2023-24.

E. Regularity in payment of statutory dues

As per the records furnished to the audit, no statutory dues over six months were outstanding as on 31.03.2024.


Director/ AMG-II

For Point A of SAR:

GST receipts from intermediaries in the NPS architecture and GST payment liability of the authority to GST Authorities is accounted properly in the books of accounts of the Authority.

However, it was not included for presentation in the Receipt and Payment Account.

As per Paragraph 22 of AS-3, cash flows from operating, investing, or financing activities can be reported on a net basis if they reflect customer activities or involve quick turnover, large amounts, and short maturities. GST receipts from intermediaries, collected by PFRDA, are promptly paid to tax authorities and qualify for net reporting under these criteria.

Consequently, separate presentation in the Receipt and Payment Account was not considered.

As suggested by CAG Audit, the GST receipts and payments shall be presented in the Receipt and Payment Account in the Annual Accounts from the Financial year 2024-25.

For Point C of Annexure to SAR:

The respective departments conducted physical verification of fixed assets as per existing practice. However, subsequently a separate committee has been constituted for this purpose.

FORM B [See rule 3(b)] PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2024 (Unit-Indian Rupee)							
Expenditure	Schedule	Year ended 31st March 2024	Year ended 31st March 2023	Income	Schedule	Year ended 31st March 2024	Year ended 31st March 2023
1. Establishment Expenses	20	47,27,68,095	38,04,70,823	1. Income from Sales/ Services	12	-	-
2. Other Administrative expenses etc.	21	27,88,32,145	27,09,43,283	2. Grants/ Subsidies	13	-	-
3. Expenditure on Grants, Subsidies etc.	22	-	-	3. Fees/ Subscriptions	14	2,17,78,33,623	1,68,73,00,953
4. Interest	23	41,79,97,862	10,044	4. Income from Investments (Income on investment from earmarked/ endowment funds transferred to Funds)	15	-	-
5. Depreciation(Net Total at the year end- corresponding to Schedule 8)		1,00,59,819	55,54,677	5. Income from Royalty, Publications etc.	16	-	-
				6. Interest Earned	17	17,95,73,164	6,83,42,542
				7. Other Income	18	3,93,233	47,00,630
				8. Increase/ (decrease) in stock of Finished goods and Work-in-progress	19	-	-
TOTAL		1,17,96,57,921	65,69,78,827	TOTAL		2,35,78,00,020	1,76,03,44,124
Balance being excess of Income over Expenditure		1,17,81,42,099	1,10,33,65,297				
Transfer to Special Reserve (specify each)		-	-				
Transfer to/from General Reserve		-	-				
BALANCE BEING SURPLUS/(DEFICIT) CARRIED TO CORPUS/CAPITAL FUND		1,17,81,42,099	1,10,33,65,297				
Significant Accounting Policies	24						
Contingent Liabilities and Notes on Accounts	25						
Notes :- All Schedules to Income and Expenditure Account shall form part of account. Place: New Delhi Date: 04th June 2024 <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="text-align: center;"> Mamta Shankar Member </div> <div style="text-align: center;"> Dr. Manoj Anand Member </div> <div style="text-align: center;"> Manju Bhalla Chief Accounts Officer Dr. Deepak Mohanty Chairperson </div> </div>							

<p align="center">FORM C [See rule 3(c)] PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY RECEIPT AND PAYMENT ACCOUNT FOR THE YEAR ENDED 31st MARCH 2024</p>							
(Unit-Indian Rupee)							
SI No	Receipts	Year ended 31st March 2024	Year ended 31st March 2023	SI No	Payments	Year ended 31st March 2024	Year ended 31st March 2023
1.	<u>Opening Balances</u>			1.	<u>Expenses</u>		
(a)	Cash in hand	40,000	12,291	(a)	Establishment Expenses	44,47,57,602	35,65,94,981
(b)	Bank Balances	-	-	(b)	Administrative Expenses	24,06,29,707	30,41,16,960
(i)	In Current accounts	-	-	2	<u>Grants Utilised</u>		
(ii)	In Time Deposit accounts	27,00,00,000	-	(a)	Swavalamban Contribution (Net)	1,16,09,848	(15,49,343)
(iii)	In Saving Bank deposit accounts	17,69,03,444	59,31,07,928	(b)	Swavalamban Promotion	2,44,300	90,52,700
2.	<u>Grants Received</u>			(c)	Grant to National Pension system Trust	-	-
(i)	<u>From Government of India</u>			(d)	APY Contribution (Net)	1,31,133	(15,03,14,665)
(a)	Grant-in-aid Salaries	-	-	(e)	APY Promotion and Development	1,92,25,00,708	2,21,43,11,676
(b)	Grant-in-aid-General	-	-	(f)	Refund of Grant	-	15,16,00,000
(c)	Grant-in-aid-Swavalamban Contribution	-	1,31,00,000	(g)	Refund of Interest	92,31,086	78,26,865
(d)	Grant-in-aid-Swavalamban Promotional & Development activities	-	-	(h)	Others APY GAP Fund	2,71,00,00,000	5,42,00,00,000
(e)	Grant-in-aid APY Contribution	-	-	3.	<u>Investments and deposits made</u>		
(f)	Grant-in-aid APY Promotional & Development activities	2,10,00,00,000	1,83,00,00,000	(a)	Out of Earmarked/ Endowment funds	2,00,000	36,00,000
(g)	Others (GAP Fund Grant under APY)	2,71,00,00,000	5,42,00,00,000	(b)	Out of Own Funds (Investments-Others)	1,40,16,02,000	46,05,42,000
(ii)	<u>From State Government</u>			4.	<u>Expenditure on Fixed Assets and Capital Work-in-progress</u>		
(a)	Grant-in-aid Salaries	-	-	(a)	Purchase of Fixed Assets	62,98,919	11,92,062
(b)	Grant-in-aid-General	-	-	(b)	Expenditure on Capital Work-in-progress	32,71,77,343	32,01,29,640
(c)	Grant-in-aid-Swavalamban Contribution	-	-	5.	<u>Refund of surplus money/ Loans</u>		
(d)	Grant-in-aid-Swavalamban Promotional & Development activities	-	-	(a)	Recoverable from National pension system trust	4,10,757	-
(e)	Others	-	-	(b)	To the State Government	-	-
(iii)	<u>From Other Sources</u>			(c)	To other providers of funds	-	-
3.	<u>Income on Investments</u>			6.	<u>Finance Charges (Interest)</u>		
(a)	Earmarked/Endowment Funds	5,656	5,592	(a)	Bank charges	19,433	9,540
(b)	Own Funds (other investment)	-	-	(b)	Others	-	-
4.	<u>Interest Received</u>			7.	<u>Other Payments (Specify)</u>		
(a)	On Bank deposits	13,33,82,679	7,00,28,129	(a)	Prepaid	3,40,58,917	38,54,019
(b)	Loans, Advances etc.	-	-	(b)	Loan/ Advance to employees (Net)	-	7,87,000
(c)	Others (Interest on Loan)	-	-	(c)	Advance against Expenses	88,45,120	47,21,304
5.	<u>Other Income (Specify)</u>			(d)	Security Deposits	15,50,000	-
(a)	Annual Fees	2,14,17,10,845	1,59,95,83,336	8.	<u>Closing Balances</u>		
(b)	Fees from Miscellaneous Services	39,62,638	67,14,002	(a)	Cash in hand	40,000	40,000
(c)	Miscellaneous Income	1,41,778	55,20,592	(b)	Bank Balances	-	-
6	<u>Amount Borrowed</u>			(i)	In Current accounts	-	-
7	<u>Any Other receipts</u>			(ii)	In Time Deposit accounts	-	27,00,00,000
(a)	Security/Earnest Money Received	5,24,957	30,500	(iii)	In Saving Bank deposit accounts	41,76,17,392	17,69,03,444
(b)	Recovery of Advance	-	75,20,196				
(c)	Transfer of Assets	1,11,675	-				
(d)	Subscribers Education and Protection Fund	64,788	37,83,167				
(e)	Loan/ Advance to employees (Net)	40,000	-				
(f)	Others	35,805	40,12,450				
	TOTAL	7,53,69,24,265	9,55,34,18,184		TOTAL	7,53,69,24,265	9,55,34,18,184
<p>Place: New Delhi Date: 04th June 2024</p> <p align="right">Manju Bhalla Chief Accounts Officer</p> <p>Mamta Shankar Member</p> <p align="center">Dr. Manoj Anand Member</p> <p align="right">Dr. Deepak Mohanty Chairperson</p>							

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 1****ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2024****CORPUS/ CAPITAL FUND**

(Unit-Indian Rupee)

Particulars	As at 31st March 2024	As at 31st March 2023
Balance as at the beginning of the year	2,97,43,84,095	1,87,10,18,798
Add : Opening Balance of unutilized corpus fund	-	-
Less: Closing Balance of unutilized corpus fund	-	-
Add/Deduct: Balance of net income/expenditure transferred from the Income and Expenditure	1,17,81,42,099	1,10,33,65,297
Add : Government Grant to be received from government/transferred from the Income and Expenditure Account	-	-
BALANCE AS AT THE END OF YEAR	4,15,25,26,194	2,97,43,84,095

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer****Mamta Shankar**
Member**Dr. Manoj Anand**
Member**Dr. Deepak Mohanty**
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 2****ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2024****RESERVES AND SURPLUS**

(Unit-Indian Rupee)

Particulars	As at 31st March 2024	As at 31st March 2023
1. <u>Capital Reserve</u>		
a) At the beginning of the year	-	-
b) Addition during the year	-	-
c) Less: Deductions during the year	-	-
2. <u>Revaluation Reserve</u>		
a) At the beginning of the year	-	-
b) Addition during the year	-	-
c) Less: Deductions during the year	-	-
3. <u>Special Reserve</u>		
a) At the beginning of the year	-	-
b) Addition during the year	-	-
c) Less: Deductions during the year	-	-
4. <u>General Reserve</u>		
a) At the beginning of the year	-	-
b) Addition during the year	-	-
c) Less: Deductions during the year	-	-
Total	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer****Mamta Shankar**
Member**Dr. Manoj Anand**
Member**Dr Deepak Mohanty**
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY							
SCHEDULE 3							
ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31 st MARCH 2024							
EARMARKED/ ENDOWMENT FUNDS							
(Unit-Indian Rupee)							
Particulars	Fund wise break up					As at 31st March 2024	As at 31st March 2023
	Atal Pension Yojana	Subscriber Education and Protection Fund	Swavalamban	Subscriber Pension Contribution Protection Account	GAP Fund Grant under Atal Pension Yojana		
1. Opening balance of the funds	11,85,20,655	3,02,06,688	1,67,45,366	35,61,598	4,24,600	16,94,58,907	53,95,98,993
2. Additions to the funds							
a) Donations / grants	2,10,00,00,000	-	-	-	2,71,00,00,000	4,81,00,00,000	7,26,31,00,000
b) Income on Investments made on account of funds	-	21,04,336	-	-	-	21,04,336	14,04,662
c) Receipts during the year	20,52,29,874	64,788	4,77,72,729	1,35,226	31,497	25,32,34,114	16,81,57,492
d) Other Additions (Specify nature)	-	-	-	-	-	-	-
TOTAL (1+2)	2,42,37,50,529	3,23,75,812	6,45,18,095	36,96,824	2,71,04,56,097	5,23,47,97,357	7,97,22,61,147
3. Utilisation/Expenditure towards objectives of funds							
a) Capital Expenditure	-	-	-	-	-	-	-
i) Fixed assets	-	-	-	-	-	-	-
ii) Others	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-
b) Revenue Expenditure							
i) Salaries, wages and allowances, etc.	-	-	-	-	-	-	-
ii) Rent	-	-	-	-	-	-	-
iii) Other Administrative expenses *	-	50,00,000	-	-	-	50,00,000	-
iv) Others *	2,12,57,43,782	-	5,93,87,989	-	2,71,04,56,097	4,89,55,87,868	7,80,28,02,241
Total	2,12,57,43,782	50,00,000	5,93,87,989	-	2,71,04,56,097	4,90,05,87,868	7,80,28,02,241
TOTAL (3)	2,12,57,43,782	50,00,000	5,93,87,989	-	2,71,04,56,097	4,90,05,87,868	7,80,28,02,241
NET BALANCE AT THE YEAR END (1+2-3)	29,80,06,747	2,73,75,812	51,30,106	36,96,824	-	33,42,09,489	16,94,58,907
* Refer Note 4 of Schedule 25							
<div>Place: New Delhi</div> <div>Date: 04th June 2024</div> <div> <div>Mamta Shankar Member</div> <div>Dr. Manoj Anand Member</div> <div>Manju Bhalla Chief Accounts Officer</div> <div>Dr. Deepak Mohanty Chairperson</div> </div>							

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

SCHEDULE 4

ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2024**SECURED LOANS AND BORROWINGS**

(Unit-Indian Rupee)

Particulars	As at 31st March 2024	As at 31st March 2023
1. Central Government	-	-
2. State Government	-	-
3. Financial Institutions		
a) Term Loans	-	-
b) Interest accrued and due	-	-
4. Banks		
a) Term Loans	-	-
-Interest accrued and due		
b) Other Loans (specify)	-	-
-Interest accrued and due		
5. Other Institutions	-	-
6. Debentures and Bonds	-	-
7. Others	-	-
TOTAL	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer**

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 5****ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2024****UNSECURED LOANS AND BORROWINGS**

(Unit-Indian Rupee)

Particulars	As at 31st March 2024	As at 31st March 2023
1. Central Government	-	-
2. State Government	-	-
3. Financial Institutions	-	-
4. Banks		
a) Term Loans	-	-
b) Other Loans (specify)	-	-
5. Other Institutions	-	-
6. Debentures and Bonds	-	-
7. Fixed Deposits	-	-
8. Others (specify)	-	-
TOTAL	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla
Chief Accounts Officer

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 6****ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2024****DEFERRED CREDIT LIABILITIES**

(Unit-Indian Rupee)

Particulars	As at 31st March 2024	As at 31st March 2023
1. Acceptances secured by hypothecation of Capital Equipment and Other Assets	-	-
2. Others	-	-
TOTAL	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer****Mamta Shankar****Member****Dr. Manoj Anand****Member****Dr. Deepak Mohanty****Chairperson**

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY SCHEDULE 7 ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2024 <u>CURRENT LIABILITIES AND PROVISIONS</u> <div>(Unit-Indian Rupee)</div>		
Particulars	As at 31st March 2024	As at 31st March 2023
<u>Current Liabilities</u>		
1. Acceptances	-	-
2. Sundry Creditors & Payables	31,71,86,962	13,41,78,585
3. Advances Received	-	23,200
4. Interest Accrued but not due on:		
a) Secured Loans / Borrowings	-	-
b) Unsecured Loans/ Borrowings	-	-
5. Statutory Liabilities:		
a) Overdue	-	-
b) Others: Tax Deducted at Source (TDS)	63,46,863	14,41,073
TDS under Goods & Service Tax (GST)	3,91,997	14,254
Goods and Service Tax#	18,56,74,855	39,023
Goods and Service Tax liability from 01st July 2017 to 31st July 2022*	25,28,59,606	-
Interest on Goods and Service Tax liability from 01st July 2017 to 31st July 2022*	41,79,78,429	-
6. Other Current Liabilities		
a) Others: i) Security Deposits	57,74,257	56,47,500
ii) MAF Fund: Rs 70,89,000 (PY:Rs.63;10,763)	5,89,000	13,10,763
Less: Investments from MAF Fund: Rs.65,00,000 (PY: Rs.50,00,000)		
TOTAL	1,18,68,01,969	14,26,54,397
<u>Provisions</u>		
1. For Taxation	-	-
2. Gratuity	(32,83,709)	(48,43,223)
3. Trade Warranties/ Claims	-	-
4. Accumulated Leave encashment	3,20,40,914	1,04,99,118
5. Pension Contribution Payable	-	-
6. Leave salary payable	-	-
7. Others - CAG Audit fee payable	7,38,480	7,38,480
TOTAL	2,94,95,685	63,94,375
GRAND TOTAL	1,21,62,97,654	14,90,48,773
* Refer Note 3(B)(ii) of Schedule 25 # Refer Note 6(iii) of Schedule 25 <div> <div>Place: New Delhi</div> <div>Date: 04th June 2024</div> </div> <div> <div>Manju Bhalla</div> <div>Chief Accounts Officer</div> </div> <div> <div>Mamta Shankar</div> <div>Member</div> </div> <div> <div>Dr. Manoj Anand</div> <div>Member</div> </div> <div> <div>Dr. Deepak Mohanty</div> <div>Chairperson</div> </div>		

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY SCHEDULE 8 ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31 st MARCH 2024 FIXED ASSETS										(Unit-Indian Rupee)
Description	Gross Block			Cost/ Valuation as at the year end	Depreciation			Net Block		
	Cost/ Valuation as at the beginning of the year	Additions during the year	Deductions during the year		As at beginning of the year	For the year	On Deductions during the year	As at 31st March 2024	As at 31st March 2023	
Fixed Assets										
1. Land:										
a) Freehold	-	-	-	-	-	-	-	-	-	
b) Leasehold	-	-	-	-	-	-	-	-	-	
2. Buildings:										
a) On Freehold Land	-	-	-	-	-	-	-	-	-	
b) On Leasehold Land	-	-	-	-	-	-	-	-	-	
c) Ownership flats/ premises	-	-	-	-	-	-	-	-	-	
d) Superstructures on Land not belonging to the entity	-	-	-	-	-	-	-	-	-	
3. Plant Machinery and Equipment	-	-	-	-	-	-	-	-	-	
4. Vehicle	31,43,636	-	6,29,280	25,14,356	12,36,218	6,92,371	5,97,816	11,83,583	19,07,418	
5. Furniture & Fixtures	53,41,911	1,80,992	2,87,449	52,35,453	28,90,571	15,73,548	2,87,449	10,58,783	24,51,340	
6. Office Equipments	1,14,22,274	9,58,418	18,50,113	1,05,30,579	56,34,164	26,31,133	10,78,040	33,43,322	57,88,110	
7. Computer/ Peripherals	2,50,98,278	47,50,084	50,76,888	2,47,71,475	1,81,79,709	46,85,194	50,31,413	69,37,985	69,18,569	
8. Electrical Installations	1,63,960	10,932	1,03,100	71,792	1,40,409	10,496	1,03,100	23,987	23,551	
9. Liabrary Books	2,52,942	-	1,81,726	71,216	2,33,384	19,559	1,81,726	-	19,558	
10. Intangibles	11,81,888	3,65,500	-	15,47,388	2,95,472	4,47,517	-	8,04,399	8,86,416	
Total Of Current Year	4,66,04,889	62,65,926	81,28,556	4,47,42,259	2,86,09,927	1,00,59,818	72,79,544	1,33,52,059	1,79,94,962	
Previous Year	4,11,33,312	69,13,876	14,42,298	4,66,04,889	2,36,41,478	55,54,677	5,86,227	1,79,94,961	1,74,91,834	
Capital work-in-progress	1,36,05,51,029	62,76,48,110	-	1,98,81,99,139	-	-	-	1,98,81,99,139	1,36,05,51,029	
Total								2,00,15,51,198	1,37,85,45,991	

Place: New Delhi
Date: 04th June 2024

Manju Bhalla
Chief Accounts Officer

**Mamta Shankar
Member**

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 9****ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2024****INVESTMENTS FROM EARMARKED/ ENDOWMENT FUNDS**

(Unit-Indian Rupee)

Particulars	As at 31st March 2024	As at 31st March 2023
1. Government securities	-	-
2. Other approved securities	-	-
3. Shares	-	-
4. Debentures and Bonds	-	-
5. Subsidiaries and Joint ventures	-	-
6. Fixed Deposits	3,14,89,135	2,91,51,498
7. Others	-	-
TOTAL	3,14,89,135	2,91,51,498

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer****Mamta Shankar**
Member**Dr. Manoj Anand**
Member**Dr. Deepak Mohanty**
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 10****ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2024****INVESTMENTS - OTHERS**

(Unit-Indian Rupee)

Particulars	As at 31st March 2024	As at 31st March 2023
1. Government securities	-	-
2. Other approved securities	-	-
3. Shares (Unquoted)		
Shares of National Center for Financial Education (NCFE) 10,00,00,000/-		
Less: Invest made from Government Grants* <u>9,99,99,999/-</u>	1	1
4. Debentures and Bonds	-	-
5. Subsidiaries and Joint ventures	-	-
6. Fixed Deposits (With Scheduled Commercial Banks) (Refer Note 9 of Schedule 25)	2,63,01,00,000	1,22,99,98,000
7. Others	-	-
TOTAL	2,63,01,00,001	1,22,99,98,001

*Refer Note 7 to Schedule 25.

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer**

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY SCHEDULE 11 ATTACHED TO AND FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2024 <u>CURRENT ASSETS, LOANS AND ADVANCES</u>		
(Unit-Indian Rupee)		
Particulars	As at 31st March 2024	As at 31st March 2023
<u>(A) Current Assets</u>		
1. Inventories :		
a) Stores and Spares	-	-
b) Loose Tools	-	-
c) Stock-in-trade		
Finished goods	-	-
Work-in-progress	-	-
Raw Materials	-	-
2. Sundry Debtors :		
a) Debt outstanding for a period exceeding six months	-	-
b) Others:	-	-
3. Cash in hand	40,000	40,000
4. Bank Balances :		
a) with Scheduled Banks:		
i) On Current Accounts	-	-
ii) On Time Deposit Accounts	-	27,00,00,000
iii) On Savings Bank Deposit Account	41,76,17,392	17,69,03,444
b) with Non- Scheduled Banks:		
i) On Current Accounts	-	-
ii) On Time Deposit Accounts	-	-
iii) On Savings Bank Deposit Account	-	-
5. Post Office- Savings Accounts	-	-
6. Others	-	-
TOTAL (A)	41,76,57,392	44,69,43,444
<u>(B) Loans, Advances And Other Assets :</u>		
1. Loans:		
a) Staff	9,85,000	10,25,000
b) Other Entities engaged in activities/objectives similar to that of the Entity	-	-
c) Others (specify)	-	-
2. Advances and Other Amounts Recoverable in cash or in kind or for value to be received:		
a) On Capital Account	-	-
b) Prepayments (Prepaid expenses)*	3,40,56,068	38,79,210
c) Security Deposits	2,22,37,500	39,64,480
d) GST recoverable from Intermediaries (Refer Note 3(B)(ii) of Schedule 25)	25,25,54,521	-
e) Others (Refer Note 2(i) of Schedule 25)	4,81,06,347	2,51,06,463
3. Income Accrued:		
a) On Investments from Earmarked/ Endowment funds	6,87,073	7,26,030
b) On Investments- Others	9,02,61,388	3,23,70,882
c) On Loans and Advances	-	-
d) Annual fees (Refer Note 2(ii) of Schedule 25)	17,33,47,715	14,11,80,776
4. Claims Receivable	-	-
Total (B)	62,22,35,612	20,82,52,841
Grand Total (A)+(B)	1,03,98,93,004	65,51,96,285
* Prepayments includes Prepaid maintenance charges and Sinking fund charges of Rs.2.60 Cr paid to NBCC (India) Ltd for premises at World Trade Center which will be amortised over a period of 2 years.		
Place: New Delhi	Manju Bhalla	
Date: 04th June 2024	Chief Accounts Officer	
Mamta Shankar	Dr. Manoj Anand	Dr. Deepak Mohanty
Member	Member	Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 12**

**ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED 31st MARCH 2024**

INCOME FROM SALES/SERVICES

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
<u>1. Income from Sales</u>		
a) Sale of Finished goods	-	-
b) Sale of Raw Materials	-	-
c) Sale of Scraps	-	-
<u>2. Income from Services</u>		
a) Labour and Processing Charges	-	-
b) Professional/ Consultancy Services	-	-
c) Agency Commission and Brokerage	-	-
d) Maintenance Services(Equipment/Property)	-	-
e) Others(specify)	-	-
TOTAL	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla
Chief Accounts Officer

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

SCHEDULE 13

ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR
ENDED 31st MARCH 2024

GRANT/ SUBSIDIES

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
<u>Irrevocable Grants and Subsidies Received</u>		
1. Central Government		
2. State Government	-	-
3. Government agencies	-	-
4. Institution / Welfares bodies	-	-
5. International Organisations	-	-
6. Others : (Specify)	-	-
Total	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer**

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 14****ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR
ENDED 31st MARCH 2024****FEES / SUBSCRIPTIONS**

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
1. Entrance Fees	-	-
2. Annual Fees	2,17,38,77,785	1,68,05,51,951
3. Seminar/ Program Fee	-	-
4. Consultancy Fees	-	-
5. Licence Fees	-	-
6. Fees from Miscellaneous Services	39,55,838	67,49,002
7. Others (Specify)	-	-
Total	2,17,78,33,623	1,68,73,00,953

Note: Refer Note 13 of Schedule 25

Place: New Delhi

Date: 04th June 2024

Manju Bhalla
Chief Accounts Officer

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

**PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY
SCHEDULE 15**

**ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED 31st MARCH 2024
INCOME FROM INVESTMENTS**

(Income on investment from Earmarked / Endowment funds transferred to Funds)

(Unit-Indian Rupee)

Particulars	Investment From Earmarked Fund		Investment- Others	
	Year ended 31st March 2024	Year ended 31st March 2023	Year ended 31st March 2024	Year ended 31st March 2023
1. Interest				
a) On Govt. Securities	-	-	-	-
b) Other Bonds/Debentures	-	-	-	-
c) Others*	21,04,336	14,04,662	-	-
2. Dividend				
a) On Shares	-	-	-	-
b) On Mutual Funds	-	-	-	-
c) Others	-	-	-	-
3. Rents	-	-	-	-
4. Others (specify)	-	-	-	-
Total	21,04,336	14,04,662	-	-
Less: Transferred to Earmarked/Endowment Funds	21,04,336	14,04,662		
Net balance	-	-	-	-

* Interest on Fixed deposits with Scheduled Bank

Place: New Delhi
Date: 04th June 2024

Manju Bhalla
Chief Accounts Officer

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 16**

**ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR
ENDED 31st MARCH 2024**

INCOME FROM ROYALTY, PUBLICATION ETC.

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
1. Income from Royalty	-	-
2. Income from Publications	-	-
3. Others (specify)	-	-
Total	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla
Chief Accounts Officer

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 17****ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED 31st MARCH 2024****INTEREST EARNED**

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
1. On Term Deposits Accounts		
a) with Scheduled Banks	17,59,39,899	6,24,22,290
b) with Non-Scheduled Bank	-	-
c) with Institutions	-	-
d) Others	-	-
2. On Savings Bank Deposits Accounts		
a) with Scheduled Banks	36,33,265	59,20,252
b) with Non-Scheduled Bank	-	-
c) Post Office Savings Accounts	-	-
d) Others:	-	-
3. On Loans:		
a) Employees/Staff	-	-
b) Others	-	-
4. Interest on Debtors and Other Receivables	-	-
Total	17,95,73,164	6,83,42,542
Tax deducted at source	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer****Mamta Shankar**
Member**Dr. Manoj Anand**
Member**Dr. Deepak Mohanty**
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 18**

**ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED 31st MARCH 2024**

OTHER INCOME

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
1. Profit on Sale/ Disposal of Assets		
a) Owned Assets	34,736	-
b) Assets acquired out of grants or received free of cost	-	-
2. Export Incentives Realized	-	-
3. Fees for Miscellaneous Services	-	-
4. Miscellaneous Income	3,58,497	47,00,630
Total	3,93,233	47,00,630

Place: New Delhi

Date: 04th June 2024

Manju Bhalla
Chief Accounts Officer

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 19**

**ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED
31st MARCH 2024**

INCREASE/(DECREASE) IN STOCK OF FINISHED GOODS AND WORK IN PROGRESS

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
A) Closing Stock		
1. Finished Goods	-	-
2. Work-in-progress	-	-
B) Less: Opening Stock		
1. Finished Goods	-	-
2. Work-in-progress	-	-
Net Increase/(Decrease) (A-B)	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer**

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 20****ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR
ENDED 31st MARCH 2024****ESTABLISHMENT EXPENSES**

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
1. Salaries and Wages	39,46,18,163	33,32,71,125
2. Allowances and Bonus	-	-
3. Contribution to Provident Fund	-	-
4. Contribution to National Pension Scheme	2,90,54,341	2,48,92,466
5. Staff Welfare Expenses	34,70,976	17,65,164
6. Expense on Employee Retirement and Terminal Benefits	-	-
7. Leave Salary	3,57,37,930	1,33,28,660
8. Tution Fees reimbursement	-	-
9. Medical reimbursement	73,38,441	57,44,737
10. Gratuity Contribution	25,48,244	14,68,670
11. Others: (specify)	-	-
Total	47,27,68,095	38,04,70,823

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer****Mamta Shankar**
Member**Dr. Manoj Anand**
Member**Dr. Deepak Mohanty**
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY SCHEDULE 21 ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2024 <u>OTHER ADMINISTRATION EXPENSES</u>		
(Unit-Indian Rupee)		
Particulars	Year ended 31st March 2024	Year ended 31st March 2023
1. Purchases	-	-
2. Labour and Processing Expenses	-	-
3. Cartage and Carriage Inwards	-	-
4. Electricity and Power	21,97,806	19,27,091
5. Water Charges	9,50,126	9,39,873
6. Insurance	40,27,257	48,75,244
7. Repair and Maintenance	50,66,006	61,41,763
8. Excise Duty	-	-
9. Rent, Rates and Taxes	7,54,58,773	8,15,57,285
10. Vehicles Running and Maintenance	9,73,689	4,54,606
11. Postage, Telephone and Communication Charges	71,60,097	51,09,189
12. Printing and Stationary	24,18,211	24,17,035
13. Travelling and Conveyance Expenses	2,48,82,626	2,47,86,339
14. Expenses on Seminar/ Workshops/ Meetings and conferences	2,98,78,074	2,22,73,031
15. Subscription Expenses	4,43,072	42,09,104
16. Expenses on Fees	-	-
17. Auditors Remuneration	2,23,020	2,46,160
18. Hospitality Expenses	-	-
19. Professional Charges	3,16,66,329	3,50,59,125
20. Books and Periodicals	6,86,673	5,15,408
21. Recruitment Expenses	81,084	2,08,20,403
22. Provision for Bad and Doubtful Debts/ Advances	-	-
23. Incentive to Point of presence	-	-
24. Irrevocable balances Written off	-	-
25. Packing charges	-	-
26. Freight and Forwarding Expenses	-	-
27. Distribution Expenses	-	-
28. Advertisement and Publicity Expenses	9,08,31,417	2,03,81,284
29. Others: a. Membership fees	13,19,989	9,02,328
b. Consultancy expenses	41,22,310	62,16,099
c. APY Promotion	-	66,50,122
d. Others (Website fee expense, Fund management expense, Computer consumables+NCFE Expenses etc)	(35,54,414)	2,54,61,795
Total	27,88,32,145	27,09,43,283
<div> <div>Place: New Delhi</div> <div>Date: 04th June 2024</div> </div> <div> <div>Manju Bhalla</div> <div>Chief Accounts Officer</div> </div> <div> <div>Mamta Shankar</div> <div>Member</div> </div> <div> <div>Dr. Manoj Anand</div> <div>Member</div> </div> <div> <div>Dr. Deepak Mohanty</div> <div>Chairperson</div> </div>		

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 22**

**ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED 31st MARCH 2024**

EXPENDITURE ON GRANT SUBSIDIES ETC.

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
1. Grants given to Institutions/ Organisations/National Pension System Trust	-	-
2. Subsidies given to Institutions/ Organisations	-	-
3. Others :		
Total	-	-

Place: New Delhi

Date: 04th June 2024

Manju Bhalla**Chief Accounts Officer****Mamta Shankar****Member****Dr. Manoj Anand****Member****Dr. Deepak Mohanty****Chairperson**

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 23**

**ATTACHED TO AND FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED 31st MARCH 2024**

INTEREST

(Unit-Indian Rupee)

Particulars	Year ended 31st March 2024	Year ended 31st March 2023
1. On Fixed Loans	-	-
2. On Other Loans	-	-
3. Bank charges	19,433	10,044
4. Others*	41,79,78,429	-
Total	41,79,97,862	10,044

* Refer Note 3(B)(ii) of Schedule 25

Place: New Delhi

Date: 04th June 2024

Manju Bhalla

Chief Accounts Officer

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**SCHEDULE 24**

**ATTACHED TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED
31st MARCH 2024**

SIGNIFICANT ACCOUNTING POLICIES**1. Basis of accounting and preparation of financial statements**

Pension Fund Regulatory and Development Authority ("Authority") prepares its annual financial statements in the format prescribed by the Government of India in consultation with the Comptroller and Auditor General of India (C & AG) and the accounts are audited by the C & AG every year.

The financial statements of the Authority are prepared in accordance with the Pension Fund Regulatory and Development Authority (Form of Annual Statement of Accounts and Records) Rules, 2015 and Pension Fund Regulatory and Development Authority (Form of Annual Statement of Accounts and Records) Amendment Rules, 2022.

The financial statements have been prepared on accrual basis under the historical cost convention except the accounts for the schemes of Government of India namely Atal Pension Yojana Scheme, Swavalamban Scheme and Gap Fund Grant under APY which are maintained on cash basis. The Earmarked/ Endowment fund are reported under Schedule 3 of the Annual Accounts.

The preparation of financial statements requires PFRDA to make accounting estimates and assumptions that impact the reported amounts of assets, liabilities (including capital commitment and contingent liabilities disclosures), income and expenditure in the financial statements. Though it is believed that the estimates used in the preparation of the financial statements are prudent and reasonable, actual results could differ from these estimates. Differences between actual results and the estimates are recognised as income/expenditure in the relevant account head, in the period in which the results are known / materialised.

2. Revenue Recognition

- (i) Annual/Quarterly Fees from all the intermediaries in the NPS architecture are recognised on accrual basis as income in the manner prescribed in the respective regulations, unless otherwise stated.
- (ii) Registration or renewal fees the intermediaries are accounted in the first year of registration/renewal, irrespective of the validity of the registration or renewal period.
- (iii) Interest Income is recognized on an accrual basis except in cases where Authority is in receipt of Government Grants, the interest income received on such grants is on cash basis.
- (iv) Other Income represents income earned from the activities incidental to the authorities' activities and is recognised when the right to receive the income is established.
- (v) Interest income on investments made out of Subscribers Education and Protection Fund (Earmarked fund) is recognized on accrual basis and the same is reported under Schedule 11.
- (vi) Unbilled revenue is recognized for services rendered by PFRDA upon establishment of right to receive and the entitlement of PFRDA to raise invoice to intermediaries for the corresponding services.

3. Government Grants

- (i) Government grants are received for schemes such as Atal Pension Yojna, Swavalamban, and GAP Fund Grant under APY. These grants, along with their associated expenditures, are accounted for on a cash basis.
- (ii) Government grants relating to specific assets equals the whole, or virtually the whole, of the cost of the asset, have been shown as a deduction from the gross value of the assets concerned, in arriving at their book value and the related assets have been shown in the balance sheets at a nominal value.

4. Investments

Investments are in the fixed deposits of Banks and are carried at acquisition cost.

5. Fixed Assets and Depreciation

- (i) Cost of an item of fixed asset is recognised as an asset if, and only if
 - (a) It is probable that future economic benefits associated with the item will flow to the authority;
And
 - (b) The cost of the item can be measured reliably.

Fixed assets are stated at their original cost less accumulated depreciation and provision for impairment, if any. The cost includes expenditure incurred on acquisition and construction/installations and other related expenses, including taxes for which benefits cannot be claimed elsewhere and other incidental expenses related to acquisition, in bringing the assets to working condition for its intended use. Post approval by the Board, the Authority has changed the method of depreciation from the Written Down Value (WDV) to Straight Line Method (SLM) w.e.f. 01st April 2023.

As per para 63 of **Accounting Standard 10 (AS 10) – Property, Plant and Equipment**, the depreciation method applied to an asset should be reviewed at least at each financial year-end and, if there has been a significant change in the expected pattern of consumption of the future economic benefits embodied in the asset, the method should be changed to reflect the changed pattern. Such a change should be accounted for as a change in an accounting estimate.

As per para 24 of **Accounting Standard 5 (AS 5) – Net profit or Loss for the period, Prior Period items and Changes in Accounting policies**, the change in accounting estimate may affect the current period only or both the current period and future periods.

Accordingly, change in the method of depreciation from Written Down Value (WDV) to Straight Line Method (SLM) is treated as change in an accounting estimate. Thereby, the effect of change has been considered prospectively from Financial Year (FY) 2023-24 on carrying amount of the fixed assets as at 01st April 2023.

Depreciation is provided based on Straight Line Method (SLM) as under:

Assets	Estimated Useful Life
Building, Office premises and Residential Flats	30 years
Computers, Servers and networks (End user devices), Telephone/ Mobile Handset & accessories	3 years
Furniture and Fixtures, Office Equipment, Vehicles, Other electrical installations and all other items not covered above	5 years
Renovation expenses of leasehold premises	5 years or lease period whichever is shorter

- (ii) W.e.f. Financial Year 2023-24, minimum cost of assets shall be Rs. 10,000/- (up to previous financial year it was Rs.5,000) for qualifying to be capitalised, Accordingly, any items costing less

than Rs. 10,000/- are considered as revenue expenditure and charged to Income and Expenditure Account in the year of purchase.

- (iii) W.e.f. Financial Year 2023-24, Library books are recognised as revenue expenditure and charged to Income and Expenditure account in the year of purchase. Up to previous financial year 2022-23, library books are capitalised.
- (iv) As per the approved depreciation policy, the residual value of the fixed assets is considered as 5% of the original cost and accordingly fixed assets are depreciated up to 95% of their original cost.
- (v) All the assets purchased/sold during the year, which is of capital nature and which becomes integral part of existing assets, are depreciated on a pro-rata basis for the actual number of days to which the asset has been put to use.
- (vii) Cost of an item of Intangible asset is recognised as an asset if, and only if
 - (a) It is probable that future economic benefits associated with the item will flow to the authority; and
 - (b) The cost of the item can be measured reliably

Costs relating to acquisition of software is capitalised as "Intangible Assets" and amortised within a period of three years on straight-line method from the date of capitalization.

- (viii) Capital work-in-progress is recognised at cost, net of accumulated impairment loss, if any. It comprises of fixed assets that are not yet ready for the intended use at the reporting date. Depreciation is not recorded on capital work-in-progress until construction and installation are complete and the asset is ready for its intended use by the management.

6. Employee benefits

The Authority has funded the Gratuity and Leave encashment liabilities in respect of its employees by contributing to Group Gratuity Scheme and Group Leave encashment scheme respectively, of LIC of India and the treatment of the same is done as per AS-15. Actuarial gains/losses are charged to Income and Expenditure account.

7. Cash and Cash Equivalent

Cash and cash equivalents in the receipt and payment account comprises cash at bank, cash on hand and short-term investments with an original maturity of three months or less.

8. Foreign Currency Transactions

Transactions arising in foreign currencies during the year are recorded at the exchange rate prevailing on the date of the transactions.

9. Provisions

The Authority recognises a provision when there is a present obligation as a result of past event and it is probable that an outflow of resources will be required to settle the obligation in respect of which reliable estimate can be made. Provisions are reviewed at each balance sheet date and adjusted to reflect the current best estimates.

10. Contingent liability

A disclosure for contingent liabilities is made where there is:

- a) a possible obligation that arises from past events and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the entity; or

- b) a present obligation that arises from past events but is not recognized because: (i) it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation; or (ii) the amount of the obligation cannot be measured with sufficient reliability.

Place: New Delhi
Date: 04th June 2024

Manju Bhalla
Chief Accounts Officer

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson

PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

SCHEDULE 25

ATTACHED TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED
31st MARCH 2024

CONTINGENT LIABILITIES AND NOTES TO ACCOUNTS**1. Contingent Liabilities**

There is a contingent liability of Rs. 7.52 Cr. of the Authority as on 31st March 2024.

The details of Contingent Liabilities are as under:

- i) **Interest on GST on acquisition of premises from NBCC:** As of the date of the financial statements, an application has been submitted to the Delhi Authority of Advance Ruling to seek clarification on certain aspects of Goods and Services Tax (GST) related to the acquisition of new office premises from NBCC such as the method of charging GST i.e., Reverse Charge Mechanism or Forward Charge Mechanism, value of supply to be considered on which GST is payable etc. One of the key areas under consideration is the applicability of interest on GST liability on these transactions. The application is currently pending for approval. Additionally, the total interest liability on GST up to 31st March 2024, amounts to Rs. 7.48 crores.
- ii) **Payment of employee benefits –** Disputed claims related to legal cases concerning payment of retirement benefits, leave encashment etc., totalling Rs. 0.035 crores, have been disclosed as contingent liabilities. These claims remain pending on account of the matter being sub-judice as on date of financial statements.

2. Current Assets, Loans & Advances

The Current assets, Loans and advances have a value on realisation equal at least to the aggregate amount shown in the Balance Sheet.

- i) **Schedule 11(B)(2)(e) -** Advances and other amounts recoverable from "Others" of Rs. 4.81 Cr (FY 2022-23: Rs.2.51 Cr) majorly consist of the advances paid to DAVP, National Informatics Centre Services Incorporated (NICSI), PBBCI Central Sales Unit All India Radio, NPS Trust and GST Input Tax credit (ITC).
- ii) **Schedule 11(B)(3)(d) -** An amount of Rs. 17.33 crores (FY 2022-23: Rs.14.11 Cr), which is shown as Income accrued on account of "Annual fees" includes the fee of Rs. 13.79 Cr. to be received from Trustee Bank and of Rs. 3.54 Cr. from Central Recordkeeping Agencies for the Quarter 4 of FY 2023-24 which is accounted on accrual basis.

3. Taxation**A) Direct Taxes**

In view of the Section 34 of *The Pension Fund Regulatory and Development Authority Act 2013*, the Authority shall not be liable to pay wealth-tax, income-tax or any other tax in respect of its wealth, income, profits or gains derived. Accordingly, no provision for the same has been provided in the books of accounts.

B) Indirect Taxes

- i) Goods and Services Tax Input Tax Credit (GST ITC) has been recognised in the books in the corresponding period in which the supply of goods or service received is recognised.
- ii) Levy of GST on services provided by PFRDA between the period beginning from 1st July 2017 up-to 31st July, 2022 -

The Goods and Services Tax (GST) was introduced by the Government in July 2017. As GST is a new statute effective from 1st July 2017, there was no explicit exemption granted to PFRDA, unlike other financial sector regulators, concerning the applicability of GST on services rendered by PFRDA. Consequently, PFRDA requested the GST Council that similar dispensation be accorded to PFRDA by issuing appropriate exemptions. However, no clarification was received from the Council.

While, PFRDA has been pursuing its case for exemption from GST Authorities at par with Financial Sector Regulators, vide GST Notification dated 13th July 2022, withdrew the exemption granted to other financial sector regulators and accordingly PFRDA obtained GST registration and has been complying with all the statutory requirements including payment of GST on the applicable activities/functions performed by PFRDA and filing of requisite GST returns to the GST Department within the stipulated time.

Meanwhile, PFRDA received a communication from Department of Financial Services during FY 2023-24, annexing the minutes of various GST Council meeting, whereby it was mentioned that GST Council had not recommended any changes with respect to taxation of services provided by PFRDA.

Pursuant to this, PFRDA estimated the GST liabilities on the regulatory services for the period 01st July 2017 to 31st July 2022 along with interest @ 18% p.a. on the same. PFRDA recovered the GST liability for the said period from the respective intermediaries and filed the returns following the due process.

With regard to interest, legal opinion was sought and it was opined that liability to pay interest would solely be on the supplier of services and such liability cannot be shifted on the service recipient.

The summary of GST liability – Financial year wise is shown below

Financial Year	Amount in Rs. Crores
2017-18 (From 01 st July 2017)	3.57
2018-19	9.75
2019-20	10.52
2020-21	10.65
2021-22	24.04
2022-23 (Till 31 st July 2022)	12.98
Total	71.51

The summary of GST liability and interest paid thereon is as shown below:

Summary of Payments					
S. No.	Particulars	GST (in Rs. Crores)			Interest (up to 29 th May 2024)
		Paid in FY 23-24	Paid in FY 24-25	Total	Paid in FY 24-25
1	GST on Annual Fees- All Intermediary (except one deregistered Pension Fund)	46.23	24.21	70.44	41.91

2	Annual Fees-deregistered Pension Fund	0.00	0.03	0.03	0.03
3	Miscellaneous Fees	0.00	1.04	1.04	0.57
	Total	46.23	25.28	71.51	42.51

- a) GST on annual fees and Miscellaneous fees for an aggregate amount of Rs. 25.25 crore (Rs. 24.21 crore plus Rs. 1.04 crore) has been shown as receivables in the Balance Sheet as on 31st March 2024 with a corresponding liability to GST authorities.
- b) GST liability on fees received from deregistered pension fund of Rs. 0.03 crores shall be paid considering the fees received as inclusive of taxes as the entity is no more in existence. Hence, the same has been fully charged to Income and Expenditure account for the year ended 31st March 2024.
- c) Out of the total interest amount of Rs. 42.51 crores, on the GST liability, an aggregate amount of Rs. 41.79 crore (Accrued till 31st March 2024) has been charged to Income and Expenditure account for the year ended 31st March, 2024 under Schedule 23 and created provision for full amount in the Balance Sheet as on 31st March, 2024 under Schedule 7.
- d) Subsequently, in the FY 2024-25, the Authority has remitted the entire outstanding GST liability including interest accrued till the date of payment as detailed in the table above.

4. The unutilised Government grants as on 31st March 2024 has been reported under Schedule 3 Earmarked/Endowment Funds. The Earmarked/Endowment Funds are reported under Schedule 3 which includes Atal Pension Yojana (APY), Subscriber Education and Protection Fund (SEPF), Swavalamban, Subscribers' Pension Contribution Protection Account (SPCPA) and Gap Fund Grant under Atal Pension Yojana. Expenditure reported under "Utilisation/Expenditure towards objectives of funds" in Schedule 3. Earmark Funds comprises of the following:

- i) **Atal Pension Yojana** – Rs.212.57 Cr represents payment towards a) Advertisement expense for APY; b) Incentive paid to APY Service Providers (APY-SPs); c) Refund of interest to GOI and; d) Refund of Government Co-contribution on account of premature withdrawal from APY scheme to Government of India (GOI).
- ii) **Subscriber Education Protection Fund** – Rs.0.50 Cr is payment for fostering financial literacy and awareness among NPS/APY subscribers through media as per SEPF committee recommendations.
- iii) **Swavalamban** – Rs.5.93 Cr represents payment towards a) Incentive paid to Aggregators; b) refund of interest to Department of Financial Services (DFS); c) Refund of Government Co-contribution on account of premature withdrawal from APY scheme to GOI and d) Payment to Trustee Bank to credit Rs.1,000/- towards Government Co-contribution in the respective PRANs of eligible subscribers.
- iv) **Gap fund grant under Atal Pension Yojana** – Rs.271.04 Cr represents payment towards Gap fund and refund of interest to GOI.

5. PFRDA has contributed Rs.10 Cr towards Share Capital of 'National Center for Financial Education (NCFE)' from the Grants received from Central Government in the FY 2019-20. Hence, this investment has been shown at a notional value of Re.1 under Schedule 10 as per the accounting policy adopted by the Authority regarding the treatment of Government grants.

6. Fixed Assets

i) As a result of the change to the Straight-Line Method of depreciating assets w.e.f. FY 2023-24, depreciation expense increased by Rs. 0.37 crores for the year ended 31st March 2024.

ii) The Gross Block figure (Rs. 203.29 Cr.) under Fixed Assets as shown in the Balance Sheet is arrived at by adding the "Total for Current year" (Rs. 4.47 Cr.) and "Capital Work in progress" (Rs. 198.81 Cr.) figures under the "Cost/ valuation at the end of the year" Column in Schedule 8. Thus, the Net Block figure (Rs. 200.15 Cr.) as on 31st March 2024 is arrived at by subtracting the total depreciation up to the year-end for the current year (Rs. 3.14 Cr.) from the Gross block as arrived at above.

iii) Capital work-in-progress -The Board of PFRDA in its 88th meeting approved the purchase of own premises for PFRDA from NBCC (India) Ltd in its upcoming project at World Trade Center, Nauroji Nagar, New Delhi. The cost of the building purchased as per offer of possession letter is Rs.160.96 Cr (including prepaid maintenance charges, sinking fund and security deposit).

Accordingly, PFRDA has made a payment of Rs 26.67 Cr (including payment of Rs.8.00 crores pertaining to FY 2022-23 and Rs.2.60 crores for prepaid maintenance charges & sinking fund) to M/s NBCC (India) Ltd during FY 2023-24 towards the purchase of said premises. Along with the same, PFRDA also made a payment of Rs.8.65 Cr to M/s NBCC Services Ltd during FY 2023-24 towards the interior works i.e, furnishings/fittings.

An amount of Rs 6.97 Cr has been reported under Schedule 7 (Current Liabilities) for work carried out during the year. The GST of Rs.18.57 Cr reported under Note 5(b) of Schedule 7 includes GST applicable on payments of Rs.154.72 Cr made till 31st March 2024 to M/s NBCC (India) Limited for Capital work in progress. Along with the same, estimated registration cost and stamp duty of Rs.12.51 Cr has also been provided. Accordingly, an amount of Rs.62.76 Cr has been capitalised during the FY 2023-24.

A total cost of Rs 198.81 Cr cost has been incurred up to 31st March 2024. The Authority received the offer for possession of the premises on 27th March 2024. The same was available for use from the month of April'2024 and accordingly, it has been retained as Capital work-in-progress in line with the requirement of Accounting Standard -10. Property, plant and equipment issued by ICAI. The building was put to use w.e.f. 01st April 2024. The same has been reported as 'Capital Work-in-Progress' in Schedule-8. Subsequently, in FY 2024-25, the Authority has paid Rs.4.68 Cr to M/s NBCC (India) Ltd and Rs.1.62 Cr to M/s NBCC Services Ltd.

(iv) Capital Commitment

(a) Capital work-in-progress comprises of the instalments paid to NBCC and NSL to acquire and furnishing/fittings of the office premises, which is not yet ready for its intended use at the reporting date. Estimated amount of Contracts in respect to "Capital Work In Progress" remaining to be executed on Capital Account (net of advances) and not provided for is Rs 4.42 Cr approx. (FY 2022-23: Rs.43.22 Cr) with M/s NBCC Services Limited.

(b) As of 31st March 2024, PFRDA has committed to certain capital expenditures related to information technology (IT) development projects (ERP Module covering Human Resources and Finance & Accounts). These commitments represent future cash outflows for an agreement of Rs. 14.93 Cr. These IT development projects are critical to the PFRDA's digital transformation efforts and are expected to contribute to long-term competitiveness and growth.

7. The value of Investments from Earmarked / Endowment funds of Rs. 3.15 Cr (FY 2022-23: Rs.2.91 Cr) reported in Schedule 9 of the annual accounts, corresponds to the Term Deposits made from the funds received in the Subscribers' Education and Protection Fund (SEPF) Account.

8. Gratuity and Leave encashment:

Based on the actuarial valuation report dated 29th April 2024, provided by the Life Insurance Corporation of India, changes in present value of obligations and fair value of plan assets are shown in the table below:

Table 1 - Present Value of Obligation (In Rs. Crore)

Particulars	Gratuity		Leave Encashment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Present Value of obligations as at beginning of year	3.99	3.64	8.71	7.62
Interest cost	0.29	0.26	0.64	0.55
Current Service cost	0.17	0.11	0.38	0.18
Benefits paid	-	(0.02)	(0.68)	(0.49)
Actuarial (gain)/ Loss on obligations	0.16	0.004	3.20	0.85
Present value of obligations at the end of year	4.61	3.99	12.25	8.71

Table 2 - Fair Value of Plan Assets (In Rs. Crore)

Particulars	Gratuity		Leave Encashment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Fair value of plan assets at beginning of year	4.48	3.06	7.66	4.16
Expected return on plan assets	0.31	0.30	0.64	0.51
Contributions	0.14	1.14	1.39	3.48
Benefits paid	-	(0.02)	(0.64)	(0.49)
Actuarial (gain)/ Loss on plan assets	-	-	-	-
Fair value of plan assets at the end of year	4.93	4.48	9.05	7.66

Method of valuation used is 'Projected Unit Credit Method'

	Principal Actuarial Assumptions				
	Assumption	Gratuity		Leave Encashment	
		Policy 1	Policy 2	Policy 1	Policy 2
As on 31 st March 2024	Discount Rate	7.25%	7.25%	7.25%	7.25%
	Salary Escalation	7.00%	7.00%	7.00%	7.00%
As on 31 st March 2023	Discount Rate	7.25%	7.25%	7.25%	7.25%
	Salary Escalation	6.00%	6.00%	6.00%	6.00%

9. The Investments reported under Schedule 10(6): Investments - Others includes fixed deposits with Scheduled Banks are as under –

S.No	Name of the Bank	Fixed deposits (Amounts in Rs. crores)	
		As at 31 st March 2024	As at 31 st March 2023
1	Bank of Baroda	102.01	28.00
2	State Bank of India	91.00	51.00
3	Canara Bank	36.00	30.00
4	Axis Bank	34.00	14.00
	Total	263.01	123.00

10. Medical Assistance Fund Scheme

The Authority had implemented the Medical Assistance Fund (MAF) Scheme during the FY 2022-23 to provide financial assistance to the employees of PFRDA for meeting any medical expenses incurred by them. The balance shown under the Medical Assistance Fund under Schedule 7 corresponds to the initial contribution made by the Authority, the subsequent contributions received from the employees along with the matching contribution made by the Authority and the interest earned on such contributions thereon. Any claim received under the Medical Assistance Fund is paid from the fund. Investments made out of Medical Assistance funds have been reported as a deduction from the balance of Medical Assistance Fund.

Details of MAF balance as on 31st March 2024 has been given below:

Particulars	Amount (Rs. in Cr)
Opening Balance in MAF A/c as on 01 st April 2023	0.63
Add: Monthly contributions & Interest earned on Savings A/c	0.16
Less: Payments made out of MAF funds	0.01
Closing Balance in MAF A/c as on 31 st March 2024	0.78
Fixed deposit balance as on 31 st March 2024	0.65
Balance in Savings Bank A/c	0.13
Total (FD+Savings)	0.78

11. GAP Fund Grant under Atal Pension Yojana

An amount of Rs 271 crore was received, as the third instalment, from Government of India under "GAP Fund Grant under Atal Pension Yojana" during FY 2023-24 to bridge the gap between the projected pension liabilities and pension assets under APY. Amount received under this head was invested in the "NPS Trust A/C APY Fund Scheme" as per the existing APY investment guidelines and asset allocation. The corresponding figures have been under Schedule 3 of the annual accounts.

The fourth and final instalment of the Gap Fund Grant under APY is expected to be received from Government of India in FY 2024-25.

12. "Swavalamban Contribution" and "APY Contribution" figures (under Grants utilized) under Receipts and Payments are showing negative balance in the previous FY 2022-23 on account of refund of Government co-contribution due to pre mature closure of accounts by the subscribers from the respective Government schemes.

13. Annual Fee received from intermediaries – As shown in Schedule 14, the intermediary wise annual fee received during FY 2023-24 is as under –

S.No.	Particulars	Fees/ Subscriptions (Amounts in Rs. Crores)	
		FY 2023-24	FY 2022-23
1	Trustee Bank	50.65	35.57
2	Central Recordkeeping Agencies	13.07	11.46
3	Custodian	4.11	3.21
4	Pension Funds	149.56	117.82
5	Retirement Advisor / POP/ASP/Application/Registration fees etc	0.40	0.67
Total		217.78	168.73

14. The savings bank balances reported under Schedule 11 comprises of the following –

S.No.	Nature of the Account	Bank Balance (Amounts in Rs. crores)	
		As at 31 st March 2024	As at 31 st March 2023
1	Swavalamban Kosh*	0.51	1.67
2	Atal Pension Yojana*	29.80	11.85
3	General Administrative Account of PFRDA	10.93	3.60
4	SEPF	0.02	0.03
5	SPCPA	0.37	0.36
6	Gap Fund under APY	-	0.04
7	MAF	0.13	0.13
Total		41.76	17.69
* Grants from GOI and Govt Co-contribution on account of premature closure of accounts under respective schemes and payment out of the same.			

15. During the FY 2022-23, the provision of Rs.1.49 Cr was created for funding of National Centre for Financial Education (NCFE)'s operational expenses. However, subsequently in FY 2023-24, the need for PFRDA to contribute did not arise and the said provision has been reversed during the FY 2023-24. This reversal has been reported in Note 29(d) of Schedule 21 of the Financial Statements.

16. The Schedules 1 to 25 are annexed to and form an integral part of the Balance sheet as at 31st March 2024 and the Income and Expenditure account for the year ended on that date.

17. Previous year's figures have been reclassified/regrouped, wherever necessary.

Place: New Delhi
Date: 04th June 2024

Manju Bhalla
Chief Accounts Officer

Mamta Shankar
Member

Dr. Manoj Anand
Member

Dr. Deepak Mohanty
Chairperson



PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

**E-500, Tower E, 5th Floor, World Trade Center,
Nauroji Nagar, New Delhi-110029**

