



PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY

PFRDA/2017/12/POP/3

Date: 9th Aug, 2017

To,

All PoPs

Subject: High number of rejections in Subscriber Registration forms

It has been observed from the data and reports of Central Recordkeeping Agency (CRA) that a large number of Subscriber Registration forms (CSRF-1) are getting rejected due to various reasons, which is a cause of concern. Further analysis of the reports provided by the CRA point out that following are the prominent reasons of rejections in Subscriber Registration forms:

- 1) Receipt number/POP-SP registration number not provided/invalid
- 2) Mandatory personal details not filled in CSRF-1
- 3) Address not mentioned in CSRF-1
- 4) Incorrect PAN mentioned
- 5) Details captured in Aadhar not tallying
- 6) Nomination not filled, which is a mandatory field
- 7) Non-authorisation of form by Nodal Office/POP-SPs
- 8) Not choosing Pension Fund Manager

Keeping in view the above, all PoPs are advised to check the subscriber registration form with respect to the above mentioned reasons before submitting it to CRA-FC/CRA for account opening, in order to minimize rejections. Further, even though email address and mobile telephone number of the subscriber are not mandatory fields, it is advised that this information may also be provided in the registration form so as to facilitate future correspondence with the subscriber.

Ashish Kumar
General Manager