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**PENSION FUND REGULATORY
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CIRCULAR

CIR No.: PFRDA/2021/2/SUP-CRA/2

Date: Jan 8, 2021

To,

All Stake Holders under NPS

Subject: NPS On boarding & Generation of Soft Copies of NPS Subscriber Registration Forms (SRF) by CRAs

PFRDA in its endeavour to facilitate the Subscribers' on-boarding and servicing their NPS accounts, has taken a slew of initiatives including opening the Accounts through digital means in a paperless manner. The Subscribers have been enabled to on-board through digital platform with the options to validate their Accounts, either through Aadhaar based e-sign or mobile and/or e-mail based OTP. In this respect, the roles and responsibilities of Points of Presence (POPs) and Central Record Keeping Agencies (CRAs) under NPS are specified as per the respective Regulations, Circulars and Guidelines issued by PFRDA.

2. In the process of ensuring seamless functioning of CRA-POPs interface, PFRDA observed certain challenges while handling the physical Subscriber Registration Forms (SRF) of NPS Subscribers by the respective intermediaries. To overcome those challenges, the respective intermediaries are advised to comply with the following:

(i). For NPS accounts opened digitally in CRA platform including eNPS, the soft copies of NPS Subscribers' applications shall continue to be generated by CRAs and a copy thereof shall be shared with the Subscriber. In this digital channel, the subscribers shall have options for authentication either through e-Sign or through OTP before creation of Permanent Retirement Account Number (PRAN). Since the Subscribers are provided with the options for e Sign or OTP, the NPS Subscribers will no longer have the option of submitting the physical application to the respective CRAs.

(ii). For NPS accounts opened through POP, whether through digital, physical or net-banking mode, the soft copies of NPS applications shall be generated by CRAs, capturing all information about the Subscribers as may be specified by PFRDA, which shall be furnished electronically by POPs to CRAs. CRAs shall also share the soft copies of the application with subscribers for their information.

(iii). In addition to the above, other information viz. Subscribers' Authentication modes (OTP, eSign or physical signature), the mode of on boarding (Physical, Digital or Internet Banking), KYC related information [existing customer, Video Customer Identification

process(VCIP)] , Aadhaar details, Instant Bank Account verification through penny drop etc. shall also be furnished by POPs to CRAs electronically.

(iv). For NPS accounts opened by POPs through CRA/CRA appointed Facilitation Centres (FCs) , the NPS application forms shall continue to be handled as per existing process i.e. through CRA/CRA FCs and those physical application forms shall be preserved by CRAs under their safe custody.

(v). Even though the soft copies of NPS Subscribers' applications are generated by CRAs on behalf of POPs and shared with Subscribers by CRA, the responsibility of accuracy of information, KYC compliance, due diligence etc. shall always be with POPs as specified under PFRDA (POP) Regulations, 2018 and various guidelines issued by PFRDA in this regard.

(vi) POPs which are accepting physical forms from the prospective Subscribers for opening of NPS Accounts but are not utilizing the services of CRA/ CRA-FC , shall preserve those physical forms at their end till the exit of those subscribers from NPS. For such Accounts, the subscribers' data along with photo/signature shall be electronically shared by POPs with CRAs along with the information of physical sourcing and its safe-keeping by POPs, for the purpose of generating soft copies of NPS applications at CRAs.

(vii) CRAs shall also be generating the soft copies for the pre-existing eligible Accounts which are authenticated either through OTP or e sign . Detailed circular in this regard has already been issued on 3rd December 2020 vide circular no. PFRDA/2020/51/SUP-CRA/22 (copy enclosed).

(viii) If the Subscribers desires to collect a soft copy of their NPS application with 'time stamp', the respective POP shall provide the same to its subscriber. 'Time stamp' indicates the time and date of submission of NPS Application in the respective digital platform.

(ix) CRAs shall ensure that the soft copies of NPS Application which are to be generated by them shall be uniform and in Portable Document Format (PDF).

(x) It may be noted that after the implementation of the system development in line with the above guidelines, there won't be any physical movement of NPS Account opening forms from POPs to CRA except for those POPs which would be utilizing the services of CRA/CRA FC.

3. This Circular is issued under Section 14 of Pension Fund Regulatory and Development Authority Act, 2013 and is placed under 'Circulars' in the CRA section of Intermediaries and under Circulars in the Regulatory Framework at PFRDA website.



(K. Mohan Gandhi)
General Manager



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CIRCULAR

CIR No.: PFRDA/2020/51/SUP-CRA/22

Date: December 3, 2020

To,

All Stake Holders under NPS

Subject: OTP based authentication for legacy NPS Accounts

Vide Circular no. PFRDA/2020/23/SUP-CRA/10 dated 15.06.2020 PFRDA had allowed OTP based authentication to facilitate opening of NPS accounts by prospective Subscribers through e NPS or by POPs with ease and in a paperless manner.

2. Now it has been decided by PFRDA to extend this facility of OTP based authentication for the legacy NPS Accounts also. Legacy Accounts are those accounts which were opened before the launch of OTP based authentication feature pursuant to the above mentioned Circular, by Central Record Keeping Agencies (CRAs) or Points of Presence (POPs) but physical forms with respect to these accounts are not yet received by CRAs.
3. This option shall be available only to eligible legacy accounts i.e. only those accounts in which e-mail IDs and/or mobile numbers are registered, provided that all other requirements under the Subscriber registration process as prescribed by the Authority, are complied with.
4. NPS Subscribers for whom the physical forms are not yet received at CRA are allowed to authenticate either through Aadhaar based e sign or OTP at the technology platform of either of the CRA or of the associated POPs. The guidelines 2(i & ii) on OTP issued by PFRDA vide its above mentioned Circular dt. 15th June 2020 are required to be complied with for carrying out OTP based authentication for legacy accounts .
5. Further, CRAs/POPs have to ensure that adequate monitoring mechanisms are in place if multiple NPS Accounts have the same email id or same mobile number. Further, CRAs/POPs are advised to create awareness about the facility of OTP based authentication among the

(Signature)

Subscribers whose forms have not been received at CRAs so that such Accounts are regularized. The process flow of OTP based authentication is provided at Annexure.

6. This Circular is issued under Section 14 of Pension Fund Regulatory and Development Authority Act, 2013 and is placed under 'Circulars' in the CRA section of Intermediaries and under Circulars in the Regulatory Framework at PFRDA website.



(K. Mohan Gandhi)
General Manager

Annexure

To avail the facility of OTP based authentication at CRA platform, both the e-mail ID as well as the Mobile Number of Subscribers should be available in the records of CRA.

Process of OTP based authentication

- A. Subscriber will log on to the websites of eNPS of the respective CRA.
- B. Click on the button "National Pension System"
- C. Click on the button "Registration"
- D. Click on option "OTP Authentication/eSign."
- E. Provide details submitted at the time of registration such as Acknowledgement No., Acknowledgement Date and Date of Birth or First Name, Date of Birth and Email Address.
- F. OTP Authentication option will be displayed to the Subscriber along with "eSign".
- G. Subscriber will select "OTP Authentication" option and will click on "Generate OTP" button.
- H. Two distinct OTPs will be delivered on the Mobile and Email ID respectively, of the Subscriber available in the CRA records. Subscriber will enter both OTPs to complete the process.

