

Circular PFRDA/2023/21/SUP-POP/04 dated 30th June, 2023					
SERVICE Standards for POP-NPS and POP-NPS-Online					
		ONLINE	OFFLINE	T being	Compensation payable to subscribers in case of default
1	Processing of PRAN registration	Max. T+1 day	Max. T+7 days	Date of receipt of complete SRF at POP	i. For Delays in scheme preference changes, compensation will be calculated at Repo rate + 2 % pa of the transacted amount for the period of delay or Rs. 20/- whichever is higher . ii. In case of loss to subscriber is more than the compensation applicable then POP SHALL MAKE THE LOSS GOOD.
2	CONTRIBUTION				
i	Collection of Initial / subsequent	Max. T+1 day	NA	Date of contribution made	
ii	Subsequent				
a	Provide ACK slip with unique no. ,date	Max. T day	Max. T day	Date of receipt of non-cash instruments/	
b	Deposit of non-cash	NA	Max. T+1		
iii.a.	Processing of contribution: a. Prepare and upload	Max. T+1 day	Max. T+1 day	Date of receipt of clear funds by POP	
iii.b.	b. Remit funds to TB	Max. T+1 day	Max. T+1 day	Date of receipt of clear funds by POP	
iv	Refund of funds due to non-receipt of	Max. T+2 days	Max. T+2 days	Date of receipt of clear funds by POP	
3	change, Change in subscribers details, Inter sector shifting, POP shifting				
i	Provide ACK slip with unique no. ,date	Max. T+1 day	Max. T+1 day	Date of receipt of complete CHANGE	i. For Delays in scheme preference changes, compensation will be calculated at Repo rate + 2 % pa of the transacted amount for the period of delay or Rs. 20/- whichever is higher . ii. In case of loss to subscriber is more than the compensation applicable then POP SHALL MAKE
ii	Upload and Process service request on CRA portal for receipt	Max. T+1 day	NA	Date of receipt of complete CHANGE request at POP	
iii	Upload and Process service request on CRA portal for receipt of change request	NA	Max. T+7 days	Date of receipt of complete CHANGE request at POP-SP branch office	
4	GRIEVANCE Management & EXIT/ Withdrawal processing				
i	Upload of Grievances received from subscribers into	At the earliest, Not later than 30 days of receipt of grievance			
ii	Processing of EXIT and withdrawal requests	Max. T+1 day	NA	Date of receipt of Withdrawal request along with complete set of	i. For Delays in scheme preference changes, compensation will be calculated at Repo rate + 2 % pa of the transacted amount for the period of delay or Rs. 20/- whichever is higher . ii. In case of loss to subscriber is more than the compensation applicable then POP SHALL MAKE THE LOSS GOOD.
a	Provide ACK slip with unique no. ,date			Date of receipt of Withdrawal request along with complete set of	
b	Collect EXIT claim and perform Due		Max. T+7 days	supporting documents at POP-	
c	Upload and process EXIT on CRA portal	NA			
iii	Submit EXIT/ Withdrawal forms with supporting	NA	Max. T+ 30 days	Date of authorization of EXIT / withdrawal	