



MASTER CIRCULAR

PFRDA/Master Circular/2024/05/PoP- 03

(Updated as on 31st January 2025)

25th April 2024

To

All Point of Presence (PoPs) and Stakeholders in the NPS/NPS-Lite

Madam/Sir,

Master Circular - Service Charges that can be collected by POPs under NPS (All Citizen and Corporate)/ NPS Lite

1. This circular is issued in exercise of powers conferred under sub-section (1) of Section 14 read with clause (e) of sub-section (2) of Section 14 of the Pension Fund Regulatory and Development Authority Act, 2013 and Regulation 16 of the PFRDA (Point of Presence) Regulations, 2018, as amended.
2. This master circular consolidates the existing instructions on the subject of "*Service Charges for POPs under NPS (All Citizen and Corporate/NPS-Lite)*". The list of underlying circulars on the subject is furnished in the **Part - V**.

Yours faithfully,

(Ashish Kumar Bharati)

General Manager

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Service Charges that can be collected by POPs under NPS (All Citizen and Corporate) / NPS-Lite

PART I- INTRODUCTION

1. With a view to incentivize the Point of Presence (“PoPs”) to promote and distribute NPS and provide better customer service, applicable charges for PoPs for the various services provided by them have been revised from time to time vide various circulars issued by the Authority. The effective date of applicability mentioned in respective circulars would remain unchanged.
2. The instructions contained in the aforesaid Master Circular have been suitably updated by incorporating relevant circulars, issued as on date.
3. The charges that can be collected for services rendered in respect of the NPS-Vatsalya account at any time shall be the same as the charges that be collected under NPS- All Citizen Model as stipulated by the Authority from time to time. *(Please refer Circular PFRD/2024/16/PDES/01 dated 18th Sep. 2024 on subject NPS Vatsalya scheme details).*

PART II - GENERAL GUIDELINES

4. It may be noted that the compliance obligation of the PoPs shall not be confined merely to the Master Circular but, also to the provisions of the PFRDA Act, 2013 the Rules and Regulations notified thereunder and other applicable laws, besides instructions given by the Authority.
5. This Master Circular shall take effect from the date of its issuance but shall be without prejudice to their (earlier issued circulars) operation and effect, for the period when they were in force, until them being subsumed under this Master Circular. Based on the above **Part V** containing the list of circulars consolidated in the Master Circular – is placed at **Annexure I**, such that they are subsumed in the Master Circular and shall for all purpose and intent, remain operative, with no break of continuity. The list of circulars rescinded from time to time is archived and is placed at **Annexure II**.
6. Notwithstanding such rescission of any circular, upon their merger in the Master Circular, or otherwise, anything done or any action taken or purported to have been done or taken, or to be taken hereafter, under the circulars now rescinded (for the period of their operation) shall be construed to have been validly taken as if the said circulars are in full force and effect and shall remain unaffected by their rescission, in any manner.
7. The previous operation of the rescinded circulars or anything duly done or suffered thereunder, any right, privilege, obligation or liability acquired, accrued or incurred, any penalty, any order passed, any violation committed, any investigation, legal proceedings pending in terms of the circular (now rescinded), shall be treated as if the circulars are in full force and effect, and shall remain unaffected by their rescission, in any manner.

PART III

SERVICE CHARGES FOR THE POINT OF PRESENCE

8. The charge structure for PoPs under NPS (All Citizen and Corporate) are as below:

| Intermediary | Service | Charges | Method of Deduction |
|---|--|---|--|
| POP | (i) Initial Subscriber Registration | Upto maximum ₹400/- | To be collected upfront |
| | (ii) Initial Contribution | Upto 0.50% of the contribution, subject to maximum ₹25000/- | |
| | (iii) All Subsequent Contribution | | |
| | (iv) All Non-Financial Transaction | Upto maximum ₹30/- | |
| | (v) Persistency* | ₹50/- p.a. for annual contribution ₹1000/ to ₹2999/- ₹75/- p.a. for annual contribution ₹3000/ to ₹6000/- ₹100/- p.a. for annual contribution above ₹6000/- (Only for NPS All Citizen model) | Through cancellation of units |
| | (vi) e-NPS (for subsequent contribution) | Upto 0.20% of the contribution, subject to maximum ₹10,000/- (Only for NPS All Citizen and Tier - II Accounts) | To be collected upfront |
| | (vii) Trail commission for D-Remit Contributions | Upto 0.20% of the contribution subject to maximum ₹ 10,000/- (Only for NPS All Citizen and Tier - II Accounts) | Through unit deduction on periodical basis |
| | (viii) Processing of Exit/Withdrawal | Upto 0.125% of Corpus subject to maximum ₹500/- | To be collected upfront |
| <p>*1. Persistency charges is payable to such POPs to which the subscriber is associated for more than six months in a financial year.</p> <p>2. Minimum contribution per transaction is ₹500/- and minimum annual contribution is ₹1000/-</p> <p>3. GST or other taxes as applicable, shall be additional.</p> | | | |

PART IV -SPECIFIC GUIDELINES

9. The service charge structure outlined in PART III of this master circular shall be effective from 31.01.2025. The old charge structure applicable prior to 31.01.2025, may be referred from the circulars mentioned in Annexure I of Part V of this Master Circular.
10. The PoPs will continue to have the option to negotiate the charges with the subscribers, subject however to the maximum charge structure permitted by the Authority.
11. Persistency charge per financial year will be applicable on accounts under NPS- All Citizen Model where a subscriber is associated with a particular PoP continuously for more than six months in a financial year. The applicable persistency charges at different level of contributions in Tier-I account during the financial year shall be as per table at **point – 8** above. This charge will be payable annually to the associated PoPs by deduction of the units in the system of Central Record Keeping Agency after closure of the financial year.
12. The POPs shall make timely and sufficient disclosure to subscribers in respect of the charges being collected by them.
13. Charge structure under NPS-Lite/ Swavalamban is as below:

| Charges under NPS-Lite/Swavalamban w.e.f 01.04.2017 | Method of levying charges |
|--|--|
| 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/- | Through unit deduction by the CRA at the end of the Financial Year |
| Any other transaction not involving a contribution from subscriber @ Rs. 10/- per transaction | |

14. The Aggregators are not permitted to collect any charge upfront from the NPS-Lite/Swavalamban subscriber.
15. In case of any violation of the master circular being observed, an appropriate action, as may be warranted shall be initiated by the Authority, including under the provisions of the PFRDA Act, 2013 and PFRDA (Point of Presence) Regulations, 2018 as amended.
16. All Points of Presence (POPs) are required to provide their service charge structure for '*e-NPS (for subsequent contributions)*' and '*trail commission for D-Remit Contributions*' to the Central Record Keeping Agencies to deduct applicable charges through upfront deduction from subscriber's contribution and unit deduction from subscribers corpus on periodical basis respectively.
17. All Points of Presence (PoPs) are mandated to publicly display their updated charge structure on their respective websites. This information must also be clearly presented to subscribers during the transaction process through pop-up notification.

PART V

List of circulars consolidated in the Master Circular – Annexure I

| S.No | Circular No. (With Link to access) | Date of Issuance | Subject |
|------|--|------------------|---|
| 1 | PFRDA/2022/03/REG-POP/01 | 31/01/2022 | Revision of Service Charges for PoPs under NPS (All Citizen and Corporate) |
| 2 | PFRDA/2023/04/REG-POP/01 | 20/01/2023 | Clarification on non-financial charges for PoPs under NPS (All Citizen and Corporate) |
| 3 | PFRDA/2022/22/SUP-CRA/7 | 22/08/2022 | Trail commission to POPs on voluntary contributions through D-Remit by Subscribers associated to POPs under All Citizen Model |
| 4 | PFRDA/2017/5/SWM/1 | 20/02/2017 | Charges and incentive structure under NPS Lite w.e.f 01.04.2017 |

List of Circulars Rescinded and Archived in the Master Circular - Annexure II

| S.No | Circular No. (With Link to access) | Date of Issuance | Subject |
|------|---|------------------|--|
| 1. | PFRDA/2021/49/REG-POP/2 | 13/12/2021 | Condition of negotiation related to Fee/charge structure for PoP under NPS |
| 2. | PFRDA/2020/40/REG-POP/1 | 14/09/2020 | Revision in condition of negotiation related to Fee/charge structure for PoP under NPS |
| 3. | PFRDA/2017/34/P&D/1 | 31/10/2017 | Clarification on revision of Service Charges to PoPs under NPS (All Citizen and Corporate Model) |
| 4. | PFRDA/2017/34/P&D/1 | 27/10/2017 | Revision of Service Charges to PoPs under NPS (All Citizen and Corporate) |
| 5. | PFRDA/2016/17/CORP/3 | 26/07/2016 | Introduction of Service Charges to associated POPs on transactions made through e-NPS |
| 6. | PFRDA/2016/3/CRA/TB/1 | 28/01/2016 | Revision in fee for Banks/PoP for KYC verification for online subscriber registration under e-NPS |
| 7. | PFRDA/2015/13/POP/02 | 20/04/2015 | Enhancement of initial subscriber registration charges for POP under NPS for all subscribers and Corporate and All Citizen Model |
| 8. | 9/16/2008 | 16/01/2012 | Charge structure for PoPs for covering the Private sector subscribers under NPS |
