



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



CIRCULAR

Circular No.: PFRDA/2024/09/GC/01

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INVESTOR CHARTER FOR NATIONAL PENSION SYSTEM ARCHITECTURE

The general principles contained in this investor charter (Annexed) are imbibed in various regulations notified under the PFRDA Act, 2013 mandating the protection of subscriber's interest at the forefront and the intermediaries to ensure their compliance.

2. This is being issued by the Authority under provisions of Section 14 of the PFRDA Act.

(Vikas Kumar Singh)
Chief General Manager



INVESTOR CHARTER
FOR NATIONAL PENSION SYSTEM
ARCHITECTURE

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PFRDA's Commitments to NPS subscribers

1. VISION

- 1.1. Be a model regulator for promotion and development of an organized retirement solution.
- 1.2. Serve the old age income needs of citizens of India on a sustainable basis.

2. MISSION

- 2.1. Establish and promote pension system to serve the old age income needs of all citizens through developmental and prudential regulations.
- 2.2. Focus on institution-building, capacity development and enabling framework for innovations in products, schemes and programmes across all stakeholders and market participants, in the best interest of the subscribers and the pension system.

3. AFFORDABLE, FLEXIBLE AND EFFECTIVE RETIREMENT SOLUTION WHICH IS PRUDENTIALY REGULATED

- 3.1. Providing sustainable, voluntary, cost-effective contributory pension Schemes, through an unbundled architecture to reduce systemic risks.
- 3.2. All activities offered under the framework of the PFRDA Act, 2013 and rules and regulations framed thereunder.
- 3.3. IT driven processes for on-boarding of subscribers, collection of their data and contributions, managing of pension wealth and its pay out at exit, for ease of subscribers and reduce time lag at every level.
- 3.4. Ample choice of intermediaries to manage pension wealth and provision of pension plans through annuities. Choice of Pension Funds, central recordkeeping agency and asset allocation.
- 3.5. Investment guidelines issued by Authority to build long-term pension wealth in a cost-effective manner with minimal risks based on risk appetite and age profile of subscriber, and optimize returns to the subscribers.
- 3.6. Unique and differentiated experience during the life journey of the subscriber *i.e.* at entry (onboarding), accumulation, and exit from scheme.
- 3.7. Scalable technology architecture for multi stake holders' interface.
- 3.8. Portability across geography and employment.
- 3.9. Digital capabilities for convenience.
- 3.10. Vast distribution network of service providers across the country.

INVESTOR CHARTER FOR NATIONAL PENSION SYSTEM ARCHITECTURE

4. OUR FUNCTIONS

- 4.1. Making and review of regulations under the PFRDA Act, 2013, providing for registration of intermediaries, their detailed duties and responsibilities qua the subscriber, the regulator and amongst each other.
- 4.2. Undertaking steps for educating subscribers and the general public on issues relating to pension, retirement savings and related issues and training of intermediaries with active coordination of intermediaries.
- 4.3. Protecting the interests of subscribers of NPS and APY and such other schemes as approved by the Authority from time to time.
- 4.4. Approving the schemes, and laying down norms of investment guidelines under such schemes;
- 4.5. Registering and regulating intermediaries under the framework of PFRDA Act, 2013 and rules and regulations- National Pension System Trust, Points of Presence, Central Record keeping Agency, Trustee Bank, Pension Funds, Custodian for time bound service to subscribers.
- 4.6. Ensuring that the intermediation and other operational costs are economical and reasonable;
- 4.7. Making existing grievance redressal process robust & time bound.
- 4.8. Adjudication of disputes between intermediaries and between intermediaries and subscribers.

5. RIGHTS OF SUBSCRIBERS

- 5.1. Subscriber shall be treated equally and have free access to regulated pension products both through offline and online channels.
- 5.2. Pension systems to be made accessible for persons with disabilities.
- 5.3. Offering of services by intermediaries within the framework of Act, rules and regulations.
- 5.4. Collection of minimum personal data, processing, usage and storage of information, based on legal requirements, to ensure safety and integrity of data.
- 5.5. True, fair and complete disclosure of information relating to pension schemes and service providers, to subscribers to enable them to make informed choices.
- 5.6. Intermediaries be accountable for their acts of omission and commission, delays, deficiencies and wrongful actions, not conforming to specified code of conducts, thereby causing loss to subscribers.
- 5.7. Subscribers be entitled to inclusive and targeted financial education and awareness.
- 5.8. Setting of standards and performance benchmarks for intermediaries/financial service providers for maximising returns to subscribers while managing risks.
- 5.9. Subscribers to be protected from fraud and negligence of the intermediaries.
- 5.10. Subscribers' contributions to various schemes of pension funds are safe.

INVESTOR CHARTER FOR NATIONAL PENSION SYSTEM ARCHITECTURE

- 5.11. To provide for interoperability amongst pension schemes.
- 5.12. Provision of up-to-date knowledge about the NPS architecture, its functioning, role of intermediaries and inflow and out-flow of the Subscribers' contributions and information.
- 5.13. Right to timely regulatory intervention in interest of subscribers.

6. Grievance Redressal mechanism

Provision for time-bound handling of subscriber grievances through a two-tier process involving concerned intermediary and National Pension System Trust.

If resolution not provided by the intermediary, then an appeal can be filed before Ombudsman, and at next level, for revision by the Designated Member of Authority.