STANDARD OPERATING PROCEDURE

FOR

ERROR RECTIFICATION MODULE

FOR E-NPS AND D-REMIT TRANSACTIONS

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SOP FOR ERROR RECTIFICATION MODULE

eNPS online platform has been made available to individuals for new registration, contribution to PRAN, Activation of Tier II and D-Remit facility. It also enables the existing subscribers to contribute online to their Tier I and Tier II accounts.

The online contribution is presently facilitated by the Payment Gateway Service Providers (PGSPs) through various modes like internet banking/ credit card/ debit card/ UPI. The subscribers are given the choice to select the PGSPs for processing their contributions. The PGSP generates settlement file and transfer the funds to Trustee Bank for all the successful transactions carried out through eNPS platform and for all the failed transactions funds are returned to source account, if debited.

Further the subscriber can also make payment through D-Remit facility, where he can use the virtual account number generated for the PRAN to make contributions through IMPS & NEFT.

1. **Brief process of settlement of eNPS transactions:**

   i.   A subscriber logs into the eNPS portal for contributing under NPS. After submitting required details on eNPS portal, the subscriber is redirected to the PGSP's portal (Razorpay/Bill Desk) for making payment. The subscriber makes the payment using the modes of fund transfer available at the PGSP site (Net Banking / Debit Card / Credit Card / UPI).

   ii.   The PGSP provides status response to CRA for each transaction routed through the PGSP site, i.e, "Success", "Failed", "Pending".

   iii. For all successful transactions, PGSP generates a settlement file which contains list of all successful transactions for which PGSP has provided response as "success" on the previous day. The settlement file is made available to CRA on T+1 working day (T being the date of the transaction by the subscriber).

   iv.   PGSP transfers the total amount as per the settlement file to Trustee Bank on T+1 day.

   v.   CRA generates Transaction ID as per the transaction details provided by PGSPs in the settlement files.

   vi.   On T+2 days, the Trustee Bank uploads FRC (Fund Receipt Confirmation) for the Transaction ID in CRA system.

   vii. On T+2 days, Transaction ID gets processed in CRA system as per the Settlement process and accordingly, units are credited to subscribers' accounton the same day.

2. **Brief on process of settlement of D-Remit transactions.**

   i.   After activating the Virtual ID (or Virtual Account) through eNPS website, the Subscriber is required to add the said Virtual Account number as Beneficiary in his/her net banking for making payment towards NPS contribution (referred as D-Remit contributions). In this process, the fund is directly transferred by Subscriber to the Trustee Bank.

   ii.   For the D-Remit contributions received within the prescribed time, Trustee Bank uploads confirmation file in eNPS portal. Transaction ID gets generated in the CRA system and as per the Settlement process and accordingly units will be credited to subscribers account onthe same day (EoD).

   iii. Accordingly, if the funds are transferred within the cut-off time to Trustee Bank, subscriber gets the same day Net Asset Value (NAV) for investment in NPS

3. **Scenarios of erroneous transactions:**

While making contribution through eNPS / D-Remit, following types of erroneous transactions may be carried out by a subscriber:

a. **Transfer of Excess amount (to any Tier)**: This refers to a case when a subscriber erroneously transfers excess amount through eNPS. i.e, the subscriber contributes Rs. 50,000.00 instead of Rs 5,000.00.

b. **Transfer of amount to incorrect Tier:** As per eNPS platform, Subscriber has the option to contribute either in Tier I or in Tier II. This scenario occurs, when a subscriber erroneously selects incorrect Tier type while making contribution i.e. contribution made to Tier I instead of Tier II or vice versa.

c. **Erroneously making multiple transactions**: Where a subscriber erroneously makes multiple transactions to his/her NPS account through eNPS portal. e.g. subscriber makes a transaction and due to disruption in internet connectivity there is a delay in transaction acknowledgement, however, considering the same as a failed transaction, the subscriber may make another transaction and both the transactions are successful and gets credited to the NPS Tier I or Tier II.

d. **Contribution to erroneous PRAN:** Where a subscriber puts erroneous PRAN number while making the transaction and the amount gets credited to some other PRAN instead of his/her own PRAN.

e. **Incorrect Virtual ID entered while contributing through D-Remit:** The subscriber enters incorrect VID while adding the beneficiary in his Internet Banking account and transfers funds to this VID. This results in funds being credited to the PRAN mapped with incorrect VID. For example, a subscriber having virtual account number 600102100603110 erroneously adds virtual account 600102100603111.

4.   **Resolution of Erroneous Transactions:** The error rectification shall be processed only on identification / reporting of such requests by the concerned subscriber from his registered mail ID or through CGMS portal.

In case the request is sent by the subscriber from any other mail ID (other than the registered mail ID), the subscriber will be advised to raise the request through CGMS or to send through registered email ID. However, the first email date from the registered mail ID will be considered as the request received data.

Necessary course of action to be taken for resolution of erroneous transactions depends on the stage of settlement of transaction in NPS. NPS Trust, on receipt of the request will examine the request and based on the supporting documents in favor of the claim received, the subscriber's rectification request may be approved or rejected. As mentioned in the process flow above, following are the stages of transactions and their rectification process:

A. **Before settlement of transaction in NPS:** The time frame applicable for transaction through eNPS & D-Remit is very short and rectification of the same before the transaction is executed (when money is lying with PGSP or Trustee Bank) appears to be difficult in view of very short window available for settlement of the process and also approval by the NPS Trust. Some of the challenges that

appear as of now are as follows:

a.   Any mistake made by subscriber needs to be reported before the funds are transferred to PFMs by Trustee Bank which is very difficult due to shorttime window available for investment of funds.

b.   Even if subscriber has reported before transfer of funds, certain approval needs to be sought from. NPS Trust in limited time frame.

c.   A lot of manual activity will need to be carried out to return the fundsand adjustment in CRA system while settlement cannot be delayed.

Therefore, in view of practical diffculties, the ERM in such cases will not be executed.

B. **After settlement of transaction:** At this stage, funds that are successfully settled and also related to erroneous transactions are a part of CRA settlement process. As funds are invested and units have been allotted to the subscriber, refund request for such transaction can be processed through ERM functionality by CRA. Below are the steps for rectification:

a) On identification of any of the aforesaid error scenarios, the below process to be adopted:

S.No	Process	To be given by	To be given to	Timelines
1	Self-declaration as per Annexure-A along with proof of bank statement (debit transaction)	Subscriber	CRA	Within 7 days from the date of transaction in all cases except D-Remit cases involving incorrect VID
				Within 15 days from the date of D-Remit transactions involving incorrect VID*
2	Case Summary as per Annexure-B along with SOT and documents submitted by the subscriber	CRA	NPS Trust	Within 3 working days from the date of receipt of Annexure-A and complete documentations from the subscriber for all cases other than D-Remit cases involving incorrect VID
				Within 7 working days from the date of receipt of Annexure-A and complete documentations from the subscriber for D-Remit cases involving incorrect VID**
3	Approval / Rejection	NPS Trust	CRA	Within 15 working days from the date of receipt of request along with

					complete documentation from CRA
4	Execution of approval and status intimation to the subscriber	CRA	Subscriber		Within 2 working days from the date of approval from NPS Trust.
5	Request received after 7 days from the date of transaction	To be rejected at the CRA end itself			

* In a D-Remit transaction, while making payment towards NPS contribution, subscriber is not intimated that he/she has added / remitted to incorrect VID in the net banking/UPI and no SMS / email alert is received by the subscriber on credit of the amount to a different PRAN attached to the incorrect VID. Hence, rectification request/grievance regarding contribution in incorrect VID, received within 15 days from the date of transaction may also be considered for rectification. In such cases, the complete documentation for ERM request are to be submitted by the subscriber within a maximum of 15 working days from the date of transaction for processing the ERM request.

** In a D-Remit transaction, the timelines for CRA is "7 working days from the date of receipt of complete documentation from the subscriber"

If the request is approved by NPST, approval will be accorded to CRA. The CRA shall initiate rectification request and funds will be transferred to the subscriber's bank account (as per the bank details available in the CRA database) or will be invested in the correct Tier type (in case of request for transfer of funds from Tier I to Tier II).

Value of the ERM amount:

The subscriber will be credited with the units allotted at the time of contribution at the NAV applicable as on the date of refund. Due to variation in the NAV, cases where rectification request processed through ERM, there is possibility of difference in the amount invested and the amount realized or transferred. Any risk associated with the change in NAV on such account will be borne by the subscriber.

The following are the execution to be carried out by the CRA after receipt of approval from NPS Trust

S.No.	Scenario	Request type	Third party transaction	Approval by NPS Trust	Remarks
1	Transfer of excess amount	Refund	No	Yes	Refund issued to the subscriber's registered bank account in the CRA system
			Yes	Yes	Refund issued to the subscriber's registered bank account in the CRA system**
2.	Transfer of amount to incorrect Tier	Transfer to the correct Tier	No	Yes	Transfer to the correct Tier as per the subscriber's request
			Yes	Yes	Transfer to the correct Tier as per the subscriber's request
3	Erroneously making multiple transactions	Refund	No	Yes	Refund issued to the subscriber's registered bank account in the CRA system
			Yes	Yes	Refund issued to the

					subscriber's registered bank account in the CRA system
4	Transfer to Erroneous PRAN	Transfer to correct PRAN / Refund	No	Yes	Transfer to the subscriber's correct PRAN
			Yes	NPS Trust to reject such request	-
5	Transfer to wrong Virtual Account Number	Transfer from one PRAN to another	No	Yes	CRA to be instructed to transfer the amount to target PRAN
			Yes	NPS Trust to reject such request	-

** If there is a third party transaction and the request is for refunding back to the source account, the same shall be rejected by NPS Trust. The refund is to be issued only to the subscribers' registered bank account as per the CRA system.

It is proposed that the delegation for taking decision as per the approved ERMs is delegated as below:

Scenario	Amount(INR)	Delegation of Power
All scenarios	Up to 10 Lakhs	DGM
	Up to 25 Lakhs	GM
	> 25 Lakhs	CEO

Self-declaration for Error Rectification Request

To,   Date:
NPS Trust
New Delhi

Dear Sir/Madam,

Sub: ERM –Rectification Request

This has reference to rectification request being raised against erroneous transaction(s) pertaining to my PRAN. The details of transaction are given below:

PRAN	
Subscriber Name	
Tier Type)Tier I / Tier II)	
Contribution amount in Rs.	
Transaction Reference no.	
Transaction date (DD-MM-YYYY)	
Request Type (Refund / Transfer of Tier)	
Remark (if any)	

I hereby declare that I have neither claimed nor will claim any TAX benefits against this erroneous investment. I am also aware that there may be variation in the amount invested and the amount realized or transferred on account of refund due to variation in Net Asset Value (NAV) and I shall not make any claim against the same"

I request NPS Trust to consider my request for necessary rectification.

With Regards,

(Signature)
(Subscriber Name):

Case Summary by CRA

Section A: Case information

a) The Subscriber made a contribution of Rs. _____/- in his PRAN _____ on _____ through e-NPS portal/D-Remit.

b) The contribution was settled in CRA system i.e., units got credited in the said PRAN on _____

c) The subscriber has raised a grievance request in CRA grievance system (Token No. _____)/ Email dated _____through for rectification of erroneous contribution stating that he mistakenly remitted Rs. _____- on _____ in Tier I/Tier II. Hence subscriber has requested to refund/transfer the amount of Rs._____/-.

d) The subscriber has provided the complete documentations on _____

e) As per the request, error rectification needs to be carried out for Rs. _____/-

Section B: Transaction Details

Sr No	Particulars	Details
1	Case No	
2	PRAN	
3	Name of the Subscriber	
4	Transaction Mode (eNPS/D-Remit)	
5	Transaction Date	
6	eNPS Order ID/Ref NO (ACK_ID)	
7	Transaction Settlement Date on CRA	
8	Amount Transacted in Rs.	
9	Tier Type (Tier I / Tier II)	
10	Type of Rectification	
11	Amount required to be rectified in Rs.	
12	Rectification Request Mode (CGMS/Direct Mail-Letter from sub/Req from NPST-PFRDA)	
13	Rectification Request Received Date by CRA/NPST (DD-MM-YYYY)	

Section C: Details for Reference

a) Grievance received by CRA in CGMS / mail on (date): _____

b) Grievance Text raised by Subscriber :

" _____."

(Signature)
With Seal of CRA