RFP for
Appointment of Auditor for Annual Audit of
Protean eGov Technologies Limited – Central Recordkeeping Agency
under NPS for FY 2024-25 and FY 2025-26

Chartered Accountant Firms empaneled with NPS Trust are eligible to apply

National Pension System Trust
B-302, Tower-B, 3rd Floor
World Trade Centre
Nauroji Nagar, New Delhi-110029

Date: 25-June-2026

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Appointment of Auditor for Annual Audit of Protean eGov Technologies Limited for FY2024-25 and FY2025-26

The National Pension System Trust (hereinafter referred to as 'NPS Trust') invites bids for the Appointment of Auditor for conducting Annual Audit of Central Recordkeeping Agency - Protean eGov Technologies Limited under the National Pension System (NPS) and Atal Pension Yojana (APY), and any other pension scheme regulated and administered by Pension Fund Regulatory and Development Authority (PFRDA) for the FY2024-25 and FY 2025-26.

Name of the Organization	NATIONAL PENSION SYSTEM TRUST
Proposal Number	E&W/001
Date of issue of the Proposal	25 June 2026
Primary point of contact	Ms. Priyanka Khatwani (Manager, NPS Trust) Email: priyanka.khatwani@npstrust.org.in Phone: 011-35655240 Mr. Ravi Pohankar (Assistant Manager, NPS Trust) Email: ravi.pohankar@npstrust.org.in Phone: 011-35655235
Address for communication	B-302,Tower-B, 3rd Floor, World Trade Centre, Nauroji Nagar, New Delhi-110029
Briefing by NPS Trust / Bid clarification	06 July 2026 @ 15:00 hrs (At the office of NPS Trust. Online option will also be given)
Link for pre-bid meeting	https://npstrust.webex.com/npstrust/j.php?MTID=m92dc1fa36478e64188835a3e207f5e48
Response to pre-bid queries	10 July 2026 @18:00 hrs
Last date and time for submission of the bid	17 July 2026 @ 15:00 hrs
Opening of bids	17 July 2026 @ 16:00 hrs
Result Declaration	30 July 2026 @ 18:00 hrs
Validity of Bid / Proposal	180 days from the date of declaration of results

Note: In case, any of the days mentioned above happens to be declared a holiday, the said event shall be held on the following working day at the same time and venue.

The bid document can also be downloaded from the website of NPS Trust https://www.npstrust.org.in.

Chief General Manager

Appointment of Auditor for conducting Annual Audit of Protean eGov Technologies Limited for FY 2024-25 and FY 2025-26

1. Introduction

National Pension System (NPS) is a market-linked, defined contribution product regulated by Pension Fund Regulatory and Development Authority (‘PFRDA’). NPS is administered through an unbundled architecture involving intermediaries registered by PFRDA viz., Pension Funds, Custodian, Central Recordkeeping Agency (CRA), National Pension System Trust, Trustee Bank, Points of Presence (POP) and the empaneled Annuity Service Providers (ASPs).

Atal Pension Yojana (APY) was introduced by the Government of India, a pension scheme focusing on the unorganized sector of the country. APY can be joined by individuals who are having a bank account and are non-tax payers, thereby providing all the citizens in the unorganized sector, the benefit of minimum pension guaranteed by the Government of India. It is a defined benefit scheme and guarantees a minimum pension of ₹1000, ₹2000, ₹3000, ₹4000 or ₹5000 every month, depending on the contributions. APY is being administered by PFRDA under the overall administrative and institutional architecture of NPS.

NPS Vatsalya Scheme was launched in September 2024 as a plan for contribution by parents and guardians for minors, marking a significant advancement in financial planning and setting a new standard for prudent financial management from a young age. PFRDA also issued NPS Vatsalya Scheme Details vide circular no. PFRDA/2024/16/PDES/01 dated 18th September, 2024. NPS Vatsalya Scheme is defined as a Specific Purpose Scheme under Regulation 4A of PFRDA (Exit and Withdrawals under NPS) Regulations, 2015. PFRDA has since issued ‘NPS Vatsalya Scheme Guidelines 2025’ vide Circular no. PFRDA/2026/02/NPS-Vatsalya/01 on 07th January, 2026. These guidelines shall come into effect from the date notified by PFRDA after building the necessary system capabilities.

2. Definitions

2.1 Central Recordkeeping Agency (CRA):- An agency registered as an intermediary by the PFRDA to perform the functions of recordkeeping, accounting, administration and customer service for all the subscribers under NPS & APY and acts as operational interface for all intermediaries.

2.2 Point of Presence (POP):- An intermediary registered with PFRDA, having electronic connectivity with the CRA for the purposes of receiving and transmitting funds and instructions and pay out of funds. POP is the point of interaction between the subscriber and the NPS architecture. POP shall perform the functions related to registration of subscribers, undertaking

Know Your Customer (KYC) verification, receiving contributions and instructions from subscribers and transmission of the same in the NPS architecture. The list of entities registered as POPs and POP-SEs with PFRDA is available on the website of PFRDA https://www.pfrda.org.in

POP-APY are responsible for deducting the contributions from the Savings Bank accounts of the subscribers enrolled under APY and subsequent services such as up-gradation and down-gradation of pension amount, shifting of PoP-APY, change in personal details of subscribers, processing of death claims, voluntary exit requests or any other requests.

2.3 Nodal Office:- Nodal Offices include the following:-

a. Principal Accounts Office, Pay and Accounts Office and Drawing and Disbursing Officer under the Central Government or analogous offices under it or Central Autonomous Bodies (CABs) which interact with the CRA on behalf of the subscribers for the purpose of NPS.
b. Directorate of Treasury and Accounts, District Treasury Office and Drawing and Disbursing Officer under the State Government or analogous offices under the State Government or State Autonomous Bodies which interact with the CRA on behalf of the subscribers for the purpose of NPS;
c. Any other employer or entity in the non-government sector which has covered its employees under NPS.

2.4 Annuity Service Providers:- Annuity Service Provider means a life insurance company registered and regulated by the Insurance Regulatory and Development Authority and empanelled by PFRDA for providing annuity services to the subscribers of NPS.

2.5 Exit and Withdrawals

i. **Exit and Withdrawals under NPS:-** It is governed by the provisions of PFRDA (Exits & Withdrawals under the National Pension System) Regulations, 2015 along with amendments thereto and rules, guidelines, circulars, notifications issued by the PFRDA for the purpose.

For the purpose of exit from NPS, the subscribers have been categorized into Government Sector and Non-Government Sector. Under the Non-Government sector, there are further two categories of subscribers viz., (i) 'All Citizen Model Subscriber' means any subscriber who has voluntarily subscribed to the NPS and registered as such with the CRA and, (ii) 'Corporate Sector Subscriber' means any non-government sector subscriber subscribed to the NPS and registered as such with the CRA. Regulation 3 specifies Exit from NPS for Government Sector Subscribers and Regulation 4 specifies Exit from NPS by Non-Government Sector Subscribers.

Further, exit and withdrawal in case of specific purpose scheme under the NPS shall be governed by the guidelines issued by PFRDA in respect of such scheme.

Besides above, settlement and closure of NPS account provisions for a category of NPS subscribers who have renounced Indian citizenship and do not hold Overseas Citizen of India (OCI) card have been provided vide PFRDA's circular no.PFRDA/2025/02/REG-EXIT/01 dated 21st April, 2025. This category of NPS subscribers have been included under Regulation 5A of PFRDA (Exits and Withdrawals under the NPS) (Amendment) Regulations, 2025.

The subscribers under NPS can exit/withdraw/continue under NPS in the following ways:-

a. **Normal Exit:-** The provisions of Normal Exit of a Government Sector Subscriber, more specifically defined under Regulation 3(a) of PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015 and amendments thereto, are applicable upon attaining the age of superannuation or retirement as prescribed by the service rules. Provisions of Normal Exit of a Non-Government Sector Subscriber, more specifically defined under Regulation 4(a) of PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015 and amendments thereto, are applicable where a subscriber exercises the choice of exit upon having subscribed to the NPS for a period not less than fifteen years or such other higher period stipulated in accordance with provisions of such scheme, or upon attaining the age of sixty years; or upon superannuation or retirement in accordance with the terms and conditions applicable to such subscriber by virtue of his employment. The threshold limits and the various options available to the subscribers upon Normal Exit viz., lumpsum payment, annuity, Systematic Lumpsum Withdrawal (SLW), Systematic Unit Redemption (SUR) etc., are covered in detail in the aforesaid Regulations. The Regulations and the amendments thereof are available on the website of both PFRDA https://www.pfrda.org.in and NPS Trust https://www.npstrust.org.in

b. **Pre-mature Exit:-** The provisions of Pre-mature Exit of a Government Sector Subscriber, more specifically defined under Regulation 3(b) of PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015 and amendments thereto, are applicable where a subscriber has been permitted to resign from service or is issued orders of dismissal or removal from service subsequent to which subscriber voluntarily closes his individual pension account. Provisions of Pre-mature Exit of a Non-Government Sector Subscriber, more specifically defined under Regulation 4(b) of PFRDA (Exits and Withdrawals under the NPS) Regulations, 2015 and amendments thereto, are applicable where a subscriber before being eligible to exit voluntarily opts to exit from the NPS. The threshold limits and the various options available to the subscribers upon Pre-mature Exit viz., lumpsum payment, annuity, Systematic Lumpsum Withdrawal (SLW), Systematic Unit Redemption (SUR) etc., are covered in detail in the aforesaid Regulations. The Regulations and the amendments thereof are available on the website of both PFRDA https://www.pfrda.org.in and NPS Trust https://www.npstrust.org.in

c. **Claim settlement in the event of death of the subscriber:-** The provisions of exit and payment of benefits to the nominees or legal heir(s), as the case may be, are defined in Regulation 3(c) for Government sector subscribers and Regulation 4(c) for Non-Government sector subscribers.

d. **Partial Withdrawal:-** A partial withdrawal from an individual pension account by the subscriber can be exercised for an amount not exceeding 25% of the contributions made by the subscriber and excluding the contributions made by employer, if any subject to the terms & conditions, purpose, frequency and limits as prescribed in Regulation 8 of PFRDA (Exits & Withdrawals under National Pension System) Regulations, 2015 and amendments thereof.

e. **Deferment:-** The subscriber can defer the purchase of annuity and/or withdraw the lump sum and can remain invested in NPS maximum till 85 years of age. The subscriber is required to submit a request to NPS Trust or any intermediary or entity authorized by PFRDA for this purpose and during such period the subscriber shall have an option to exit at any time.

f. **Continuation:-** The subscriber can choose to continue in the NPS and contribute to his/her individual pension account beyond the age of 60 years or the age of superannuation maximum till 85 years of age until the option to exit is exercised.

More details on each of the above options is available in PFRDA (Exits & Withdrawals under the National Pension System) Regulations, 2015 along with amendments thereto and rules, circulars, guidelines etc., issued by PFRDA from time to time which are available on its website https://www.pfrda.org.in.

ii. **Exit and Withdrawals under APY:-** It is governed by the Notification F.No.16/1/2015-PR-Atal Pension Yojana dated 16th October, 2015 issued by the Department of Financial Services, Ministry of Finance which is available on the website of PFRDA https://www.pfrda.org.in

iii. **Exit and Withdrawals under NPS Vatsalya:-** It is governed by the provisions of NPS Vatsalya Scheme Details issued by PFRDA on 18th September, 2024 which have been subsequently supressed by the 'NPS Vatsalya Scheme Guidelines 2025' issued by PFRDA vide Circular no. PFRDA/2026/02/NPS-Vatsalya/01 on 07th January, 2026.

2.6 Grievances

i. **"Grievances or complaint"** includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service on part of, an intermediary or an entity or a person governed by the provisions of the PFRDA Act / regulations and in the nature of seeking a remedial action but do not include the following—
   a. Grievances that are incomplete or not specific in nature;
   b. Communications in the nature of offering suggestions;
   c. Communications seeking opinion, guidance or explanation;
   d. Grievances which are suspicious in nature like where subscriber does not provide details like PRAN or contact details;
   e. Pseudo or anonymous communication or communication seeking details of PRAN account/ resolution, in respect of which the identity of the sender could not be established;
   f. Grievances which are beyond powers and functions of PFRDA or beyond the provisions of the Act and the rules and regulations framed thereunder;
   g. Any disputes between intermediaries; and
   h. Grievances raised on the subject matters that are subjudice (cases which are under consideration by court of law or quasi-judicial body) except matters within the exclusive domain of PFRDA under the provisions of the Act.

ii. **Error Rectification Module** (ERM) means a process (such as onboarding, contribution, change requests etc.) that is erroneously carried out by the subscribers or the intermediaries / nodal offices during the process and seeking rectification of the inadvertent errors made during the process.

iii. **Grievance Redressal Officer (GRO)** is the officer designated by the entity for compliance of the requirements laid down in their Grievance Redressal Policy (GRP).

iv. **Chief Grievance Redressal Officer (CGRO)** is the officer designated by the entity as the next level of escalation to the GRO. In case the complainant is not satisfied with the redressal of his/her grievances or if it has not been resolved by GRO he/she may escalate the grievance to the CGRO.

v. **Central Grievance Management System (CGMS)** is the system developed by the CRAs to enable the subscribers to raise their grievances online. Once the subscribers lodge their grievance, a token number is generated and communicated to the subscribers.

2.7 eNPS under NPS:- eNPS is an online platform that allows individuals to invest in the NPS conveniently. The eNPS system facilitates the onboarding process for new subscribers, enabling them to open an NPS account and make contributions electronically.

3. Functions of CRA

As per the Pension Fund Regulatory and Development Authority (Central Record Keeping Agency) Regulations, 2015 and amendments thereto, CRA is responsible for the centralized recordkeeping, administration and customer service functions for the subscribers under the NPS, APY, NPS Vatsalya and any other scheme regulated and administered by PFRDA and acts as operational interface for all intermediaries. The regulations, guidelines, circulars, notifications and directions governing the functions of CRA can be accessed from the website of PFRDA https://www.pfrda.org.in and NPS Trust https://www.npstrust.org.in.

The certificate of registration as CRA has been granted by PFRDA to Protean eGov Technologies Limited ('PCRA'), having its registered office at Times Tower, 1st Floor, Kamala Mills Compound, Lower Parel, Mumbai - 400013. The website of PCRA and eNPS platform hosted by PCRA can be accessed at https://www.npscra.proteantech.in/ and https://enps.nps-proteantech.in respectively for more details.

4. Functions

4.1 Exits and Withdrawals

a. **National Pension System (NPS):-** Exits and Withdrawals under NPS take place in accordance with the provisions of PFRDA (Exits & Withdrawals under NPS) Regulations, 2015 and amendments thereof along with rules, guidelines, circulars, orders and notifications issued by PFRDA for the purpose. The Regulations, guidelines, circulars, notifications and directions governing the exits & withdrawals under NPS can be accessed from the website of PFRDA https://www.pfrda.org.in and NPS Trust https://www.npstrust.org.in. A subscriber or nominee(s)/legal heir(s) (in the event of death), as the case may be is required to submit the applicable form either online or offline along with the required documents for the purpose of withdrawing the benefits upon exit or withdrawal as provided in the aforesaid Regulations to NPS Trust or Nodal Office/POP or CRA, as the case may be.

b. **Atal Pension Yojana (APY):-** Exits, Withdrawals and Pension payments under APY take place as per the provisions of the Notification issued by the Department of Financial Services, Ministry of Finance (F.No.16/1/2015-PR-Atal Pension Yojana) dated 16-October-2015) along with clarifications, notifications, circulars, guidelines issued by the Ministry and PFRDA for the purpose. The Notification, guidelines, circulars and directions governing the exits & withdrawals under APY can be accessed from the website of PFRDA https://www.pfrda.org.in and NPS Trust https://www.npstrust.org.in. The APY applications for exit or withdrawal or pension payment are processed by such agencies viz., banks, service providers (APY-SPs), aggregators etc., as specified by PFRDA or the Central Government.

4.2 Grievances

With respect to Grievance redressal of the subscribers, the CRAs shall perform the below functions as per the guidelines issued by NPS Trust to the intermediaries:-

a. Provide resolution of the grievances raised through various modes (CGMS, Mails, Calls etc.) within the TAT defined by PFRDA and as per the SLA with NPS Trust;
b. Coordinate with the nodal offices / POPs / other intermediaries for specific resolution of the grievances wherever required;
c. Have in place a board approved Grievance Redressal Policy (GRP), for redressal of subscriber grievances;
d. Have two levels for the grievance redressal of subscribers and shall comprise a senior management level officer to be designated as GRO for compliance of the requirements laid down in such policy;
e. Have a clearly defined system and procedure for receiving, registering, acknowledging and effectively disposing off of grievances received in a prompt and fair manner;
f. Shall clearly lay down the details of the turnaround times in the two level GRP to be filed with PFRDA and NPS Trust so as to enable the resolution of grievance within thirty days from the date of receipt;
g. File all such GRPs for NPS and for the other pension schemes regulated by PFRDA with PFRDA and the NPS Trust as the case may be, within seven days of the adoption or modification;
h. Place the GRP prominently in public domain, including its website and displayed in Hindi, English and other applicable regional languages by each intermediary under the National Pension System and other pension schemes regulated by PFRDA.
i. Display the name, address and contact details of the Grievance Redressal Officer and Chief Grievance Redressal Officer within such intermediaries or entities and also the name, address and contact details of Ombudsman as

specified by the Authority to whom the grievances are to be made by any aggrieved person in public domain including its website and office premises in such manner and at such place, so that it is put to sufficient notice of the subscribers visiting its office premises.

j. Must inform a subscriber at the commencement of relationship with the subscriber and at such other time when the information is likely to be required by the subscriber, of (i) the subscribers' right to seek redressal of any complaints, through the redressal mechanism and (ii) the processes followed to receive and redress complaints from subscribers;
k. Keep the grievance details confidential and shall be shared with other organizations / regulatory authorities only if in accordance with the relevant laws and the subscriber will be kept apprised about the same. Sharing of information otherwise shall only be done with a written consent of the subscriber and the same shall be done only in circumstances where the input of an external agency / organization is necessary for resolving the grievance.
l. Monitor and close the grievances only after resolution of the grievance.

4.3 eNPS

Key functions w.r.t. eNPS include:

a. Online Registration: Users can register for the NPS online without the need for physical paperwork;
b. Contribution Management: Subscribers can make contributions to their NPS accounts through various online payment methods;
c. Account Management: Users can manage their NPS accounts, check their balance, and track their investments online;
d. Ease of Access: The platform is designed to be user-friendly, making it easier for individuals to participate in the pension scheme.

5. Processes involved

5.1 Exits and Withdrawals under NPS:- The exit/withdrawal process for claiming benefits under NPS is common to all subscribers, including government sector subscribers and involves the following broad and generic steps:-

a. A Claim ID is generated by the CRA, six months prior to the subscriber attaining the age of 60 years or the age of superannuation or such other period as may be prescribed by PFRDA;
b. A subscriber can then initiate the online exit request himself/herself or submit the required documents to their associated nodal office/POPs etc., which then initiates the online request based on the exit application and documents submitted by the subscriber or his/her claimants (in the case of death of the subscriber). The list of documents includes:-
    - Exit/Withdrawal application form

- Original PRAN Card/notarized affidavit if the original is not submitted
- Photo ID proof
- Residence proof
- Cancelled cheque/bank certificate/copy of the bank passbook with photograph and all other details like IFS Code, Account no, Branch address, and Code
- Direct credit mandate (for lump sum, SLW or SUR as the case may be)
- Annuity application form duly filled and signed by the subscriber
- Death certificate in original, if the claim is for benefits arising out of the death of the subscriber
- Legal heir certificate wherever applicable
- Relieving letter and NOC, if applicable.
- Bank KYC letter (in case of death withdrawal claims of eNPS subscribers)

c. Submission of documents for exit:-

Government Sector subscriber	The documents are to be submitted to the nodal officer designated by the employer
Corporate Sector subscriber	The documents are to be submitted to the nodal officer designated by the employer
Subscriber mapped to a POP	The documents are to be submitted to the POP
eNPS Subscriber	i) By self-authorization through online process if the amount of pension wealth is equal to or less than ₹10 lakh ii) By submitting the documents to a Bank if the amount of pension wealth is more than ₹10 lakh

d. NPS Trust or CRA or the nodal office/POP on receipt of such an application for exit, withdrawal or claim settlement from a subscriber or the nominee(s), family member(s) as specified under the service rules or legal heir(s), as the case may be in the specified form and subject to fulfillment of conditions, will verify and authorize the online exit request. The nodal office/subscriber is required to upload the documents mentioned above in the CRA system;
e. The online exit/withdrawal claim authorised by the Nodal office/POP, etc., is then received by the CRA;
f. The exit/withdrawal claim is then executed as per the authorised request received in CRA system in accordance with the Regulations, rules, guidelines, circulars or notifications issued by PFRDA for the purpose.

g. Instructions are issued by CRA to the Pension Fund Manager of the subscriber and to the Trustee Bank for crediting the lump sum portion of the NPS corpus of the subscriber or for SLW or SUR, as the case may be and the annuity form is forwarded to the ASP. ASP and the subscriber thereafter coordinate with each other to complete the documents required for annuity purchase. The funds meant for annuity purchase are then transferred to the concerned ASP as per the instructions provided in the exit/withdrawal application form by the subscribers and the confirmation received from the concerned ASP.
h. Besides above, if a subscriber desires to defer the withdrawal of lump sum or the purchase annuity even after attaining the age of superannuation or 60 years or 15 years in a particular scheme as the case may be, such an option is required to be exercised by submitting the applicable form either online or offline. The same should be communicated to the CRA through their nodal office/POP/Aggregators, etc.

(Please note that few steps may vary depending upon the kind of exit or withdrawal request and the scheme – Normal Exit, Pre-mature Exit, Death, or Partial Withdrawal).

5.2 For settlement of corpus and closure of NPS account in the event of renunciation of Indian citizenship by the subscriber and not holding OCI card, the subscriber is required to submit the application form as available on the website of NPS Trust https://www.npstrust.org.in along with requisite documents to NPS Trust. On authorisation of the application for claim of pension wealth, the same is forwarded to the CRA for further processing and settlement.

5.3 Exits and Withdrawals under APY:- The APY applications for exit or withdrawal or pension payment are processed by banks, service providers (APY-SPs), aggregators etc., as specified by PFRDA or the Central Government, based on the following documents:-

a. In case of APY death claim
    - Account closure Form (Death)
    - Original death certificate of the subscriber
    - KYC of spouse or nominee
    - Proof of bank details for spouse or nominee
    - Relationship proof of claimant with subscriber/ a legal heir certificate or a certified copy of family member's certificate issued by Executive Magistrate indicating the relationship of the claimant with the subscriber, in case the exit request is submitted by any other claimant (other than the spouse/nominee registered in the APY system of CRA).

b. In case of APY Voluntary exit - Account closure Form (Voluntary Exit)

The APY-SPs forward all the exit requests to CRA for processing along with the covering letter.

5.5 Process involved in Grievances under NPS and APY

i. **Lodging the Grievance:** The subscribers may raise their grievances in the CGMS system developed by the CRAs. Alternatively, the subscribers may raise their grievances by sending e-mails / letter to the GROs of the respective CRAs. The grievances under NPS and APY are lodged by the subscribers in the respective CGMS systems developed by the CRAs for NPS and APY;

ii. **Acknowledgement of Grievances lodged:** On lodging of grievance, the subscribers are provided with a unique grievance number generated under CGMS (grievance token number) for future reference for grievance registered;

iii. **Resolution:** The CRA team provides resolution to the subscribers within the TAT defined by PFRDA and as per the SLA with NPS Trust. The GROs monitor the resolution of complaints received and periodically put up the same for review by their respective Senior Management;

iv. **Unresolved Grievances:** In case the subscribers do not get resolution for their grievances within TAT or did not get the satisfactory resolution, the subscribers may escalate the same to NPS Trust or to the Ombudsman

v. **Ombudsman cases:** For the cases received from the ombudsman where the CRA is a respondent or information is sought from the CRAs, the CRAs coordinates with the subscribers, intermediaries / nodal offices, NPS Trust and provides the required resolution / information to NPS Trust / the Ombudsman;

vi. **Closure of Grievances:** Every grievance shall be disposed-off and a final reply shall be sent to the complainant, containing details of resolution or rejection of the grievance, with reasons thereof recorded in writing. A grievance shall be considered as disposed-off and closed in any of the following instances, namely:

   a. When the CRA has acceded to the request of the complainant fully;
   b. Where the complainant has indicated in writing, his/her acceptance of the response of CRAs;
   c. Where the complainant has not responded within forty-five days of the receipt of the written response of the CRAs;
   d. Where the GRO has certified under intimation to the subscriber that the intermediary or entity regulated by the Authority has discharged its contractual, statutory and regulatory obligations and therefore closes the grievance;
   e. Where the complainant has not preferred any appeal within forty-five days from the date of receipt of resolution or rejection of the grievance

communicated by the CRAs or the National Pension System Trust, as the case may be;

f. Where the decision of the Ombudsman in appeal has been communicated to such complainant. Provided that the closure shall not be applicable where the Ombudsman or the PFRDA, as the case may be, has allowed filing of the appeal/revision, beyond the specified period;

vii. **Confidentiality:** Grievance details shall be kept confidential by the CRAs and shall be shared with other organizations / regulatory authorities only if in accordance with the relevant laws and the subscriber will be kept apprised about the same. Sharing of information otherwise will only be done with the consent of the subscriber and the same will be done only in circumstances where the input of an external agency / organization is necessary for resolving the complaint;

viii. **MIS reporting:** CRAs provide monthly MIS / reports pertaining to Grievances to NPS Trust and PFRDA. CRAs also provide specific reports as and when required by NPS Trust;

ix. **Error Rectification Cases:** For the ERM cases raised by the subscribers / other intermediaries / nodal offices, the CRAs submits their recommendation to NPS Trust as per the provisions of the SOP of ERM of e-NPS and D-Remit Transactions framed by NPS Trust. For the ERM cases where approval is provided by NPS Trust, the CRAs execute the same as per the approval. Any deviation in this regard is to be reported to NPS Trust;

x. **Exceptional Cases:** For the exceptional cases where the nodal offices / intermediaries seek rectification for the erroneous transactions carried out by them, CRAs / respective office provides requisite documentation and case summary. NPS Trust communicates its decision on approval / rejection for such cases and the CRAs executes the same as per the approval. Any deviation in this regard is to be reported to NPS Trust.

6. Scope of Work for Annual Audit of Protean eGov Technologies Limited for FY2024-25 and FY 2025-26

I. Exits & Withdrawals under NPS and APY

Sl. No.		**Sample Percentage for each FY**	**Sample Size for each FY**
A.	**Processing of Exits & Withdrawals**		

Sl. No.		**Sample Percentage for each FY**	**Sample Size for each FY**
1.	Whether the exits & withdrawals under NPS have taken place as per the PFRDA (Exits & Withdrawals under NPS) Regulations, 2015 and amendments thereto, rules, circulars, guidelines, directions issued by PFRDA.	2.5% The above sample should cover subscribers from Government sector (60%), Corporates (15%) and All citizen (including eNPS subscribers – 25%). The above sample should cover cases of Normal Exit (25%), Pre-mature Exit (25%), exit due to death of the subscriber (45%) and other cases (5% - due to incapacitation/missing person etc.).	~2500 to 3000 cases
2.	Whether the partial withdrawals under NPS has taken place as per the respective regulations, rules, circulars, guidelines, directions issued by PFRDA.	0.125%	~280 cases
3.	Whether appropriate threshold/limits as specified w.r.t exits & withdrawals by PFRDA, for various schemes are implemented in the CRA system, for example, check on the threshold limit of ₹8 Lakh while processing normal exit under NPS or check on limit of 25% of subscriber while processing partial withdrawal etc.	In the sample size covered in point no. 1 & 2 above	
4.	Whether the correct withdrawal information was transferred to the Trustee Bank and the Annuity Service Providers (ASPs) w.r.t exit & withdrawal cases authorized in the CRA system and within the prescribed timelines.	In the sample size covered in point no. 1 & 2 above	
5.	Whether maker-checker mechanism has been followed while processing the exits & withdrawals requests by	In the sample size covered in point no. 1 above	

Sl. No.		Sample Percentage for each FY	Sample Size for each FY
	the nodal offices (in case of Government sector subscribers) and by POPs/Corporates (in case of All-citizen/Corporate subscribers) and that timelines have been adhered to by the POPs/Corporates while processing the requests.		
6.	Whether processes as laid down in the approved SOPs have been followed for settlement of exits & withdrawals requests and that timelines as stipulated in the SLAs executed with the CRAs have been adhered to.	In the sample size covered in point no. 1 & 2 above	
7.	Whether CRA maintained follow-up with the nodal offices/POPs and ensured submission and storage of physical documents (wherever applicable) w.r.t exits & withdrawals requests.	All data	
8.	Whether continuation, deferment, and systematic lump sum withdrawal requests of the subscribers have been executed as per the PFRDA (Exits & Withdrawals under NPS) Regulations, 2015 and amendments thereto, rules, circulars, guidelines, directions issued by PFRDA.	1%	~100 cases
B.	**Operational aspects related to Exits & Withdrawals**		
1.	Whether Claim IDs were generated within the stipulated timelines	Reporting of deviations as per the report generated by CRA	
2.	Whether the subscribers/nodal offices/POPs were intimated/ informed/notified about the generation of Claim IDs.	Reporting of deviations as per the report generated by CRA	
3.	Review consolidation and instructions for scheme-wise investments/ redemptions.	All data	

Sl. No.		<u>**Sample Percentage for each FY**</u>	<u>**Sample Size for each FY**</u>
4.	Ensure pay-in and pay-out processes matched Trustee Bank amounts.	Reporting of deviations as per the report generated by CRA	
5.	Whether CRA is sending regular alerts/messages to subscribers w.r.t to any change in their individual pension account.	Reporting of deviations as per the report generated by CRA	
6.	Whether CRA is sending alerts/messages/reminders to Nodal Offices/POPs and ASPs for exit & withdrawal requests that are pending at their end.	Reporting of deviations as per the report generated by CRA	
7.	Whether CRA support system is in place for resolving pending annuity issuance cases.	Yes/No (Remarks of the auditor, if any)	
8.	Whether the Nomination matrix in the CRA system is in compliance to Regulation 32 of PFRDA (Exits & Withdrawals under NPS) Regulations, 2015 and amendments thereof.	Yes/No (Remarks of the auditor, if any)	
9.	Whether the CRA system functionalities w.r.t exits & withdrawals have been developed as per the regulations, rules, guidelines, circulars, notifications, directions issued by PFRDA from time to time.	Reporting of deviations as per the report/tracker generated by CRA	
10.	Annuity Service Providers:- i. Whether information on annuities purchased by subscribers is being maintained by CRA as per the prescribed formats. ii. Whether annuity policy records are available with the CRA. iii. Whether CRA is maintaining information regarding cancellation of annuity policies. iv. Status of integration of CRA with the ASPs.	Yes/No (Remarks of the auditor, if any)	
11.	Whether Internal controls of CRA system are in place to prevent any	Yes/No	

Sl. No.		Sample Percentage for each FY	Sample Size for each FY
	unauthorized or fraudulent exit/withdrawal from the system.	(Remarks of the auditor, if any)	
C.	**Processing of other Exit & Withdrawal Requests**		
1.	Whether Non-NPS withdrawal cases have been executed as per the circulars, laid down procedures, guidelines issued by the State Govt. or DOPPW or on approval of NPS Trust/PFRDA or as per the rules, guidelines, instructions issued by NPS Trust/PFRDA.	0.5%	~150cases
2.	Whether the PRANs which had been closed due to erroneous processing by nodal offices/POPs have been re-activated in compliance with the instructions of NPS Trust.	1%	~85 cases
3.	Whether the exception cases pertaining to exits & withdrawals have been processed in compliance to the approvals granted by either NPS Trust or PFRDA.	All data	
D.	**Other areas of focus**		
1.	Review all exits with high value (above ₹50 Lakh) to identify any irregularities or potential fraudulent activities.	All data	~2500 - 3000 cases
2.	Review frequent partial withdrawals within a short time frame of 45 days for suspicious patterns.		
3.	Review all PRANs with exits initiated using the same mobile number/email id.		
4.	Review all PRANs where exits are initiated immediately after a change in core personal details, requiring scrutiny for potential misuse.		
5.	Identify any unusual volume of exits initiated from a specific Central Government (CG)/Central Autonomous Bodies (CABs)/ State		

Sl. No.		Sample Percentage for each FY	Sample Size for each FY
	Government (SG) / State Autonomous Bodies (SABs) entities.		
6.	Whether processing of claims with invalid nominations is as per PFRDA Regulations.		
7.	Time taken by the POPs to process the death claims, if beyond 7 days.	Reporting of deviations as per the report generated by CRA	
E.	**APY Exits**		
1.	Whether exits under APY have taken place as per the Notification F.No.16/1/2015-PR-Atal Pension Yojana dated 16-October-2015 issued by the Department of Financial Services, Ministry of Finance.	0.025%	~800 cases

II. Call Center Operations

Sl. No.	Particulars	Remarks
A.	**Employee Ratios and Qualifications**	
1.	Adequacy of ratio of call center employees to calls received.	
2.	Appropriateness of qualifications, experience, and language capabilities of customer service executives.	
B.	**Call Handling and Escalation**	
1.	Verify and assess call escalation processes.	
2.	Quality of information provided by call center staff.	
C.	**Training and Updates**	
1.	Whether call center training sessions are conducted and staff are updated on latest PFRDA circulars/instructions.	
D.	**Grievance Management**	
1.	Adherence to response timelines in CGMS	Reporting of deviations as per the report generated by CRA
2.	Whether the approval mechanisms for query/grievance responses are in order.	
3.	Whether the CGMS data reconciles with data provided to NPS Trust.	

III. Grievance Redressal

Sl. No.	Particulars	Sample %	Sample Size (Approx.)
A. Mechanism and Response			
	Registration of physical grievances in the system with all necessary details.	0.1% of data	250
1.	Verify action taken reports on grievances and number of pending complaints.	0.1% of data	250
2.	Assess the quality of responses to grievances.		
3.	Adherence to grievance redressal timelines.	0.1% of data	250
4.	Assess SLA compliance and report payment of compensation/penalty, if any.		

IV. Error Rectification in Error Rectification Module (ERM)

Sl. No.	Particulars	Sample Size (for each year)	Sample % (approx.) (for each year)
A. Data and Process Review			
1.	Review system-generated ERM data and adherence to maker-checker mechanisms.	10%	15
2.	Verify maintenance of necessary documents for ERMs	10%	15
3.	Check processing of ERMs as per the laid down process / SOP and in accordance with the approvals of NPS Trust.	10%	15
4.	Ensure correctness of errors processed by reviewing WAC files and report any deviation.	10%	15

V. Other Checks & Compliances

Sl. No.	Particulars	Remarks
1.	Compliance by CRA to the orders issued by the Ombudsman	
2.	Whether CRA has adhered to PFRDA Outsourcing Policy and has not delegated any of its core NPS activities.	
3.	Whether subscriber declarations under FATCA/CRS comply with Income Tax Act requirements.	

4.	Whether appointment of Compliance Officer is done by CRA	
5.	Review data privacy and security measures taken by the CRA w.r.t subscriber information.	
6.	Whether regular audits on data protection practices are carried out or not.	

VI. Checklist for E-NPS

Sl. No.	Particulars	(Yes/ No/ NA/ Nil)	Remarks (if any)
A. Subscriber Registration (NPS and APY)			
1	Whether CRA has session management in place for eNPS portal?		
2	Whether the charges applicable by each intermediary in NPS architecture are clearly displayed in an easily understandable form to the subscriber at the time of registration itself?		
3	Whether the data types for each field are defined adequately? Data definiton to be provided in the remarks column.		
4	Whether PRAN is auto generated instantly after registration is complete ?		
5	Apart from the information prescribed by PFRDA, is any other information made mandatory for the subscriber at the time of registration/ reKYC?		
6	If KYC is rejected by the Bank during initial registartion, does subscriber get an intimation through sms and email along with the reKYC process?		
7	Whether the functional contact details of support officials of CRA are displayed prominently to the subscribers at the time of registration itself?		
8	Whether the PRAN status intimation is sent to the subscriber on registered email and mobile ?		
9	Whether physical PRANs are dispatched as per the defined TAT upon completion of registration, if opted by the subscriber according to PFRDA guidelines/ CRA policy?		
B. Subscriber Services			
1	Whether the subscriber change requests are executed as per the regulatory guidelines? If yes, whether proper records of		

	approval / rejection of subscriber change requests are maintained ?		
2	Whether the role based access is defined for accessing subscriber database ?		
3	Whether adequate details required for user identification are captured in the logs ?		
4	Does the CRA maintain historical records of all the subscriber details as per the PFRDA guidelines/ CRA policy on record retention ?		
5	Does CRA have multi-factor authentication before execution of change requests by the subscribers?		
6	Whether an acknowledgement receipt is generated at the time of making contribution request? Whether the alert for credit of funds/ units is sent to the subscriber on registered phone number and email ID?		
7	Whether an acknowledgement receipt is generated at the time of making redemption request? Whether the alert for debit of funds/ units is sent to the subscriber on registered phone number and email ID?		
8	Whether the eNPS functionalities implemented on the CRA portal are in line with process defined by PFRDA/ in line with regulation?		
9	Does the subscriber receive notification alerts for any changes made to their account, to ensure they are informed and can report any unauthorized updates?		
10	Does the CRA have defined timelines for change requests that may be raised by the subscriber on eNPS ?		
11	Whether the charges applicable are displayed to the subscriber at the time of placing the change request?		
12	Whether change requests are approved after due verification of supporting documents as prescribed in the PFRDA regulation?		
13	Whether CRA updates KYC details in CKYCR and communicates to subscribers on the registered email and mobile?		
14	Does CRA have easy to understand Manuals/ Videos/ FAQs available on eNPS portal for functionalitites available to subscribers on eNPS portal?		
15	Does the OTP remain valid as per the expiry time defined by the CRA?		
C. Transactions and Settlement (Contributions Online, D-Remit)			

1	Whether all the four payment methods offered by the PGSPs are functional at the time of contribution by the subscriber?		
2	Whether controls are in place to detect and prevent frauds? Whether the same is tested on a quarterly basis?		
3	Whether multi factor authentication is ensured during transaction process?		
4	Whether the charges applicable displayed to the subscriber at the time of contribution?		
5	Whether the Subscriber Contribution File (SCF) is generated within the stipulated timeline?		
6	Whether any system glitches have been reported by the PFMs with respect to upload of daily NAV file leading to delay in NAV declaration?		
7	Whether instructions to Pension Funds for fund transfer is done within the stipulated timeline?		
8	Whether instructions to Trustee Bank for fund transfer is done within the stipulated timeline?		
D.	**Recordkeeping, Administration and Compliance**		
1	Does CRA have an approved Record Retention policy ?		
2	Is the Record Retention policy in line with the PMLA/ PFRDA regulations?		
3	Is the Record Retention policy reviewed atleast annually/ as per PFRDA guidelines/as per CRA policy?		
4	Does CRA have an approved Disaster recovery plan?		
5	Is the Disaster Recovery plan in line with the regulations?		
6	Is the Disaster Recovery plan reviewed atleast annually/ as per PFRDA guidelines/as per CRA policy?		
7	Does CRA have an approved Data Backup policy?		
8	Is the Data Backup policy in line with the regulations?		
9	Is the Data Backup policy reviewed atleast annually/ as per PFRDA guidelines/as per CRA policy?		
10	Does CRA have an approved Business Continuity policy?		
11	Is the Business Continuity policy in line with the regulations?		
12	Is the Business Continuity policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
13	Whether restoration of data is tested periodically?		
14	Does CRA maintain three or more copies of data at any given point ?		

15	Does CRA follow a sequential log number to ensure audit log completeness?		
16	Does CRA have adequate number of resources to support eNPS portal and operations ?		
17	Whether CERSAI registration is completed? Mention the name of reporting entity in remarks column.		
18	Whether uploading of compliance in CERSAI Portal is undertaken on a continuous basis?		
19	Whether timelines for uploading information in CKYCR are adhered to, if carried out by CRA?		
20	Whether CRA is compliant to the PMLA guidelines?		
21	Whether CRA is compliant to the PFRDA circulars pertaining to PMLA?		
22	Whether the supporting documents are retained for a period prescribed under PMLA (upto 5 years from the date of exit)?		
23	Has the CRA developed all the functionalities instructed by PFRDA ?		
24	Whether policy is in place for change management in CRA system?		
25	Whether de-duplication activity has been carried out across sectors? Mention the periodicity in the remarks column.		
E. Grievance Resolution (CGMS)			
1	Are all the e-NPS grievances addressed within TAT (as per SLA) from the date of lodging of grievance?		
2	Does CRA register eNPS grievances received through medium other than CGMS ?		
3	Whether compliance to the guidelines on quality of response for eNPS grievances is being followed ?		
4	Does CRA follow sequential token number for grievances raised?		
5	Are approvals taken by CRAs for ERM/ exception cases from NPS Trust?		
6	Does CRA generate any red flag in case of repetitive ERMs ?		
7	Is the team handling e-NPS grievances given training on periodic basis?		
8	Whether the team handling e-NPS grievances is updated regarding the latest developments in CRA system along with latest guidelines and regulations issued by the regulator from time to time?		
F. IT Administration for e-NPS			

1	Whether Authorization, Authentication, and Access Control are duly complied as per approved policy of the CRA?		
2	Whether SSL certificates are installed for the e-NPS portal maintained by the CRA?		
3	At rest or in transit, whether all the data are encrypted to prevent cyberattacks / threats?		
4	Are the Input Validation checks implemented for every field in the e-NPS portal to authenticate and sanitize the input fields?		
5	Is there any laid down web application security checklist maintained by the CRA?		
6	Does CRA have an approved Data Privacy policy in place to protect the subscriber data?		
7	Is the Data Privacy policy in line with the regulations?		
8	Is the Data Privacy policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
9	Does CRA have an approved Information Security Policy ?		
10	Is the Information Security policy in line with the regulations?		
11	Is the Information Security policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
12	Does CRA have an approved Cyber Security Policy ?		
13	Is the Cyber Security policy in line with the regulations?		
14	Is the Cyber Security policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
15	Does CRA have an approved IT Asset Management and Disposal policy ?		
16	Is the IT Asset Management and Disposal policy in line with the regulations?		
17	Is the IT Asset Management and Disposal policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
18	Does CRA have an approved Data Storage Policy ?		
19	Is the Data Storage policy in line with the regulations?		
20	Is the Data Storage policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
21	Does CRA have an approved Cloud Policy ?		
22	Is the Cloud policy in line with the regulations?		
23	Is the Cloud policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
24	Whether such policies are published and communicated to all employees of the CRA?		

25	Is the DR site set up in a different seismic zone ?		
26	Whether all the IT assets are adequately protected / insured by the CRA to mitigate risks from all virus, threats and disasters?		
27	Whether the equipment is protected from power failures through multiple feeds such as UPS, backup, generator etc.?		
28	Whether CRA employees are connecting to eNPS database from secured office network only?		
29	Are network security devices such as firewalls and intrusion detection and prevention systems installed to prevent security threats?		
30	Whether the network is adequately managed and controlled, to protect from threats, and to maintain security for the systems and applications using the network, including the information in transit?		
31	Whether internal controls are implemented to ensure the security of the information within the networks, such as unauthorized access?		
32	Is the capacity utilisation of the infrastructure monitored on a real-time basis?		
33	Whether down-time logs are maintained?		
34	Are all the infrastructure including network, hardware, software adequately sized to meet the capacity requirements?		
35	Does the CRA maintain peak load projections to ensure that the installed capacity is more than the peak load?		
36	Whether performance testing, system integration testing, regression testing, VAPT is carried out on an annual basis/ in line with regulation?		
37	Are Recovery Time Objective (RTO) and Recovery Point Objective (RPO) specified and maintained by CRA?		
38	Is there a one-to-one correspondence between infrastructure at Primary data centre and DR site?		
39	Does CRA conduct quarterly drills to test the effectiveness of disaster recovery plan?		
40	Does CRA have an approved IT Outsourcing policy?		
41	Is the IT Outsourcing policy in line with the regulations?		
42	Is the IT Outsourcing policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
43	Does CRA provide training to its employees and outsourced staff on IT / Cyber security policy and standards?		
44	Does CRA have adequate measures to deal with bug fixes, incidents, downtimes, security updates ?		

45	Whether the CRA database is safe from breach and is there any system in place to check for breach on real time basis?		
46	Whether CRA has data classification mechanism in place and whether data access controls are built as per the classification?		
G.	**NFR (Non-Functional Requirements) for e-NPS**		
1	Does CRA ensure that downtime for production system upgrades is scheduled during off-peak hours?		
2	Have there been cases of production system failure in the last financial year ?		
3	Whether the CRA production system has ever reached (or exceeded) the peak value tested during the system performance testing?		
4	Does the CRA have an Incident Management Policy?		
5	Is the Incident Management policy in line with the regulations?		
6	Is the Incident Management policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
7	Is the Incident Reporting done in line with the Incident Management policy of the CRA?		
8	Does CRA carry out the Root Cause Analysis of the incidents reported?		
9	How many incidents were reported in the last financial year?		

The selected bidder is expected to follow the sampling strategy so as to cover various scenarios as above and carry out the audit of Central Recordkeeping Agency - Protean eGov Technologies Limited (PCRA).

The selected bidder is expected to gain understanding of the NPS and APY architecture, the Regulations, rules, guidelines, circulars, notifications etc., through the data/information available on the website of both PFRDA https://www.pfrda.org.in and NPS Trust https://www.npstrust.org.in and through regular interactions with NPS Trust. The selected bidder should visit the offices/premises of PCRA, understand the PCRA systems & functionalities, conduct the onsite audit and perform the necessary checks required for completion of the audit in a time bound manner. The selected bidder may contact NPS Trust for any understanding required on NPS and APY architecture, the Regulations, rules, guidelines, circulars, notifications etc.

The selected bidder will deploy adequate manpower to carry out the audit in a comprehensive manner so as to meet the objectives of the audit exercise as stated above.

7. Eligibility

NPS Trust intends to appoint auditor for conducting annual audit of Central Recordkeeping Agency - Protean eGov Technologies Limited for FY 2024-25 and FY 2025-26. In this regard, NPS Trust invites bids from empanelled Chartered Accountant (CA) firms satisfying the following criteria:-

Sr. No.	Eligibility Criteria	Submission of Document as Proof in support of meeting the criteria
1.	The bidder should be a registered partnership firm or a limited liability partnership firm providing auditing of financial services and other services permitted by the ICAI.	Self-attested copy of Partnership Deed / Registration as LLP along with self-attested copy of the registration certificate issued by ICAI to the bidder.
2.	The bidder should have been registered with ICAI and should have at least ten years track record of continuous operations as on 31-March-2026.	Self-declaration in the format given in Annexure-II
3.	The bidder firm should have minimum (15) partners as on 31-March-2026	Self-declaration in the format given in Annexure-II
4.	During the last five years (up to 31-March-2026), the bidder should have experience of Statutory Audit/Internal Audit work of at least five scheduled commercial banks.	Copies of work orders/agreements/completion certificates with the Banks along with details to be filled in the format given in Annexure-II
5.	The bidder should be empaneled with the NPS Trust as on the date of submission of bid.	Self-declaration in the format given in Annexure-II
6.	The bidder should be empaneled with the Comptroller and Auditor General of India (C&AG) for the F.Y. 2025-26.	Self-attested copy of the certificate / acknowledgement issued by C&AG.
7.	The bidder should have valid and subsisting peer review certificate issued by the Institute of Chartered Accountants of India as on the date of submission of bid.	Self-attested copy of the certificate issued by the ICAI.
8.	The bidder should not have been banned/declared ineligible for corrupt and fraudulent practices by the Govt. of India/State Govt/ ICAI/ C&AG/ NAFRA/any financial sector regulator and should not have any disciplinary	Self-declaration in the format given in Annexure-III

	proceedings pending or contemplated against it or strictures passed against it or any of its partners with ICAI/ C&AG/any financial sector regulator.	
9.	The bidder should have an office/branch with active partner in Mumbai, Maharashtra.	Self-attested copy of Telephone Bill / Electricity Bill (latest bill not older than last 6 months) / Registered Lease Deed / Constitution Certificate issued by ICAI to the bidder supporting the address in Mumbai.
10.	Conflict of Interest	Self-declaration in the format given in Annexure-III
11.	Declaration of no extra conditions	As per Annexure V
12.	Non-Disclosure Agreement with NPS Trust	As per Annexure VI

8. **Place of Audit** will be office of Protean eGov Technologies located at 1st Floor, Times Tower, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai, Maharashtra - 400 013.

9. **Payment of Fees**
The fees for the audit assignment will be paid to the selected bidder by NPS Trust, upon acceptance of all the audit reports for FY2024-25 and FY2025-26 by the competent authority of NPS Trust. In event of non-submission or failure of the selected bidder to submit the annual audit reports as per the requirements listed herein, NPS Trust may pay nil or a lower fee, as the case may be and the decision of NPS Trust in regard thereto, shall be final and binding.

10. Bid Submission

In this regard, you are requested to submit/upload the bid latest by 17 July 2026 till 03:00 pm in the required format (Refer Annexure – II to IV and VI). The timeline for submission/upload of the bid may be extended solely at the discretion of NPS Trust.

The bid documents must be accompanied by a letter on firm's letter head showing the full registered name(s) and registered office address of the bidder. All the pages of bid document should be signed by a signatory having authority to commit the bidders to a binding contract (Refer Annexure II, III and V).

Bid must be submitted cumulatively for both Financial Years, as per the financial bid format. The invoices and reports are to be submitted for each Financial Year separately.

11. The terms & conditions of appointment of auditor is enclosed at Annexure-I. The decision of NPS Trust with respect to appointment of the auditor for conducting Annual Audit of Central Recordkeeping Agency - Protean eGov Technologies Limited for FY 2024-25 and FY 2025-26 shall be final, conclusive and binding.

Annexure-I

TERMS AND CONDITIONS

Appointment of Auditor for Annual Audit of Central Recordkeeping Agency - Protean eGov Technologies Limited for FY 2024-25 and FY 2025-26

1. The Lowest Bid (L1) will be considered as successful Bidder. In case the successful bidder refuses to carry on the assignment, the bidder(s) ranked next in the hierarchy/order of merit will be awarded the assignment.
2. In the event of two or more bidders quoting an identical amount, the successful bidder shall be selected by way of a draw of lots.
3. The initial period of the award of work shall be for the annual audit of FY2024-25 and FY2025-26, which after the review of performance and other conditions, may be further extended beyond the initial period, on such terms and conditions as decided by NPS Trust, subject to the requirement of NPS Trust, or may even be terminated before the specified period or the extended period, as the case may be on the ground, including but not limited to, NPS Trust not being satisfied with the performance of the auditor.
4. The letter of award of work shall be issued after approval by the competent authority.
5. Conditional and incomplete bids shall not be considered and shall be summarily rejected at the very first instance, without providing any recourse to the bidder, in which event, the decision of NPS Trust shall be final, conclusive and binding.
6. In the event of inadequate response to the RFP, NPS Trust reserves the right to award the work as it may consider appropriate.
7. The competent authority of NPS Trust reserves the right to annul all the bids received, modify or cancel the selection process of Annual Audit of Central Recordkeeping Agency - Protean eGov Technologies Limited in full or in part, at any time prior to issuing the letter of award of work or discontinue this tender process, without assigning any reason, in which event, the decision of NPS Trust shall be final, conclusive and binding.
8. NPS Trust shall be under no obligation to accept the lowest or any other offer received in response to this tender document and shall be entitled to reject any or all bids without assigning any reason whatsoever, without any obligation to inform and without incurring any liability to any of the bidders/applicant firms.
9. This tender document neither constitutes nor should be interpreted as an offer or invitation for appointment.
10. Prospective bidders are advised to go through the complete tender document and annexure(s) thereto, including the terms and conditions thereof, carefully before applying. The bid once submitted shall not be ordinarily permitted to be modified, substituted or withdrawn.
11. No binding legal relationship of any nature, shall exist between any of the bidder and NPS Trust until issuance of letter of award of work.

12. Submission of bid by the applicant firm shall mean that they have examined the entire tender document and annexure(s) thereto and is deemed to have full knowledge of the role and responsibilities as per the scope of work.
13. A bidder shall, by responding to NPS Trust under the present tender document, be deemed to have accepted all the terms and conditions of this tender document. The terms of engagement shall be in accordance with the letter of award of work issued to the successful bidder.
14. This document is meant to provide information only and upon the express undertaking that recipients shall use it only for the purposes set above. No representation or warranty, expressed or implied, is or shall be made as to the reliability or accuracy of any of the information contained herein, nor shall it create any liability or responsibility on NPS Trust or any of its officers. It does not purport to be all inclusive of the information regarding the services to be provided or to be the basis of the letter of award of work. It shall not be assumed that there shall be no deviation or change in any of the information mentioned hereunder on roles and responsibilities of the Auditor. While this document has been prepared in good faith, neither NPS Trust, nor any of its officers make any representation or warranty or shall have any responsibility or liability whatsoever, in respect of any statements or omissions made herein. Any liability or responsibility is accordingly and expressly disclaimed by NPS Trust and its officers, even if any loss, harm or damage is caused by any act or omission on the part of NPS Trust or any of its officers, whether negligent or otherwise, in respect of the present tender document.
15. The selected bidder should hold NPS Trust's interest paramount and should observe the highest standard of ethics, values, code of conduct, honesty and integrity while carrying out the assignment.
16. By acceptance of this document, the bidder agrees that any information contained herewith, shall be superseded by any subsequent written information on the same subject, made available to the recipient(s), with access to any additional information or update to this document or to correct any inaccuracies herein which may become apparent. Any corrigendum/clarification to the bid document will be made available at the website of NPS Trust.
17. For any queries, the prospective bidder(s) may write to NPS Trust at priyanka.khatwani@npstrust.org.in and ravi.pohankar@npstrust.org.in in the format as given below within 10 days from the date of this bid document. Any change in the terms of this bid document will be communicated to all the bidder(s). Any query received after 10 days will not be considered.

Sl. No.	Bid document clause	Query

18. The link for the pre-bid meeting to be held on 06 July 2026 at 03:00 pm via video conferencing is as:

Meeting Link	https://npstrust.webex.com/npstrust/j.php?MTID=m92dc1fa36478e64188835a3e207f5e48

Meeting Number	2519 962 1347
Meeting Password	6H333KewM68

19. Any information with respect to corrigendum/clarification to the bid document will also be made available at the website of NPS Trust. The bid document can also be downloaded from the website of NPS Trust https://www.npstrust.org.in.
20. In case of any ambiguity, in the interpretation of any of the clauses in bid document, NPS Trust's interpretation of the clauses shall be final, conclusive and binding.
21. NPS Trust reserves the right, at any time and without advance notice, to change the procedure for selection of the Auditor(s), at its sole discretion. Accordingly, the interested recipients shall carry out an independent assessment and analysis of the requirements of the information, facts and observations contained herein.
22. This document has not been filed, registered or approved in any jurisdiction. Recipients of this document shall be responsible to inform themselves of and observe any applicable legal requirement.
23. This tender document constitutes no form of commitment on the part of NPS Trust. Furthermore, this document neither confers the right nor any expectation on any party whatsoever, to participate in the tender process. The bidder(s) shall be responsible for all acts incurred or omissions made in connection with participation in this process. This tender does not bind NPS Trust to award the work or to engage in negotiations.
24. The appointed bidder(s) accepts to comply with and abide by such instructions and directions that NPS Trust may issue from time to time.
25. All proposals and accompanying documents received within the stipulated times shall become the property of NPS Trust and shall not be returned in any event whatsoever.
26. The proposal/ bid shall be valid for a period of 180 days from the date of declaration of results. A proposal/ bid valid for a shorter period may be rejected by NPS Trust as non-responsive. In exceptional circumstances or justified reasons, NPS Trust may at its discretion, grant consent for an extension of the validity period. The request and responses shall be in writing.
27. The selected bidder shall be liable to maintain secrecy and confidentiality of all the information / data / operations, etc. of the NPS Trust and the CRA and in relation to the work undertaken by it. The selected bidder shall not disclose or part with any information relating to NPS Trust/CRA and its data to any person or persons or authorities without prior written consent of NPS Trust/CRA. Breach of the same will result in termination of the award of work apart from

other remedies available to NPS Trust. The selected bidder will enter into a 'Non-disclosure Agreement' with NPS Trust (Annexure-VI).

28. Any form of canvassing / lobbying / influence / query regarding short listing, status, etc. under the present tender, shall be a direct disqualification from the selection process.
29. The person(s) signing the bid documents shall affix their initials on all pages of the bid.
30. Bidders must disclose in their bid (Annexure-II), details of any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest. Where bidders identify any potential conflicts they should state how they intend to avoid such conflicts. NPS Trust reserves the right to reject any bid which, in NPS Trust's opinion, gives rise, or could potentially give rise to, a conflict of interest.
31. The successful bidder shall exercise reasonable skill, care and diligence in the performance of the assignment and indemnify and keep NPS Trust, its trustees, officers, employees etc., indemnified at all times in respect of any loss, damage, harm or claim whatsoever, arising out of or related to any breach of terms & conditions, violation of any law/rule, breach of statutory duty or negligence by the bidder/firm or by its staff, employees, agents or sub-contractors, in relation to the performance or otherwise of the services to be provided under the present tender and award of work thereto.
32. The successful bidder shall not, without the prior written consent of NPS Trust, assign or transfer or cause to be assigned or transferred, whether actually or as the result of takeover, merger or other change of identity or character of the successful bidders, any of its rights or obligations under present tender document and award of work thereto or any part, share or interest therein.
33. The audit for shall commence on receipt of notice from NPS Trust (Notice to proceed) and will be completed within a period of sixty days (in aggregate for both FY 2024-25 and FY 2025-26) from the date of the notice.
34. No advance will be paid. The fees for assignment will be paid to selected bidder by NPS Trust, upon the acceptance of the reports by the competent authority of NPS Trust. In event of non-submission or failure of the selected bidder to submit the annual audit report as per the requirements listed herein, NPS Trust may pay nil or a lower fee, as the case may be and the decision of NPS Trust in regard thereto, shall be final and binding.
35. The fee quoted shall be all-inclusive and no out of pocket expenses shall be admissible i.e. NPS Trust shall not be providing for or reimbursing any expenditure incurred by the selected bidder towards accommodation, local conveyance, air fare or train fare, halting expense, lodging, boarding, food etc., in connection with visiting the premises of the CRAs / NPS Trust for the purpose of carrying out the assignment.
36. The selected bidder will attend the meetings with the management of NPS Trust, Board of Trustees or any committee thereof and no separate fees or expenses will be paid in this regard. If the auditor is called to attend the meetings in person

outside Mumbai, fare of economy class, boarding and conveyance of not more than two persons will be borne by NPS Trust.

37. Performance Guarantee:-
    i. The selected bidder shall deposit with NPS Trust within fourteen (14) days from the award of work, an unconditional and irrevocable Performance Guarantee, amounting to 5% of the contract value (including taxes) awarded by NPS Trust for annual audit, from any scheduled commercial bank in favor of "National Pension System Trust, New Delhi" for the due performance and fulfillment of the annual audit assignment for the FY2024-25 and FY2025-26.
    ii. The Performance Guarantee shall remain valid till 60 days after the submission of annual audit report by the bidder and all incidental charges and expenses whatsoever such as premium; commission etc., with respect to the Performance Guarantee shall be borne by the selected bidder.
    iii. Any delays in submission of the reports by the selected bidder beyond the stipulated timelines would entitle NPS Trust to forfeit the Performance Guarantee besides other action including termination of the award of work as may be deemed fit.
38. The selected bidder at all times will comply with the code of conduct prescribed for the auditors by the Institute of Chartered Accountants of India.
39. The auditor undertakes that they
    i. Will not offer any benefit to the employees of NPS Trust and not commit any offence under the Prevention of Corruption Act, 1988 or Indian Penal Code, 1860
    ii. Will not enter into any undisclosed agreement or understanding with the other bidders with respect to the prices, specifications, certifications, subsidiary contracts etc.
    iii. Have not sold the same services somewhere else at prices lower than the bid price for the same scope.
    iv. Have not made any payment to any third party or agent or broker for the purpose of this bid.
    v. Have not committed any transgressions over the specified period with any other company in India or abroad that may impinge on the anti-corruption principle.
40. The auditor undertakes that they will observe the highest standard of ethics and will not indulge in any of the following prohibited practice either directly or indirectly at any stage during the procurement process or during execution of the resultant contract.
    i. Corrupt Practice – Making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution

ii. Fraudulent Practice – Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declarations or providing false information for participation in this bid process or to secure the bid or to execute the bid.

iii. Anti-Competitive Practice – Any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of “The Competition Act 2002” between two or more bidders, with or without the knowledge of the procuring entity, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial / non-competitive levels.

iv. Coercive practice – Harming or threatening to harm persons or their properties to influence their participation in the procurement process or affect the execution of this contract.

v. Conflict of Interest – Conflict of interest with one or more parties in this bidding process in case of

   a. Controlling partners in common or
   b. Receiving or have received any direct or indirect subsidy / financial stake from any of the other bidders or
   c. Have the same legal representative / agent for the purpose of this bid or
   d. Have business relationship with each other directly or through common third parties that puts them in a position to have access to information about or influence the bid of the other bidder or
   e. Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specification of the contract that is the subject of the bid or
   f. In case of a holding company having more than one subsidiary / sister concern having common business ownership / management, only one of them can bid. Bidders to declare such sister / common business / management in same / similar line of business

vi. Obstructive Practice – Materially impede the NPS Trust’s investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering or by concealing of evidence material to the investigation, or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of the matters relevant to the investigation or from pursuing the investigation, or by impeding NPS Trust’s rights of audit or access to information.

41. The bidder hereby declares the abiding to the code of integrity during submission of the bid. In case of any transgression of this code, the bidders agree to be liable of punitive actions such as cancellation of contract at any stage of the bid or

during execution, recovery of payments already made including advance payments, banning from future participation and blacklisting by NPS Trust.

42. NPS Trust may, at its sole discretion and at any time, terminate the award of work with the successful bidder by giving a month's notice, and inform the bidder of NPS Trust's decision by written instructions to that effect. In the event of termination, the selected bidder shall take such steps as are necessary to bring the services to an end, in a cost effective, timely and orderly manner, without making any claim of whatsoever nature, against NPS Trust/CRA or any of its officers, employees, directors etc.
43. Any failure or delay by selected Bidder in the performance of its obligations, to the extent due to any failure or delay caused by fire, flood, earthquake, pandemic or similar elements of nature, or acts of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of governmental authorities or other events beyond the reasonable control of non-performing party, which affects the performance of the selected bidder, will not amount to non-performance of the assignment. However, the selected bidder will notify within a reasonable time period of the occurrence of a Force Majeure Event. If the Force Majeure prevents or delays performance for over 90 days, NPS Trust will reserve the right to terminate the contract.
44. Governing Laws/Jurisdiction/Arbitration: Any dispute/ difference in relation to the process for selection of the auditor under this tender document shall be subject to the exclusive jurisdiction of courts at New Delhi only. Any dispute arising post the award of work shall be settled through negotiation, in good faith and using best endeavours. Disputes unresolved, if any, shall be settled by way of arbitration, to be conducted under the provisions of the Arbitration and Conciliation Act, 1996, as amended, by a sole arbitrator appointed mutually by the parties. The proceedings of arbitration will be conducted at New Delhi and the cost will be borne equally by the parties.

Annexure-II

APPLICANT FIRM'S GENERAL INFORMATION

Sr. No.	Particulars	Details
1.	Chartered Accountant Firm's Name	
2.	Address of Head Office	
	Registered Office Address	
	Number of Branch Offices	
	Address of Office in Mumbai	
3.	Constitution	
4.	Date of Registration / Establishment	
5	Firm's Registration Number with ICAI	
6.	Telephone Number	
7.	E-mail address	
8.	Website	
9.	GST Registration Number	
10.	Permanent Account Number (PAN)	
11.	Manpower:-	
	A. Qualified Professionals:-	
	(i) Number of Partners (ii) Others	
	B. Number of Articles	
	C. Partner / Staff with CISA/DISA qualification	
	D. Number of Partners stationed at Mumbai	
12.	Whether the firm has ten years track record of continuous operations as on 31-March-2026	Yes/No
13.	Empaneled with the Comptroller and Auditor General of India (C&AG) for the F.Y. 2025-26 .	Yes/No
14.	Peer Reviewed by ICAI	Yes/No
15.	Empaneled with NPS Trust	Yes/No

Brief Profile of Partners / CAs				
Name/ Qualification	ICAI Membership/ Date of Certificate of Practice / Date of Registration as FCA/ACA	Number of years of experience in conducting audits	Whether CISA/ DISA	Date of joining the firm

Past Experience			
Name of the Scheduled Commercial Bank	Nature of Assignment (Internal/Statutory/ Concurrent/ Accounting)	Year of Assignment	Manpower Deployed (Number)

Conflict of Interest
We confirm that there are no circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest. We understand that in the event of any conflict of interest which comes to the notice of NPS Trust/as determined by NPS Trust, the bid submitted by us will be liable for disqualification.

Declaration
We hereby declare that the firm is an empanelled CA firm with NPS Trust.

*Documents to be enclosed as mentioned in the table at para 7 'Eligibility' of the tender document.

(Signature of Partner)
Full Name:-
Designation:-
Applicant Firm's official seal

Annexure-III

UNDERTAKING/SELF-DECLARATION

(to be furnished on the letter head of the CA firm)

Chief General Manager
National Pension System Trust
B-302, Tower-B,
3rd Floor, World Trade Centre
Nauroji Nagar, New Delhi-110029

SUBJECT: APPLICATION FOR APPOINTMENT OF AUDITOR FOR UNDERTAKING ANNUAL AUDIT OF PROTEAN E-GOV TECHNOLOGIES LIMITED – CENTRAL RECORDKEEPING AGENCY UNDER NPS AND APY FOR THE FY2024-25 and FY2025-26

Dear Sir,

Please find enclosed the bid for consideration of our Chartered Accountant firm to be appointed as auditor for annual audit of Central Recordkeeping Agency - Protean eGov Technologies Limited w.r.t to Exits and withdrawals, Grievances and eNPS for FY 2024-25 and FY 2025-26.

We agree to undertake the assignment, if given, as per the scope of work laid down under the tender document dated 25 June 2026. We hereby declare that our firm does not have any pecuniary liability or any claim/disciplinary proceeding /legal proceeding pending against the firm or any other cause which could hamper our ability to render the services to NPS Trust/CRA as envisaged.

We also confirm that we have submitted only one application. No additional applications have been submitted in name of self or sister concerns or Associates.

We further declared that:

i. There has not been any disciplinary action initiated or contemplated or pending /suspension of practice against our firm from conducting any activity by ICAI/RBI/C&AG/NAFRA or other financial sector regulator /statutory authority during the last five years.

ii. None of the partners/employees have been convicted of any offence involving moral turpitude or has been found guilty of any economic offence.

iii. No appeal/unresolved dispute/suit/case/application has been pending at any court of law/ Tribunal in India regarding the existence of the business/ right to carry on practice of our firm or any of its partners/directors.

iv. The firm is not under any ‘Liquidation’, any ‘Court Receivership’ or similar proceedings and ‘Bankruptcy’.

v. The services shall be rendered to the satisfaction of NPS Trust, in the absence of which NPS Trust reserves the right to terminate the assignment without assigning any reason or incurring any liability for payment to the firm.

vi. If the aforesaid representation /declaration or any information is found to be incorrect, false or misleading, we agree that the NPS Trust shall be entitled to terminate the assignment, if awarded to our firm, or initiate suitable action as deemed fit and appropriate by NPS Trust, in accordance with law, without reference to us.

Date
Place:

(Signature of Partner)

Full Name:-
Designation:-
Applicant Firm’s official seal

Annexure – IV

FINANCIAL BID

Sr. No.	Particulars	Cost (₹)
1.	Fee for Annual Audit of Protean eGov Technologies Limited - CRA for FY2024-25	
2	Fee for Annual Audit of Protean eGov Technologies Limited – CRA for FY2025-26	
3	GST	
4	Total Fees including GST in amount (numbers)	
5	Total Fee Amount in words	

In case of any discrepancy in the fees quoted in figures and in words, the fees quoted in words will be considered by NPS Trust.

Date
Place:

(Signature of Partner)

Full Name:-
Designation:-
Applicant Firm's official seal

Note:-

The fee quoted shall be all-inclusive and no out of pocket expenses shall be admissible i.e. NPS Trust shall not be providing for or reimbursing any expenditure incurred by the auditor(s) towards accommodation, local conveyance, air fare or train fare, halting expense, lodging, boarding, food etc., if any, in connection with visiting the premises of the CRA for the purpose of carrying out the audit assignment.

The fees as mentioned above in this annexure to be submitted by the bidder(s) will be considered final by NPS Trust.

Annexure – V

Declaration of no extra conditions

I ____authorized representative of _____firm, hereby declare that currently our firm is empaneled with NPS Trust and I have read and understood the bid document. The bid has been submitted for the appointment of Auditor for Annual Audit of Central Recordkeeping Agency - Protean eGov Technologies Limited (PCRA) for FY2024-25 and FY2025-26 at the office of PCRA in Mumbai with all the following required documents as stated in the bid document and is unconditional and no extra conditions have been included.

The following documents have been submitted along with the bid:-

Sl. No.	Annexure	Particulars	Document submitted (Yes/No)
1.	Annexure-I	Terms and Conditions for appointment of Auditor	
2.	Annexure-II	Firm's general information along with profile of partners, past experience, conflict of interest and declarations.	
3.	Annexure-III	Undertaking / self-declaration of the applicant firm	
4.	Annexure-IV	Financial bid	

Sr. No.	Eligibility Criteria	Submission of Document as Proof in support of meeting the criteria	Document submitted (Yes/No)
1.	The bidder should be a registered partnership firm or a limited liability partnership firm providing auditing of financial services and other services permitted by the ICAI.	Self-attested copy of Partnership Deed / Registration as LLP along with self-attested copy of the registration certificate issued by ICAI to the bidder.	

2.	The bidder should have been registered with ICAI and should have at least ten years track record of continuous operations as on 31-March-2026.	Self-declaration in the format given in Annexure-II	
3.	The bidder firm should have minimum (15) partners as on 31-March-2026	Self-declaration in the format given in Annexure-II	
4.	During the last five years (up to 31-March-2026), the bidder should have experience of Statutory Audit/Internal Audit work of at least five scheduled commercial banks.	Copies of work orders/agreements/completion certificates with the Banks along with details to be filled in the format given in Annexure-II	
1.	The bidder should be empaneled with the NPS Trust as on the date of submission of bid.	Self-declaration in the format given in Annexure-II	
6.	The bidder should be empaneled with the Comptroller and Auditor General of India (C&AG) for the F.Y. 2025-26.	Self-attested copy of the certificate / acknowledgement issued by C&AG.	
7.	The bidder should have valid and subsisting peer review certificate issued by the Institute of Chartered Accountants of India as on the date of submission of bid.	Self-attested copy of the certificate issued by the ICAI.	
8.	The bidder should not have been banned/declared ineligible for corrupt and fraudulent practices by the Govt. of India/State Govt/ ICAI/ C&AG/ NAFRA/any financial sector regulator and	Self-declaration in the format given in Annexure-III	

	should not have any disciplinary proceedings pending or contemplated against it or strictures passed against it or any of its partners with ICAI/ C&AG/any financial sector regulator.		
9.	The bidder should have an office/branch with active partner in Mumbai, Maharashtra.	Self-attested copy of Telephone Bill / Electricity Bill (latest bill not older than last 6 months) / Registered Lease Deed / Constitution Certificate issued by ICAI to the bidder supporting the address in Mumbai.	
10.	Conflict of Interest	Self-declaration in the format given in Annexure-III	
11.	Declaration of no extra conditions	As per Annexure V	
12.	Non-Disclosure Agreement with NPS Trust	As per Annexure VI	

Date: **(Signature of Partner)**

Place:

Full Name:-
Designation:-
Applicant Firm's official seal

Note: MSME and Startups claiming exemption from the criteria of experience, subject to meeting the quality and technical specifications, should submit the necessary documents in support of the claim.

Annexure-VI

NON-DISCLOSURE AGREEMENT

(Between the Auditor(s) & Auditee)

THIS NON-DISCLOSURE AGREEMENT is made on this …….. day (date) of ……… (Year)

By and between

NPS Trust, B-302, Tower B, World Trade Centre, Nauroji Nagar, Delhi 110029 hereinafter referred to as "**Auditee**" which expression shall unless repugnant to the context or meaning thereof, include its successors and assigns) of the first part.

And

……………Name of the auditor / entity incorporated/ registered under the……….Name of the Act having its registered/corporate office at …………………….(herein referred to as "**Auditor**" which expression shall unless repugnant to the context or meaning thereof, includes itssuccessors) of the second part

In this Agreement, "Auditee" and "Auditor" shall severally be referred to as "**Disclosing Party**" and collectively as "**Disclosing parties**".

In this Agreement, the "Auditee" and "Receiving Party" shall be severally referred to as "**the Party**" and collectively as "**the Parties**".

WHEREAS

A. NPS Trust (Auditee) has vide letter bearing reference no. _____________________ dated ___________ 2026 appointed the Auditor for Annual Audit of Central Recordkeeping Agency - Protean eGov Technologies Limited for FY 2024-25 and FY 2025-26 a("**Authorised Purpose**").

B. The audit exercise requires disclosure by the Parties to the Receiving Party of information that is deemed Proprietary / Confidential by the "Disclosing Parties". The information shall be disclosed for the Authorised Purpose in accordance with PFRDA (Exits & Withdrawals under NPS) Regulations, 2015 and its amendments from time to time read with PFRDA (NPS Trust) Regulations, 2015 and its amendments from time to time along with circulars, guidelines etc.

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

1. **Confidential Information (Information):**

   The term "Confidential Information" shall include, without limitation, all information and materials, furnished by either Party to the other in connection with the Authorised Purpose including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic media, and including all proprietary information, customer & prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, business or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property. Results of any audits, tests, analysis, extracts or usages carried out by the Auditor in connection with the Authorised Purpose also be considered Confidential Information.

2. **Protection of Confidential Information:** With respect to any ConfidentialInformation disclosed to it or to which it has access, Auditor affirms that it shall:

   (a) Use the Confidential Information as necessary only in connection with the Authorised Purpose and in accordance with the terms and conditions contained herein;

   (b) Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information that the parties take to protect the confidentiality of its own proprietary and confidential information and that of its other clients;

   (c) Not to make or retain copy of any details of the information, business or marketing plans, subscriber lists, proposals developed by or originating from Auditee or any of the intermediaries under the NPS architecture.

   (d) Not to make or retain copy of any details of results of any audits, tests, analysis, extracts or usages carried out by the Auditor in connection with the Authorised Purpose without the express written consent of Auditee.

   (e) Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the Auditee ; and

   (f) Return to the Auditee or destroy at Auditee's discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately on (i) expiration or termination of this agreement, or (ii) the request of Auditee therefor.

(g) Not to send Auditee's audit information or data and/or any such Confidential Information at any time outside India for the purpose of storage, processing, analysis or handling without the express written consent of the Auditee.

(h) The auditor shall use only the best possible secure methodology to avoid confidentiality breach, while handling audit related data for the purpose of storage, processing, transit or analysis including sharing of information with Auditee.

(i) Not to engage or appoint any non-resident/foreigner to undertake any activity related to the Authorised Purpose.

(j) Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between the Auditor and the Auditee or the nature of services to be provided by Auditor to the Auditee.

(k) Make sure that all the employees and/or consultants engaged to undertake any audit on its behalf have signed the mandatory non-disclosure agreement.

3. **Onus:** Auditor shall have the burden of proving that any disclosure or use, inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions. The obligation to prove that the information is not confidential will also be on the auditor.

4. **Permitted disclosure of audit related information:**

The auditor shall not disclose at any time to any third party any information pertaining to the Auditee that he has come across while conducting this audit without the prior approval of the Auditee. The Auditor may share audit information with Government entities, if mandated under the law as and when called upon to do so by such agencies with prior written information to the Auditee.

5. **Exceptions:** The Confidentiality obligations as enumerated in Article 2 of this Agreement shall not apply in the following cases:

(a) Which is independently developed by Auditor or lawfully received from another source free of restriction and without breach of this Agreement; or

(b) After it has become generally available to the public without breach of thisAgreement by Auditor; or
(c) Which at the time of disclosure to Auditor was known to such party free ofrestriction and evidenced by documents in the possession of such party; or
(d) Which Auditee agrees in writing is free of such restrictions.
(e) Which is received from a third party not subject to the obligation ofconfidentiality with respect to such Information;

6. **Remedies:** Auditor acknowledges that any actual or threatened disclosure or use of the Confidential Information by Auditor would be a breach of this agreement and may cause immediate and irreparable harm to Auditee or to its subscribers;Auditor affirms that damages from such disclosure or use by it may be impossibleto measure accurately; and injury sustained by Auditee / its subscribers may be impossible to calculate and compensate fully. Therefore, Auditor acknowledges that in the event of such a breach, Auditee shall be entitled to specific performance by Auditor of its obligations contained in this Agreement. In addition Auditor shall compensate the Auditee for the loss or damages caused to the Auditee actual and liquidated damages which may be demanded by Auditee. Liquidated damages not to exceed the Contract value. Moreover, Auditee shall be entitled to recover all costs of litigation including reasonable attorneys' feeswhich it or they may incur in connection with defending its interests and enforcement of contractual rights arising due to a breach of this agreement by Auditor. All rights and remedies hereunder are cumulative and in addition to any other rights or remedies under any applicable law, at equity, or under this Agreement, subject only to any limitations stated herein.

7. **Need to Know:** Auditor shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees and/or consultants of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the Auditee. No information relating to Auditee shall be hosted or taken outside the country in anycircumstances.

8. **Intellectual Property Rights Protection:** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the Auditee to the Auditor.

9. **No Conflict:** The parties represent and warrant that the performance of its obligations hereunder do not and shall not conflict with any other agreement

or obligation of the respective parties to which they are a party or by which the respective parties are bound.

10. **Authority:** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.

11. **Governing Law and Jurisdiction:** The Agreement shall be governed by and construed in accordance with the laws of India and the courts at Delhi shall have exclusive jurisdiction over all disputes arising under or in connection with this Agreement.

12. **Entire Agreement:** This Agreement constitutes the entire understanding and agreement between the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and under standings among the parties with respect to the subject matter hereof.

13. **Amendments:** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed onbehalf of each of the parties by their respective duly authorized officers or representatives.

14. **Binding Agreement:** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.

15. **Severability:** It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.

16. **Waiver:** Waiver by either party of a breach of any provision of this Agreement, shall not be deemed to be waiver of any preceding or succeeding breach of the same or any other provision hereof.

17. **Survival:** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after expiration or termination of this Agreement.

18. **Non-solicitation.** During the term of this Agreement, the Auditor shall not solicit or attempt to solicit Auditee’s employees and/or consultants, for

the purpose of hiring/contract or to proceed to conduct business similar to Auditee with any employee and/or consultant of the Auditee who has knowledge of the Confidential Information, without the prior written consent of Auditee.

19. **Termination:** The Auditee reserves the right to terminate the present agreement if the auditor is found in breach of the agreement, without incurring any penalties the Auditee.

20. **Dispute Resolution:** In the event, dispute arises between the parties in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, the parties shall attempt to resolve the dispute in good faith by senior level negotiations. In case, any such difference or dispute is not amicably resolved within forty five (45) days of such referral for negotiations, it shall be resolved through arbitration process by a sole arbitrator appointed by the Auditee in accordance with the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be New Delhi. The proceedings of arbitration shall be conducted in English language and the arbitration award shall be substantiated in writing and binding on the parties. The arbitration proceedings shall be completedwithin a period of one hundred and eighty (180) days from the date of reference of the dispute to arbitration. The cost of arbitration shall be borne equally by the parties.

21. **Term:** This Agreement shall come into force on the date of its signing by both the parties and shall be valid up to ……….

22. **Notices:** Any notice given under this agreement shall be in writing and may be served through e-mail and by speed post at the addresses of the respective parties as listed below:

    National Pension System Trust
    B-302, Tower B, 3rd Floor, World Trade Centre
    Nauroji Nagar,
    New Delhi - 110029

    Auditor
    ____

23. **Miscellaneous:** The parties herein shall be additionally bound and shall strictly abide by such directions/notifications/circulars etc. as are issued by PFRDA from time to time, governing or having relevance to the present agreement.

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed thisAgreement to make it effective from the date and year first written above.

For & on behalf of Auditor
(Name and designation of authorized signatory)
……………………………

For & on behalf of Auditee
(Name and designation of authorized signatory)
……………………………

WITNESSES:

1.

2.

Annexure-VII

Format of Audit Report

To,

National Pension System Trust
3rd Floor, 302-B, World Trade Centre
Nauroji Nagar,New Delhi -110029

Subject: Annual Audit Report of Protean eGov Technologies Limited (PCRA) for FY ______ (separate report for each year to be given)

Dear Sir,

This is with reference to the appointment letter dated….., wherein we were appointed as the annual auditor of Protean eGov Technologies Limited (PCRA) for the FY _____.

We have conducted the annual audit of Protean eGov Technologies Limited (PCRA) for the FY ____ in accordance with the defined scope of activities and sample size as specified in the RFP dated 25 June 2026. Enclosed herewith is the annual audit report for your kind perusal and necessary action.

Thanking You

I. Exits & Withdrawals under NPS and APY

Sl. No.	Particulars	Observations of the Auditor
A.	**Processing of Exits & Withdrawals**	
1.	Whether the exits & withdrawals under NPS have taken place as per the PFRDA (Exits & Withdrawals under NPS) Regulations, 2015 and amendments thereto, rules, circulars, guidelines, directions issued by PFRDA.	
2.	Whether the partial withdrawals under NPS has taken place as per the respective regulations, rules, circulars, guidelines, directions issued by PFRDA.	
3.	Whether appropriate threshold/limits as specified w.r.t exits & withdrawals by PFRDA, for various schemes are implemented in the CRA system, for example, check on the threshold limit of ₹8 Lakh while processing normal exit under NPS or check on limit of 25% of subscriber while processing partial withdrawal etc.	
4.	Whether the correct withdrawal information was transferred to the Trustee Bank and the Annuity Service Providers (ASPs) w.r.t exit & withdrawal cases authorized in the CRA system and within the prescribed timelines.	
5.	Whether maker-checker mechanism has been followed while processing the exits & withdrawals requests by the nodal offices (in case of Government sector subscribers) and by POPs/Corporates (in case of All-citizen/Corporate subscribers) and that timelines have been adhered to by the POPs/Corporates while processing the requests.	
6.	Whether processes as laid down in the approved SOPs have been followed for settlement of exits & withdrawals requests and that timelines as stipulated in the SLAs executed with the CRAs have been adhered to.	
7.	Whether CRA maintained follow-up with the nodal offices/POPs and ensured submission	

Sl. No.	Particulars	Observations of the Auditor
	and storage of physical documents (wherever applicable) w.r.t exits & withdrawals requests.	
8.	Whether continuation, deferment, and systematic lump sum withdrawal requests of the subscribers have been executed as per the PFRDA (Exits & Withdrawals under NPS) Regulations, 2015 and amendments thereto, rules, circulars, guidelines, directions issued by PFRDA.	
B.	**Operational aspects related to Exits & Withdrawals**	
1.	Whether Claim IDs were generated within the stipulated timelines	
2.	Whether the subscribers/nodal offices/POPs were intimated/ informed/notified about the generation of Claim IDs.	
3.	Review consolidation and instructions for scheme-wise investments/ redemptions.	
4.	Ensure pay-in and pay-out processes matched Trustee Bank amounts.	
5.	Whether CRA is sending regular alerts/messages to subscribers w.r.t to any change in their individual pension account.	
6.	Whether CRA is sending alerts/messages/reminders to Nodal Offices/POPs and ASPs for exit & withdrawal requests that are pending at their end.	
7.	Whether CRA support system is in place for resolving pending annuity issuance cases.	
8.	Whether the Nomination matrix in the CRA system is in compliance to Regulation 32 of PFRDA (Exits & Withdrawals under NPS) Regulations, 2015 and amendments thereof.	
9.	Whether the CRA system functionalities w.r.t exits & withdrawals have been developed as per the regulations, rules, guidelines, circulars, notifications, directions issued by PFRDA from time to time.	
10.	Annuity Service Providers:- v. Whether information on annuities purchased by subscribers is being	

Sl. No.	Particulars	Observations of the Auditor
	maintained by CRA as per the prescribed formats. vi. Whether annuity policy records are available with the CRA. vii. Whether CRA is maintaining information regarding cancellation of annuity policies. viii. Status of integration of CRA with the ASPs.	
11.	Whether Internal controls of CRA system are in place to prevent any unauthorized or fraudulent exit/withdrawal from the system.	
C.	**Processing of other Exit & Withdrawal Requests**	
1.	Whether Non-NPS withdrawal cases have been executed as per the circulars, laid down procedures, guidelines issued by the State Govt. or DOPPW or on approval of NPS Trust/PFRDA or as per the rules, guidelines, instructions issued by NPS Trust/PFRDA.	
2.	Whether the PRANs which had been closed due to erroneous processing by nodal offices/POPs have been re-activated in compliance with the instructions of NPS Trust.	
3.	Whether the exception cases pertaining to exits & withdrawals have been processed in compliance to the approvals granted by either NPS Trust or PFRDA.	
D.	**Other areas of focus**	
1.	Review all exits with high value (above ₹50 Lakh) to identify any irregularities or potential fraudulent activities.	
2.	Review frequent partial withdrawals within a short time frame of 45 days for suspicious patterns.	
3.	Review all PRANs with exits initiated using the same mobile number/email id.	
4.	Review all PRANs where exits are initiated immediately after a change in core personal details, requiring scrutiny for potential misuse.	

Sl. No.	Particulars	Observations of the Auditor
5.	Identify any unusual volume of exits initiated from a specific Central Government (CG)/Central Autonomous Bodies (CABs)/ State Government (SG) / State Autonomous Bodies (SABs) entities.	
6.	Whether processing of claims with invalid nominations is as per PFRDA Regulations.	
7.	Time taken by the POPs to process the death claims, if beyond 7 days.	
E.	**APY Exits**	
1.	Whether exits under APY have taken place as per the Notification F.No.16/1/2015-PR-Atal Pension Yojana dated 16-October-2015 issued by the Department of Financial Services, Ministry of Finance.	

II. Call Center Operations

Sl. No.	Particulars	Observations of the Auditor
A.	**Employee Ratios and Qualifications**	
1.	Adequacy of ratio of call center employees to calls received.	
2.	Appropriateness of qualifications, experience, and language capabilities of customer service executives.	
B.	**Call Handling and Escalation**	
1.	Verify and assess call escalation processes.	
2.	Quality of information provided by call center staff.	
C.	**Training and Updates**	
1.	Whether call center training sessions are conducted and staff are updated on latest PFRDA circulars/instructions.	
D.	**Grievance Management**	
1.	Adherence to response timelines in CGMS	
2.	Whether the approval mechanisms for query/grievance responses are in order.	
3.	Whether the CGMS data reconciles with data provided to NPS Trust.	

III. Grievance Redressal

Sl. No.	Particulars	Observations of the Auditor
A.	**Grievance Mechanism and Response**	
	Registration of physical grievances in the system with all necessary details.	
1.	Verify action taken reports on grievances and number of pending complaints.	
2.	Assess the quality of responses to grievances.	
3.	Adherence to grievance redressal timelines.	
4.	Assess SLA compliance and report payment of compensation/penalty, if any.	

IV. Error Rectification in Error Rectification Module (ERM)

Sl. No.	Particulars	Observations of the Auditor
A.	**Data and Process Review**	
1.	Review system-generated ERM data and adherence to maker-checker mechanisms.	
2.	Verify maintenance of necessary documents for ERMs	
3.	Check processing of ERMs as per the laid down process / SOP and in accordance with the approvals of NPS Trust.	
4.	Ensure correctness of errors processed by reviewing WAC files and report any deviation.	

V. Other Checks & Compliances

Sl. No.	Particulars	Observations of the Auditor
1.	Compliance by CRA to the orders issued by the Ombudsman	
2.	Whether CRA has adhered to PFRDA Outsourcing Policy and has not delegated any of its core NPS activities.	
3.	Whether subscriber declarations under FATCA/CRS comply with Income Tax Act requirements.	
4.	Whether appointment of Compliance Officer is done by CRA	
5.	Review data privacy and security measures taken by the CRA w.r.t subscriber information.	

6.	Whether regular audits on data protection practices are carried out or not.	

VI. Checklist for E-NPS

Sl. No.	Particulars	(Yes/ No/ NA/ Nil)	Obsevtaions of the Auditor/Remarks
A. Subscriber Registration (NPS and APY)			
1	Whether CRA has session management in place for eNPS portal?		
2	Whether the charges applicable by each intermediary in NPS architecture are clearly displayed in an easily understandable form to the subscriber at the time of registration itself?		
3	Whether the data types for each field are defined adequately? Data definiton to be provided in the remarks column.		
4	Whether PRAN is auto generated instantly after registration is complete ?		
5	Apart from the information prescribed by PFRDA, is any other information made mandatory for the subscriber at the time of registration/ reKYC?		
6	If KYC is rejected by the Bank during initial registartion, does subscriber get an intimation through sms and email along with the reKYC process?		
7	Whether the functional contact details of support officials of CRA are displayed prominently to the subscribers at the time of registration itself?		
8	Whether the PRAN status intimation is sent to the subscriber on registered email and mobile ?		
9	Whether physical PRANs are dispatched as per the defined TAT upon completion of registration, if opted by the subscriber according to PFRDA guidelines/ CRA policy?		
B. Subscriber Services			
1	Whether the subscriber change requests are executed as per the regulatory guidelines? If yes, whether proper records of approval / rejection of subscriber change requests are maintained ?		
2	Whether the role based access is defined for accessing subscriber database ?		

3	Whether adequate details required for user identification are captured in the logs ?		
4	Does the CRA maintain historical records of all the subscriber details as per the PFRDA guidelines/ CRA policy on record retention ?		
5	Does CRA have multi-factor authentication before execution of change requests by the subscribers?		
6	Whether an acknowledgement receipt is generated at the time of making contribution request? Whether the alert for credit of funds/ units is sent to the subscriber on registered phone number and email ID?		
7	Whether an acknowledgement receipt is generated at the time of making redemption request? Whether the alert for debit of funds/ units is sent to the subscriber on registered phone number and email ID?		
8	Whether the eNPS functionalities implemented on the CRA portal are in line with process defined by PFRDA/ in line with regulation?		
9	Does the subscriber receive notification alerts for any changes made to their account, to ensure they are informed and can report any unauthorized updates?		
10	Does the CRA have defined timelines for change requests that may be raised by the subscriber on eNPS ?		
11	Whether the charges applicable are displayed to the subscriber at the time of placing the change request?		
12	Whether change requests are approved after due verification of supporting documents as prescribed in the PFRDA regulation?		
13	Whether CRA updates KYC details in CKYCR and communicates to subscribers on the registered email and mobile?		
14	Does CRA have easy to understand Manuals/ Videos/ FAQs available on eNPS portal for functionalitites available to subscribers on eNPS portal?		
15	Does the OTP remain valid as per the expiry time defined by the CRA?		
C. Transactions and Settlement (Contributions Online, D-Remit)			
1	Whether all the four payment methods offered by the PGSPs are functional at the time of contribution by the subscriber?		
2	Whether controls are in place to detect and prevent frauds? Whether the same is tested on a quarterly basis?		

3	Whether multi factor authentication is ensured during transaction process?		
4	Whether the charges applicable displayed to the subscriber at the time of contribution?		
5	Whether the Subscriber Contribution File (SCF) is generated within the stipulated timeline?		
6	Whether any system glitches have been reported by the PFMs with respect to upload of daily NAV file leading to delay in NAV declaration?		
7	Whether instructions to Pension Funds for fund transfer is done within the stipulated timeline?		
8	Whether instructions to Trustee Bank for fund transfer is done within the stipulated timeline?		
D.	**Recordkeeping, Administration and Compliance**		
1	Does CRA have an approved Record Retention policy ?		
2	Is the Record Retention policy in line with the PMLA/ PFRDA regulations?		
3	Is the Record Retention policy reviewed atleast annually/ as per PFRDA guidelines/as per CRA policy?		
4	Does CRA have an approved Disaster recovery plan?		
5	Is the Disaster Recovery plan in line with the regulations?		
6	Is the Disaster Recovery plan reviewed atleast annually/ as per PFRDA guidelines/as per CRA policy?		
7	Does CRA have an approved Data Backup policy?		
8	Is the Data Backup policy in line with the regulations?		
9	Is the Data Backup policy reviewed atleast annually/ as per PFRDA guidelines/as per CRA policy?		
10	Does CRA have an approved Business Continuity policy?		
11	Is the Business Continuity policy in line with the regulations?		
12	Is the Business Continuity policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
13	Whether restoration of data is tested periodically?		
14	Does CRA maintain three or more copies of data at any given point ?		
15	Does CRA follow a sequential log number to ensure audit log completeness?		
16	Does CRA have adequate number of resources to support eNPS portal and operations ?		

17	Whether CERSAI registration is completed? Mention the name of reporting entity in remarks column.		
18	Whether uploading of compliance in CERSAI Portal is undertaken on a continuous basis?		
19	Whether timelines for uploading information in CKYCR are adhered to, if carried out by CRA?		
20	Whether CRA is compliant to the PMLA guidelines?		
21	Whether CRA is compliant to the PFRDA circulars pertaining to PMLA?		
22	Whether the supporting documents are retained for a period prescribed under PMLA (upto 5 years from the date of exit)?		
23	Has the CRA developed all the functionalities instructed by PFRDA ?		
24	Whether policy is in place for change management in CRA system?		
25	Whether de-duplication activity has been carried out across sectors? Mention the periodicity in the remarks column.		
E. Grievance Resolution (CGMS)			
1	Are all the e-NPS grievances addressed within TAT (as per SLA) from the date of lodging of grievance?		
2	Does CRA register eNPS grievances received through medium other than CGMS ?		
3	Whether compliance to the guidelines on quality of response for eNPS grievances is being followed ?		
4	Does CRA follow sequential token number for grievances raised?		
5	Are approvals taken by CRAs for ERM/ exception cases from NPS Trust?		
6	Does CRA generate any red flag in case of repetitive ERMs ?		
7	Is the team handling e-NPS grievances given training on periodic basis?		
8	Whether the team handling e-NPS grievances is updated regarding the latest developments in CRA system along with latest guidelines and regulations issued by the regulator from time to time?		
F. IT Administration for e-NPS			
1	Whether Authorization, Authentication, and Access Control are duly complied as per approved policy of the CRA?		

2	Whether SSL certificates are installed for the e-NPS portal maintained by the CRA?		
3	At rest or in transit, whether all the data are encrypted to prevent cyberattacks / threats?		
4	Are the Input Validation checks implemented for every field in the e-NPS portal to authenticate and sanitize the input fields?		
5	Is there any laid down web application security checklist maintained by the CRA?		
6	Does CRA have an approved Data Privacy policy in place to protect the subscriber data?		
7	Is the Data Privacy policy in line with the regulations?		
8	Is the Data Privacy policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
9	Does CRA have an approved Information Security Policy ?		
10	Is the Information Security policy in line with the regulations?		
11	Is the Information Security policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
12	Does CRA have an approved Cyber Security Policy ?		
13	Is the Cyber Security policy in line with the regulations?		
14	Is the Cyber Security policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
15	Does CRA have an approved IT Asset Management and Disposal policy ?		
16	Is the IT Asset Management and Disposal policy in line with the regulations?		
17	Is the IT Asset Management and Disposal policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
18	Does CRA have an approved Data Storage Policy ?		
19	Is the Data Storage policy in line with the regulations?		
20	Is the Data Storage policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
21	Does CRA have an approved Cloud Policy ?		
22	Is the Cloud policy in line with the regulations?		
23	Is the Cloud policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
24	Whether such policies are published and communicated to all employees of the CRA?		

25	Is the DR site set up in a different seismic zone ?		
26	Whether all the IT assets are adequately protected / insured by the CRA to mitigate risks from all virus, threats and disasters?		
27	Whether the equipment is protected from power failures through multiple feeds such as UPS, backup, generator etc.?		
28	Whether CRA employees are connecting to eNPS database from secured office network only?		
29	Are network security devices such as firewalls and intrusion detection and prevention systems installed to prevent security threats?		
30	Whether the network is adequately managed and controlled, to protect from threats, and to maintain security for the systems and applications using the network, including the information in transit?		
31	Whether internal controls are implemented to ensure the security of the information within the networks, such as unauthorized access?		
32	Is the capacity utilisation of the infrastructure monitored on a real-time basis?		
33	Whether down-time logs are maintained?		
34	Are all the infrastructure including network, hardware, software adequately sized to meet the capacity requirements?		
35	Does the CRA maintain peak load projections to ensure that the installed capacity is more than the peak load?		
36	Whether performance testing, system integration testing, regression testing, VAPT is carried out on an annual basis/ in line with regulation?		
37	Are Recovery Time Objective (RTO) and Recovery Point Objective (RPO) specified and maintained by CRA?		
38	Is there a one-to-one correspondence between infrastructure at Primary data centre and DR site?		
39	Does CRA conduct quarterly drills to test the effectiveness of disaster recovery plan?		
40	Does CRA have an approved IT Outsourcing policy?		
41	Is the IT Outsourcing policy in line with the regulations?		
42	Is the IT Outsourcing policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		

43	Does CRA provide training to its employees and outsourced staff on IT / Cyber security policy and standards?		
44	Does CRA have adequate measures to deal with bug fixes, incidents, downtimes, security updates ?		
45	Whether the CRA database is safe from breach and is there any system in place to check for breach on real time basis?		
46	Whether CRA has data classification mechanism in place and whether data access controls are built as per the classification?		
G.	**NFR (Non-Functional Requirements) for e-NPS**		
1	Does CRA ensure that downtime for production system upgrades is scheduled during off-peak hours?		
2	Have there been cases of production system failure in the last financial year ?		
3	Whether the CRA production system has ever reached (or exceeded) the peak value tested during the system performance testing?		
4	Does the CRA have an Incident Management Policy?		
5	Is the Incident Management policy in line with the regulations?		
6	Is the Incident Management policy reviewed atleast annually/ as per PFRDA guidelines/ as per CRA policy?		
7	Is the Incident Reporting done in line with the Incident Management policy of the CRA?		
8	Does CRA carry out the Root Cause Analysis of the incidents reported?		
9	How many incidents were reported in the last financial year?		