

Key NPS Turn Around Times (TAT)

The following are general guidelines for some key NPS activities. The specific Point of Presence (PoP) or Central Recordkeeping Agency (CRA) may have slightly different *internal* processing times, but they must adhere to the maximum limits set by the PFRDA.

- **Subscriber Registration:** Maximum **T+9 days**, where T is the date of the employee joining the service (for corporate/government models).
- **First Contribution Processing:** Maximum **T+2 days** if the PoP has not filed its own TATs with the Authority, where T is the date of PRAN generation.
- **Subsequent Contribution Processing:** Maximum **T+2 days** (under the same condition as above), where T is the salary day of the respective month.
- **Withdrawal Requests (Partial, Premature Exit, Superannuation):** Maximum **T+2 days** for processing/authorization by the Nodal Office/PoP/Subscriber, with funds expected to be transferred to the subscriber's bank account within a total of **T+6 days**.
- **Grievance Redressal:** Acknowledgment of a complaint within **3 business days**, with all complaints to be resolved within **30 days** of submission.

Note on "T": For the purpose of TAT calculation, "T" starts at the level where the complete request (with all necessary supporting documents) is first received by the relevant service provider branch/office.

Compensation for Delays

If a Point of Presence (PoP) or other entity defaults on the prescribed TAT, they are liable to pay compensation to the subscriber, which typically amounts to the **RBI's repo rate + 2% per annum** of the transacted amount for the period of delay, or ₹20, whichever is higher. This amount is credited directly to the subscriber's Permanent Retirement Account Number (PRAN).