



PFRDA/2025/18/REG-POP/03

Date: 17th October 2025

To

All Points of Presence (PoPs),

Subject: Guidelines on Subscriber Onboarding in National Pension System (NPS) and Revised Subscriber Registration Form (SRF)

Madam/Sir,

1. In exercise of the powers conferred under Section 14(1) of the Pension Fund Regulatory and Development Authority Act, 2013 (PFRDA Act), and in accordance with the Prevention of Money Laundering (Maintenance of Records) Rules, 2005, and the Master Circular on KYC/AML/CFT (PFRDA/Master Circular/2024/04/PoP-02 dated September 25, 2025), this circular outlines the subscriber onboarding journey under the National Pension System (NPS). The circular aims to provide a seamless, inclusive, and compliant onboarding for subscribers under the NPS All-Citizen/Corporate model, or other schemes regulated or administered by PFRDA.

2. This circular is issued with the approval of the competent authority and shall take effect immediately. All concerned entities are directed to implement the measures contained herein forthwith.

Yours faithfully,

ASHISH KUMAR Digitally signed by
ASHISH KUMAR
Date: 2025.10.17
18:57:39 +05'30'

(Ashish Kumar)
Chief General Manager

Copy to:

All Central Record Keeping Agencies

1. The Subscriber Onboarding Journey in NPS

The subscriber onboarding journey involves selecting either All-Citizen or Corporate Model or any scheme under Multiple Scheme Framework (MSF) under NPS, providing personal details, completing KYC formalities, providing consents etc. In this regard Points of Presence (PoPs) serve as the primary interface, supported by Central Recordkeeping Agencies (CRAs) for facilitation of operational activities and recordkeeping.

1.1 Onboarding Modes

The onboarding process is categorized into **Digital** (refer illustration-Annexure III) and **Physical** modes to cater to diverse subscriber needs:

- (i) **Digital Mode:** Facilitated through online platforms, offering self-assisted or assisted options.
- (ii) **Physical Mode:** Performed at PoP branches using the physical Subscriber Registration Form (SRF)-Annexure I

PoPs shall ensure that all modes of onboarding journeys must comply with the Master Circular's KYC/AML/CFT guidelines and are accessible to persons with disabilities (Master Circular, Section 8.4.1).

2. KYC Verification in the Onboarding Journey

As per the Master Circular (Section 8.2.1), KYC can be performed through Face-to-Face or Non-Face-to-Face methods, integrated into both digital and physical onboarding.

2.1 Face-to-Face KYC Modes

These methods involve direct interaction between the subscriber and a PoP official, ensuring robust identity verification:

- (i) **Physical/Face-to-Face Verification:** The PoP official verifies original Officially Valid Documents (OVDs) (e.g., Passport, Aadhaar, Voter ID) and retains a copy marked "original seen and verified" (Master Circular, Section 8.2.1.2).
- (ii) **Assisted Video-Based Customer Identification Process (VCIP):** A live video call with a PoP official verifies identity and documents in real-time (Master Circular, Section 8.2.1.5(i)).
- (iii) **Aadhaar-Based Biometric e-KYC:** Subject to Section 11A of the PML Act, a PoP official authenticates identity using fingerprint, iris, or face recognition (Master Circular, Section 8.2.1.3(i)).
- (iv) **Digital KYC with Human Assistance:** A PoP official captures a live photograph, digital OVD image, and geo-coordinates, equivalent to in-person verification (Master Circular, Section 8.2.1.4).

2.2 Non-Face-to-Face KYC Modes

These methods enable remote verification, enhancing convenience for digital onboarding:

- (i) **Aadhaar-Based OTP e-KYC:** Subscribers authenticate using an OTP sent to their Aadhaar-registered mobile number, subject to Section 11A of the PML Act (Master Circular, Section 8.2.1.3(i)).
- (ii) **Aadhaar Offline XML/QR Code:** Subscribers provide offline Aadhaar data for verification (Master Circular, Section 8.2.1.3(ii)).
- (iii) **Unassisted VCIP (Self-Service Video KYC):** Subscribers use a secure video platform for automated identity verification (Master Circular, Section 8.2.1.5(j)).
- (iv) **Hybrid VCIP:** Combines automated and human review for complex cases (Master Circular, Section 8.2.1.5(k)).
- (v) **DigiLocker:** Subscribers submit KYC documents via DigiLocker, as per PFRDA Circular No. PFRDA/2021/05/PDES/05 dated February 3, 2021 (Master Circular, Section 8.2.1.6).
- (vi) **CKYC Identifier:** Subscribers provide a 14-digit CKYC identifier with consent to retrieve records from the Central KYC Records Registry (CKYCR) (Master Circular, Section 8.2.1.1).
- (vii) **Bank Core Banking System (CBS):** For existing bank customers (where the bank is a PoP), KYC records from CBS can be used, re-confirmed via OTP, per Master Circular, Section 8.2.1.7.

Note: In the physical face-to-face assisted mode, the PoP official must declare in the Subscriber Registration Form whether the KYC has been conducted in a face-to-face manner. In the digital face-to-face assisted mode, this declaration can be made either by the subscriber or by the PoP.

3. Onboarding with CKYC Identifier

3.1 Subscribers holding a valid 14-digit CKYC identifier can be onboarded seamlessly without the need to submit additional KYC documents. PoPs, with the explicit consent of the subscriber, may retrieve not only the KYC records from CKYCR but also other personal information required for onboarding (refer Master Circular, Section 11.3). Such information can be auto-populated; however, the subscriber will be required to provide consent or indicate preferences for the remaining fields, such as:

- Type of NPS Account: Corporate or All Citizen
- Type of Disability (if any) & percentage of disability
- Place and Country of Birth
- Confirmation: whether a Politically Exposed Person
- Annual Income Range
- Occupation
- Choice of Central Recordkeeping Agency
- Choice of Pension Funds and Investment Pattern under NPS or choice of any other pension scheme, under Multiple Scheme Framework.
- Name of the Nominee.
- Relationship with the Nominee.

- FATCA & CRS Declaration: Compliance with Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS), including tax residency details.
- Email ID (if available)
- Further for Corporate Model the subscriber would be required to provide the additional information such as Employee ID, Date of Retirement, CHO Registration No, CBO Registration No.

3.2 PoPs shall upload KYC records to CKYCR within 10 days (Master Circular, Section 11.6).

4. Onboarding with Bank CBS

4.1 Subscribers who do not have a CKYC identifier but maintain a valid and operative savings bank account (with updated KYC as per the PML Act) may be onboarded through digital or physical modes. This facility leverages the existing bank KYC to minimize documentation, as PoPs are permitted, with the explicit consent of the subscriber, to retrieve requisite personal information (refer Master Circular, Section 11.3) for onboarding purposes. While such information may be auto-populated, subscribers shall be required to provide consent and indicate choices for the remaining fields, such as:

- Type of NPS Account: Corporate or All Citizen
- Type of Disability (if any) & percentage of disability
- Place and Country of Birth
- Confirmation: whether a Politically Exposed Person
- Choice of Central Recordkeeping Agency
- Choice of Pension Funds and Investment Pattern under NPS or choice of any other pension scheme, under Multiple Scheme Framework.
- Name of the Nominee.
- Relationship with the Nominee.
- FATCA & CRS Declaration.
- Email ID (if available)
- Further for Corporate Model the subscriber would be required to provide the additional information such as Employee ID, Date of Retirement, CHO Registration No., CBO Registration No.

4.2 PoPs shall capture KYC information per PML Rules and upload to CKYCR within 10 days (Master Circular, Section 11.6).

5. Additional Directions for Onboarding Journey

5.1 PoPs shall ensure all modes of onboarding are accessible to persons with disabilities, offering assisted VCIP, alternative liveliness checks (e.g., document-based OVDs, CKYCR/DigiLocker records), and physical support at branches (Master Circular, Section 8.4.1).

5.2 Maintain records of KYC declarations, consents, and verification processes for PFRDA inspection (Master Circular, Section 8.2.1).

5.3 Retrieve/update CKYC records within prescribed timelines (Master Circular, Sections 11.4, 11.6). For non-CKYC subscribers, capture and upload KYC data within 10 days.

5.4 PoPs may rely on SEBI KRA or other third-party KYC, verifying compliance with PML Rules (Master Circular, Section 12).

5.5 Verify employer details via CHO/CBO registration numbers, ensuring accuracy for payroll-linked contributions.

5.6 Follow the risk-based schedule for KYC updates, flagging accounts in CRA systems (Master Circular, Section 8.4.2.5).

5.7 PoPs shall guide subscribers on NPS benefits, investment options, and KYC requirements, using multilingual materials and support for rural/low-literacy subscribers.

Note: In Digital Onboarding, the interface may have necessary drop-down option, where ever required.

6. Post Onboarding Guidance:

6.1 After opening of NPS account, the subscriber may add or modify the following details through various modes such as the CRA/PoP mobile application, web portal, or by submitting the physical S2 (Subscriber Details Change) form:

6.1.1 Alternate mobile number and Telephone number with STD may also be added.

6.1.2 The number of nominees may be increased to up to three, and the percentage allocation among them, along with their address and contact details, may be updated. Additionally, nominee identifiers may also be added.

6.1.3 Complete bank account details may be provided or updated. (Note: Complete bank account details are mandatory for partial withdrawal or exit)

6.1.4 The subscriber may also choose different Pension Funds for different asset classes.

6.1.5 Under the MSF (PFRDA circular dated 16th Sep, 2025), applicant can opt for multiple schemes by selecting a Pension Fund (PF) and investment choice.

Subscriber Registration Form (SRF)-Annexure I

National Pension System (NPS)-Subscriber Registration Form-Private Sector (For Common Schemes/Multiple Scheme Framework-MSF)																											
1. Applicants are advised to read the instructions before filling up the form																											
CKYC Identifier (if available)														RA Code													
Savings Account No.(with same Bank PoP)														Pension Agent Code													
Please select your category														☐ Corporate ☐ All Citizen													
PRAN CARD														☐ ePRAN in Hindi ☐ ePRAN in English ☐ Physical PRAN in Hindi ☐ Physical PRAN in English													
Email (If available)																											
2. The following information is mandatory, only if the CKYC identifier or the Savings Bank Account details have not been provided or the consent has not been given																											
Applicants Name														F i r s t M i d d l e L a s t													
Name of the Father ☐ or Spouse ☐														F i r s t M i d d l e L a s t													
Name of the Mother														F i r s t M i d d l e L a s t													
Date of Birth														d d m m y y y y													
Gender														☐ Male ☐ Female ☐ Transgender													
Address														Nationality													
Line 1																											
Line 2														City													
District														State													
PAN														☐ or ☐ Tick Form 60 (Submission of PAN or Form 60 is mandatory)													
Mobile														9 1													
Type of OVD (For Identity)														OVD number													
Type of OVD (For Address)														OVD number													
														Expiry Date(ddmmYYYY)													
														Expiry Date(ddmmYYYY)													
3. The following information must be furnished if the subscriber has provided the CKYC ID but not the Savings Bank account details, or if neither has been provided.																											
Annual Income Range														☐ Below 1 lakh ☐ 1 lakh to 5 lakh ☐ 5 lakh to 10 lakh ☐ 10 lakh to 25 lakh ☐ 25 lakh to 1 Cr ☐ Above 1 Cr													
Occupation														☐ Salaried or Pensioners (Govt/PSUs/Listed Companies) ☐ Self-Employed (Including Individuals engaged in Agri, Allied and MSME)													
														☐ Minors/Student/Homemakers ☐ Other Salaried Employees ☐ Business person ☐ Professionals ☐ Others(Not specified)													
4. The following information must be furnished, regardless of whether the subscriber has submitted a CKYC identifier or Bank Account details																											
Type of Disability (if Applicable)														% of Disability:													
Place of Birth														Country of Birth													
Please Tick if Applicable														☐ Politically exposed person ☐ Related to Politically exposed person													
Marital status														☐ Unmarried ☐ Married ☐ Widowed ☐ Divorced ☐ Others (specify)													
Nominee														F i r s t M i d d l e L a s t													
Relationship with the Nominee														Age													
Guardian's Name (If nominee is minor)														Date of Birth (In case of Minor) D D M M Y Y Y Y													
Name of the Central Record Keeping Agency														F i r s t M i d d l e L a s t													
Name of the Pension Fund for Tier-I																											
Common Scheme (CS) for Tier-I														Active E(upto 75%) C(upto 100%) G(upto 100%) A(upto 5%) Total 100%													
														Auto Life Cycle 25-Low (5E/55Y) Life Cycle 50-Moderate (10E/55Y) Life Cycle 75-High (15E/55Y) Life Cycle-Aggressive (35E/55Y)													
Activate my Tier-II account														☐ with Same Investment Details ☐ with different Investment Details (If yes, fill the information as under)													
Name of the Pension Fund for Tier-II																											
Common Scheme (CS) for Tier-II														Active E(upto100%) C(upto 100%) G(upto 100%) A(upto 5%) Total 100%													
														Auto Life Cycle 25-Low (5E/55Y) Life Cycle 50-Moderate (10E/55Y) Life Cycle 75-High (15E/55Y) Life Cycle-Aggressive (35E/55Y)													
Name of the Pension Fund for MSF																											
Pension Fund Scheme under MSF																											
5. Employer Details (for NPS corporate Model)																											
Employee's Date of Retirement														D D M M Y Y Y Y Employee ID													
CHO Registration Number														CBO Registration Number													
Name and designation of the Authorised Official														Signature of Authorised official & Stamp of Employer													
Date:														Place:													
6. FATCA & CRS DECLARATION																											
☐ I am a tax resident of India and not resident of any other country														☐ I am not a tax resident of India (Please fill the Annexure I)													
7. DECLARATION BY APPLICANT																											
Photograph of Applicant (Passport Size) I have read and understood the terms and conditions of the National Pension System. I declare that information and documents furnished by me are true and correct, to the best of my knowledge. Any changes in the information furnished by me shall be informed to PoP/ CRA / NPS Trust. I do not hold any pre-existing PRAN with the CRA chosen above. I understand that I shall be fully liable for submission of any false or incorrect information or documents. I further give my consent to the Bank PoP or non-Bank PoP for retrieving my KYC details and other available information from CKYC, or from Bank's own CBS, for opening of NPS account. Declaration under the Prevention of Money Laundering Act, 2002: I hereby declare that the contribution paid by me/on my behalf has been derived from legally declared sources of income. I understand that CRA or NPS Trust has the right to peruse my financial profile or share the information, with other government authorities. I further agree that NPS Trust has the right to close my PRAN in case I am found violating the provisions of any law relating to prevention of money laundering. Date: D D M M Y Y Y Y Place:														Signature / Thumb Impression of Applicant (LTI in case of males and RTI in case of females to be provided. Toe impression in case no hands)													
8. FOR OFFICE USE ONLY																											
Customer Identification/Declaration checked and verified and the KYC have been performed in Face to Face Manner																											
PoP Registration Number														POP-SP Registration Number													
I/we hereby certify/confirm that Shri/Smt/Kum is an existing KYC verified customer. The above applicant is having an operative Bank/ Demat/ Folio/ account (specify nature of the account) having account number /client ID maintained at branch/office. The KYC documents available with us for this customer/client matches the requirement for opening NPS account and are in compliance with PMLA Rules. I/We further confirm that the Savings Bank account is not a 'Basic Savings Bank Deposit Account' (applicable in case of Bank PoP only)																											
Initial Contribution Amount														Mode of Payment ☐ Cheque/DD ☐ Debit Instruction Slip ☐ Cash													
Name and designation of the Authorised Official														Signature of Authorised official & Stamp of PoP													
Date:														Place:													

9. INSTRUCTIONS FOR FILLING THE SUBSCRIBER REGISTRATION FORM
1. To find your CKYC (Central Know Your Customer) number online, the applicant may: (i). Visit the official CKYC portal at https://www.ckycindia.in/kyc/getkyccard to view the CKYC card or; (ii). Give a missed called to 7799022129 to fetch your CKYC Card or; (iii). Use the DigiLocker app to retrieve your CKYC card
2. For the purpose of filling up the form, the following will be considered as the Officially valid document (OVD) for both Identity and Address Proof: (i). Passport with valid date of expiry, (ii). Voter ID Card, (iii). Driving License with valid date of expiry, (iv). Aadhaar Card, (v). NREGA Job Card, (vi). National Population Register (NPR) Additionally, where the OVD furnished by the subscriber does not have updated address, the following documents or the equivalent e-documents thereof shall be deemed to be OVDs for the limited purpose of proof of address: (i) utility bill which is not more than two months old of any service provider (electricity, telephone, post-paid mobile phone, piped gas, Water bill); (ii) property or Municipal tax receipt; (iii) bank account or Post Office savings bank account statement/passbook (iv) pension or family pension payment orders (PPOs) issued to retired employees by Government Departments or Public Sector Undertakings, if they contain the address; (v) letter of allotment of accommodation from employer issued by State or Central Government departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial banks, financial institutions and listed companies and leave and license agreements with such employers allotting official accommodation. However, the subscriber shall have to submit OVD with current address within a period of three months of submitting the documents.
3. For opening the NPS account, the applicant may provide details of only one nominee along with their relationship in this form. However, after the NPS account is opened, the subscriber may, if desired, add up to three nominees or make necessary modifications. A fresh nomination shall be made by the subscriber on his/her marriage.
4. Politically Exposed Persons" (PEPs) shall have the same meaning assigned to it as under clause (db) of sub-rule (1) of Rule 2 of the PML Rules
5. The Existing Auto Choice and Active Choice are now referred as Common Schemes (CS)
6. After opening the NPS account, the subscriber may add bank account details online through the PoP or CRA web portal, or via the respective mobile application.
7. This form is needed only for opening a new NPS account with the CRA selected above and does not apply if the subscriber already has an NPS account and wants to open different schemes under MSF with the same CRA.
8. The ePRAN Card or the Physical PRAN Card will be issued as per the applicable charges.
9. Applicant may get the list of Central Recordkeeping Agencies and Pension Funds from the PoP for making the choice under NPS.
10. Under the MSF (PFRDA circular dated 16th Sep 2025), applicant can opt for multiple schemes. At the time opening of NPS account, applicant can select a primary Pension Fund (PF) and an investment choice; additional schemes can subsequently be added (e.g., moderate or high-risk variants) post generation of PRAN. Consult the PoP and read scheme details available under MSF.
11. Employer under NPS corporate will have the option to authorise Subscriber Registration Form (SRF) of employees individually or on its letterhead for Bulk Authorisation under intimation to CRA.

Annexure I-This is only required to be filled if you are not a tax resident of India				
US Person		☐ Yes	☐ No	
Particulars		Country 1	Country 2	Country 3
Country/countries of Tax Residency				
Address in the jurisdiction for Tax Residence	Address Line 1			
	Address Line 2			
	State			
	Zip/Post Code			
Tax Identification Number (TIN)/Functional equivalent Number				
TIN/ Functional equivalent Number Issuing Country				
Validity of documentary evidence provided (Wherever applicable)				

Comparison Sheet on Information fetched from various data source – Annexure II

Details Type	Field	CKYC	CBS
Personal	Name	✓	✓
	Father/Mother/Spouse Name	✓	✓
	DoB	✓	✓
	Gender	✓	✓
	PAN/Form 60	✓	✓
POI/POA	OVD/e-Document	✓	✓
Address	As Per POI/POA (Permanent)	✓	✓
	Current Address	✓	✓
Contact	Mobile No.	✓	✓
	Email ID	(Optional)	(Optional)
Biometric	Photo	✓	✓
Aadhar	Aadhar Details (if provided) (masked or full, depending on consent & entity type)	✓	✓
Occupation Type	Occupation Type	(Optional)	✓
	Source of Income	(Optional)	✓
	Annual Income	(Optional)	✓
	Employer Details	(Optional)	✓

Illustration on QUICK DIGITAL NPS ONBOARDING (indicative)-Annexure III

Step 1:

- Applicant Logs in to **PoP Portal/Mobile Application for Opening of NPS Account**
- Enters **RA Code / Pension Agent Code** (*Non-Mandatory*)
- Selects **PRAN Card Type** (Physical / ePRAN) and **Preferred Language**
- Enters **Email ID** (*Non-Mandatory*)
- Enters **CKYC Identifier or Bank Account Number** (*Both non-mandatory*)
Pop-up: “If you don’t remember your CKYC number, click here to find it.”

if CKYC Entered	If Savings Bank Account Number Entered
(i) Applicant must give consent to retrieve KYC data from CKYCR under PMLA compliance. (<i>Mandatory</i>) (ii) System auto-populates following details from CKYCR: • Applicant’s Name • Father’s, Mother’s, Spouse’s Name • Date of Birth, Gender, Nationality • Address, PAN, Mobile • OVD (for Identity & Address) <i>No document upload required for KYC.</i> Annual Income Range and Occupation details will have to be entered manually.	(i) Applicant must give consent to retrieve KYC data from Bank’s own CBS under PMLA compliance. (<i>Mandatory</i>) (ii) System auto-populates following details from Banks CBS: • Applicant’s Name • Father’s, Mother’s, Spouse’s Name • Date of Birth, Gender, Nationality • Address, PAN, Mobile • OVD (for Identity & Address) <i>No document upload required for KYC.</i> • Annual Income Range & Occupation

Step 2: Additional Personal Information

- Type of Disability & percentage of Disability (Only if applicable)
- Place of Birth and Country of Birth
- Politically Exposed Person or Related to PEP (Yes/No)
- Marital Status
- Name of Single Nominee and Relationship (Dropdown)
- Date of Birth (System calculates Age)
→ *If Minor → Guardian’s Name mandatory*

Step 3: Choose CRA, PF & Investment Type (from the dropdown options) → Common Scheme (Active /Auto) and/or MSF

Step 4: Tier II activation (Yes/No)

- Option 1: Same details as Tier I
- Option 2: Different details → Choose CRA, PF, Scheme separately

Step 5: Fill FATCA–CRS tax residency and compliance details

Step 6: Payment and its Confirmation (*PRAN will be displayed after successful payment*)

Note: If the applicant wants to open NPS corporate account, additional information related to the employer will have to be provided for authorisation by the corporate. Further the applicant shall confirm whether investment is to be done as per its own choice or choice already made by its employer.
