Protean eGov Technologies Limited

FREQUENTLY ASKED QUESTIONS (FAQs)

Securing NPS transactions through Aadhaar based User Authentication for Government Nodal offices

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Q.1 What is the Aadhaar based User Authentication process for Nodal offices under NPS ?

A. The Nodal offices under the Government Sector (Central/State/CAB/SAB) shall be allowed to login to the CRA system (CRA & NPSCAN) with a 2-Factor Authentication (*User ID and Aadhaar Number*) using Aadhaar OTP (*One time password shall be sent on Aadhaar registered Mobile number*). The Oversight office (PrAO/DTA) needs to link their Aadhaar (*concerned official designated as PrAO/DTA*) against their respective User ID initially, in order to authorize the requests placed by the underlying office.

Q.2 Why is the Aadhaar based login process implemented?

A. The 2-Factor Authentication process has been implemented, so as to ensure that the current security measures deployed are strengthened while accessing the CRA system by integrating it with the current User ID and password-based login process used by Nodal offices.

Q.3 When will the Aadhaar based process Go-Live and is it mandatory to feed the Aadhaar details of the Nodal offices?

A. The 2-Factor Authentication process shall Go-Live on April 1, 2024 and the Nodal office(s) shall not be able to access the CRA and the NPSCAN system, without mapping of their respective Aadhaar numbers with the respective user IDs, effective April 1, 2024.

. Further, it is mandatory for the respective nodal offices to ensure that the Aadhaar based authentication process is followed by all the 3 offices (PrAO/PAO/DDO) and

(DTA/DTO/DDO) under the NPS architecture.

Q.4. Which details are required to link Aadhaar with the Nodal office User ID?

A. Details such as Name, Gender, Date of Birth & Mobile number shall be required to be captured by the User. Further, the supporting document (either Appointment letter or Authority letter or Identity Card) of size not more than **5MB** also will have to be uploaded by the respective nodal officer.

Q.5. Who will authorize the Aadhaar linking requests?

A. The Aadhaar linking requests will be authorized by the respective offices as per the hierarchy provided in the table below:

Aadhaar Linking for	Authorized by
PrAO/DTA	CRA
PAO/DTO	PrAO/DTA
DDO	PAO/DTO

Q.6. How can the User view the Status of the requests which have been placed by the respective nodal offices?

A. The Users who shall authorize the Aadhaar requests initiated by their respective underlying offices, will be able to view the Status under the "**User Maintenance**" tab under the CRA application.

Q.7. Will email alerts be sent to the office on Authorization of request(s)?

A. Email alerts will be sent to the requesting Nodal office, on request for initiation and authorization.

Q.8. How many Aadhaar number can be linked to one User ID ?

A.   A maximum of 5 unique Aadhaar numbers can be linked to a Single user ID. If 5 Aadhaar numbers are already associated with a given user ID, then the 6th User with Aadhaar number *A6* will not be allowed to login using the same User ID and

an error will be displayed on screen as *"Maximum number of Aadhaar numbers already associated with the user ID. Kindly contact CRA*."

Q.9 Can one Aadhaar numbers be linked to Multiple User ID?

A. The same Aadhaar number cannot be linked to multiple user IDs (e.g., for PAO entity ID 12345600 and 12345601 cannot have the same Aadhaar.)

Q.10. If there a facility to the Nodal offices for addition/deletion of Users

A. Yes, there is a facility to the nodal office to Add or Delete the Users. The Standard operating procedure is available on the following website at the URL provided below:
   {www.npscra.nsdl.co.in (Visit Home >Central Government>Nodal Office Corner> Standard Operating Procedure)}

   Click here to download the SoP on "Aadhar based Login for Govt Nodal offices**"**

Q.11 How shall the authorizing nodal office know about the Pending Authorization requests?

A. The Authorizing Nodal office is required to login to the CRA system and authenticate his/her Aadhaar details using OTP and authorize the request under "User Maintenance" tab.

The authorizing nodal office can view all pending authorization requests by selecting the "View Request Status" tab under "Authorize Mapping Request" under "User Maintenance" tab. Pending requests can also be retrieved by entering the Acknowledgement ID or the Date range.

Q. 12 Is the Aadhaar linking a one time activity?

A. Yes, Aadhaar linking is a one time activity, to be executed by the Nodal offices.

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