

Protean eGov Technologies Limited



protean
Change *is* growth

STANDARD OPERATING PROCEDURE (SoP)

OPGM SOP for GDS NLCC Request initiation

Version 1.1

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	05-Sept-2024	1.0	-	Initial Version
2	12-Dec-2024	1.1	-	Penny drop implemented for bank account verification

Index

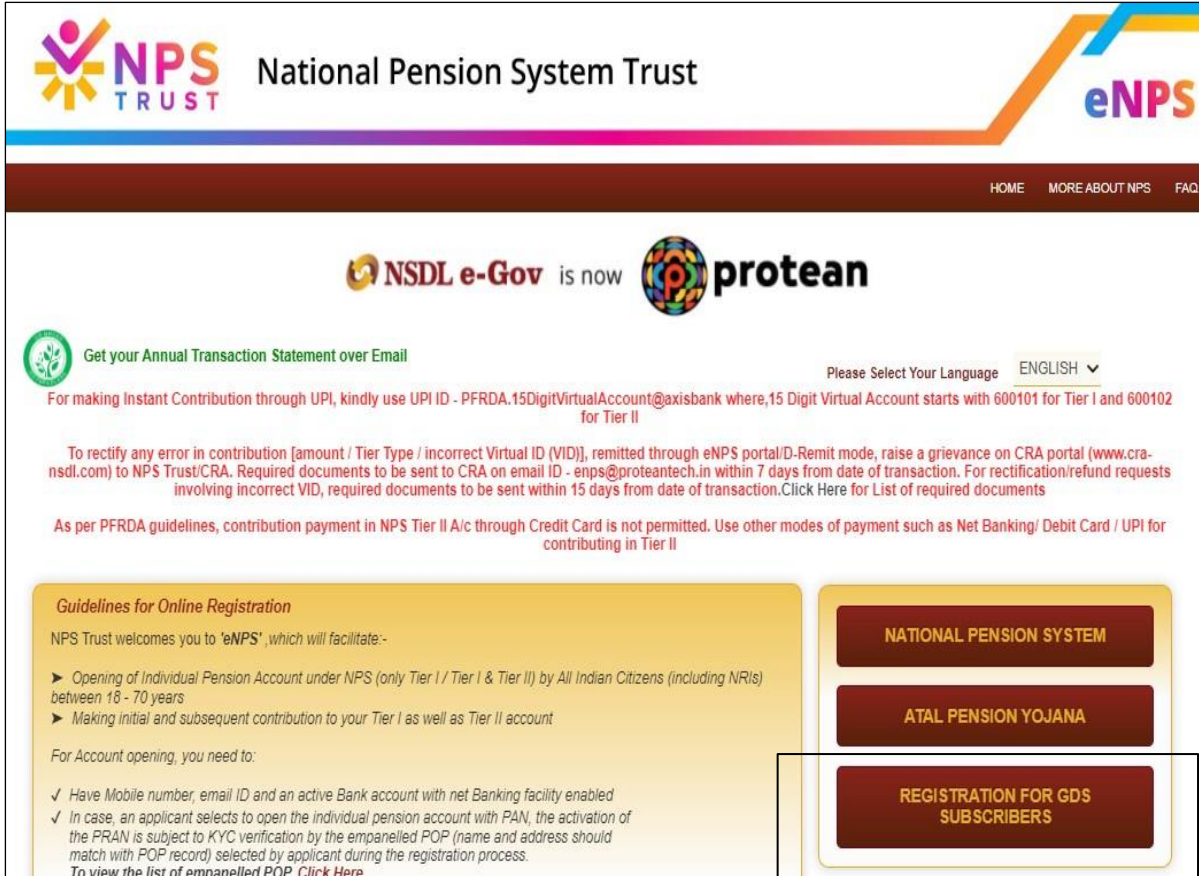
Sr. no.	Process	Page number
1	NLCC Flow – Initiator Level	4
2	Complete Pending GDS Registration	13
3	Download GDS Subscriber Registration form	14

NLCC Flow – Initiator Level

Please visit below mentioned Protean CRA web site for online GDS subscriber registration

<https://enps.nsdl.com/eNPS/NationalPensionSystem.html>

Select option – REGISTRATION FOR GDS SUBSCRIBER



The screenshot displays the NPS Trust website interface. At the top, the NPS Trust logo and 'eNPS' branding are visible. A navigation bar includes links for HOME, MORE ABOUT NPS, and FAQ. Below the header, a banner for NSDL e-Gov is shown, along with a language selection dropdown set to ENGLISH. A green circular icon indicates a notification to 'Get your Annual Transaction Statement over Email'. A red text block provides instructions for making instant contributions via UPI, specifying the use of a 15-digit Virtual Account (VID) and the email ID - enps@proteantech.in. It also mentions a grievance redressal process on the CRA portal. Another red text block states that contribution payment in NPS Tier II A/c through Credit Card is not permitted, suggesting alternative payment methods like Net Banking or Debit Card. On the right side, there are three prominent buttons: 'NATIONAL PENSION SYSTEM', 'ATAL PENSION YOJANA', and 'REGISTRATION FOR GDS SUBSCRIBERS'. The 'REGISTRATION FOR GDS SUBSCRIBERS' button is highlighted with a red border. On the left, a yellow box titled 'Guidelines for Online Registration' provides details about the NPS Trust, the types of accounts (Tier I, II, and III), and the requirements for account opening, such as having a mobile number, email ID, and an active bank account with net banking facility enabled. It also mentions that the activation of the PRAN is subject to KYC verification by the empanelled POP.

Figure 1

Nodal Office details section

- NL-CC shall select NL-CC wherein Subscriber is mapped/associated. The name can be searched by typing the division name also in the first field if the NL-CC reg. no. is not known. Enter NLCC Reg. No. or at least 3 characters of NLCC name to search NLCC office NLCC Name.

The screenshot shows the 'Online GDS Subscriber Registration' page. The header includes the NPS Trust logo and the eNPS logo. The breadcrumb trail is 'Home > Online GDS Subscriber Registration'. A sidebar on the left contains links: 'New GDS Registration' (highlighted), 'Complete Pending GDS Registration', and 'Download GDS Subscriber Registration Form'. The main form area is titled 'New Registration - GDS Employee'. It contains a message: '* Please ensure "Cookies" are enabled in your browser before proceeding for Registration. Click here to know the steps to enable cookies.' Below this, there are four input fields: 'Associated NPS Lite Contact Centre (NLCC) *', 'NLCC Name *', 'NLAO Name *', and 'NLOO Name *'. The 'Associated NPS Lite Contact Centre (NLCC) *' field has a dropdown menu open, showing a list of NLCCs. A tooltip on the right says 'Please search NLCC by entering minimum 3 characters'. A 'Continue' button is at the bottom right of the form.

Figure 2

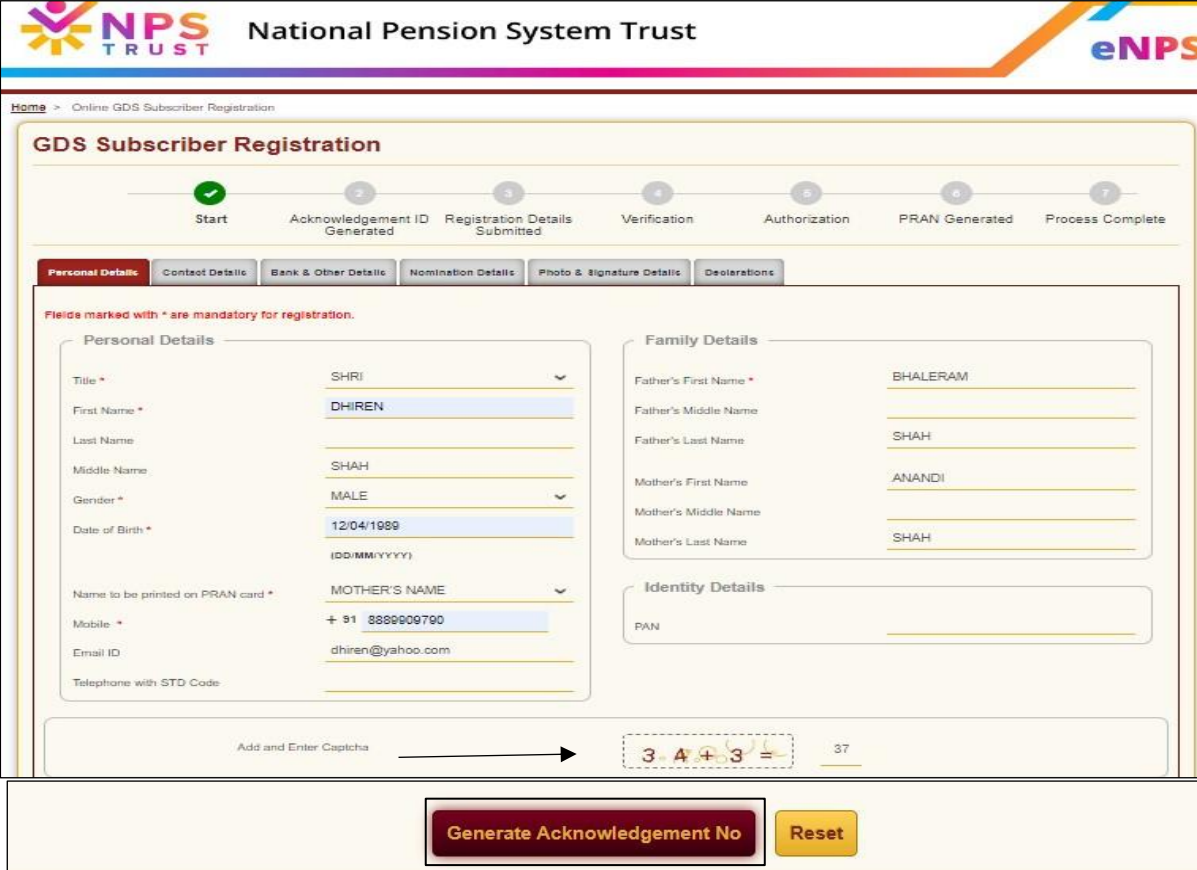
- Once the associated NL-CC is selected in the first field, other details will get auto populated which the NL-CC can verify and select continue.

The screenshot shows the 'Online GDS Subscriber Registration' page with the same sidebar as Figure 2. The main form area is titled 'New Registration - GDS Employee'. The 'Associated NPS Lite Contact Centre (NLCC) *' field now contains the text 'NPS000457C-SUPDT. OF POST OFFICES THANE WEST'. Below this, the 'NLCC Name *' field is auto-populated with 'SUPDT. OF POST OFFICES THANE WEST DIVISION'. The 'NLAO Name *' field is auto-populated with 'DIRECTOR OF ACCOUNTS POSTAL MAHARASHTRA C'. The 'NLOO Name *' field is auto-populated with 'DIRECTOR GENERAL POSTS MINISTRY OF COMMUN'. A 'Continue' button is at the bottom right of the form. An arrow points to the 'NLCC Name *' field.

Figure 3

Personal details:

- Fill the personal details.
- Field indicated as “*” (star mark) is mandatory to fill
- Enter captcha and click on “Generate Acknowledgment No”
- SMS will be sent on the mobile number provided in the below screen for the ack ID generated for initiating registration.
- In case the same mobile no., PAN is already available in any other existing PRAN in the system, it will not allow to proceed.



NPS TRUST National Pension System Trust **eNPS**

Home > Online GDS Subscriber Registration

GDS Subscriber Registration

Progress: 1. Start (Active) 2. Acknowledgement ID Generated 3. Registration Details Submitted 4. Verification 5. Authorization 6. PRAN Generated 7. Process Complete

Personal Details | Contact Details | Bank & Other Details | Nomination Details | Photo & Signature Details | Declarations

Fields marked with * are mandatory for registration.

Personal Details

Title * SHRI

First Name * DHIREN

Last Name

Middle Name SHAH

Gender * MALE

Date of Birth * 12/04/1989 (DD/MM/YYYY)

Name to be printed on PRAN card * MOTHER'S NAME

Mobile * + 91 8889909790

Email ID dhiren@yahoo.com

Telephone with STD Code

Family Details

Father's First Name * BHALERAM

Father's Middle Name

Father's Last Name SHAH

Mother's First Name ANANDI

Mother's Middle Name

Mother's Last Name SHAH

Identity Details

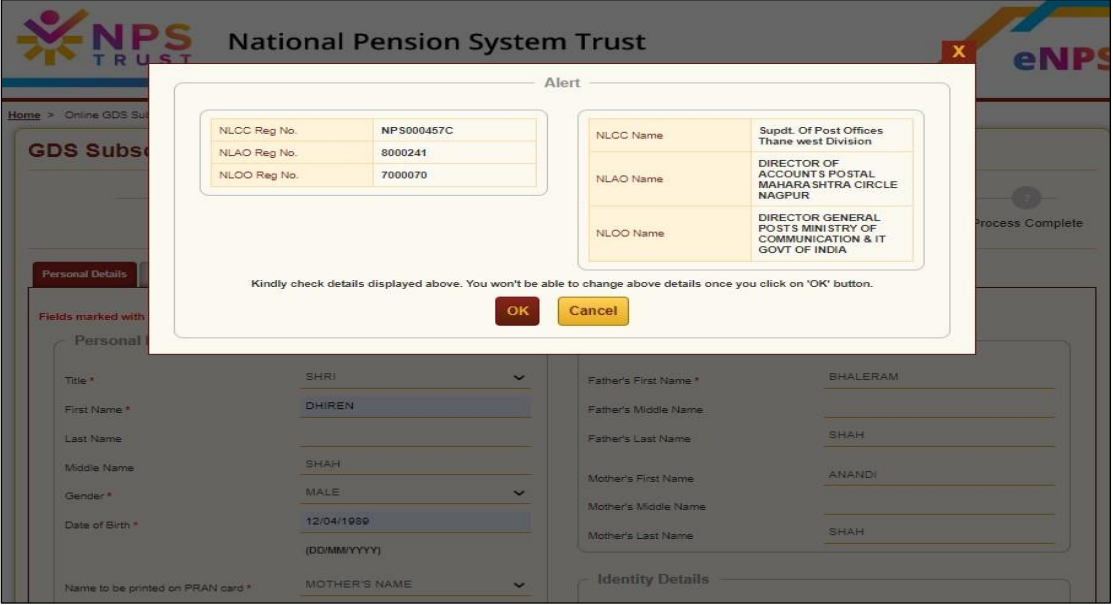
PAN

Add and Enter Captcha → 3 4 + 3 = 37

Generate Acknowledgement No **Reset**

Figure 4

Confirm NLCC and NLAO mapping once again on screen.



Alert

NLCC Reg No.	NP5000457C	NLCC Name	Supdt. Of Post Offices Thane west Division
NLAO Reg No.	8000241	NLAO Name	DIRECTOR OF ACCOUNTS POSTAL MAHARASHTRA CIRCLE NAGPUR
NLOO Reg No.	7000070	NLOO Name	DIRECTOR GENERAL POSTS MINISTRY OF COMMUNICATION & IT GOVT OF INDIA

Kindly check details displayed above. You won't be able to change above details once you click on 'OK' button.

OK **Cancel**

Personal Details

Fields marked with *

Personal Details

Title * SHRI

First Name * DHIREN

Last Name

Middle Name SHAH

Gender * MALE

Date of Birth * 12/04/1999
(DDMM/YYYY)

Name to be printed on PRAN card * MOTHER'S NAME

Father's First Name * BHALERAM

Father's Middle Name

Father's Last Name SHAH

Mother's First Name ANANDI

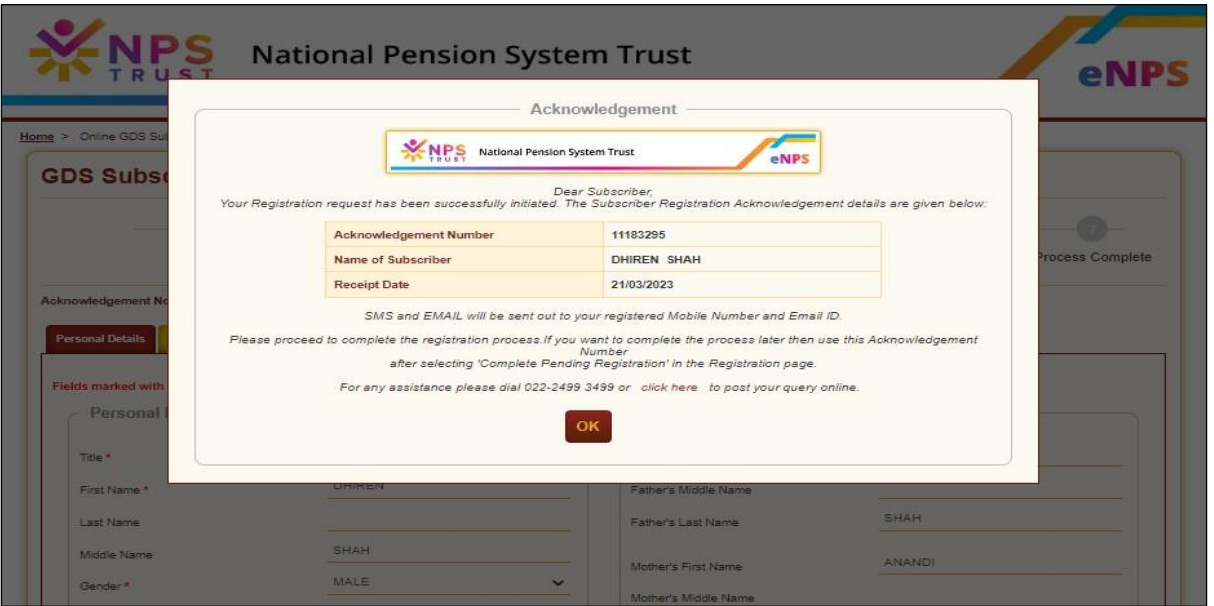
Mother's Middle Name

Mother's Last Name SHAH

Identity Details

Figure 5

- Acknowledgement ID will be generated
- Please save Acknowledgement ID for tracking purpose



Acknowledgement

NPS TRUST National Pension System Trust **eNPS**

Dear Subscriber,
Your Registration request has been successfully initiated. The Subscriber Registration Acknowledgement details are given below:

Acknowledgement Number	11183295
Name of Subscriber	DHIREN SHAH
Receipt Date	21/03/2023

SMS and EMAIL will be sent out to your registered Mobile Number and Email ID.

Please proceed to complete the registration process. If you want to complete the process later then use this Acknowledgement Number after selecting 'Complete Pending Registration' in the Registration page.

For any assistance please dial 022-2499 3499 or [click here](#) to post your query online.

OK

Personal Details

Fields marked with *

Personal Details

Title * DHIREN

First Name * DHIREN

Last Name

Middle Name SHAH

Gender * MALE

Father's Middle Name

Father's Last Name SHAH

Mother's First Name ANANDI

Mother's Middle Name

Figure 6

- Provide complete address as the PRAN card will be dispatched to the registered address once PRAN is generated.
- Click on "Save & Proceed" option before to go on next page

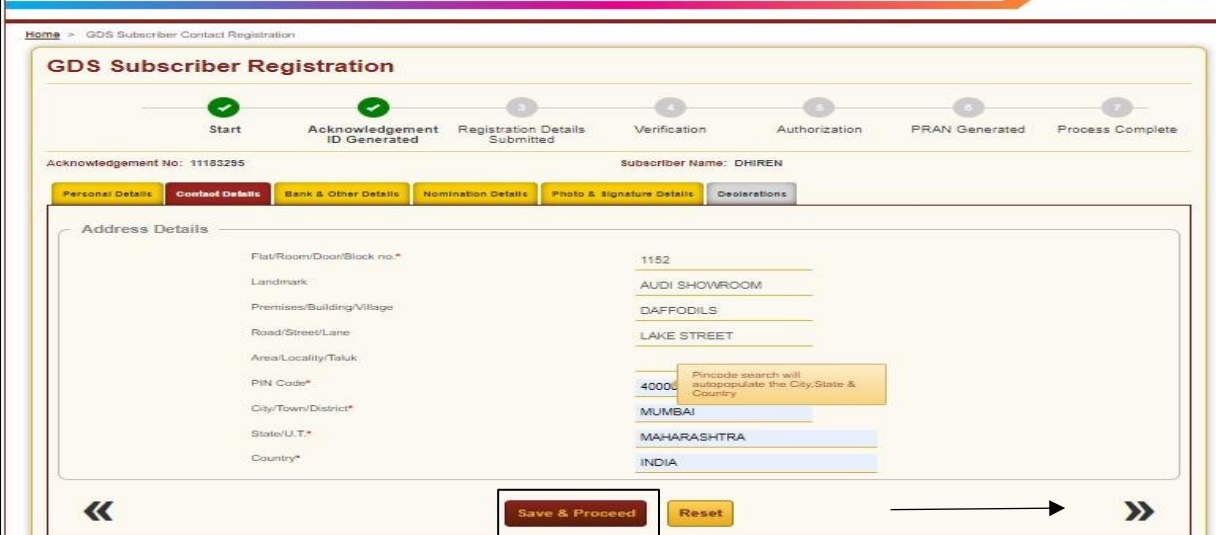


Figure 7

- Provide Bank Details of the subscriber. Though the bank details are not mandatory, if provided, should be complete.
- Click on "Save & Proceed" option to proceed
- In case the same Bank account details are already available in any other existing PRAN in the system, it will not allow you to proceed
- If bank details are provided, Penny drop will be carried out by CRA to verify the bank account and subscriber's name.

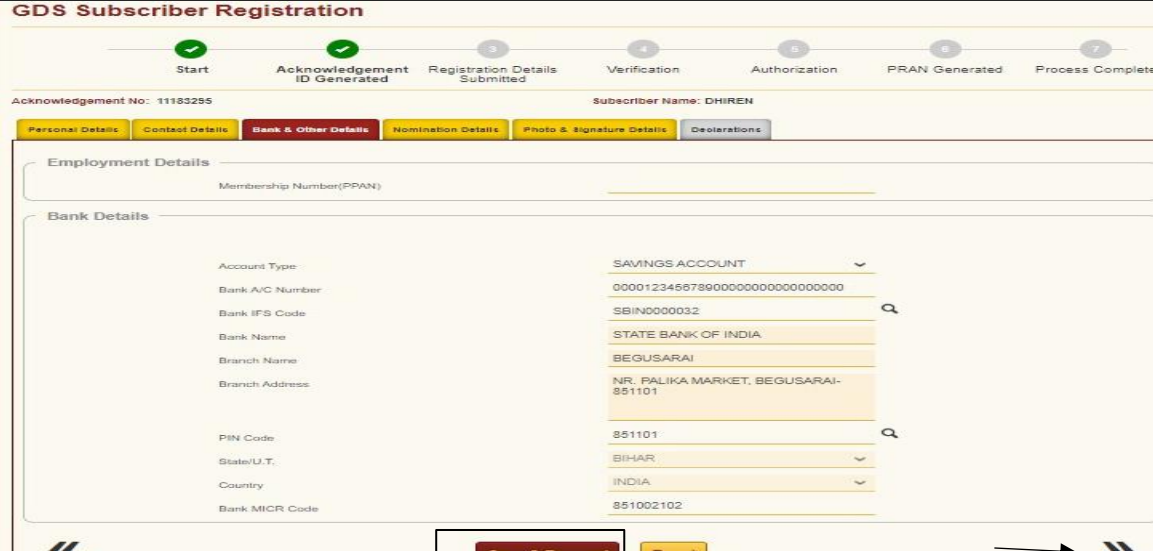
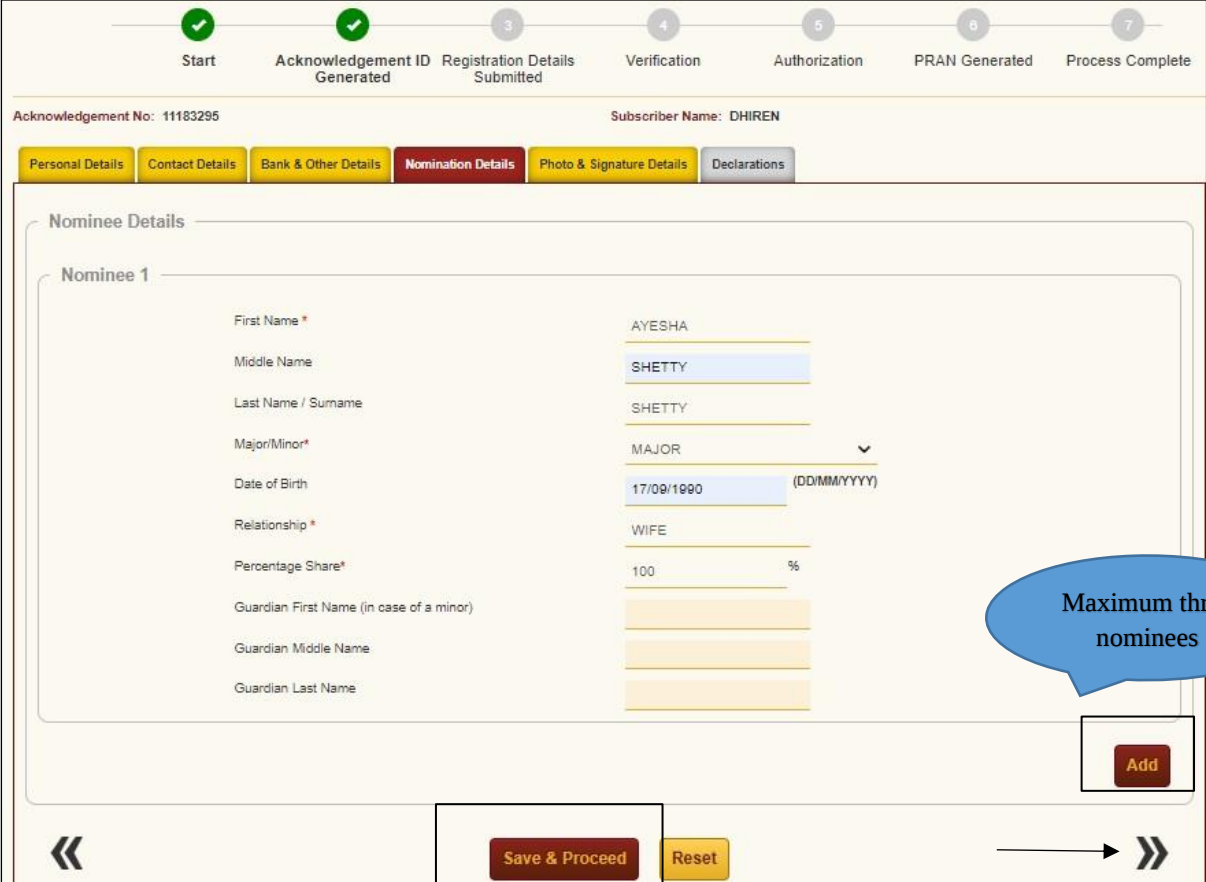


Figure 8

- Provide Nomination Details of the subscriber
- A maximum of three nominees can be provided
- Field indicated as "*" (star mark) is mandatory to fill
- Click on "Save & Proceed" option to proceed



Start Acknowledgement ID Generated Registration Details Submitted Verification Authorization PRAN Generated Process Complete

Acknowledgement No: 11183295 Subscriber Name: DHIREN

Personal Details Contact Details Bank & Other Details **Nomination Details** Photo & Signature Details Declarations

Nominee Details

Nominee 1

First Name * AYESHA

Middle Name SHETTY

Last Name / Surname SHETTY

Major/Minor* MAJOR

Date of Birth 17/09/1990 (DD/MM/YYYY)

Relationship * WIFE

Percentage Share* 100 %

Guardian First Name (in case of a minor)

Guardian Middle Name

Guardian Last Name

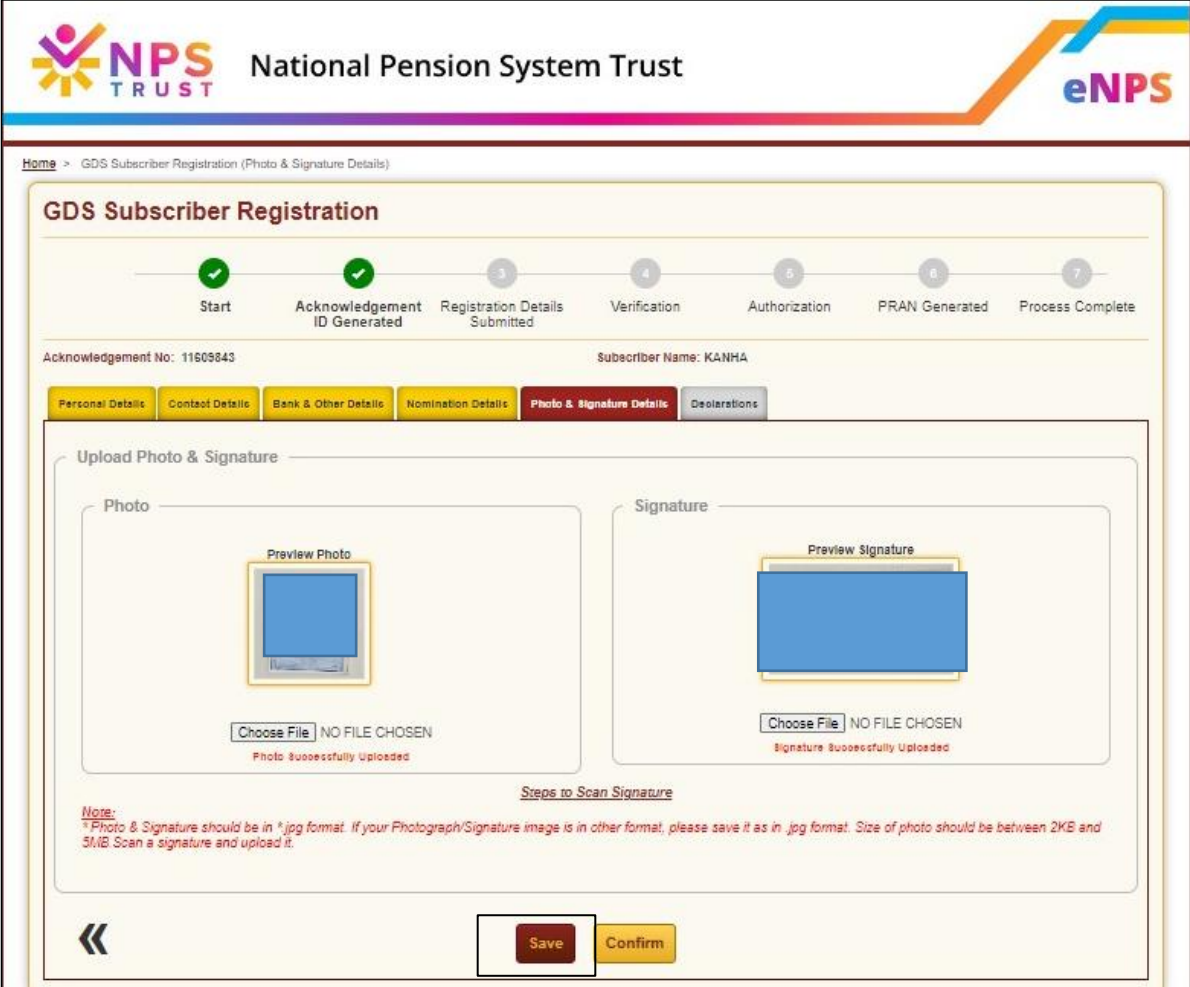
Add

Save & Proceed Reset

Maximum three nominees

Figure 9

- Upload Photo & Signature of subscriber which is mandatory
- Please refer the instructions provided for file size and format of uploading photo & signature
- Click on save once photo & signature is uploaded successfully



NPS TRUST National Pension System Trust **eNPS**

Home > GDS Subscriber Registration (Photo & Signature Details)

GDS Subscriber Registration

Start Acknowledgement ID Generated Registration Details Submitted Verification Authorization PRAN Generated Process Complete

Acknowledgement No: 11605843 Subscriber Name: KANHA

Personal Details Contact Details Bank & Other Details Nomination Details **Photo & Signature Details** Declarations

Upload Photo & Signature

Photo

Preview Photo

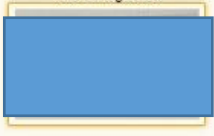


Choose File NO FILE CHOSEN

Photo Successfully Uploaded

Signature

Preview Signature



Choose File NO FILE CHOSEN

Signature Successfully Uploaded

Steps to Scan Signature

Note:
* Photo & Signature should be in *.jpg format. If your Photograph/Signature image is in other format, please save it as in .jpg format. Size of photo should be between 2KB and 5MB. Scan a signature and upload it.

« Save Confirm

Figure 10

- System will show entire details submitted once again to verify.
- For any modification, Edit option is available so that correct details can be filled before submission of application



National Pension System Trust



[Home](#) > Subscriber Confirmation (Core)

GDS Subscriber Registration

1
2
3
4
5
6
7

Acknowledgement No: 11183295 Subscriber Name: DHIREN

Personal Details
Contact Details
Bank & Other Details
Nomination Details
Photo & Signature Details
Declarations

Personal Details

Title	SHRI
First Name *	DHIREN
Last Name	
Middle Name	SHAH
Gender *	MALE
Date of Birth *	12/04/1989
Name to be printed on PRAN card *	MOTHER'S NAME
Mobile *	+91 8889909790
Email ID	DHIREN@YAHOO.COM
Telephone with STD Code	

Family Details

Father's First Name *	BHALERAM
Father's Middle Name	
Father's Last Name	SHAH
Mother's First Name	ANANDI
Mother's Middle Name	
Mother's Last Name	SHAH

Identity Details

PAN	
-----	--

Edit
➔➔

etailsConfirm.html?ID=904988831&oe...

Figure 11

- Verify photo & Signature page, click on arrow available on right side for screen.

The screenshot shows the 'GDS Subscriber Registration' page for the National Pension System Trust (NPS TRUST). The page is titled 'Subscriber Registration (Photo & Signature Confirmation)'. A progress bar at the top indicates the steps: Start (1), Acknowledgement ID Generated (2), Registration Details Submitted (3), Verification (4), Authorization (5), PRAN Generated (6), and Process Complete (7). The current step is 'Verification'. Below the progress bar, the Acknowledgement No. is 11609843 and the Subscriber Name is KANHA. The page has tabs for Personal Details, Contact Details, Bank & Other Details, Nomination Details, Photo & Signature Details (active), and Declarations. The main content area shows 'Preview Photo' and 'Preview Signature' sections, each with a blue placeholder image. Below these sections is an 'Edit' button and a right-pointing arrow. A note at the bottom states: 'Click on "Edit" button to make changes in Form.'

Figure 12

- Please select "Declaration by Nodal office"
- Click on "Confirm" for final submission

The screenshot shows the 'GDS Subscriber Registration' page for the National Pension System Trust (NPS TRUST). The page is titled 'Subscriber Registration (Declaration Details)'. A progress bar at the top indicates the steps: Start (1), Acknowledgement ID Generated (2), Registration Details Submitted (3), Verification (4), Authorization (5), PRAN Generated (6), and Process Complete (7). The current step is 'Verification'. Below the progress bar, the Acknowledgement No. is 11183295 and the Subscriber Name is DHIREN. The page has tabs for Personal Details, Contact Details, Bank & Other Details, Nomination Details, Photo & Signature Details, and Declarations (active). The main content area shows 'Declaration By Subscriber' and 'Declaration By Nodal Office' sections. The 'Declaration By Nodal Office' section is selected, showing a radio button and a text area. Below these sections is a 'Confirm' button. A blue callout bubble on the left says 'To be ticked by NL-CC'.

Figure 13

- System will generate Acknowledgement number
- For another registration, NL-CC may click on option "Register Another Employee"

The screenshot shows the NPS eNPS GDS Subscriber Registration page. The progress bar indicates that the registration details have been submitted successfully. The details are as follows:

Name Of the Subscriber	DHIREN
Acknowledgement Number	11183295
Acknowledgement Number Generation Date	21/03/2023

Below the table, there is a button labeled "REGISTER ANOTHER EMPLOYEE".

Figure 14

- NL-CC will be able to download the registration form.
- The registration form downloaded must be submitted by the NL-CC to NL-AO.

The screenshot shows the NPS eNPS GDS Subscriber Registration page. The progress bar indicates that the registration details have been submitted successfully. The details are as follows:

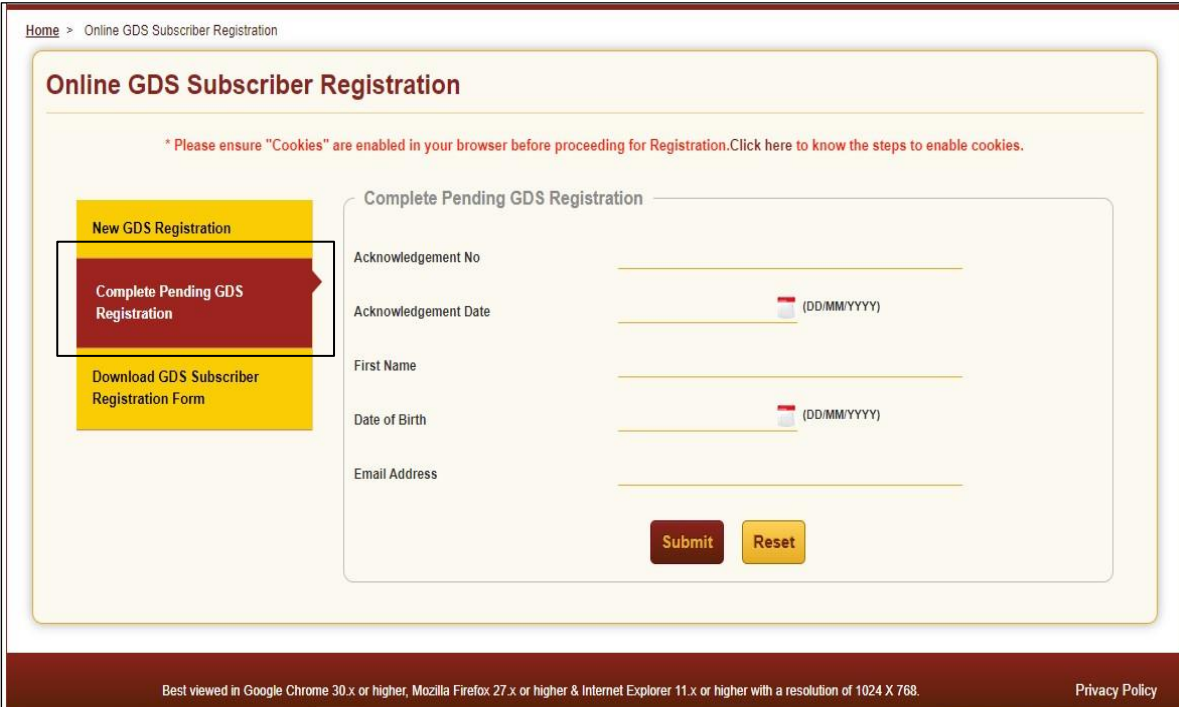
Name Of the Subscriber	KANHA
Acknowledgement Number	11609643
Acknowledgement Number Generation Date	24/03/2023

Below the table, there is a button labeled "DOWNLOAD REGISTRATION FORM".

Figure 15

- **Complete Pending GDS Registration:**

For any reason, if NL-CC could not complete the registration process after generation of Acknowledgement No., the same can be completed by subscriber later. Subscribers can select the option Complete Pending GDS Registration and provide Ack. No., Ack. date and DOB of the subscriber and continue with the registration process. The Ack. No. is sent as SMS and email to subscriber on the phone no. and email ID provided



Home > Online GDS Subscriber Registration

Online GDS Subscriber Registration

* Please ensure "Cookies" are enabled in your browser before proceeding for Registration. Click here to know the steps to enable cookies.

New GDS Registration

Complete Pending GDS Registration

Download GDS Subscriber Registration Form

Complete Pending GDS Registration

Acknowledgement No.

Acknowledgement Date (DD/MM/YYYY)

First Name

Date of Birth (DD/MM/YYYY)

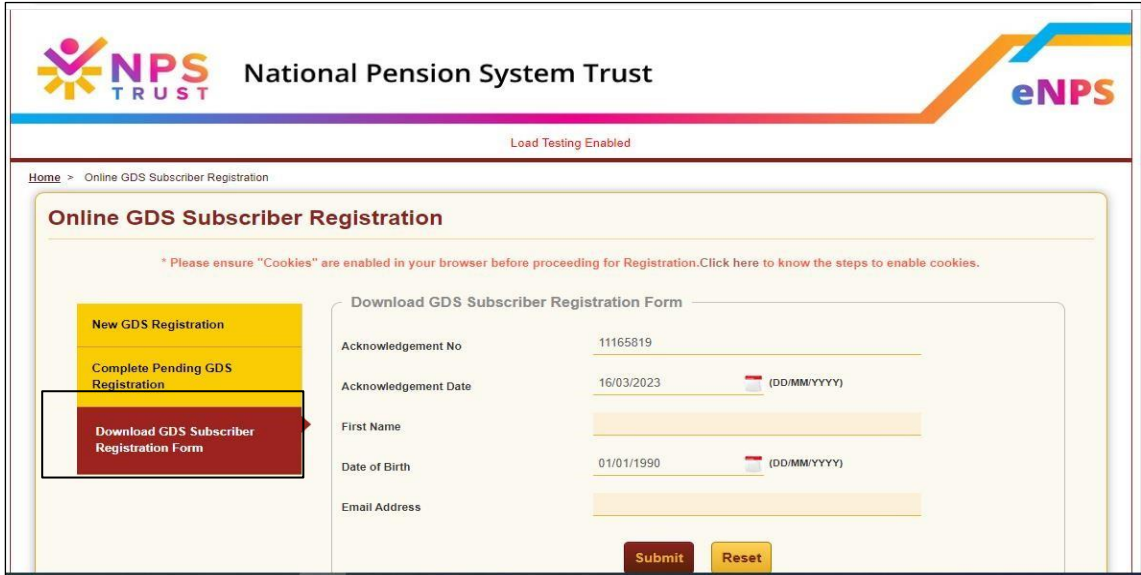
Email Address

Best viewed in Google Chrome 30.x or higher, Mozilla Firefox 27.x or higher & Internet Explorer 11.x or higher with a resolution of 1024 X 768. [Privacy Policy](#)

Figure 16

- **Download GDS Subscriber Registration form:**

If the NL-CC wishes to download the registration form submitted online for PRAN generation, NL-CC can click on the Download GDS subscriber Registration form and provide Ack No., Ack Date and Date of Birth and click submit.



NPS TRUST National Pension System Trust **eNPS**

Load Testing Enabled

Home > Online GDS Subscriber Registration

Online GDS Subscriber Registration

* Please ensure "Cookies" are enabled in your browser before proceeding for Registration. Click here to know the steps to enable cookies.

Download GDS Subscriber Registration Form

Acknowledgement No. 11165819

Acknowledgement Date 16/03/2023 (DD/MM/YYYY)

First Name

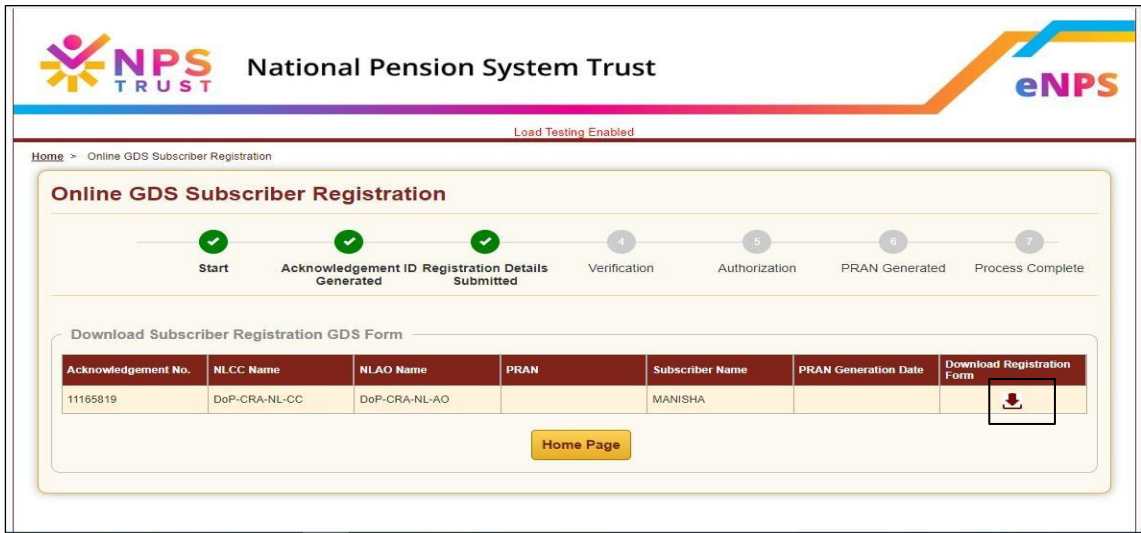
Date of Birth 01/01/1990 (DD/MM/YYYY)

Email Address

Submit Reset

Figure 17

Below the screen will appear. Click on the download registration form and the form will be downloaded.



NPS TRUST National Pension System Trust **eNPS**

Load Testing Enabled

Home > Online GDS Subscriber Registration

Online GDS Subscriber Registration

Start Acknowledgement ID Generated Registration Details Submitted Verification Authorization PRAN Generated Process Complete

Download Subscriber Registration GDS Form

Acknowledgement No.	NLCC Name	NLAO Name	PRAN	Subscriber Name	PRAN Generation Date	Download Registration Form
11165819	DoP-CRA-NL-CC	DoP-CRA-NL-AO		MANISHA		

Home Page

Figure 18

Sample form which will be downloaded is as given below:

pdf 1 / 3 | - 66% + | [] []

NATIONAL PENSION SYSTEM - GDS REGISTRATION FORM			
Central Recordkeeping Agency (CRA) - Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure)			
Central Govt	☐	State Govt	☐
Central Autonomous Body	☐	State Autonomous Body	☐
All Citizen Model	☐	Corporate Sector	☐
NPS Lite (GDS)	☒		
To, National Pension System Trust. Dear Sir/Madam, I hereby request that an NPS account be opened in my name as per the particulars given below :			
KYC Number			
Retirement Advisor Code			
1. PERSONAL DETAILS:			
Name of Applicant in full	Shri ☐	Smt ☐	Kumari ☒
First Name *	MANISHA		
Middle Name			
Last Name			
Select the name to appear on PRAN Card	☒	Father's Name	☐ Mother's Name
Father's Name*	VIJAY		
Mother's Name			
Date of Birth *	2 0 / 0 7 / 1 9 9 9		
City of Birth			
Country of Birth			
Marital Status	☐ Married	☐ Unmarried	☐ Others
Gender *	☐ Male	☒ Female	☐ Transgender
Nationality	Indian ☒		
Spouse Name			
Residential Status	Indian		
2. PROOF OF IDENTITY(PoI)			
Passport		Passport expiry Date	
Voter ID Card		PAN Card	

Figure 19

NL-CC shall take a printout of the forms and submit the same to the NL-AO for verification and authorization of the request.
