

Protean eGov Technologies Limited



protean
Change *is* growth

STANDARD OPERATING PROCEDURE (SoP)

OPGM SOP for GDS NLAO 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 implementation for bank account verification

Index

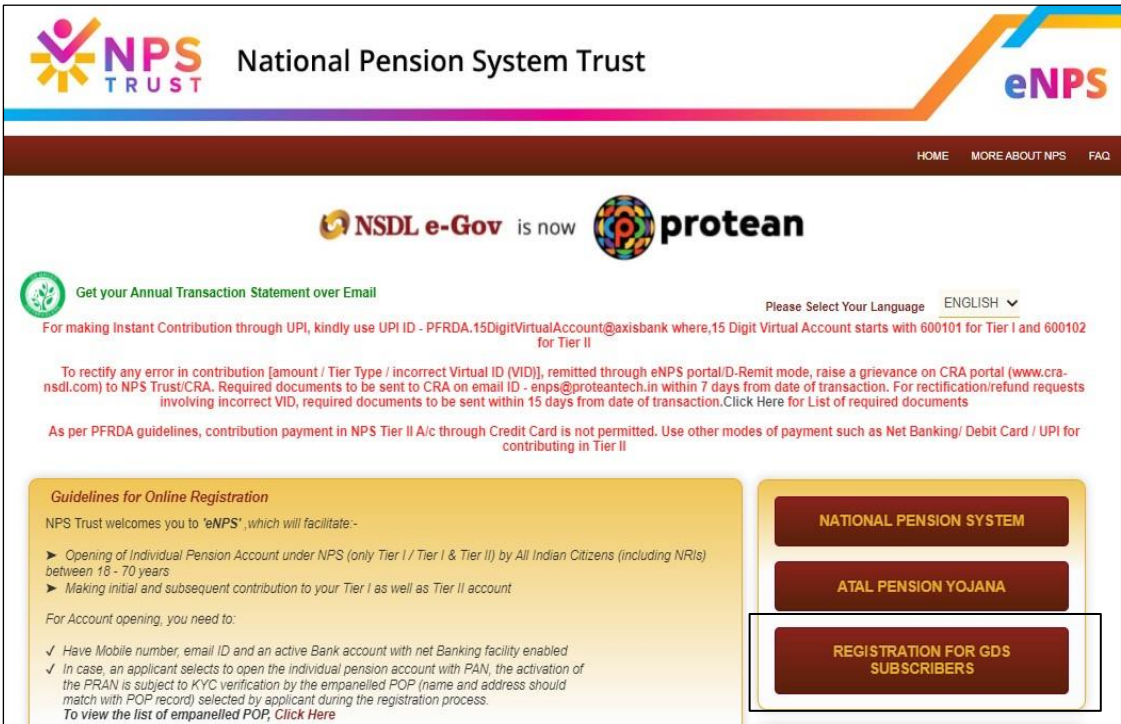
Sr. no.	Process	Page number
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3	Download GDS Subscriber Registration form	17

NLAO 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 National Pension System (NPS) eNPS portal. The header includes the NPS Trust logo and the eNPS logo. The main content area features a banner for NSDL e-Gov is now protean. Below the banner, there is a section for getting the Annual Transaction Statement over Email. A language selection dropdown is set to ENGLISH. A notice mentions that for making instant contribution through UPI, the UPI ID should be PFRDA.15DigitVirtualAccount@axisbank, where the 15-digit virtual account starts with 600101 for Tier I and 600102 for Tier II. Another notice states that to rectify any error in contribution (amount / Tier Type / incorrect Virtual ID (VID)), the user should remit through the eNPS portal/D-Remit mode, raise a grievance on the CRA portal (www.cra-nsdl.com) to NPS Trust/CRA, and required documents should be sent to CRA on email ID - enps@proteantechnology.in within 7 days from the date of transaction. For rectification/refund requests involving incorrect VID, required documents should be sent within 15 days from the date of transaction. A link is provided to click here for the list of required documents. A notice also states that as per PFRDA guidelines, contribution payment in NPS Tier II A/c through Credit Card is not permitted, and other modes of payment such as Net Banking/ Debit Card / UPI for contributing in Tier II are allowed.

Guidelines for Online Registration

NPS Trust welcomes you to 'eNPS', which will facilitate:-

- Opening of Individual Pension Account under NPS (only Tier I / Tier I & Tier II) by All Indian Citizens (including NRIs) between 18 - 70 years
- Making initial and subsequent contribution to your Tier I as well as Tier II account

For Account opening, you need to:

- ✓ Have Mobile number, email ID and an active Bank account with net Banking facility enabled
- ✓ In case, an applicant selects to open the individual pension account with PAN, the activation of the PRAN is subject to KYC verification by the empanelled POP (name and address should match with POP record) selected by applicant during the registration process.

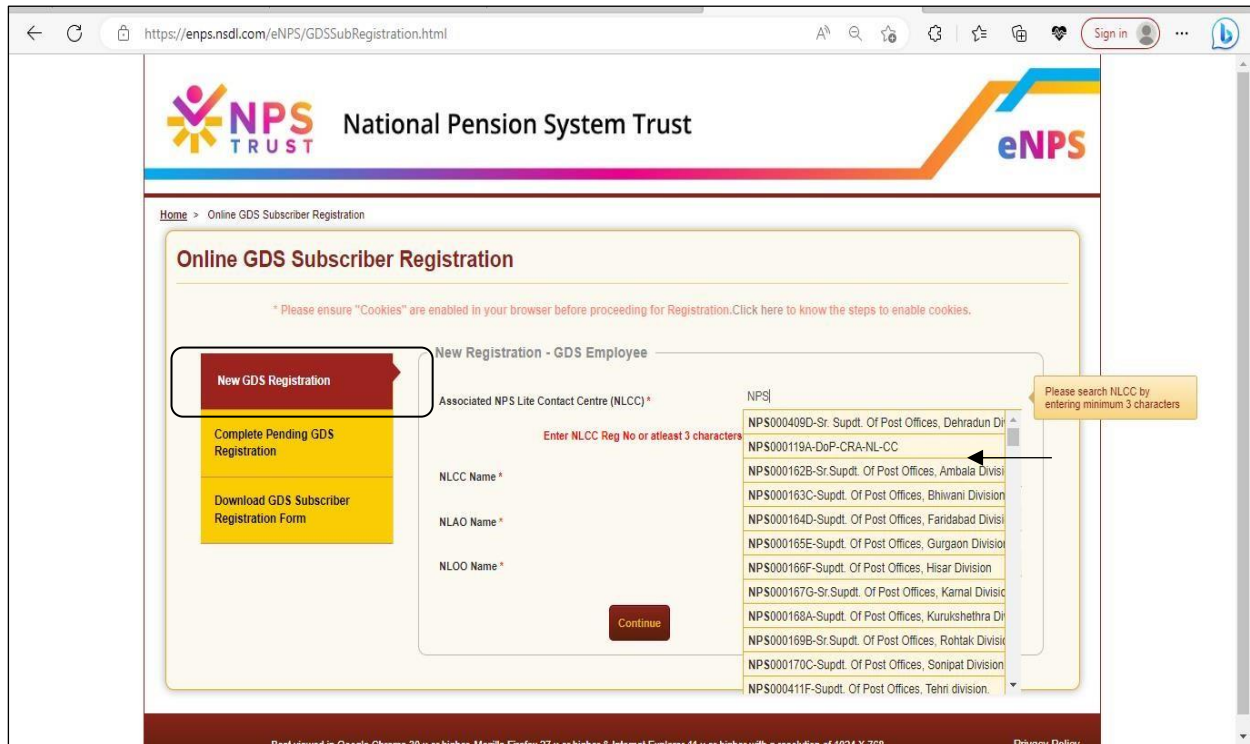
To view the list of empanelled POP, Click Here

On the right side, there are three buttons: NATIONAL PENSION SYSTEM, ATAL PENSION YOJANA, and REGISTRATION FOR GDS SUBSCRIBERS. The REGISTRATION FOR GDS SUBSCRIBERS button is highlighted with a red border.

Figure 1

Nodal Office details section

- NL-AO 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 *



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

New Registration - GDS Employee

Associated NPS Lite Contact Centre (NLCC)*

Enter NLCC Reg No or atleast 3 characters

NLCC Name *

NLAO Name *

NLOO Name *

Continue

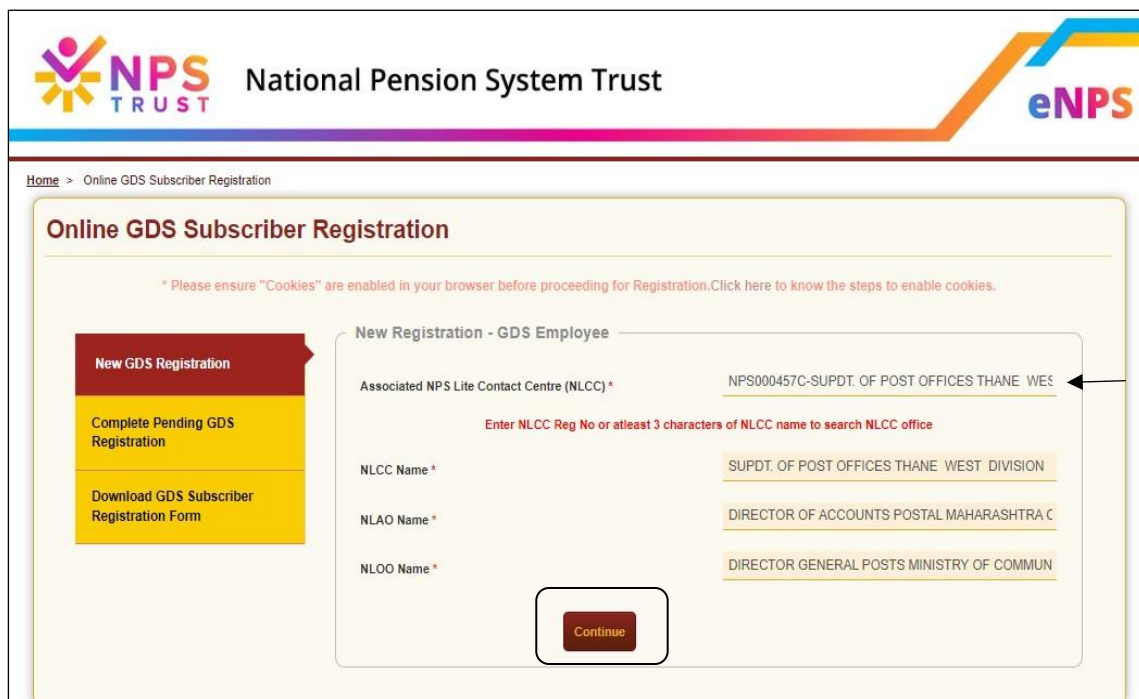
NPS

- NPS000409D-Sr. Supdt. Of Post Offices, Dehradun Di
- NPS000119A-DoP-CRA-NL-CC
- NPS000162B-Sr. Supdt. Of Post Offices, Ambala Divisi
- NPS000163C-Supdt. Of Post Offices, Bhiwani Division
- NPS000164D-Supdt. Of Post Offices, Faridabad Divisi
- NPS000165E-Supdt. Of Post Offices, Gurgaon Division
- NPS000166F-Supdt. Of Post Offices, Hisar Division
- NPS000167G-Sr. Supdt. Of Post Offices, Karnal Divisi
- NPS000168A-Supdt. Of Post Offices, Kurukshethra Di
- NPS000169B-Sr. Supdt. Of Post Offices, Rohtak Divisi
- NPS000170C-Supdt. Of Post Offices, Sonapat Division
- NPS000411F-Supdt. Of Post Offices, Tehri division.

Please search NLCC by entering minimum 3 characters

Figure 2

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



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

New Registration - GDS Employee

Associated NPS Lite Contact Centre (NLCC)*

Enter NLCC Reg No or atleast 3 characters of NLCC name to search NLCC office

NLCC Name *

NLAO Name *

NLOO Name *

Continue

NPS000457C-SUPDT. OF POST OFFICES THANE WEST

SUPDT. OF POST OFFICES THANE WEST DIVISION

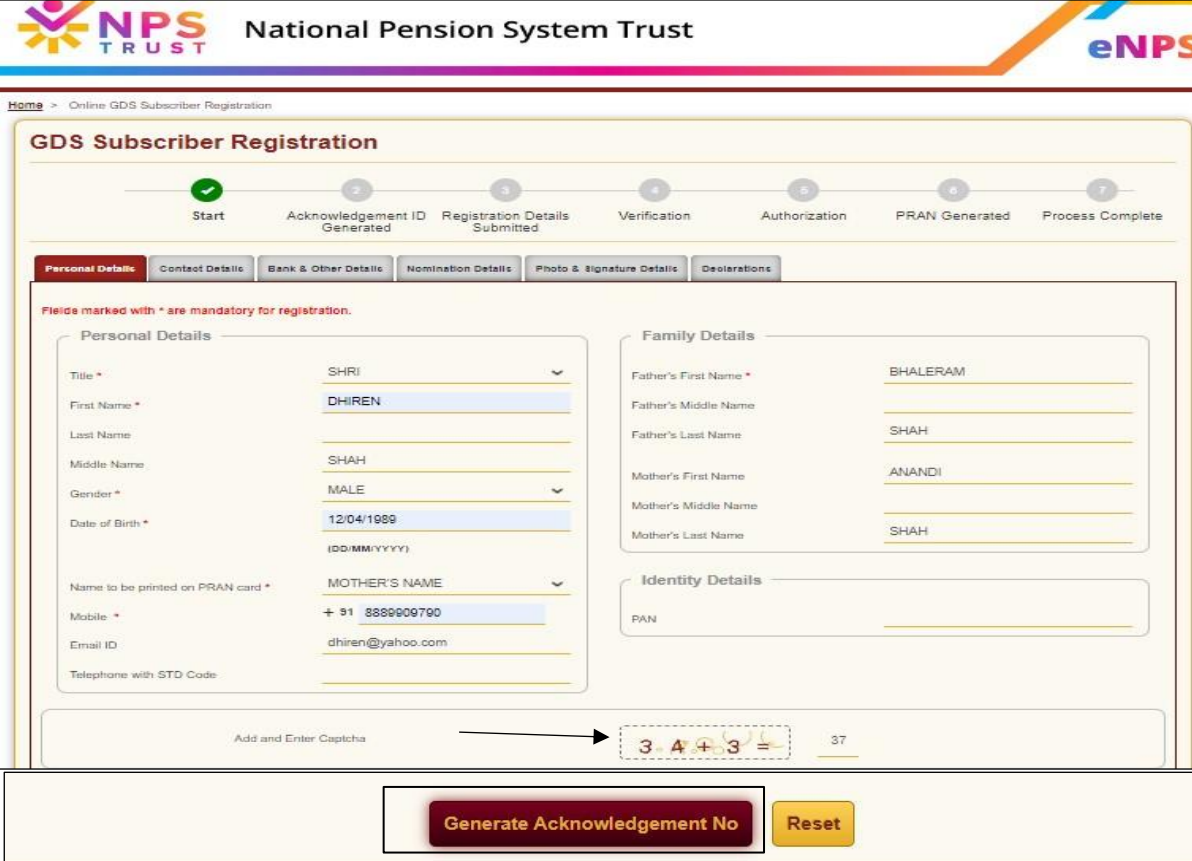
DIRECTOR OF ACCOUNTS POSTAL MAHARASHTRA C

DIRECTOR GENERAL POSTS MINISTRY OF COMMUN

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 National Pension System Trust

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

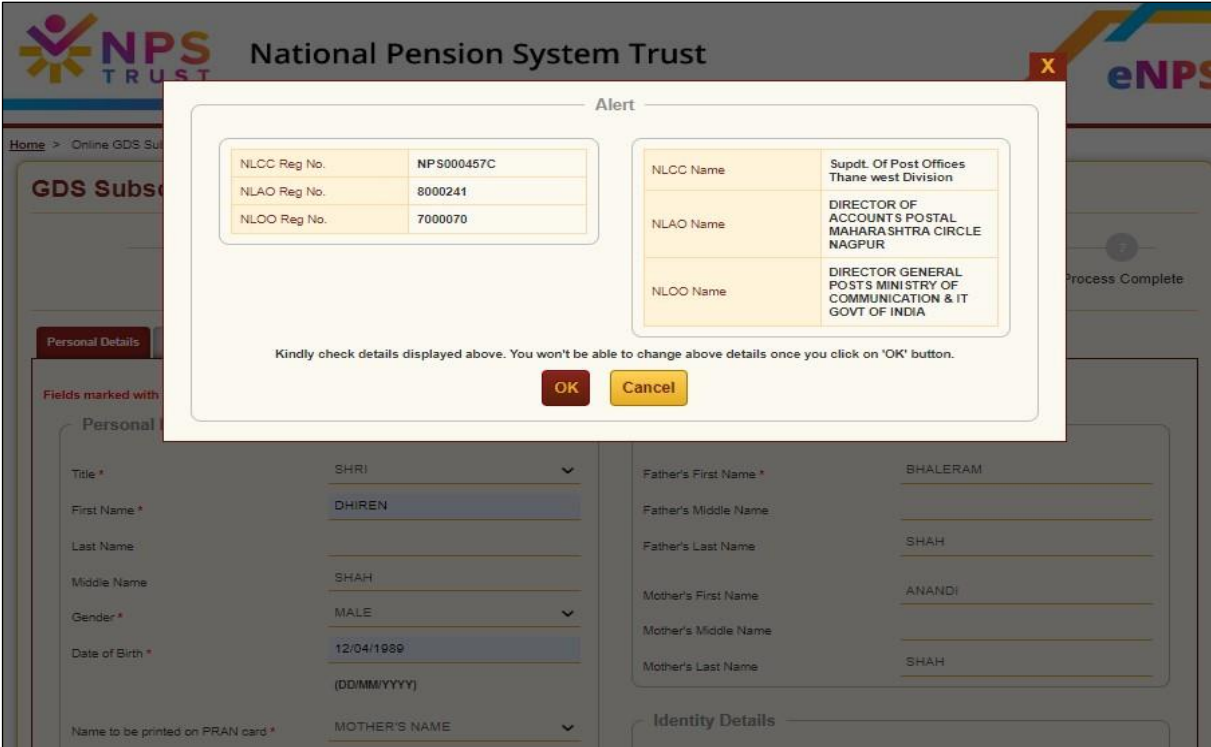
PAN

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.	NPS000457C	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

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

Father's First Name * SHALERAM

Father's Middle Name

Father's Last Name SHAH

Mother's First Name ANANDI

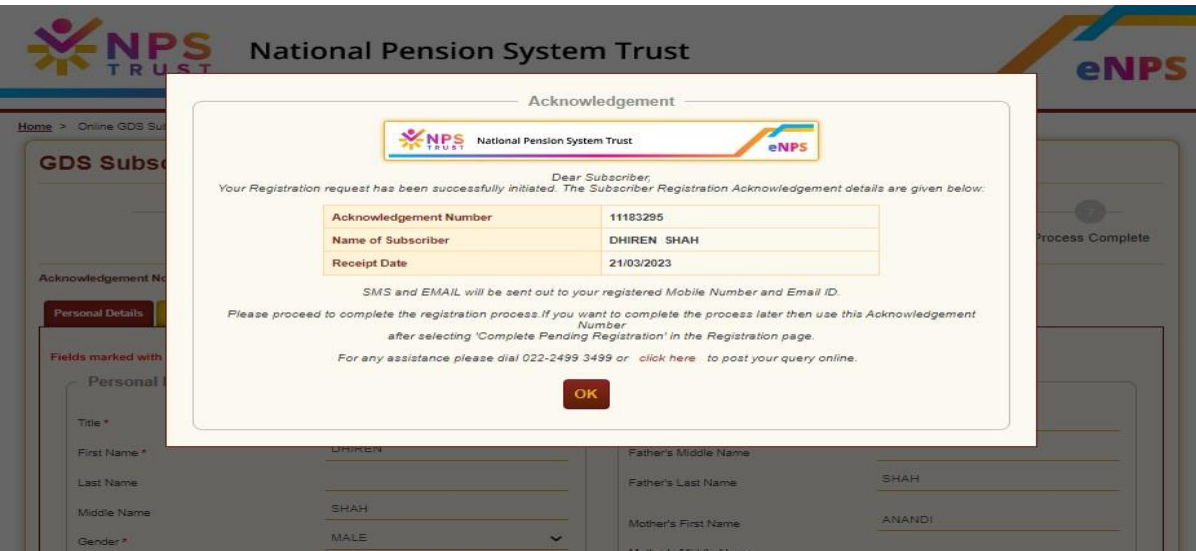
Mother's Middle Name

Mother's Last Name SHAH

Identity Details

Figure 5

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



Acknowledgement

NPS TRUST **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

Title *

First Name *

Last Name

Middle Name SHAH

Gender * MALE

Father's Middle Name

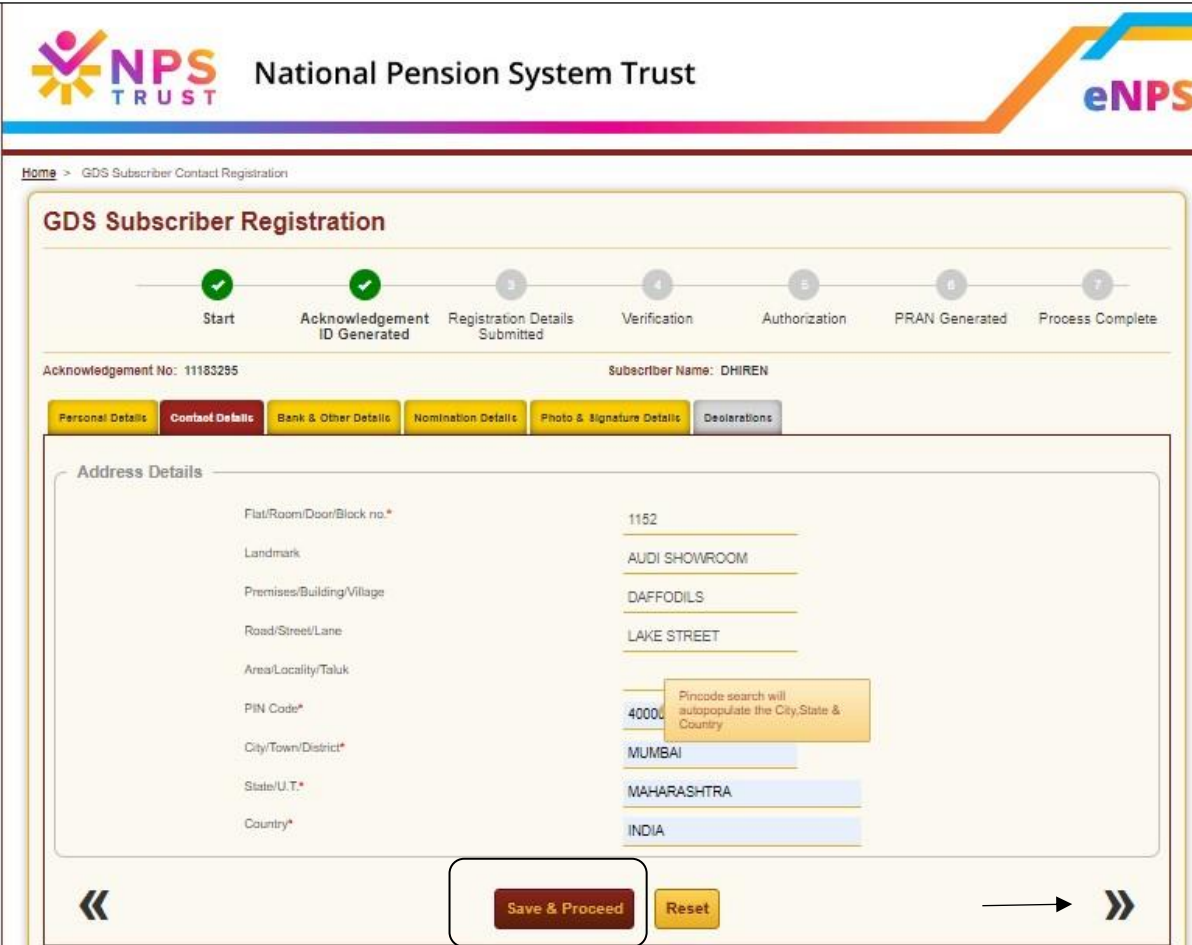
Father's Last Name SHAH

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.



NPS TRUST National Pension System Trust **eNPS**

Home > GDS Subscriber Contact Registration

GDS Subscriber Registration

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

Acknowledgement No: 11183295 Subscriber Name: DHIREN

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

Address Details

Flat/Room/Door/Block no.*: 1152

Landmark: AUDI SHOWROOM

Premises/Building/Village: DAFFODILS

Road/Street/Lane: LAKE STREET

Area/Locality/Taluk:

PIN Code*: 4000

City/Town/District*: MUMBAI

State/U.T.*: MAHARASHTRA

Country*: INDIA

Pincode search will autopopulate the City, State & Country

Navigation: << [Save & Proceed] [Reset] >>

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 is already available in any other existing PRAN in the system, it will not allow to proceed
- If bank details provided, Penny drop will be carried out by CRA for verifying bank account and subscriber's name.

GDS Subscriber Registration

1

2

3

4

5

6

7

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

Employment Details
 Membership Number(PPAN)

Bank Details
 Account Type
 SAVINGS ACCOUNT
 Bank A/C Number
 000012345678900000000000000000
 Bank IFS Code
 SBIN0000032
 Bank Name
 STATE BANK OF INDIA
 Branch Name
 BEGUSARAI
 Branch Address
 NR, PALIKA MARKET, BEGUSARAI-851101
 PIN Code
 851101
 State/U.T.
 BIHAR
 Country
 INDIA
 Bank MICR Code
 851002102

Save & Proceed
 Reset

Figure 8

- Provide Nomination Details of the subscriber
- Field indicated as “*” (star mark) is mandatory to fill
- Click on “Save & Proceed” option to proceed

1
2
3
4
5
6
7

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: 11609843 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

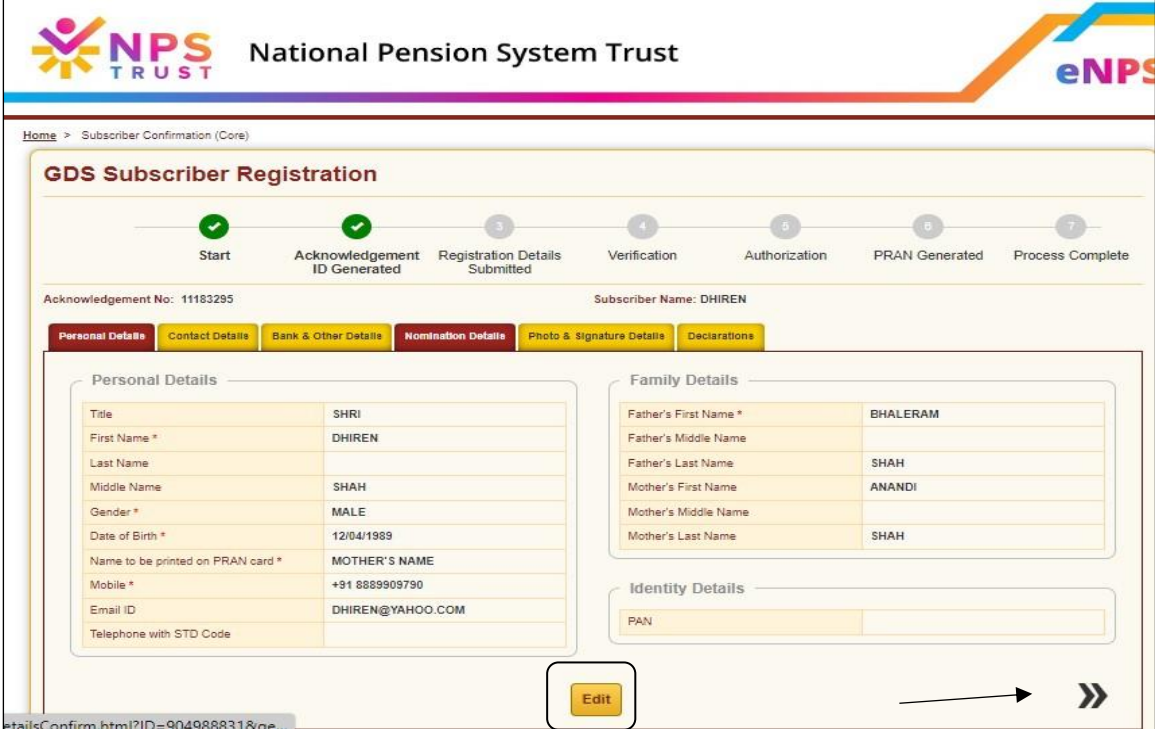
Steps to Scan Signature

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



NPS TRUST National Pension System Trust **eNPS**

Home > Subscriber Confirmation (Core)

GDS Subscriber Registration

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

Acknowledgement No: 11183295 Subscriber Name: DHIREN

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

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

Identity Details

PAN

[Edit](#) → »

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

Figure 11

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

NPS TRUST National Pension System Trust **eNPS**

Home > Subscriber Confirmation (Core) > Subscriber Registration (Photo & Signature Confirmation)

GDS Subscriber Registration

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

Acknowledgement No: 11609843 Subscriber Name: KANHA

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

Preview Photo Preview Signature

« Edit »

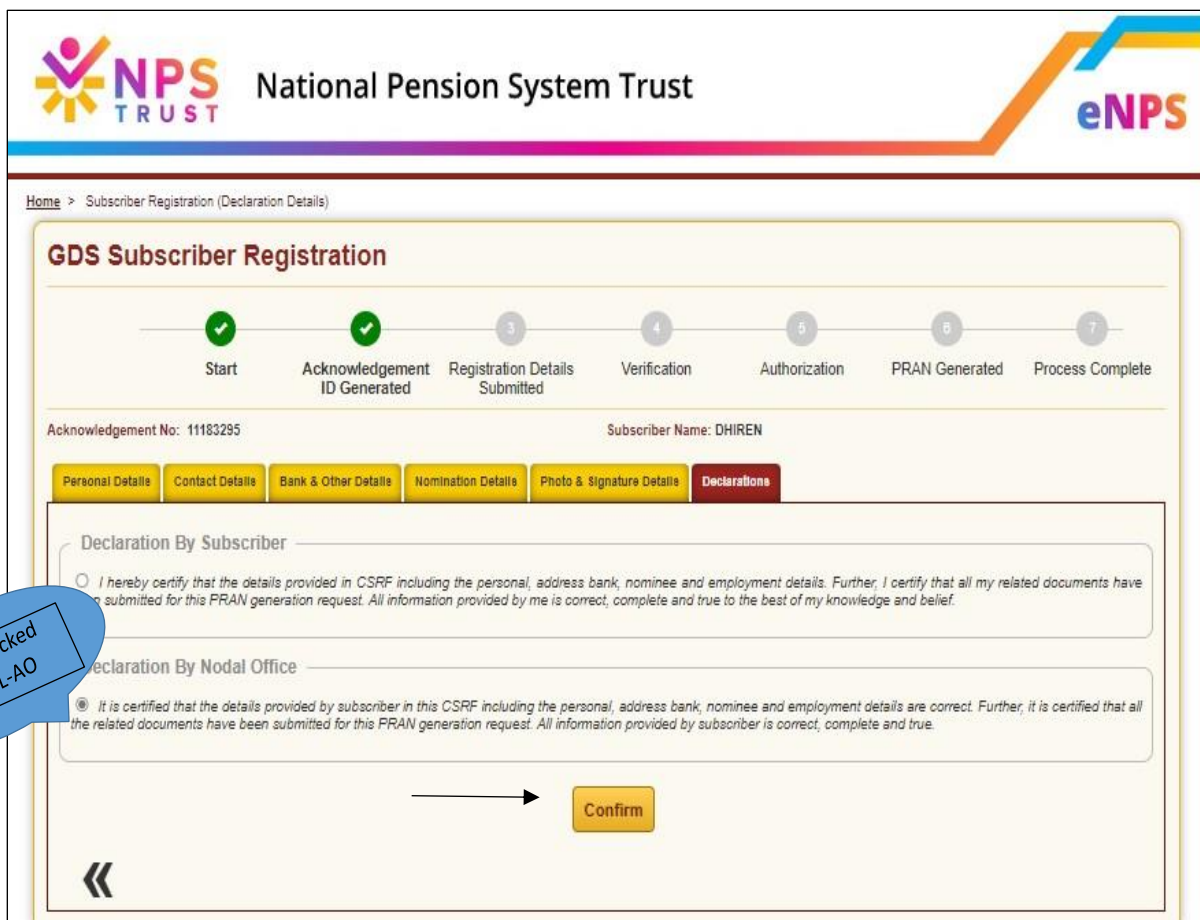
Note

- Click on "Edit" button to make changes in Form.

Figure 12

• **Declaration Part:**

- a) Please select “Declaration by Nodal office”
- b) Click on “Confirm” for final submission



Home > Subscriber Registration (Declaration Details)

GDS Subscriber Registration

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**

Declaration By Subscriber

☐ I hereby certify that the details provided in CSRF including the personal, address bank, nominee and employment details. Further, I certify that all my related documents have been submitted for this PRAN generation request. All information provided by me is correct, complete and true to the best of my knowledge and belief.

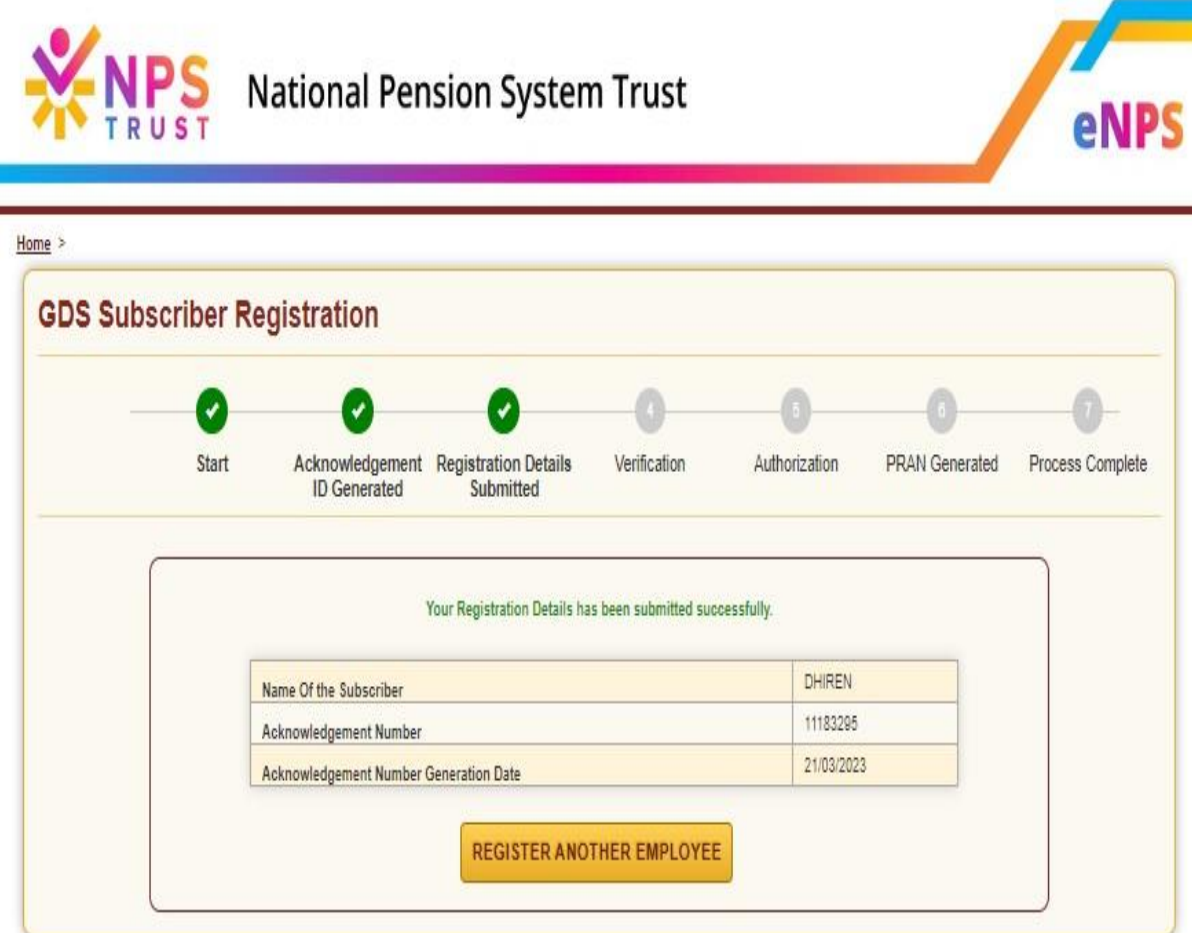
Declaration By Nodal Office

☒ It is certified that the details provided by subscriber in this CSRF including the personal, address bank, nominee and employment details are correct. Further, it is certified that all the related documents have been submitted for this PRAN generation request. All information provided by subscriber is correct, complete and true.

Confirm

Figure 13

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



NPS TRUST National Pension System Trust **eNPS**

Home >

GDS Subscriber Registration

1 Start 2 Acknowledgement ID Generated 3 Registration Details Submitted 4 Verification 5 Authorization 6 PRAN Generated 7 Process Complete

Your Registration Details has been submitted successfully.

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

REGISTER ANOTHER EMPLOYEE

Figure 14

- NL-AO will be able to download the registration form.

The screenshot shows the 'GDS Subscriber Registration' page on the NPS eNPS portal. The page features a progress bar with seven steps: Start, Acknowledgement ID Generated, Registration Details Submitted, Verification, Authorization, PRAN Generated, and Process Complete. The first three steps are marked with green checkmarks, indicating they are completed. Below the progress bar, a message states 'Your Registration Details has been submitted successfully.' Below this message is a table containing the following details:

Name Of the Subscriber	KANHA
Acknowledgement Number	11609843
Acknowledgement Number Generation Date	24/03/2023

Below the table is a yellow button labeled 'DOWNLOAD REGISTRATION FORM'. At the bottom of the page, there is a footer with the text '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.' and a link to 'Privacy Policy'.

Figure 15

- Complete Pending GDS Registration:**

For any reason, if NL-AO could not complete the registration process after generation of Acknowledgement No., the same can be completed by subscriber later. Subscriber 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

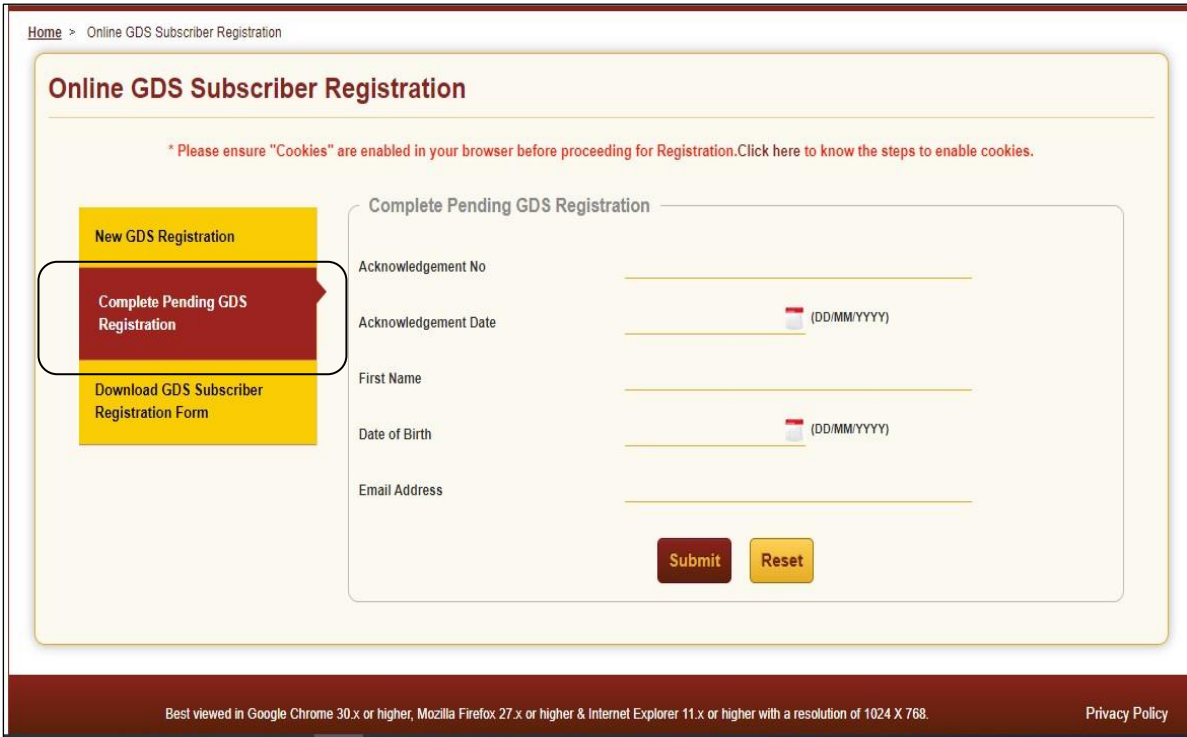


Figure 16

- **Download GDS Subscriber Registration form:**

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

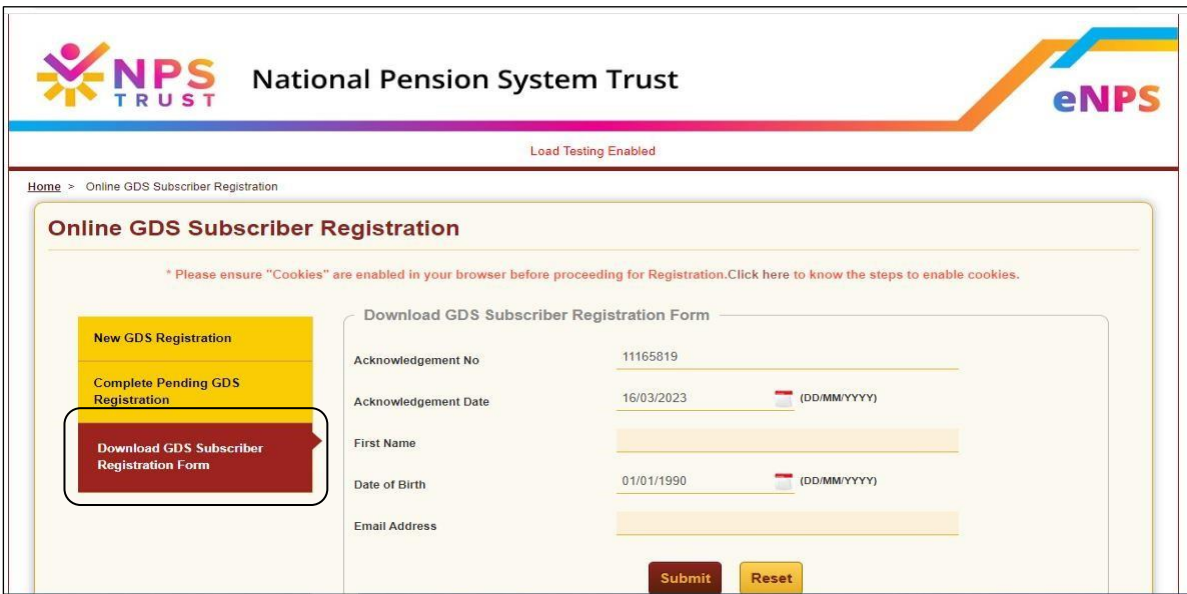


Figure 17

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

Figure 18

Sample form which will be downloaded is as given below:

Figure 19

NL-AO shall take a print out of the forms for verification and authorization of the request.
