

Protean eGov Technologies Limited



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STANDARD OPERATING PROCEDURE (SoP)

Subscriber details modification in APY

Version 1.0

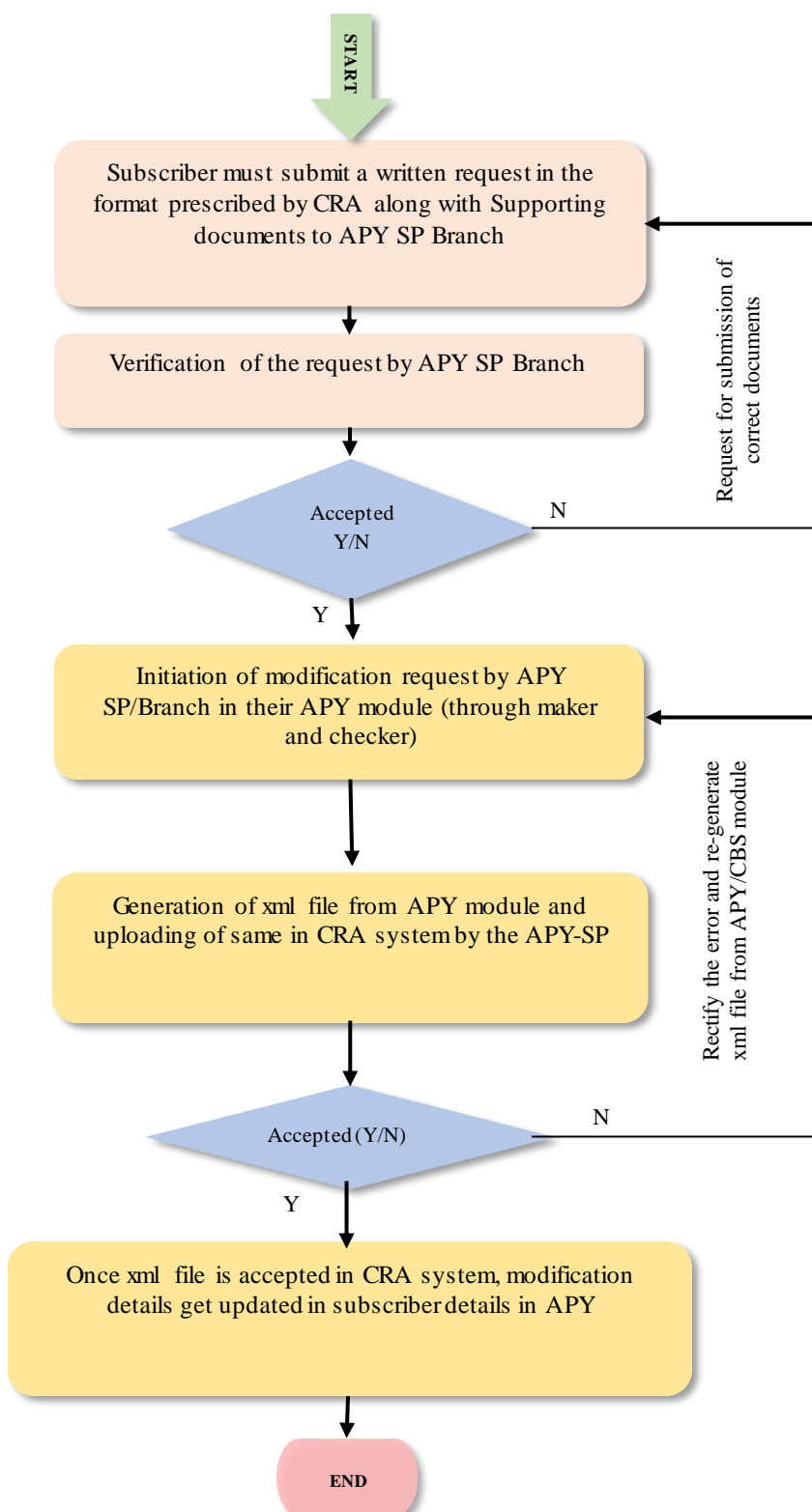
REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	05-Sept-2024	1.0	-	Initial Version

Index

Sr. No	Topic	Page No.
1	Process Flow – Processing of modification request by APY SP	4
2	Procedure for submission of modification request by Subscriber	5
4	Procedure for processing of modification request at APY SP level	5
5	Steps to upload modification xml file request in APY System by APY SP	6
6	File Status view	11

Process Flow – Processing of modification request by APY SP



Supporting documents are not required to be submitted by Nodal Office to NSDL-CRA for storage

1. Procedure for submission of modification request by Subscriber

Subscriber has to submit a written request in the format prescribed by CRA, to the concerned APY SP Branch along with supporting documents.

Below modification form is available on Protean CRA web site (<https://npscra.nsdl.co.in/nsdl-forms.php>)

- [Subscriber details Modification and Change of APY-SP Form](#)

Through above mentioned form, subscriber has to submit his request for modification of any of the below details section:

- Changes or Correction in other Personal Details
- Changes or Correction in Bank Details
- Changes or Correction in Nomination details
- Changes or Correction Frequency of Deduction of Contributions
- Changes or Correction in Date of Birth
- Request for Pension Upgrade
- Request for Pension Downgrade
- Request for Re-issue of ePRAN/e-SoT/Subscriber Information Brochure by Bank Branch (Free of Cost)

Subscriber has to fill the section in which he requires modification. For Pension Upgrade request, subscriber will also have to select the option through which he wants to upgrade his pension amount i.e. through Existing mode or through Refixation. Once the form is duly filled, he should complete the declaration, sign the form and submit the request to his bank branch.

The office should verify the all documents as submitted by the subscriber. It is the responsibility of office to ensure veracity of documents submitted by the subscriber. The details mentioned in modification form should match with the provided documents.

2. Procedure for processing of modification request at APY SP level

APY SP bank branch shall be responsible for updating Subscribers modification request in Banks's APY module. On receipt of written request of Subscriber form, APY SP's Branch will verify the application along with supporting document.

In case any discrepancy observed in the application, same should be returned to subscriber for re-submission with correct application and details

In case the application and supporting documents are found OK, APY SP's Branch has to capture the request in CBS/APY module at maker and checker level.

Once the request is captured in APY module of the Bank, APY SP at NL-OO level has to generate xml file which is prepared as per the prescribed file format shared by CRA

and same need to be uploaded in CRA system through provided login id. Once uploaded file is successfully accepted in system, subscriber details get updated in APY. In case, the file gets rejected due to any error in the file, APY SP has to rectify the error and re-generate xml file and upload it again in CRA system.

Below are the fields for which subscriber can submit modification request:

a. Core details modification (Core details are the details available on PRAN card)

- Subscriber Name
- Subscriber Date of Birth (Financial modification)
- Name of Spouse
- Name of Nominee
- Pension Amount (Financial modification)

b. Non-core details modification (Any other details other than details available on PRAN card)

- Father's name
- Gender
- PAN
- Marital Status
- Correspondence Address
- Subscriber Contact No (Tel./Mobile no.)
- Subscriber Email id
- Nominee details
- Bank details
- Subscriber PAN
- Subscriber Bank details (Bank account, IFSC, Branch address etc.)
- Contribution Frequency (Financial modification)
- Income tax payer status/ Status of Beneficiary of other social security schemes

- e. Financial & Non financial modification:** Financial modification are modification in those fields which impact the contribution amount to be paid by the subscriber towards his/her PRAN. Such modification includes, DOB update, Upgrade/Downgrade of Pension amount/ Change in Frequency of paying contribution. Modification of all other afore mentioned fields is called non-financial modification.

Subscriber can update the Frequency and Pension amount once in a year. Date of Birth can be updated/corrected only 2 times in the lifetime of the PRAN.

Further, Pension upgrade/downgrade and Frequency change or Pension upgrade/downgrade and DOB update request can be submitted together.

3. Steps to upload modification xml file request in APY System by APY SP:

Once the modification file is downloaded by the APY-SP from their APY module, they have to upload the same to CRA system using the login IDs provided by Protean CRA.

In order to upload modification xml file, APY SP needs to login to CRA system (<https://apy.nps-proteantech.in/CRAlite/>) with User ID , password, captcha along with AADHAR and OTP (Please refer **Figure 1** in three steps).

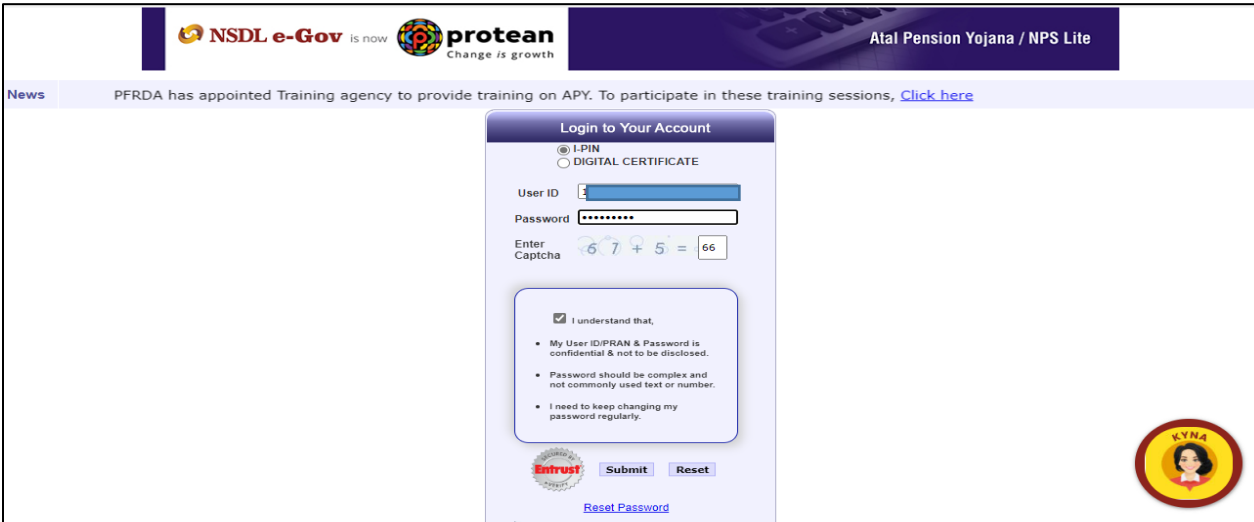


Figure 1.1

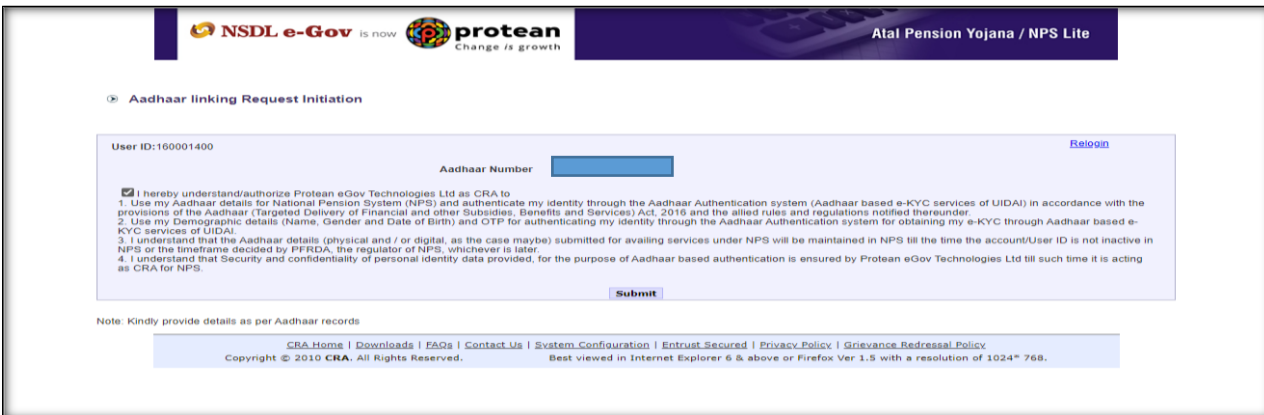


Figure 1.2

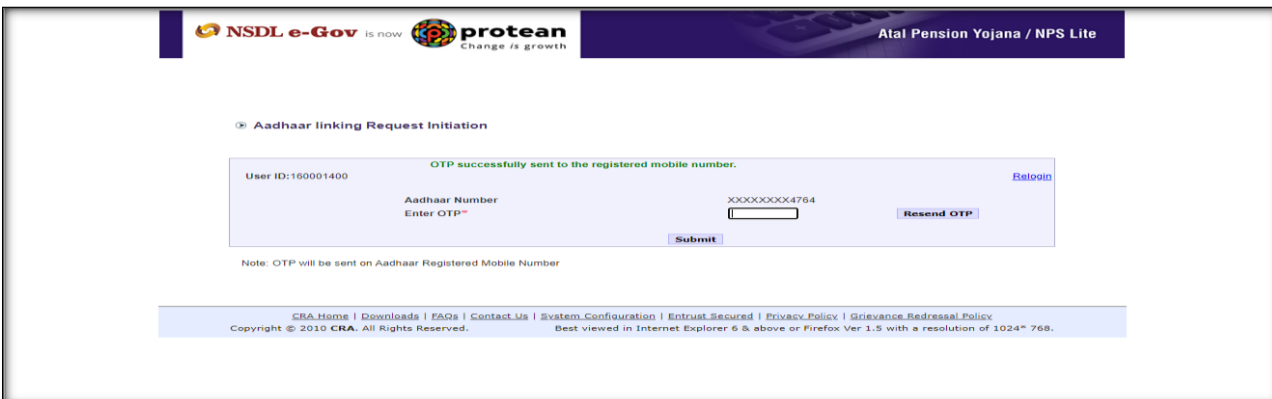


Figure 1.3

User needs to click on Menu “**Nodal office upload**” and in that “**File Upload**” as given below in **Figure 2**.

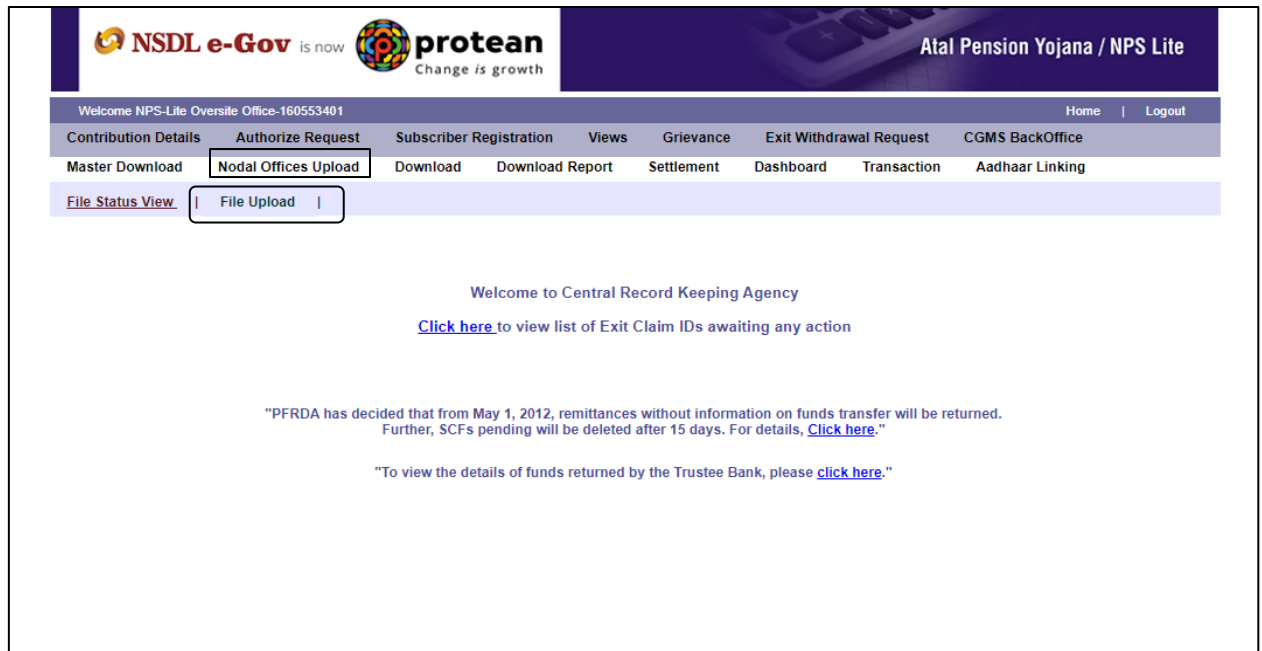


Figure 2

Click on “**add files**” and then click on “**choose File**” as given below in **Figure 3**.

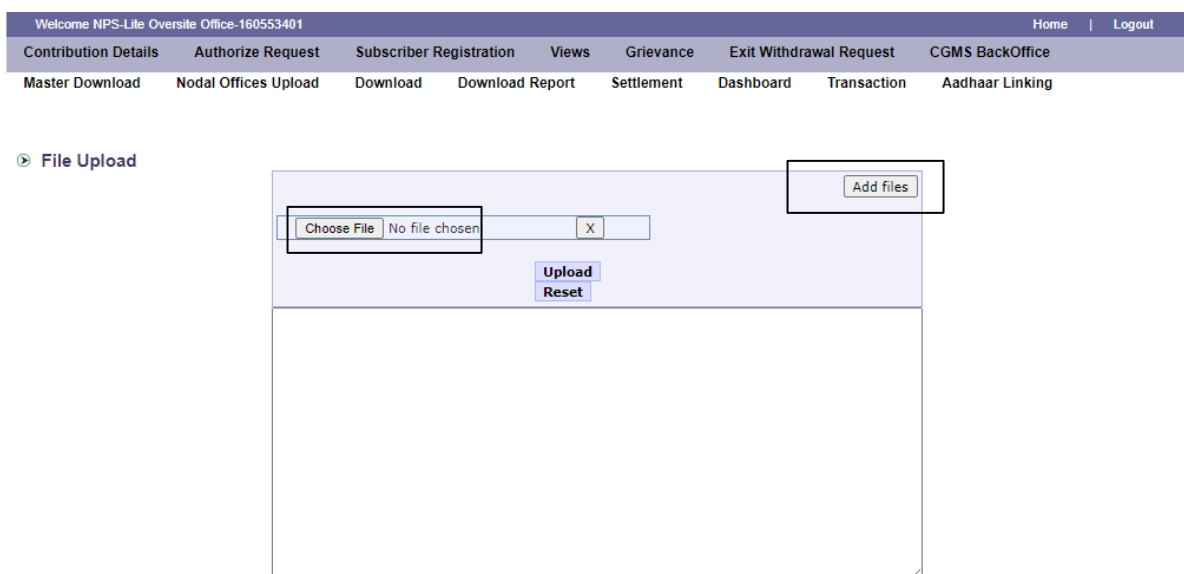


Figure 3

Choose modification **xml** file downloaded from APY module and click on **“upload”** option as given below in **Figure 4**

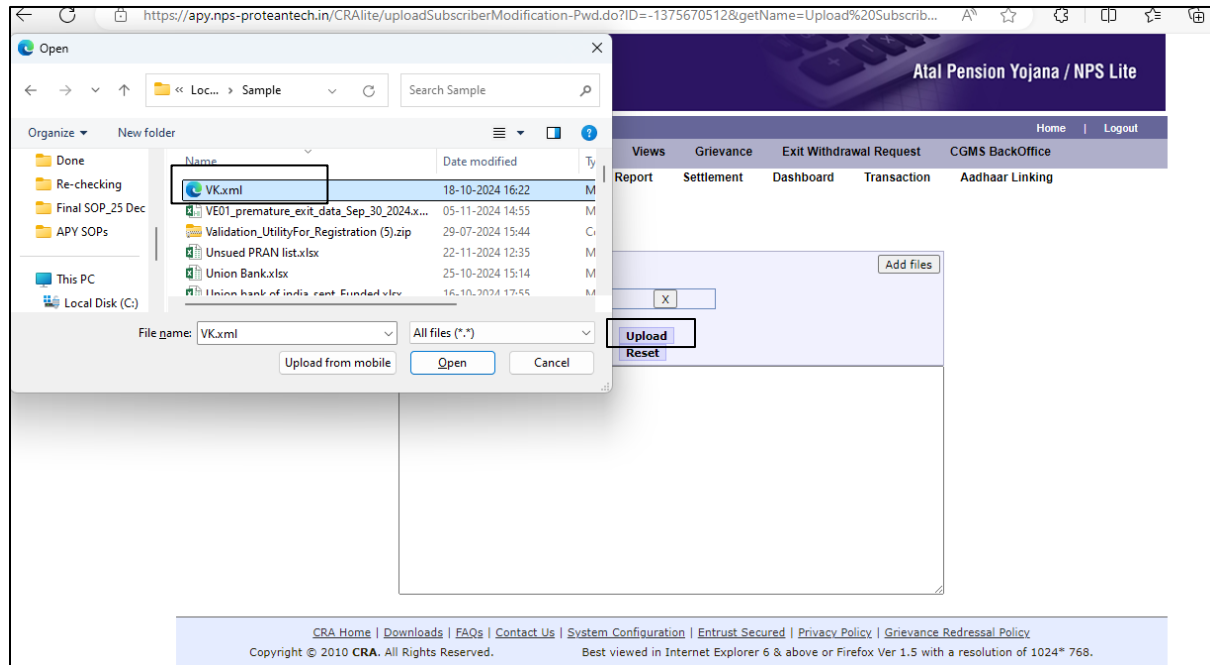


Figure 4

Once xml file get uploaded, CRA system generate **“file reference number”** as given below in **Figure 5**

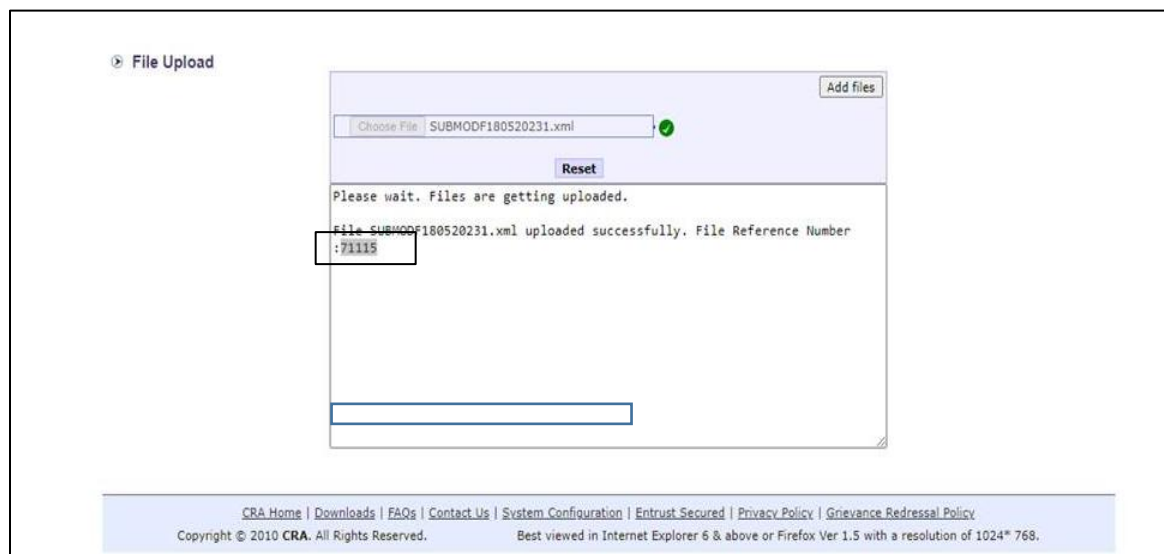
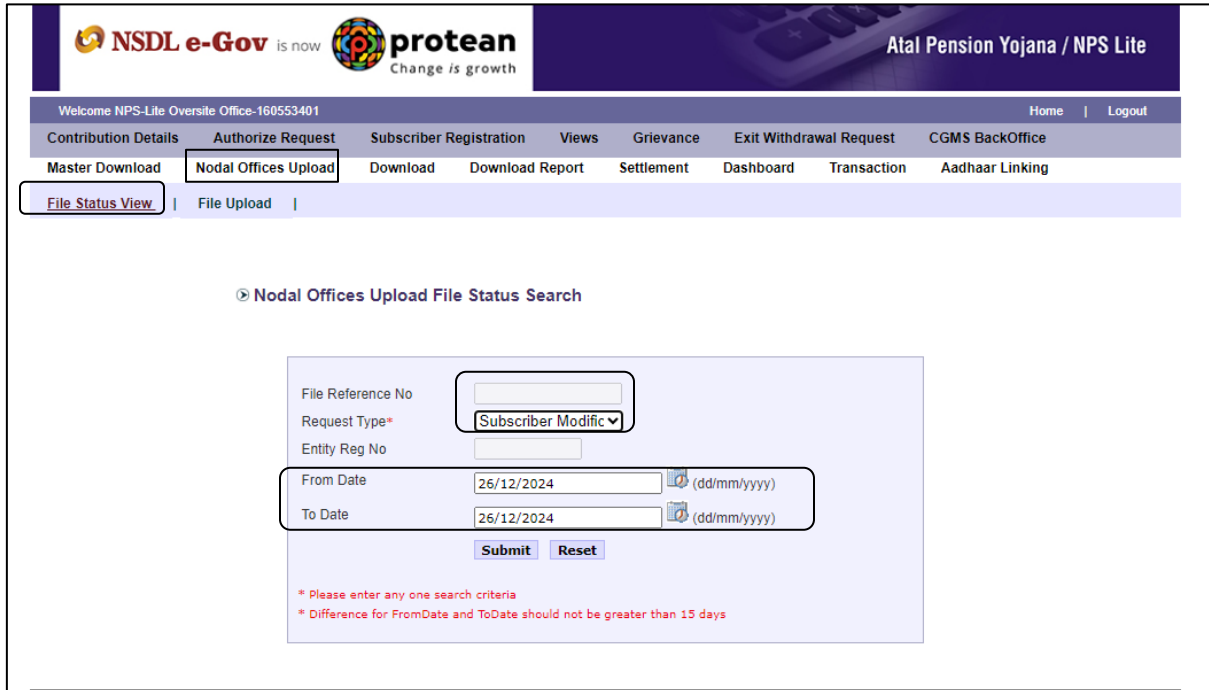


Figure 5

4. File Status View

To check file upload status, click on Menu **"Nodal office upload"**, in that **"File Status View"**, and Request Type **"Subscriber Modification"**, then either put file reference number or search records by date option as given below in **Figure 6**.



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Atal Pension Yojana / NPS Lite

Welcome NPS-Lite Oversight Office-160553401

Home | Logout

Contribution Details | **Authorize Request** | Subscriber Registration | Views | Grievance | Exit Withdrawal Request | CGMS BackOffice

Master Download | **Nodal Offices Upload** | Download | Download Report | Settlement | Dashboard | Transaction | Aadhaar Linking

File Status View | File Upload |

► Nodal Offices Upload File Status Search

File Reference No

Request Type* **Subscriber Modification**

Entity Reg No

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Submit **Reset**

* Please enter any one search criteria
* Difference for FromDate and ToDate should not be greater than 15 days

Figure 6

System shows **status of file** uploaded (either accepted or rejected) as given below in **Figure 7**.

Welcome NPS-Lite Oversight Office-160198803

Home

Logout

Contribution Details

Authorize Request

Subscriber Registration

Views

Grievance

Exit Withdrawal Request

CGMS BackOffice

Master Download

Nodal Offices Upload

Download

Download Report

Settlement

Dashboard

Transaction

Aadhaar Linking

Nodal Offices Upload File Status

File Reference No	Input File Name	Request Type	File Upload Date	Uploaded By	Status	No. of Accepted Applications	No. of Rejected Applications	Error File	Response File
106409	2412202493.xml	Subscriber Modification	24-12-2024	160198804	Accepted	1	0	-	SubMODResponse_106409_700201524122493.txt

Figure 7

If the file is rejected, APY-SP will take necessary action as per the rejection remarks and re-upload the file. If the file is accepted, the details will get updated in CRA system.

As PRAN card is not given to the APY subscriber by default in the scheme, if the subscriber wishes to opt for a PRAN card after modification of details , he can visit the link <https://enps.nsdl.com/eNPS/APYRePrintPRAN.html> and submit his request for Print APY PRAN card.
