Protean eGov Technologies Limited

STANDARD OPERATING PROCEDURE (SoP)

NPS Lite Subscriber Modification
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	-	Document upload and penny drop

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Introduction

In NPS Lite, subscriber can submit request to the aggregator for modification / updation in subscriber's details. CRA has provided subscriber's details modification module in aggregator's login ids. Detail procedure is provided below. *(Please refer Figure 1)*

Subscriber modification process flow

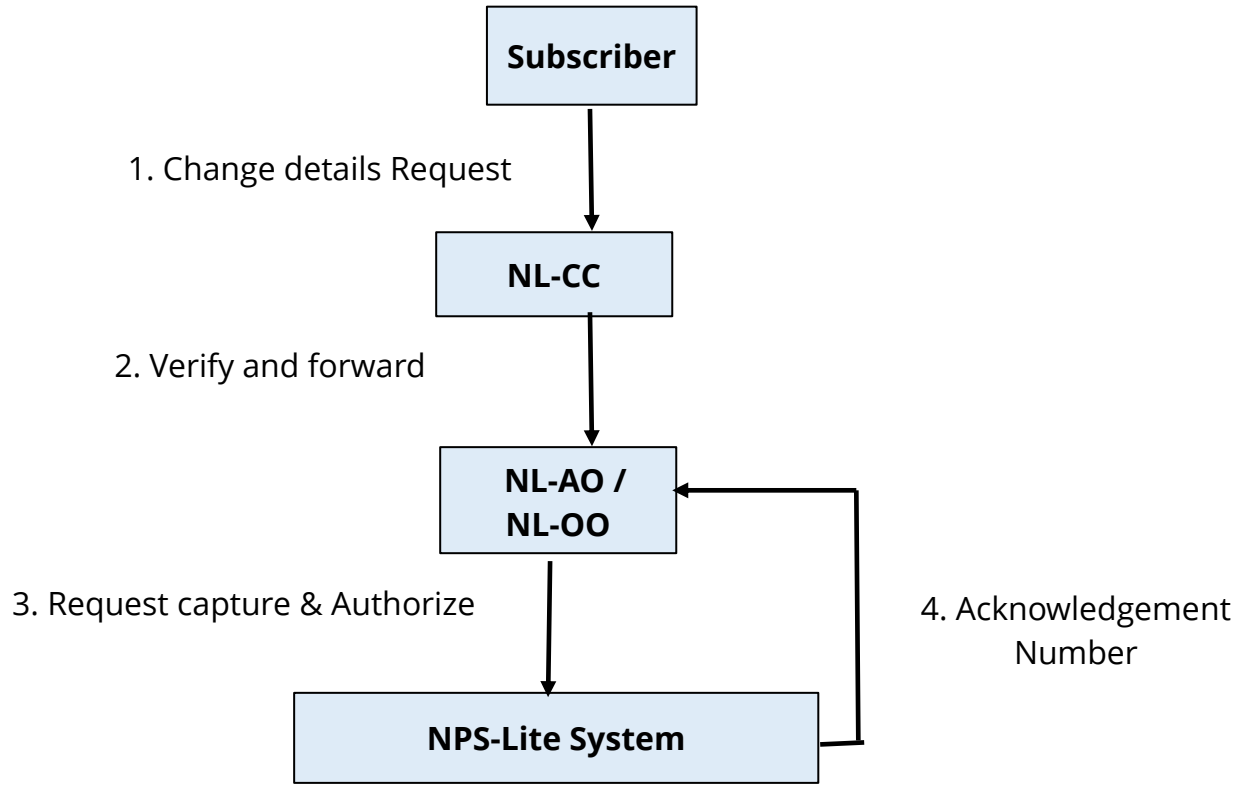

Figure 1

Procedure for submission of modification request by Subscriber

Subscriber has to submit S2 Form along with supporting documents to the concerned Nodal office along with supporting documents.

Subscriber modification form is available on Protean CRA web site (https://apy.nps-proteantech.in/CRAlite/)

Form : S2;Subscriber Details Change.

Procedure for processing of modification request at Nodal office

Nodal office shall be responsible for updating Subscribers modification request in NPS Lite. On receipt of S2 Form and documents, Nodal office will verify the same.

In case any discrepancy observed in application, same can be returned to subscriber for re-submission with correct application and details. In case application and supporting documents found correct, Nodal office has to capture the request in NPS Lite website at maker and checker level. As per new process, aggregator has to upload S2 Form and supporting documents while processing request in CRA system.

Once initiation and authorization is done, required changes can be viewed in subscriber details option available in CRA login id.

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.

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

i. Personal details e.g. mobile, address etc.
(*separate tab / option is provided for Name and Date of Birth)

ii. Subscriber Bank details e.g. Bank account, IFSC, Branch address etc.

iii. Nomination details

Note: Subscriber Photo and Signature modification will be done by Protean CRA on the basis of request submitted by Subscriber to nodal office and Nodal office will send a request to Protean CRA for the same.

Steps for Subscriber modification in NPS Lite system by nodal office.

In order to initiate Subscriber modification, Nodal office needs to login to NPS Lite system https://apy.nps-proteantech.in/CRAlite/ with one User ID, password, captcha along with AADHAR and OTP. *(Please refer Figure 2 in three steps)*

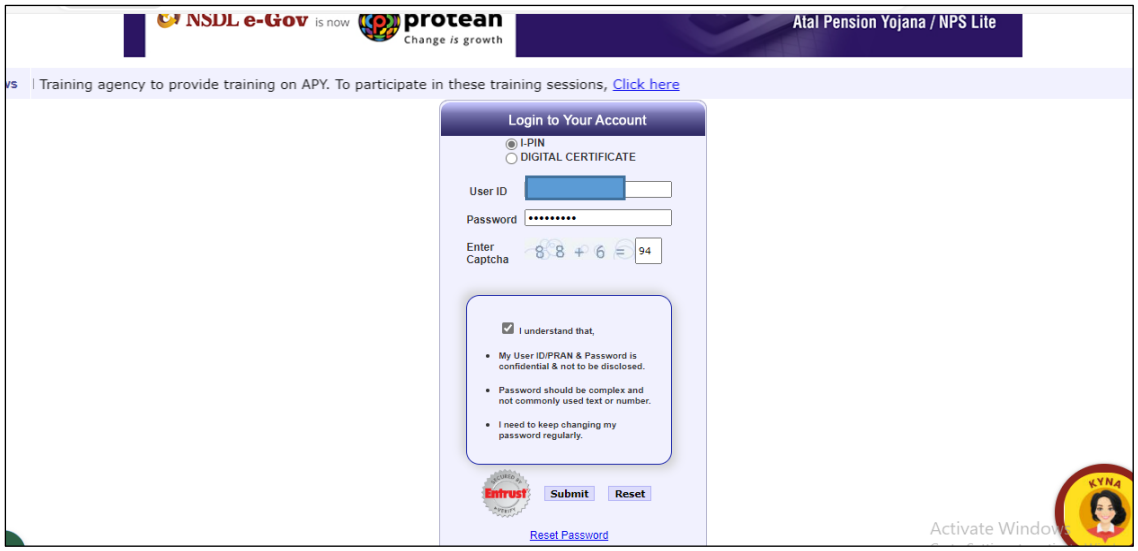

Figure 2.1

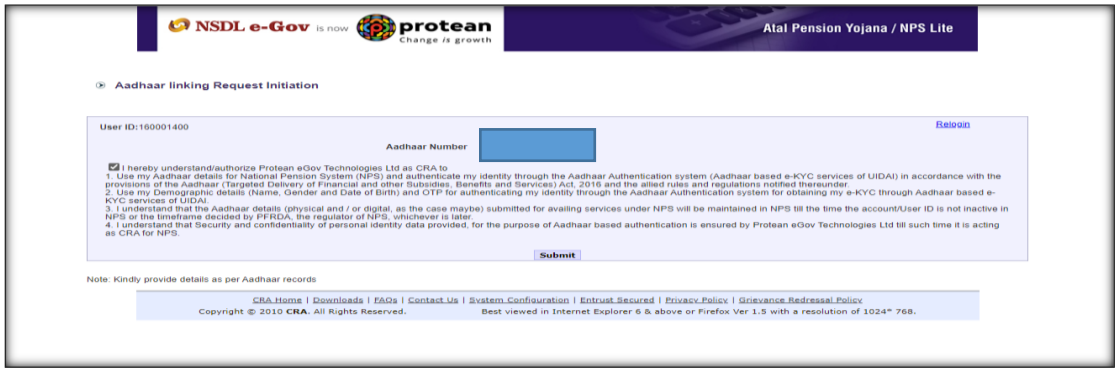

Figure 2.2

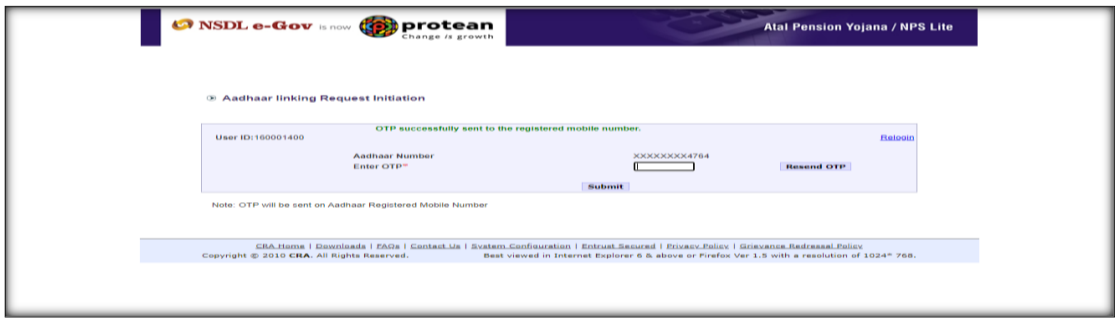

Figure 2.3

User needs to click on Menu "**Transaction**" and select sub menu "**Update Subscriber Details**" as given below. *(Please refer Figure 3)*

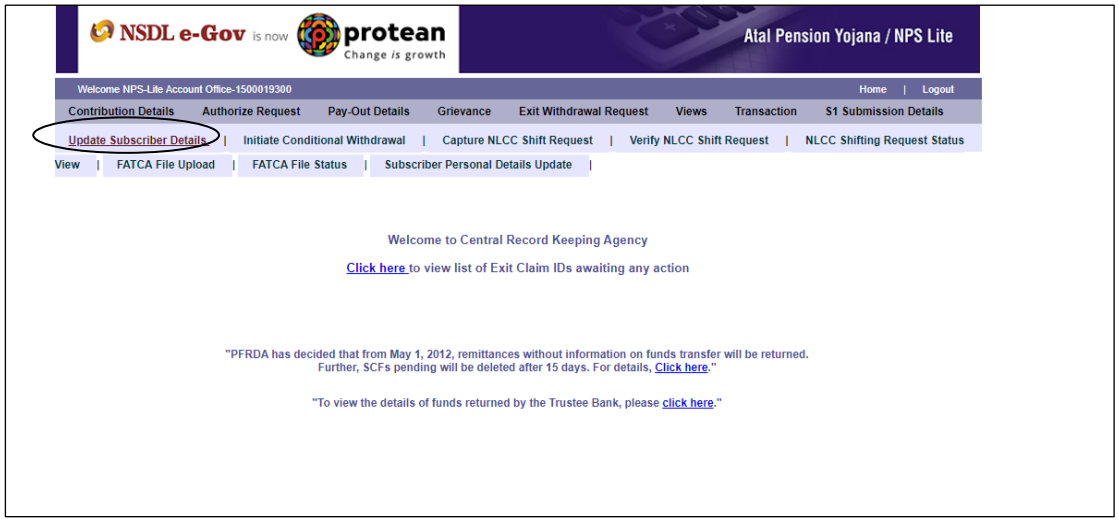

Figure 3

Enter PRAN and click on Submit. *(Please refer Figure 4)*

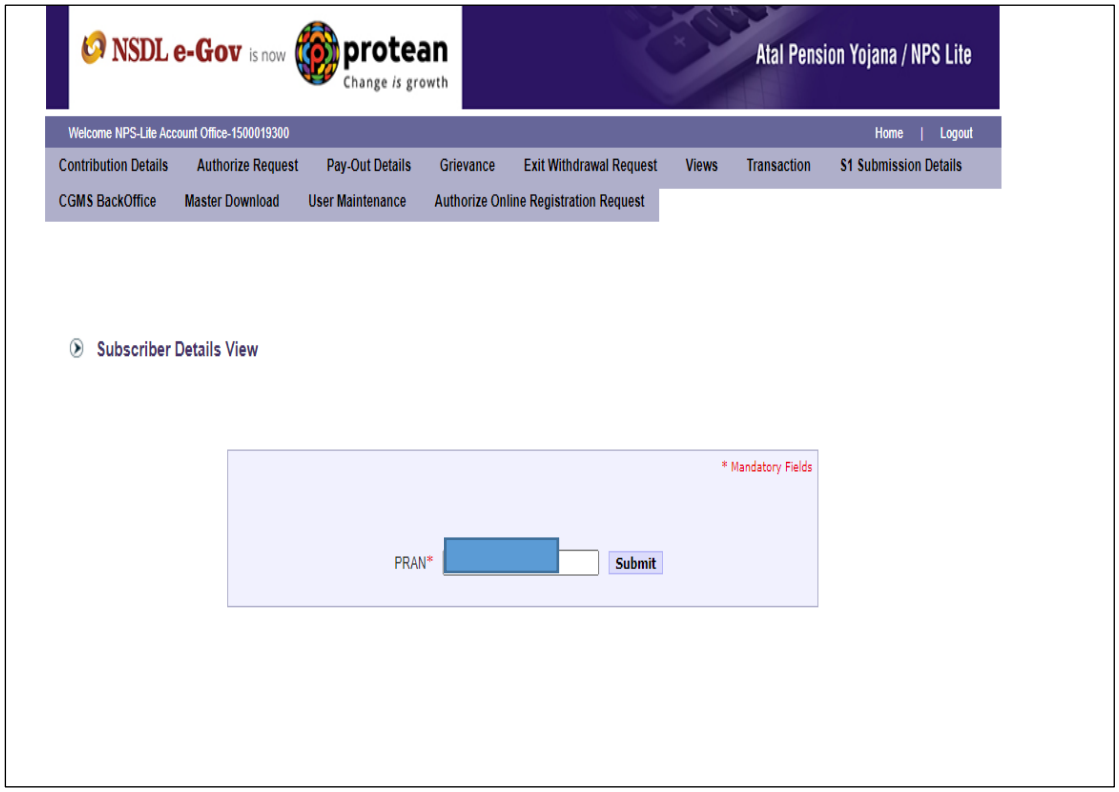

Figure 4

Click and check the details nodal office wishes to modify then click on Edit. *(Please refer Figure 5)*

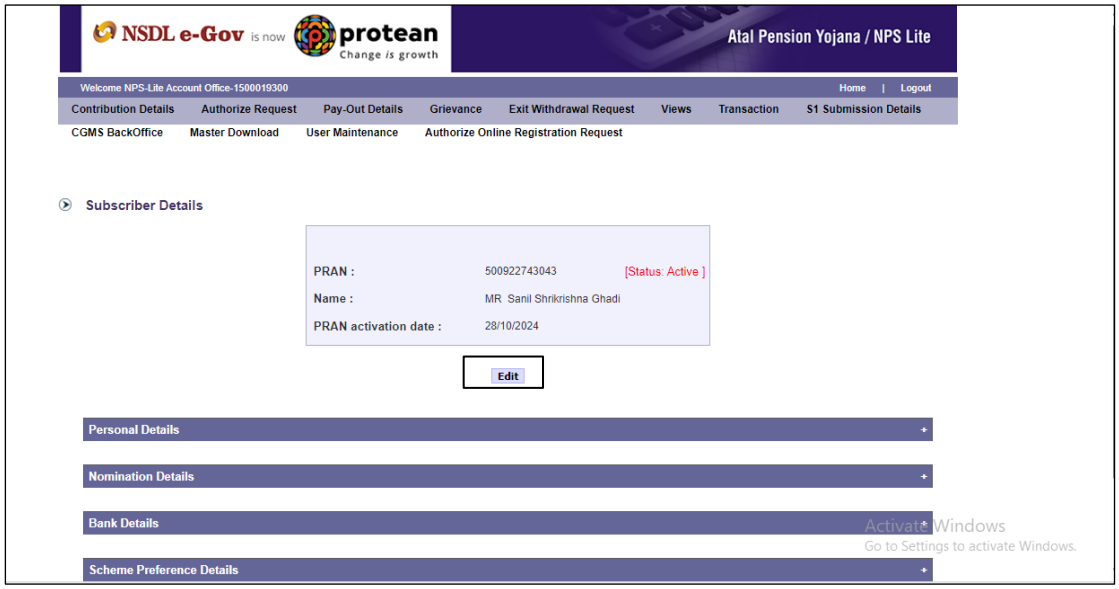

Figure 5

Edit the required details and click on Submit. Office need to fill details in particular fields (other than Subscriber's Name and Date of Birth as these field are frozen under this option). *(Please refer Figure 6)*

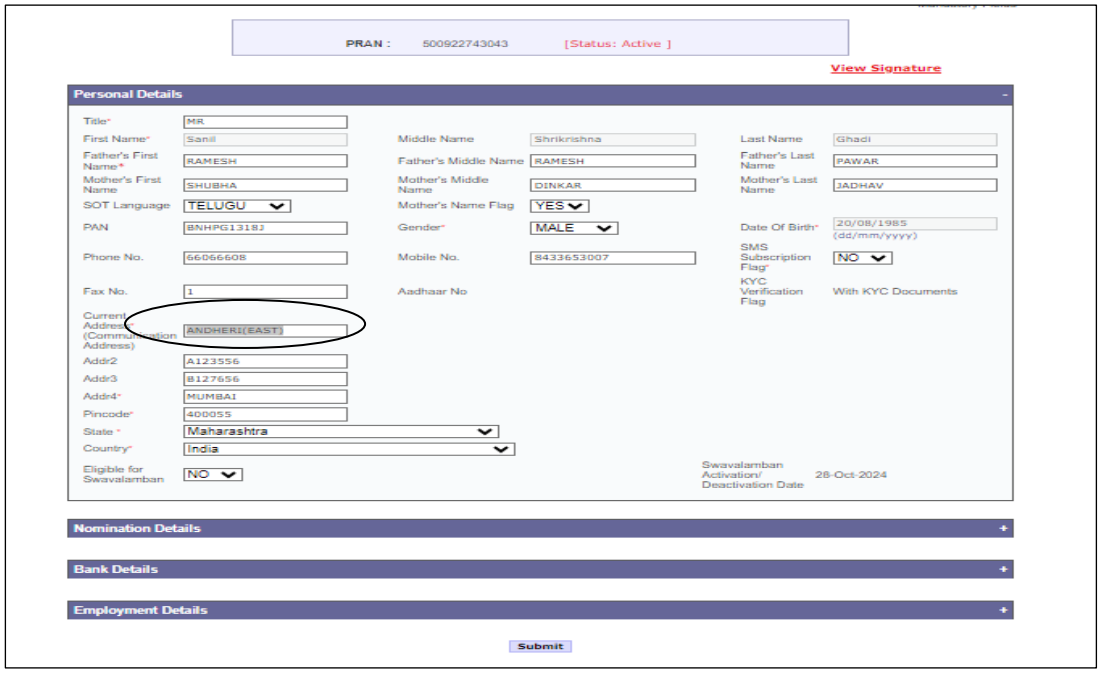

Figure 6

Note: -Please note that PAN details already registered in the system can neither be modified nor deleted. PAN can only be entered in case it is not already registered.

System will ask for document upload. *(Please refer Figure 7)*

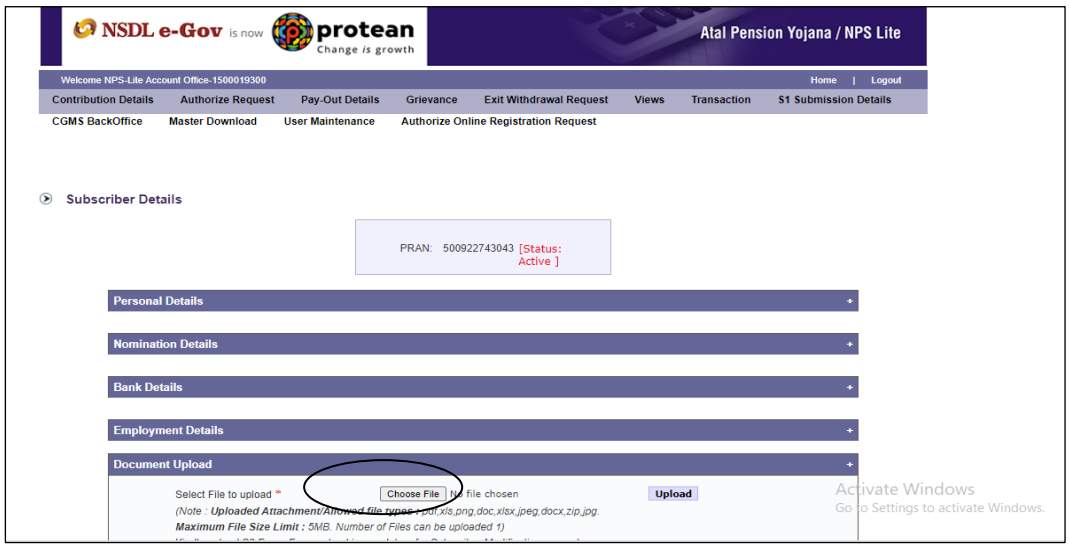

Figure 7

Office need to upload modification form along with proof/supporting documents collected from the subscriber. S2 Form and supporting document should be in single *pdf,.jpg,.jpeg, .png, doc between size 2 KB to 5 MB. (Please refer Figure 8)*

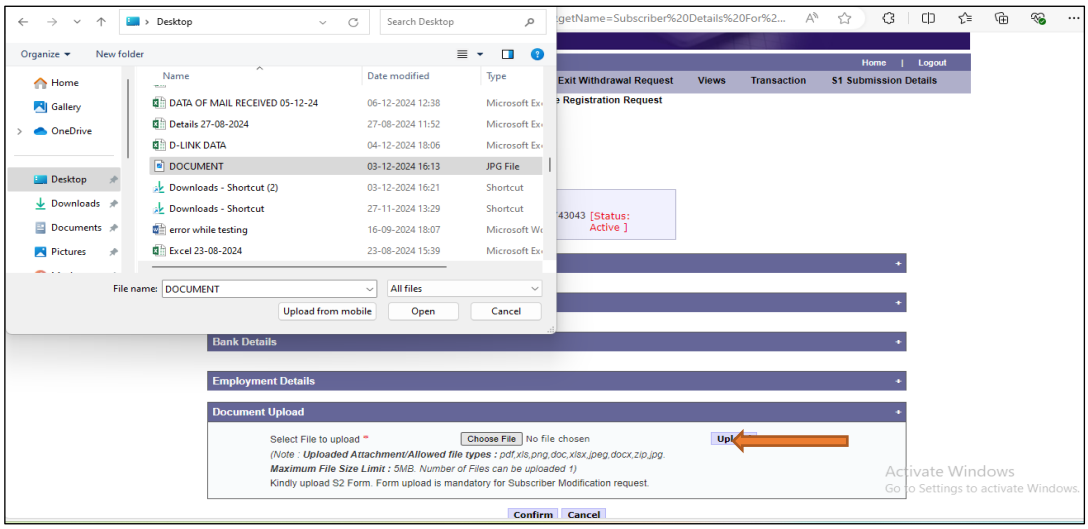

Figure 8

Once the document is selected, click on upload and then confirm. *(Please refer Figure 9)*

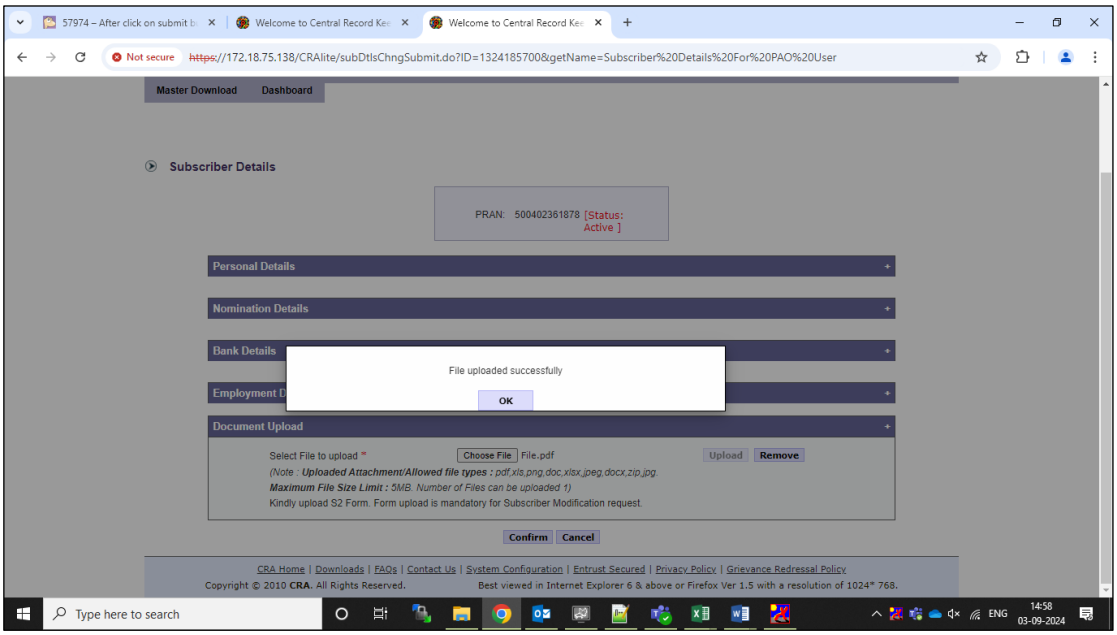

Figure 9

Nodal office will receive below message. Note down the Acknowledgement Number generated. *(Please refer Figure 10)*

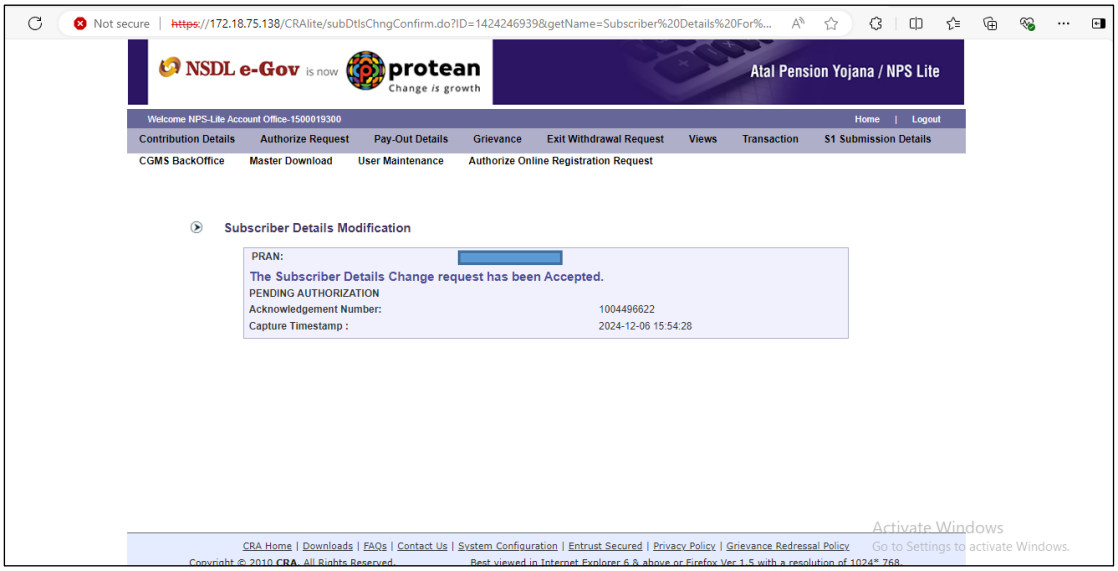

Figure 10

Note: For bank details modification, Penny drop will be carried out by CRA for verifying bank account and subscriber's name.

Authorization of Subscriber modification

Nodal office needs to login to NPS Lite system https://apy.nps-proteantech.in/CRAlite/ with the second User ID. *(Please refer Figure 11)*

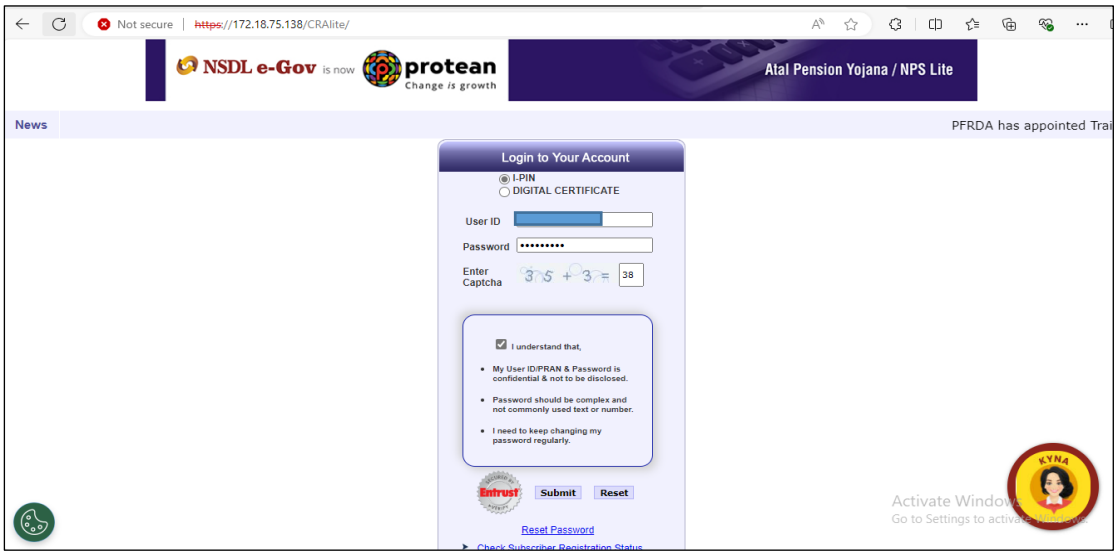

Figure 11

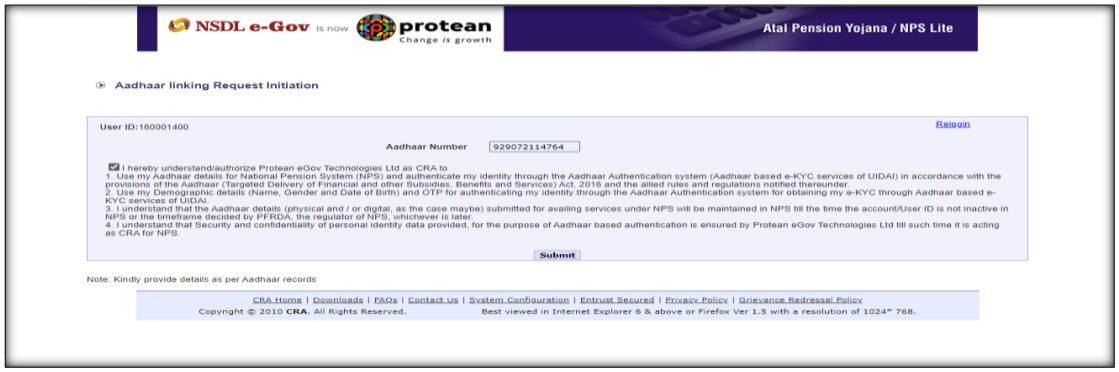

Figure 11.2

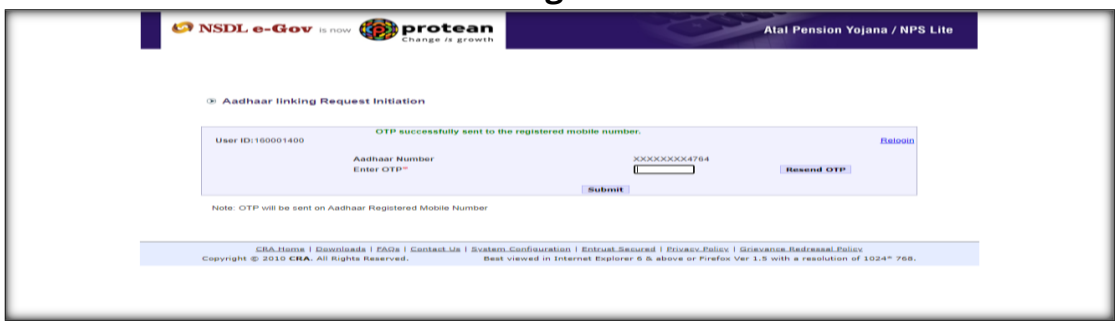

Figure 11.3

User needs to click on Menu "**Authorize Request**" and select sub menu "**Subscriber**" as given below. *(Please refer Figure 12)*

Figure 12

In the drop-down, select Subscriber Details Change. *(Please refer Figure 13)*

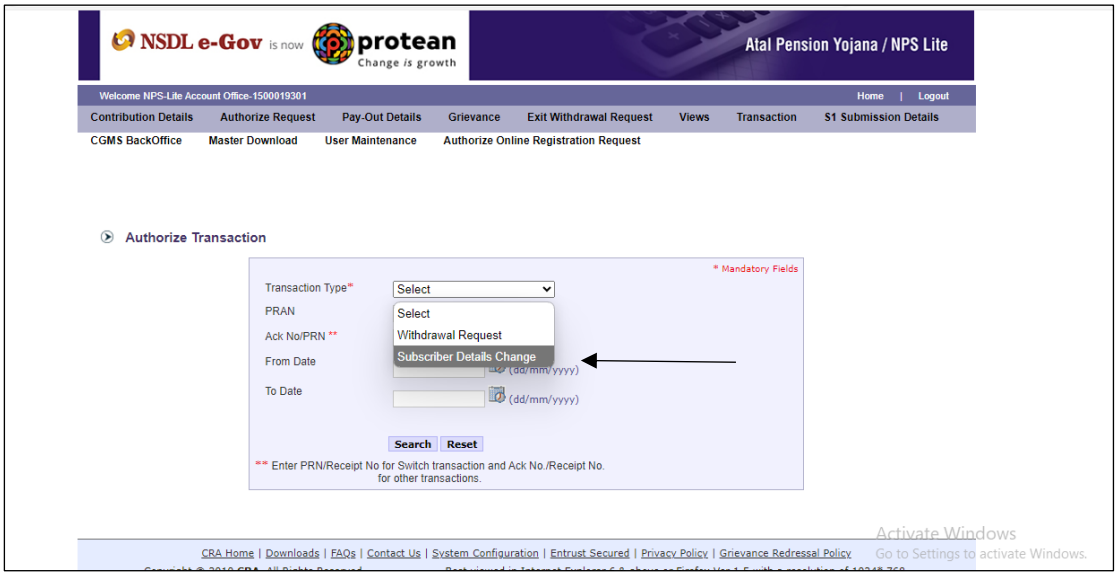

Figure 13

Enter Ack No. / PRAN and click on Search and click on View details. *(Please refer Figure 14)*

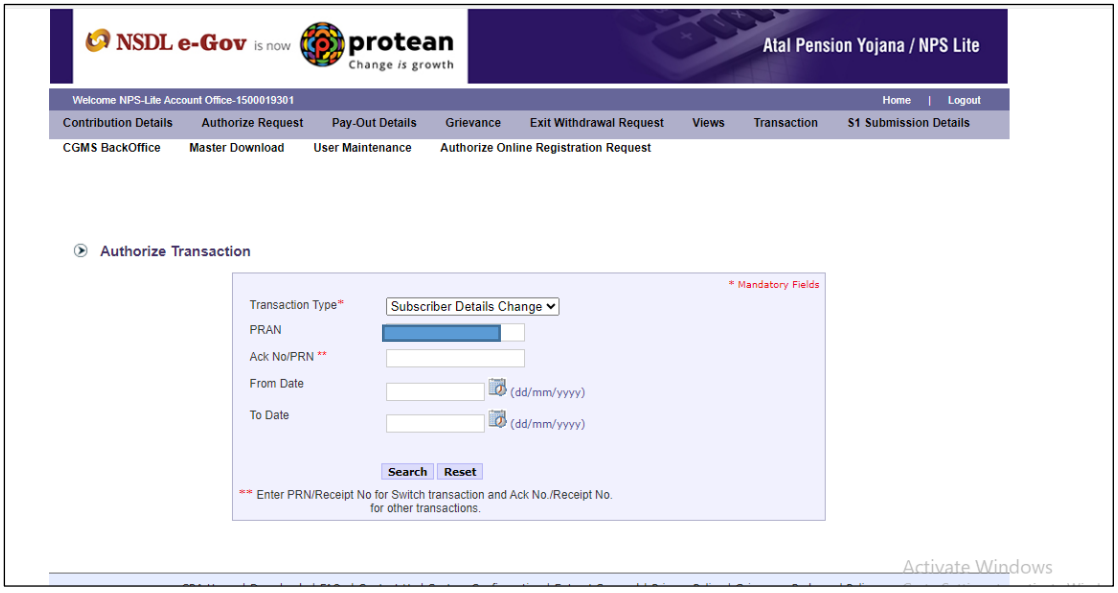

Figure 14

Click on View details. *(Please refer Figure 15)*

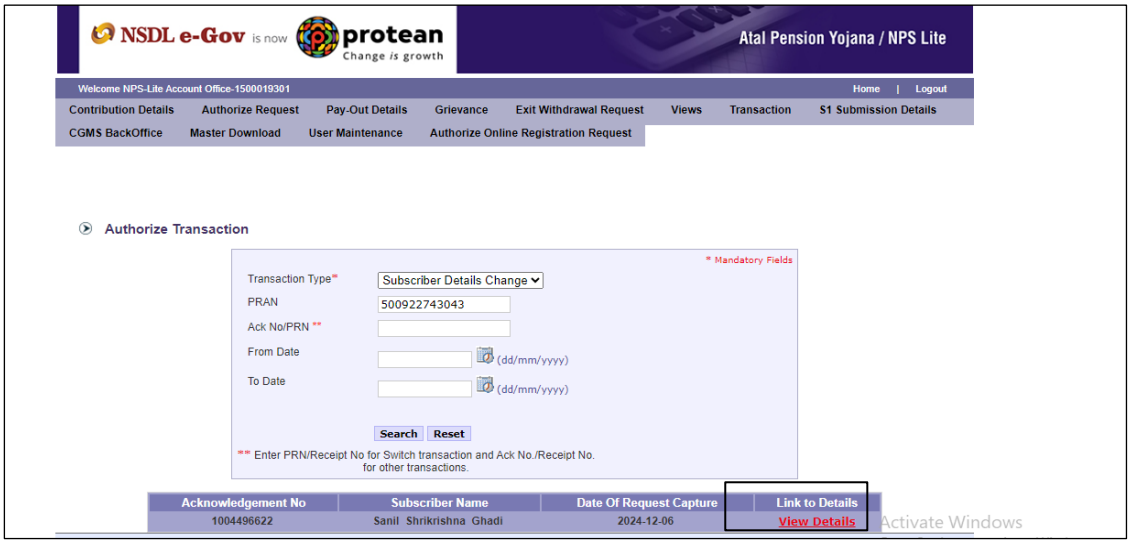

Figure 15

Office need to select particular option / tab for authorization. *(Please refer Figure 16)*

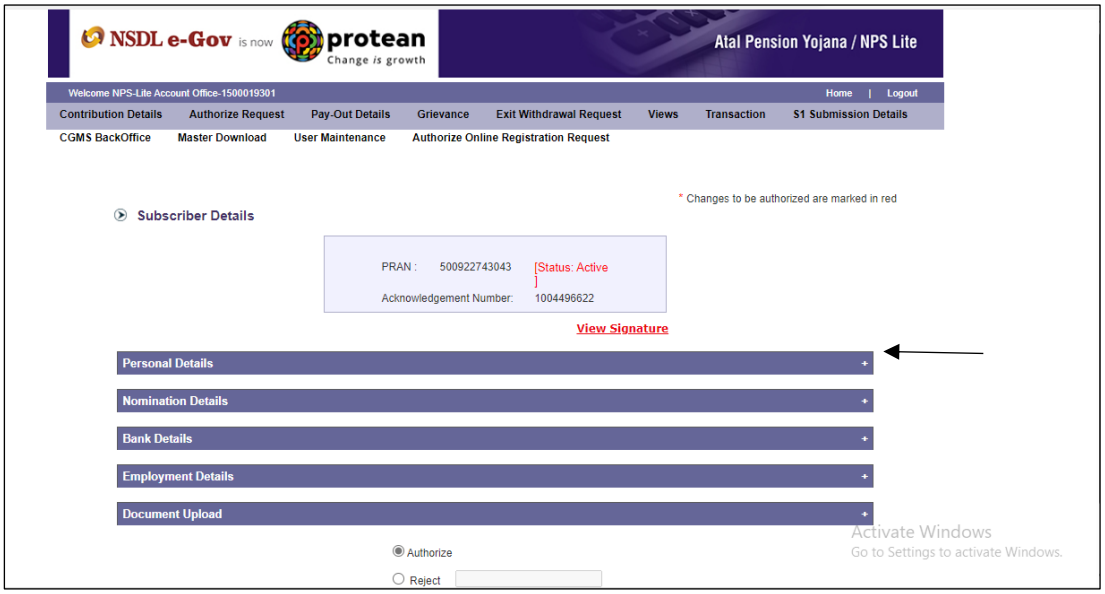

Figure 16

Verify the details that has been modified. *(Please refer Figure 17)*

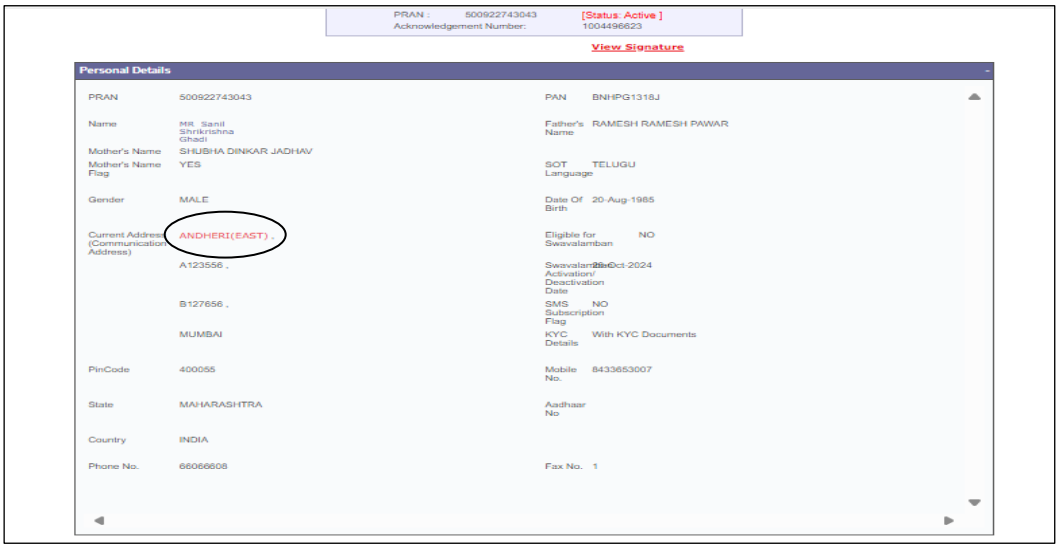

Figure 17

Office need to download uploaded document by maker and check the same with field modified. If uploaded modification document along with proof is found to be correct, office can confirm the authorization of modification request. *(Please refer Figure 18)*

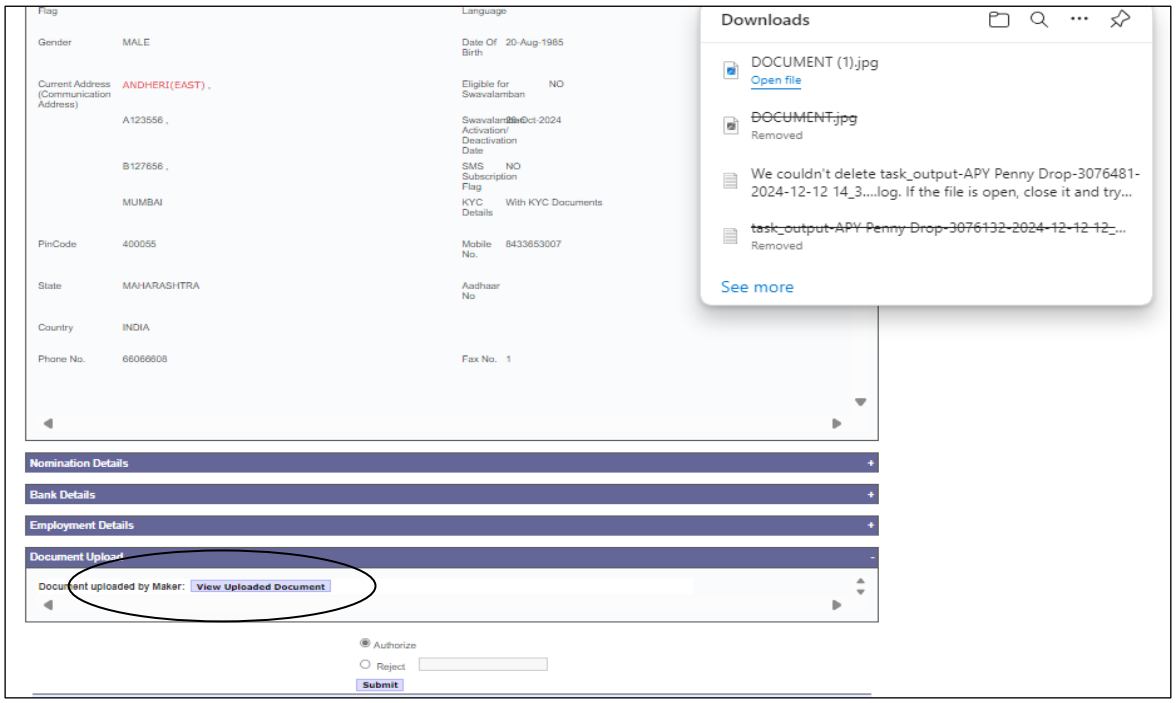

Figure 18

Below message will be displayed, which means Subscriber details have been successfully modified. *(Please refer Figure 19)*

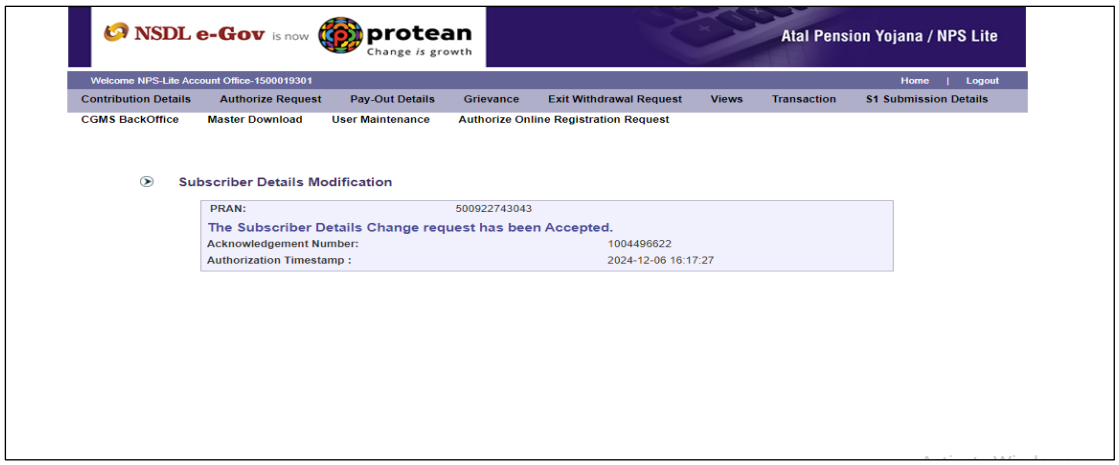

Figure 19

Office can check the status of Subscriber modification request. User needs to click on Menu "**View**" and select sub menu "**Request Status-View**" as given below. *(Please refer Figure 20)*

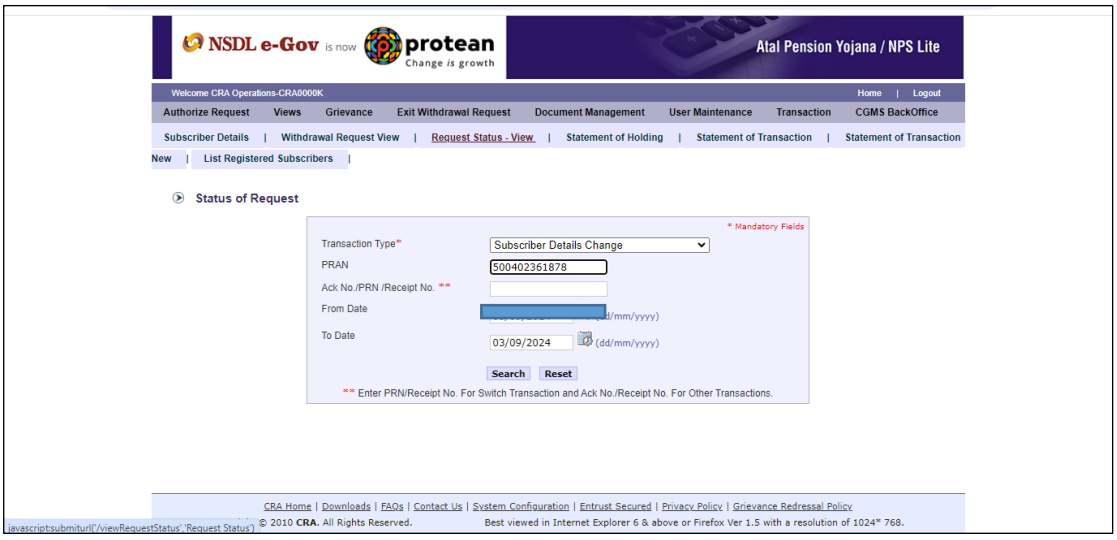

Figure 20

In the drop-down, select Subscriber Details Change and enter Ack No. / PRAN and click on Search and click on Search. *(Please refer Figure 21)*

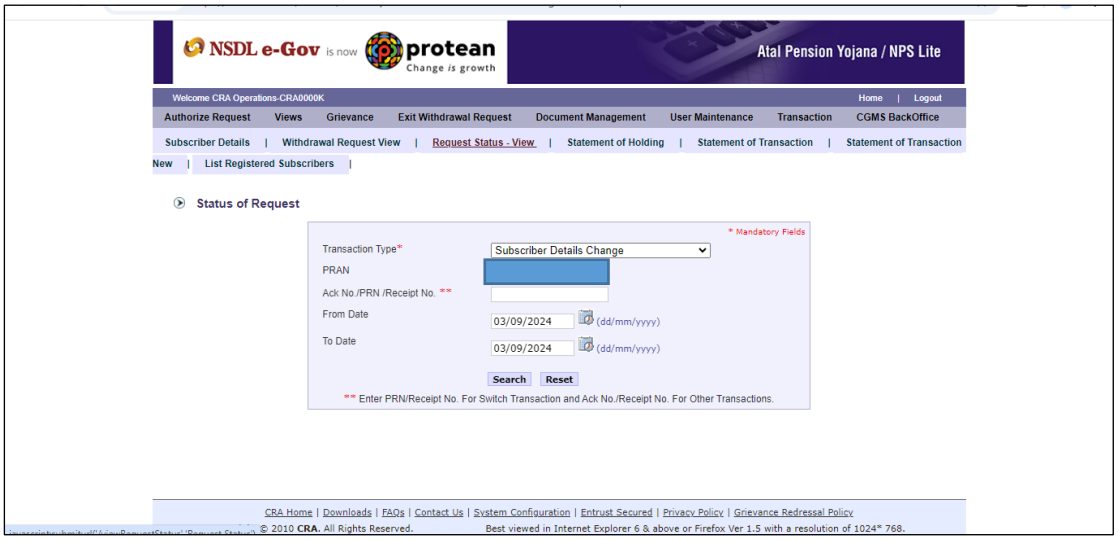

Figure 21

System will show modification request status as displayed below. *(Please refer Figure 22)*

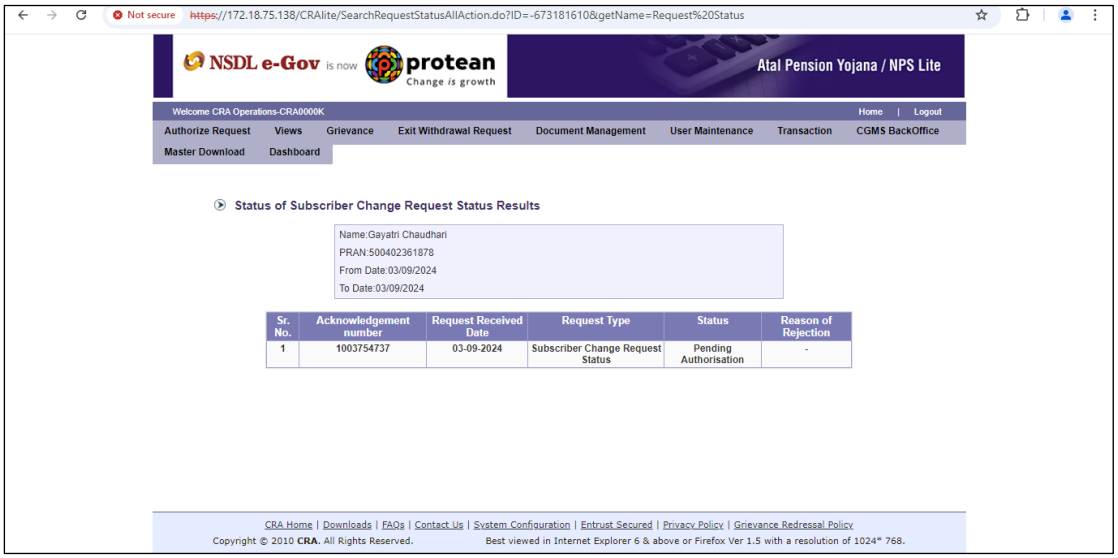

Figure 22

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