

Protean eGov Technologies Limited



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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

Index

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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

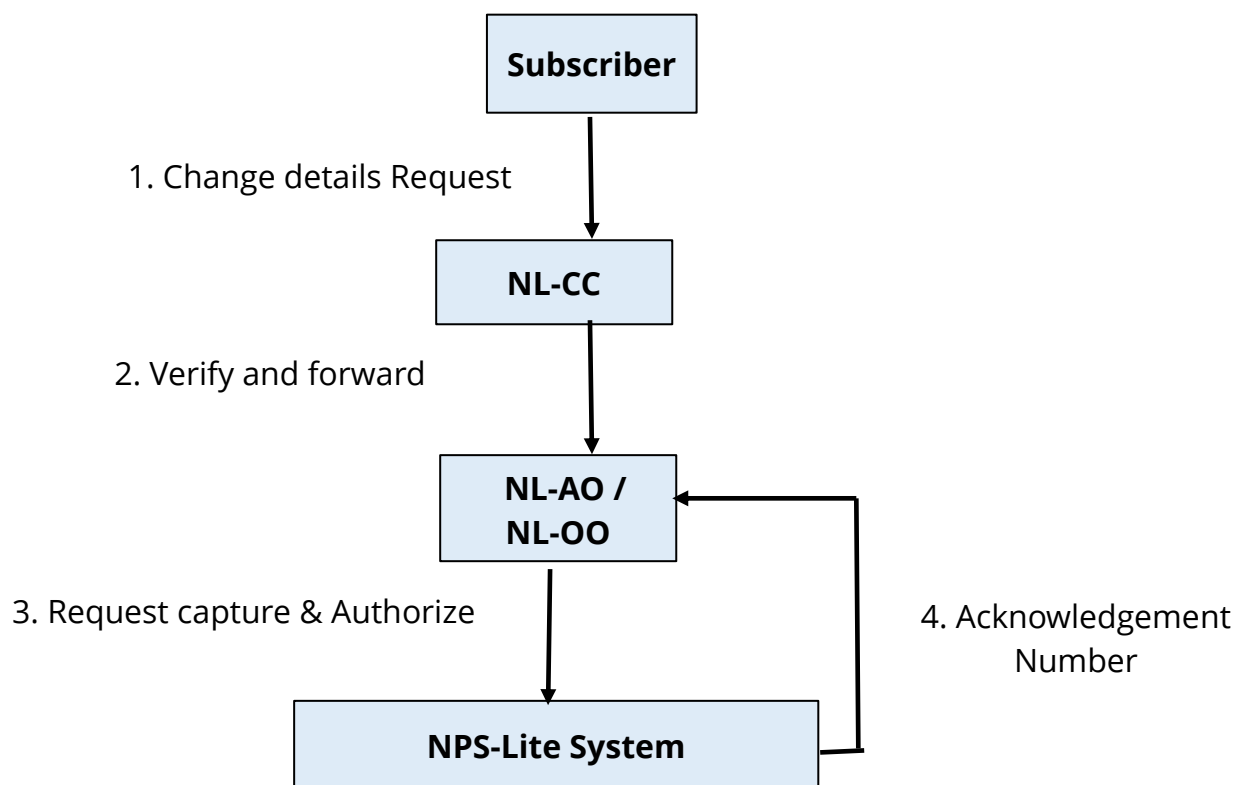


Figure 1

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)

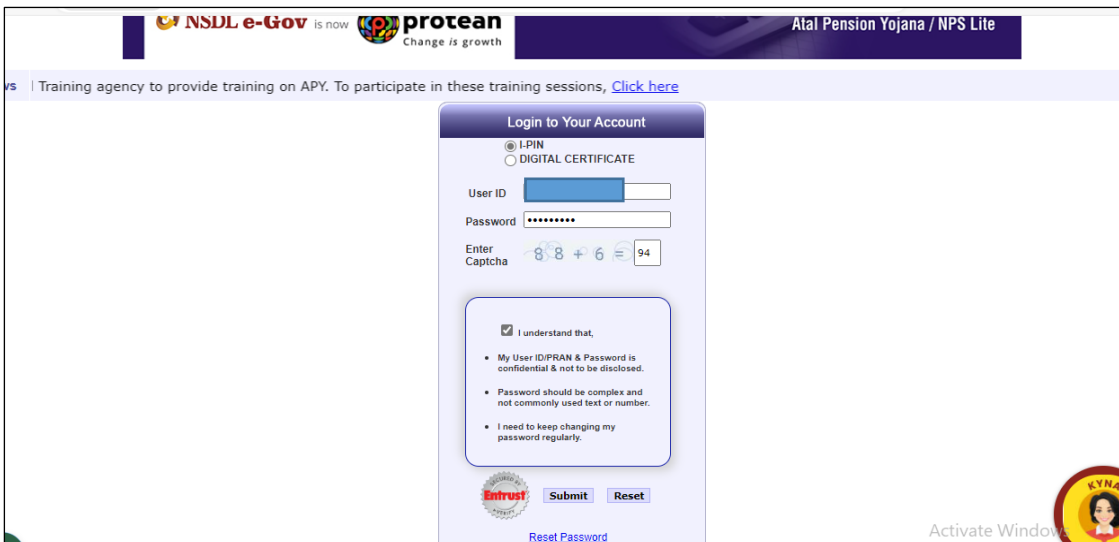
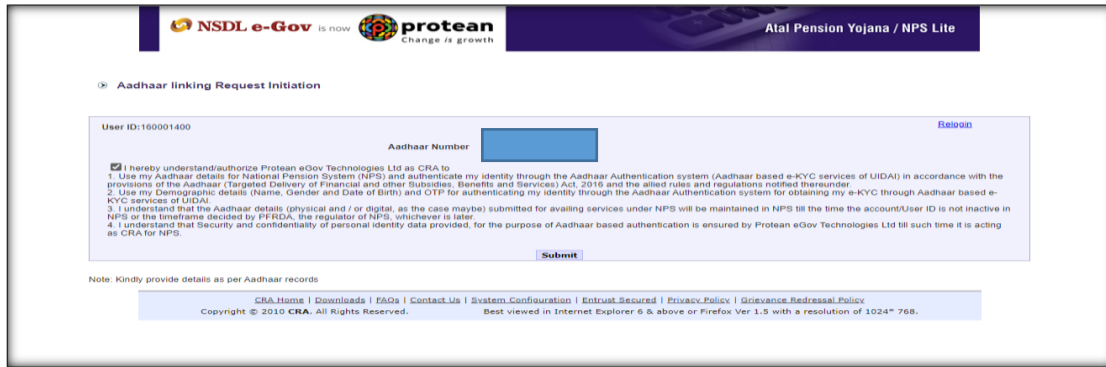


Figure 2.1



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⊗ Aadhaar linking Request Initiation

User ID: 160001400 [Relogin](#)

Aadhaar Number

☒ I hereby understand/authorize Protean eGov Technologies Ltd as CRA to

1. Use my Aadhaar details for National Pension System (NPS) and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder.
2. Use my Demographic details (Name, Gender and Date of Birth) and OTP for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI.
3. I understand that the Aadhaar details (physical and / or digital, as the case maybe) submitted for availing services under NPS will be maintained in NPS till the time the account/User ID is not inactive in NPS or the timeframe decided by PFRDA, the regulator of NPS, whichever is later.
4. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Ltd till such time it is acting as CRA for NPS.

[Submit](#)

Note: Kindly provide details as per Aadhaar records

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Figure 2.2



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⊗ Aadhaar linking Request Initiation

User ID: 160001400 [Relogin](#)

Aadhaar Number

Enter OTP

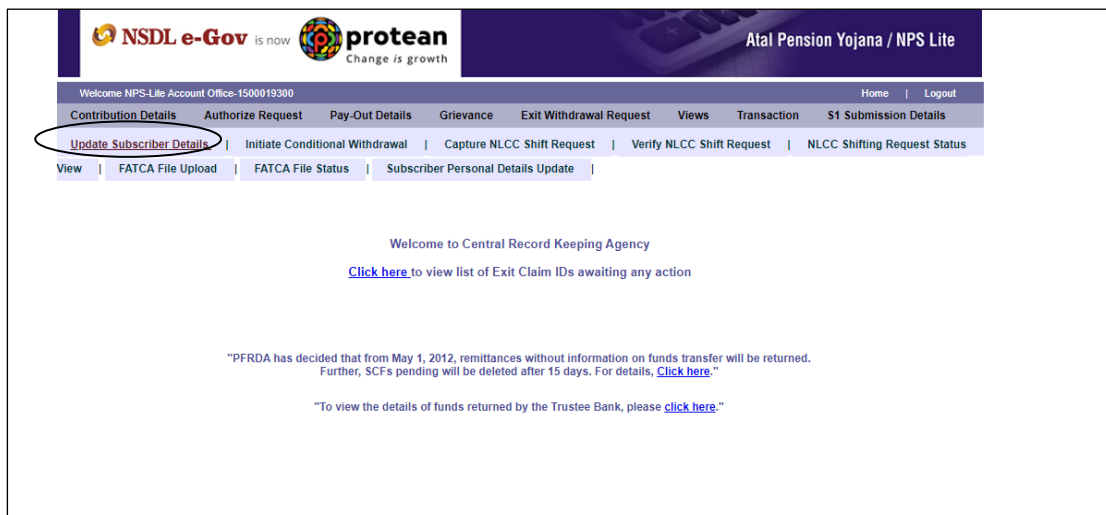
[Submit](#) [Resend OTP](#)

Note: OTP will be sent on Aadhaar Registered Mobile Number

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Figure 2.3

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



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[Update Subscriber Details](#) | [Initiate Conditional Withdrawal](#) | [Capture NLCC Shift Request](#) | [Verify NLCC Shift Request](#) | [NLCC Shifting Request Status](#)

[View](#) | [FATCA File Upload](#) | [FATCA File Status](#) | [Subscriber Personal Details Update](#)

Welcome to Central Record Keeping Agency

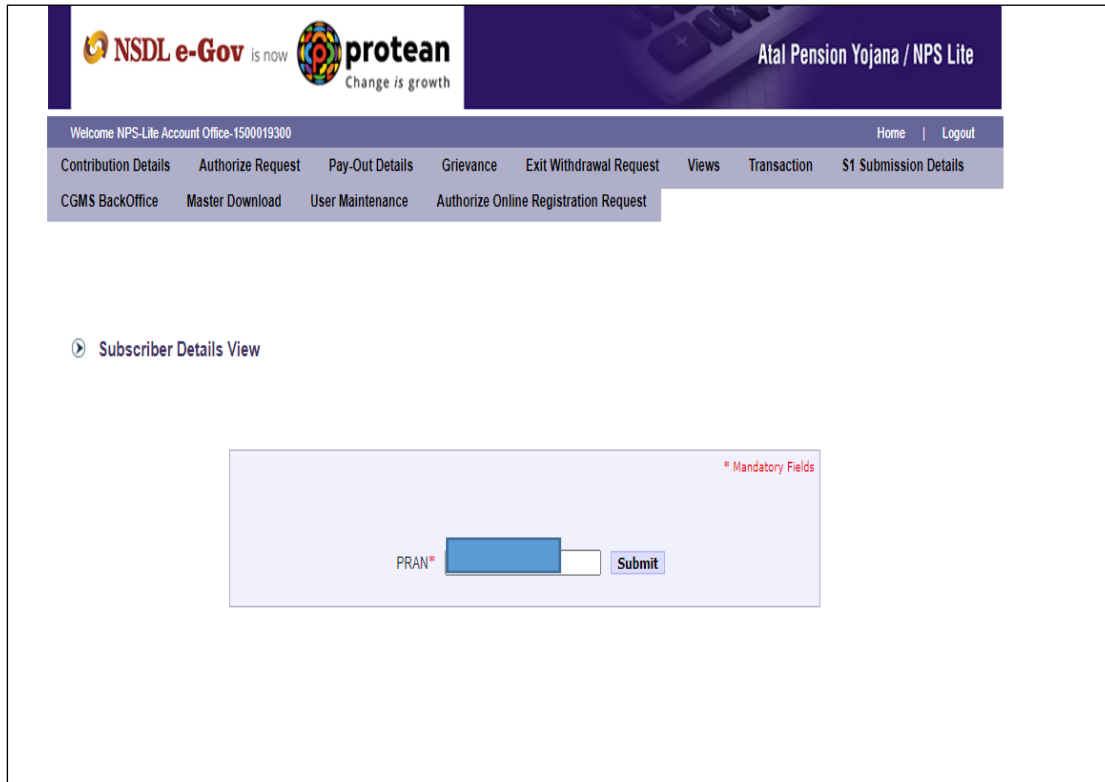
[Click here](#) to view list of Exit Claim IDs awaiting any action

“PFRDA has decided that from May 1, 2012, remittances without information on funds transfer will be returned. Further, SCFs pending will be deleted after 15 days. For details, [Click here](#).”

“To view the details of funds returned by the Trustee Bank, please [click here](#).”

Figure 3

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



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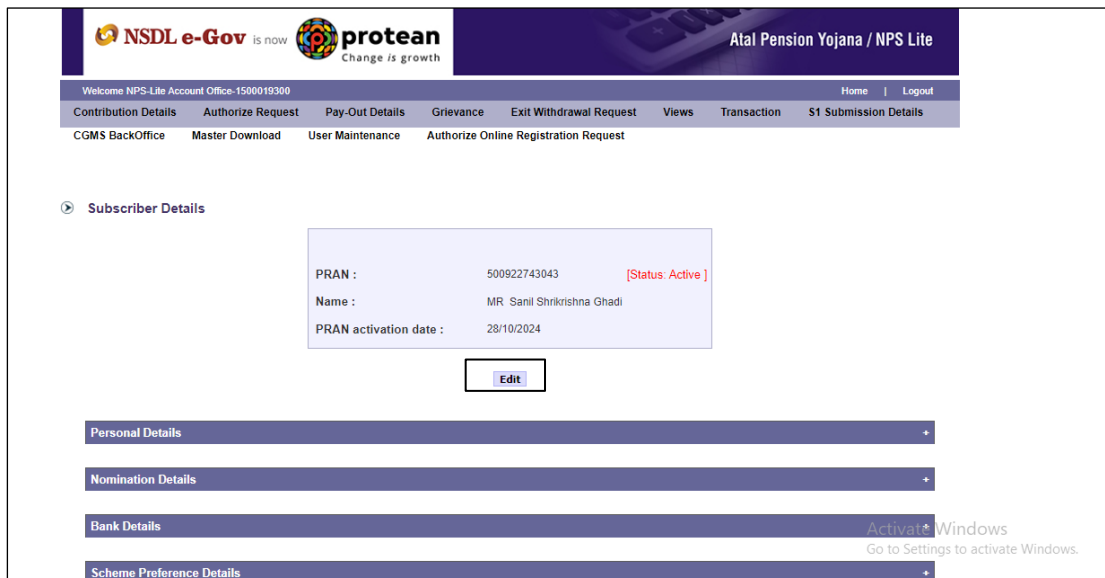
► **Subscriber Details View**

* Mandatory Fields

PRAN* [Submit](#)

Figure 4

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



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[CGMS BackOffice](#) [Master Download](#) [User Maintenance](#) [Authorize Online Registration Request](#)

► **Subscriber Details**

PRAN :	500922743043	[Status: Active.]
Name :	MR. Sanil Shrikrishna Ghadi	
PRAN activation date :	28/10/2024	

[Edit](#)

Personal Details +

Nomination Details +

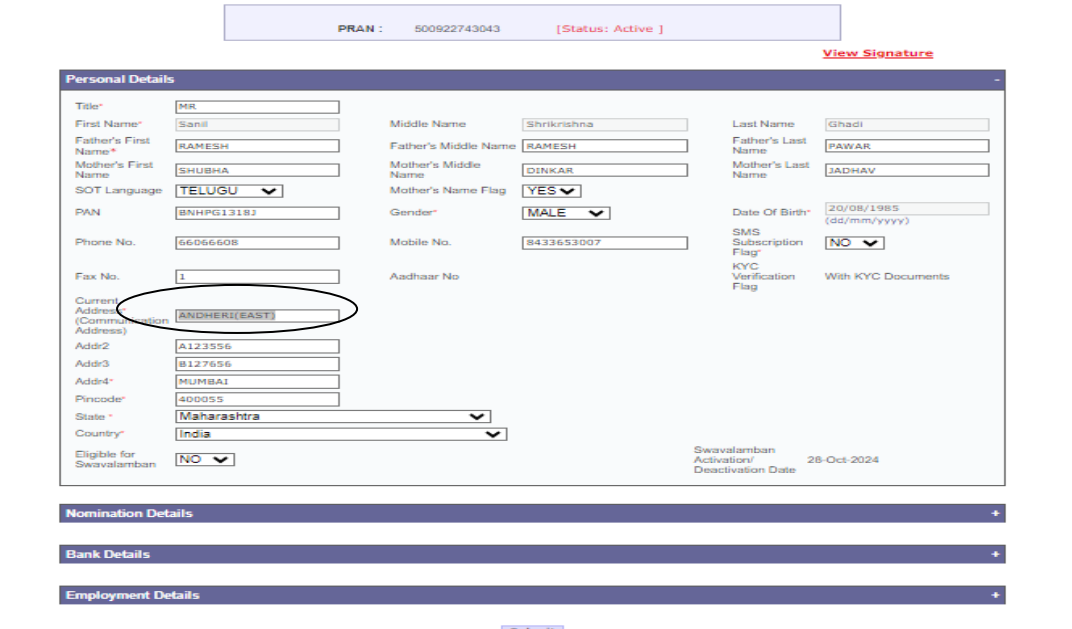
Bank Details +

Scheme Preference Details +

Activate Windows
Go to Settings to activate Windows.

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)



PRAN : 500922743043 [Status: Active]

View Signature

Personal Details

Title: MR
First Name: Sanil
Middle Name: Shrikrishna
Last Name: Ghadi
Father's First Name: RAMESH
Father's Middle Name: RAMESH
Father's Last Name: PAWAR
Mother's First Name: SHUBHA
Mother's Middle Name: DINKAR
Mother's Last Name: JADHAV
SOT Language: TELUGU
PAN: BNHPG131RJ
Gender: MALE
Date Of Birth: 20/08/1985
Phone No.: 96066608
Mobile No.: 8433653007
SMS Subscription Flag: NO
KYC Verification Flag: With KYC Documents
Fax No.: 1
Aadhaar No.:
Current Address (Communication Address): ANDHERI(EAST)
Add2: A123556
Add3: B127656
Add4: MUMBAI
Pincode: 400055
State: Maharashtra
Country: India
Eligible for Swavalamban: NO
Swavalamban Activation/Deactivation Date: 28-Oct-2024

Nomination Details

Bank Details

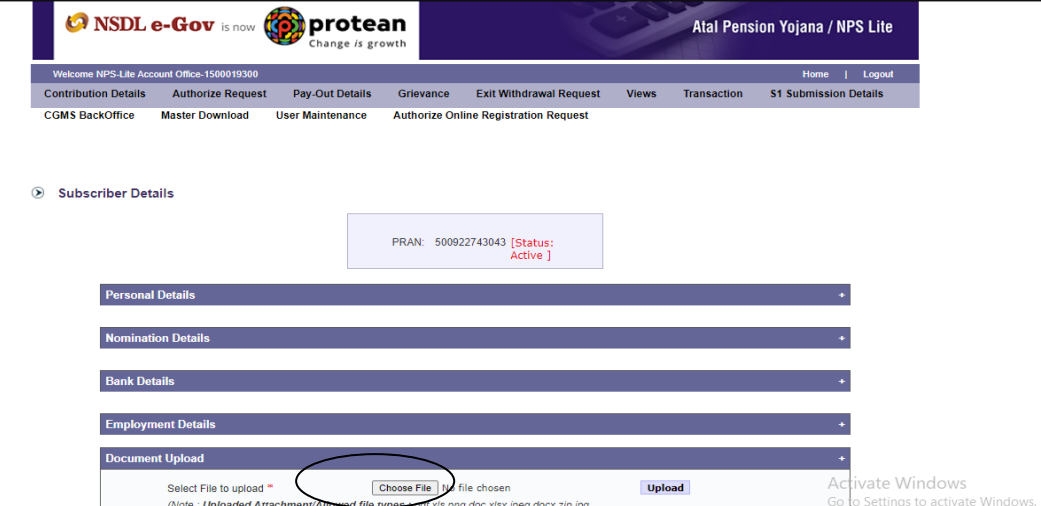
Employment Details

Submit

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)



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Welcome NPS-Life Account Office-1500019300

Contribution Details | Authorize Request | Pay-Out Details | Grievance | Exit Withdrawal Request | Views | Transaction | S1 Submission Details

CGMS BackOffice | Master Download | User Maintenance | Authorize Online Registration Request

Subscriber Details

PRAN: 500922743043 [Status: Active]

Personal Details

Nomination Details

Bank Details

Employment Details

Document Upload

Select File to upload: Choose File (114) file chosen

Upload

(Note: Uploaded Attachment/Allowed file types: pdf,xls,png,doc,xlsx,jpeg,docx,zip,jpg. Maximum File Size Limit: 5MB. Number of Files can be uploaded 1)

Activate Windows
Go to Settings to activate Windows.

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)

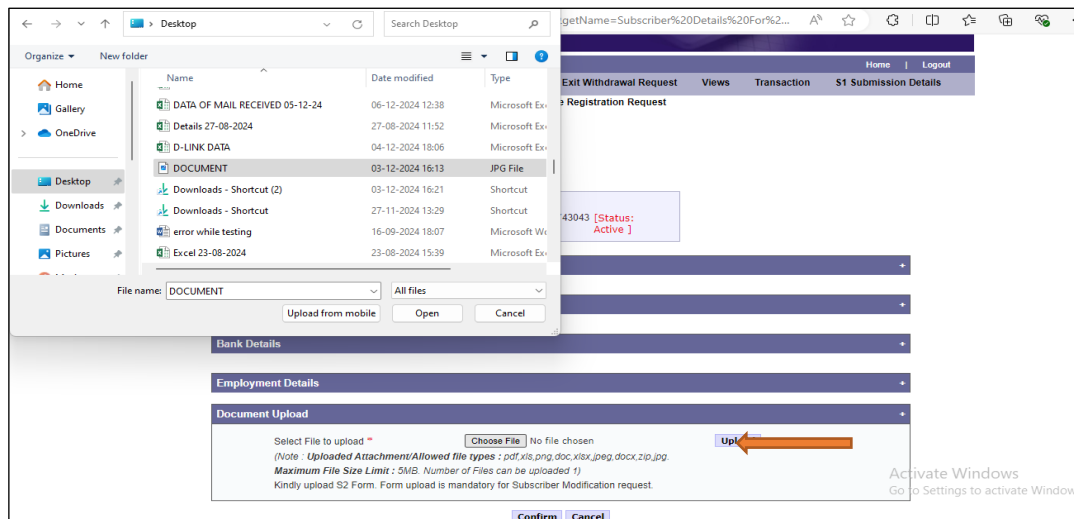


Figure 8

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

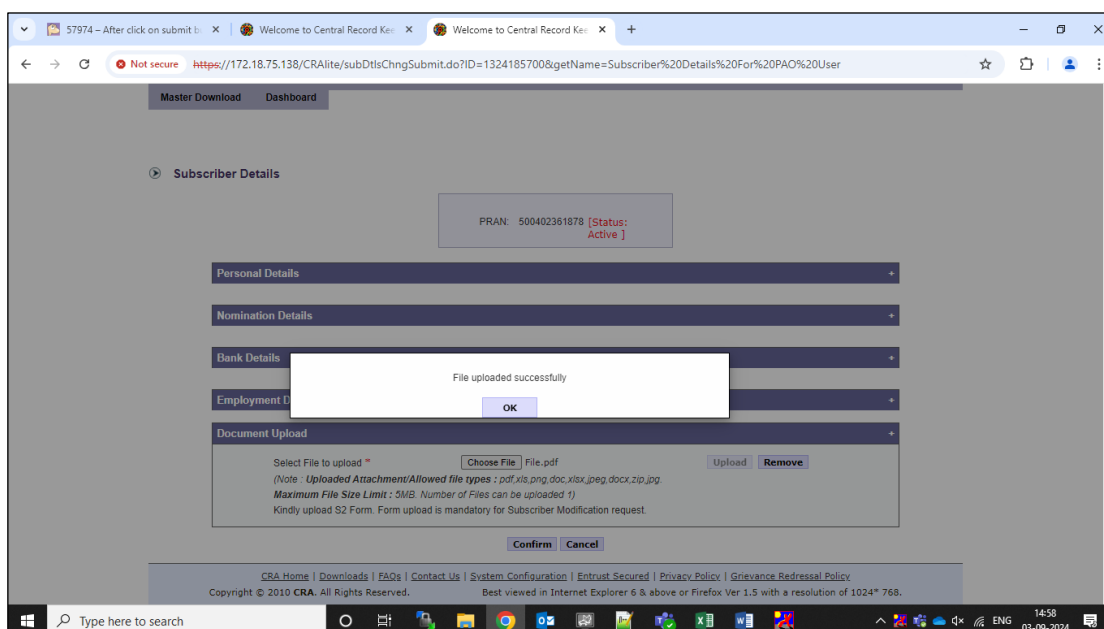


Figure 9

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

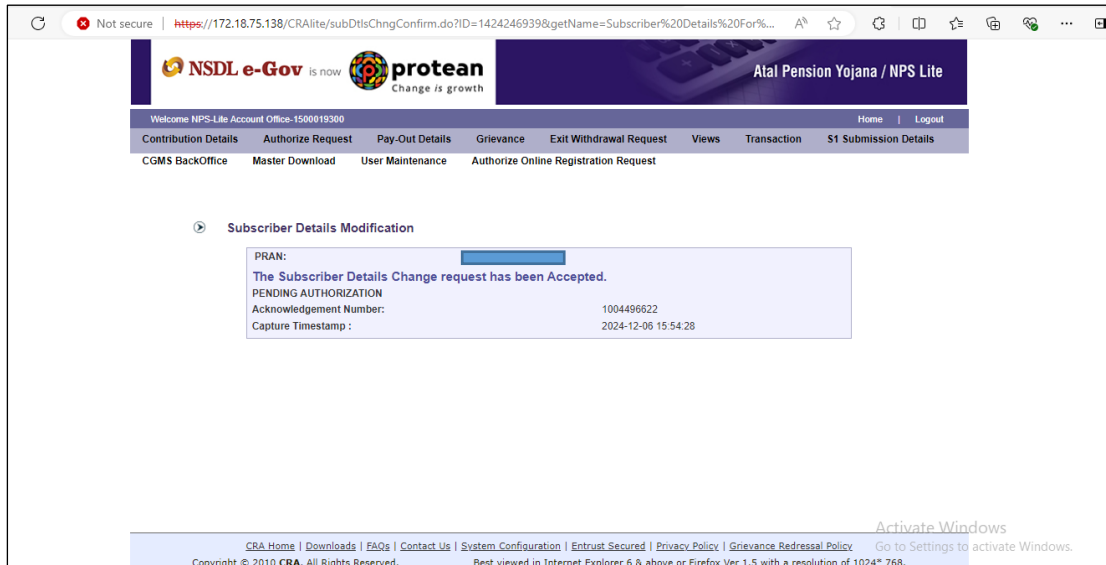


Figure 10

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)

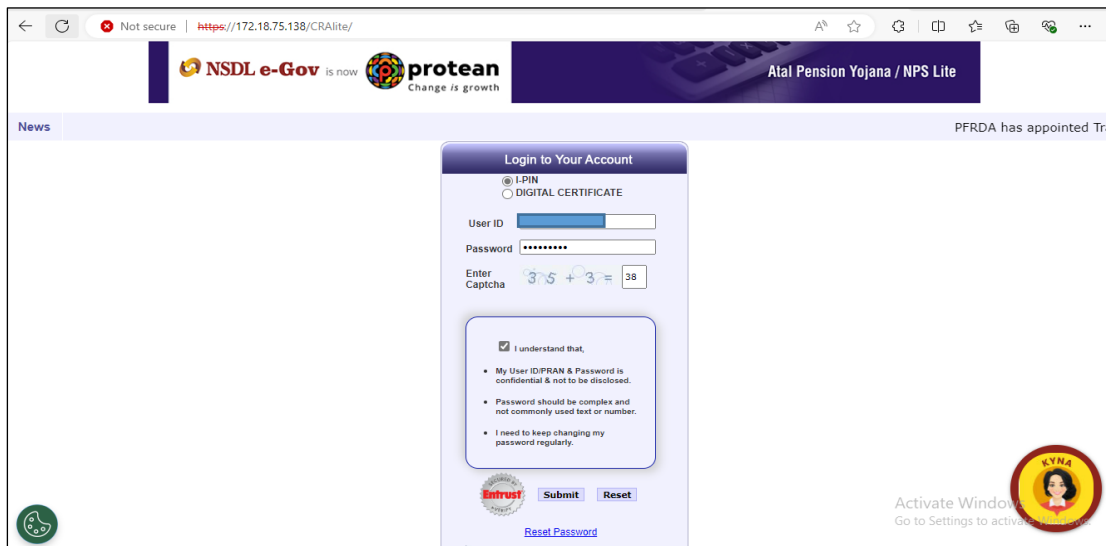
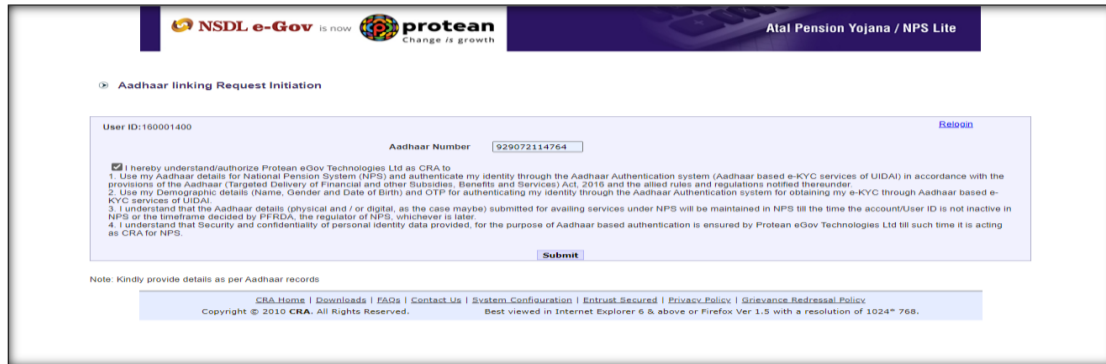


Figure 11



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⊗ Aadhaar linking Request Initiation

User ID: 160001400 [Resend](#)

Aadhaar Number

☒ I hereby understand/authorize Protean eGov Technologies Ltd as CRA to

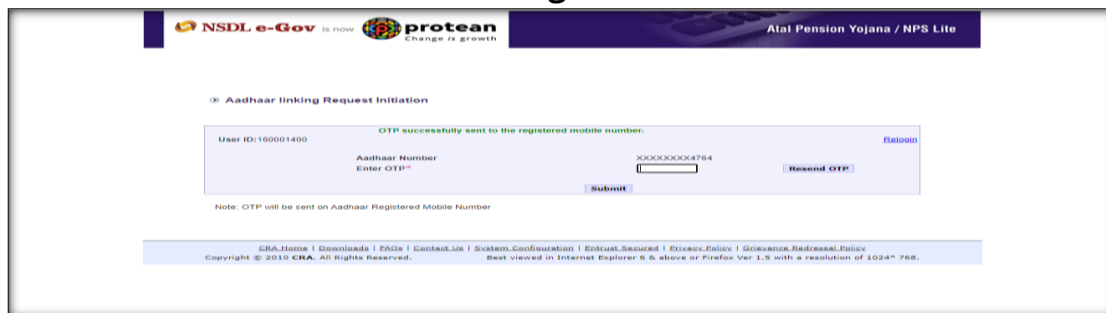
1. Use my Aadhaar details for National Pension System (NPS) and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder.
2. Use my Demographic details (Name, Gender and Date of Birth) and OTP for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI.
3. I understand that the Aadhaar details (physical and / or digital, as the case maybe) submitted for availing services under NPS will be maintained in NPS till the time the account/User ID is not inactive in NPS or the timeframe decided by PFRDA, the regulator of NPS, whichever is later.
4. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Ltd till such time it is acting as CRA for NPS.

[Submit](#)

Note: Kindly provide details as per Aadhaar records

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Figure 11.2



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⊗ Aadhaar linking Request Initiation

User ID: 160001400 [Resend](#)

Aadhaar Number

Enter OTP

[Resend OTP](#)


[Submit](#)

Note: OTP will be sent on Aadhaar Registered Mobile Number

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Figure 11.3

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



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[Contribution Details](#) | **[Authorize Request](#)** | [Pay-Out Details](#) | [Grievance](#) | [Exit Withdrawal Request](#) | [Views](#) | [Transaction](#) | [S1 Submission Details](#)

Subscriber | [Authorize Conditional Withdrawal Request](#) |

Welcome to Central Record Keeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

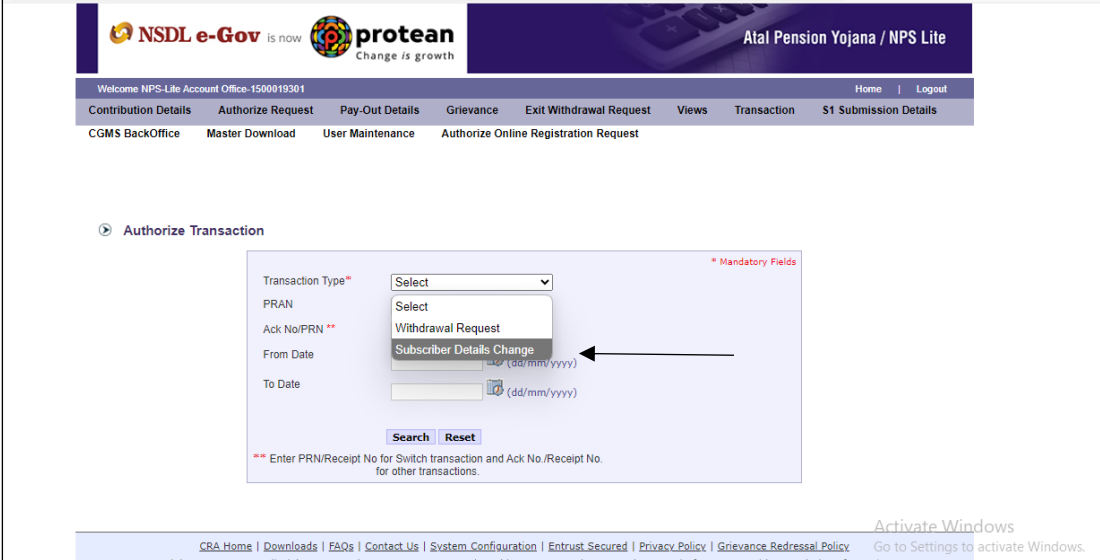
"PFRDA has decided that from May 1, 2012, remittances without information on funds transfer will be returned. Further, SCFs pending will be deleted after 15 days. For details, [Click here](#)."

"To view the details of funds returned by the Trustee Bank, please [click here](#)."

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Figure 12

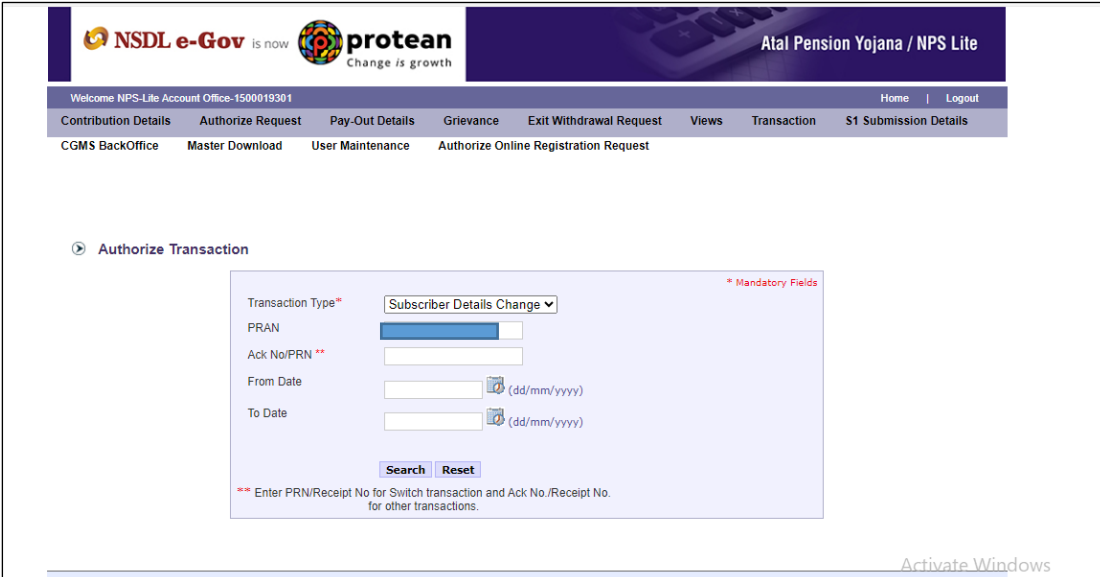
In the drop-down, select Subscriber Details Change. (Please refer Figure 13)



The screenshot shows the NSDL e-Gov Protean portal interface. The header includes the NSDL e-Gov logo, the Protean logo, and the text 'Atal Pension Yojana / NPS Lite'. Below the header is a navigation bar with links: Contribution Details, Authorize Request, Pay-Out Details, Grievance, Exit Withdrawal Request, Views, Transaction, and S1 Submission Details. The main content area is titled 'Authorize Transaction'. It contains a form with the following fields: Transaction Type* (a dropdown menu with 'Subscriber Details Change' selected), PRAN (a text field), Ack No/PRN** (a text field), From Date (a date picker), and To Date (a date picker). There are 'Search' and 'Reset' buttons at the bottom of the form. A red asterisk indicates mandatory fields. A note at the bottom states: '** Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.'

Figure 13

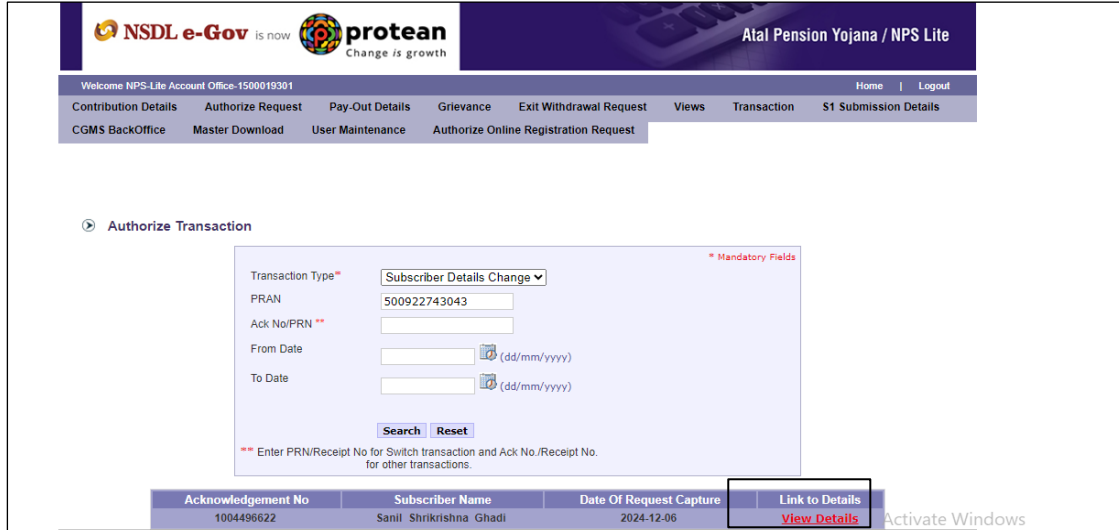
Enter Ack No. / PRAN and click on Search and click on View details. (Please refer Figure 14)



The screenshot shows the NSDL e-Gov Protean portal interface. The header includes the NSDL e-Gov logo, the Protean logo, and the text 'Atal Pension Yojana / NPS Lite'. Below the header is a navigation bar with links: Contribution Details, Authorize Request, Pay-Out Details, Grievance, Exit Withdrawal Request, Views, Transaction, and S1 Submission Details. The main content area is titled 'Authorize Transaction'. It contains a form with the following fields: Transaction Type* (a dropdown menu with 'Subscriber Details Change' selected), PRAN (a text field), Ack No/PRN** (a text field), From Date (a date picker), and To Date (a date picker). There are 'Search' and 'Reset' buttons at the bottom of the form. A red asterisk indicates mandatory fields. A note at the bottom states: '** Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.'

Figure 14

Click on View details. (Please refer Figure 15)



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Welcome NPS-Life Account Office-1500019301

Contribution Details Authorize Request Pay-Out Details Grievance Exit Withdrawal Request Views Transaction S1 Submission Details

CGMS BackOffice Master Download User Maintenance Authorize Online Registration Request

Authorize Transaction

Transaction Type* * Mandatory Fields

PRAN

Ack No/PRN **

From Date (dd/mm/yyyy)

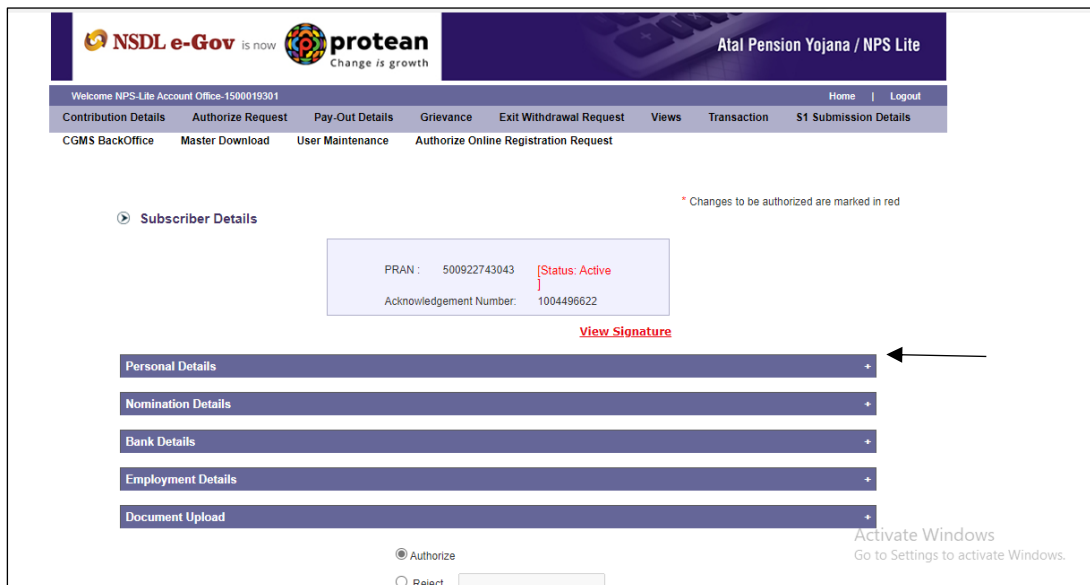
To Date (dd/mm/yyyy)

** Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.

Acknowledgement No	Subscriber Name	Date Of Request Capture	Link to Details
1004496622	Sanil Shrikrishna Ghadi	2024-12-06	View Details

Figure 15

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



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Welcome NPS-Life Account Office-1500019301

Contribution Details Authorize Request Pay-Out Details Grievance Exit Withdrawal Request Views Transaction S1 Submission Details

CGMS BackOffice Master Download User Maintenance Authorize Online Registration Request

Subscriber Details

* Changes to be authorized are marked in red

PRAN : 500922743043 [Status: Active]

Acknowledgement Number: 1004496622

[View Signature](#)

Personal Details +

Nomination Details +

Bank Details +

Employment Details +

Document Upload +

☒ Authorize ☐ Reject

Figure 16

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

PRAN : 500922743043 [Status: Active]		Acknowledgement Number: 1004496623	
View Signature			
Personal Details			
PRAN	500922743043	PAN	BNHPG1318J
Name	Mr. Sandi Shrikishna Ghadi	Father's Name	RAMESH RAMESH PAWAR
Mother's Name	SHUBHA DINKAR JADHAV		
Mother's Name Flag	YES	Language	TELUGU
Gender	MALE	Date Of Birth	20-Aug-1985
Current Address (Communication Address)	ANDHERI(EAST) .	Eligible for Swavalamban	NO
	A123556 .	Swavalamban Activation Date	20-Oct-2024
	B127656 .	Deactivation Date	
	MUMBAI	SMS Subscription Flag	NO
PinCode	400055	KYC Details	With KYC Documents
State	MAHARASHTRA	Mobile No.	8433653007
Country	INDIA	Aadhaar No.	
Phone No.	66066608	Fax No.	1

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)

Flag	Gender	MALE	Language	
	Date Of Birth	20-Aug-1985		
Current Address (Communication Address)	ANDHERI(EAST) .	Eligible for Swavalamban	NO	
	A123556 .	Swavalamban Activation Date	20-Oct-2024	
	B127656 .	Deactivation Date		
	MUMBAI	SMS Subscription Flag	NO	
PinCode	400055	KYC Details	With KYC Documents	
State	MAHARASHTRA	Mobile No.	8433653007	
Country	INDIA	Aadhaar No.		
Phone No.	66066608	Fax No.	1	
<div> <div>Downloads</div> <div> <div>DOCUMENT (1).jpg</div> <div>Open file</div> </div> <div> <div>DOCUMENT.jpg</div> <div>Removed</div> </div> <div> <div>We couldn't delete task_output-APV Penny Drop-3076481-2024-12-12 14_3....log. If the file is open, close it and try...</div> </div> <div> <div>task_output-APV Penny Drop-3076432-2024-12-12-12_...</div> <div>Removed</div> </div> <div>See more</div> </div>				
<div> <div>Nomination Details</div> <div>Bank Details</div> <div>Employment Details</div> <div>Document Upload</div> </div>				
<div> <div>Document uploaded by Maker:</div> <div>View Uploaded Document</div> </div>				
<div> <div>Authorize</div> <div> <input type="radio"/> Authorize <input type="radio"/> Reject </div> <div>Submit</div> </div>				

Figure 18

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

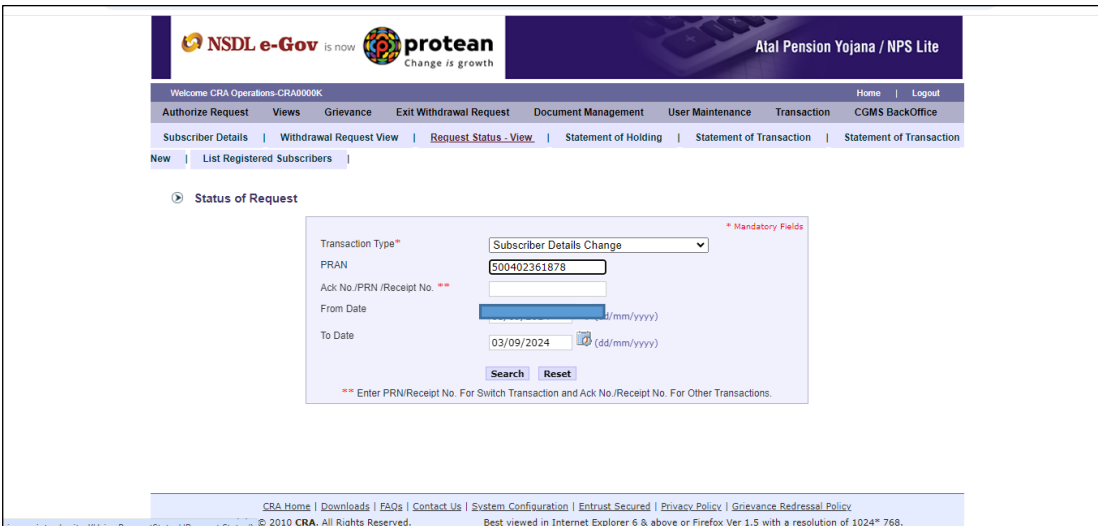


The screenshot shows the NSDL e-Gov portal interface. At the top, there are logos for NSDL e-Gov and protean, along with the text 'Atal Pension Yojana / NPS Lite'. Below the logos, there is a navigation bar with various menu items. The main content area displays a message titled 'Subscriber Details Modification' with the following details:

- PRAN: 500922743043
- The Subscriber Details Change request has been Accepted.
- Acknowledgement Number: 1004496622
- Authorization Timestamp: 2024-12-06 16:17:27

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)*



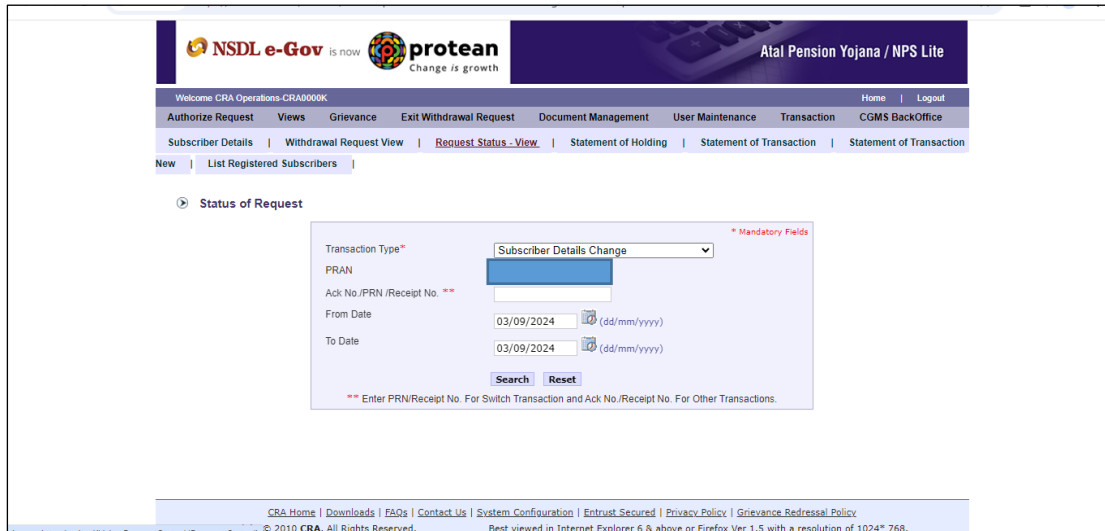
The screenshot shows the NSDL e-Gov portal interface. At the top, there are logos for NSDL e-Gov and protean, along with the text 'Atal Pension Yojana / NPS Lite'. Below the logos, there is a navigation bar with various menu items. The main content area displays a form titled 'Status of Request' with the following fields:

- Transaction Type*: Subscriber Details Change (Mandatory Field)
- PRAN: 500402361878
- Ack No./PRN /Receipt No. **: (Empty field)
- From Date: (Empty field)
- To Date: 03/09/2024 (dd/mm/yyyy)
- Search: (Button)
- Reset: (Button)

At the bottom of the form, there is a note: "** Enter PRN/Receipt No. For Switch Transaction and Ack No./Receipt No. For Other Transactions."

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)*



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Welcome CRA Operations-CRA0000K

Home | Logout

Authorize Request | Views | Grievance | Exit Withdrawal Request | Document Management | User Maintenance | Transaction | CGMS BackOffice

Subscriber Details | Withdrawal Request View | Request Status - View | Statement of Holding | Statement of Transaction | Statement of Transaction

New | List Registered Subscribers

► Status of Request

Transaction Type* * Mandatory Fields

PRAN

Ack No./PRN /Receipt No. **

From Date (dd/mm/yyyy)

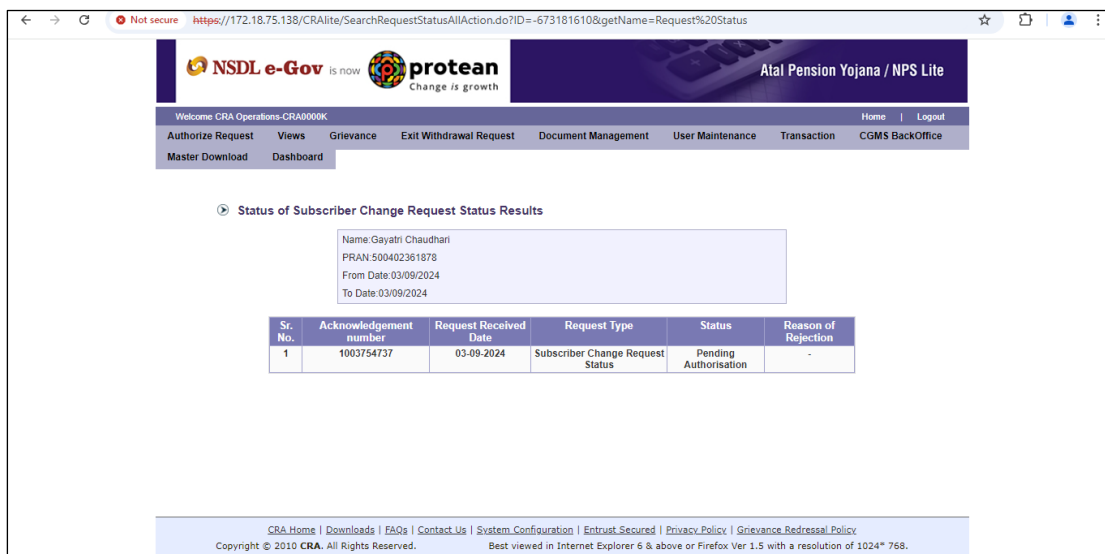
To Date (dd/mm/yyyy)

** Enter PRN/Receipt No. For Switch Transaction and Ack No./Receipt No. For Other Transactions.

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Figure 21

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



Not secure https://172.18.75.138/CRA/ite/SearchRequestStatusAllAction.do?ID=-673181610&getName=Request%20Status

NSDL e-Gov is now **protean**
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Atal Pension Yojana / NPS Lite

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Master Download | Dashboard

► Status of Subscriber Change Request Status Results

Name: Gayatri Chaudhari
 PRAN: 500402361878
 From Date: 03/09/2024
 To Date: 03/09/2024

Sr. No.	Acknowledgement number	Request Received Date	Request Type	Status	Reason of Rejection
1	1003754737	03-09-2024	Subscriber Change Request Status	Pending Authorisation	-

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Figure 22
