

Central Recordkeeping Agency, NSDL



Instruction Manual For Online PRAN Generation by Point of Presence (POPs)

Version 1.0

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| Serial No. | Acronym | Description |
|------------|---------|--|
| 1 | POP | Point of Presence |
| 2 | CRA | Central Recordkeeping Agency |
| 3 | CRA-FC | Central Recordkeeping Agency – Facilitation Center |
| 4 | POP-SP | Point of Presence Service Provider |
| 5 | DSC | Digital Signature Certificate |
| 6 | I-PIN | Internet Personal Identification Number |
| 7 | PRAN | Permanent Retirement Account Number |
| 8 | T-PIN | Telephone Personal Identification Number |
| 9 | NPS | New Pension System |

1. Preface

The NPS is applicable to all new employees to Central Government service, except to Armed Forces, joining Government service on or after 1st January 2004. From 1st may 2009, New Pension system was made available for 'All Citizen of India'. The POPs/POP-SPs have to discharge its responsibilities for smooth functioning of NPS. One of the major responsibilities of POPs is to facilitate registration of the subscribers in CRA. The POPs/POP-SPs collect the forms from the subscribers and submit the subscriber registration forms at the CRA-FCs (CRA Facilitation Centre) who will then ensure data entry, scanning and other associated functions towards generation of PRAN by the CRA.

As per the guidelines of PFRDA the above mentioned process related to PRAN generation has been extended to online PRAN generation.. As per the new process (known as 'Online PRAN generation') POPs/POP-SPs are entrusted with the responsibility of collection and data entry of the subscriber details directly in the CRA system instead of submission of forms to CRA-FCs. Accordingly, CRA has now developed an Online functionality to generate PRAN for the POPs/POP-SPs. The POPs/POP-SPs will now collect, verify, digitize the details submitted by the NPS subscribers and will also be required to scan photographs and signature. Once the process is completed, the POPs will upload the details in the CRA system using Digital Signature Certificates (DSC).

This instruction manual document describes in detail the responsibilities of POPs/POP-SPs in execution of '***Online PRAN Generation Process***'. It also provides a list of minimum software requirements, scanning related specifications etc, required for undertaking the operations related to online PRAN Generation Process by POPs/POP-SPs. It may be noted that even though process of submission and digitization has been changed, there is no change in the existing process relating to dispatch of PRAN kits by CRA.

2. Online PRAN Generation:

In the Online PRAN Generation Process, POPs/POP-SPs can capture subscriber details in CRA system and subsequently, PRAN will be generated by CRA. This is the screen based maker checker functionality . This functionality will be enabled to POP/POP-SP who wish to avail Online PRAN generation facility. For availing this functionality user may refer to circular issued by CRA.

2.1 Steps to be performed by the POPs/POP-SPs for online PRAN generation:

As stated above, the process of PRAN generation has now been incorporated with online PRAN generation and POPs/POP-SPs will now be responsible for data entry as well as capturing the photograph and signature of the individual subscriber.

- ✓ POPs/POP-SPs shall log in to the CRA system using Digital Signature Certificate (DSC) to access Online PRAN Registration module.
- ✓ Online PRAN registration is a Maker – Checker activity. Two User ids will be required to capture and verify the request. Therefore, the process would require two DSCs – one for the Maker and another for the Checker. POPs/POP-SPs shall first obtain Class III DSCs from a certifying authority and provide the details to CRA. .
- ✓ The POPs/POP-SPs shall capture the details of the subscribers in the module. Separate tabs have been provided to capture personal details, bank details, nominee details and for upload of photograph/signature.
- ✓ It is quite understandable that the POPs/POP-SPs may not be able to enter complete details of a subscriber at one go as the number of fields to be entered are many. Therefore, POPs/POP-SPs need not enter the complete details of the subscriber at once. User will have the facility to enter the minimal sector specific details and core details of the subscriber (Core details are Name, Father's name and Date of Birth) and get the acknowledgement number generated. At a later stage user can search based on the acknowledgement No. and fill in the rest of the pending details and subsequently complete the application submission process.
- ✓ After capturing all the details of the subscriber, POPs/POP-SPs shall scan the photograph and signature of the subscriber for upload along with other details.
- ✓ Once the application for a particular subscriber is submitted by the maker user, it will be in 'Captured' state, pending for verification by checker.
- ✓ A request captured by a POP/POP-SP user is to be authorized by another user of the same POP/POP-SP.

Checker user will verify the details entered by maker and authorize the request. The process of printing and dispatch of PRAN kits and I-PIN T-PIN by CRA after successful registration of PRAN and distribution of PRAN kits to the subscribers will remain same.

Pre-requisites for starting the online PRAN generation process by the POPs/POP-SPs

- POP/POP-SP user is registered in the CRA system and having the DSC based access
- Internet connection is available
- Necessary infrastructure for scanning (photograph and signature) is available.
- The PRAN application form is complete in all respects along with photograph and signature and verified by the POP/POP-SP.

The detailed process of 'Online PRAN generation along with the relevant screenshots is explained hereafter.

2.2 Using the online PRAN generation module by POPs/POP-SPs

Log in using DSC:

To login using a DSC based user ID, the user needs to select 'Digital Certificate' option in the login screen as shown in Figure 2 and 3 below.

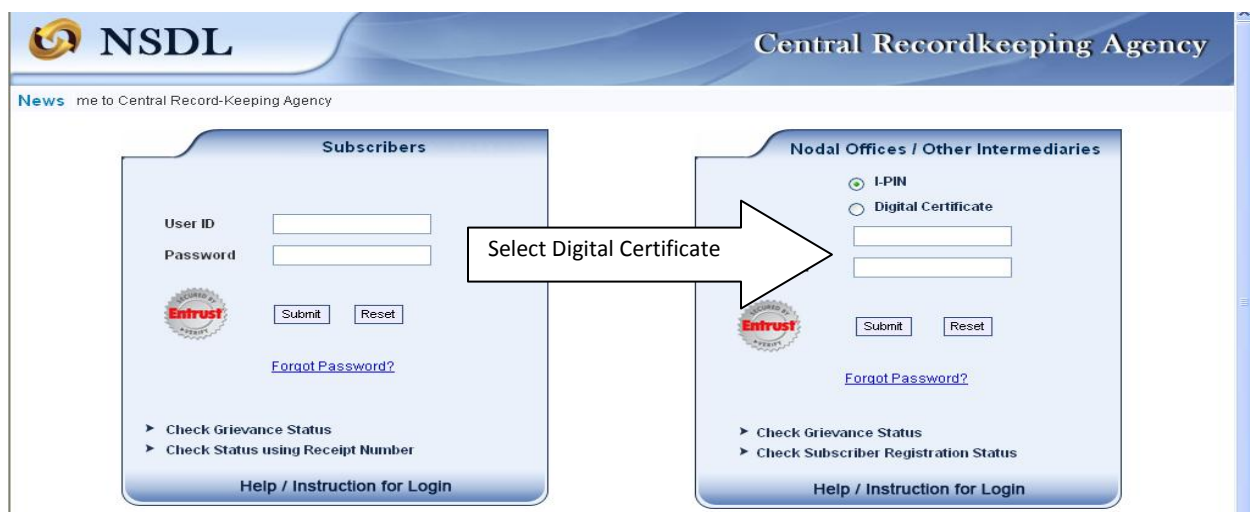


Figure 2

NSDL Central Recordkeeping Agency

News entral Record-Keeping Agency

Subscribers

User ID

Password

[Forgot Password?](#)

[Check Grievance Status](#)
[Check Status using Receipt Number](#)

[Help / Instruction for Login](#)

Nodal Offices / Other Intermediaries

☐ I-PIN
☒ Digital Certificate

User ID

[Check Grievance Status](#)
[Check Subscriber Registration Status](#)

[Help / Instruction for Login](#)

Enter DSC Based User ID

Figure 3

A pop-up showing the DSC details will appear as given below:

Select a Certificate

TATA CONSULTANCY SERVICES

Select the Certificate you want to use.
Click View Certificate for Certificate Details.

| Issued To | Issued By | Serial No. | Expiration Date | Issuer Details |
|-----------|----------------|---------------|-----------------|----------------|
| Demo2 | Test TCS Su... | 116B7E1E48... | 08-02-2012 ... | CN=Test TC... |

Powered by **TATA dhruvam**
PKI Suite From TCS

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Figure 4

The user needs to select the DSC details and click on "OK" to login.

3. PRAN Generation – Maker Activity:

3.1. POP user (maker) will click on 'Register Online' option under Subscriber Registration menu as shown below in Figure 5.



Figure 5

3.2. After selecting the option 'Online Registration', the following screen will appear:

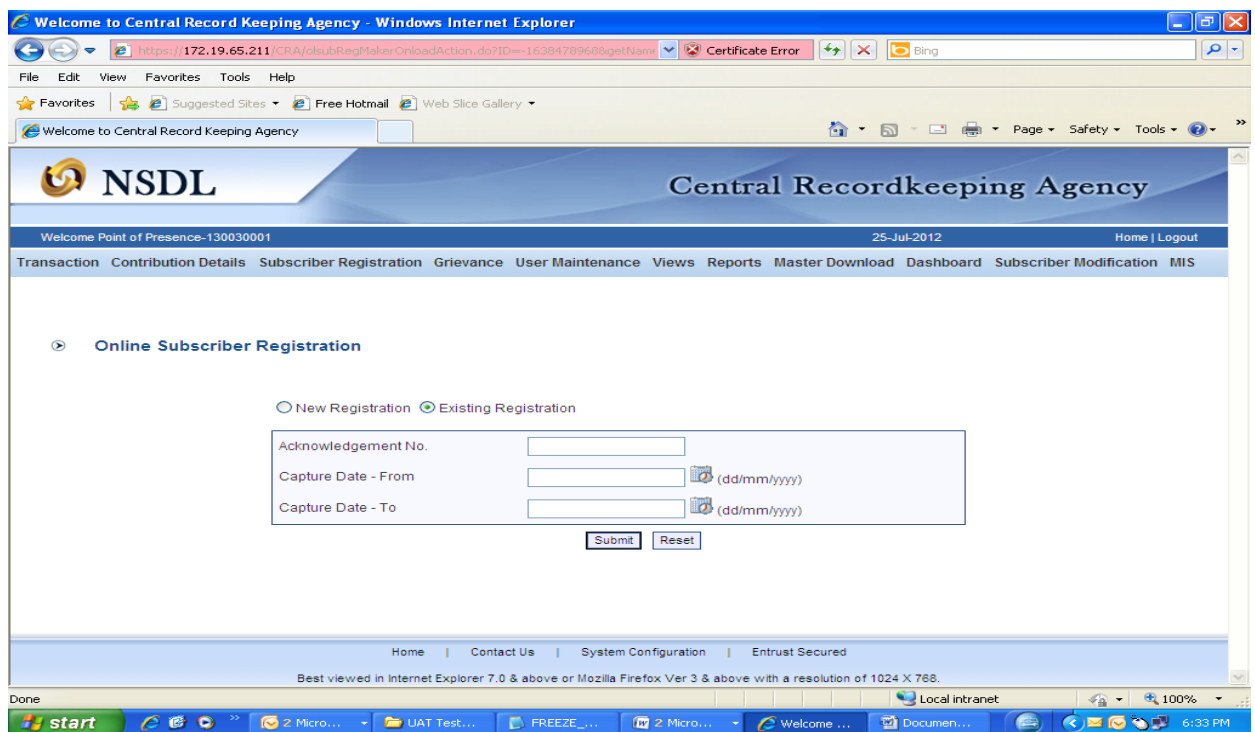


Figure 6

3.3. For fresh PRAN registration, select option 'New Registration' by clicking the appropriate radio button and click 'Submit'. To complete the data entry of already captured registration request or to modify the details of the existing request, select option 'Existing Registration' by clicking the appropriate radio button.

3.4. For registering a new subscriber, user has to select 'New registration' option and click 'Submit'. A Tab structured data entry screen will be displayed to the maker user as per Figure 7 given below. The screen will consist of following tabs in the order as mentioned below,

- Core Details
- Contact Details
- Bank and Employment Details
- Nominee and Scheme Details
- Photo and signature Details

Windows Internet Explorer window titled "Welcome to Central Record Keeping Agency". The address bar shows a URL starting with "https://172.19.65.123/CRA/olsubRegMakerSearchAction.do?ID=-592313275&getNames". A "Certificate Error" message is visible in the address bar.

The main content area displays a tabbed interface with the following tabs: "Core Details", "Contact Details", "Bank & Employment Details", "Scheme & Nominee Details", and "Photo & Signature Details". The "Core Details" tab is active.

Under the "Core Details" tab, the form includes the following fields and controls:

- Acknowledgement No. Name :-
- Sector Type # (dropdown menu with "SELECT" option)
- Title * (dropdown menu with "SELECT" option)
- Subscriber First Name # (text input)
- Subscriber Middle Name (text input)
- Subscriber Last Name / Surname (text input)
- Father's First Name # (text input)
- Father's Middle Name (text input)
- Father's Last Name / Surname (text input)
- Gender * (dropdown menu with "SELECT" option)
- Date of Birth # (text input with format "dd/mm/yyyy")
- PAN (text input)

At the bottom of the form, there are three buttons: "Generate Acknowledgement No.", "Save", and "Reset".

A "Note" section at the bottom left contains the following instructions:

- > Fields marked with # are mandatory for generation of Acknowledgement No.
- > Fields marked with * are mandatory for capturing the PRAN generation request.
- > Use "SAVE" button in short intervals to avoid data loss due to session expiry.
- > Enter Receipt No. for UOS sector or Back office reference No. for Corporate sector.
- > Receipt No. for UOS sector is mandatory.

Figure 7

3.5. Initially, all tabs except 'Core details' (Personal Details) will remain disabled. This is to enforce the 'maker user' to fill in the core details first and get the unique Acknowledgement no. generated. Once the user gets the Acknowledgement No, then the other tabs will be enabled and the details can be filled at the convenience of the user.

For generating Acknowledgement No., user has to enter Core details marked as ‘#’ i.e. Name, Father’s Name and Date of Birth. Though other details in this screen are not mandatory for generating Acknowledgement No. these details are mandatory (marked as ‘*’) for capturing the PRAN generation request.

After entering the core details, a system generated Acknowledgement no. will be displayed on the screen as shown in Figure 8 below. **Maker user shall write the acknowledgement number in the space provided on the registration form**

Welcome to Central Record Keeping Agency - Windows Internet Explorer

https://172.19.65.211/CRA/olsubRegMakerSearchAction.do?ID=1862689376&getName

File Edit View Favorites Tools Help

Welcome to Central Record Keeping Agency

PRAN Generation Details Capture Screen

Core Details | Contact Details | Bank & Employment Details | Scheme & Nominee Details | Photo & Signature Details

Acknowledgement No. 6112610000000039
Name : RAHUL

DATA HAS BEEN SAVED SUCCESSFULLY.

Sector Type # UOS POP-SP Reg No. # 6112610
Receipt No. # / Back Office Reference No. 11611261000000006 Combined Registration ☐

Core Details

Title * Shri
Subscriber First Name # RAHUL Subscriber Middle Name Subscriber Last Name / Surname
Father's First Name # VUAY Father's Middle Name Father's Last Name / Surname
Gender * Male Date of Birth # 17/07/1974 (dd/mm/yyyy) PAN
PAN Verification Flag SELECT Eligible for Swavalamban Yes KYC Verification Flag SELECT

KYC Document Details

Address Proof * Driving License
Date of Birth Proof * Driving License
Identity Proof * Passport

Local intranet 100% 6:36 PM

Figure 8

3.6. The user can save the entered details at regular intervals by clicking on ‘Save’ button present at the bottom of each tab. Unless the user clicks on the ‘Save’ button on the respective tab; user will not be able to navigate to the next tab. To move to next tab user can either click on the tab itself or by click on ‘Next’ link.

After generating Acknowledgement No. and saving the details on the respective screen, user will capture contact details by moving to the 'Contact Details' tab as shown in Figure 9 below:

Welcome to Central Record Keeping Agency - Windows Internet Explorer

https://172.19.65.211/CRA/olsubRegMakerSearchAction.do?ID=-1882689376&getName Certificate Error Bing

File Edit View Favorites Tools Help

Welcome to Central Record Keeping Agency

Acknowledgement No.: 6112610000000039
Subscriber Name: RAHUL

Contact Details

Current Address (Correspondence Address)

| | | | |
|------------------|----------------------|---------------------------|-------------|
| Address Line 1 * | kamla Mills Compound | Country * | India |
| Address Line 2 | | State / Union Territory * | MAHARASHTRA |
| Address Line 3 | | City * | Mumbai |
| PIN Code * | 400013 | | |

Permanent Address

☒ Same As Current Address

| | | | |
|------------------|----------------------|---------------------------|-------------|
| Address Line 1 * | kamla Mills Compound | Country * | India |
| Address Line 2 | | State / Union Territory * | MAHARASHTRA |
| Address Line 3 | | City * | Mumbai |
| PIN Code * | 400013 | | |

| | | | | | |
|------------------|--|---------------|--|---------------------------|--------|
| Telephone Number | | Mobile Number | | SMS Subscription Flag * | SELECT |
| Fax Number | | Email Address | | Email Subscription Flag * | SELECT |

<< Back to Core Details

Next to Bank & Employment Details >>

Figure 9

3.7. After entering Contact Details and saving the same, user will capture bank details and employment details by moving to the 'Bank & Employment Details' tab as shown in Figure 10 below:

Welcome to Central Record Keeping Agency - Windows Internet Explorer

https://172.19.65.211/CRA/olsubRegMakerSearchAction.do?ID=-1882689376&getName

File Edit View Favorites Tools Help

Core Details | **Contact Details** | Bank & Employment Details | Scheme & Nominee Details | Photo & Signature Details

Acknowledgement No.: 6112610000000039
Subscriber Name: RAHUL

DATA HAS BEEN SAVED SUCCESSFULLY.

Bank Details

| | | | |
|------------------|--------------------|--------------------|----------------|
| Bank A/C Type * | Savings Account | Bank A/C No. * | 24480100016380 |
| Bank Name * | BANK OF BARODA | Bank Branch * | NATIONAL HOUSE |
| Bank Address * | JAGTAP MARG MUMBAI | Bank Address PIN * | 400011 |
| Bank MICR Code * | 400012092 | Bank IFS Code * | BOB10235478 |

Employment Details

| | | | |
|-------------------------|----------------|-------------|--|
| Subscriber Occupation * | Private Sector | Employee Id | |
|-------------------------|----------------|-------------|--|

<< Back to Contact Details

Next to Scheme & Nominee Details >>

Save Reset

Figure 10

Employment details and Bank details are optional. However, if bank details are entered, all the fields are mandatory.

After entering 'Bank & Employment Details' and saving the same, user will capture Nomination details by moving to the 'Scheme & Nominee Details' tab as shown in Figure 11 below:

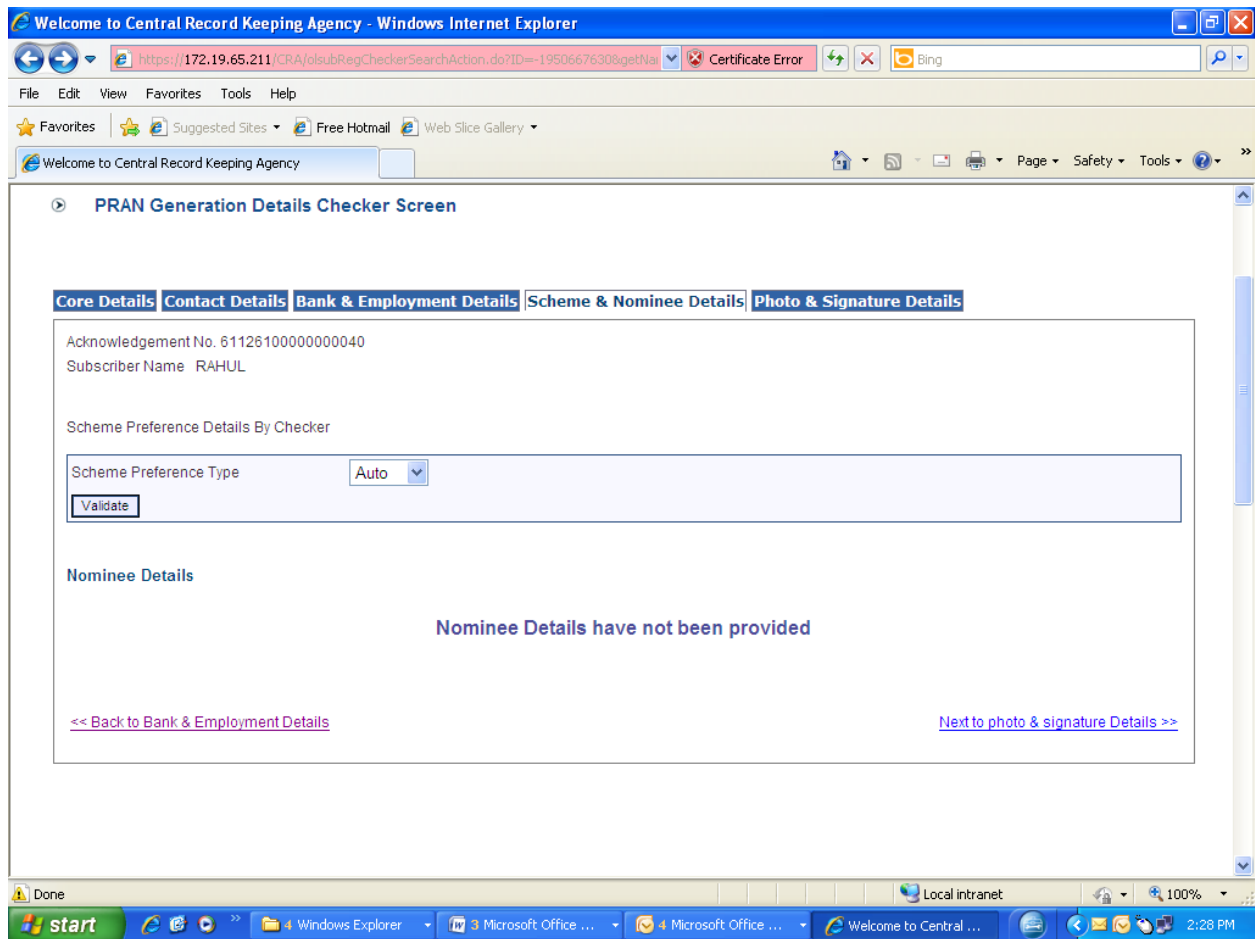


Figure 11

Nominee details are not mandatory. PRAN will be generated even though nomination details are not entered. Therefore, POP/POP-SP should not reject the application forms if nominee details are not mentioned by the subscriber in the form.

To enter the nominee details, user has to click on 'Add' details as shown in Figure 11 above. The screen as shown in Figure 12 below will appear. User will have the option of adding maximum three Nominee details. To add more nominees' user shall click on 'Add' button and to delete any nominee details user shall click on 'Remove' button.

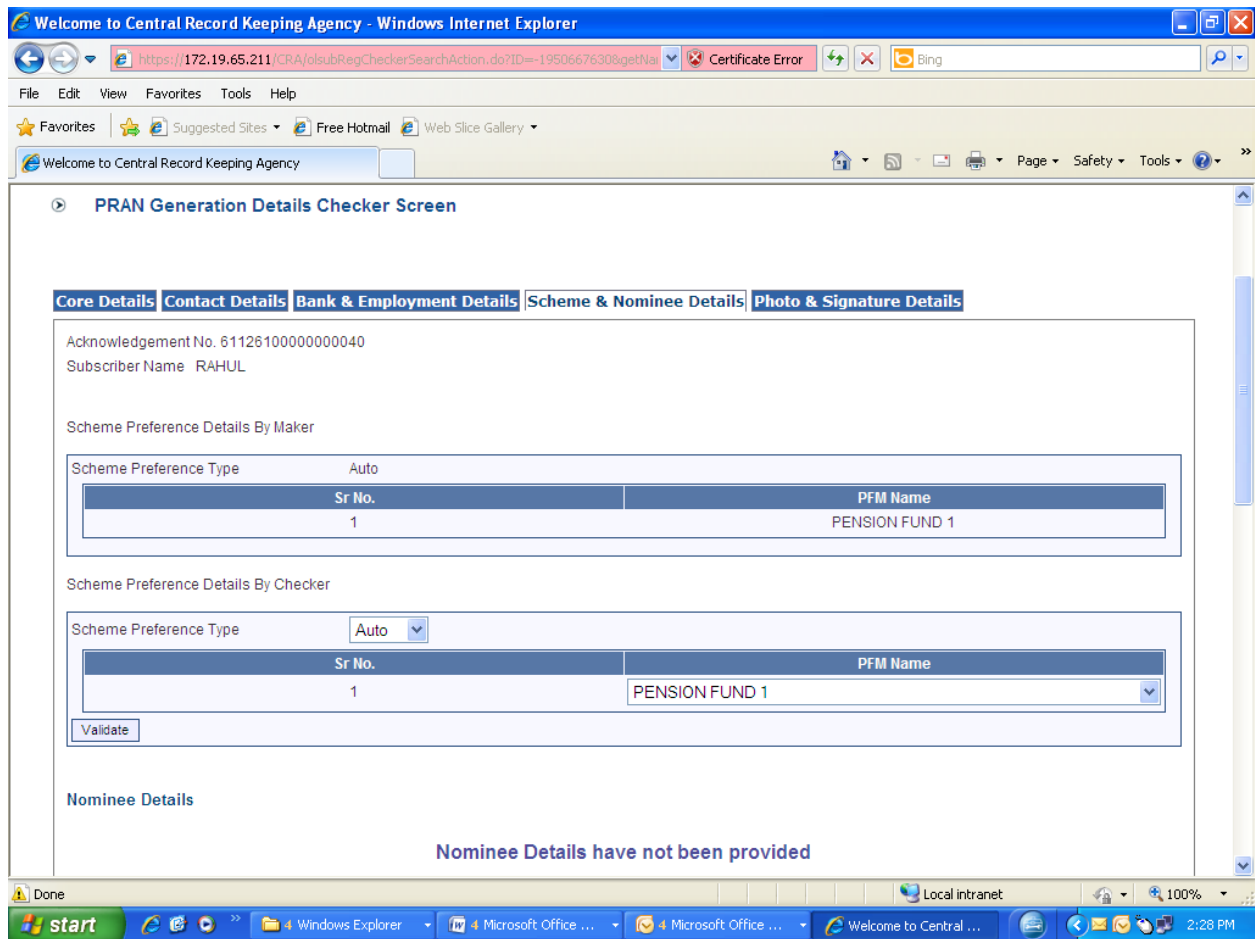


Figure 12

To enter the nominee details, user has to click on 'Add' details as shown in Figure 13 above. The screen as shown in Figure 14 below will appear. User will have the option of adding maximum three Nominee details. To add more nominees' user shall click on 'Add' button and to delete any nominee details user shall click on 'Remove' button.

- 3.8. After entering nominee details (if any) in 'Scheme and Nominee Details' tab, user shall upload the scanned images of Photograph and signature through the 'Photo & Signature Details' tab. There will be two links provided for upload of each scanned image as shown in Figure 13 below:

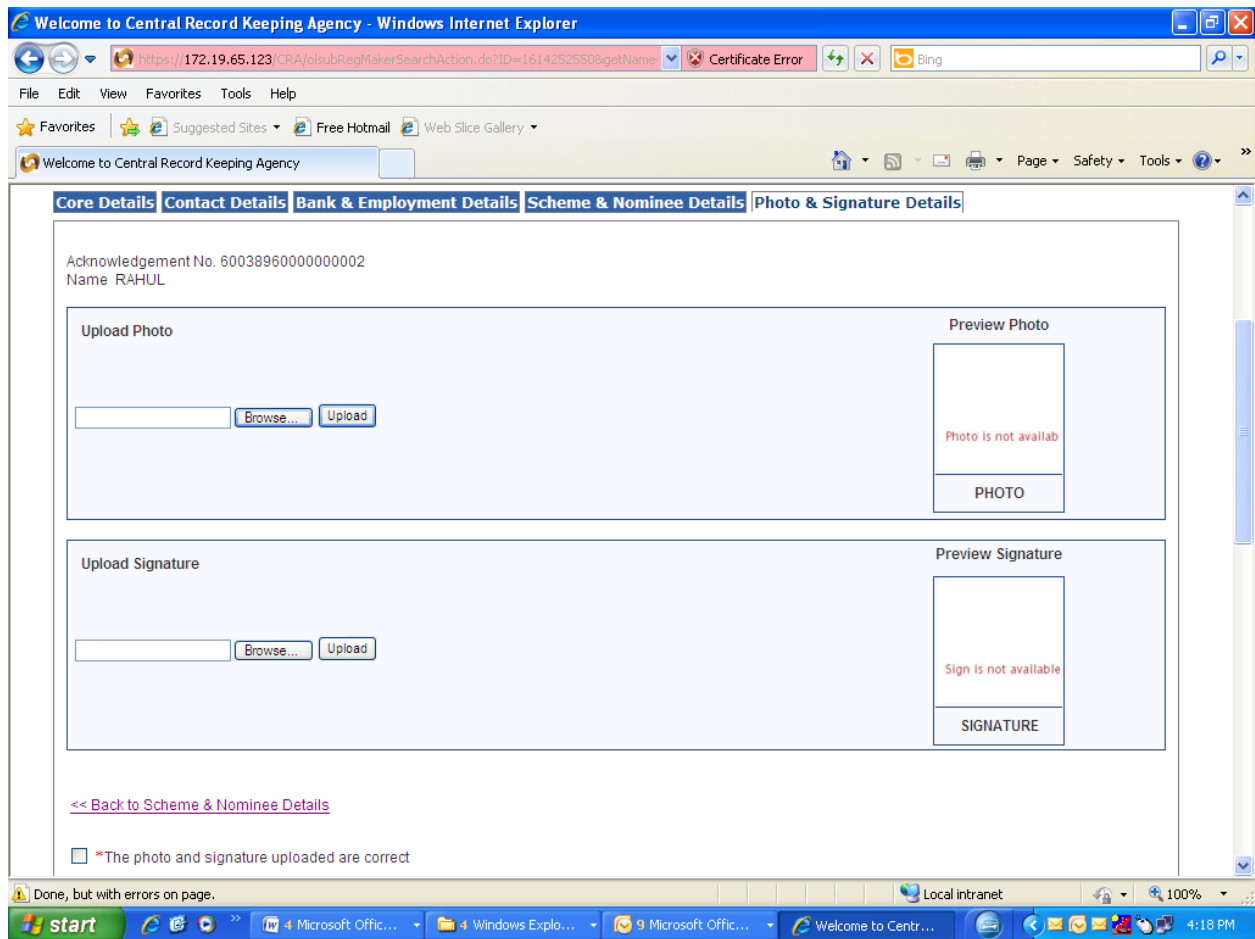


Figure 13

3.9. Procedure for scanning and uploading photograph and signature:

After scanning the photograph and signature from the form, maker user shall prepare two separate files, one for signature and one for photograph for each Subscriber Registration application form.

The files created for photograph and signature have to be named with the same acknowledgement no. The photograph to be named as "Ack no_photo.jpg" and signature to be named as "Ack no_sig.jpg". The size of both these images should not exceed 12 Kb each. All the scanned images will be stored in a specified folder.

The following points should be noted while scanning the photograph/signature:

- ✓ As the scanned photograph and signature will be printed on the PRAN card, special care should be taken while scanning to ensure good quality of the images.
- ✓ Photograph should be a color photograph and of the prescribed dimensions mentioned in the application form.

- ✓ Photograph should clearly show the face of the subscriber. Photographs clicked sideways should not be accepted.
- ✓ The forms with unclear photograph/signature or many marks/stamp on photograph should be rejected by POP/POP-SP.
- ✓ Signature should be within the box provided in the application form. If a part of the signature is out of box then the form should be rejected.
- ✓ At the time of scanning the photograph, the scanning area should be adjusted in such a way that face of the subscriber is scanned and the surrounding area is excluded. Please refer the scanned image of the photograph in the figure 14 below:

After uploading the photograph and signature, user has to confirm that the photograph and signature uploaded are correct by ticking on the respective checkbox and submit the details as shown in Figure 14 below:

Welcome to Central Record Keeping Agency - Windows Internet Explorer

https://172.19.65.211/CRA/olsubRegMakerSearchAction.do?ID=-1882689376&getName

File Edit View Favorites Tools Help

Core Details Contact Details Bank & Employment Details Scheme & Nominee Details Photo & Signature Details

Acknowledgement No. 61126100000000039
Name RAHUL

Upload Photo

Preview Photo

PHOTO

Upload Signature

Preview Signature

SIGNATURE

Sign is not available

<< Back to Scheme & Nominee Details

☐ The photo and signature uploaded are correct

Figure 14

Upon submission of request, if all validations are successful, a confirmation screen will be displayed to the user. Confirmation screen will display all details in read-only mode. The

user can verify the details entered by navigating through each tab against the details mentioned in the form submitted by subscriber and confirm the request. The 'Confirm' button will be available on the 'Photograph & Signature Details' tab as shown in Figure 15 below.

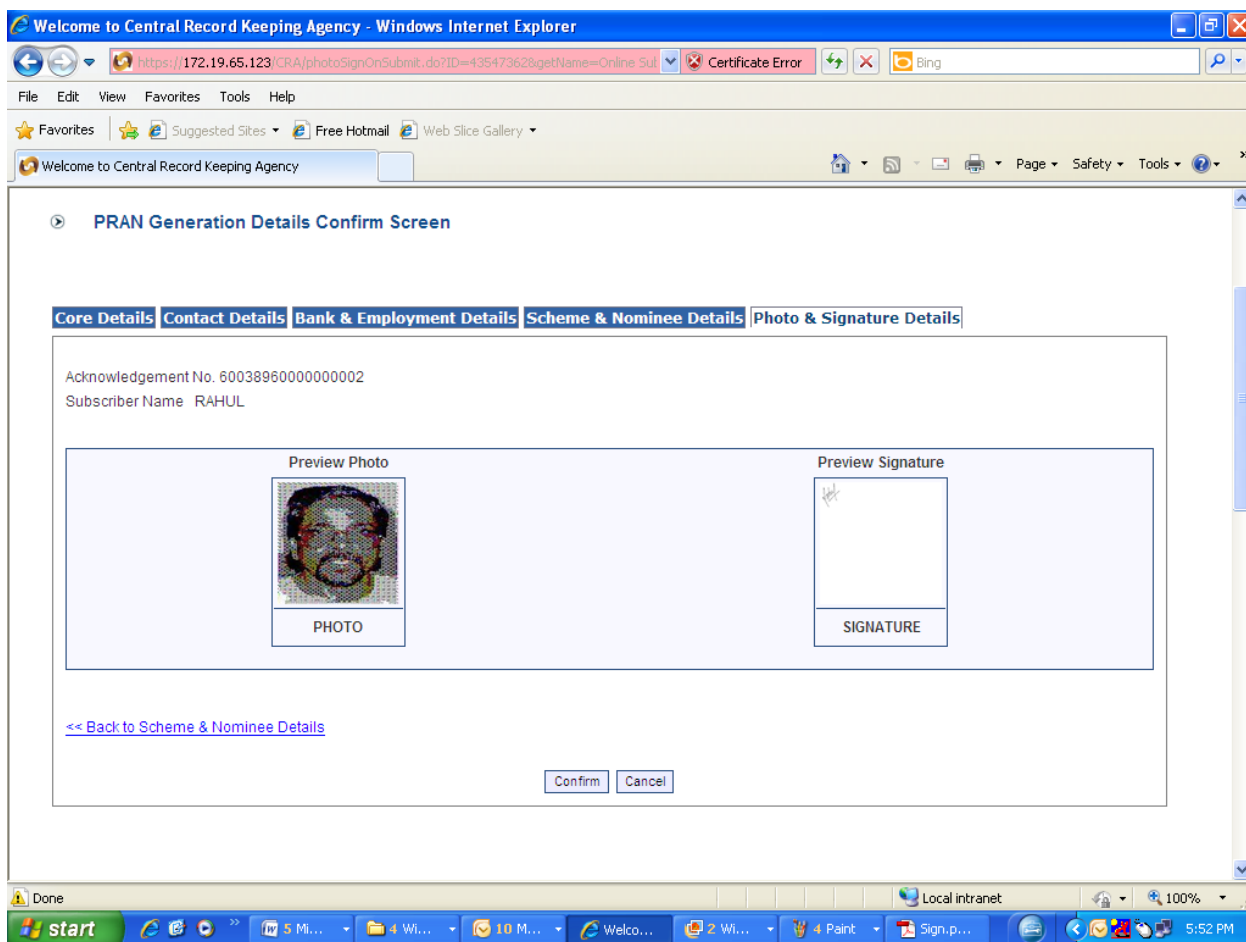


Figure 15

In case of any mismatch observed while verifying the details in confirmation screen, the maker user can click on "Cancel" button in confirmation screen and go back to the respective tab (where the mismatch is identified) to update the details and re-submit the request by saving the updated details.

For every modification in the details to take effect, the user will have to click on the 'Save' button. Unless user clicks on the 'Save' button on the respective tab, the changes will not reflect in the CRA system. Once the request is confirmed by maker user, no modification will be allowed for maker user.

Upon successful confirmation of request, an acknowledgement screen will be displayed to the user with a confirmation message along with the time of confirmation.

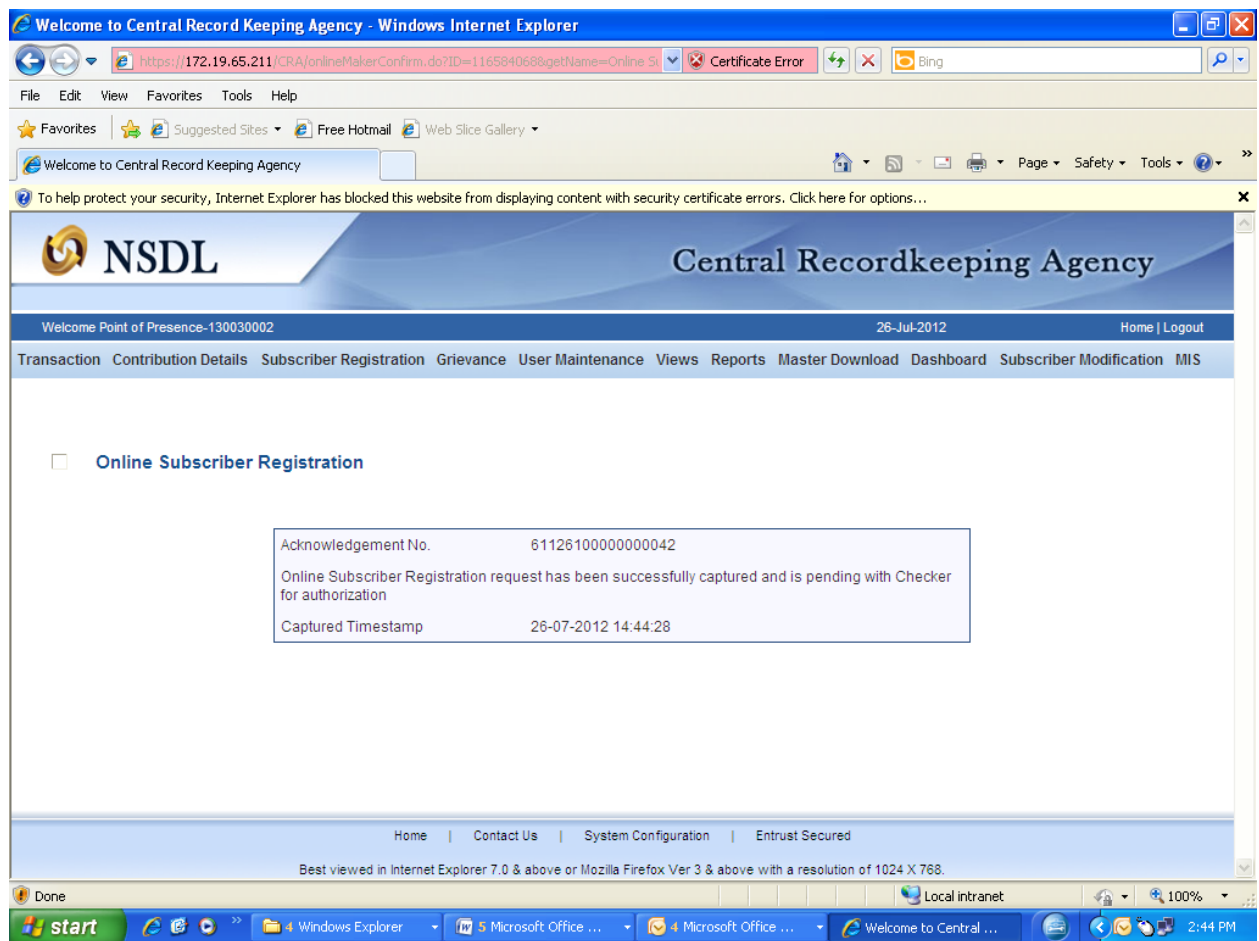


Figure 16

This request will now be available with the checker user for verification and maker user to over the forms to the checker user for verification.

3.10.Request Status View:

Maker user can check the status of the registration request by selecting option 'Online Registration Request Status' under 'Subscriber Registration' menu. User can search by entering Acknowledgement Number or by specifying date range as shown in the Figure 17 below:

Few points to be noted by POP/POP-SP:

- ❖ Colour Photograph of the prescribed size is affixed properly on the form.
- ❖ Subscriber's photograph is not having any marks/stamps/signatures across/on it.
- ❖ The signature/thumb impression is made within the space provided in the form.
- ❖ All mandatory fields (marked as *) are entered.
- ❖ Application form is stamped and authorized by POP-SP.
- ❖ Bank details are not mandatory. However, if any one of the bank details is given by the subscriber, then all the fields in the 'Bank Details' section becomes mandatory. If POP confirms the 'Online PRAN Generation' request with incomplete bank details, CRA system will generate PRAN without bank details.
- ❖ Nomination details are not mandatory. However, if any one of the nominee details is given by the subscriber, then all the fields in the 'Nominee Details' section becomes mandatory. If POP/POP-SP confirms the 'Online PRAN Generation' request with incomplete nominee details, CRA system will generate PRAN without nominee details.
- ❖ Subscriber can provide a maximum of 3 nominees. Percentage allocation across all the nominees should not be exceeding 100%. If the sum of percentage allocation is not equal to 100 %, CRA system will reject the nominee details.
- ❖ If the mobile number and email address is provided by the subscriber then subscriber will be informed about the PRAN generation and subsequent transaction details through SMS and emails.

4. PRAN Generation - Checker Activity:

The checker user can perform this function only when the maker user has completed the data entry for the application and the subscriber registration request is in captured status and pending for verification.

The checker user can perform the following activities via the authorization screen provided for it

- ✓ Submit for PRAN Generation
- ✓ Reject Request
- ✓ Re-submit request to Maker for modification

The Online PRAN generation request captured by the maker user shall be available for checker in CRA system for 15 working days from the date of submission of request by maker user. If checker user does not confirm the request within this time, CRA system will automatically cancel such request. POP/POP-SP will then have to capture a fresh request as per the procedure mentioned in above sections.

4.1.Process:

POP user (checker) should get the application forms from the maker user. Checker will login to the CRA system using DSC based user ID and password and click on 'Online Registration Verification' under Subscriber Registration menu as shown below in Figure 18.

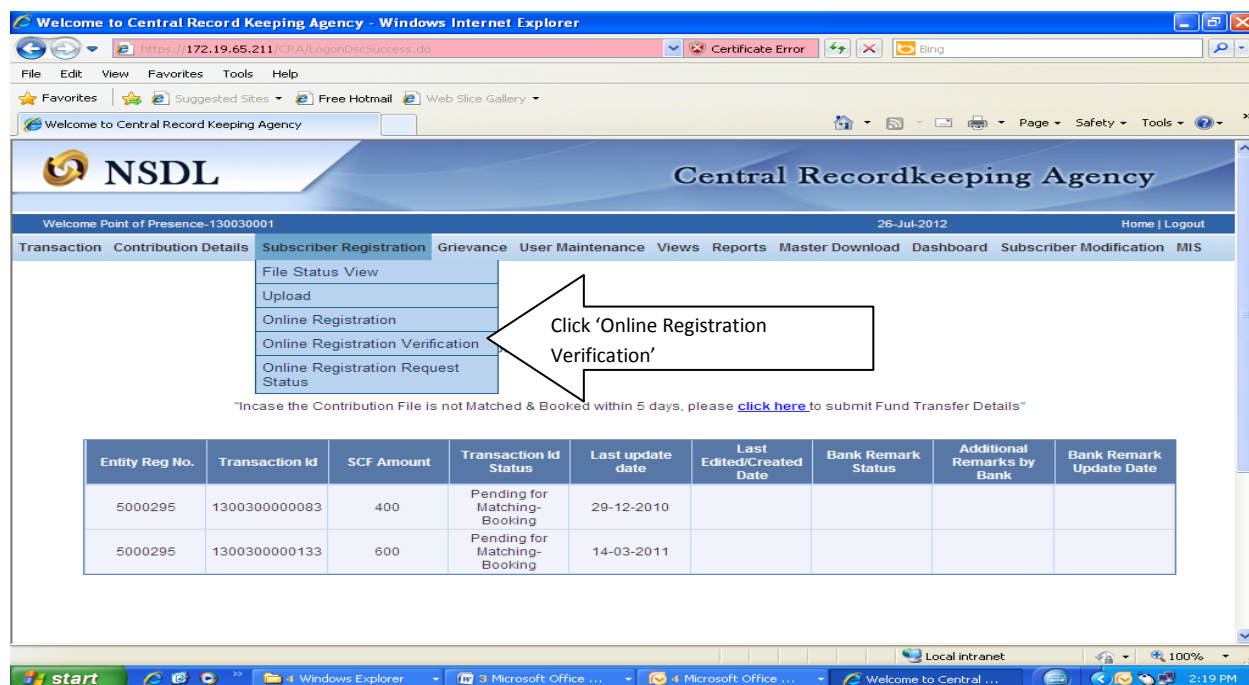


Figure 18

4.1.1.After selecting the option 'Online Registration Verification', the following screen will appear

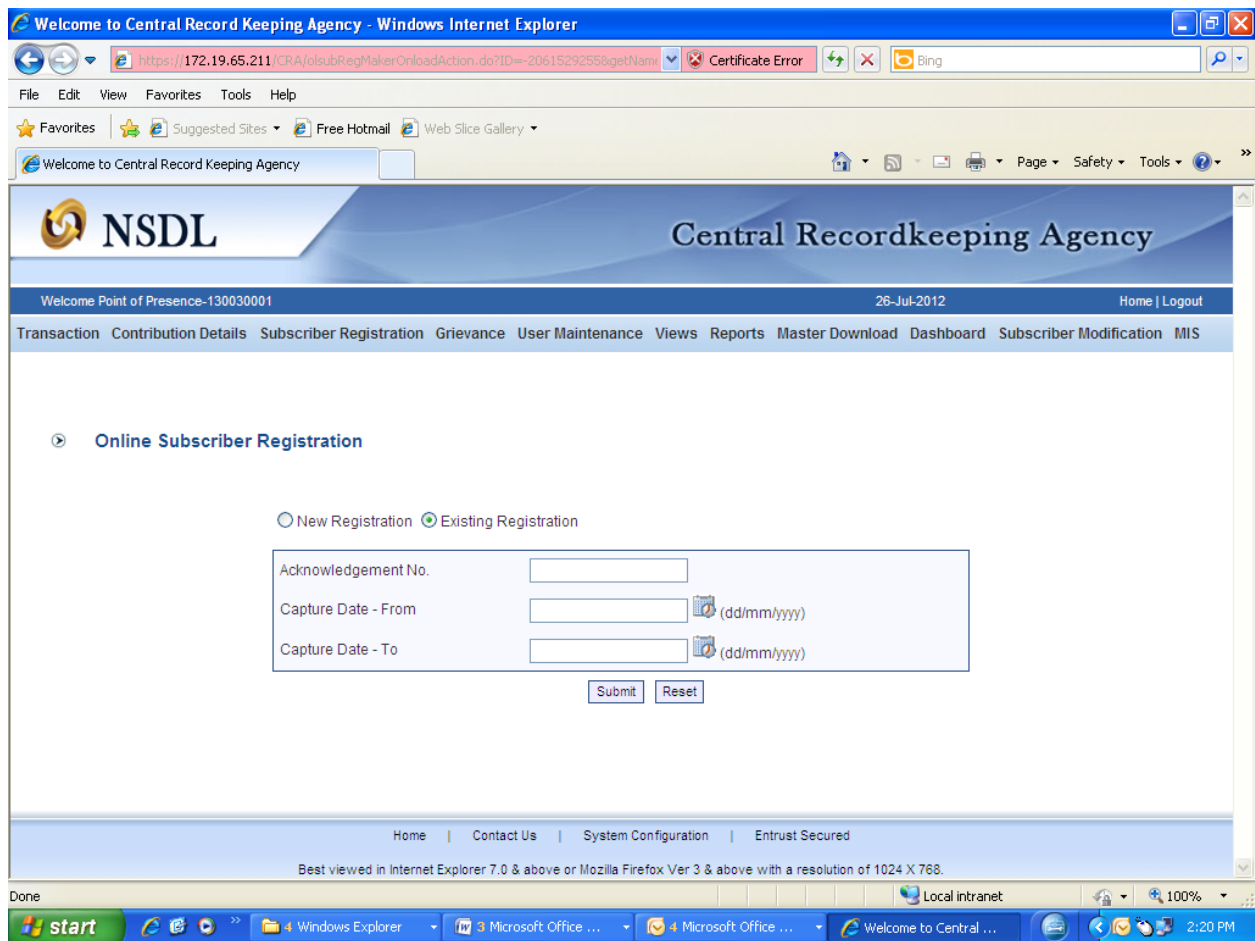


Figure 19

4.1.2. Checker user will search for the entries to be authorized based on either search criterion viz. Acknowledgement no. or Date Range (Ack no. generation date by system).

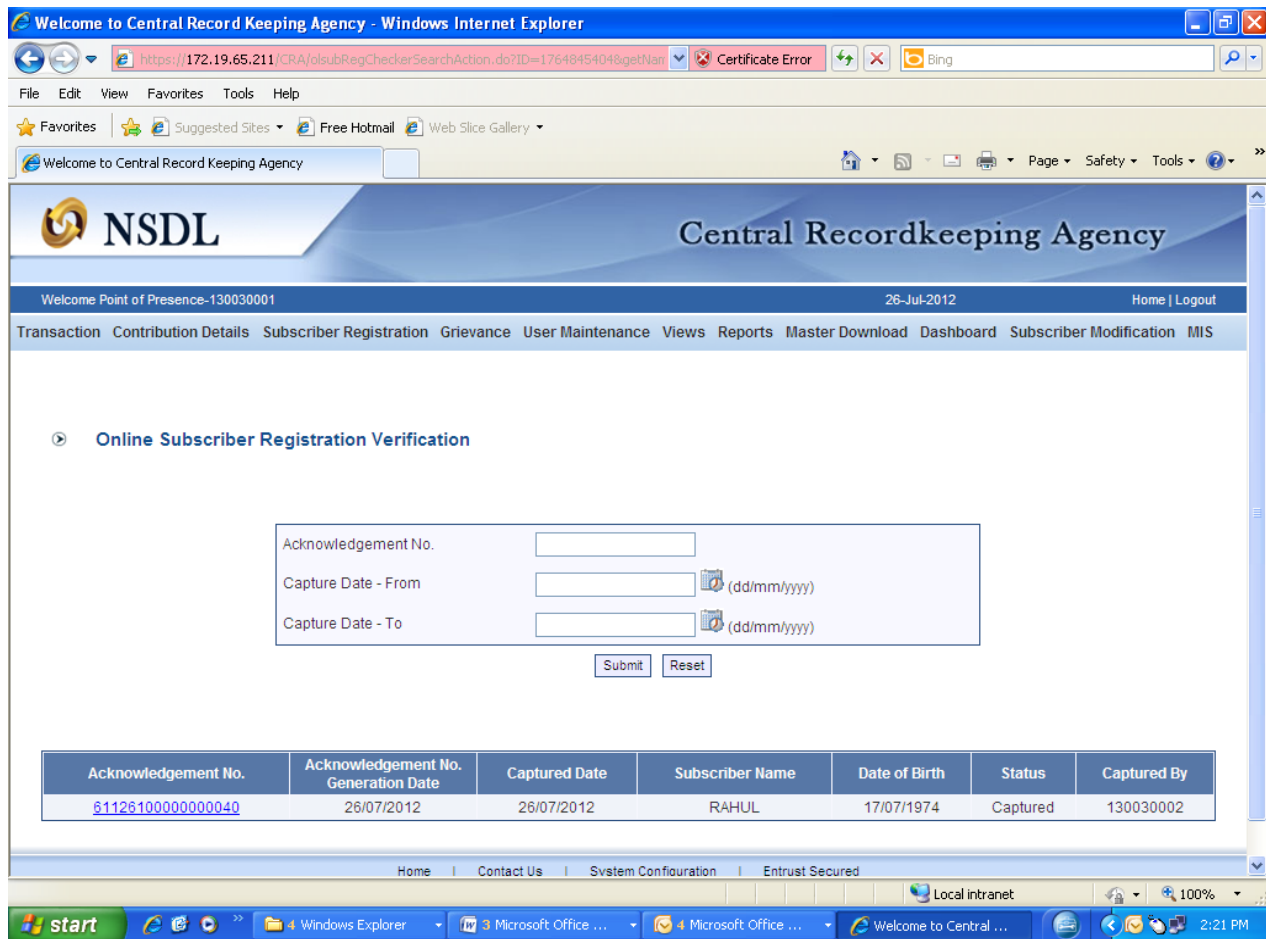


Figure 201

Checker user will select the record for authorization/rejection by clicking on Acknowledgement no. displayed in the search results. On clicking the hyperlink on Acknowledgement no., the Personal details tab will be displayed to the user. The details will be displayed tab-wise similar to that displayed to the maker user. The details other than the data to be entered by the checker user will be displayed in read-only mode.

Checker user will verify all the details entered by maker user including photograph and signature by comparing the same with the details mentioned by the subscriber in physical registration form. The checker user shall not confirm the PRAN generation request without verifying the details vis a vis physical registration form.

Checker user will be required to re-enter the date of birth field in the 'Core Details' tab as part of re-verification process.

4.1.3.Date of Birth re-verification

Welcome to Central Record Keeping Agency - Windows Internet Explorer

https://172.19.65.211/CRA/olsubRegCheckerSearchAction.do?ID=1950667630&getNa Certificate Error Bing

File Edit View Favorites Tools Help

★ Favorites ★ Suggested Sites Free Hotmail Web Slice Gallery

Welcome to Central Record Keeping Agency

PRAN Generation Details Checker Screen

Core Details Contact Details Bank & Employment Details Scheme & Nominee Details Photo & Signature Details

Acknowledgement No. 6112610000000040
Name : RAHUL

Core Details

| | | | | |
|--------------------------|---|-------------------------------------|----------------|--------------------------------|
| Title | Shri | | | Subscriber Last Name / Surname |
| Subscriber First Name | RAHUL | Subscriber Middle Name | | Father's Last Name / Surname |
| Father's First Name | VIJAY | Father's Middle Name | | PAN |
| Gender | Male | PAN Verification Flag | No | |
| KYC Verification Flag | Yes | Eligible for Swavalamban By Checker | TO BE SELECTED | |
| Date of Birth By Checker | <input type="text"/> (dd/mm/yyyy) <input type="button" value="Validate"/> | | | |

KYC Document Details

| | |
|---------------------|-----------------|
| Address Proof | Driving License |
| Date of Birth Proof | Driving License |
| Identity Proof | Driving License |

Done

start Windows Explorer Microsoft Office ... Microsoft Office ... Welcome to Central ... 2:22 PM

Figure 21

After entering the details as mentioned above, the checker user can click on “Validate” button. On clicking this button, system will compare the DOB entered by checker user as against that entered by maker user.

Welcome to Central Record Keeping Agency - Windows Internet Explorer

https://172.19.65.211/CRA/olsubRegCheckerSearchAction.do?ID=-1950667630&getNa

File Edit View Favorites Tools Help

Welcome to Central Record Keeping Agency

Core Details | Contact Details | Bank & Employment Details | Scheme & Nominee Details | Photo & Signature Details

Acknowledgement No. 6112610000000040
Name : RAHUL

Core Details

| | | | |
|------------------------|------------|-----------------------------------|---|
| Title | Shri | | |
| Subscriber First Name | RAHUL | Subscriber Middle Name | Subscriber Last Name / Surname |
| Father's First Name | VIJAY | Father's Middle Name | Father's Last Name / Surname |
| Gender | Male | PAN Verification Flag | No |
| KYC Verification Flag | Yes | Eligible for Swavalamban By Maker | No |
| Date of Birth By Maker | 17/07/1974 | Date of Birth By Checker | 17/07/1974 (dd/mm/yyyy) <input type="button" value="Validate"/> |

KYC Document Details

| | |
|---------------------|-----------------|
| Address Proof | Driving License |
| Date of Birth Proof | Driving License |
| Identity Proof | Driving License |

[Next to Contact Details >>](#)

Done Local intranet 100% 2:25 PM

Figure 22

After entering the details as mentioned above, the checker user can click on “Validate” button. On clicking this button, system will compare the DOB entered by checker user as against that entered by maker user.

There can be two cases for mismatch in data. Either the checker has entered incorrect data or maker had entered incorrect data. In case checker has put in incorrect data, checker user can modify the data entered by it and validate it again. In case maker has put incorrect data, checker user can re-submit the request to maker for rectification by selecting option ‘Re-submit to Maker for modification’. Re-submit option is available on the ‘Photograph & Signature Details’ tab as shown in Figure 23.

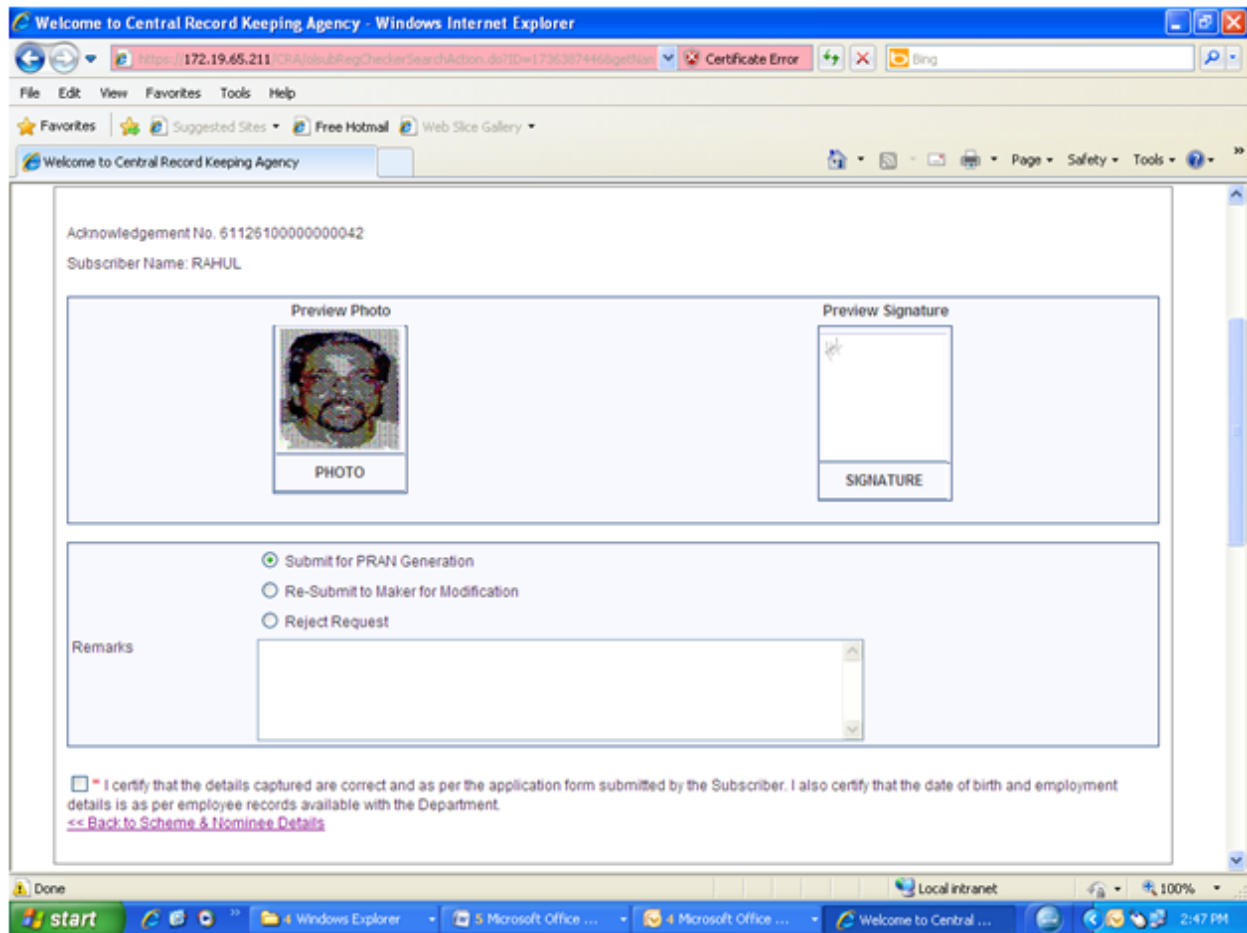


Figure 23

Along with validation of DOB, checker user shall also verify all the details entered by maker against that present in the physical form, by navigating through all screens.

4.1.4. The check-box, as highlighted below, needs to be ticked by the checker after verifying the details entered by maker. Only after ticking the check-box, a checker user will be able to “Submit for PRAN Generation” as shown in Figure 24 below:

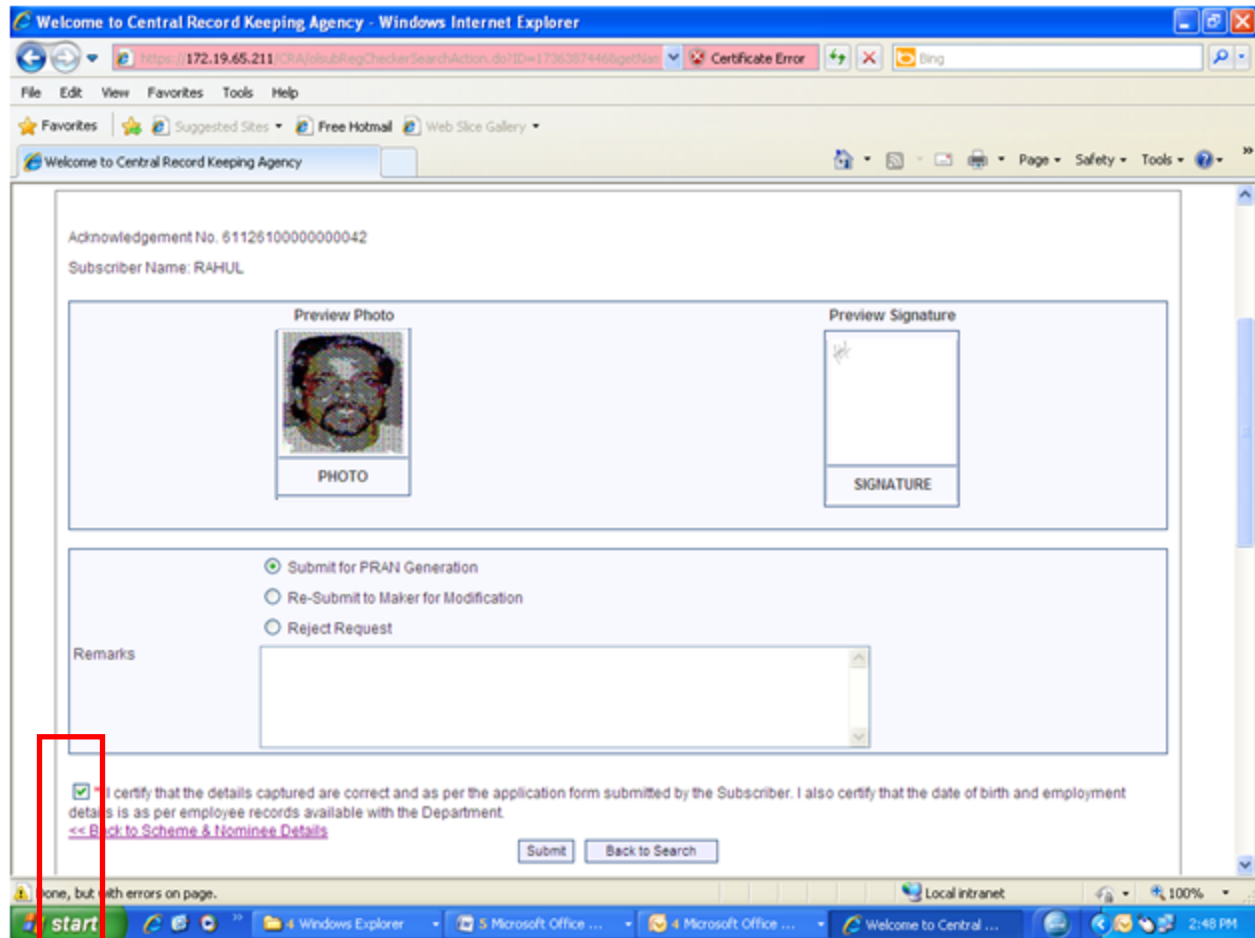


Figure 24

| |
|--|
| <input checked="" type="checkbox"/> I certify that the details captured are correct and as per the application form submitted by the Subscriber. I also certify that the date of birth and employment details is as per employee records available with the Department. << Back to Scheme & Nominee Details |
|--|

If there is any discrepancy in the details entered by maker and checker user chooses “Re-submit to Maker for modification” option, then reason for the same is mandatory to be entered in ‘Remarks’ column. In this case, the request will be re-submitted to the maker for editing.

If the user chooses on “Reject Request” option, then the request will be closed. Reason for rejection is mandatory to be entered in ‘Remarks’ column if this option is chosen.

Upon successful confirmation of request, an acknowledgement screen will be displayed to the user with a confirmation message along with the time of confirmation.



Figure 25

5. PRAN generation procedure:

PRAN will be generated on T+4 basis (T = Date of authorization of request by checker). Emails would be sent by CRA to the concerned POP/POP-SP and Subscriber on the e-mail ID registered in CRA system. Subscriber would also be sent an SMS on his/her registered mobile number.

However, before PRAN generation, CRA system will verify all the details entered in the system and perform various validations on the data entered by POP/POP-SP such as mandatory fields' entries, POP-POP-SP mapping, nomination details, bank details etc. In case any of the validation fails, CRA system will reject the request generated by POP/POP-SP. In such cases POP/POP-SP will have to generate a fresh online request and follow the maker-checker procedure mentioned in above sections.

6. Handling of subscriber registration forms:

- 6.1. POP/POP-SP shall submit physical registration forms (S1 Forms) on a monthly basis to the nearest CRA-FC for storage purpose. The forms pertaining to all PRANs generated during the month should be submitted by end of the next month. For example, for PRANs generated during the month of April, documents to be submitted latest by May 31st to facilitate proper reconciliation.
- 6.2. POP/POP-SP shall retain the duplicate copy of the form for future reference.
- 6.3. For all the PRANs generated during the month the forms shall be submitted by POP/POP-SP in a single lot to CRA-FC.
- 6.4. POP/POP-SP is required to submit a request in CRA system for the list of PRANs generated for a month using 'Online PRAN registration' module.
- 6.5. POP/POP-SP shall arrange the forms in the order of PRAN list.
- 6.6. POP/POP-SP shall print the list in duplicate and submit the forms along with the list to nearest CRA-FC.
- 6.7. Before submission of forms to CRA-FC, the concerned POP/POP/SP shall certify the details in the list. .
- 6.8. CRA-FC will verify the list with the forms and will issue an acknowledgement on the second copy of the PRAN list only if all the forms as mentioned in the list are submitted. In case of mismatch between the list and the forms, CRA-FC will reject the entire lot.
- 6.9. CRA-FC will not verify the forms received for its completeness. It will be a responsibility of the POP/POP-SP to check the completeness of the forms before submission to CRA-FC.

7. Grievance handling:

7.1. Grievances received by POP/POP-SP:

Complaints received by POP/POP-SP pertaining to data entry errors from the subscribers whose PRAN has been generated using 'Online PRAN registration' module, shall be handled by POP/POP-SP.

In such a case, POP/POP-SP shall verify the details of the subscriber from the duplicate copy of the form retained by it. If details are needed to be modified, POP/POP-SP shall log in to CRA using the user id (I-PIN) and password and make necessary rectification through the subscriber maintenance module.

The following points however should be noted.

- ▲ The rectification is a maker-checker activity.
- ▲ In case any core details (details appearing in the PRAN card) are amended, POP/POP-SP user is required to initiate separate request for re-print of PRAN card in CRA.

For more detailed information on subscriber maintenance module, POP/POP-SP may refer the SOP available on CRA website (www.npscra.nsdl.co.in)

7.2. Grievances received by CRA:

Complaints pertaining to data entry errors received by CRA from the subscribers whose PRAN have been generated using 'Online PRAN registration' module, through online CGMS module or physical letters or through e-mail by CRA, will be forwarded to the respective POP/POP-SP for necessary action.
