Protean eGov Technologies Limited

STANDARD OPERATING PROCEDURE (SoP)

Aadhaar based Login for

Government Nodal offices

Version 1.2

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REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	30-04-2024	1.1	E	Process of delinking at PrAO/DTA level
3.	12-08-2026	1.2	F	a. Protean Updated Screenshots. b. Update in delinking process A. Delinking Existing Mapping B. Continue Existing Mapping with added responsibilities of new office

Preface

Government Nodal offices (PrAO/DTA /PAO/DTO/ DDO) are provided login access to the CRA system for executing the NPS related activities and generate/view/download various reports. As per PFRDA directives, 2-Factor Aadhaar based authentication, an additional layer of security feature, is being mandatorily introduced for all password-based users while logging-in to CRA system, effective from April 1, 2024 (Refer PFRDA Circular No. PFRDA/2024/06/Sup-CRA/03 dated March 15, 2024.)

The Nodal Offices under Central and State Governments including their underlying Autonomous bodies currently utilize a password-based login to access the Central Recordkeeping Agency (CRA) for NPS transactions.

To enhance the security measures in accessing the CRA system and safeguard the interests of Subscribers and Stakeholders, it has now been decided to bring in additional security features through Aadhaar-based authentication for login to the CRA system. The Aadhaar-based login authentication will be integrated with the current User ID and password-based login process to make the CRA system accessible through 2- Factor Authentication.

The Nodal office User IDs under the Government Sector (Central/State/CAB/SAB) shall be allowed to login to CRA system (CRA & NPSCAN) with 2-Factor Authentication using Aadhaar OTP (One-time password). The Oversight office (PrAO/DTA) needs to link their Aadhaar against their respective CRA User ID initially, so that the underlying users can initiate Aadhaar Mapping.

All offices under Government Sector and Autonomous Bodies have to implement the necessary framework for implementation of the additional feature of Aadhaar-based login and authentication in CRA system to perform all NPS related activities.

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Acronyms and Abbreviations

Acronym	Description
CRA	Central Recordkeeping Agency
CSF	Contribution Submission Form
DDO	Drawing and Disbursing Officer
PrAO	Principal Accounts Office
DTA	Directorate of Treasury and Accounts
PAO	Pay and Accounts Office
DTO	District Treasury Office
I-PIN	Internet Personal Identification Number
NEFT	National Electronic Funds Transfer (NEFT) system
NPS	National Pension System
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
RTGS	Real Time Gross Settlement
STO	Sub Treasury Office
TB	Trustee Bank

A. One Time Linking of Aadhaar with Nodal Office User ID

1. Nodal Office User will login into the CRA system (https://cra.nps-proteantech.in/CRA/) using the User ID and password and log into CRA system as displayed in **Image 1**

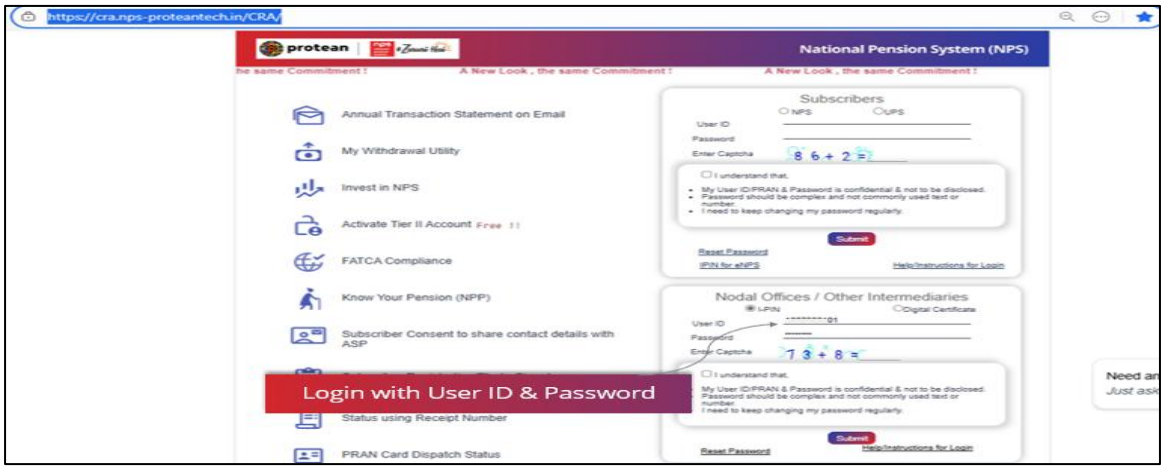


Image 1

2. The CRA System shall prompt for the Aadhaar number as displayed in **Image 2**. The User will enter the Aadhaar number, check the declaration box and click on submit.

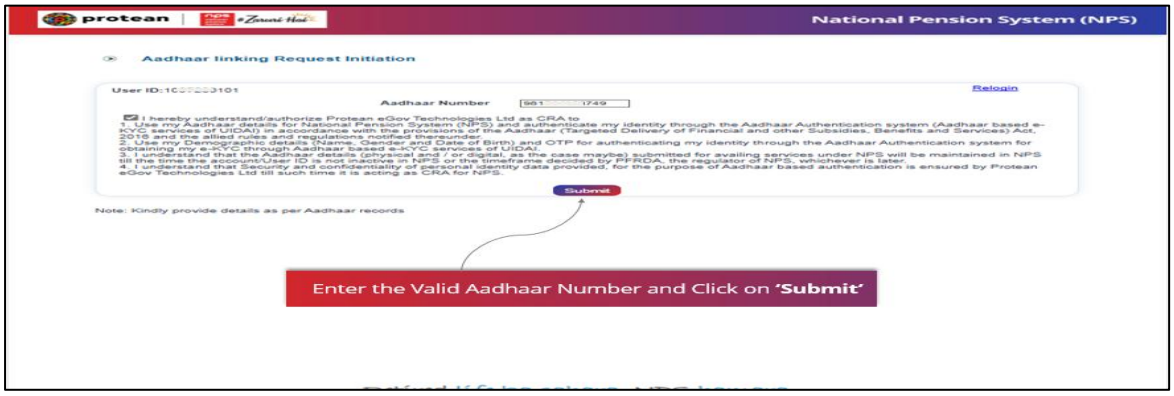


Image 2

➢ The following text shall be displayed, and the User will have to place a check across the text after providing Aadhaar number:

- *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.*

- *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.*

- *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.*

- *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.*

3. If wish to disassociate, Click Delink Existing mapping details.
If the same official is also responsible for other departments, the same Aadhaar can be updated for multiple offices, and you may click Continue Existing Mapping as displayed in **Image 3**.

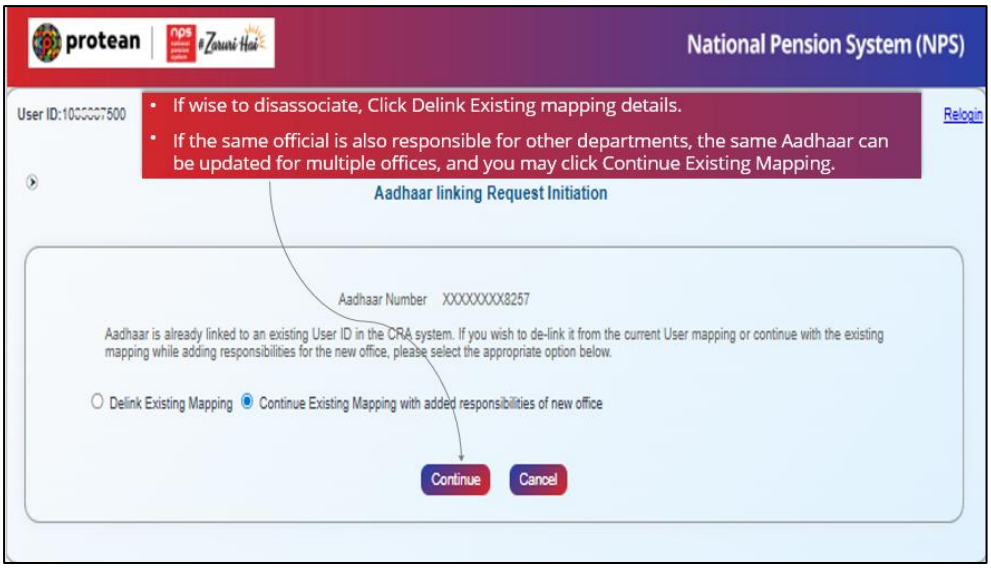


Image 3.

4. System will validate the Aadhaar number and ask for additional details (in case the same Aadhaar is not linked to the same User ID) as displayed in **Image 4**.

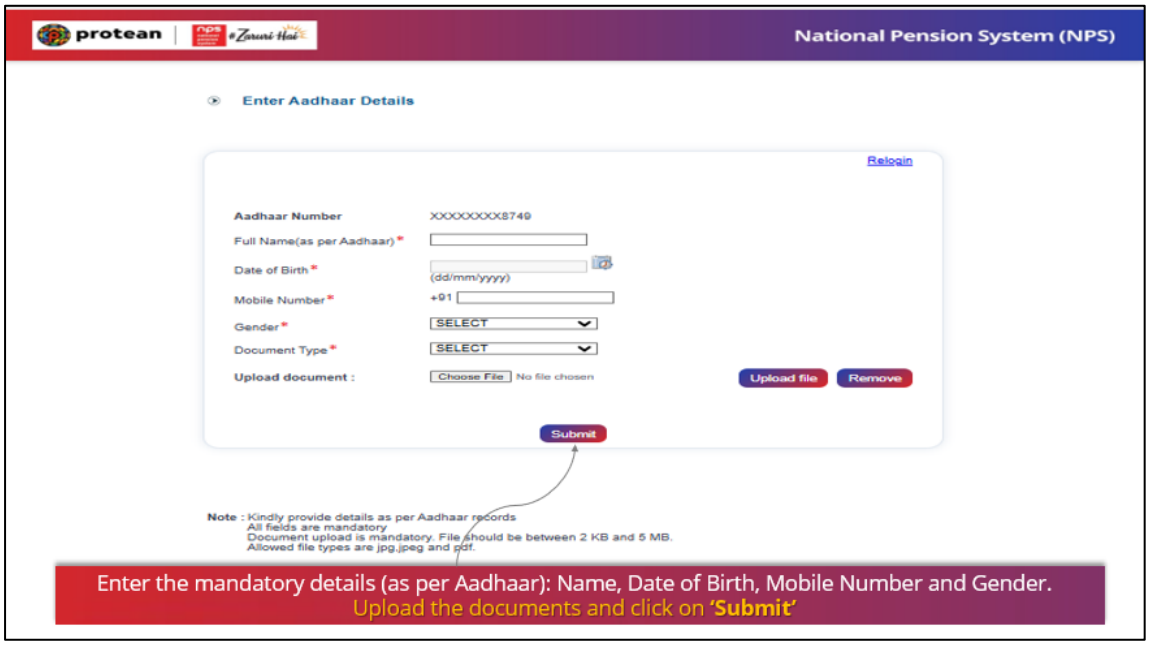


Image 4.

5. The User shall enter the Name, Date of Birth, Mobile Number and Gender as recorded in Aadhaar. It is mandatory to upload at least one or all of the following documents (as per the requirement of the approving office) with maximum size of 5MB.
   a. Appointment letter
   b. Authority letter
   c. Identity Card

6. On submission of details, an OTP shall be delivered to Aadhaar registered mobile number and the user needs to enter the OTP as displayed in **Image 5.**

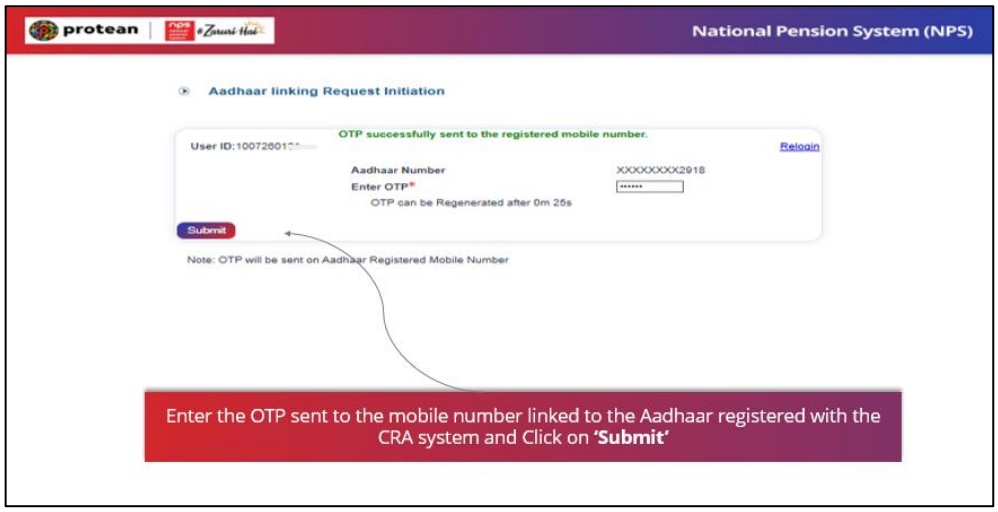


Image 5.

In case of delay in the delivery of OTP, the user can regenerate OTP by clicking on "Resend OTP" tab.

7. On submission of OTP and successful data verification, Acknowledgement number shall be generated, and request shall be submitted for authorization (**refer Image 6.**)

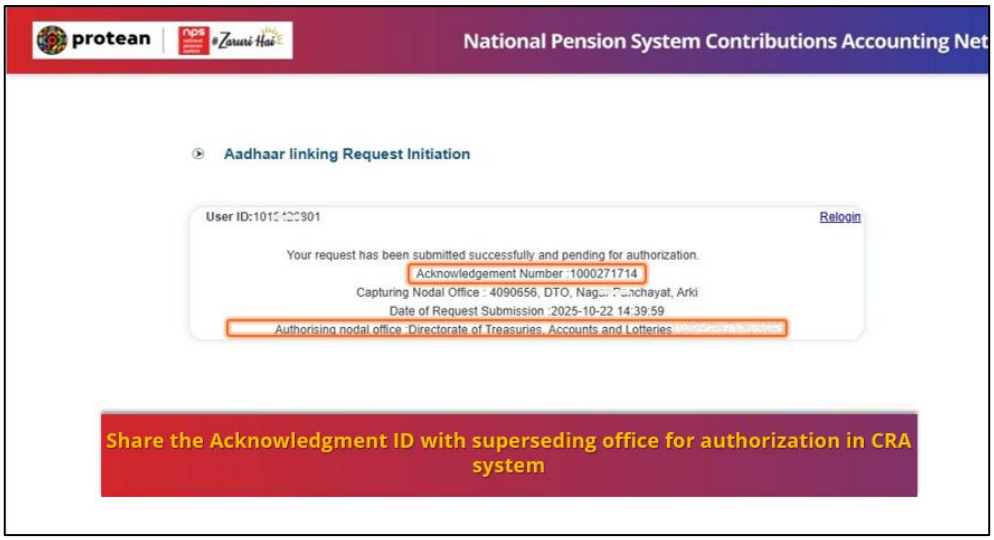


Image 6.

Once submitted the message will be displayed that “Your request has been submitted successfully”. Further, this request must be authorized by the respective oversight office.

B. Authentication of Aadhaar linking request submitted by Nodal Office

The oversight office needs to authorize the Aadhaar linking transaction for underlying offices. The authorization matrix is provided below:

Aadhaar Linking for	Authorised by
PrAO/DTA	CRA
PAO/DTO	PrAO/DTA
DDO	PAO/DTO

it is required that the concern authorising entity must gets their user ids Aadhaar linked prior to initiating any authorization of requests.

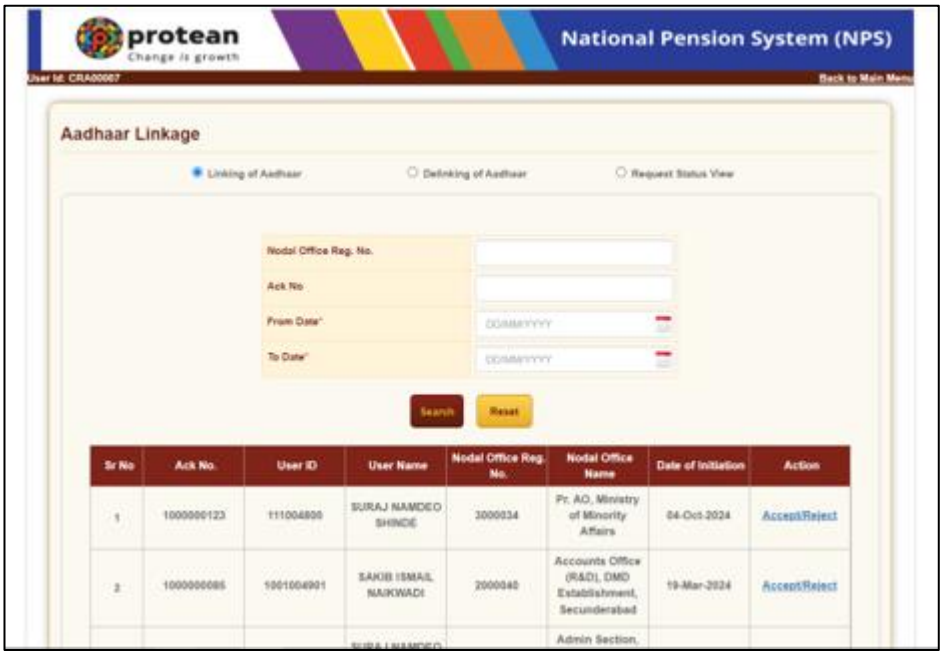
Further, it is important to note that the authorizing office needs to verify the documents uploaded by underlying office while authorizing Aadhaar linking request.

1. On successful creation of Acknowledgement number for Aadhaar mapping, the nodal office initiating the request shall receive an intimation on registered email.
2. The Authorizer is required to login to the CRA system and authenticate his/her Aadhaar details using OTP and authorize the request under “User Maintenance” tab.



Image 7.

3. On selecting "Aadhaar Linkage", the list of pending Acknowledgement numbers with related details shall be displayed as shown in **Image 8**, on entering the Nodal Office Reg. No./ Acknowledgement number / Date range.



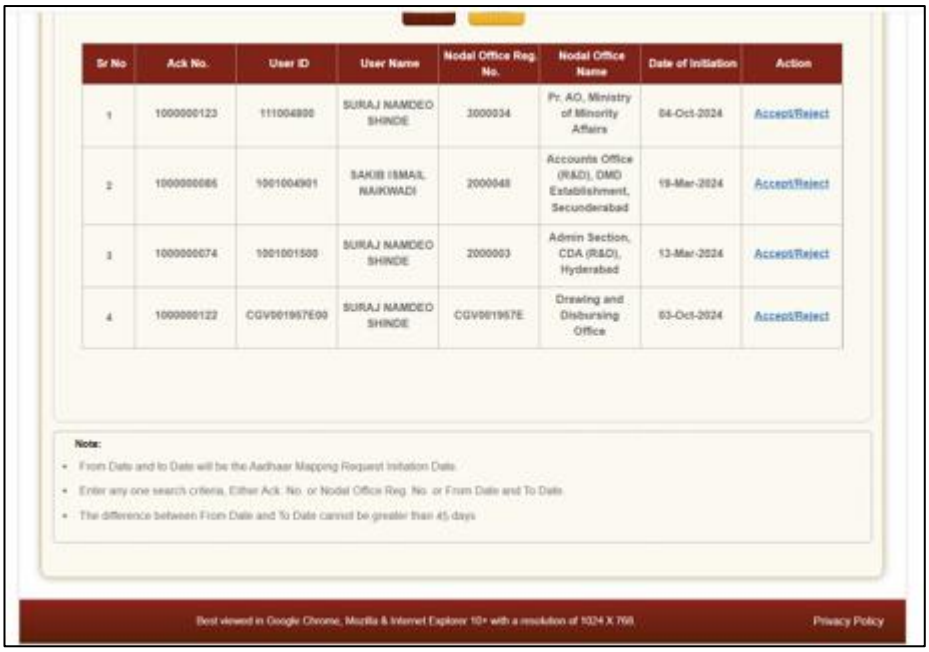


Image 8.

4. The details of the data entered by the User for Aadhaar linking shall be displayed with last four digits of the respective Aadhaar number (**Image 9**).



Image 9.

The authorizer can 'Accept' or 'Reject' the Acknowledgement. If request is accepted, then the office needs to 'Approve' and proceed further. If request is rejected, then appropriate comments must be provided.

5. Click on Approve.

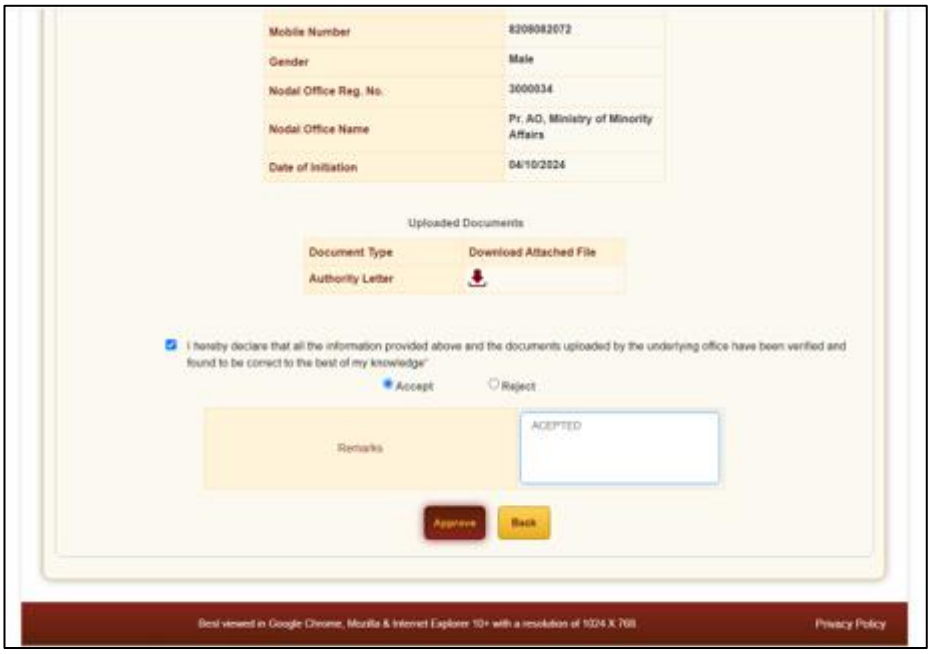


Image 10.

6. On successful acceptance of request, the following screen is displayed (**Image 11**).

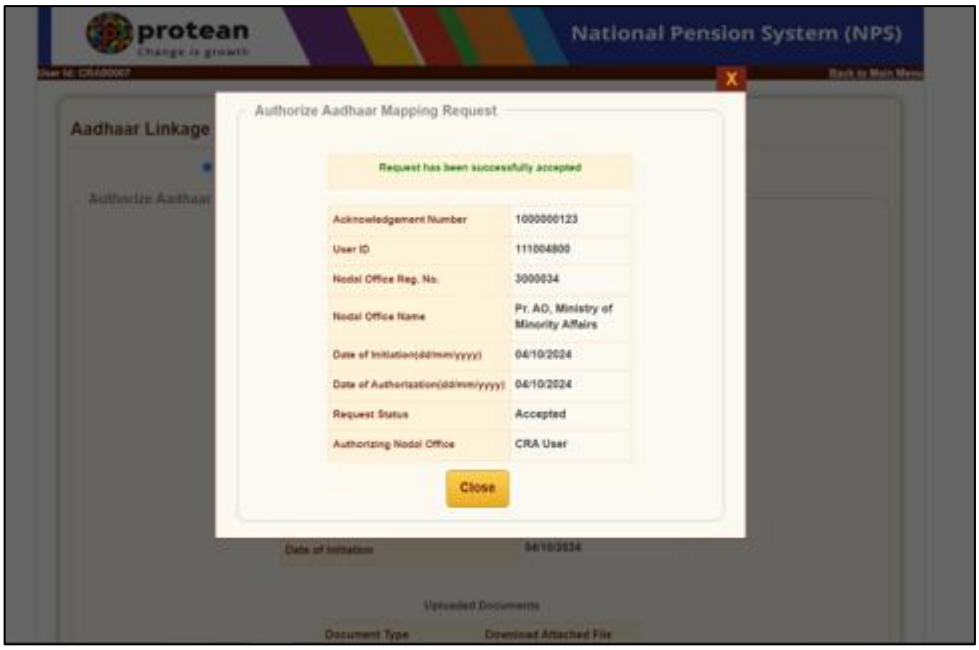


Image 11.

C. <u>Status view for Aadhaar linking</u>

The users can view the Status of the request created, by logging-in to the CRA system and providing Acknowledgement ID under the “User Maintenance” tab.

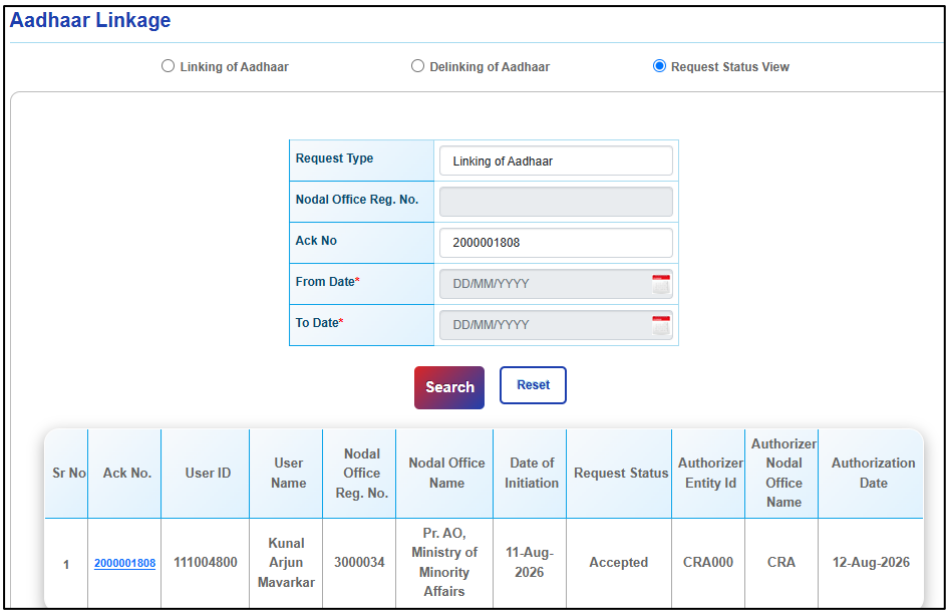


Image 12.

D. Procedure for regular (Aadhaar based) access to CRA system

1. The user is required to login to the CRA system and can view the status of the request under "User Maintenance" tab – Aadhaar Linkage.



Image 13.

2. Select “Request type view” and under Request Type select ‘Linking of Aadhar’. Enter the Acknowledgment No. and click on ‘Search’ as shown in **Image 14.**

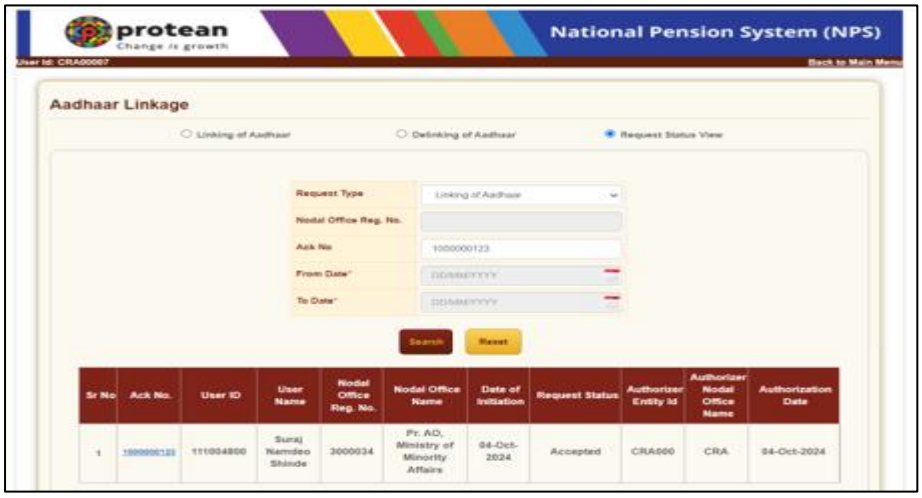
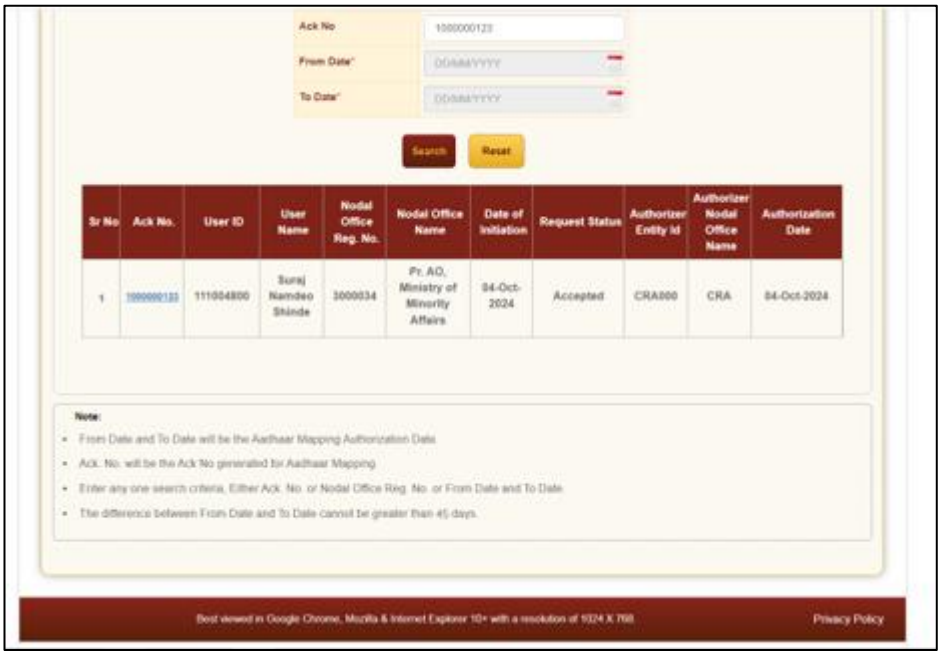


Image 14.

3. Click on the desired Ack No. to view the status as displayed in **Image 15**.



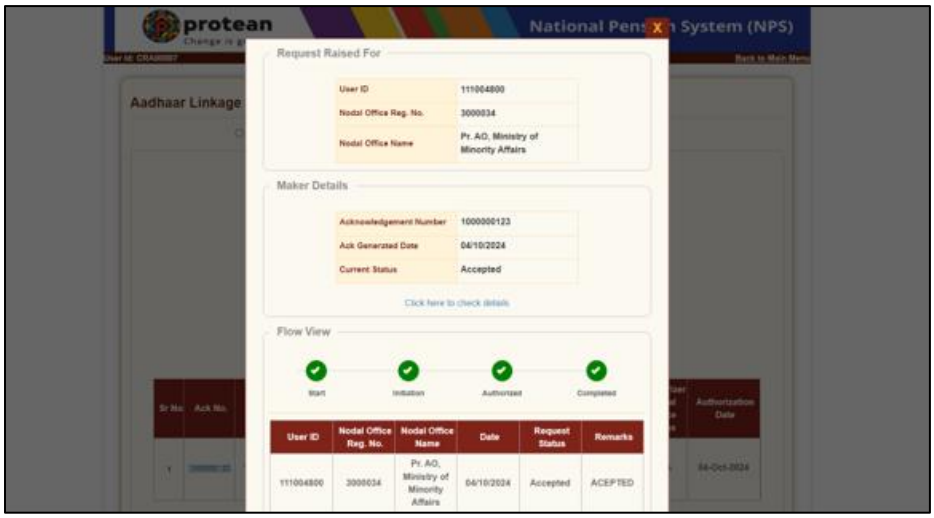

protean
National Pens System (NPS)
Aadhaar Linkage
Request Raised For
User ID
111004800
Nodal Office Reg. No.
3000034
Nodal Office Name
Pr. AO, Ministry of Minority Affairs
Maker Details
Acknowledgement Number
1000000123
Ack Generated Date
04/10/2024
Current Status
Accepted
Click here to check details
Flow View
Start
Initiation
Authorized
Completed
User ID
Nodal Office Reg. No.
Nodal Office Name
Date
Request Status
Remarks
111004800
3000034
Pr. AO, Ministry of Minority Affairs
04/10/2024
Accepted
ACEPTED

Image 15.

E. Procedure for Delinking / Removing Aadhaar mapping from CRA system

This procedure will enable Nodal office to Delink / remove any successfully linked Aadhaar from the mapped Nodal office CRA login User ID. This facility will assist Nodal offices in case of Transfers, Resignation, Absenteeism of CRA users. This functionality is currently available only at PRAO/DTA level CRA login.

1. The PRAO/DTA user is required to login to the CRA system and authenticate his/her Aadhaar details using OTP. The user will then go to "User Maintenance Tab" and click on "Aadhar linking" Sub menu and select the "Delinking of Aadhaar" option.

2. The PRAO/DTA user will enter the Nodal office Reg No of the CRA user id for which Aadhaar needs to be delinked or the Ack No of the Aadhaar mapping request raised for that CRA user id in the given field and click on submit as shown in **Image 16**.

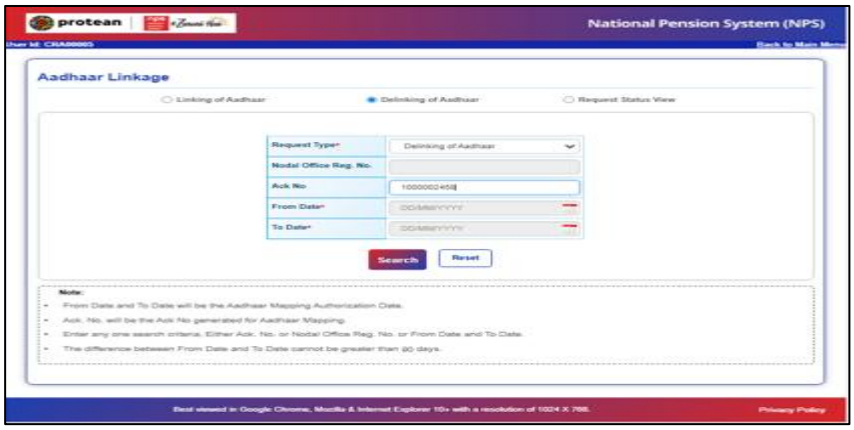


Image 16.

3. The CRA system will then show the details of all User ids with Ack No and name that is mapped to the concerned Nodal office registration No as shown in **Image 17**.

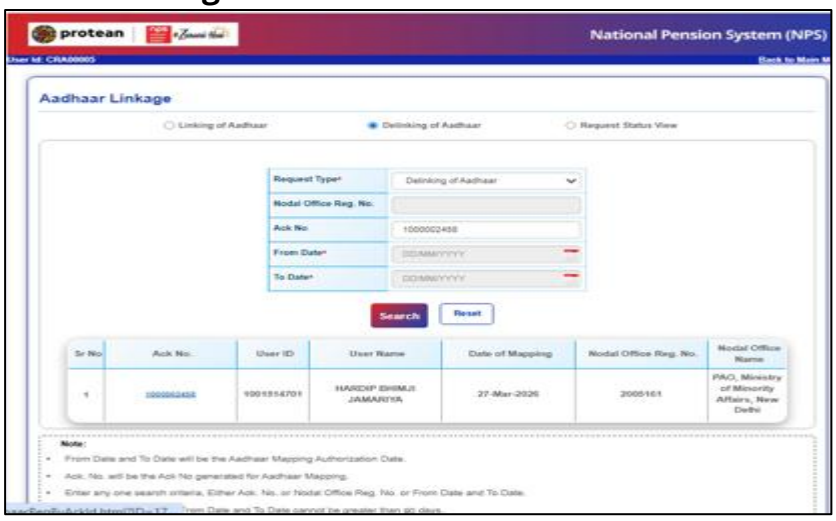


Image 17.

4. The user will click on the Ack no mapped to CRA user id for which Aadhaar is to be delinked. The system will then provide entire details of that Ack no with details of Aadhaar, name, Mobile number etc. of the mapped user. The office will have to then select the reason from the drop-down option for removal of Aadhaar. A supporting document for removal of Aadhaar has to be uploaded in pdf format by clicking “Choose File” button. The details of the same is provided in **Image 18**.

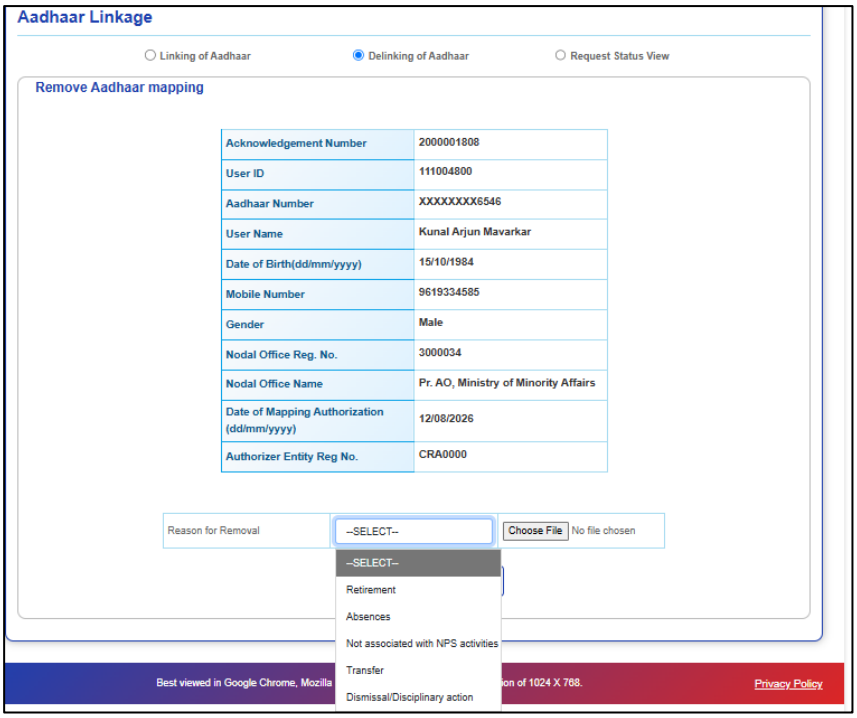
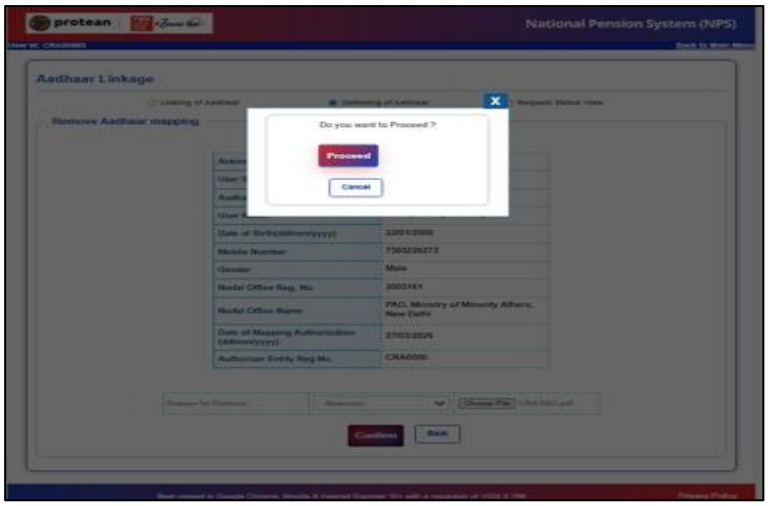


Image 18.

5. Once the supporting document is uploaded and reason is selected, the office will have to submit confirm button. The system will prompt for confirmation and once confirmed the request will be processed and the said Aadhaar will be delinked/removed from CRA system.



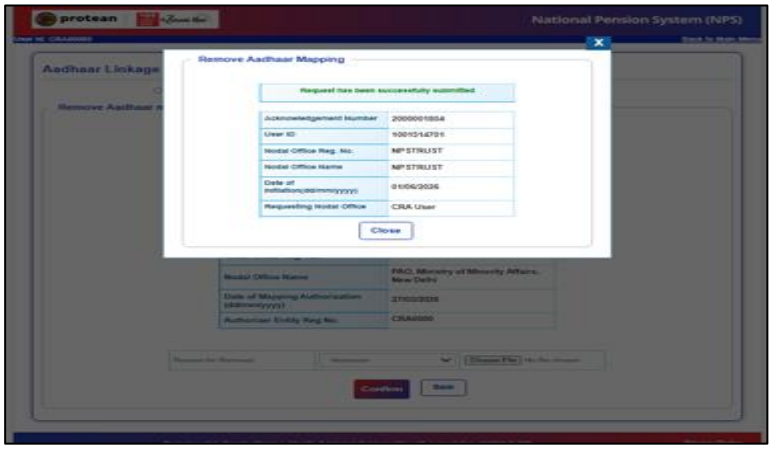


Image **19**.

Kindly note that in case a PRAO/DTA needs to delink the Aadhaar for CRA User IDs mapped to their office. Then such requests will be sent to Protean CRA via email along with supporting documents. Protean CRA will process the same on receipt of email from PRAO/DTA nodal office.

F. Delinking Existing Mapping & Continue Existing Mapping with added responsibilities of new office

a. Delinking Existing Mapping and link to another office:

This functionality enables a Nodal Office to delink or remove an Aadhaar currently mapped to a CRA login User ID and subsequently link it to another required Nodal Office. The facility assists Nodal Offices in managing situations such as employee transfers, resignation, or prolonged absence of CRA users. Currently, this functionality is available only through the PRAO/DTA level CRA login.

1. The linked User ID is required to login to the CRA system and authenticate his/her Aadhaar details using OTP.

2. If the Aadhaar is already mapped to an existing User ID in the CRA system, the system will display a message indicating that the Aadhaar is linked to another User ID.

i. Select Delinking Existing Mapping.

ii. The details of the currently linked User ID and Office Name will be displayed.

iii. Select the User ID that needs to be delinked from the Aadhaar. Details are shown in Image 20.

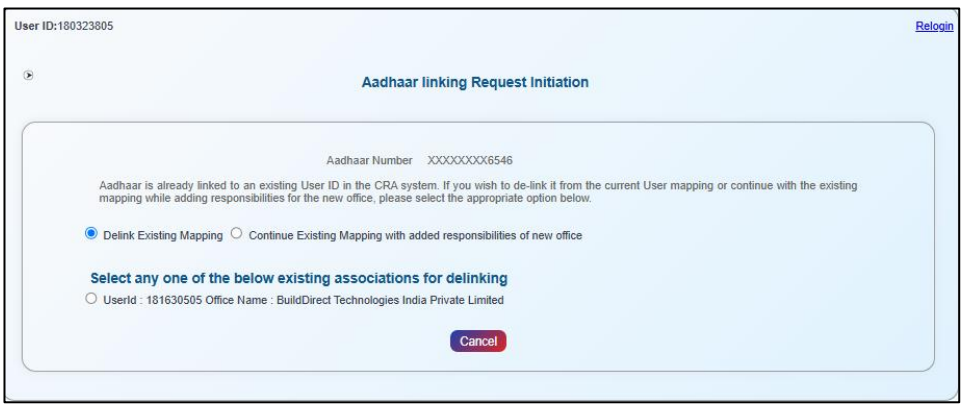


Image 20.

3. The system will prompt the user to provide a reason for delinking the Aadhaar mapping. Select the appropriate reason from the Reason for Delinking drop-down list, as shown in Image 21..

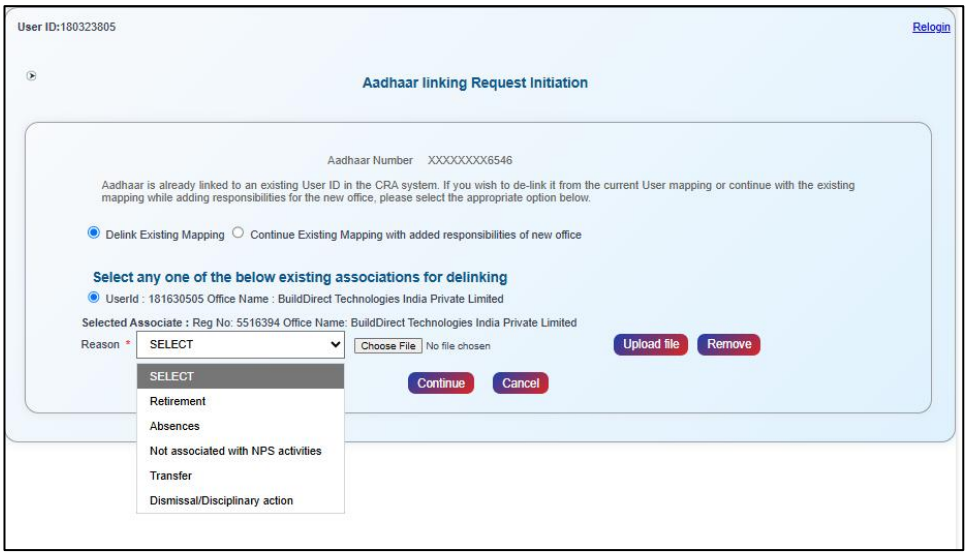


Image 21.

4. After completing the delinking process, repeat the Aadhaar linking procedure by entering the Aadhaar details of the user who needs to be mapped to the new office.

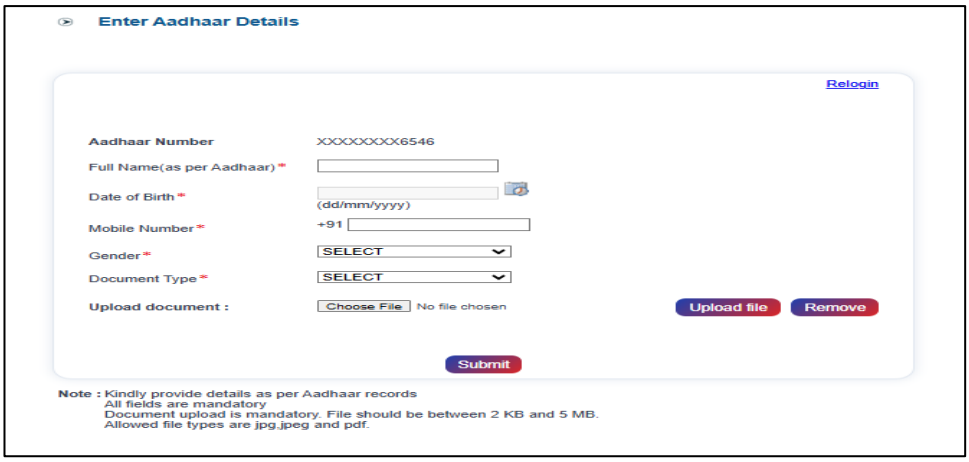


Image 22.

5. Upon submission, the Aadhaar linking request for the new office will be initiated, and an Acknowledgment Number will be generated for reference.

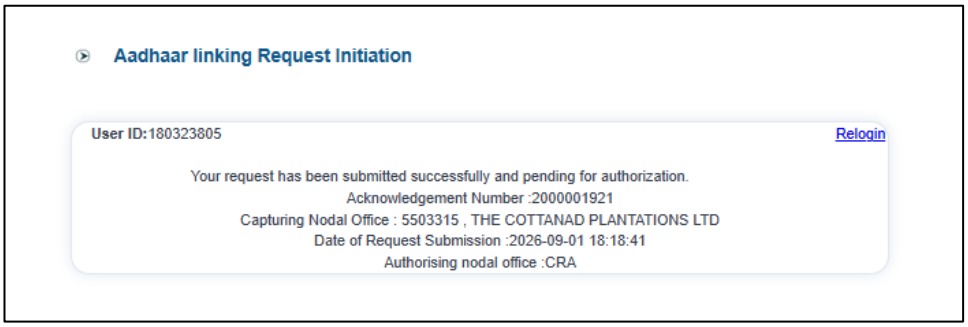


Image 23.

6. The delinking request will first be routed to the Source Office for authorization where the Source Office must review and authorize the delinking request. (Refer steps of de-linking process mentioned above)

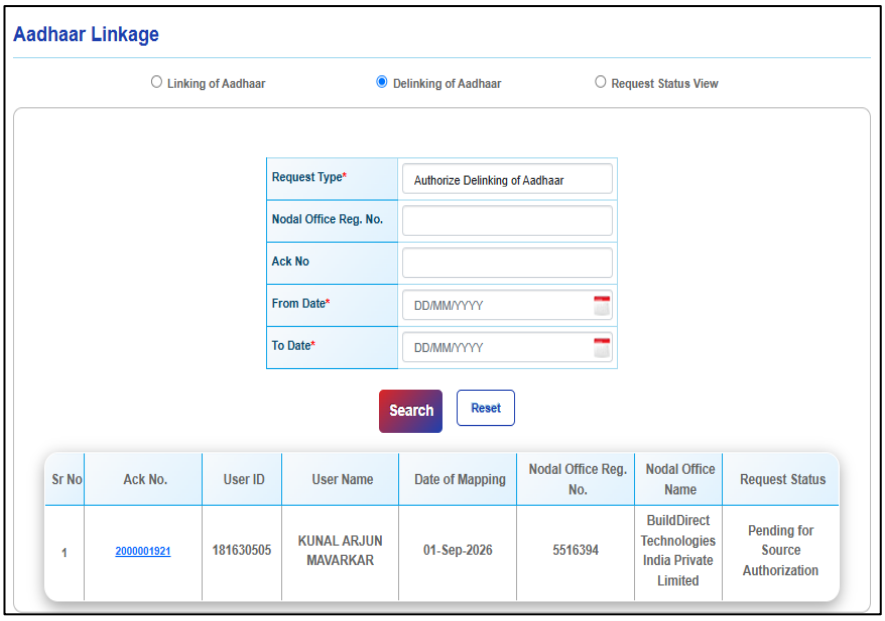


Image 24.

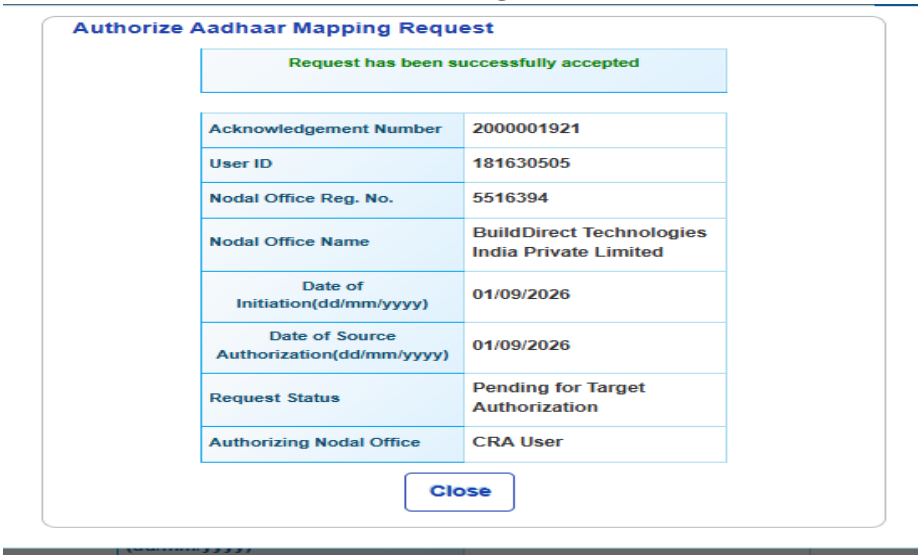


Image 25.

7. Once the source authorization is completed, the request will be forwarded to the Target Office for authorization of the Aadhaar linking request. The Target Office will authorize the mapping of the User ID to the new office. Upon successful authorization, the Aadhaar will be linked to the User ID under the new office. (Refer

Authentication of Aadhaar linking request submitted by Nodal Office process mentioned above)

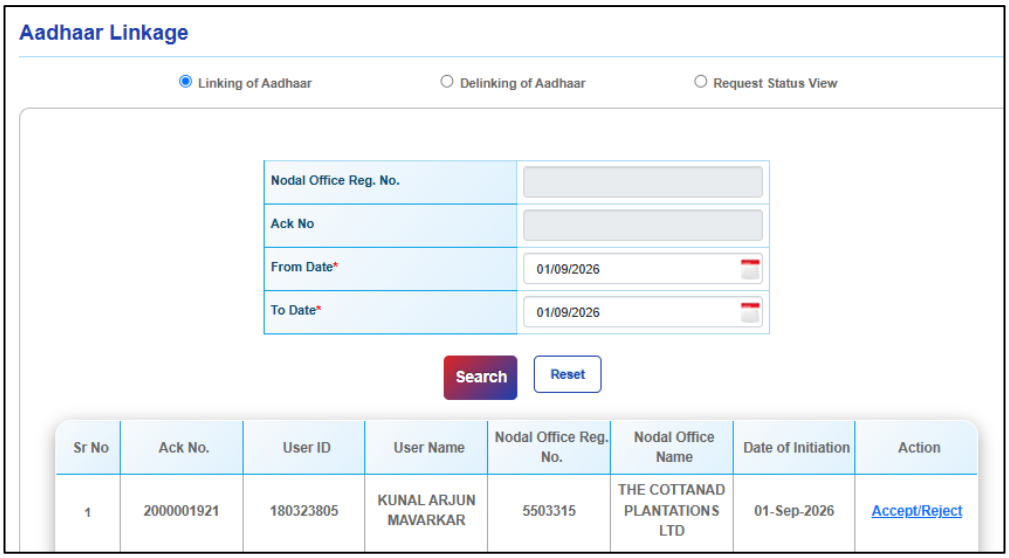


Image 26.

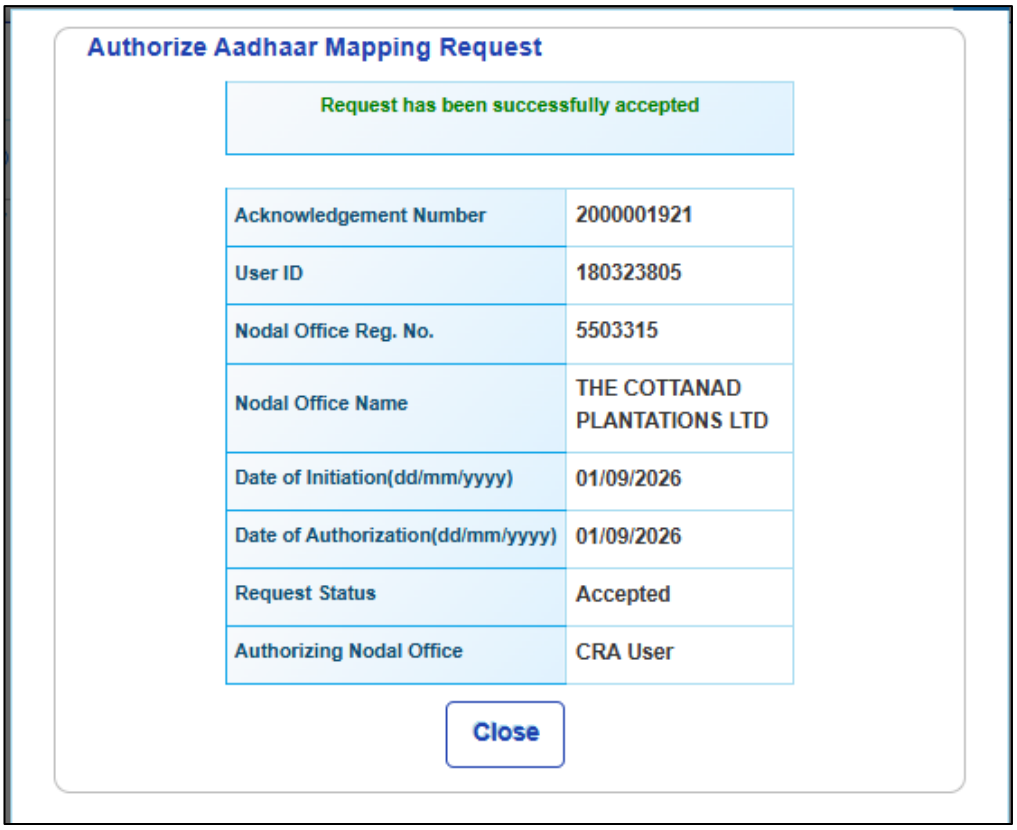

Authorize Aadhaar Mapping Request
Request has been successfully accepted
Acknowledgement Number
2000001921
User ID
180323805
Nodal Office Reg. No.
5503315
Nodal Office Name
THE COTTANAD PLANTATIONS LTD
Date of Initiation(dd/mm/yyyy)
01/09/2026
Date of Authorization(dd/mm/yyyy)
01/09/2026
Request Status
Accepted
Authorizing Nodal Office
CRA User
Close

Image 27.

b. <u>Continue with existing mapping and linking to another office with added responsibilities.</u>

This functionality is used when a CRA user is required to perform operational activities for multiple office locations. Instead of delinking the existing Aadhaar mapping, the user can continue with the current mapping and be assigned additional responsibilities for a new office.

1. The linked User ID is required to login to the CRA system and authenticate his/her Aadhaar details using OTP.

2. If the Aadhaar is already mapped to an existing User ID in the CRA system, the system will display a message indicating that the Aadhaar is linked to another User ID.

i. Select Continue Existing Mapping with added responsibilities of new office.

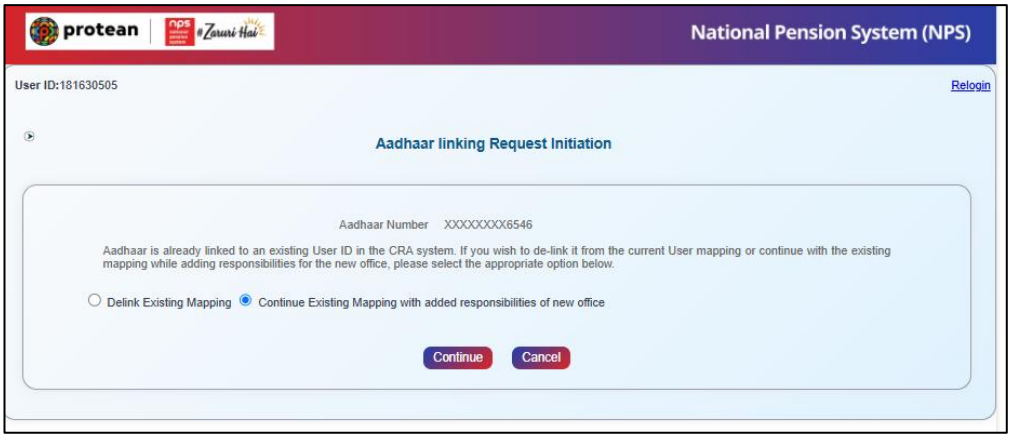


Image 28.

3. Fill in the Aadhar details (Refer Aadhar linking process mentioned above)

4. Aadhar linking request will be generated.

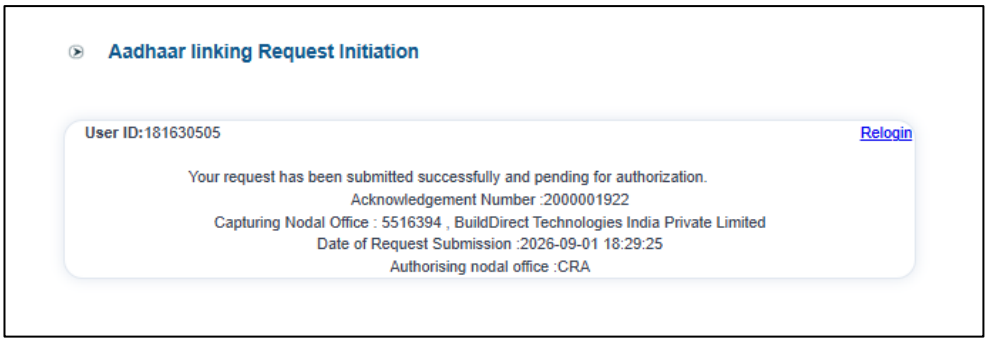


Image 29.

5. The Target Office will review and authorize the request for mapping the User ID to the new office. Upon successful authorization, the Aadhaar will remain linked to the existing User ID and will also be mapped to the newly selected office, enabling the user to perform operational activities for both offices.

For detailed steps related to authorization, refer to the "Authentication of Aadhaar Linking Request Submitted by Nodal Office" process mentioned above.

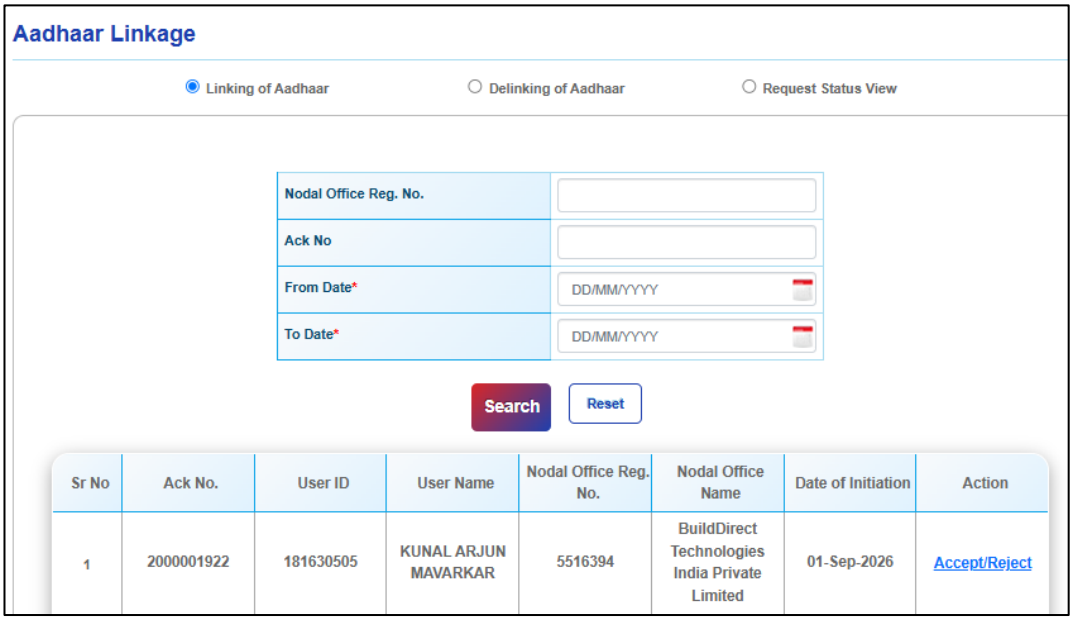


Image 30.

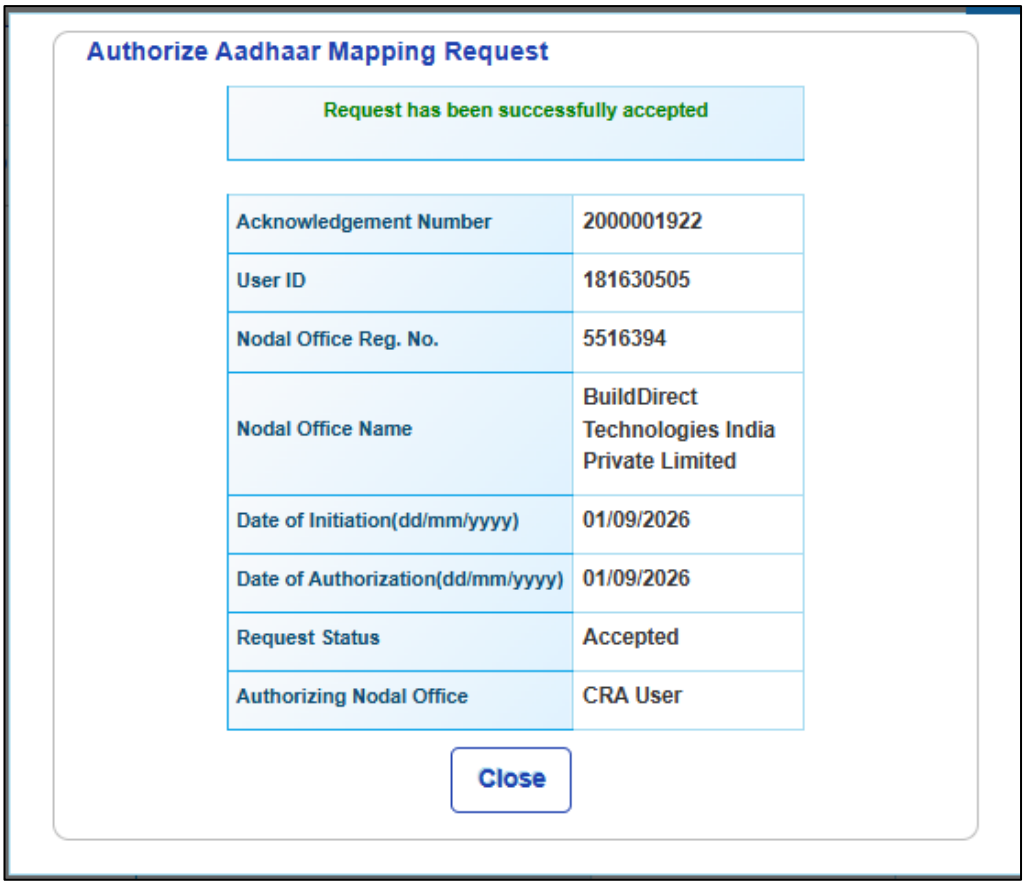

Authorize Aadhaar Mapping Request
Request has been successfully accepted
Acknowledgement Number
2000001922
User ID
181630505
Nodal Office Reg. No.
5516394
Nodal Office Name
BuildDirect Technologies India Private Limited
Date of Initiation(dd/mm/yyyy)
01/09/2026
Date of Authorization(dd/mm/yyyy)
01/09/2026
Request Status
Accepted
Authorizing Nodal Office
CRA User
Close

Image 31.

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