

Protean eGov Technologies Limited

Central Recordkeeping Agency



User Guide (Nodal Office Menu Realignment)

Protean CRA Portal for DDO Users

Version Control Table

Version	Date	Addition/Changes in Section	Description of elaborated fields
1.0	30 th September 2025	-	Initial Draft

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Introduction

This guide has been created to help Nodal Offices to seamlessly navigate and use the revamped Nodal Office Login Menus. Along with the menu restructuring, we have also introduced a refreshed color theme for better readability and a cleaner look.

This manual provides references of revamped menus to help Users to adapt quickly to the updated system. Whether you are initiating transactions, generating reports, or managing user accounts, this guide will serve as your reference point.

Objective of the Revamp

The primary objective of the Nodal Office Login revamp is to enhance ease of use and make daily activities more efficient for Nodal Office Users.

Key goals include:

- Simplify Navigation – Logical, task-based grouping of menu items.
- Improve Efficiency – Faster access to commonly used functions.
- Enhance Visual Comfort – With a refreshed color scheme that improves readability and user experience while keeping the interface familiar.

These changes make the Nodal Office login simpler, cleaner, and more user-friendly, while retaining the same familiar functionality. The process flows remain unchanged, ensuring that stakeholders can continue their tasks without any disruption.

Role Access Control

The functionalities and features described in this User Guide are accessible to nodal offices based on their role access mapping within the CRA system. Since access varies by Role ID, some features detailed here may not be visible to your office.

Subscriber Registration

SR. No	Functionalities under Subscriber Registration	Purpose
1.	Online Registration by Subscriber	To verify and check status of Subscriber registration request initiated through eNPS
2.	Online Registration by Nodal Office	To initiate NPS Subscriber Registration request as well as check status of the request
3.	OPGM Migration	To initiate / verify / authorise / status view for UPS Subscriber Registration request
4.	CCS 2021 Form I & Form II submission	To select CCS / NPS option for pensionary benefits

Screen - SR1

Welcome Drawing and Disbursing Officer -SGV213688D00 26-Sep-2025 [Home](#) | [Logout](#)

[Subscriber Registration](#) [Subscriber Maintenance](#) [Views](#) [Exit Management](#) [Grievances Management](#) [Unified Pension Scheme](#) [Reports](#) [User Management](#)

[Online Registration by Subscriber](#) [Verify and Authorise](#)
[Online Registration by Nodal Office](#) [Status](#)
[OPGM Migration](#)
[CCS 2021: Form I & Form II submission](#)

Welcome to Central Recordkeeping Agency

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

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

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Screen – SR2

Welcome Drawing and Disbursing Officer -SGV213688D00

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Home | Logout

Subscriber Registration

Subscriber Maintenance

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Exit Management

Grievances Management

Unified Pension Scheme

Reports

User Management

Online Registration by Subscriber

Online Registration by Nodal Office

OPGM Migration

CCS 2021: Form I & Form II submission

Initiate

Status

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Screen – SR3

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Unified Pension Scheme

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Online Registration by Subscriber

Online Registration by Nodal Office

OPGM Migration

CCS 2021: Form I & Form II submission

Online UPS Registration

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Subscriber Maintenance

SR.No.	Functionalities under Subscriber Maintenance	Purpose
1.	Bank Details Change	To initiate Subscriber bank details update request as well as view status of the same
2.	Nominee Update	To initiate / verify & view status of the nomination update request of the Subscriber
3.	Update - Name_DOB_DOR_DOJ	To initiate Subscriber Name / Date of Birth / Date of Retirement and Date of Joining request as well as view status of the same

Screen - SM1

Welcome Drawing and Disbursing Officer -SGV213688D00 26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Views ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

Bank Details Change ▾ Initiate
Nominee Update ▾ Status
Update - Name_DOB_DOR_DOJ ▾

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

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[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

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Screen – SM2

Welcome Drawing and Disbursing Officer -SGV213688D00 26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Views ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

Bank Details Change ▾
Nominee Update ▾ Initiate
Update - Name_DOB_DOR_DOJ ▾ Verify & Authorise
Status

Welcome to Central Recordkeeping Agency

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Screen – SM3

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Bank Details Change ▸
Nominee Update ▸
Update - Name_DOB_DOR_DOJ ▾

Initiate
Verify
Authorise
Status

Click here to view list of Exit Claim IDs awaiting any action

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Click here to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

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Views

SR. No	Functionalities under View	Purpose
1.	Nodal Office	To view DDO details
2.	Subscriber	Facility to view Transaction Statement, Voluntary Contribution Statement, ePRAN Card etc

Screen – VW1

Welcome Drawing and Disbursing Officer -SGV213688D00 26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Views ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

Nodal Office ▾ DDO Details
Subscriber ▾

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Click here to view list of Exit Claim IDs awaiting any action

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Screen – VW2

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Nodal Office ▾
Subscriber ▾

Statement of Transaction-New
Voluntary Contribution Statement
e-PRAN
NPS A/C Details View

Click here to view list of Exit Claim IDs awaiting any action

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Exit Management

SR. No	Functionalities under Exit Management	Purpose
1.	Superannuation/Premature/Incapacitation	To initiate Final Exit (Superannuation / Premature / Incapacitation) request as well as to view status of the same
2.	Death	To initiate Death withdrawal request as well as to view status of the same
3.	Partial	To initiate Partial withdrawal request as well as to view status of the same

Screen – EM1

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Superannuation/Premature/Incapacitation ▾ Initiate
 Death ▸ Status
 Partial ▸

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

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

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Screen – EM2

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Superannuation/Premature/Incapacitation ▾
 Death ▾ Initiate
 Partial ▸ Verify and Authorise
 Status

Welcome to Central Recordkeeping Agency

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Screen – EM3

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Superannuation/Premature/Incapacitation
Death
Partial ▾ Initiate
Status
Welcome to Central Recordkeeping Agency

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Grievances Management

SR. No	Functionalities under Grievance Management	Purpose
1.	Grievance	To initiate Grievance on behalf of the Subscriber, Check Status of the grievance raised and provided feedback

Screen – GM1

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Grievance ▾ Initiate
Status
Feedback
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Unified Pension Scheme

SR.No.	Functionalities under UPS	Purpose
1.	Migrate to UPS	To initiate, verify and view status of NPS to UPS migration request
2.	UPS Forms Details	To upload file containing physical UPS Forms received as well as view status
3.	Claim UPS Benefits (Retirees till Mar-25)	To initiate & view status of UPS Claim requests initiated for Subscribers Retired till March 2025
4.	Claim UPS Benefits (Retirees on or after till 01-Apr-25)	To initiate & view status of UPS Claim requests initiated for Subscribers Retired on or after 1-April-2025

Screen – UPS1

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Migrate to UPS
UPS Forms Details
Claim UPS Benefits (Retirees till Mar-25)
Claim UPS Benefits(Retirees on or after 01-Apr-25)

Initiate
Verify and Authorise
Status

Welcome to Central Government Pension Scheme (CGPS) Portal

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

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Screen – UPS2

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Migrate to UPS
UPS Forms Details
Claim UPS Benefits (Retirees till Mar-25)
Claim UPS Benefits(Retirees on or after 01-Apr-25)

Upload
Request Status View

Welcome to Central Government Pension Scheme (CGPS) Portal

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

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Screen – UPS3

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Migrate to UPS
UPS Forms Details
Claim UPS Benefits (Retirees till Mar-25)
Welcome to Cent Claim UPS Benefits(Retirees on or after 01-Apr-25)

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

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Screen – UPS4

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Migrate to UPS
UPS Forms Details
Claim UPS Benefits (Retirees till Mar-25)
Welcome to Cent Claim UPS Benefits(Retirees on or after 01-Apr-25)

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

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Reports

SR. No	Functionalities under Reports	Purpose
1.	Dashboard	To view uploaded MIS
2.	Subscriber-list	To view list of Subscribers associated with DDO

Screen – RT1

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Dashboard
Subscriber-list

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User Management

SR. No	Functionalities under User Management	Purpose
1.	Change Password	To change password of the CRA login
2.	Update Security Question	To update security question and answer for CRA Login

Screen – UM1

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Update Security Question

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