

Protean eGov Technologies Limited
Central Recordkeeping Agency



User Guide (Nodal Office Menu Realignment)

Protean CRA Portal for PAO/DTO Users

Version Control Table

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

Contents

Introduction	4
Objective of the Revamp	4
Role Access Control	4
Subscriber Registration.....	5
Subscriber Maintenance	8
Nodal Office Management.....	14
View	18
ERM Transactions.....	19
Exit Management	20
Grievances Management.....	23
Unified Pension Scheme (UPS)	24
Reports	26
User Management.....	29

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.

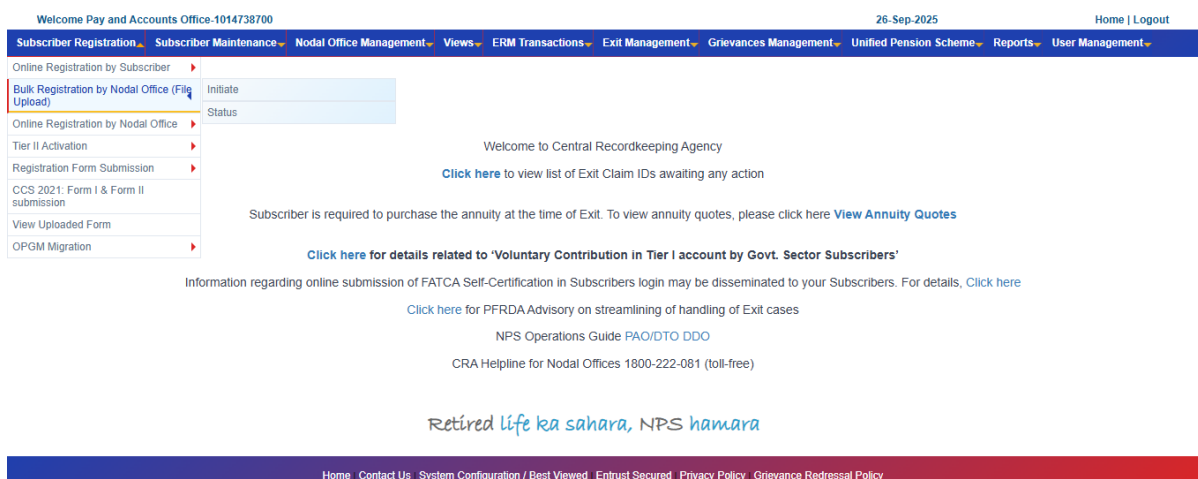
Subscriber Registration

Sr. No.	Functionalities under Subscriber Registration	Purpose
1.	Online Registration by Subscriber	To verify, authorise and check the status of the subscriber registration request initiated through e-NPS
2.	Bulk Registration by Nodal Office (File Upload)	To initiate the bulk subscriber registrations process by Nodal Office
3.	Online Registration by Nodal Office	To initiate screen-based subscriber registration process made by the Nodal Office
4.	Tier II Activation	To initiate, authorise and check the status of Tier II activation by the Nodal Office
5.	Registration Form Submission	To submit the subscriber registration form details and verify its status.
6.	Subscriber Reactivation/Deactivation via File Upload	To reactive/deactivate PRAN status
7.	CCS 2004: Form I & Form II submission	To initiate the request for Central Civil Services employees covered under the 2004 scheme
8.	View Uploaded Form	To view the status of submitted form

Screen – SR1



Screen – SR2



Screen – SR3

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Online Registration by SubscriberBulk Registration by Nodal Office (File Upload)Online Registration by Nodal OfficeTier II ActivationRegistration Form SubmissionCCS 2021: Form I & Form II submissionView Uploaded FormOPGM Migration

InitiateVerifyStatus

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Screen – SR4

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Online Registration by SubscriberBulk Registration by Nodal Office (File Upload)Online Registration by Nodal OfficeTier II ActivationRegistration Form SubmissionCCS 2021: Form I & Form II submissionView Uploaded FormOPGM Migration

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Screen – SR5

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Online Registration by SubscriberBulk Registration by Nodal Office (File Upload)Online Registration by Nodal OfficeTier II ActivationRegistration Form SubmissionCCS 2021: Form I & Form II submissionView Uploaded FormOPGM Migration

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Page 6 of 29

Screen – SR6

Welcome Pay and Accounts Office-101473870001-Oct-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Online Registration by SubscriberTier II ActivationRegistration Form SubmissionSubscriber Reactivation/Deactivation (File Upload)CCS 2021: Form I & Form II submissionView Uploaded Form

InitiateStatus

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Screen – SR7

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Online Registration by SubscriberBulk Registration by Nodal Office (File Upload)Online Registration by Nodal OfficeTier II ActivationRegistration Form SubmissionCCS 2021: Form I & Form II submissionView Uploaded FormOPGM Migration

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[Home](#) [Contact Us](#) [System Configuration / Best Viewed](#) [Entrust Secured](#) [Privacy Policy](#) [Grievance Redressal Policy](#)

Screen – SR8

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Online Registration by SubscriberBulk Registration by Nodal Office (File Upload)Online Registration by Nodal OfficeTier II ActivationRegistration Form SubmissionCCS 2021: Form I & Form II submissionView Uploaded FormOPGM Migration

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Subscriber Maintenance

Sr. No.	Functionalities under Subscriber Registration	Purpose
1	One Way Switch (Tier II to I)	To initiate, authorise and check the status of switch request from Tier II to Tier I account.
2	Tier-II Details Update	To initiate, authorise, and check the status of Tier-II account details modification.
3	Shifting Request	To initiate, verify and authorise inter sector shifting request.
4	FATCA Certification	To provide Screen Based assistance, File Upload options, and Status view of FATCA (Foreign Account Tax Compliance Act) certification/declaration
5	Photo Signature Upload	To initiate, authorise and check the status of subscriber's photographs and signatures update
6	Bank Details Update	To initiate, authorise and check the status of subscriber's bank details update
7	Nominee Details Update	To initiate, authorise and check the status of subscriber's nominee details update
8	Update-Name_DOB_DOR_DOJ	To initiate, verify, authorise and check the status of subscriber's personal details i.e. Name, DOB & DOJ.
9	Update - Other Details	To authorize and view status of other financial and non-financial transactions details
10	Subscriber Maintenance - File Based	To initiate and check the status of uploaded subscriber maintenance file.
11	Report of PRAN Card	To initiate the request to generate PRAN (Permanent Retirement Account Number) card reports.
12	Scheme Preference Change	To authorise and view status of request
13	Annual Freezing File Upload	To unfreeze freeze
14	Intra POP Subscriber Shift Request	To authorize transfer requests within Point of Presence (POP).

Screen – SM1

Welcome Pay and Accounts Office-1014738700

26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

One Way Switch (Tier II to I) ▾ Initiate

Tier-II Details Update ▾ Authorise

Shifting Request ▾ Status

FATCA Certification ▾

Photo Signature Upload ▾

Bank Details Change ▾

Nominee Details Update ▾

Update - Name_DOB_DOR_DOJ ▾

Update - Other Details ▾

Subscriber Maintenance - File Based ▾

Reprint of PRAN Card ▾

Scheme Preference Change ▾

Annual Freezing File Upload ▾

Intra POP Subscriber Shift Request ▾

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – SM2

Welcome Pay and Accounts Office-1014738700

26-Sep-2025

Home | Logout

Subscriber Registration

Subscriber Maintenance

Nodal Office Management

Views

ERM Transactions

Exit Management

Grievances Management

Unified Pension Scheme

Reports

User Management

One Way Switch (Tier II to I)

Tier-II Details Update

Shifting Request

FATCA Certification

Photo Signature Upload

Bank Details Change

Nominee Details Update

Update - Name_DOB_DOR_DOJ

Update - Other Details

Subscriber Maintenance - File Based

Reprint of PRAN Card

Scheme Preference Change

Annual Freezing File Upload

Intra POP Subscriber Shift Request

Initiate

Authorise

Status

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Home

Contact Us

System Configuration / Best Viewed

Entrust Secured

Privacy Policy

Grievance Redressal Policy

Screen – SM3

Welcome Pay and Accounts Office-1014738700

26-Sep-2025

Home | Logout

Subscriber Registration

Subscriber Maintenance

Nodal Office Management

Views

ERM Transactions

Exit Management

Grievances Management

Unified Pension Scheme

Reports

User Management

One Way Switch (Tier II to I)

Tier-II Details Update

Shifting Request

FATCA Certification

Photo Signature Upload

Bank Details Change

Nominee Details Update

Update - Name_DOB_DOR_DOJ

Update - Other Details

Subscriber Maintenance - File Based

Reprint of PRAN Card

Scheme Preference Change

Annual Freezing File Upload

Intra POP Subscriber Shift Request

Initiate

Authorise

Source Authorization

Verify

Status

to Central Recordkeeping Agency

to view list of Exit Claim IDs awaiting any action

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Home

Contact Us

System Configuration / Best Viewed

Entrust Secured

Privacy Policy

Grievance Redressal Policy

Screen – SM4

Welcome Pay and Accounts Office-1014738700
26-Sep-2025
Home | Logout

Subscriber Registration
Subscriber Maintenance
Nodal Office Management
Views
ERM Transactions
Exit Management
Grievances Management
Unified Pension Scheme
Reports
User Management

One Way Switch (Tier II to I)
Tier-II Details Update
Shifting Request
FATCA Certification
Photo Signature Upload
Bank Details Change
Nominee Details Update
Update - Name_DOB_DOR_DOJ
Update - Other Details
Subscriber Maintenance - File Based
Reprint of PRAN Card
Scheme Preference Change
Annual Freezing File Upload
Intra POP Subscriber Shift Request

Screen Based
File Upload
Status

to Central Recordkeeping Agency
w list of Exit Claim IDs awaiting any action

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Home
Contact Us
System Configuration / Best Viewed
Entrust Secured
Privacy Policy
Grievance Redressal Policy

Screen – SM5

Welcome Pay and Accounts Office-1014738700
26-Sep-2025
Home | Logout

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

One Way Switch (Tier II to I)	➤
Tier-II Details Update	➤
Shifting Request	➤
FATCA Certification	➤
Photo Signature Upload	➤
Bank Details Change	➤
Nominee Details Update	➤
Update - Name_DOB_DOR_DOJ	➤
Update - Other Details	➤
Subscriber Maintenance - File Based	➤
Reprint of PRAN Card	➤
Scheme Preference Change	➤
Annual Freezing File Upload	➤
Intra POP Subscriber Shift Request	➤

Initiate → Welcome to Central Recordkeeping Agency

Authorize → View list of Exit Claim IDs awaiting any action

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

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[Home](#)
[Contact Us](#)
[System Configuration / Best Viewed](#)
[Entrust Secured](#)
[Privacy Policy](#)
[Grievance Redressal Policy](#)

Screen – SM6

Welcome Pay and Accounts Office-1014738700

26-Sep-2025

Home | Logout

Subscriber Registration

Subscriber Maintenance

Nodal Office Management

Views

ERM Transactions

Exit Management

Grievances Management

Unified Pension Scheme

Reports

User Management

One Way Switch (Tier II to I)

Tier-II Details Update

Shifting Request

FATCA Certification

Photo Signature Upload

Bank Details Change

Nominee Details Update

Update - Name_DOB_DOR_DOJ

Update - Other Details

Subscriber Maintenance - File Based

Reprint of PRAN Card

Scheme Preference Change

Annual Freezing File Upload

Intra POP Subscriber Shift Request

Welcome to Central Recordkeeping Agency

Initiate

Authorise

Status

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Home

Contact Us

System Configuration / Best Viewed

Entrust Secured

Privacy Policy

Grievance Redressal Policy

Screen – SM7

Welcome Pay and Accounts Office-1014738700 26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▴ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

One Way Switch (Tier II to I) ▸
Tier-II Details Update ▸
Shifting Request ▸
FATCA Certification ▸
Photo Signature Upload ▸
Bank Details Change ▸
Nominee Details Update ▾
Update - Name_DOB_DOR_DOJ ▸
Update - Other Details ▸
Subscriber Maintenance - File Based ▸
Reprint of PRAN Card ▸
Scheme Preference Change ▸
Annual Freezing File Upload ▸
Intra POP Subscriber Shift Request ▸

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Initiate
Verify & Authorise
Status

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – SM8

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Subscriber Registration ▾ Subscriber Maintenance ▴ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

One Way Switch (Tier II to I) ▸
Tier-II Details Update ▸
Shifting Request ▸
FATCA Certification ▸
Photo Signature Upload ▸
Bank Details Change ▸
Nominee Details Update ▸
Update - Name_DOB_DOR_DOJ ▾
Update - Other Details ▸
Subscriber Maintenance - File Based ▸
Reprint of PRAN Card ▸
Scheme Preference Change ▸
Annual Freezing File Upload ▸
Intra POP Subscriber Shift Request ▸

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Initiate
Verify
Authorise
Status

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – SM10

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Subscriber Registration ▾ Subscriber Maintenance ▴ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

One Way Switch (Tier II to I) ▸
Tier-II Details Update ▸
Shifting Request ▸
FATCA Certification ▸
Photo Signature Upload ▸
Bank Details Change ▸
Nominee Details Update ▸
Update - Name_DOB_DOR_DOJ ▸
Update - Other Details ▾
Subscriber Maintenance - File Based ▸
Reprint of PRAN Card ▸
Scheme Preference Change ▸
Annual Freezing File Upload ▸
Intra POP Subscriber Shift Request ▸

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Initiate
Authorise
Status
Authorize Financial Transactions
Authorize Non-Financial Transactions

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NPS Operations Guide [PAO/DTO DDO](#)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – SM11

Welcome Pay and Accounts Office-1014738700

26-Sep-2025

Home | Logout

Subscriber Registration ▾

Subscriber Maintenance ▾

Nodal Office Management ▾

Views ▾

ERM Transactions ▾

Exit Management ▾

Grievances Management ▾

Unified Pension Scheme ▾

Reports ▾

User Management ▾

One Way Switch (Tier II to I) ▸

Tier-II Details Update ▸

Shifting Request ▸

FATCA Certification ▸

Photo Signature Upload ▸

Bank Details Change ▸

Nominee Details Update ▸

Update - Name_DOB_DOR_DOU ▸

Update - Other Details ▸

Subscriber Maintenance - File Based ▸

Reprint of PRAN Card ▸

Scheme Preference Change ▸

Annual Freezing File Upload ▸

Intra POP Subscriber Shift Request ▸

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Initiate

Status

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Home

Contact Us

System Configuration / Best Viewed

Entrust Secured

Privacy Policy

Grievance Redressal Policy

Screen – SM12

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

One Way Switch (Tier II to I)Tier-II Details UpdateShifting RequestFATCA CertificationPhoto Signature UploadBank Details ChangeNominee Details UpdateUpdate - Name_DOB_DOR_DOJUpdate - Other DetailsSubscriber Maintenance - File BasedReprint of PRAN CardScheme Preference ChangeAnnual Freezing File UploadIntra POP Subscriber Shift Request

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Screen – SM13

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

One Way Switch (Tier II to I)Tier-II Details UpdateShifting RequestFATCA CertificationPhoto Signature UploadBank Details ChangeNominee Details UpdateUpdate - Name_DOB_DOR_DOJUpdate - Other DetailsSubscriber Maintenance - File BasedReprint of PRAN CardScheme Preference ChangeAnnual Freezing File UploadIntra POP Subscriber Shift Request

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CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Screen – SM14

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

One Way Switch (Tier II to I)Tier-II Details UpdateShifting RequestFATCA CertificationPhoto Signature UploadBank Details ChangeNominee Details UpdateUpdate - Name_DOB_DOR_DOJUpdate - Other DetailsSubscriber Maintenance - File BasedReprint of PRAN CardScheme Preference ChangeAnnual Freezing File UploadIntra POP Subscriber Shift Request

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quired to purchase the annuity at the time of Exit. To view annuity quotes, please click here View Annuity Quotes

here for details related to 'Voluntary Contribution in Tier I account by Govt. Sector Subscribers'

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Page 13 of 29

Screen – SM15

Welcome Pay and Accounts Office-1014738700 26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

One Way Switch (Tier II to I) ▸
Tier-II Details Update ▸
Shifting Request ▸
FATCA Certification ▸
Photo Signature Upload ▸
Bank Details Change ▸
Nominee Details Update ▸
Update - Name_DOB_DOR_DOJ ▸
Update - Other Details ▸
Subscriber Maintenance - File Based ▸
Reprint of PRAN Card ▸
Scheme Preference Change ▸
Annual Freezing File Upload ▸
Intra POP Subscriber Shift Request ▸ Authorise

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NPS Operations Guide PAO/DTO DDO

For Nodal Offices 1800-222-081 (toll-free)

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Nodal Office Management

SR. No.	Functionalities under Nodal Office Management	Purpose
1.	DDO Shifting Request	To initiate, verify requests for shifting Drawing and Disbursing Officer (DDO) assignments, and check their status.
2.	Nodal office Bank Details Change	To initiate, authorize and check the status of the updates to banking information for nodal offices.
3.	DDO Registration and Modification	Handles registration of new DDOs and modifications to existing DDO details.
4.	Recruitment Details	To capture and view the recruitment-related information and processes.
5.	Request for Training Session	Allows nodal offices to request training sessions for staff or subscribers.
6.	View of Circular / SOP	Provides access to important circulars and Standard Operating Procedures.
7.	Bulk DDO Modification	To upload, and check the status to enable bulk modifications to DDO information.
8.	Aadhaar Linking	To map, disassociation and view status of Aadhaar Linking of User

Screen – NOM1

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Contribution File UploadDDO Shifting RequestNodal office Bank Details ChangeDDO Registration and ModificationRecruitment DetailsRequest for Training SessionView of Circular / SOPBulk DDO Modification

Welcome to Central Recordkeeping Agency
here to view list of Exit Claim IDs awaiting any action
uity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

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NPS Operations Guide [PAO/DTO DDO](#)
CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

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Home | Contact Us | System Configuration / Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy

Screen – NOM2

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Contribution File UploadDDO Shifting RequestNodal office Bank Details ChangeDDO Registration and ModificationRecruitment DetailsRequest for Training SessionView of Circular / SOPBulk DDO Modification

Initiate
Verify
Status
Welcome to Central Recordkeeping Agency
here to view list of Exit Claim IDs awaiting any action
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CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

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Home | Contact Us | System Configuration / Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy

Screen – NOM3

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Contribution File UploadDDO Shifting RequestNodal office Bank Details ChangeDDO Registration and ModificationRecruitment DetailsRequest for Training SessionView of Circular / SOPBulk DDO Modification

Initiate
Authorise
Status
Welcome to Central Recordkeeping Agency
here to view list of Exit Claim IDs awaiting any action
uity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

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NPS Operations Guide [PAO/DTO DDO](#)
CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

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Home | Contact Us | System Configuration / Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy

Screen – NOM4

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Contribution File UploadDDO Shifting RequestNodal office Bank Details ChangeDDO Registration and ModificationRecruitment DetailsRequest for Training SessionView of Circular / SOPBulk DDO Modification

Welcome to Central Recordkeeping Agency
here to view list of Exit Claim IDs awaiting any action
uity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – NOM5

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Contribution File UploadDDO Shifting RequestNodal office Bank Details ChangeDDO Registration and ModificationRecruitment DetailsRequest for Training SessionView of Circular / SOPBulk DDO Modification

Welcome to Central Recordkeeping Agency
Capture
View
here to view list of Exit Claim IDs awaiting any action
uity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – NOM6

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Contribution File UploadDDO Shifting RequestNodal office Bank Details ChangeDDO Registration and ModificationRecruitment DetailsRequest for Training SessionView of Circular / SOPBulk DDO Modification

Welcome to Central Recordkeeping Agency
here to view list of Exit Claim IDs awaiting any action
uity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – NOM7

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Contribution File Upload
DDO Shifting Request
Nodal office Bank Details Change
DDO Registration and Modification
Recruitment Details
Request for Training Session
View of Circular / SOP
Bulk DDO Modification

Welcome to Central Recordkeeping Agency
Click here to view list of Exit Claim IDs awaiting any action
Annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – NOM8

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Contribution File Upload
DDO Shifting Request
Nodal office Bank Details Change
DDO Registration and Modification
Recruitment Details
Request for Training Session
View of Circular / SOP
Bulk DDO Modification

Welcome to Central Recordkeeping Agency
Click here to view list of Exit Claim IDs awaiting any action
Annuity quotes, please click here [View Annuity Quotes](#)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – NOM9

Welcome Pay and Accounts Office-101473870001-Oct-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

DDO Shifting Request
Nodal office Bank Details Change
Recruitment Details
Request for Training Session
View of Circular / SOP
Aadhaar Linking
Bulk DDO Modification

Welcome to Central Recordkeeping Agency
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Annuity quotes, please click here [View Annuity Quotes](#)

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View

SR No	Functionalities under View	Purpose
1.	Nodal Office	To view pending contribution file and nodal office
2.	Subscriber	To view subscribers voluntary contribution statement, NPS account info, retirement details and ePRAN

Screen – VW1

Welcome Pay and Accounts Office-1014738700 26-Sep-2025 Home | Logout

Subscriber Registration Subscriber Maintenance Nodal Office Management Views ERM Transactions Exit Management Grievances Management Unified Pension Scheme Reports User Management

Nodal Office Contribution File Pending for Match
Subscriber PrAO Details

Welcome to Central Recordkeeping Agency

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

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NPS Operations Guide PAO/DTO DDO

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – VW2

Welcome Pay and Accounts Office-1014738700 26-Sep-2025 Home | Logout

Subscriber Registration Subscriber Maintenance Nodal Office Management Views ERM Transactions Exit Management Grievances Management Unified Pension Scheme Reports User Management

Nodal Office
Subscriber Voluntary Contribution Statement
NPS A/C Details View
Retirement Details
e-PRAN
Authorize Request-Subscriber

Welcome to Central Recordkeeping Agency

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

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CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

ERM Transactions

SR No	Functionalities under ERM Transaction	Purpose
1.	Excess Transfer to Trustee Bank	To initiate, verify and authorize the rectification request of Excess Transfer to Trustee Bank
2.	Erroneous Transfer to Subscriber	To initiate, verify and authorize rectification request of Erroneous Transfer to subscriber
3.	Redeem Non-NPS Funds	To initiate, verify and authorize the redemption request of non NPS Contribution
4.	View Request Status	To view request status of above requests

Screen – ERM1

Welcome Pay and Accounts Office-1014738700 26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ **ERM Transactions ▾** Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

Excess Transfer to Trustee Bank	Initiate
Erroneous Transfer to Subscriber	Verify
Redeem Non-NPS Funds	Authorise
View Request Status	

[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](#)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – ERM2

Welcome Pay and Accounts Office-1014738700 26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ **ERM Transactions ▾** Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

Excess Transfer to Trustee Bank	
Erroneous Transfer to Subscriber	Initiate
Redeem Non-NPS Funds	Verify
View Request Status	Authorise

[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](#)

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NPS Operations Guide [PAO/DTO DDO](#)

CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – ERM3

Welcome Pay and Accounts Office-1014738700 26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

Excess Transfer to Trustee Bank ▸
Erroneous Transfer to Subscriber ▸
Redeem Non-NPS Funds ▸
View Request Status ▸
Welcome to Central Recordkeeping Agency

Initiate
Verify
Authorise

[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](#)

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NPS Operations Guide [PAO/DTO DDO](#)

CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

Retired life ka sahara, NPS hamara

Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – ERM4

Welcome Pay and Accounts Office-1014738700 26-Sep-2025 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

Excess Transfer to Trustee Bank ▸
Erroneous Transfer to Subscriber ▸
Redeem Non-NPS Funds ▸
View Request Status ▸
Welcome to Central Recordkeeping Agency

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

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Exit Management

SR No	Functionalities under Exit Management	Purpose
1	Claim ID	To initiate, authorize, track the status of Claim ID request and extract reports
2	Superannuation / Premature/ Incapacitation	To initiate, verify and authorize withdrawal requests of all 3 exist conditions
3	Partial (Conditional)	To initiate, verify, authorize, and provide status check regarding conditional exit scenarios with specific criteria.
4	Family/Disability Pension	To initiate, authorize and check the status for pension claims for family members and handling disability pension applications.
5	Deferment	To initiate, verify, authorize, and check the status related to deferment in pension withdrawal.
6	Death	To initiate, verify, authorize, and check the status of the post-death claim processes for nominees or family members

Screen – EM1

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Claim ID

Superannuation / Premature / Incapacitation

Conditional

Family/Disability Pension

Deferment

Death

Initiate - Generation/Cancellation

Authorise - Generation/Cancellation

Status

Report

Welcome to Central

Click here to view list of Ex

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

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CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

Retired life ka sahara, NPS hamara

Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – EM2

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Claim ID

Superannuation / Premature / Incapacitation

Conditional

Family/Disability Pension

Deferment

Death

Initiate

Verify

Status

Authorise

Welcome to Central

Click here to view list of Ex

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NPS Operations Guide [PAO/DTO DDO](#)

CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – EM3

Welcome Pay and Accounts Office-101473870026-Sep-2025Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Claim ID

Superannuation / Premature / Incapacitation

Conditional

Family/Disability Pension

Deferment

Death

Initiate

Verify

Authorise

Status

Welcome to Central

Click here to view list of Ex

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NPS Operations Guide [PAO/DTO DDO](#)

CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

Retired life ka sahara, NPS hamara

Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – EM4

Welcome Pay and Accounts Office-1014738700

26-Sep-2025

Home | Logout

Subscriber Registration

Subscriber Maintenance

Nodal Office Management

Views

ERM Transactions

Exit Management

Grievances Management

Unified Pension Scheme

Reports

User Management

Claim ID

Superannuation / Premature / Incapacitation

Conditional

Welcome to Central

Family/Disability Pension

Deferment

Death

Initiate

Authorise

Status

Click here to view list of Ex

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View Annuity Quotes

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NPS Operations Guide PAO/DTO DDO

CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

Retired life ka sahara, NPS hamara

Home

Contact Us

System Configuration / Best Viewed

Entrust Secured

Privacy Policy

Grievance Redressal Policy

Screen – EM5

Welcome Pay and Accounts Office-1014738700

26-Sep-2025

Home | Logout

Subscriber Registration

Subscriber Maintenance

Nodal Office Management

Views

ERM Transactions

Exit Management

Grievances Management

Unified Pension Scheme

Reports

User Management

Claim ID

Superannuation / Premature / Incapacitation

Conditional

Welcome to Central

Family/Disability Pension

Deferment

Death

Initiate

Verify

Authorise

Status

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NPS Operations Guide PAO/DTO DDO

CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

Retired life ka sahara, NPS hamara

Home

Contact Us

System Configuration / Best Viewed

Entrust Secured

Privacy Policy

Grievance Redressal Policy

Screen – EM6

Welcome Pay and Accounts Office-1014738700

26-Sep-2025

Home | Logout

Subscriber Registration

Subscriber Maintenance

Nodal Office Management

Views

ERM Transactions

Exit Management

Grievances Management

Unified Pension Scheme

Reports

User Management

Claim ID

Superannuation / Premature / Incapacitation

Conditional

Welcome to Central

Family/Disability Pension

Deferment

Death

Initiate

Verify and Authorise

Status

Click here to view list of Ex

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Home

Contact Us

System Configuration / Best Viewed

Entrust Secured

Privacy Policy

Grievance Redressal Policy

Grievances Management

SR No	Sub Modules	Purpose
1.	Grievance	To Initiate, resolve, check status and provide feedback to CRA against grievance raised by subscriber
2.	Download Modified Grievance List	To download modifies grievance list
3.	Download Uploaded Grievance File	To download uploaded grievance file of feedback/resolution
4.	CGMS Backoffice	To view the status of uploaded file on Central Grievance Management System backend

Screen – GM1

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Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

Grievance ▾ Initiate
Download Modified Grievance List ▾ Resolve
Download Uploaded Grievance File ▾ Status
CGMS Backoffice ▾ Feedback

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – GM2

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Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

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Download Modified Grievance List ▾ Resolve
Download Uploaded Grievance File ▾ Status
CGMS Backoffice ▾ Feedback

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Screen – GM4

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Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

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[Download Modified Grievance List](#)
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Unified Pension Scheme (UPS)

SR No	Functionalities under UPS	Purpose
1	Claim UPS Benefits (Retirees till Mar 25)	To claim UPS Benefits of eligible subscribers
2	Migrate to UPS	To initiate, verify, authorise and status view of Migration request from NPS to UPS
3	Claim UPS Benefits (Retirees on or after 01-Apr-25)	To claim UPS Benefits of eligible subscribers
4	UPS Forms Details	To view the request status of file shared with CRA
5	Online UPS Registration	To initiate online UPS Registration

Screen – UPS1

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26-Sep-2025

Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Claim UPS Benefits (Retirees till Mar-25)

Migrate to UPS

Claim UPS Benefits(Retirees on or after 01-Apr-25)

Files Sharing with CRA

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Screen – UPS2

Welcome Pay and Accounts Office-1014738700

26-Sep-2025

Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Claim UPS Benefits (Retirees till Mar-25)

Migrate to UPS

Claim UPS Benefits(Retirees on or after 01-Apr-25)

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Screen – UPS3

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26-Sep-2025

Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

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Migrate to UPS

Claim UPS Benefits(Retirees on or after 01-Apr-25)

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Screen – UPS4

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Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

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Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy

Screen – UPS5

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Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ ERM Transactions ▾ Exit Management ▾ Grievances Management ▾ Unified Pension Scheme ▾ Reports ▾ User Management ▾

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Reports

SR No	Functionalities under Reports	Purpose
1	Token Based Reports	To request, view and download for contributions comparison report
2	Dashboard	To offers consolidated view of account information and to download exception and manual reports
3	Subscriber Shifting List	To view and download subscriber shifting list
4	CRA Service Charges	To view and download Central Recordkeeping Agency (CRA) service charges

Screen – RT1

Welcome Pay and Accounts Office-1014738700

26-Sep-2025

Home | Logout

Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Token Based Reports

Dashboard

Subscriber Shifting List

CRA Service Charges

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Status

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Screen – RT2

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Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Token Based ReportsDashboardSubscriber Shifting ListCRA Service Charges

DashboardExcepManu

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HomeContact UsSystem Configuration / Best ViewedEntrust SecuredPrivacy PolicyGrievance Redressal Policy

Screen – RT3

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Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Token Based ReportsDashboardSubscriber Shifting ListCRA Service Charges

Subscriber Shifting List

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Screen – RT4

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Subscriber RegistrationSubscriber MaintenanceNodal Office ManagementViewsERM TransactionsExit ManagementGrievances ManagementUnified Pension SchemeReportsUser Management

Token Based ReportsDashboardSubscriber Shifting ListCRA Service Charges

CRA Service Charges

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User Management

SR No	Functionalities under User Management	Purpose
1	Change Password	To change password
2	Update Security Question	To update Security Question
3	Re-Issue of I-PIN/T-PIN	To Re-Issue of I-PIN/T-PIN
4	Reset I-PIN	To reset I-PIN

Screen – UM1

