

Protean eGov Technologies Limited



**protean**  
Change *is* growth

**Standard Operating Procedure (SOP)  
on  
Inter Sector shifting for  
Government Subscribers**

**Version 1.3**

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**Inter Sector shifting for Government Subscribers**

Classification: Public

Version No. : 1.3

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**REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Ver</b>	<b>Section Number</b>	<b>Description of Change</b>
1	-	1.0	-	Initial Version
2	20-07-2022	1.1	4	Authorisation by Source office
3	28-11-2024	1.2	5	Settlement Timeline
3	05-02-2025	1.3	1	Addition of Subscriber Journey

## Inter Sector shifting for Government Subscribers

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### Acronyms and Abbreviations

The following acronyms and abbreviations have been used in this document:

ACRONYM	DESCRIPTION
CRA	Central Recordkeeping Agency
ISS	Inter Sector Shifting
PFRDA	Pension Fund Regulatory and Development
NPS	National Pension System
PRAN	Permanent Retirement Account Number
CG	Central Government
SG	State Government
Pr.AO	Principal Accounts Office
PAO	Pay & Account Office
DTA	Directorate of Treasuries and Accounts
DTO	District Treasury Office
PFMs	Pension Fund Mangers
NPSCAN	NPS Contribution Accounting Network

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## Inter Sector shifting for Government Subscribers

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### 1. **Background:**

PRAN is unique and portable as even subscriber shift from one sector to another sector on account of change of employment, the PRAN remains the same. The said PRAN is to be shifted from one sector to another so that PRAN can get mapped with new office. For this purpose, inter sector shifting process (ISS) is required to be executed.

In the following scenarios, shifting of PRANs will be processed through ISS.

- Shifting from State Govt. to Central Govt. and vice-versa
- Shifting from Corporate to Central/ State Govt.
- Shifting from one SAB to another SAB.
- Shifting from State to SAB or from SAB to State (between 2 different states).
- Shifting from Unorganized Sector to State Govt/Central Govt and Vice-versa.

For processing ISS, the concern employee is required to submit Inter Sector Shifting Form (ISS Form) with Target office (wherein the employee is joining). On receipt of the form, Target office will carry out ISS process in CRA system. ISS form is available on CRA website in the form section under NPS account maintenance tab (both for Central Government as well as State Government tab)

Further, the subscriber also can initiate shifting request online and process of the same is as follows:

- Subscriber need to login into CRA website using I-PIN (password)
- Select Menu Make Transaction Tab
- Select Tab Initiate Shifting Request
- In case of subscriber is shifting from unorganized sector to Government Sector then subscriber need to mention Target Nodal office employer details
- After submit details in CRA system subscriber need to complete OTP authentication.
- subscriber needs to submit Inter Sector Shifting Form (ISS) to Target Nodal office
- Target Nodal office will verify details and authorize request from Maker and Checker ID.
- Wherever required, the source office also needs to authorise the request.
- On successful authorisation, PRAN will get mapped to Target office.

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### **Scenarios wherein ISS process is not required (Contribution driven shifting)**

- The subscriber is shifting within same State i.e. shifting from State to SAB or vice-versa in the same state
- The subscriber is shifting within central Govt (CG). sector. i.e. shifting from one ministry to another ministry in CG sector.i

In the above scenarios, the subscriber can get shifted based on contribution driven shifting. The target office can upload the contribution for the said PRAN (in spite of the said PRAN not mapped with the said office). The nodal office would get the warning informing that “subscriber not mapped with your office”; however, on successful matched and booked of SCF, the PRAN will get mapped with Target office.

### **Exceptions:**

The request will not be accepted in the CRA system under the following circumstances:

- The PRAN is in deactivated status.
- There is a Complete Withdrawal Request (Withdrawal due to Death) in Authorized / in progress or complete status for that PRAN.
- There is existing Shifting Request in Authorized / in progress status for that PRAN.

***It is the responsibility of the office to check veracity of forms/details as provided by the subscriber before initiating ISS request in the system.***

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### 2. Capture of Inter Sector Shifting Request by Maker User Office ID (Target office)

- PAO/DTO Maker user is required to login into the CRA system (<https://cra-nsdl.com/CRA/>) using the User ID and password and log into CRA system Please refer Figure 1.1 below.

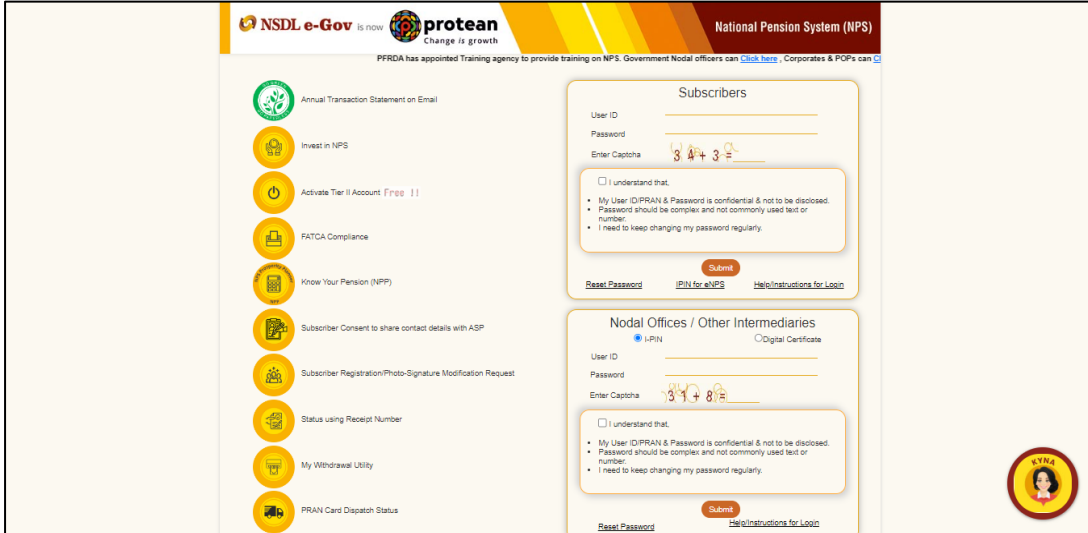


Figure 1.1

- From the main menu, PAO/DTO user will select “**Transaction>>Subscriber Shifting**” option as shown in Figure 1.2:

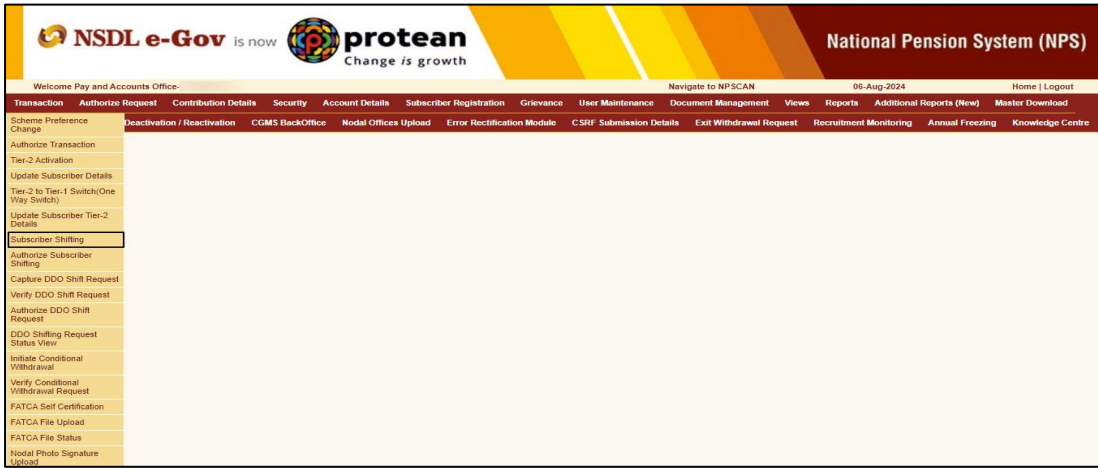


Figure 1.2

## Inter Sector shifting for Government Subscribers

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- The user will enter the PRAN and click on submit. The following screen (Figure 1.3) will show the existing PRAN association

The screenshot shows the NSDL e-Gov National Pension System (NPS) interface. The header includes the NSDL e-Gov logo, the Protean logo, and the text 'National Pension System (NPS)'. The navigation bar contains various links such as 'Transaction', 'Authorize Request', 'Contribution Details', 'Security', 'Account Details', 'Subscriber Registration', 'Grievance', 'User Maintenance', 'Document Management', 'Views', 'Reports', 'Additional Reports (New)', and 'Master Download'. The main content area displays the 'Capture Inter Sector Subscriber Shifting' form. The form has a PRAN field with the value '110074801830' and a 'Tier Type' dropdown menu. Below the form, there is a 'Submit' button and a 'Reset' button. The footer contains the text 'Retired life ka sahara, NPS hamara' and a link to 'Home | Contact Us | System Configuration / Best Viewed | Enlist Secured | Privacy Policy | Grievance Redressal Policy'.

Figure 1.3

- The office needs to enter the Target DDO Reg. No (as mentioned in the form) under which the PRAN is to be mapped. Click on submit to proceed.

The screenshot shows the NSDL e-Gov National Pension System (NPS) interface. The header includes the NSDL e-Gov logo, the Protean logo, and the text 'National Pension System (NPS)'. The navigation bar contains various links such as 'Transaction', 'Authorize Request', 'Contribution Details', 'Security', 'Account Details', 'Subscriber Registration', 'Grievance', 'User Maintenance', 'Document Management', 'Views', 'Reports', 'Additional Reports (New)', and 'Master Download'. The main content area displays the 'Capture Inter Sector Subscriber Shifting' form. The form has a 'Subscriber Source Details' section with fields for PRAN, Subscriber Name, PRAO Reg. No., PRAO Office, PRAO Reg. No., and DDO Reg. No. The 'Subscriber Target Details' section has a 'Target DDO Reg. No.' field. Below the form, there is a 'Submit' button and a 'Reset' button. The footer contains the text 'Retired life ka sahara, NPS hamara' and a link to 'Home | Contact Us | System Configuration / Best Viewed | Enlist Secured | Privacy Policy | Grievance Redressal Policy'.

Figure 1.4

- The user needs to select the Date of joining & Date of Retirement using the calendar icon provided as shown below in Figure 1.5

The screenshot shows the NSDL e-Gov National Pension System (NPS) interface. The header includes the NSDL e-Gov logo, the Protean logo, and the text 'National Pension System (NPS)'. The navigation bar contains various links such as 'Transaction', 'Authorize Request', 'Contribution Details', 'Security', 'Account Details', 'Subscriber Registration', 'Grievance', 'User Maintenance', 'Document Management', 'Views', 'Reports', 'Additional Reports (New)', and 'Master Download'. The main content area displays the 'Scheme Preference Change Request' form. The form has a 'Scheme-Preference Type' dropdown menu. Below the form, there is a 'Subscriber Employment Details' section with fields for Date of Joining, Date of Retirement, Department, Ministry, DDO Office, Pay Scale, Basic Salary, and PFSA No. The 'Date of Joining' and 'Date of Retirement' fields have calendar icons. Below the form, there is a 'Submit' button and a 'Reset' button. The footer contains the text 'Retired life ka sahara, NPS hamara' and a link to 'Home | Contact Us | System Configuration / Best Viewed | Enlist Secured | Privacy Policy | Grievance Redressal Policy'.

Figure 1.5



## Inter Sector shifting for Government Subscribers

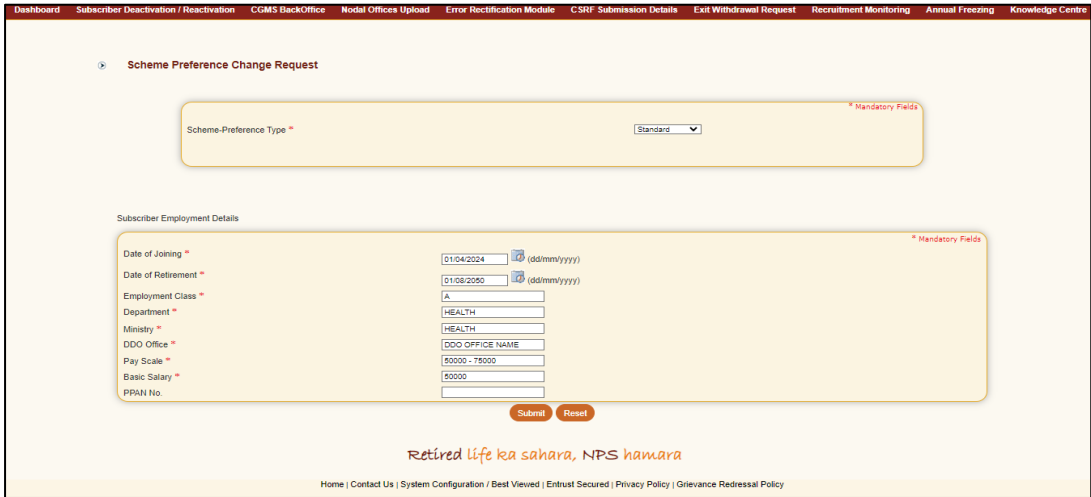
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- The user must enter the employment details as per the records. All the fields except PPAN are mandatory. Filed mark with red Asterisk mark are mandatory filed. Please refer Figure 1.6 below.



**Scheme Preference Change Request**

Scheme-Preference Type \* \* Mandatory Fields

Standard

**Subscriber Employment Details** \* Mandatory Fields

Date of Joining \* 01/04/2024 (dd/mm/yyyy)

Date of Retirement \* 01/08/2050 (dd/mm/yyyy)

Employment Class \* A

Department \* HEALTH

Ministry \* HEALTH

DDO Office \* DDO OFFICE NAME

Pay Scale \* 50000 - 75000

Basic Salary \* 50000

PPAN No. \*

[Submit](#) [Reset](#)

*Retired Life ka sahara, NPS hamara*

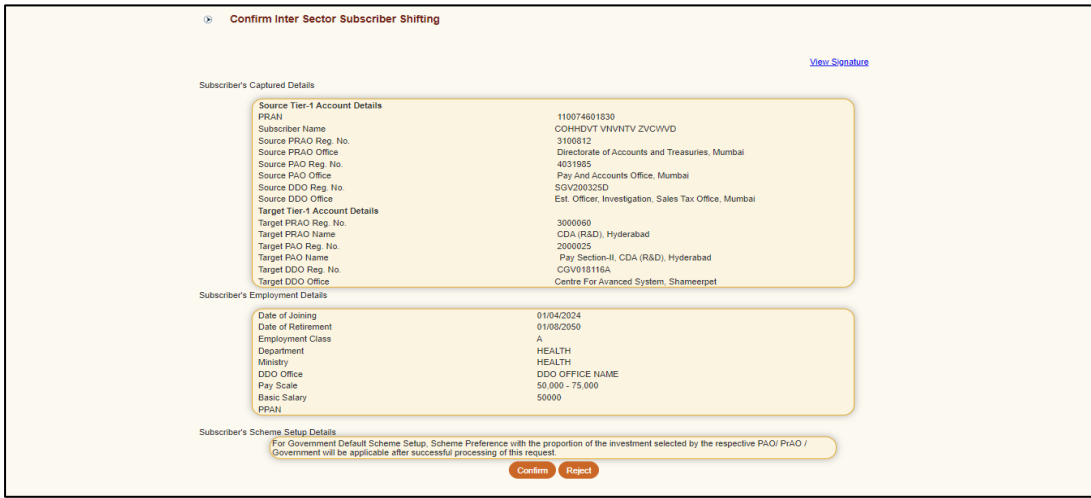
[Home](#) | [Contact Us](#) | [System Configuration](#) / [Best Viewed](#) | [Entrust Secured](#) | [Privacy Policy](#) | [Grievance Redressal Policy](#)

**Figure 1.6**

- Once all the details are entered, the user needs to click on submit button.

This screen will show existing details along with the entered employment details along with the link to view the signature. The user needs to verify the subscriber signature and recheck the other details and click on “Confirm”. It is the responsibility of the office to check veracity of documents as provided by the subscriber.

In case the user identifies some discrepancy and wants to rectify the same, then the user needs to click on “**Reject**”. Please refer Figure 1.7 below



**Confirm Inter Sector Subscriber Shifting**

[View Signature](#)

**Subscriber's Captured Details**

**Source Tier-1 Account Details**

PRAN 110074681830

Subscriber Name COHHDYTV VHVNTV ZVCWVD

Source PRAO Reg. No. 3100812

Source PRAO Office Directorate of Accounts and Treasuries, Mumbai

Source PRAO Reg. No. 4031985

Source PRAO Office Pay And Accounts Office, Mumbai

Source DDO Reg. No. SGV200325D

Source DDO Office Est. Officer, Investigation, Sales Tax Office, Mumbai

**Target Tier-1 Account Details**

Target PRAO Reg. No. 3000060

Target PRAO Name CDA (R&D), Hyderabad

Target PRAO Reg. No. 2000025

Target PRAO Name Pay Section-II, CDA (R&D), Hyderabad

Target DDO Reg. No. CGV018116A

Target DDO Office Centre For Advanced System, Shameerpet

**Subscriber's Employment Details**

Date of Joining 01/04/2024

Date of Retirement 01/08/2050

Employment Class A

Department HEALTH

Ministry HEALTH

DDO Office DDO OFFICE NAME

Pay Scale 50,000 - 75,000

Basic Salary 50000

PPAN

**Subscriber's Scheme Setup Details**

For Government Default Scheme Setup, Scheme Preference with the proportion of the investment selected by the respective PAO/ PrAO / Government will be applicable after successful processing of this request.

[Confirm](#) [Reject](#)

**Figure 1.7**

## Inter Sector shifting for Government Subscribers

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- Once the request is successfully captured, CRA system will generate an acknowledgement number, which needs to be written on the form. Please refer Figure 1.8 below



The screenshot shows the NSDL e-Gov National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. Below the header is a navigation bar with various links. The main content area displays the 'Capture Inter Sector Subscriber Shifting' form. The form contains the following details:

Source Tier-1 Account Details	
PRAN	110074601830
Subscriber Name	COHHIDVT VVVNTV ZVCWVD
Adi No.	2001568526
Source PAO Reg. No.	4031985
Source PAO Name	Pay And Accounts Office, Mumbai
Target DDO Reg. No.	CGV018116A
Subscriber Shift Request has been Captured Successfully.	
Awaiting Verification.	

Below the form is a 'Back' button. At the bottom of the page, there is a footer with the text 'Retired life ka sahara, NPS hamara' and a link to 'Home | Contact Us | System Configuration / Best Viewed | Enlistment Secured | Privacy Policy | Grievance Redressal Policy'.

**Figure 1.8**

Subscriber's shifting details will be pending for verification by checker user within the same PAO/DTO.

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### 3. Verification of Inter Sector Shifting Request by Checker User Office ID (Target office)

- PAO/DTO Checker user is required to login into the CRA system (<https://cra-nsdl.com/CRA/>) using the User ID and password and log into CRA system Please refer Figure 2.1 below.

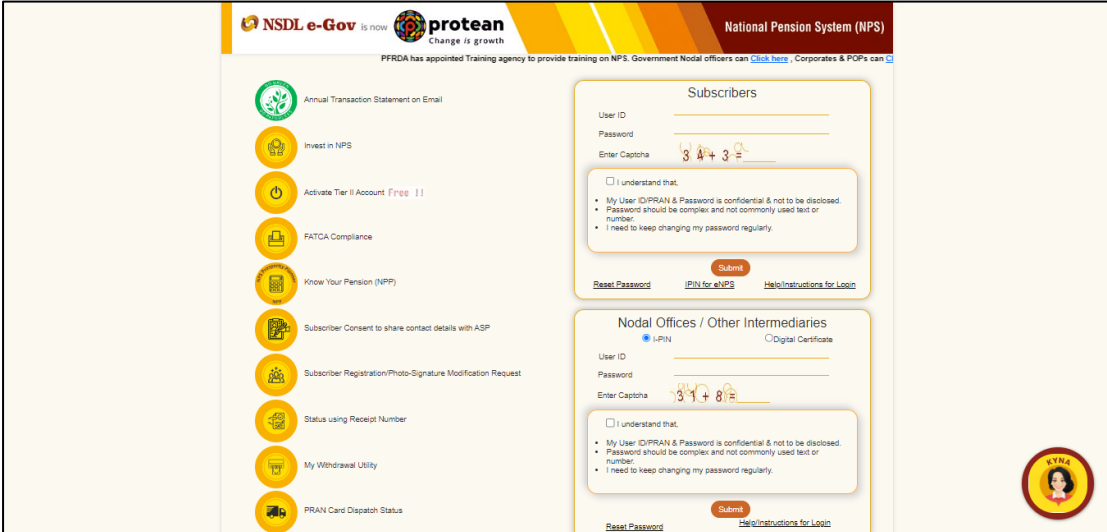


Figure 2.1

- On Successful login, User will select the option “**Transaction>>>Authorize Subscriber Shifting**” from the main menu. Please refer Figure 2.2 below

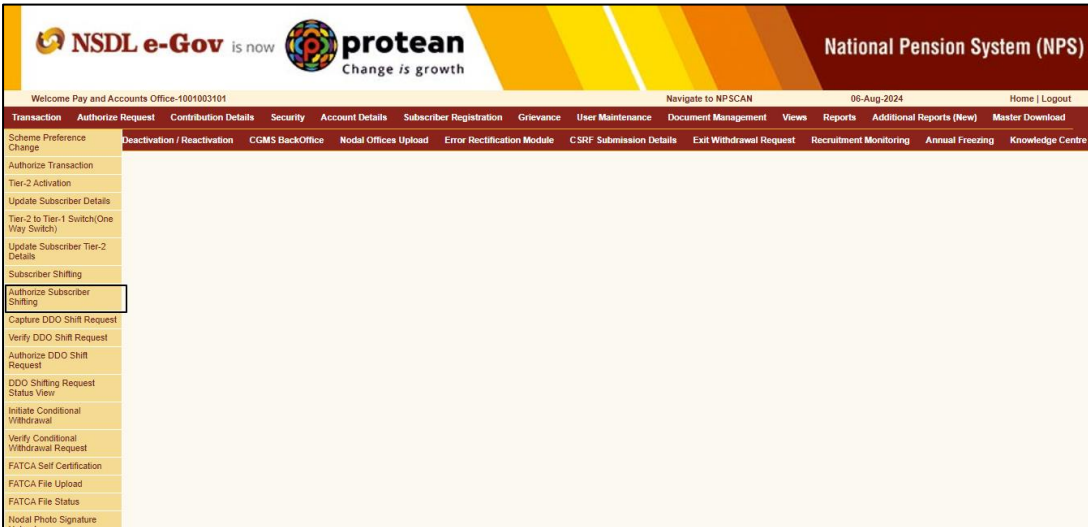
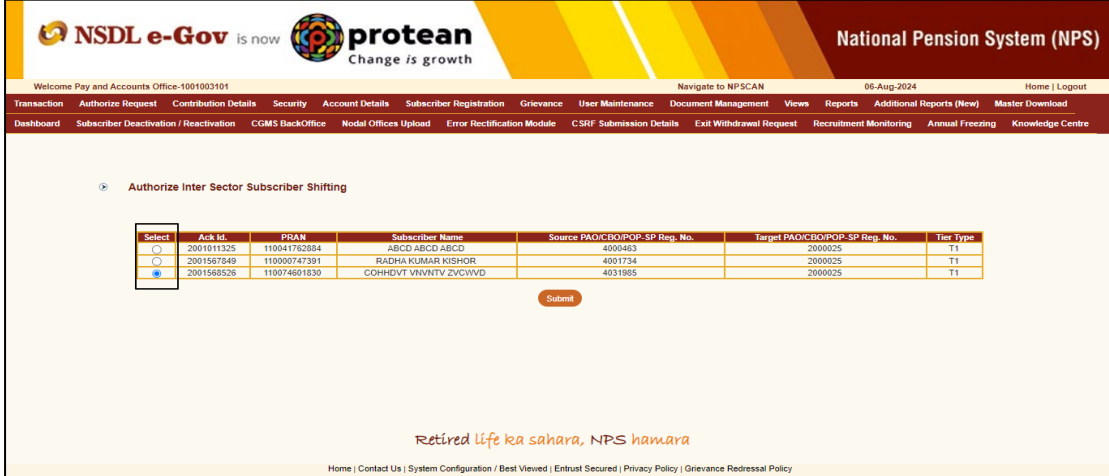


Figure 2.2

## Inter Sector shifting for Government Subscribers

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- PAO/DTO checker user will be provided with a list of all requests pending for authorization. The screen as shown below will be displayed to the user. The user has to select the required request and click on submit button. Please refer Figure below



Welcome Pay and Accounts Office-1001003101

Transaction Authorize Request Contribution Details Security Account Details Subscriber Registration Grievance User Maintenance Document Management Views Reports Additional Reports (New) Master Download

Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Annual Freezing Knowledge Centre

Authorize Inter Sector Subscriber Shifting

Select	Ack Id.	PRAN	Subscriber Name	Source PAO/CBO/POP-SP Reg. No.	Target PAO/CBO/POP-SP Reg. No.	Tier Type
<input type="radio"/>	2001011325	110041762884	ABCD ABCD ABCD	4000463	2000025	T1
<input type="radio"/>	2001567849	110000747391	RADHA KUMAR KISHOR	4001734	2000025	T1
<input checked="" type="radio"/>	2001568528	110074601830	COHHDT VNVNTV ZVCWVD	4031955	2000025	T1

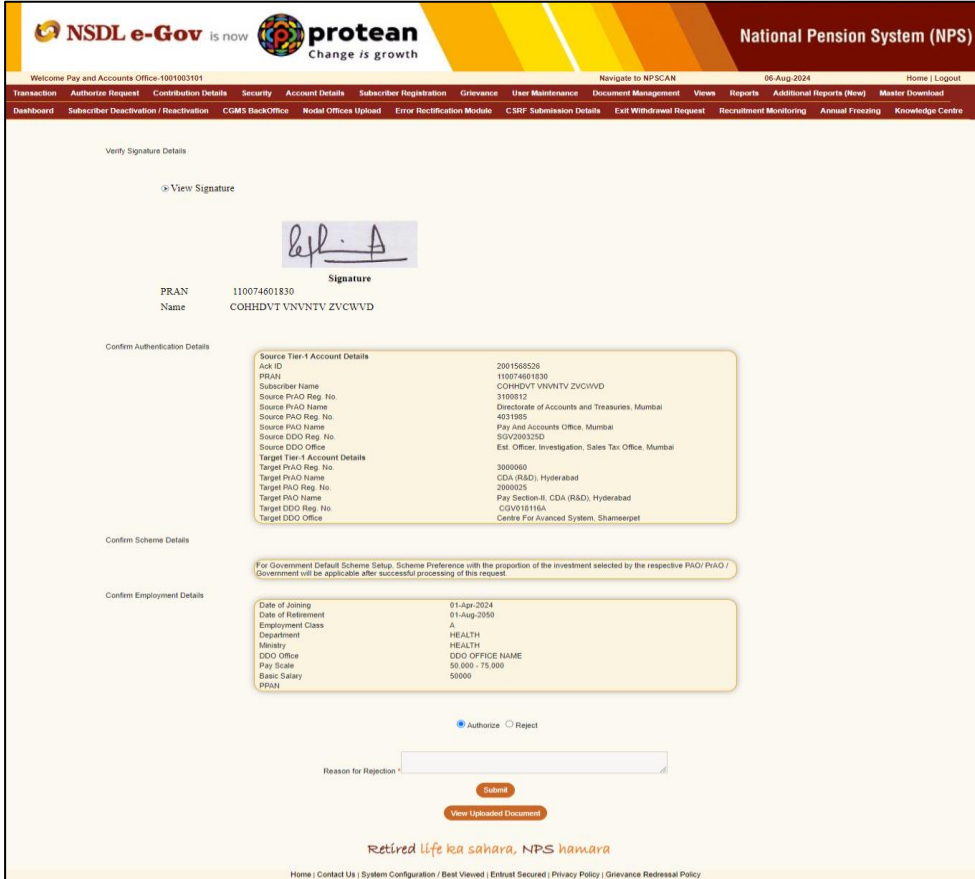
Submit

Retired life ka sahara, NPS hamara

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

Figure 2.3

- On clicking the submit button, subscriber details will be displayed along with the subscriber's signature as shown in Figure 2.4 below



Welcome Pay and Accounts Office-1001003101

Transaction Authorize Request Contribution Details Security Account Details Subscriber Registration Grievance User Maintenance Document Management Views Reports Additional Reports (New) Master Download

Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice Nodal Offices Upload Error Rectification Module CSRF Submission Details Exit Withdrawal Request Recruitment Monitoring Annual Freezing Knowledge Centre

Verify Signature Details

View Signature

Signature

PRAN: 110074601830  
Name: COHHDT VNVNTV ZVCWVD

Confirm Authentication Details

Source Tier-1 Account Details	
Ack ID	2001568528
PRAN	110074601830
Subscriber Name	COHHDT VNVNTV ZVCWVD
Source PAO Reg. No.	3105012
Source PAO Name	Directorate of Accounts and Treasuries, Mumbai
Source PAO Reg. No.	4031955
Source PAO Name	Pay And Accounts Office, Mumbai
Source DDO Reg. No.	SGV200325D
Source DDO Office	Est. Office, Investigation, Sales Tax Office, Mumbai
Target Tier-1 Account Details	
Target PAO Reg. No.	3000060
Target PAO Name	COA (R&D), Hyderabad
Target PAO Reg. No.	2000025
Target PAO Name	Pay Section II, COA (R&D), Hyderabad
Target DDO Reg. No.	CGV018116A
Target DDO Office	Centre For Advanced System, Sharnepet

Confirm Scheme Details

For Government Default Scheme Setup, Scheme Preference with the proportion of the investment selected by the respective PAO/PAO / Government will be applicable after successful processing of this request.

Confirm Employment Details

Date of Joining	01-Apr-2024
Date of Retirement	01-Aug-2050
Employment Class	A
Department	HEALTH
Ministry	HEALTH
DDO Office	DDO OFFICE NAME
Pay Scale	50 000 - 75,000
Basic Salary	50000
PRAN	

Authorize ☒ Reject ☐

Reason for Rejection

Submit

View Uploaded Document

Retired life ka sahara, NPS hamara

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

Figure 2.4

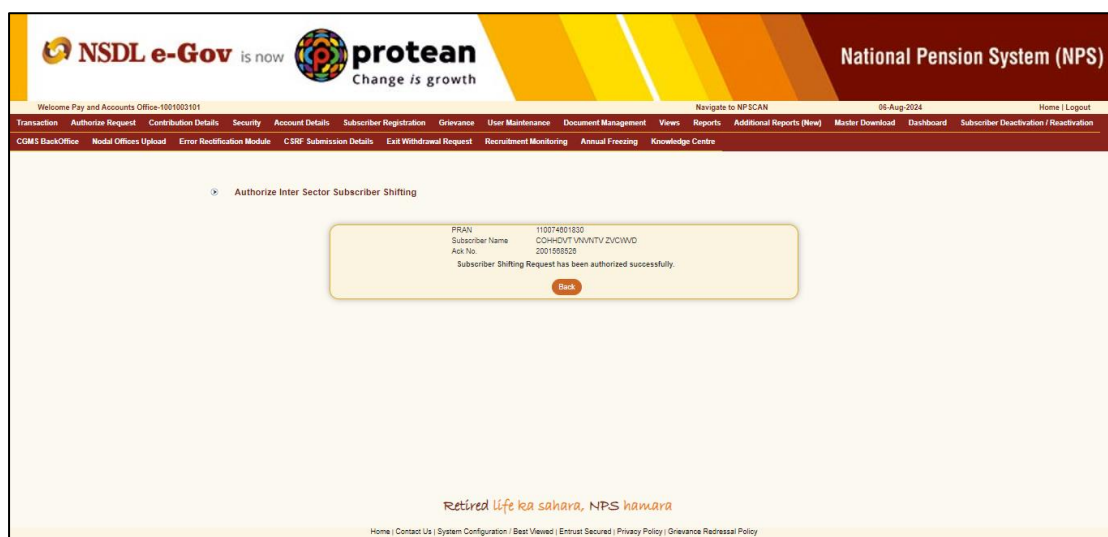
## Inter Sector shifting for Government Subscribers

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- PAO/DTO user needs to re-verify details against the form submitted by subscriber and authorize the Subscriber Shifting request. The user also needs to verify the employment details.

The verifier will verify the details and if found in order, will authorize the request by selecting the **“Authorize”** option and click on the **“Submit”** button. On clicking submit button, a message will be displayed on the screen as **“Subscriber Shift Request has been Authorized Successfully”** (Ref. figure 2.5 below)

In case the verifier intends to reject the request the user needs to select **“Reject”** and enter the reason for rejection in the box appearing at the bottom (Refer figure 2.4 above).



**Figure 2.5**

The Inter sector shifting acknowledgment number is now pending for authorization with the Source office (Subscriber Previous Employment office).

Unless the said Inter sector shifting acknowledgment number is authorized by the source office, PRAN will not get shifted

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### 4. Authorization of the Inter Sector Shifting Request by Source Office ID (Maker or Checker)

The concern PAO/DTO Maker user is required to login into the CRA system (<https://cra-nsdl.com/CRA/>) using the User ID and password and log into CRA system Please refer Figure 3.1 below.

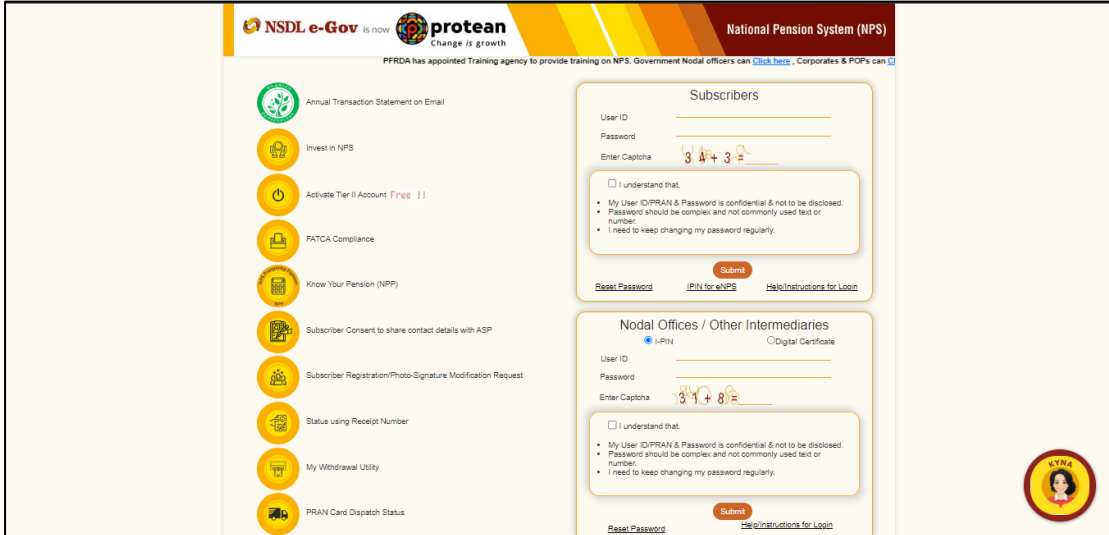


Figure 3.1

User will select the option **“Transaction>>>Authorize Subscriber Shifting by Source”** from the main menu. Please refer Figure 3.2 below

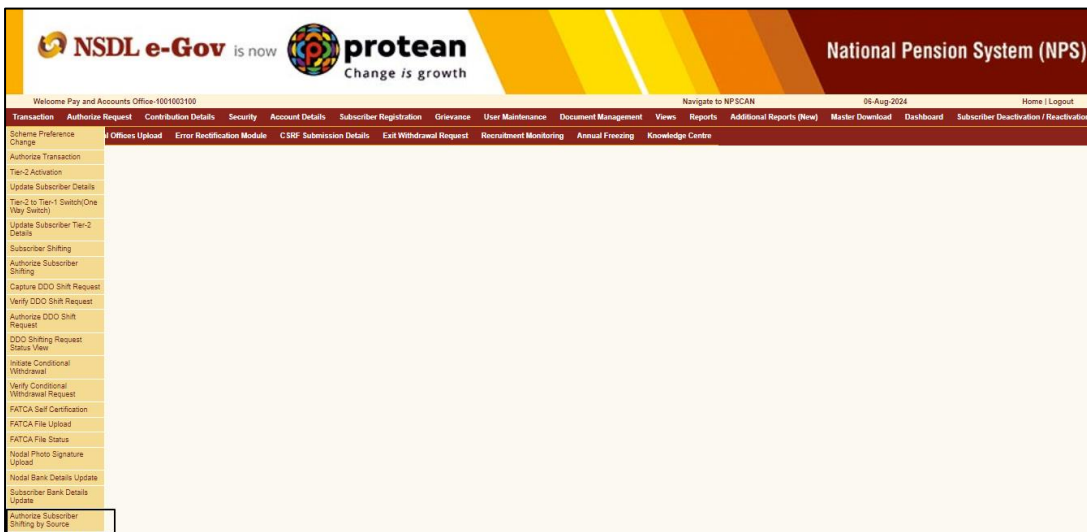


Figure 3.2

### Inter Sector shifting for Government Subscribers

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The user will be provided with a list of all requests pending for authorization. The screen as shown below will be displayed to the user. The user has to select the required request and click on submit button. Please refer Figure 3.3 below

**NSDL e-Gov**

is now

**protean**  
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# National Pension System (NPS)

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Welcome Pay and Accounts Office-100100100
Navigate to NPSCAN
06 Aug 2024
Home | Logout

[Transaction](#) / 
 [Authorities Request](#) / 
 [Contribution Details](#) / 
 [Security](#) / 
 [Account Details](#) / 
 [Subscriber Registration](#) / 
 [Oversight](#) / 
 [User Maintenance](#) / 
 [Document Management](#) / 
 [View](#) / 
 [Reports](#) / 
 [Additional Reports \(New\)](#) / 
 [Master Download](#) / 
 [Dashboard](#)

[Subscriber Deactivation / Reactivation](#) / 
 [CGMS BackOffice](#) / 
 [Nodal Officers Upload](#) / 
 [Error Rectification Module](#) / 
 [CSR Submission Details](#) / 
 [Exit Withdrawal Request](#) / 
 [Recruitment Monitoring](#) / 
 [Annual Freezing](#) / 
 [Knowledge Centre](#)

➤ [Authorize Inter Sector Subscriber Shifting by Source Nodal Office](#)

Select	Ack Id	PRAM	Subscriber Name	Source PFOCBOPSP-SP Reg. No.	Target PFOCBOPSP-SP Reg. No.	Tier Type	Status	Hold Authorization Date
(C)	2001062023	110010336862	VABHAV VIKR OHCLAP	2000025	6366950	T1	Source Authorization Pending	
(C)	2001901962	110590336674	AJCPHET ABCO ABGO	2000009	4500754	T1	Source Authorization Pending	
(C)	2001007939	110590611671	CVJHNH THODQOX	2000025	8500001	T1	Source Authorization Pending	

### Figure 3.3


The user needs to authorize details of the subscriber and authorize the Subscriber Shifting request. The user also needs to verify the employment details.

- The authorizer user will verify the details and if found in order, will authorize the request by selecting the **“Authorize”** option and click on the **“Submit”** button.
- In case the authorizer user wishes to reject the request, a rejection reason is mandatory and needs to be provided by the user in the box appearing at the bottom of Figure 3.4.

		protean change is growth		
Welcome Pay and Accounts Office-1601003100		Navigate to NPS/CAN		09-Aug-2024 Home / Logout
<a href="#">Transaction</a>	<a href="#">Authentification Request</a>	<a href="#">Confirmation Details</a>	<a href="#">Security</a>	<a href="#">Account Details</a>
<a href="#">Subscriber Registration</a>	<a href="#">Overseas</a>	<a href="#">EHR Maintenance</a>	<a href="#">Employee Management</a>	<a href="#">Views</a>
<a href="#">Reports</a>	<a href="#">Additional Reports (RMS)</a>	<a href="#">Master Download</a>	<a href="#">Disclaimer</a>	
<a href="#">Subscriber Description / Renewal Status</a>	<a href="#">Renewal Status</a>	<a href="#">COP's Bank Officer</a>	<a href="#">Held Officers Update</a>	<a href="#">Error Rectification Module</a>
<a href="#">CRDR Submission Details</a>	<a href="#">Full Withdrawal Request</a>	<a href="#">Recruitment Monitoring</a>	<a href="#">Annual Pricing</a>	<a href="#">Knowledge Centre</a>

Verify Signature Details

>> View Signature

  
**Signature**

PRAN      110050611071  
Name      CVJNNH THONDOKX

Confirm Authorization Details

Source Tier I Account Details	
Aad ID	2001007939
PRAID	110050611071
Subscriber Name	CYAREEN THONDOKX
Source PRAO Reg No.	3000090
Source PRAO Name	CDA (P&D), Hyderabad
Source PRAO Reg. No.	2000028
Source PRAO Name	Pay. Section-I, CDA (P&D), Hyderabad
Source CDO Reg. No.	CGA007038F
Source CDO Office	RESEARCH CENTRE (IMARAT - RCI )
Target Tier I Account Details	
Target CHD Reg. No.	8500503
Target CHD Name	NATIONAL ALUMINIUM COMPANY LIMITED
Target CBO Reg. No.	690001
Target CBO Name	NATIONAL ALUMINIUM COMPANY LIMITED

Confirm Scheme Details

PFYM Memo	
LHD PERSONAL PFYM MEMO	

Confirm Employment Details

Date of joining	20-Jun-2020
Date of Retirement	20-Jun-2080
Employee Id.	123-4567890

Select File to Upload : [ Choose File ] No file chosen [ Upload ]

Note: Updated Attachment (Allowed File Types: pdf, jpeg, doc, docx, xls, xlsx, zip, png, jpg. Maximum File Size: 2 MB. Number of Files that can be uploaded: 1).

☒ Authorize ☐ Reject ☐ Hold

Reason for Rejection/Hold :

[ Submit ]

[ View Uploaded Document ]

### Figure 3.4

## Inter Sector shifting for Government Subscribers

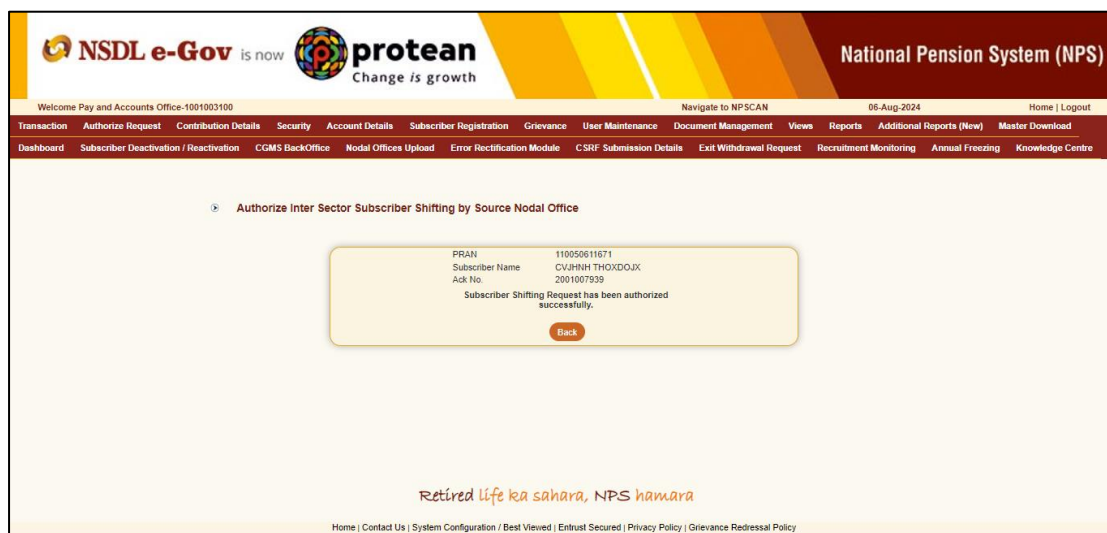
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The User will click on **“Submit”** button. **“Subscriber Shift Request has been Authorized Successfully”** will display as shown in Figure 3.5 below



**Figure 3.5**

The Subscriber Shifting requests which are in **“Authorized status”** will be considered for processing in the same day EOD.

Once the request is authorized, the PRAN will be **“Suspended”** i.e., no other request (such as contribution /details change etc.) can be captured for the said PRAN.

The subscriber mapping will be changed to the new PAO/DTO and the PRAN will be activated. After successful shifting of account of subscriber at EOD, email will be sent to the subscriber.

After authorization, for the requests rejected by CRA, an email will be sent by CRA to the concerned PAO/DTO giving the reason for rejection to enable them to carry out necessary rectifications and update the requests once again in CRA.

**Please note that the nodal office are not required to send Inter sector shifting form to Protean CRA office.**



## Inter Sector shifting for Government Subscribers

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### 5. Timeline for Intersector shifting (ISS)

- The Intersector shifting gets processed on the same day as and when the request is authorised by the Source office and PRAN get mapped with Target office on next working day.

(PRAN remains in suspended status as on date of Source authorisation and once mapped with Target office, it is in activated)

- Target office can start uploading the contributions in regular manner from the next working day i.e. from January 2.
- In case if there are different PFM with 2 sectors, the contribution uploaded by Source office will be redeemed on next day of authorisation of request and NAV as of that date will be considered for redemption of units.
- The redeemed amount will be reinvested in the new scheme (as applicable for Target entity) within T+2 working days wherein T is date of redemption of units

For e.g. ISS request is authorised by Source office on January 1

- PRAN gets suspended immediately and it will be mapped to Target office on the next working day i.e. January 2.
- Target office can start uploading the contribution from January 2 in the said PRAN.
- Amount uploaded by Source office will be redeemed on January 2 with NAV applicable as of January 2.
- The said amount will be reinvested in PRAN on January 4 with NAV applicable of January 4 itself.

Please note in the above mentioned scenarios, all the dates mentioned are considered as working days.