

Protean eGov Technologies Limited



protean

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

Version 1.4

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Inter Sector shifting for Government Subscribers

Classification: Public

Version No. : 1.4

13-10-2025

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
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
4	05-02-2025	1.3	1	Addition of Subscriber Journey
5	13-10-2025	1.4	1	Mandatory Source authorisation after Superannuation

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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 Managers
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 concerned employee is required to submit the Inter Sector Shifting (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 '**Forms**' section under the NPS Account maintenance tab (both for Central Government as well as State Government).

Once the Target office processes the ISS request, the same is to be authorised by Source office. The Source nodal office authorisation is mandatory in all cases and the said requirement will be applicable across all segments within the Government Sector, including Central and State Government and Government owned entities registered as Corporate, irrespective of the subscriber's date of retirement or superannuation (*As per PFRDA circular issued on October 10, 2025*).

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Subscriber based Journey:

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 the subscriber is shifting from unorganized sector to Government Sector then the subscriber needs to mention Target Nodal office employer details.
- After submitting details in CRA system, the subscriber needs to complete OTP authentication.
- The subscriber needs to submit Inter Sector Shifting Form (ISS) to Target Nodal office.

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.

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.

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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.

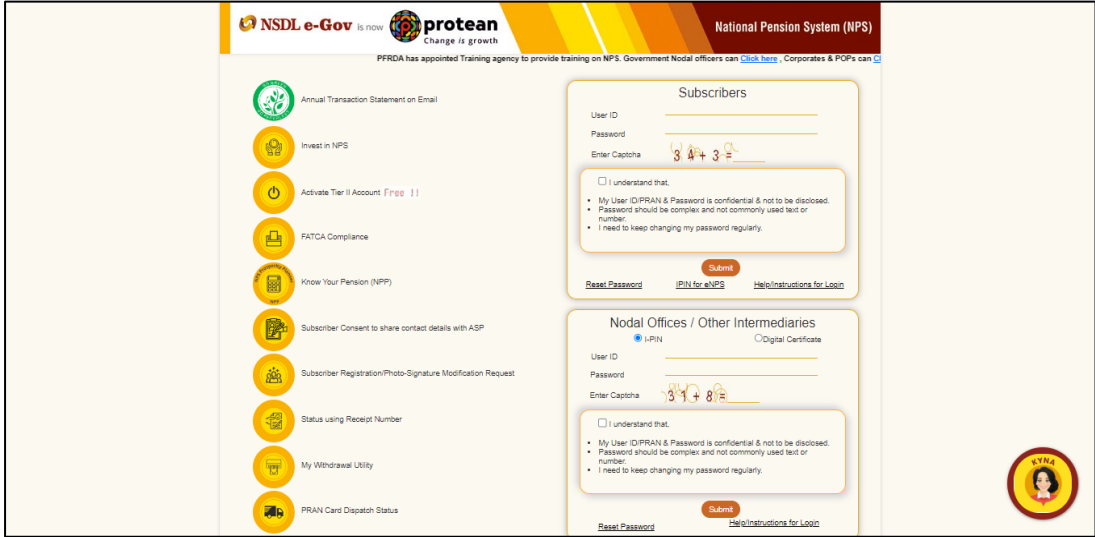


Figure 1.1

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

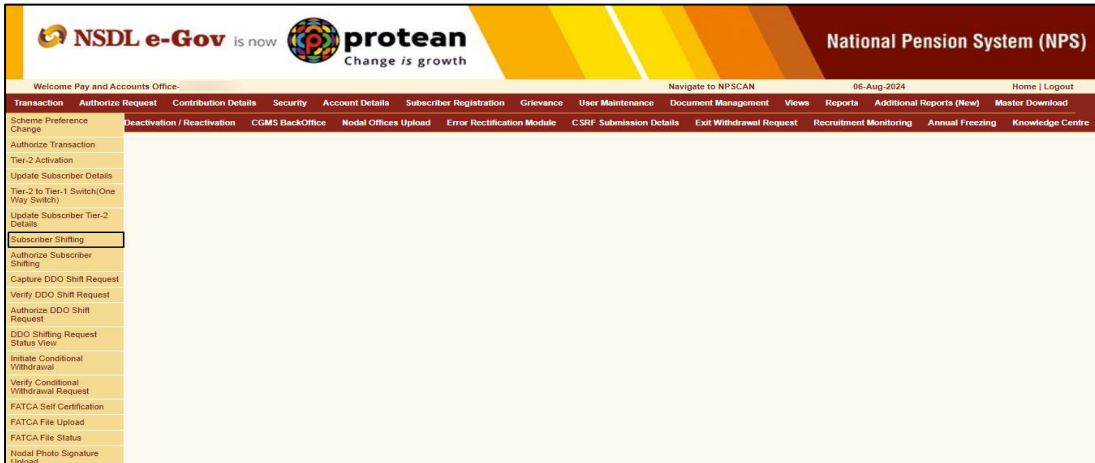


Figure 1.2

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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



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National Pension System (NPS)

Welcome Pay and Accounts Office-1001003100

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➤ Capture Inter Sector Subscriber Shifting

PRAN * 110074801830

Tier Type * 1

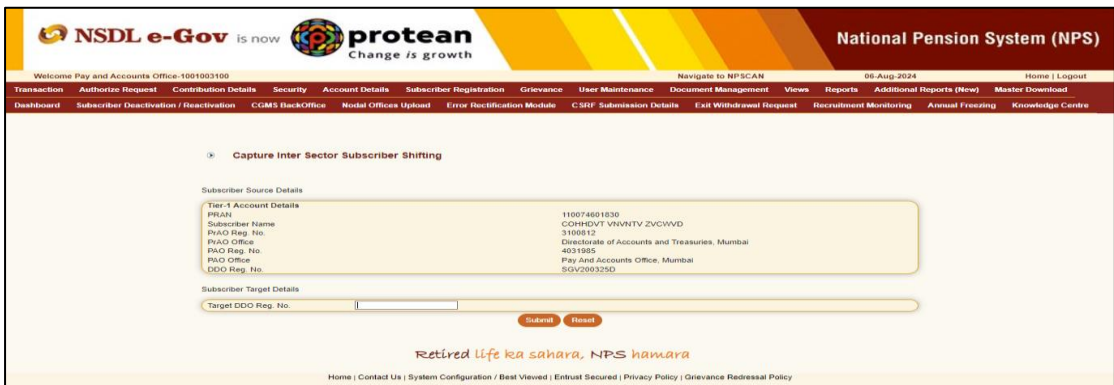
Submit Reset

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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.



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➤ Capture Inter Sector Subscriber Shifting

Subscriber Source Details

Tier-1 Account Details

PRAN 110074801830

Subscriber Name CORHDVT VHVNTV ZVCVVD

PRAN Reg. No. 3100812

PRAN Office Directorate of Accounts and Treasuries, Mumbai

PRAN Reg. No. 4031985

PRAN Office Pay And Accounts Office, Mumbai

PRAN Reg. No. SOV2003250

Subscriber Target Details

Target DDO Reg. No. []

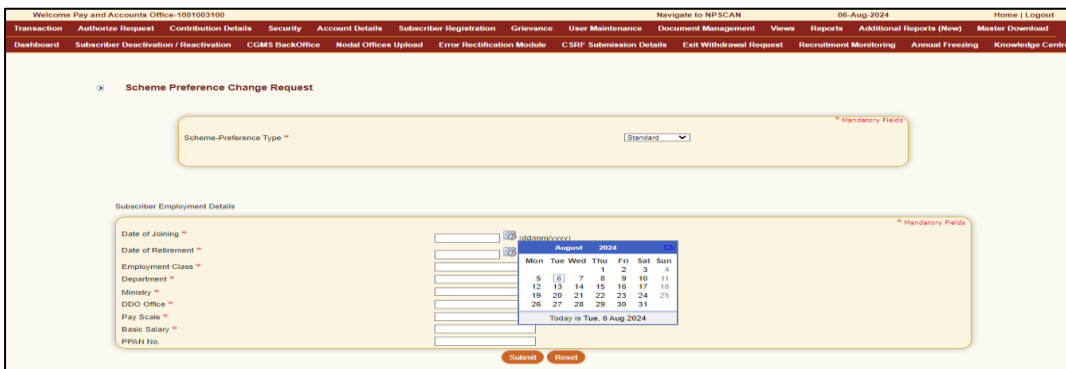
Submit Reset

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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



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➤ Scheme Preference Change Request

Scheme-Preference Type * Standard

Subscriber Employment Details

Date of Joining * []

Date of Retirement * []

Employment Class * []

Department * []

Ministry * []

DDO Office * []

Pay Scale * []

Basic Salary * []

PRAN No. []

Submit Reset

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Figure 1.5

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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.

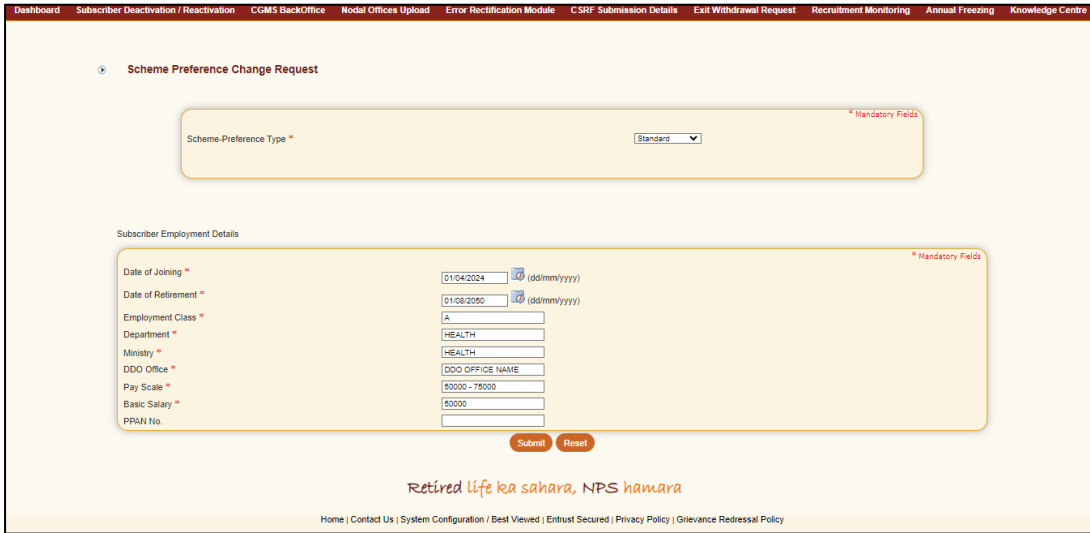


Figure 1.6

- 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

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Confirm Inter Sector Subscriber Shifting

[View Signature](#)

Subscriber's Captured Details

Source Tier-1 Account Details	110074601830
PRAN	COHHDVTV VHVNTV ZVCWVD
Subscriber Name	3100812
Source PRAO Reg. No.	Directorate of Accounts and Treasuries, Mumbai
Source PRAO Office	4031985
Source PRAO Name	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	3000060
Target PRAO Reg. No.	CDA (R&D), Hyderabad
Target PRAO Name	2000025
Target PRAO Office	Pay Section-II, CDA (R&D), Hyderabad
Target PRAO Name	CGV018116A
Target DDO Reg. No.	Centre For Advanced System, Shameerpet
Target DDO Office	

Subscriber's Employment Details

Date of Joining	01/04/2024
Date of Retirement	01/06/2050
Employment Class	A
Department	HEALTH
Ministry	HEALTH
DDO Office	DDO OFFICE NAME
Pay Scale	50,000 - 75,000
Basic Salary	50000
PRAN	

Subscriber's Schema 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

- 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

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Capture Inter Sector Subscriber Shifting

Source Tier-1 Account Details	110074601830
PRAN	COHHDVTV VHVNTV ZVCWVD
Subscriber Name	200156526
Ask No.	4031985
Source PRAO Reg. No.	Pay And Accounts Office, Mumbai
Source PRAO Name	CGV018116A
Target DDO Reg. No.	
Subscriber Shift Request has been Captured Successfully.	
Awaiting Verification.	

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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.

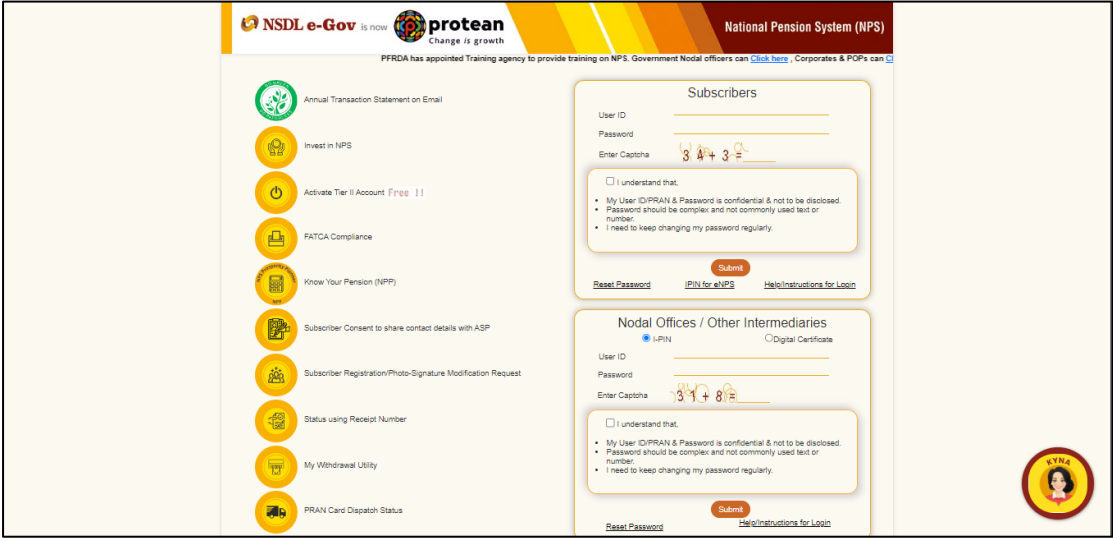


Figure 2.1

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

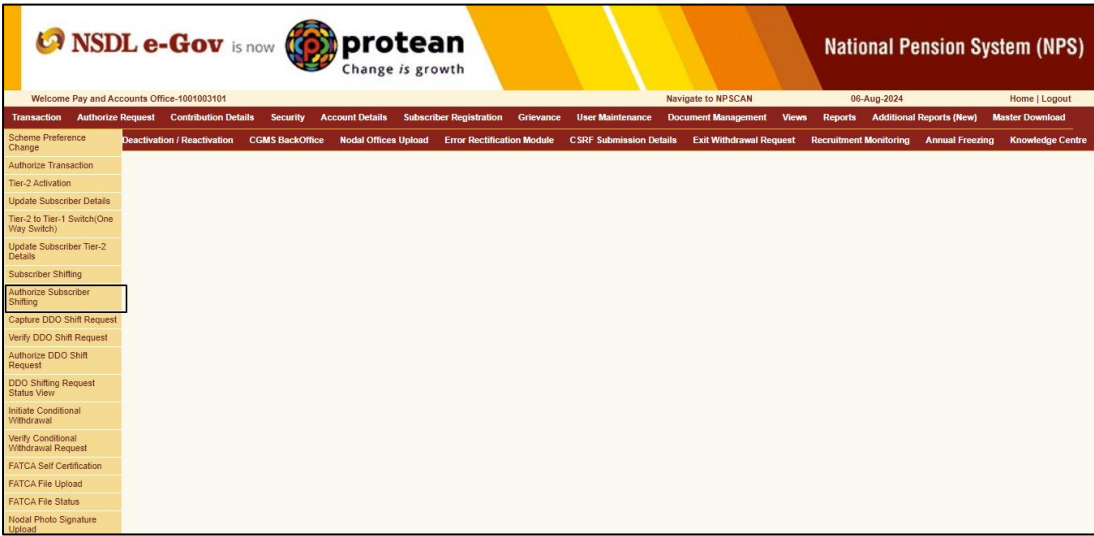
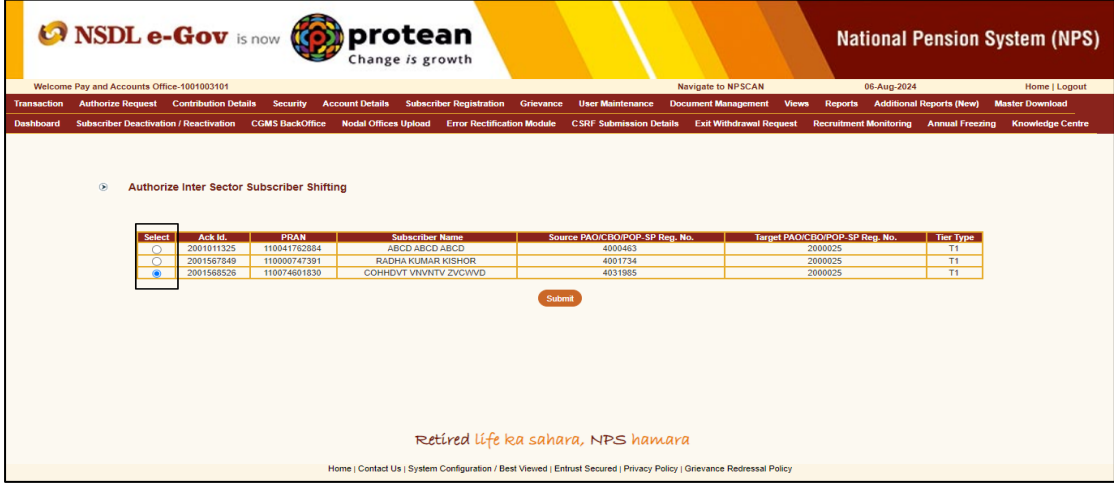


Figure 2.2

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

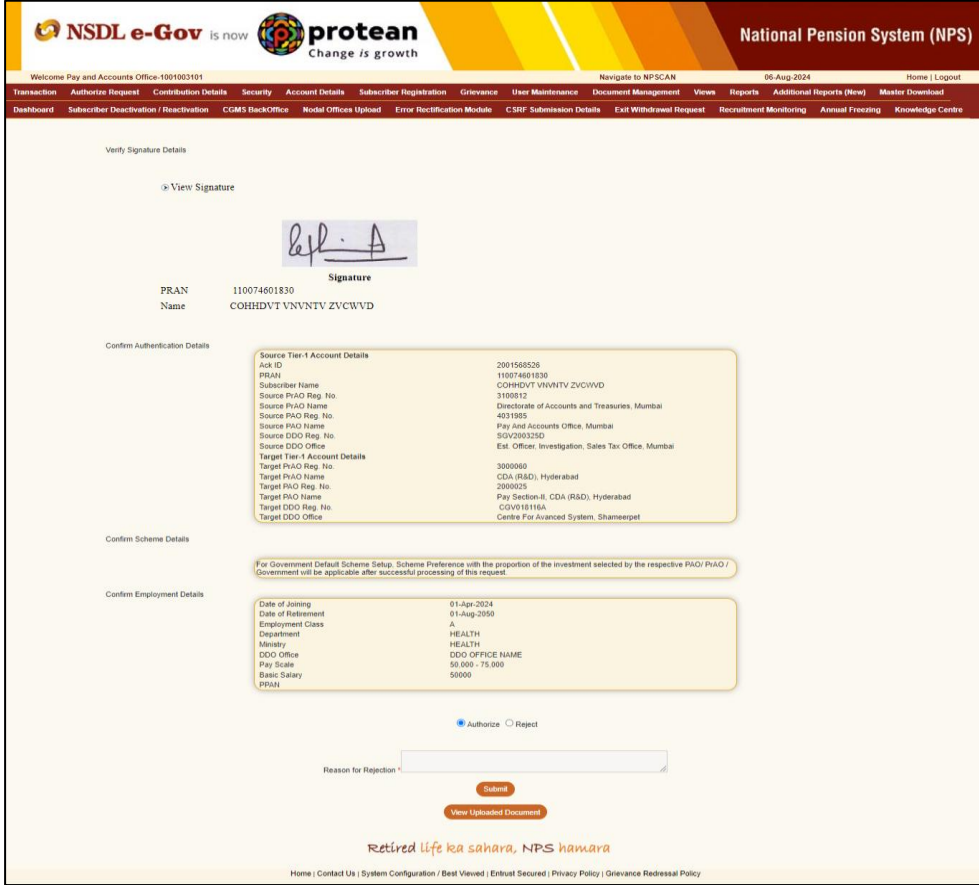


Select	Ack Id.	PRAN	Subscriber Name	Source PAO/CBO/POP-SP Reg. No.	Target PAO/CBO/POP-SP Reg. No.	Tier Type
☐	2001011325	110041762884	ABCD ABCD ABCD	4000463	2000025	T1
☐	2001567849	110000747391	RADHA KUMAR KISHOR	4001734	2000025	T1
☒	2001568528	110074601830	COHHDT VNVNTV ZVCWVD	4031955	2000025	T1

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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



Verify Signature Details

View Signature

Signature

PRAN: 110074601830
Name: COHHDT VNVNTV ZVCWVD

Confirm Authentication Details

Source Tier-1 Account Details	Target 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 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.	CGV18116A
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

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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).

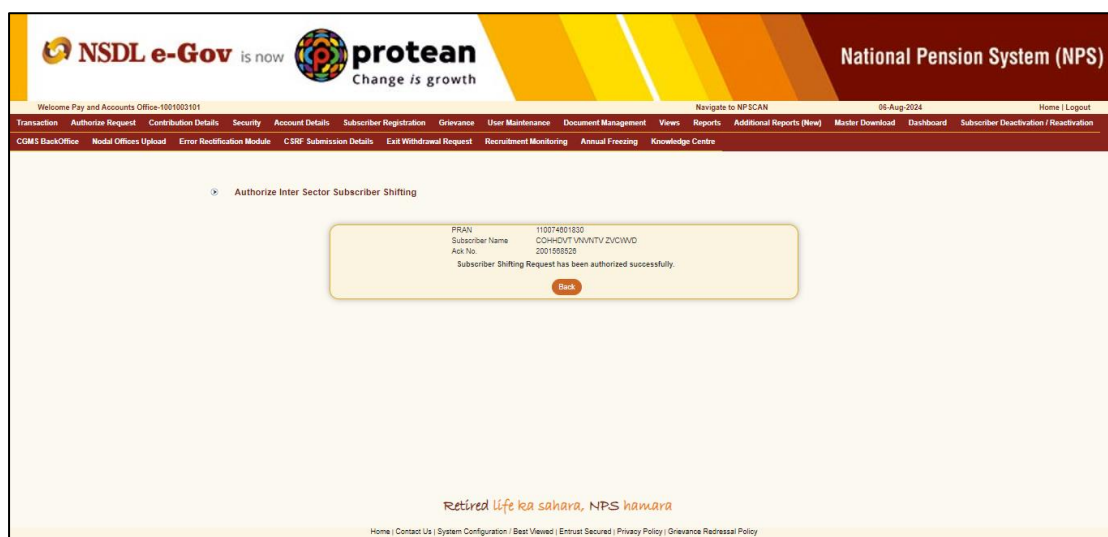


Figure 2.5

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.

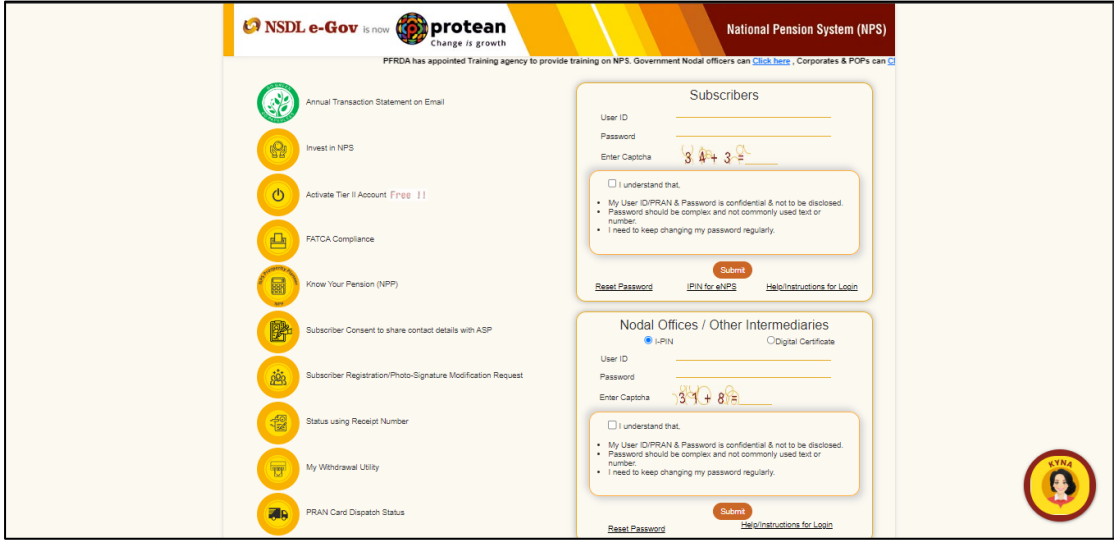


Figure 3.1

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

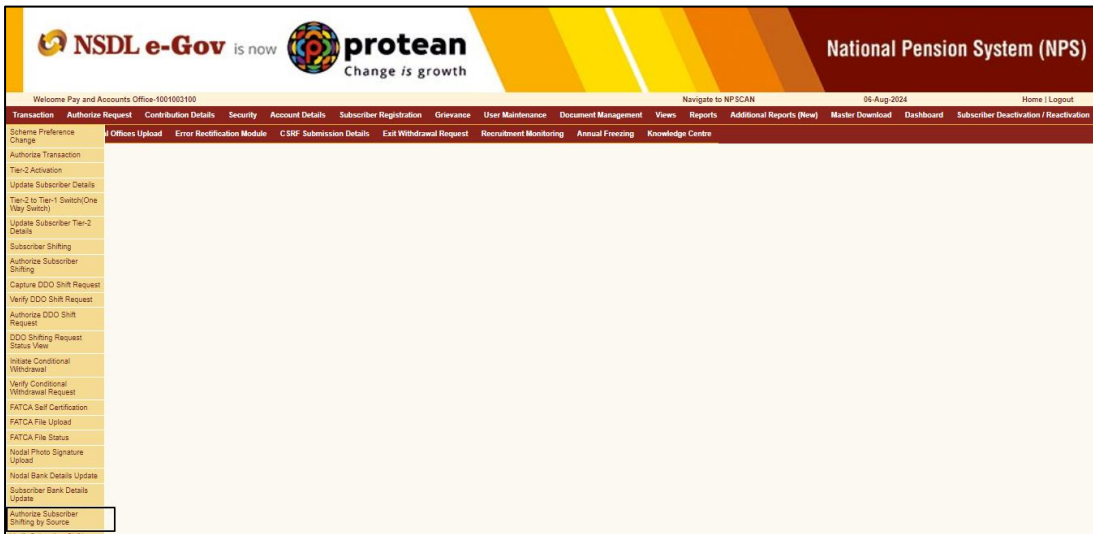


Figure 3.2

Inter Sector shifting for Government Subscribers

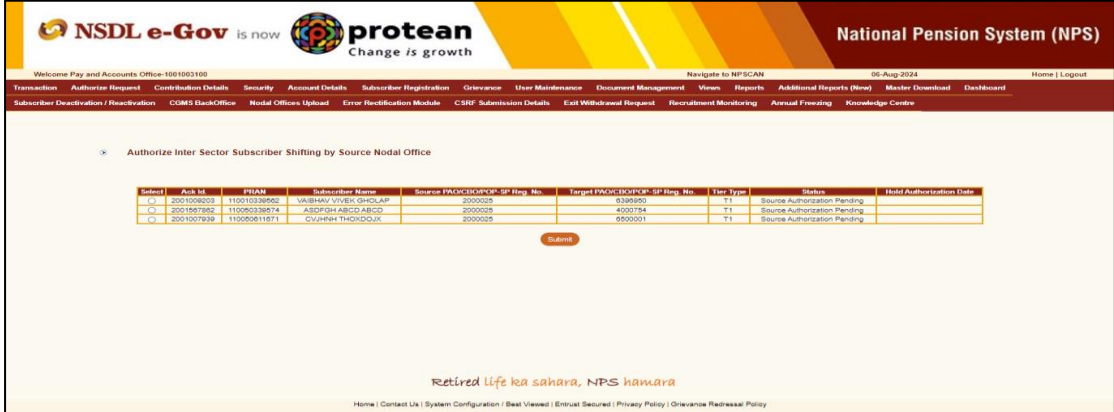
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The user will be provided with a list of all requests pending for authorization. The screen as shown below will be displayed to the user. The user has to select the required request and click on submit button. Please refer Figure 3.3 below



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✖ Authorize Inter Sector Subscriber Shifting by Source Nodal Office

Select	Ack Id	PAN	Subscriber Name	Source PANCID/NP SP Reg. No.	Target PANCID/NP SP Reg. No.	Tier Type	Status	Hold Authorization Date
☐	200100203	11005033874	ANILKUMAR SHIV SHARMA	2000025	2000025	T1	Source Authorization Pending	
☐	2001987882	11005033874	ABDUL KADIR ABDO	2000025	4000784	T1	Source Authorization Pending	
☐	2001007839	11005033874	CHANDAN THODOLU	2000025	8000001	T1	Source Authorization Pending	

Submit

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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.

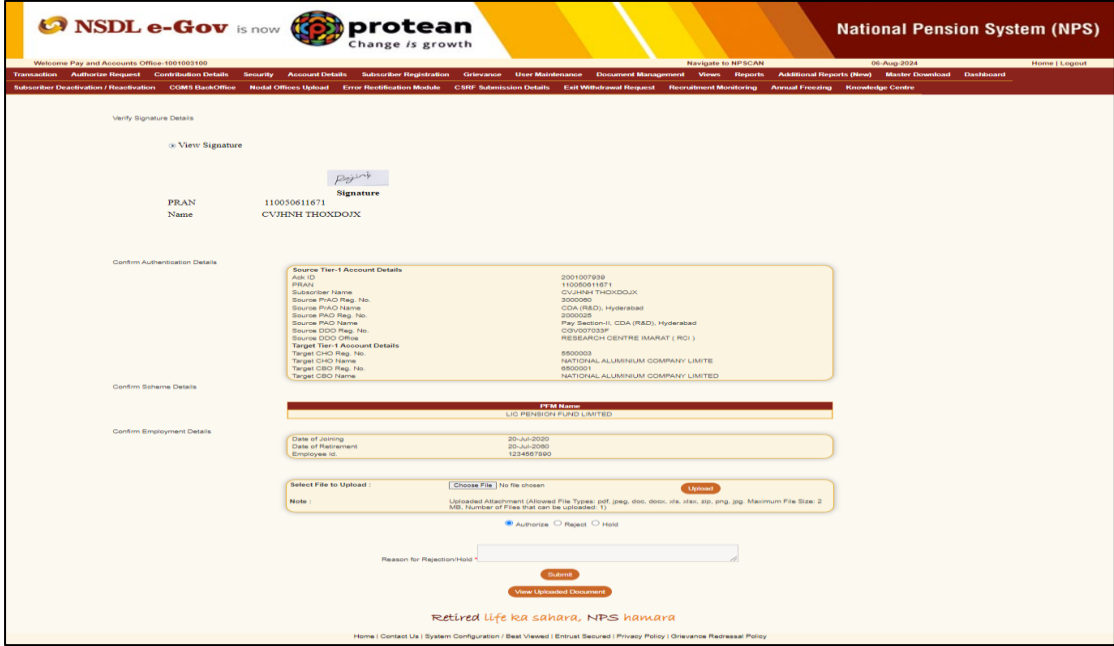
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Verify Signature Details

View Signature

PRAN: 110050611671
Name: CV/RDSE THOXDOJK

Confirm Authentication Details

Source Tier-1 Account Details	
Adk ID	2001007939
PRAN	110050611671
Subscriber Name	CV/RDSE THOXDOJK
Source PUAID Reg. No.	2000000
Source PUAID Name	ODA (R&D), Hyderabad
Source PUAID Reg. No.	2000000
Source PUAID Name	Pay Section-I, ODA (R&D), Hyderabad
Source DDO Reg. No.	ODA/007939
Source DDO Office	RESEARCH CENTRE (NARAT) (R&D)
Target Tier-1 Account Details	
Target CHD Reg. No.	8500003
Target CHD Name	NATIONAL ALUMINIUM COMPANY LIMITED
Target CHD Reg. No.	8500003
Target CHD Name	NATIONAL ALUMINIUM COMPANY LIMITED

Confirm Scheme Details

PFMS Name
LIC PENSION FUND LIMITED

Confirm Employment Details

Date of Joining: 20-Jul-2020
Date of Retirement: 20-Jul-2020
Employee ID: 1234567890

Select File to Upload: [Choose File](#) No file chosen [Upload](#)

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

☒ Authorize ☐ Reject ☐ Hold

Reason for Rejection/Hold

[Submit](#)

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Figure 3.4

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



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Authorize Inter Sector Subscriber Shifting by Source Nodal Office

PRAN: 110050611671
Subscriber Name: CV/RDSE THOXDOJK
Adk No.: 2001007939

Subscriber Shifting Request has been authorized successfully.

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Figure 3.5

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

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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.

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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.