

Protean eGov Technologies Limited



protean

Change is growth

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

Version 1.5

© 2026 Protean eGov Technologies Limited. All rights reserved. Property of Protean eGov Technologies Limited.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording, for any purpose, without the express written consent of Protean eGov Technologies Limited.

Inter Sector shifting for Government Subscribers

Classification: Public

Version No.: 1.5

03-02-2026

Page: 2 of 18

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	Authorization 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 authorization after Superannuation
6	03-02-2026	1.5	1	Revised Screenshots

Inter Sector shifting for Government Subscribers

Classification: Public	Version No.: 1.5	03-02-2026	Page: 3 of 18
------------------------	------------------	------------	---------------

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

Inter Sector shifting for Government Subscribers

Classification: Public

Version No.: 1.5

03-02-2026

Page: 4 of 18

Index

Sr No	Topic	Page Number
1	Background and Subscriber Journey	5-6
2	Capture of Inter Sector Shifting Request by Maker User Office ID (Target office)	7-10
3	Verification of Inter Sector Shifting Request by Checker User Office ID (Target office)	11-13
4	Authorization of the Inter Sector Shifting Request by Source Office ID (Source Office)	14-17
5	Timeline for Intersector shifting (ISS)	18

Inter Sector shifting for Government Subscribers

Classification: Public	Version No.: 1.5	03-02-2026	Page: 5 of 18
------------------------	------------------	------------	---------------

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).

Once the Target office processes the ISS request, the same is to be authorized by Source office. The Source nodal office authorization 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 dated October 10, 2025).

Inter Sector shifting for Government Subscribers

Classification: Public	Version No.: 1.5	03-02-2026	Page: 6 of 18
------------------------	------------------	------------	---------------

Subscriber based Journey:

The subscriber also can initiate shifting requests online and process of the same is as follows:

- Subscribers 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 shifts within the 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 (despite 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 deactivated in 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.

Inter Sector shifting for Government Subscribers

Classification: Public

Version No.: 1.5

03-02-2026

Page: 7 of 18

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.nps-proteantech.in/CRA/>) using the User ID and password and log into CRA system Please refer Figure 1.1 below.

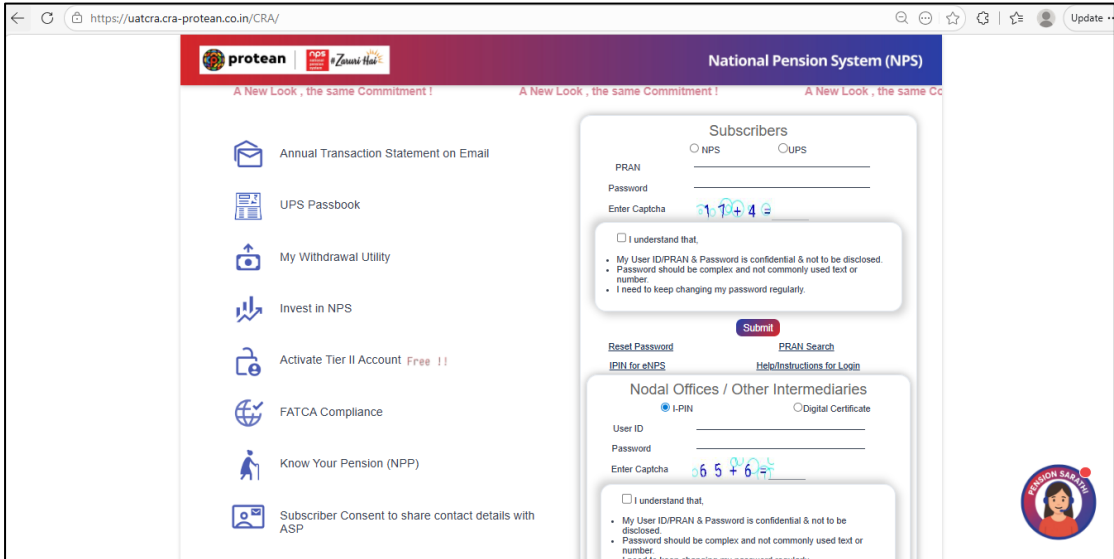


Figure 1.1

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

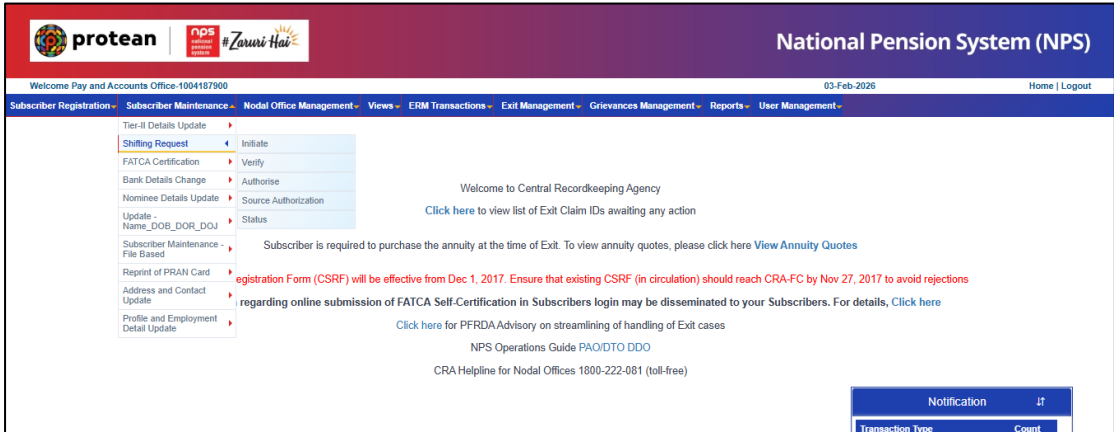
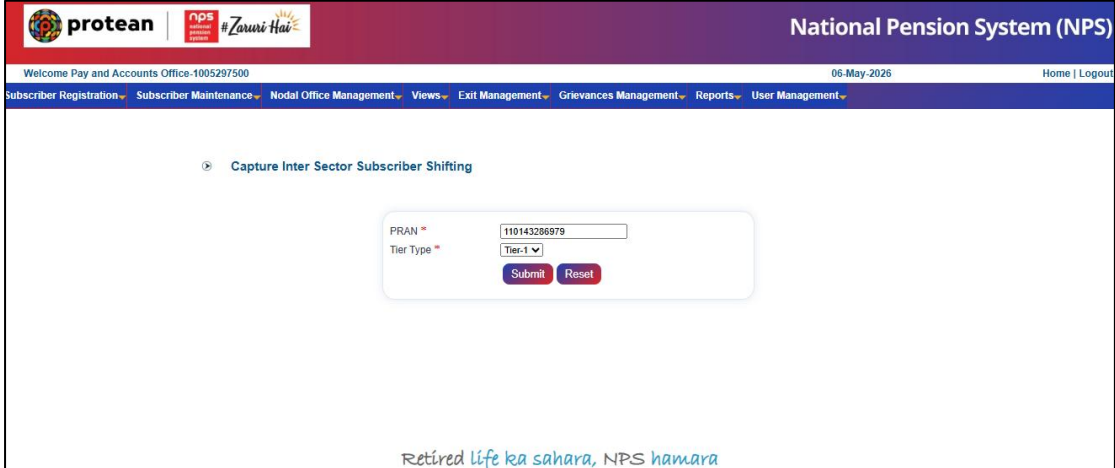


Figure 1.2

Inter Sector shifting for Government Subscribers

Classification: Public	Version No.: 1.5	03-02-2026	Page: 8 of 18
------------------------	------------------	------------	---------------

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



National Pension System (NPS)

Welcome Pay and Accounts Office-1005297500 06-May-2026 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ Exit Management ▾ Grievances Management ▾ Reports ▾ User Management ▾

➤ Capture Inter Sector Subscriber Shifting

PRAN * 110143286979

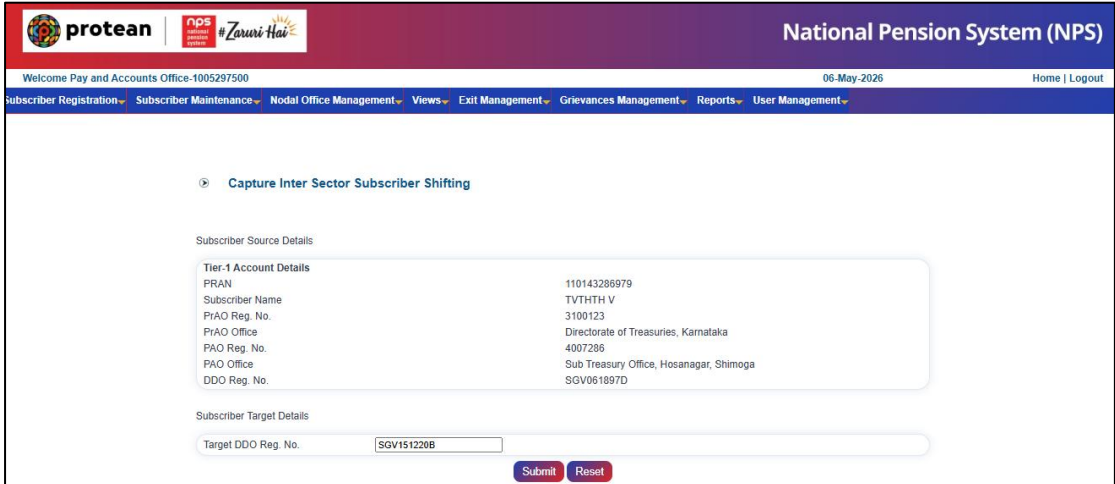
Tier Type * Tier-1 ▾

Submit Reset

Retired life ka sahara, NPS hamara

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.



National Pension System (NPS)

Welcome Pay and Accounts Office-1005297500 06-May-2026 Home | Logout

Subscriber Registration ▾ Subscriber Maintenance ▾ Nodal Office Management ▾ Views ▾ Exit Management ▾ Grievances Management ▾ Reports ▾ User Management ▾

➤ Capture Inter Sector Subscriber Shifting

Subscriber Source Details

Tier-1 Account Details	
PRAN	110143286979
Subscriber Name	TVTHTH V
PrAO Reg. No.	3100123
PrAO Office	Directorate of Treasuries, Karnataka
PrAO Reg. No.	4007286
PrAO Office	Sub Treasury Office, Hosanagar, Shimoga
DDO Reg. No.	SGV061897D

Subscriber Target Details

Target DDO Reg. No. SGV151220B

Submit Reset

Figure 1.4

Inter Sector shifting for Government Subscribers

Classification: Public

Version No.: 1.5

03-02-2026

Page: 9 of 18

- The user needs to select the Date of joining & Date of Retirement using the calendar icon provided as shown below.
- The user must enter the employment details as per the records. All fields except PPAN are mandatory. Fields marked with red Asterisk marks are mandatory fields. Please refer to Figure 1.5 below.

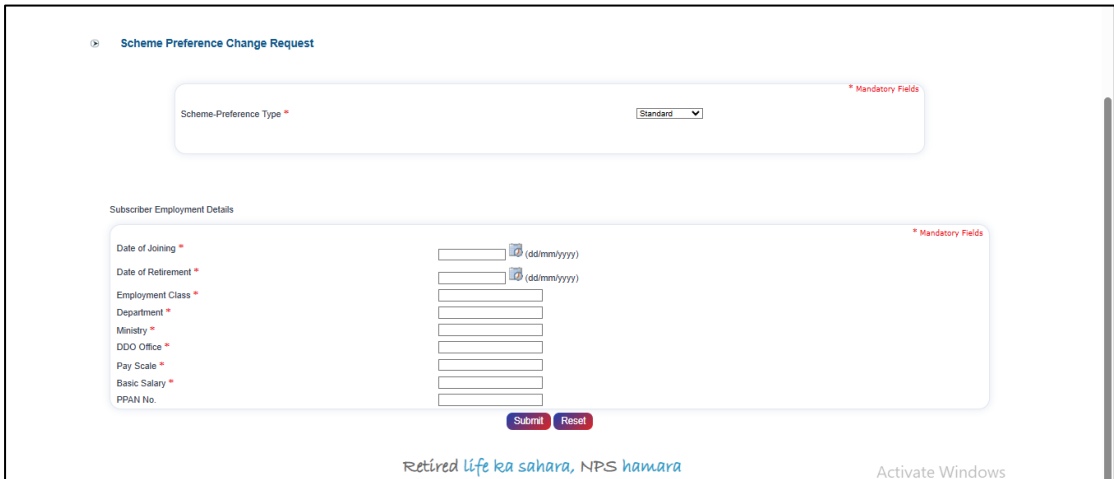


Figure 1.5

- 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 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 to Figure 1.6 below

Inter Sector shifting for Government Subscribers

Classification: Public

Version No.: 1.5

03-02-2026

Page: 10 of 18

[View Signature](#)

Subscriber's Captured Details

Source Tier-1 Account Details	
PRAN	110143286979
Subscriber Name	TVTHTH V
Source PRAO Reg. No.	3100123
Source PRAO Office	Directorate of Treasuries, Karnataka
Source PAO Reg. No.	4007286
Source PAO Office	Sub Treasury Office, Hosanagar, Shimoga
Source DDO Reg. No.	SGV061897D
Source DDO Office	TAHSILDAR HOSANAGAR TALUK SHIMOGA DIST
Target Tier-1 Account Details	
Target PRAO Reg. No.	3100403
Target PRAO Name	Joint Director (SIPP), Ajmer Division, Rajasthan
Target PAO Reg. No.	4011486
Target PAO Name	DTO, State Insurance and Provident Fund, Nagaur
Target DDO Reg. No.	SGV151220B
Target DDO Office	H.M.Govt Sec School Chandaroon, Nagaur

Subscriber's Employment Details

Date of Joining	29/08/2018
Date of Retirement	30/09/2050
Employment Class	C
Department	RD REVENUE DEPARTMENT
Ministry	STATE GOVERNMENT MINISTRY
DDO Office	TAHSILDAR HOSANAGAR TALUK SHIMOGA DIST
Pay Scale	21400-42000
Basic Salary	21400
PPAN	0911170606

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

Figure 1.6

- Once the request is successfully captured, CRA system will generate an acknowledgement number, which needs to be written on the form. Please refer to Figure 1.7 below


protean


nps


Zorini Hai

National Pension System (NPS)

Welcome Pay and Accounts Office-1005297500
06-May-2026
Home | Logout

Subscriber Registration
Subscriber Maintenance
Nodal Office Management
Views
Exit Management
Grievances Management
Reports
User Management

☑ Capture Inter Sector Subscriber Shifting

Source Tier-1 Account Details	
PRAN	110143286979
Subscriber Name	TVTHTH V
Ack No.	2001574942
Source PAO Reg. No.	4007286
Source PAO Name	Sub Treasury Office, Hosanagar, Shimoga
Target DDO Reg. No.	SGV151220B
Subscriber Shift Request has been Captured Successfully.	
Awaiting Verification.	

[Back](#)

Retired Life ka sahara, NPS hamara

Figure 1.7

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

Inter Sector shifting for Government Subscribers

Classification: Public

Version No.: 1.5

03-02-2026

Page: 11 of 18

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.nps-proteantech.in/CRA/>) using the User ID and password and log into CRA system Please refer Figure 2.1 below.

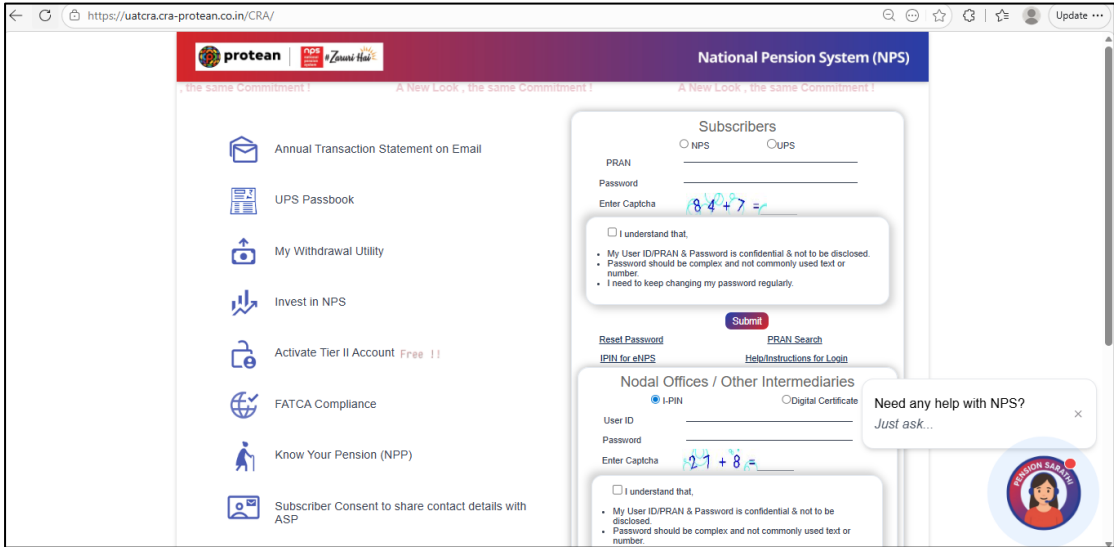


Figure 2.1

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

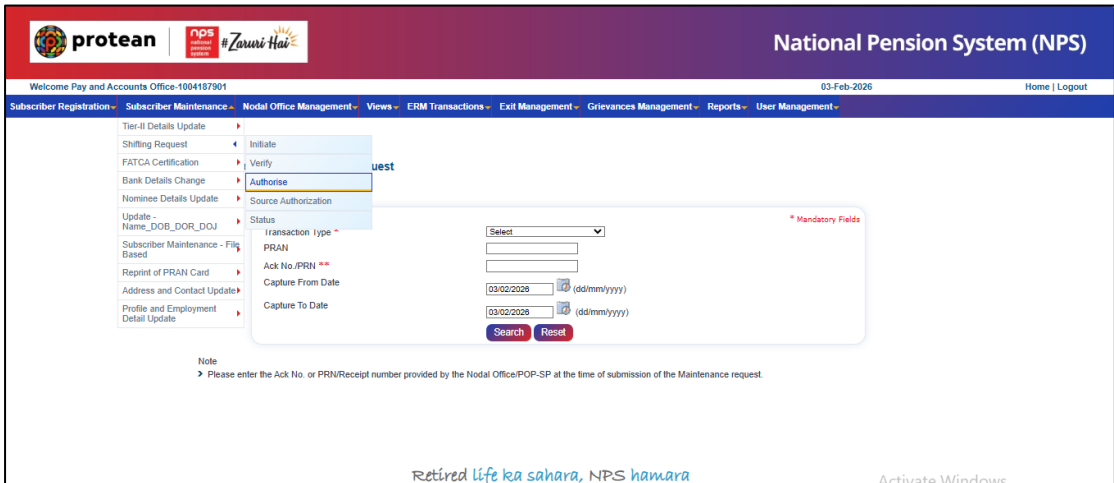
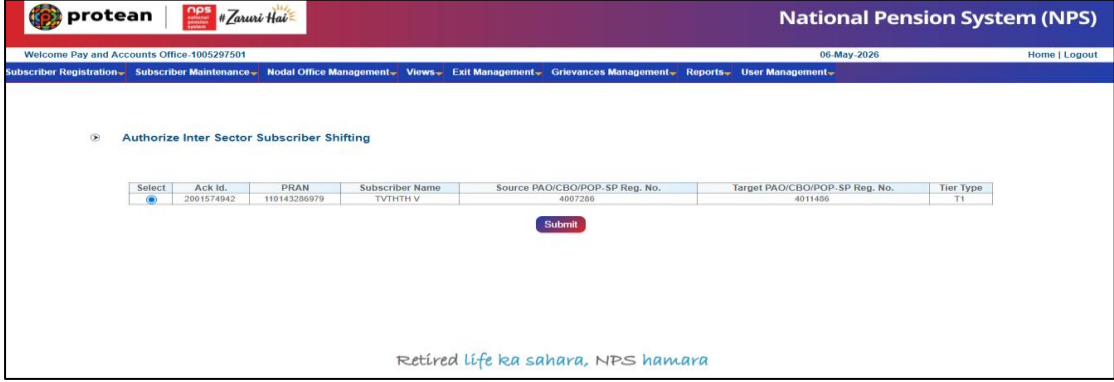


Figure 2.2

Inter Sector shifting for Government Subscribers

Classification: Public	Version No.: 1.5	03-02-2026	Page: 12 of 18
------------------------	------------------	------------	----------------

- PAO/DTO checker users 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 must select the required request and click on submit button. Please refer to the Figure 2.3 below



National Pension System (NPS)

Welcome Pay and Accounts Office-1005297501 06-May-2026 Home | Logout

Subscriber Registration Subscriber Maintenance Nodal Office Management Views Exit Management Grievances Management Reports User Management

⊗ Authorize Inter Sector Subscriber Shifting

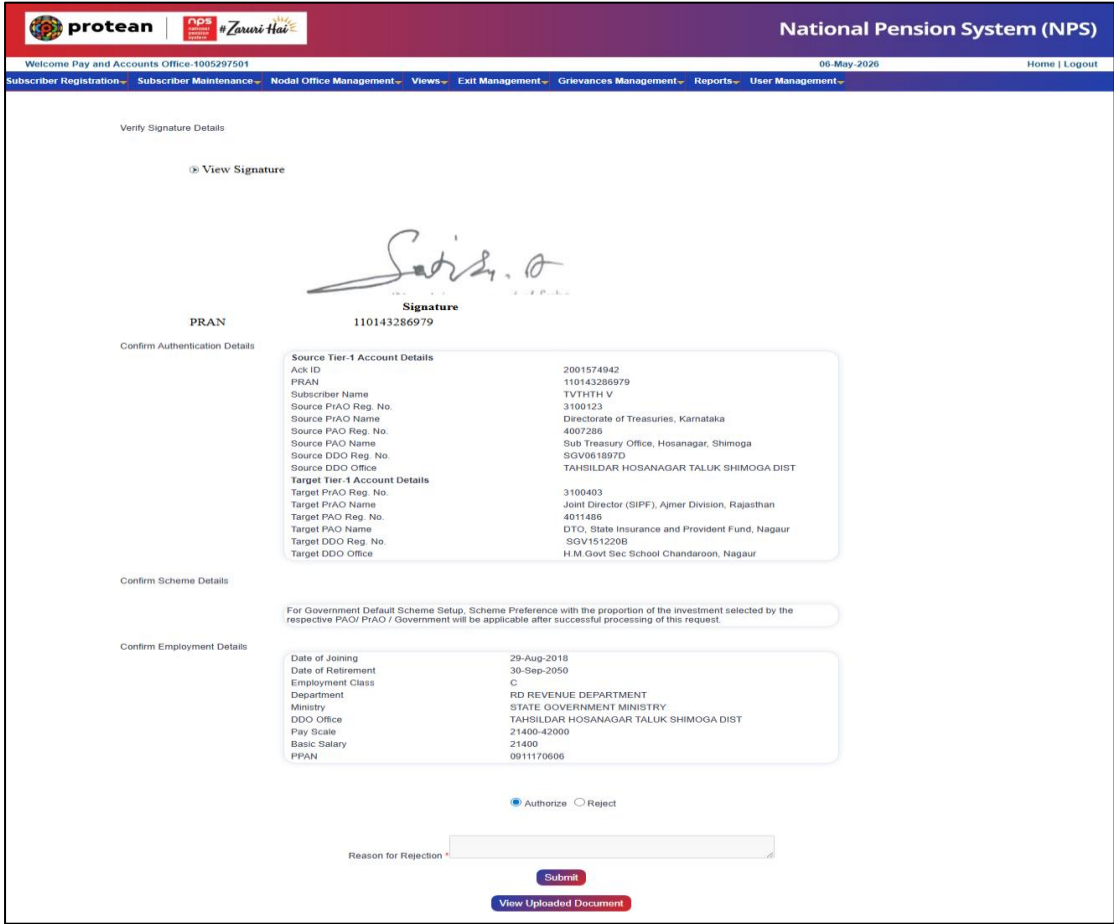
Select	Ack Id.	PRAN	Subscriber Name	Source PAO/CBO/POP-SP Reg. No.	Target PAO/CBO/POP-SP Reg. No.	Tier Type
☒	2001574942	110143286979	TVTHTH V	4007286	4011486	T1

Submit

Retired Life ka sahara, NPS hamara

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



National Pension System (NPS)

Welcome Pay and Accounts Office-1005297501 06-May-2026 Home | Logout

Subscriber Registration Subscriber Maintenance Nodal Office Management Views Exit Management Grievances Management Reports User Management

Verify Signature Details

⊗ View Signature



Signature

PRAN 110143286979

Confirm Authentication Details

Source Tier-1 Account Details	
Ack ID	2001574942
PRAN	110143286979
Subscriber Name	TVTHTH V
Source PAO Reg. No.	3100123
Source PAO Name	Directorate of Treasuries, Karnataka
Source PAO Reg. No.	4007286
Source PAO Name	Sub Treasury Office, Hosanagar, Shimoga
Source DDO Reg. No.	SGV0618970
Source DDO Office	TAHSILDAR HOSANAGAR TALUK SHIMOGA DIST
Target Tier-1 Account Details	
Target PAO Reg. No.	3100403
Target PAO Name	Joint Director (SIPF), Ajmer Division, Rajasthan
Target PAO Reg. No.	4011486
Target PAO Name	DTG, State Insurance and Provident Fund, Nagaur
Target DDO Reg. No.	SGV1512208
Target DDO Office	H.M.Govt Sec School Chandaroon, Nagaur

Confirm Scheme 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 Employment Details

Date of Joining	29-Aug-2018
Date of Retirement	30-Sep-2050
Employment Class	C
Department	RD REVENUE DEPARTMENT
Ministry	STATE GOVERNMENT MINISTRY
DDO Office	TAHSILDAR HOSANAGAR TALUK SHIMOGA DIST
Pay Scale	21400-42000
Basic Salary	21400
PPAN	0911170606

☒ Authorize ☐ Reject

Reason for Rejection

Submit

View Uploaded Document

Figure 2.4

Inter Sector shifting for Government Subscribers

Classification: Public	Version No.: 1.5	03-02-2026	Page: 13 of 18
------------------------	------------------	------------	----------------

- 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).

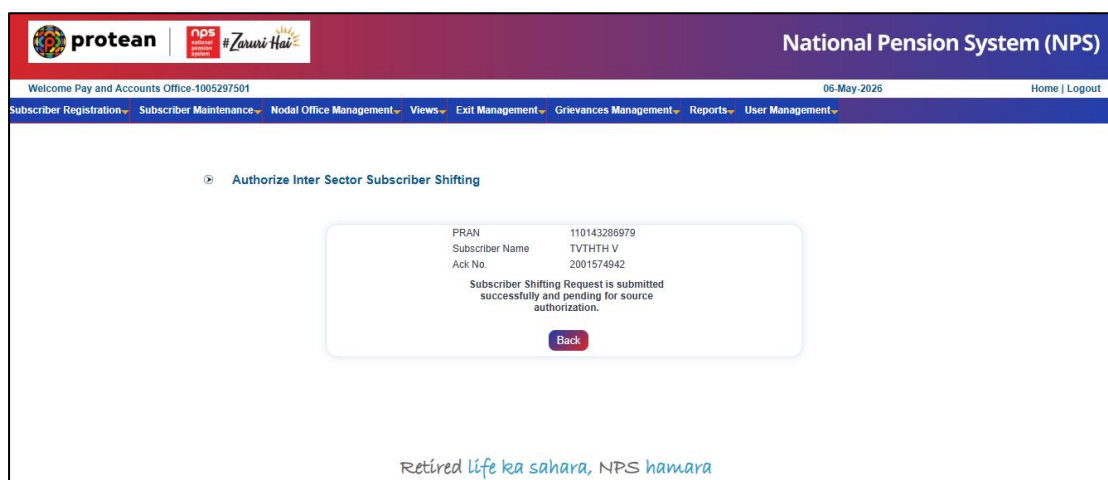


Figure 2.5

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

Inter Sector shifting for Government Subscribers

Classification: Public

Version No.: 1.5

03-02-2026

Page: 14 of 18

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.nps-proteantech.in/CRA/>) using the User ID and password and log into CRA system Please refer Figure 3.1 below.

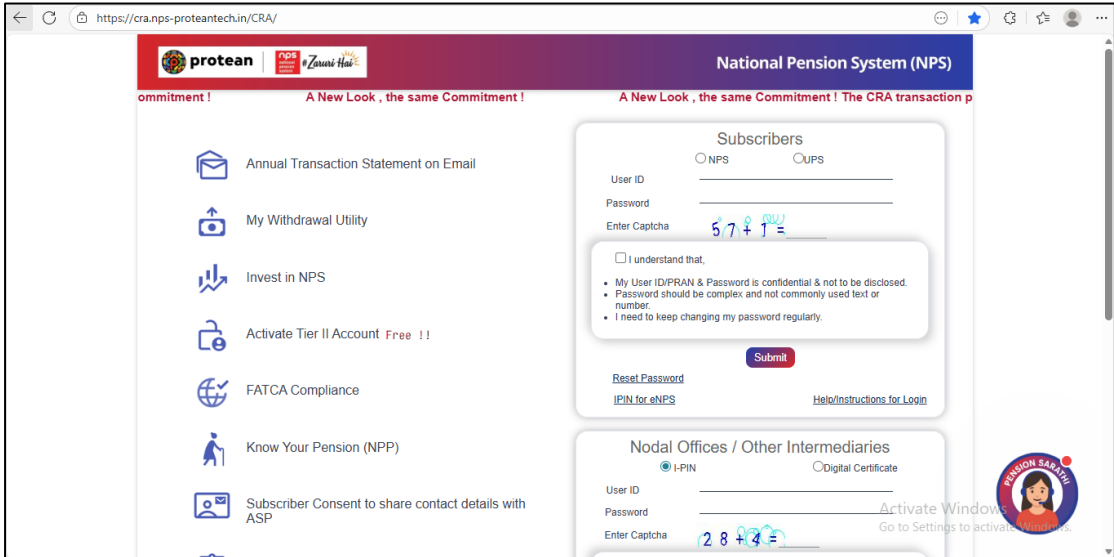


Figure 3.1

User will select the option **“Subscriber Maintenance>>>Shifting Request>>>Source Authorization”** from the main menu. Please refer Figure 3.2 below

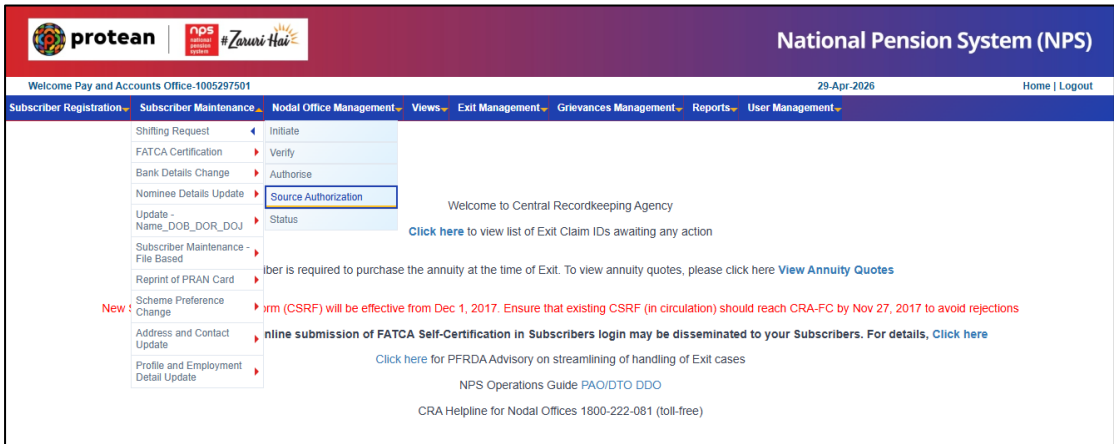


Figure 3.2

Inter Sector shifting for Government Subscribers

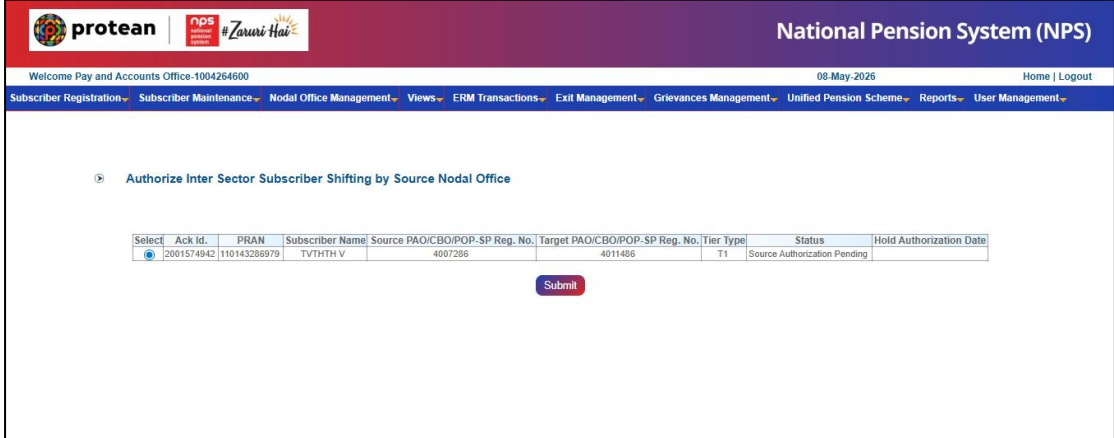
Classification: Public

Version No.: 1.5

03-02-2026

Page: 15 of 18

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 must select the required request and click on submit button. Please refer to Figure 3.3 below



Welcome Pay and Accounts Office-1004264600 08-May-2026 Home | Logout

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

ⓘ Authorize Inter Sector Subscriber Shifting by Source Nodal Office

Select	Ack Id.	PRAN	Subscriber Name	Source PAO/CBO/POP-SP Reg. No.	Target PAO/CBO/POP-SP Reg. No.	Tier Type	Status	Hold Authorization Date
☒	2001574942	110143286979	TVTHTH V	4007286	4011486	T1	Source Authorization Pending	

Submit

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.

Inter Sector shifting for Government Subscribers

Classification: Public

Version No.: 1.5

03-02-2026

Page: 16 of 18

Welcome Pay and Accounts Office-1004264600 08-May-2026 Home | Logout

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

Verify Signature Details

View Signature

Signature

PRAN 110143286979

Confirm Authentication Details

Source Tier-1 Account Details	
Ack ID	2001574942
PRAN	110143286979
Subscriber Name	TVTHTH V
Source PAO Reg. No.	3100123
Source PAO Name	Directorate of Treasuries, Karnataka
Source PAO Reg. No.	4007286
Source PAO Name	Sub Treasury Office, Hosanagar, Shimoga
Source DDO Reg. No.	SGV061897D
Source DDO Office	TAHSILDAR HOSANAGAR TALUK SHIMOGA DIST
Target Tier-1 Account Details	
Target PAO Reg. No.	3100403
Target PAO Name	Joint Director (SIPF), Ajmer Division, Rajasthan
Target PAO Reg. No.	4011486
Target PAO Name	DTO, State Insurance and Provident Fund, Nagaur
Target DDO Reg. No.	SGV151220B
Target DDO Office	H.M.Govt Sec School Chandaroon, Nagaur

Confirm Scheme 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 Employment Details

Date of Joining	29-Aug-2018
Date of Retirement	30-Sep-2050
Employment Class	C
Department	RD REVENUE DEPARTMENT
Ministry	STATE GOVERNMENT MINISTRY
DDO Office	TAHSILDAR HOSANAGAR TALUK SHIMOGA DIST
Pay Scale	21400-42000
Basic Salary	21400
PPAN	0911170606

Select File to Upload : Choose File No file chosen Upload

Note :

1. Uploaded 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)
2. In case of rejection of request, reason of rejection and upload of supporting document is mandatory.

☒ Authorize ☐ Reject ☐ Hold

Reason for Rejection/Hold

Submit

View Uploaded Document

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

Welcome Pay and Accounts Office-1004264600 08-May-2026 Home | Logout

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

Authorize Inter Sector Subscriber Shifting by Source Nodal Office

PRAN 110143286979

Subscriber Name TVTHTH V

Ack No. 2001574942

Subscriber Shifting Request has been authorized successfully.

Back

Figure 3.5

Inter Sector shifting for Government Subscribers

Classification: Public	Version No.: 1.5	03-02-2026	Page: 17 of 18
------------------------	------------------	------------	----------------

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 offices are not required to send Inter sector shifting form to Protean CRA office.

Inter Sector shifting for Government Subscribers

Classification: Public	Version No.: 1.5	03-02-2026	Page: 18 of 18
------------------------	------------------	------------	----------------

5. Timeline for Inter-sector shifting (ISS)

- The Inter-sector shifting gets processed on the same day as and when the request is authorized 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 authorization 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.
- In case if there are different PFM with 2 sectors, the contribution uploaded by Source office will be redeemed on next day of authorization 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 authorized 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.