

Protean eGov Technologies Limited



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STANDARD OPERATING PROCEDURE (SoP)

Subscriber Maintenance by Nodal Office for Govt. Subscriber

Version 1.2

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REVISION HISTORY

Sr. No.	Date of Revision	Version	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	15-12-2024	1.1	-	New Screenshots provided
3	05-02-2025	1.2	-	Addition of subscriber journey

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Background:

Subscribers registered with CRA are allowed to update the existing details in the available CRA system. For the purpose of carrying out these changes, Subscriber has to submit a Subscriber Detail Change Request form (S2 form) to the concerned PAO/DTO. The said form is available at CRA website wherein the subscriber can download the S2 form.

Link for site is : <https://npscra.nsdl.co.in/>

The subscriber is required to go through below mentioned option

Home -- → Central Government/State Government -- → Forms -- → NPS Account Maintenance -- → Form S2: Subscriber Details Change

NPS Account Maintenance

- ❖ Form S2 : Subscriber Details Change
- ❖ Form S7 : Subscriber's Photo and Signature Change
- ❖ Form S8 : Covering Letter of DDO for Change in Photo and Signature of Subscriber
- ❖ PAN & Aadhaar Updation Form
- ❖ Form ISS - Inter Sector Shifting

Nodal office can update below mentioned details of subscriber in the CRA system by through login its User IDs.

- Email ID and Mobile number
- Address details
- Nomination details
- Bank Details

Flow Matrix for Processing Change Request

(Email ID/Mobile Number/ Address Details /Nomination and Bank Details)

Request Initiation	Authorization
PAO/DTO (User 1)	PAO/DTO (User 2)

The subscribers can submit the documents for change request to concerned DDO office. Based on the availability of option, DDO office may initiate the subscriber details change request in CRA log in and forward to DTO/PAO office for further verification/authorization. If DDO has no access for processing any modification, the office needs to send the request the concern DTO/PAO.

It is the responsibility of the office to check veracity of documents as provided by the subscriber before processing any modification in the system.

Updation of core details in PRAN

For updation in core details i.e. Name/DoB/ DoJ and DoR, the same can be updated by Nodal office only through its login. For the same, a separate SOP is available namely "[SOP for updating Subscriber details V 1.2](#)". The offices are requested to refer the same for updation of core details.

Subscriber based Journey:

Subscribers registered under NPS also have an option to initiate the request for updation of their personal details such as address, mobile number, email ID, bank account and nominee details in CRA System using the I-PIN provided to them by CRA. Alternatively, the subscriber can provide the request to nodal office and nodal office would initiate the request on behalf of its subscribers based on documents received.

The steps for modification of these details thorough subscriber end are mentioned below.

(Please note for updation of address/contact details/ mobile, these details can get updated through self authorisation based on OTP/e-sign and in case of bank /nominee details, the modification request is required to be verified and authorised by nodal office as mentioned in SOP).

➤ Steps for updation of contact/email details of subscriber

- Login into CRA using user id & password
- Under Manage my Account, Click on Update my Profile
- Click on Change contact details
- Subscriber can update : Email id or Mobile no
- Click in Email id/Mobile no, enter the new details
- Click on Submit button, Click on Proceed button
- OTP will be sent to New Mail id/Mobile no.
- After entering the OTP, the details will be updated

In case, if newly updated email id or mobile no is already exist in CRA system, error will be shown to the subscriber about duplicity.

➤ Steps for updation of address details of subscriber

- Login into CRA using user id & password
- Under Manage my Account, Click on Update my Profile and click on Change Address
- Subscriber can update the address through Aadhaar number or PAN no. (in case of PAN no, CKYC details should be updated)
- Enter the Aadhaar Number & click continue.
- OTP will be sent to registered Mobile no. once the OTP is entered Old & new address will be show to subscriber
- Click on generate OTP, enter the OTP.

➤ Steps for updation of Nominee details of subscriber

- Login into CRA using user id & password
- Under Manage my Account, Click on Update my Profile, Click on update nomination
- Click on update nominee details.
- Update the nominee details, click on submit.
- On submission, OTP will be sent to registered mobile no. on submission of OTP ack id will generated & same need to be verify/ authorize by nodal office.

➤ **Steps for updation of Bank details of subscriber**

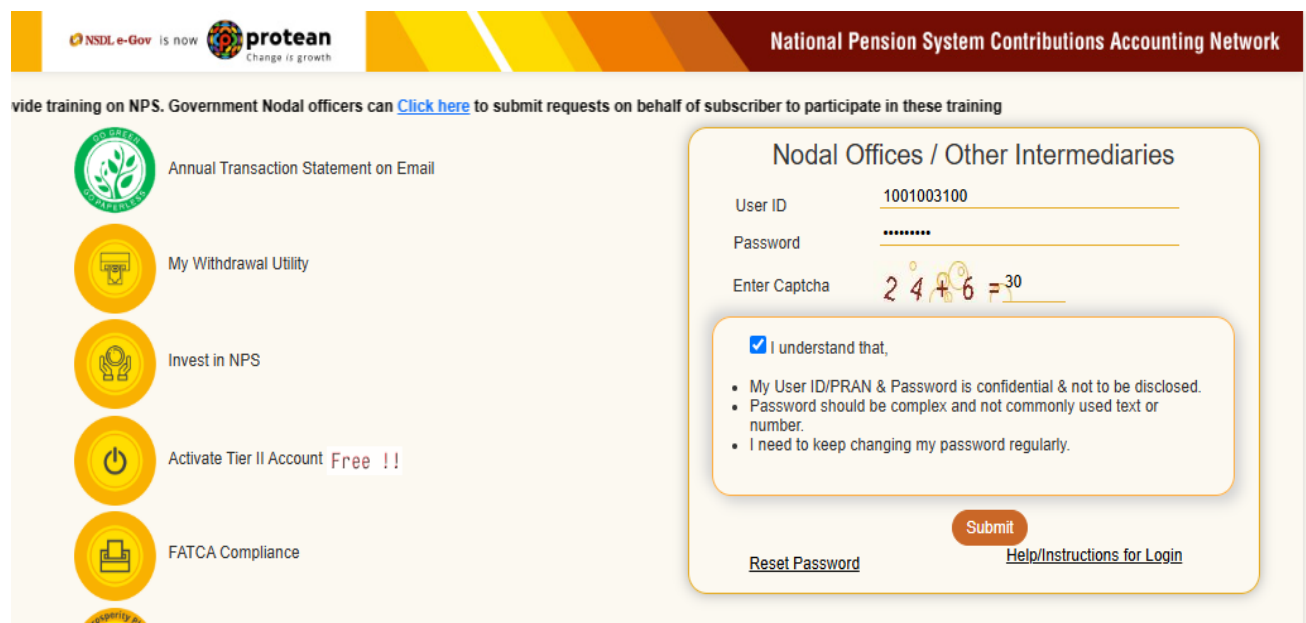
- Login into CRA using user id & password
- Under Manage my Account, Click on Update my Profile,
- Click on update Bank details - Tier 1 / Tier 2
- Select Type of Transaction - Modify Bank Details
- The existing bank details will be shown to the subscriber. Also, the subscriber is requested to enter new bank details.
- The Govt. subscriber need to tick on the following declaration
"I hereby declare that my NPS Bank account is my salary bank account and atleast one salary has been credited"
- The subscriber is required to do penny drop for updated bank account.
- On successful penny drop, Ack id will get generated and the same need to be verify/ authorize by nodal office.

A. Process to Update Subscriber i.e. Email ID/Mobile Number/Address Details

A.1 Request initiation by PAO/DTO office Nodal Office User 1 (Maker)

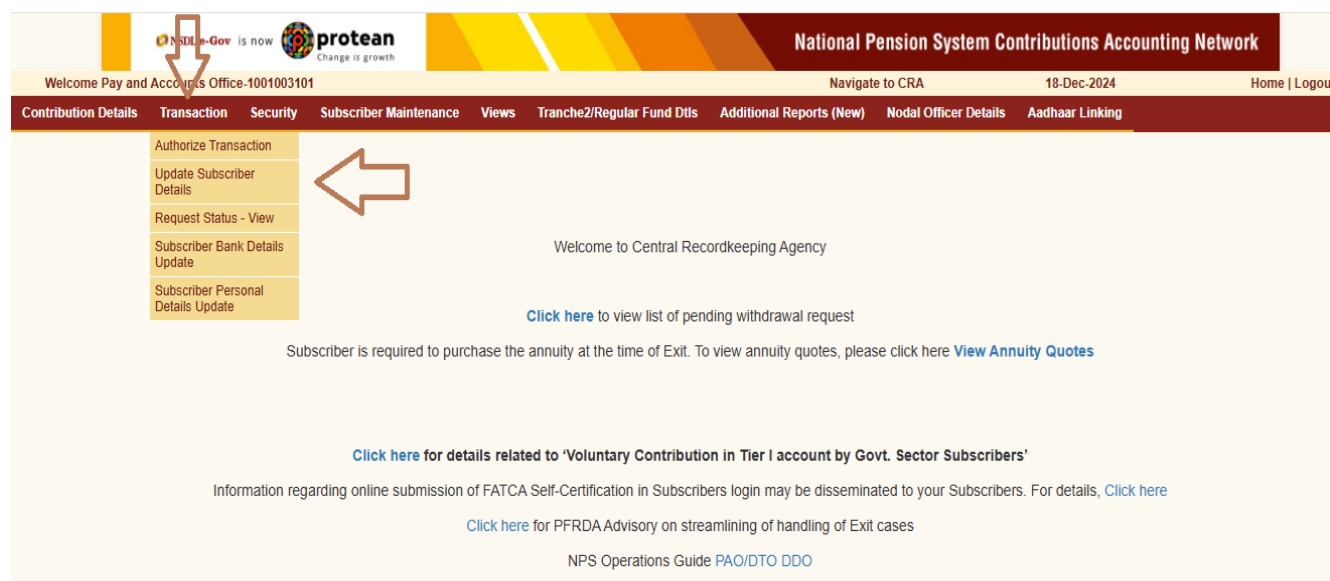
1. Log in to <https://npscan-cra.com/CRA/>. Enter PAO/DTO office user Id and password. Click on **“Submit”** (Refer figure 1)

Figure 1



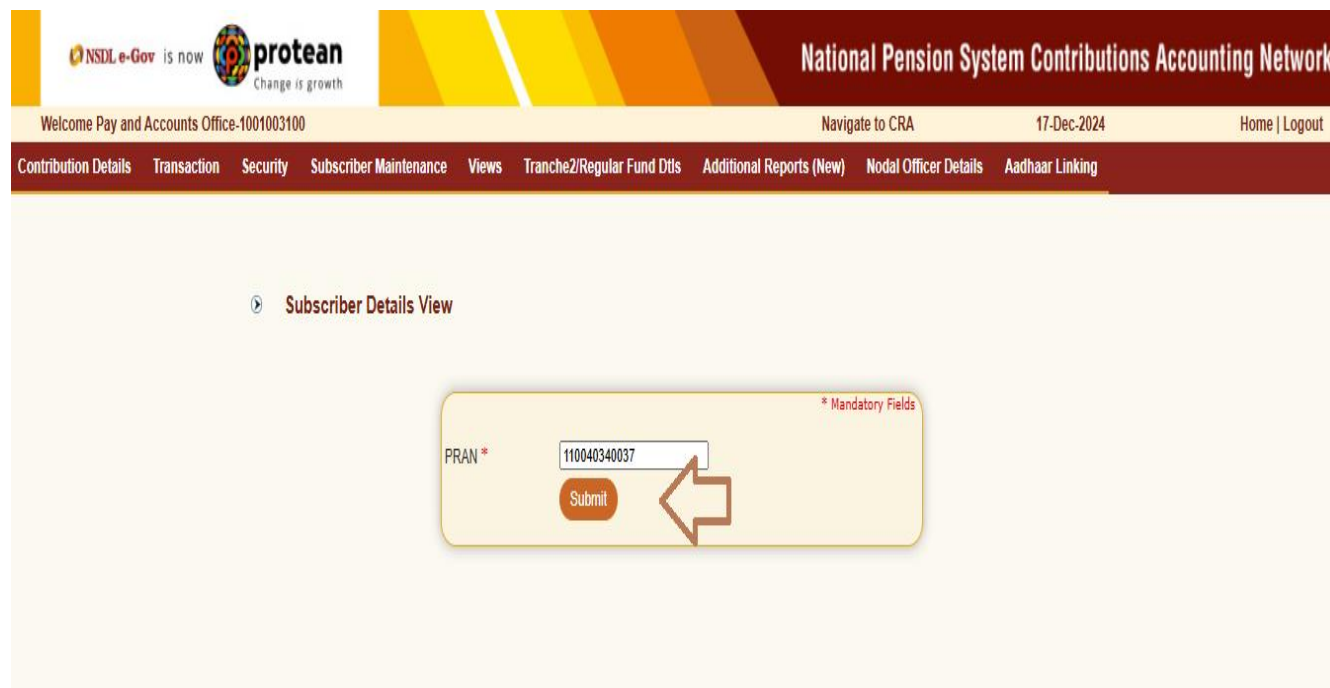
2. Click on menu “Transaction”→ **“Update Subscriber Details”** (Refer figure 2)

Figure 2



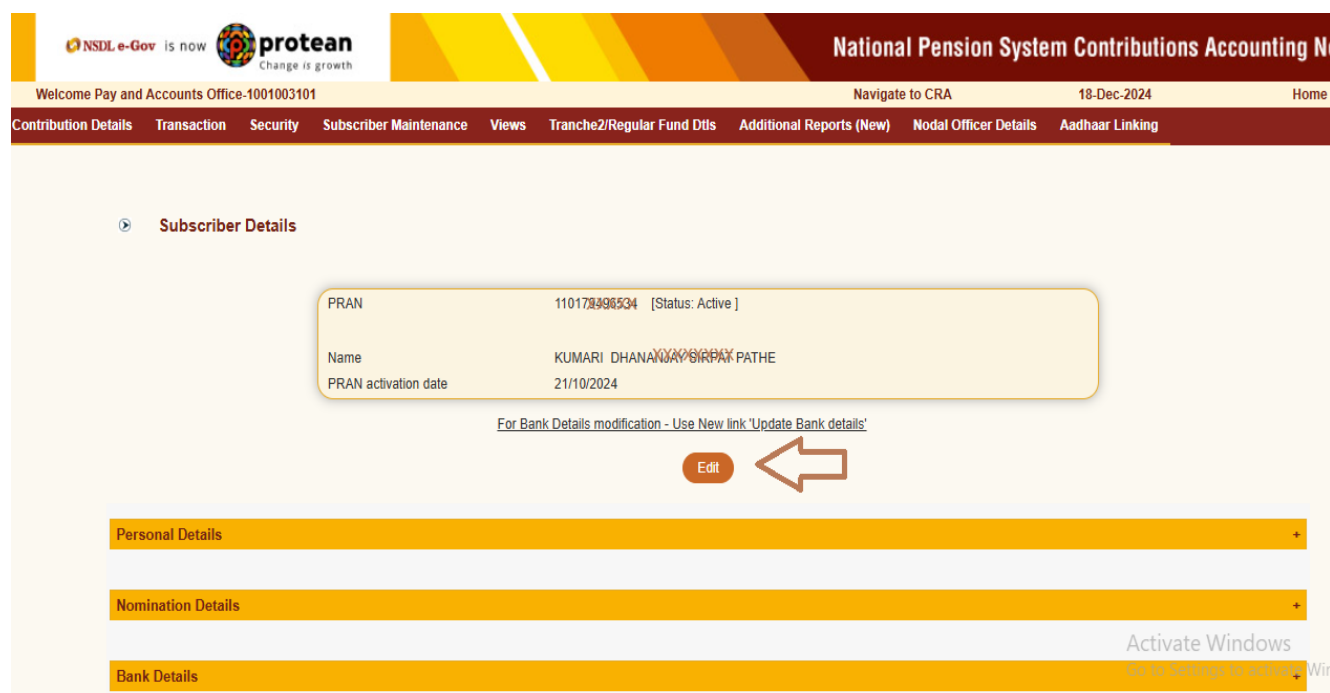
3. Enter PRAN of subscriber under **"Subscriber Details View"** option. Click on **"Submit"** (Refer figure 3)

Figure 3



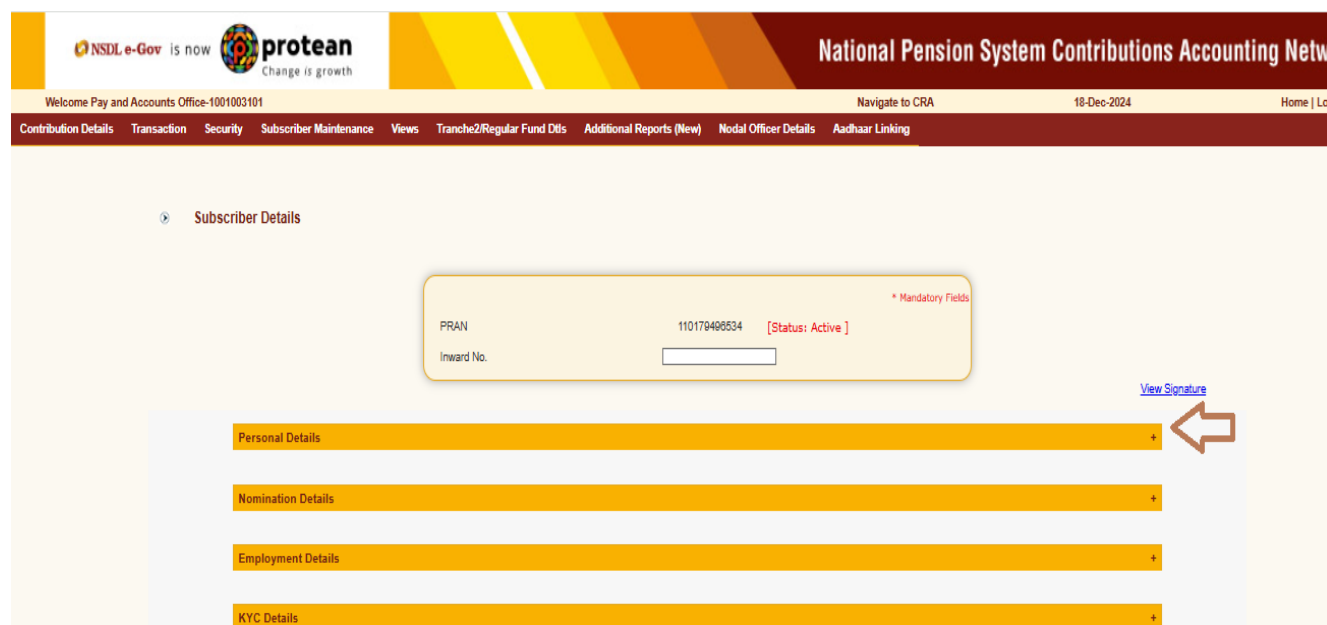
4. Click of **"Edit"** option to enter **New details.** (Refer figure 4)

Figure 4



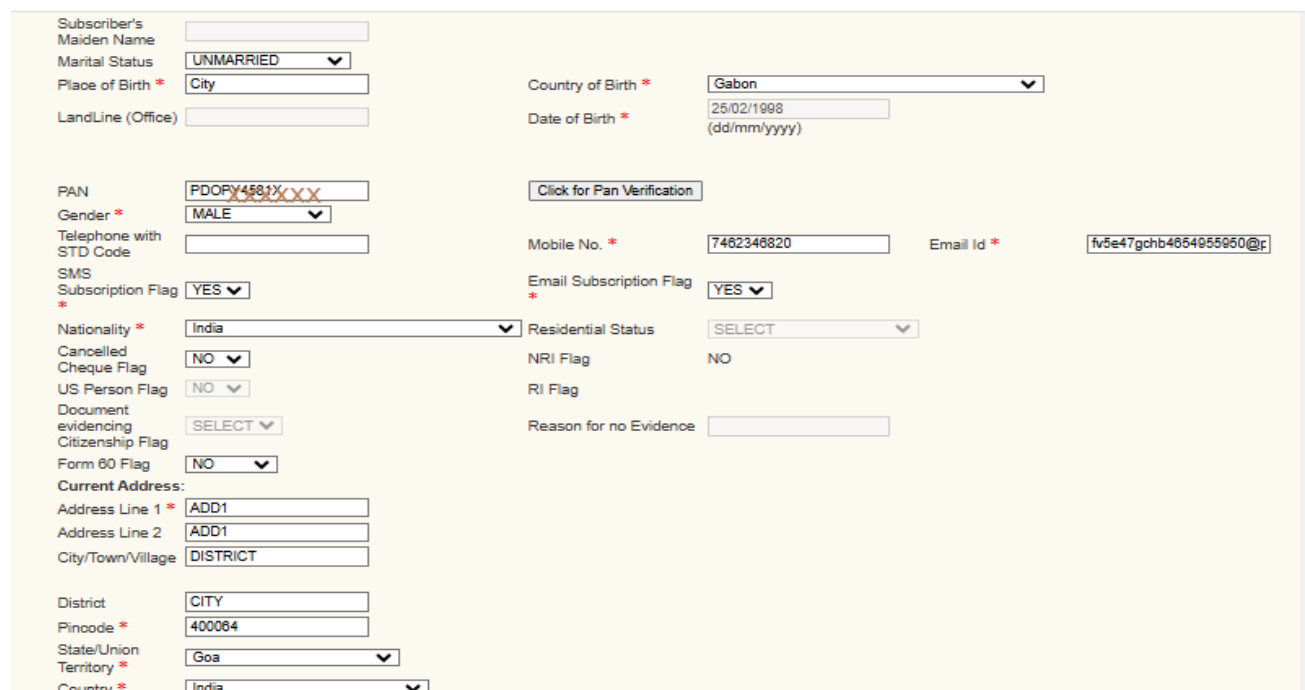
5. To check the existing personal details please click on **Personal Details** tab. (Refer figure 5)

Figure 5



6. Existing personal details can be viewed under **Personal Details** tab (Refer figure 6)

Figure 6



7. Please enter new detail in respective field and click on **“Submit”**. In case mobile number/email ID details already exists in CRA records, system will prompt an error **“Duplicate Mobile Number Already Exists in CRA system.”** The office needs to check with the subscriber for the said duplicity and request for another mobile number for updation if available. (Refer figure 7 & 8)

Figure 7

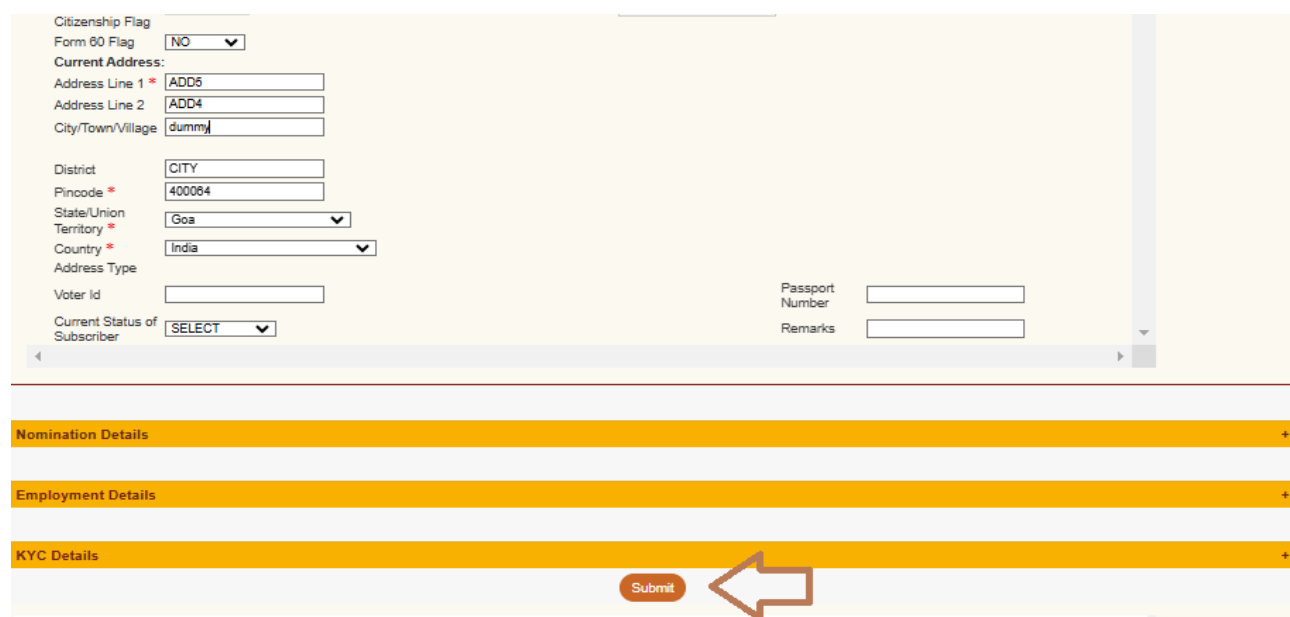
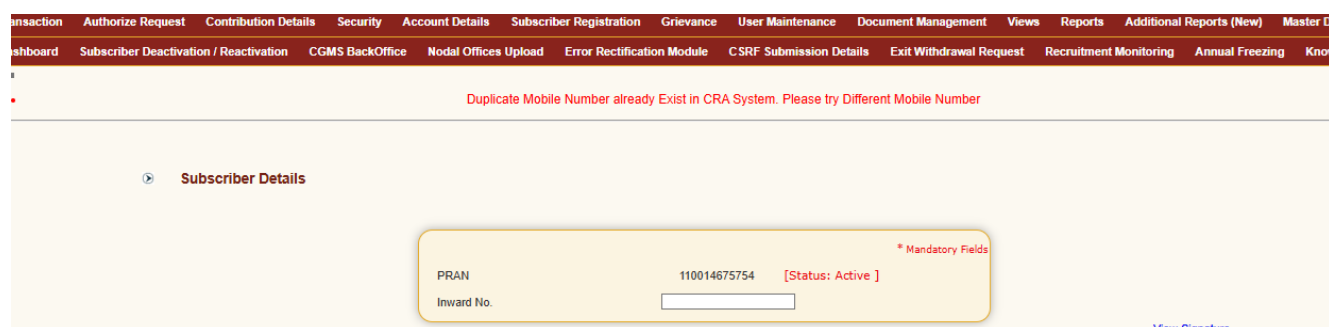


Figure 8

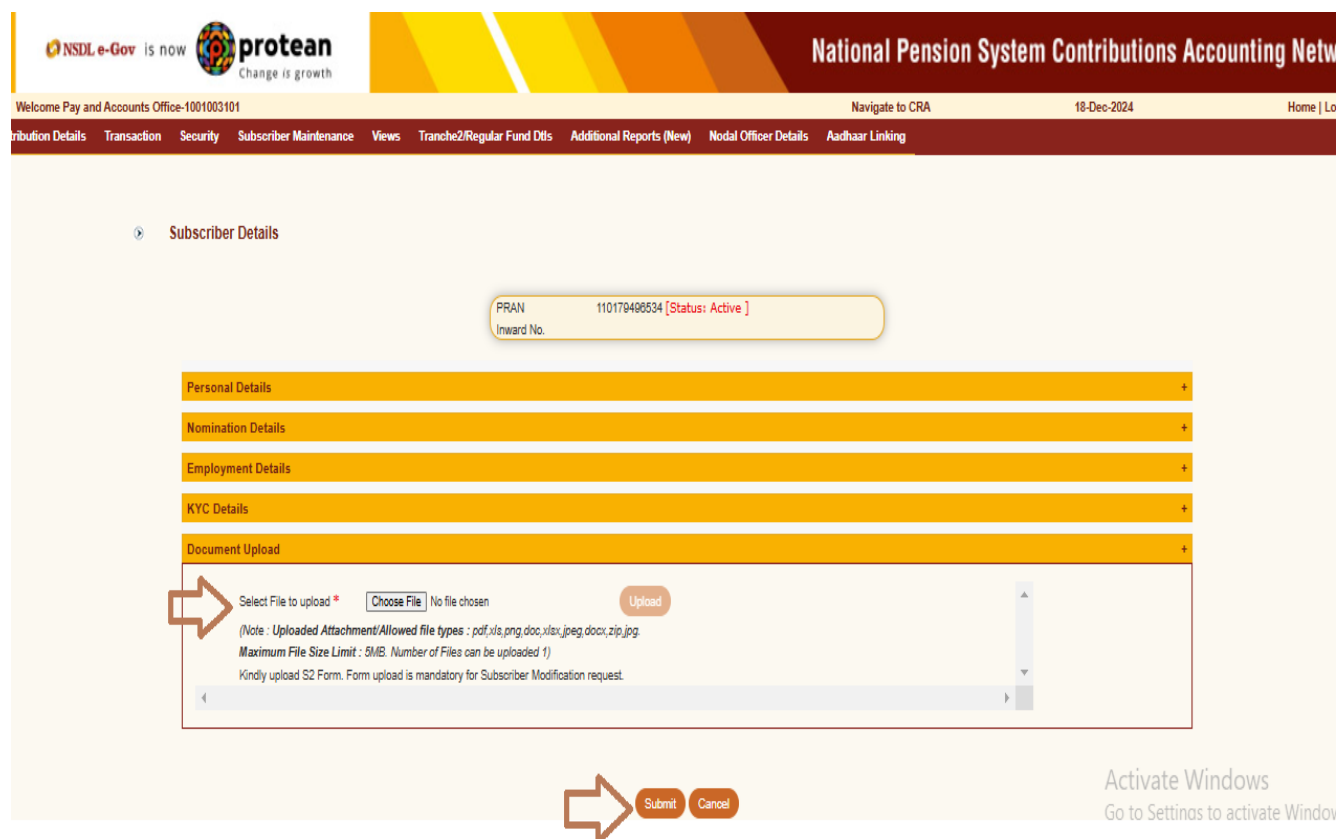


8. Nodal office is required to **Upload supporting Proof i.e.** S2 Form signed by subscriber along with supporting documents. (Refer figure 9 & 10)

- Uploaded Attachment/Allowed file types: pdf/xls/png/doc/xlsx/jpeg/docx/zip/jpg.
- Maximum File Size Limit: 5MB.
- Only 1 document can be uploaded.
- File Name should not have special characters or space.

It is the responsibility of the office to check veracity of documents as provided by the subscriber.

Figure 9



NSDL e-Gov is now **protean** Change is growth

Welcome Pay and Accounts Office-1001003101

Navigate to CRA 18-Dec-2024 Home | Log Out

Contribution Details Transaction Security Subscriber Maintenance Views Tranche2/Regular Fund Dtls Additional Reports (New) Nodal Officer Details Aadhaar Linking

Subscriber Details

PRAN 110170490534 [Status: Active]
Inward No.

Personal Details +

Nomination Details +

Employment Details +

KYC Details +

Document Upload +

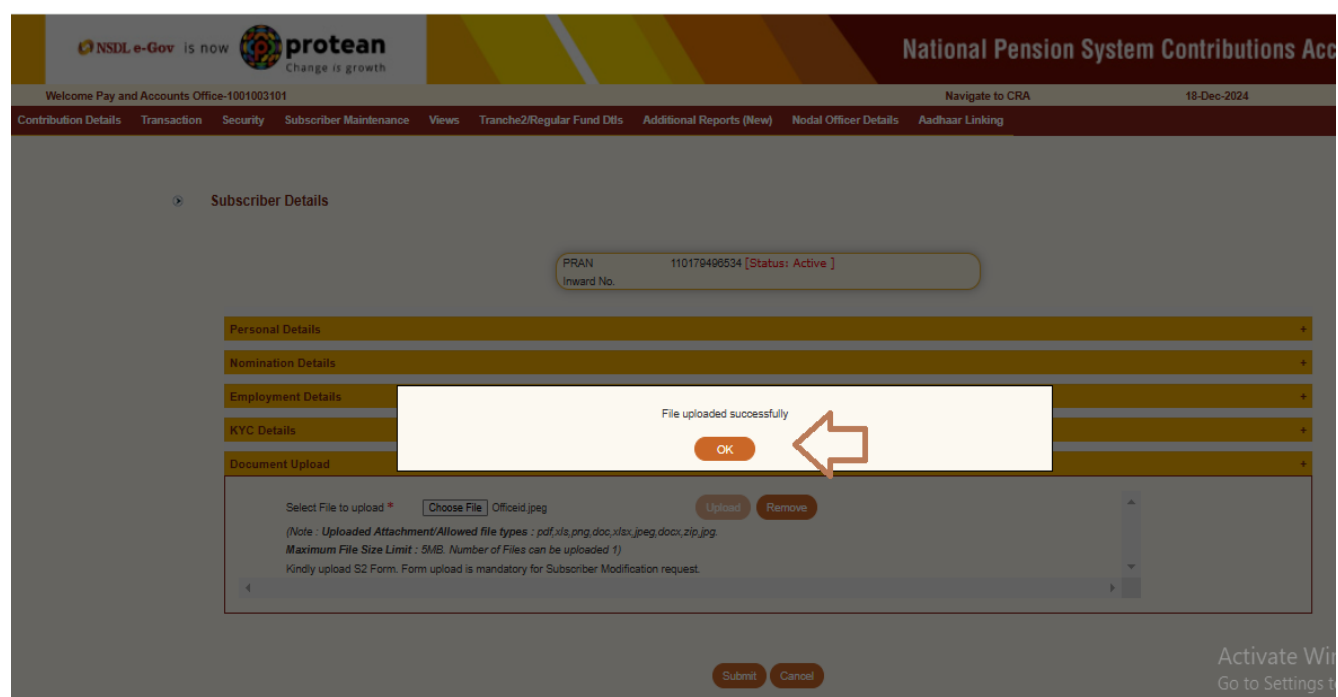
Select File to upload * Choose File No file chosen Upload

(Note : Uploaded Attachment/Allowed file types : pdf,xls,png doc,xlsx,jpeg,docx,zip,jpg.
Maximum File Size Limit : 5MB. Number of Files can be uploaded 1)
Kindly upload S2 Form. Form upload is mandatory for Subscriber Modification request.

Submit Cancel

Activate Windows
Go to Settings to activate Windows

Figure 10



NSDL e-Gov is now **protean** Change is growth

Welcome Pay and Accounts Office-1001003101

Navigate to CRA 18-Dec-2024 Home | Log Out

Contribution Details Transaction Security Subscriber Maintenance Views Tranche2/Regular Fund Dtls Additional Reports (New) Nodal Officer Details Aadhaar Linking

Subscriber Details

PRAN 110170490534 [Status: Active]
Inward No.

Personal Details +

Nomination Details +

Employment Details +

KYC Details +

Document Upload +

Select File to upload * Choose File OfficeId.jpeg Upload Remove

(Note : Uploaded Attachment/Allowed file types : pdf,xls,png doc,xlsx,jpeg,docx,zip,jpg.
Maximum File Size Limit : 5MB. Number of Files can be uploaded 1)
Kindly upload S2 Form. Form upload is mandatory for Subscriber Modification request.

Submit Cancel

File uploaded successfully
OK

Activate Windows
Go to Settings to activate Windows

9. Updated details entered in CRA system will be highlighted in red color text. Office may verify the details and click on **“Submit”** option. (Refer figure 11)

Figure 11

Subscriber Details

PRAN
Inward No.
110162887572 [Status: Active]

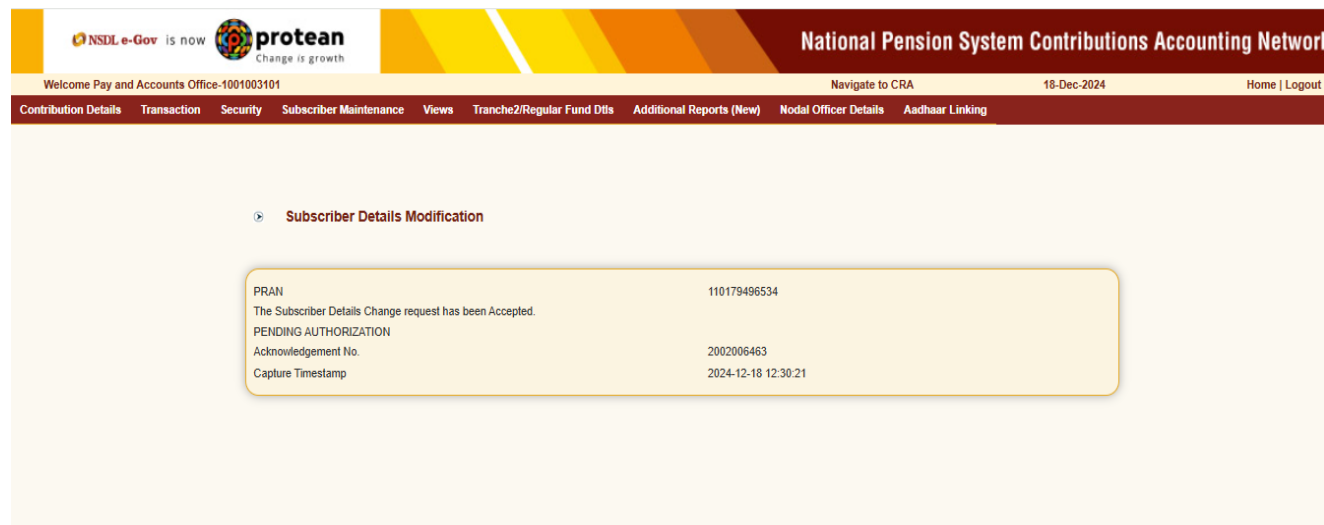
Personal Details

PRAN	110162887572 [Status: Active]	PAN	EZGPW6585W
Name	SHRI CVVH WXZVC	Mother's Name Flag	NO
Father's Name	ZVHENDEC WXZVC	SOT Language	ENGLISH
Mother's Name	TEEZV DEVH	Last 4 digits of Aadhaar	
Orphan	NO		
Gender	MALE	Date of Birth	17/10/1996
Subscriber's Maiden Name		Spouse Name	
Marital Status	MARRIED	LandLine (Office)	
Place of Birth	ATELI	Country of Birth	India
POP Consent flag	NO		
CERSAI ID			
Nationality	India	Residential Status	RI
Cancelled cheque Flag	YES		
US Person Flag	NO		
Document evidencing Citizenship Flag	Y	Reason for no Evidence	Y
RI Flag		PAN Seed Flag	YES
Form 60 Flag			
Current Address:			
Address Line 1	VPO-hisijpxz .		
Address Line 2	xakxIZ .		
City/Town/Village			
District	REWARI		
PinCode	123103		
State/Union Territory	HARYANA		
Country	INDIA		
Address Type	RESIDENTIAL		
Telephone with STD Code			
Mobile No.	+919887854310		
SMS Subscription Flag	YES	Email Subscription Flag	YES
Email Id	efgc@nsdl.co.in		
Vehicle Id		Document Number	

10. Message will be displayed on screen once subscriber details change request are captured successfully.

Acknowledgment number will be displayed on screen. (Refer figure 12)

Figure 12

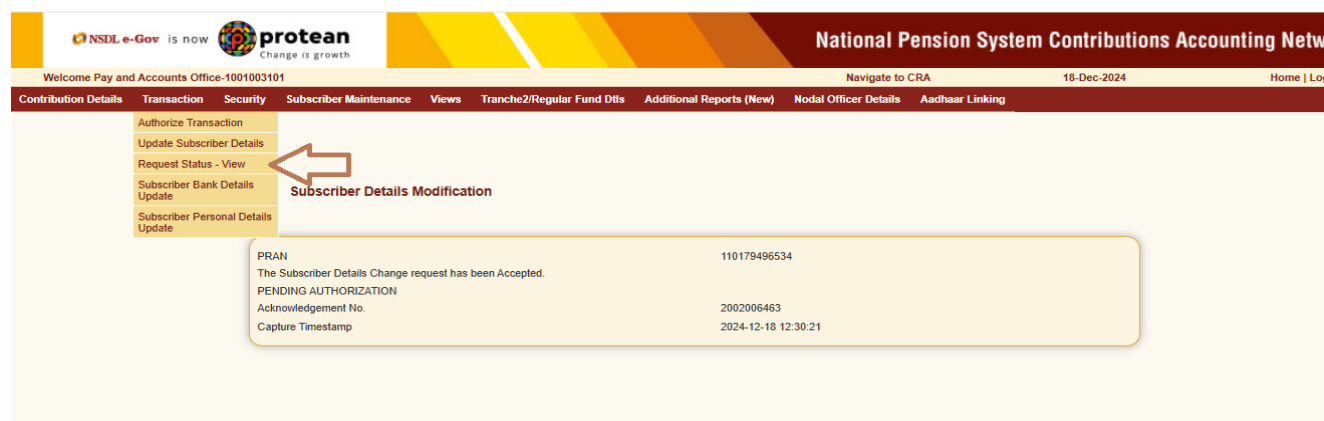


The screenshot shows the Protean National Pension System Contributions Accounting Network interface. The header includes the NSDL e-Gov logo and the Protean logo. The main navigation bar contains links for Contribution Details, Transaction, Security, Subscriber Maintenance, Views, Tranche2/Regular Fund Dtls, Additional Reports (New), Nodal Officer Details, and Aadhaar Linking. The page title is "Subscriber Details Modification". A message box displays the following information:

PRAN	110179496534
The Subscriber Details Change request has been Accepted.	
PENDING AUTHORIZATION	
Acknowledgement No.	2002006463
Capture Timestamp	2024-12-18 12:30:21

11. Status of request can be checked under option: View--→ Request Status -View→ Transaction Type→ Enter PRAN/ Acknowledgment number (Refer figure 13 ,14 & 15)

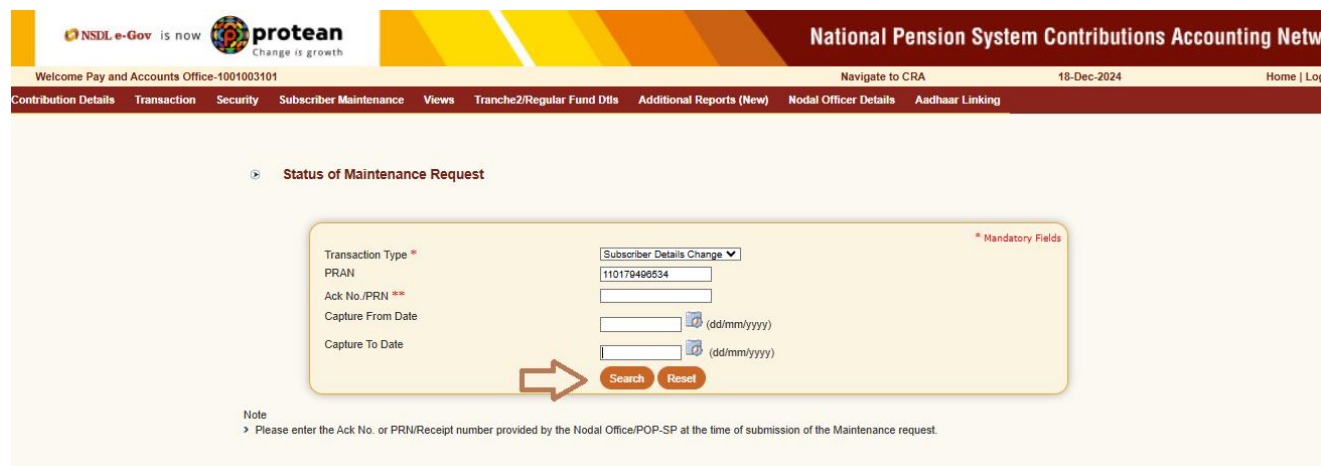
Figure 13



The screenshot shows the Protean National Pension System Contributions Accounting Network interface. The header includes the NSDL e-Gov logo and the Protean logo. The main navigation bar contains links for Contribution Details, Transaction, Security, Subscriber Maintenance, Views, Tranche2/Regular Fund Dtls, Additional Reports (New), Nodal Officer Details, and Aadhaar Linking. The page title is "Subscriber Details Modification". A dropdown menu is open under the "Subscriber Maintenance" link, showing options: Authorize Transaction, Update Subscriber Details, Request Status - View, Subscriber Bank Details Update, and Subscriber Personal Details Update. A message box displays the following information:

PRAN	110179496534
The Subscriber Details Change request has been Accepted.	
PENDING AUTHORIZATION	
Acknowledgement No.	2002006463
Capture Timestamp	2024-12-18 12:30:21

Figure 14





The screenshot shows the Protean National Pension System Contributions Accounting Network interface. The header includes the NSDL e-Gov logo and the Protean logo. The main navigation bar contains links for Contribution Details, Transaction, Security, Subscriber Maintenance, Views, Tranche2/Regular Fund Dtls, Additional Reports (New), Nodal Officer Details, and Aadhaar Linking. The page title is "Status of Maintenance Request". A form is displayed with the following fields:


- Transaction Type *: Subscriber Details Change (dropdown menu)
- PRAN: 110179496534
- Ack No./PRN **: (empty field)
- Capture From Date: (empty field) (dd/mm/yyyy)
- Capture To Date: (empty field) (dd/mm/yyyy)

Buttons: Search, Reset

Note: Please enter the Ack No. or PRN/Receipt number provided by the Nodal Office/POP-SP at the time of submission of the Maintenance request.

Figure 15



National Pension System Contributions Accounting Network

Welcome Pay and Accounts Office-1001003101
Navigate to CRA
18-Dec-2024
Home | Logout

[Contribution Details](#)
[Transaction](#)
[Security](#)
[Subscriber Maintenance](#)
[Views](#)
[Tranche2/Regular Fund Dtls](#)
[Additional Reports \(New\)](#)
[Nodal Officer Details](#)
[Aadhaar Linking](#)

Status of Subscriber Change Request Status Results

Name

PRAN

DHANANJAY SORPOTRATHE

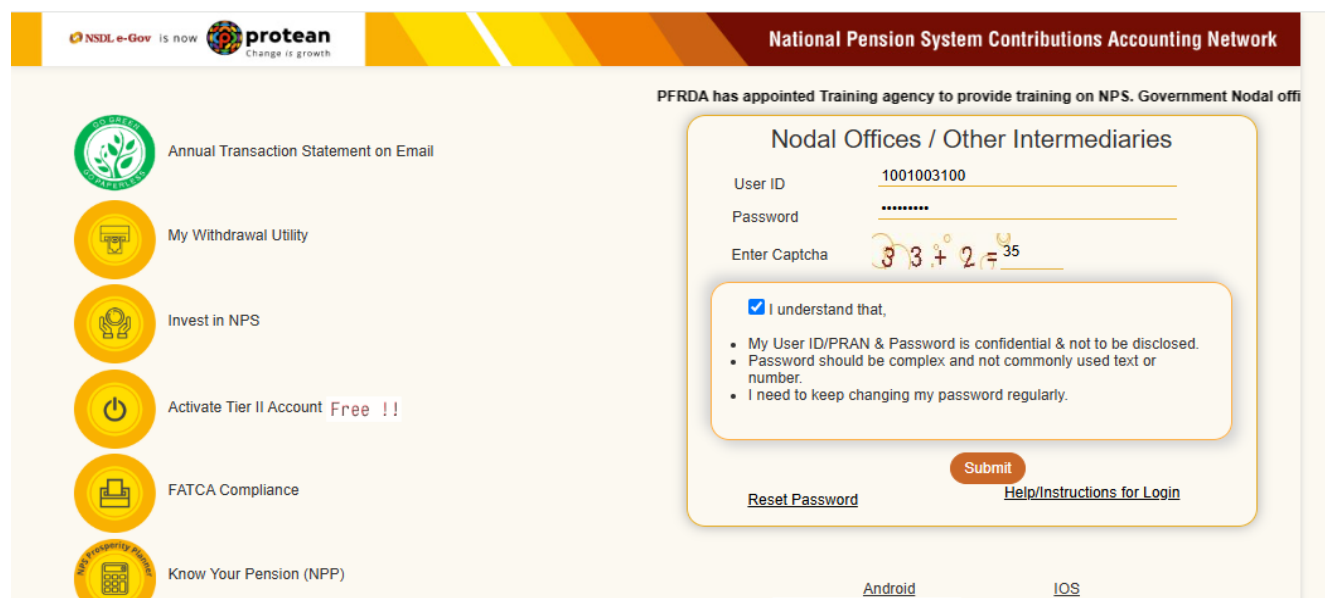
110179496534

Sr. No.	Acknowledgement No.	Request Received Date	Request Type	Status	DDO Approved	DDO Approval Date	Auto-Processed	Request Authorization Date	Reason of Rejection
1	2002006463	18-12-2024	Subscriber Change Request Status	Pending Authorisation	-	-	No	-	-

A.2 Request Authorization by PAO office Nodal Office User 2 (Checker/Authorizer)

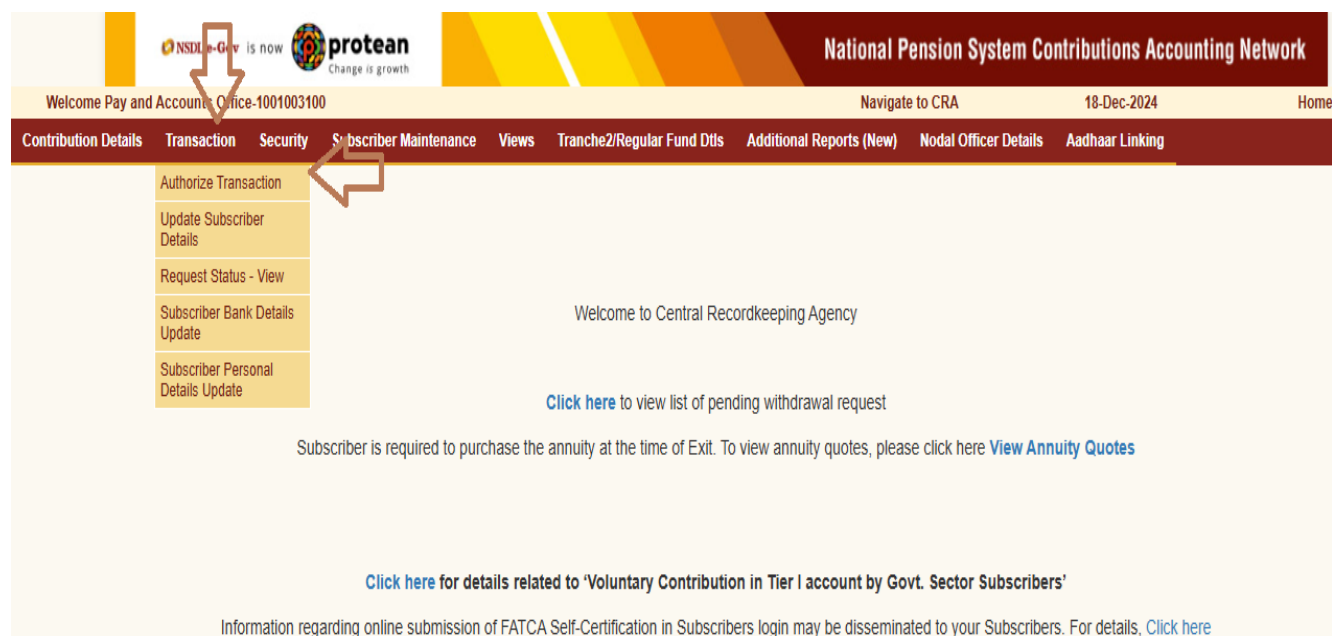
12. Log in to <https://npscan-cra.com/CRA/> and enter PAO/DTO user Id and password. Click on **"Submit"** (Refer figure 16)

Figure 16



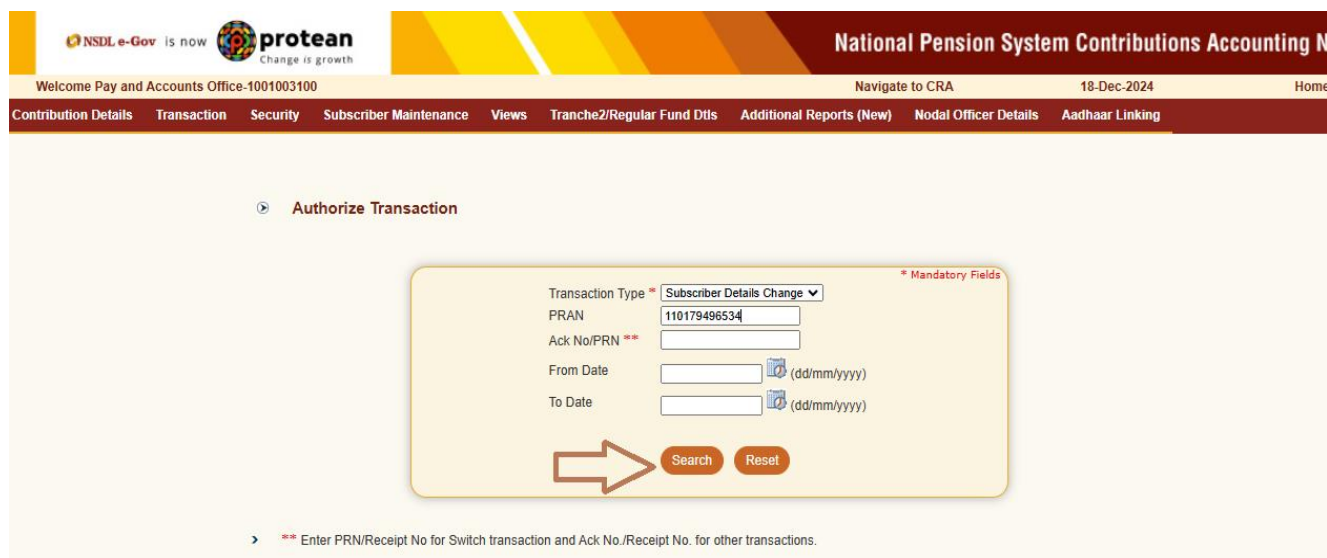
13. Click on menu "Transaction" → **"Authorize Transaction"** (Refer figure 17)

Figure 17



14. Enter "Transaction Type" and PRAN. Click on **"Search"** (Refer figure 18)

Figure 18



NSDL e-Gov is now **protean** Change is growth

Welcome Pay and Accounts Office-1001003100

Navigate to CRA 18-Dec-2024 Home

Contribution Details Transaction Security Subscriber Maintenance Views Tranche2/Regular Fund Dtls Additional Reports (New) Nodal Officer Details Aadhaar Linking

Authorize Transaction

Transaction Type * **Subscriber Details Change** * Mandatory Fields

PRAN 110179496534

Ack No/PRN **

From Date (dd/mm/yyyy)

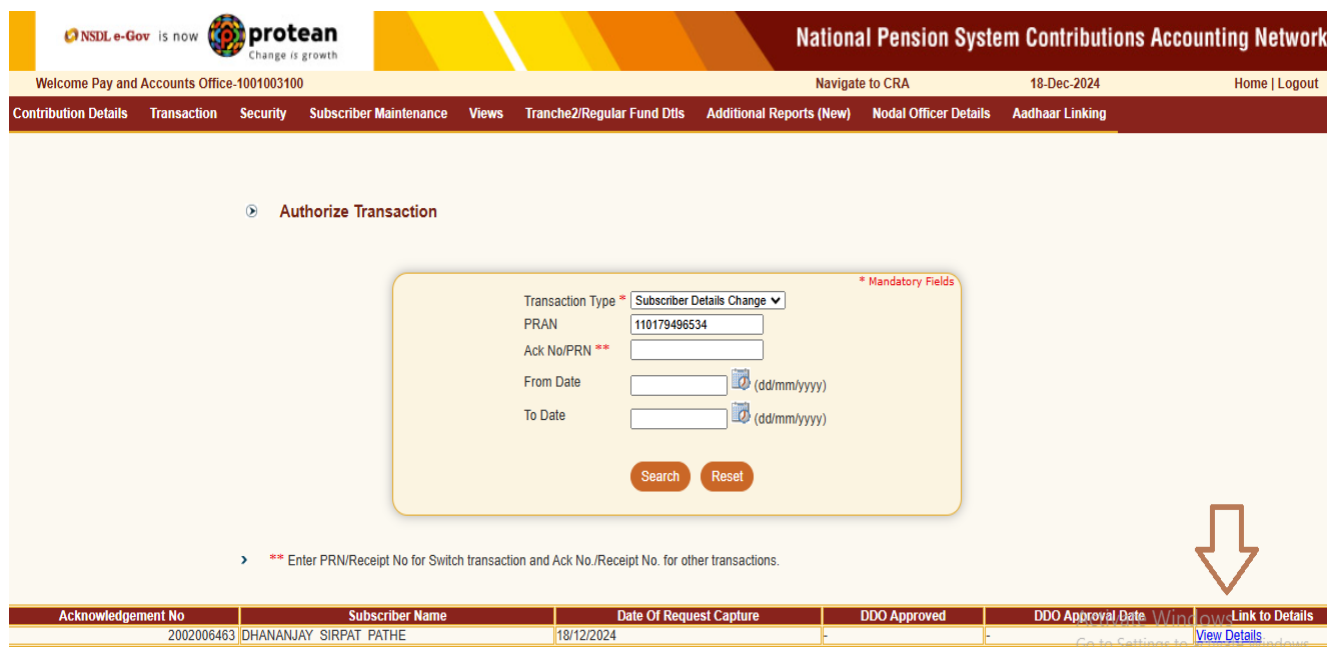
To Date (dd/mm/yyyy)

Search Reset

** Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.

15. Click on Hyperlink **"View Details"** to check the new details entered by maker user. (Refer figure 19)

Figure 19



NSDL e-Gov is now **protean** Change is growth

Welcome Pay and Accounts Office-1001003100

Navigate to CRA 18-Dec-2024 Home | Logout

Contribution Details Transaction Security Subscriber Maintenance Views Tranche2/Regular Fund Dtls Additional Reports (New) Nodal Officer Details Aadhaar Linking

Authorize Transaction

Transaction Type * **Subscriber Details Change** * Mandatory Fields

PRAN 110179496534

Ack No/PRN **

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Search Reset

** Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.

Acknowledgement No	Subscriber Name	Date Of Request Capture	DDO Approved	DDO Approval Date	Link to Details
2002006463	DHANANJAY SIRPAT PATHE	18/12/2024	-	-	View Details

Go to Settings to customize windows

16. Click on personal details tab to check new updated details. Updated details are highlighted in **Red Color** Text. (Refer figure 20)

Figure 20

[Back to Results Page](#)

* Changes to be authorized are marked in red

PRAN 110179496534 PDOPY4581X [Status: Active]

Acknowledgement No. 2002006463

Inward No.

[View Signature](#)

Personal Details

Nomination Details

Personal Details

PRAN	110179496534	PAN	PDOPY4581X
Name	KUMARI DHANANJAY SIRPAT PATHE	Mother's Name Flag	Mother Name
Father's Name	VAISHALI	SOT Language	ENGLISH
Mother's Name	VAISHALI	Last 4 digits of Aadhaar	
Orphan	NO	Date of Birth	25-Feb-1998
Gender	MALE	Subscriber's Maiden Name	
Spouse Name		Place of Birth	CITY
Marital Status	UNMARRIED	CERSAI ID	
Country of Birth	Gabon	Residential Status	
POP Consent Flag	NO	RI Flag	
Nationality	India	Reason for no Evidence	
Cancelled Cheque Flag	NO	PAN Seed Flag	NO
US Person Flag	NO		
Document evidencing Citizenship Flag			
Form 60 Flag	NO		
Current Address:			
Address Line 1	ADD5 ,		
Address Line 2	ADD4 ,		
City/Town/Village	dummy ,		
District	CITY		
Pincode	400064		
State/Union Territory	GOA		
Country	INDIA		
Address Type			
LandLine (Office)			
Telephone with STD Code			
Mobile No.	+917499112233	Email Subscription Flag	YES
SMS Subscription Flag	YES	Aadhar Seeding Flag	NO
Email Id	tv5e47gchb4656789@proteantech.in	Passport Number	
Voter Id		Remarks	
Current Status of Subscriber			

Active Go To

17. Office may **Authorize/Reject** the request after checking supporting documents are details updated by maker user. (Refer figure 21)

It is the responsibility of the office to check veracity of documents as provided by the subscriber.

Figure 21

Subscriber Details

[Back to Results Page](#)

* Changes to be authorized are marked in red

PRAN 110179496534 [Status: Active]

Acknowledgement No. 2002006463

Inward No.

[View Sign](#)

Personal Details

Nomination Details

Employment Details

KYC Details

Document Upload

Document uploaded by Maker: [View Uploaded Document](#)

☒ Authorize ☐ Reject

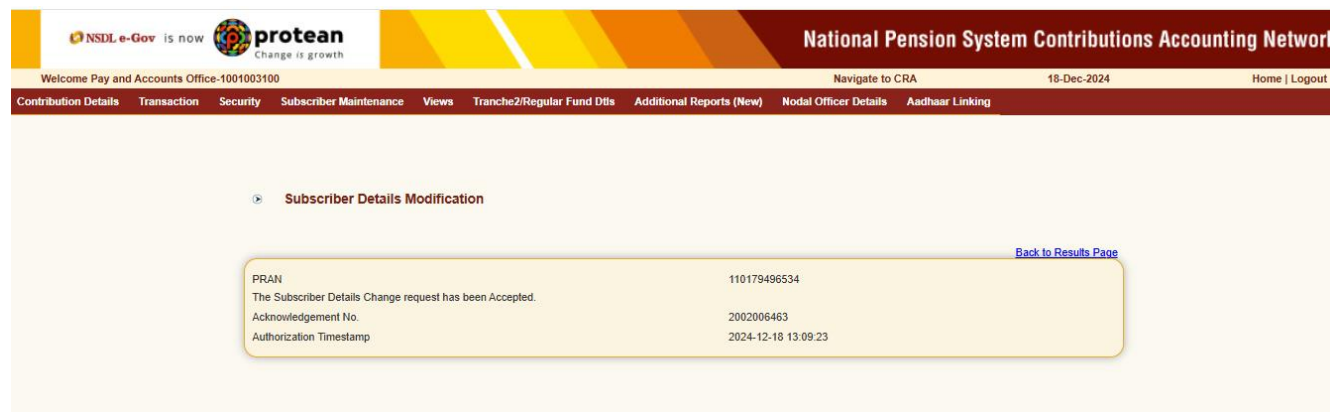
[Submit](#)

Activate Window
Go to Settings to activate

Classification: Public	Version No. : 1.2	05-02-2025	Page: 19 of 43
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18. Message will be displayed on screen once subscriber details change request is authorized successfully. (Refer figure 22)

Figure 22

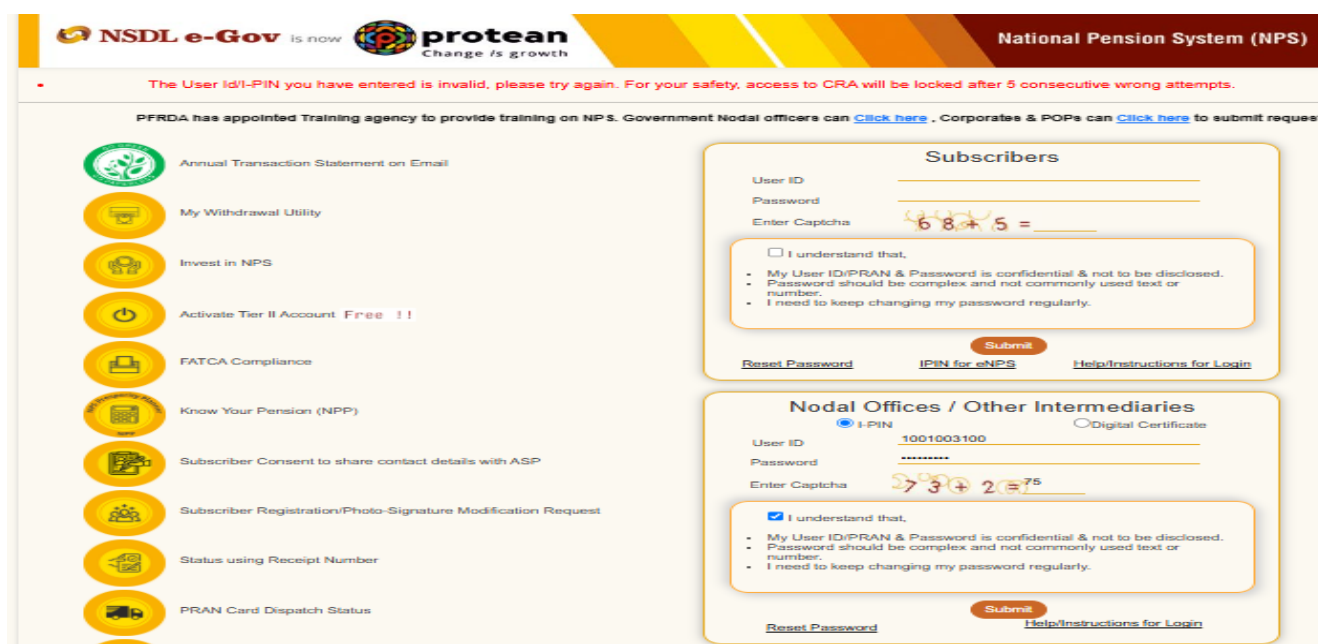


B. Process to Update Subscriber Bank Details:-

B.1 Request initiation by PAO/DTO office Nodal Office User 1 (Maker)

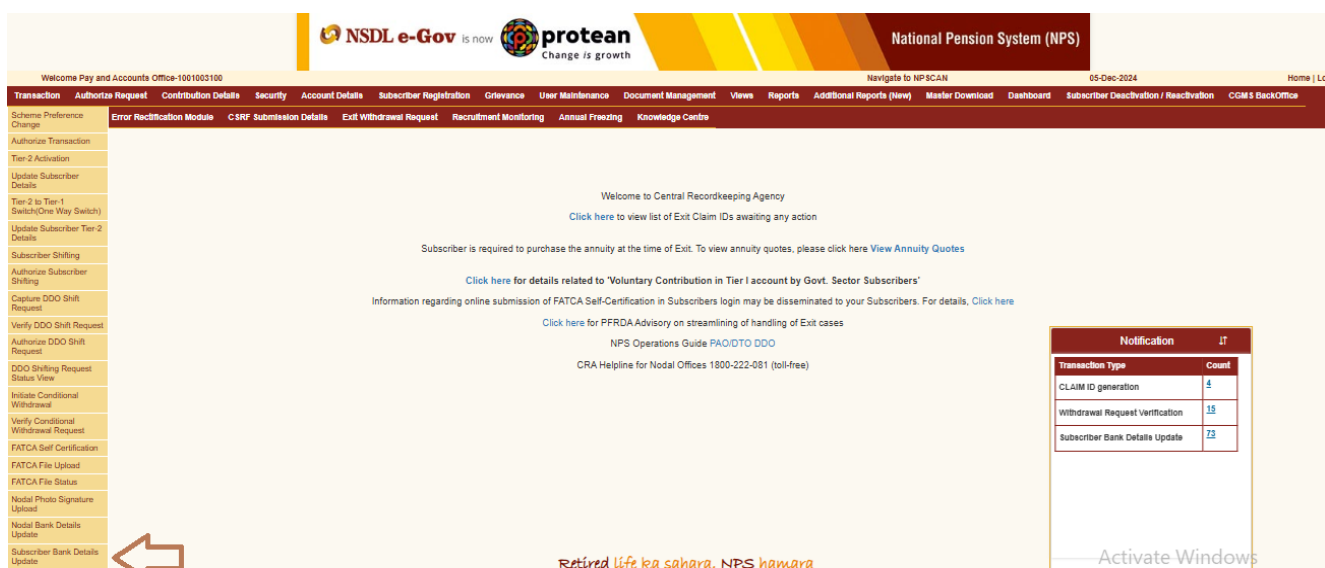
1. Log in to <https://cra-nsdl.com> Enter PAO office user Id and password. Click on “Submit” (Refer figure 23)

Figure 23



2. Click on option “Transaction”-→ “Subscriber Bank Details Update” (Refer figure 24)

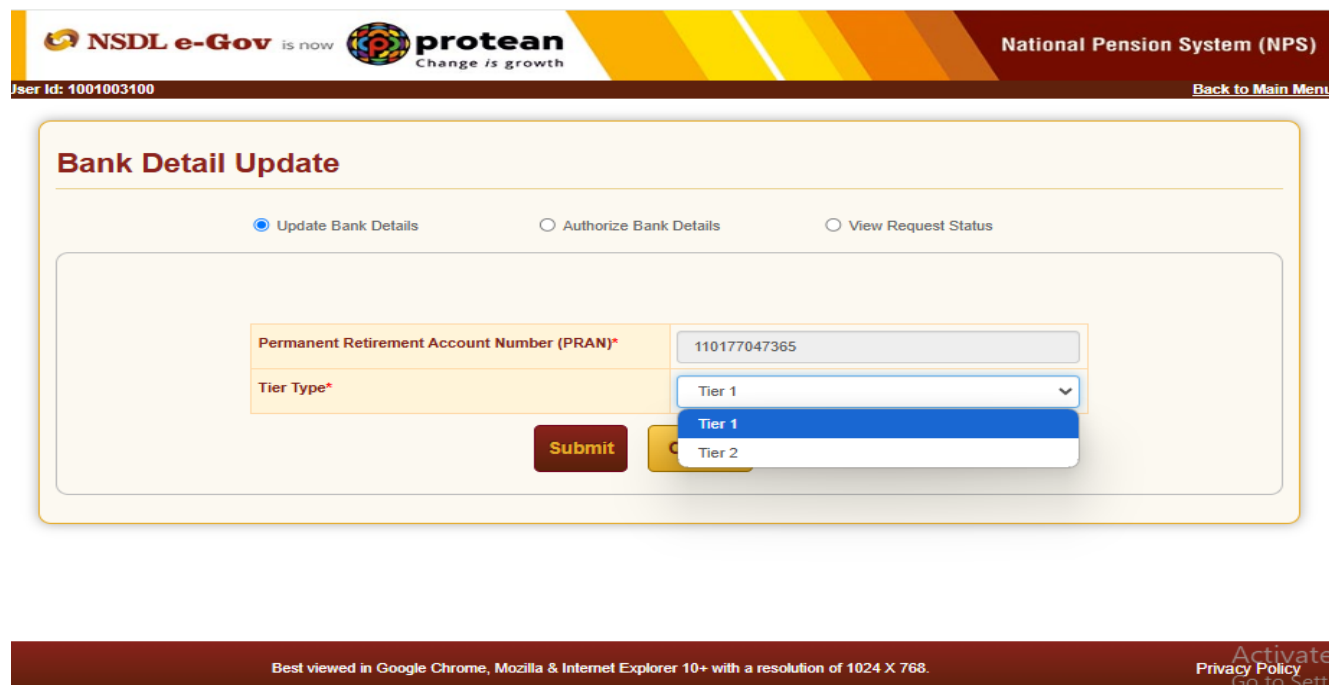
Figure 24



Transaction Type	Count
CLAIM ID generation	2
Withdrawal Request Verification	15
Subscriber Bank Details Update	23

3. Click on option Transaction→**"Update Bank Details"**→ "Submit" (Refer figure 25)

Figure 25



NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

User Id: 1001003100 [Back to Main Menu](#)

Bank Detail Update

☒ Update Bank Details
 ☐ Authorize Bank Details
 ☐ View Request Status

Permanent Retirement Account Number (PRAN)* 110177047365

Tier Type* Tier 1

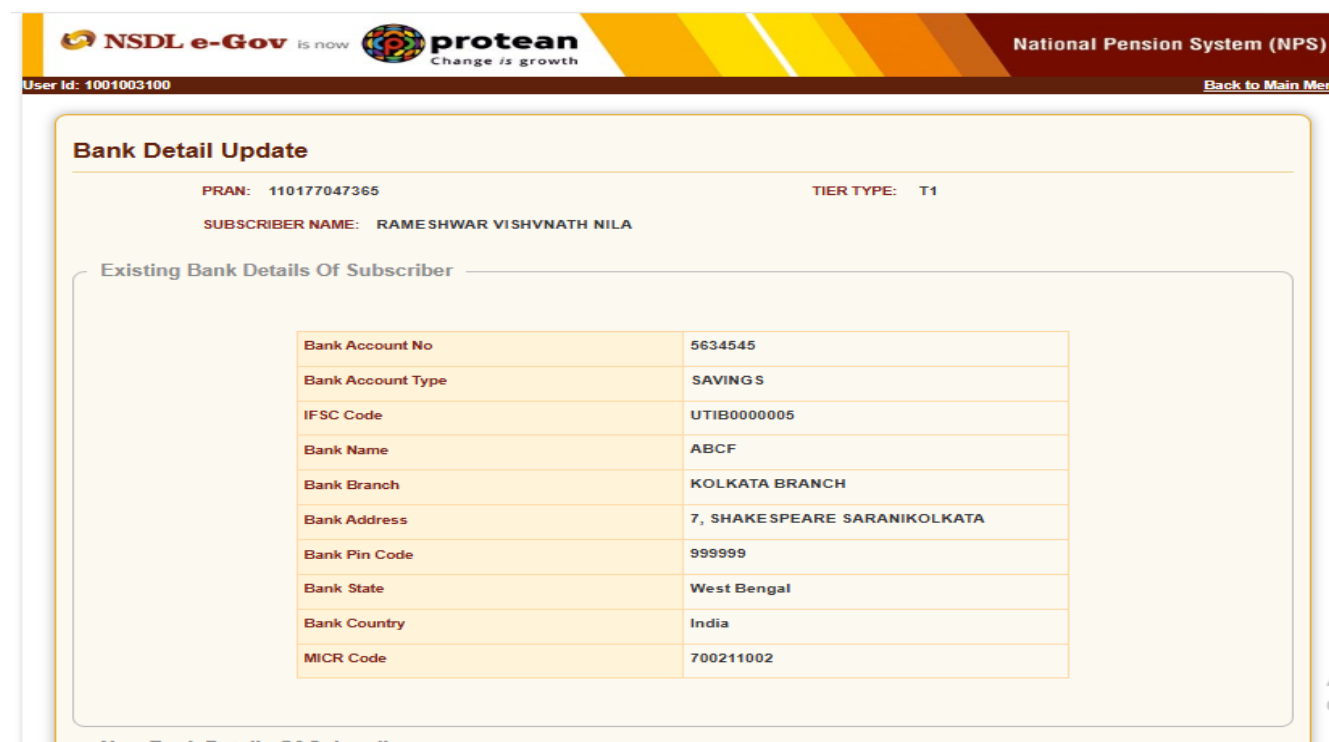
[Submit](#)

Best viewed in Google Chrome, Mozilla & Internet Explorer 10+ with a resolution of 1024 X 768.

[Activate Privacy Policy](#)
[Go to Settings](#)

4. Existing bank details registered in CRA can be viewed. (Refer figure 26)

Figure 26



NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

User Id: 1001003100 [Back to Main Menu](#)

Bank Detail Update

PRAN: 110177047365 TIER TYPE: T1

SUBSCRIBER NAME: RAMESHWAR VISHVNATH NILA

Existing Bank Details Of Subscriber

Bank Account No	5634545
Bank Account Type	SAVINGS
IFSC Code	UTIB0000005
Bank Name	ABCF
Bank Branch	KOLKATA BRANCH
Bank Address	7, SHAKESPEARE SARANIKOLKATA
Bank Pin Code	999999
Bank State	West Bengal
Bank Country	India
MICR Code	700211002

New Bank Details Of Subscriber

5. Enter **New bank details**. Click on declaration and **"Penny Drop"** option. (Refer figure 27 & 28)

It is the responsibility of the office to check veracity of documents as provided by the subscriber. Further, the office needs to ensure that the bank details to be updated are salary bank account only for Govt. subscribers.

In case bank detail entered by nodal office already exists in CRA system will prompt an error **"Duplicate Bank Account Number exists in CRA System. Please try Different combination of Bank Account number and Bank IFSC Code"**

Figure 27

New Bank Details Of Subscriber

Account Type*	SAVINGS
Bank Account No*	*****
Confirm Bank Account No*	50100541119022
Bank IFS Code*	HDFC0000212
Edit Bank Details	<input type="checkbox"/>
Bank Name*	HDFC BANK
Bank Branch*	MUMBAI - GOREGAON (EAST)
Bank Address*	GROUND FLOOR , CONWOOD HOUSE, YASHODHAM GENERAL A.K. SAKINAKA
PIN Code*	400083
State / U.T.*	Maharashtra
Country*	India
Bank MICR Code	400240037
Bank Account Linked to Aadhaar	<input checked="" type="checkbox"/>

☒ I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited*


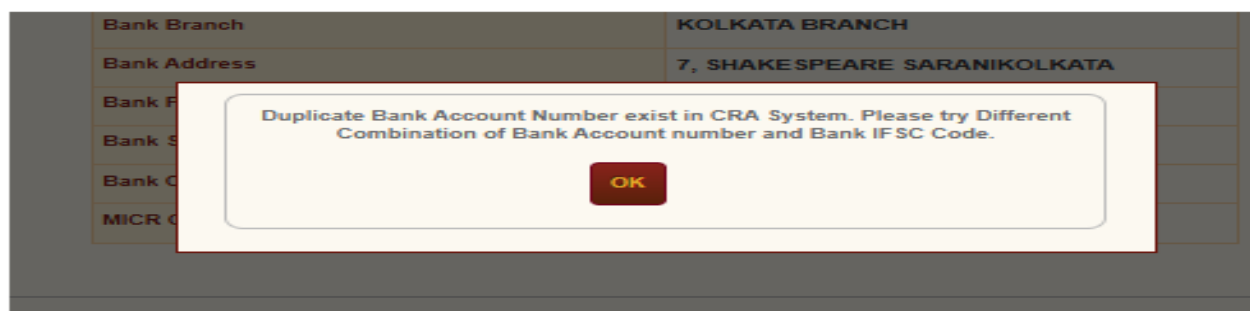
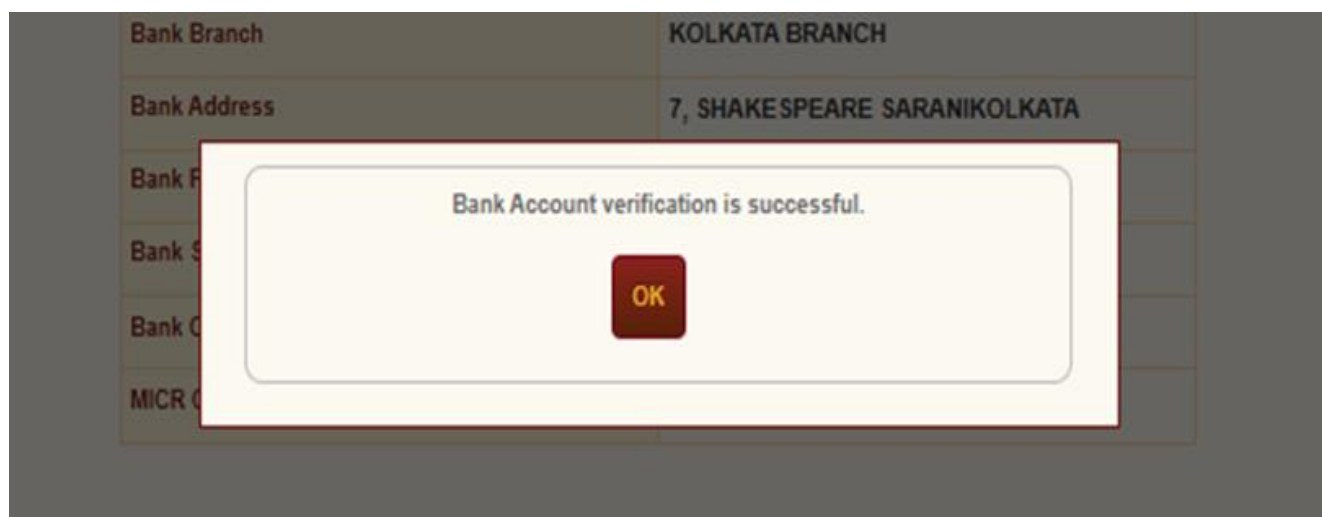


Figure 28



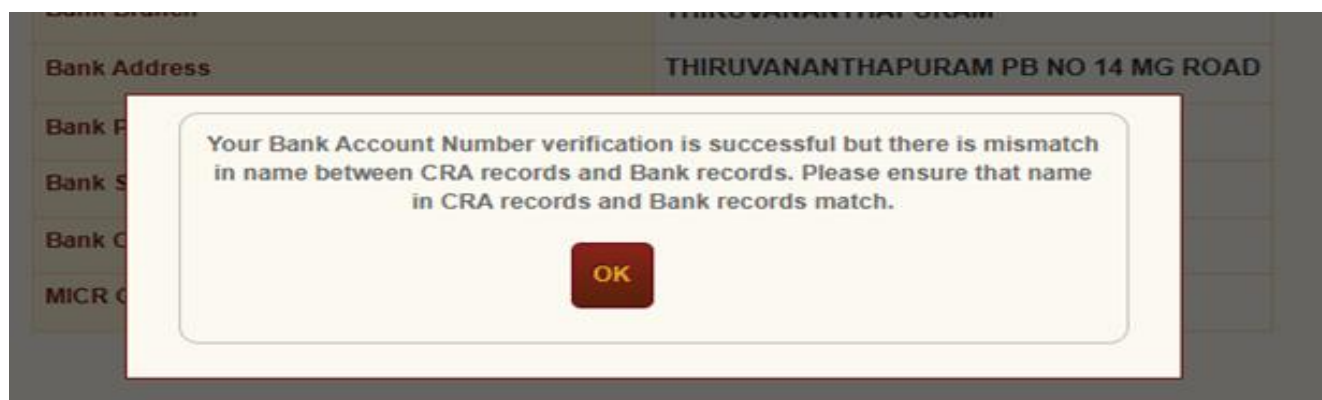
6. On successful **"Penny Drop"** verification through bank, below message will appear. (Refer figure 29)

Figure 29



In case of penny drop request failure below error message will appear. (Refer figure 30)

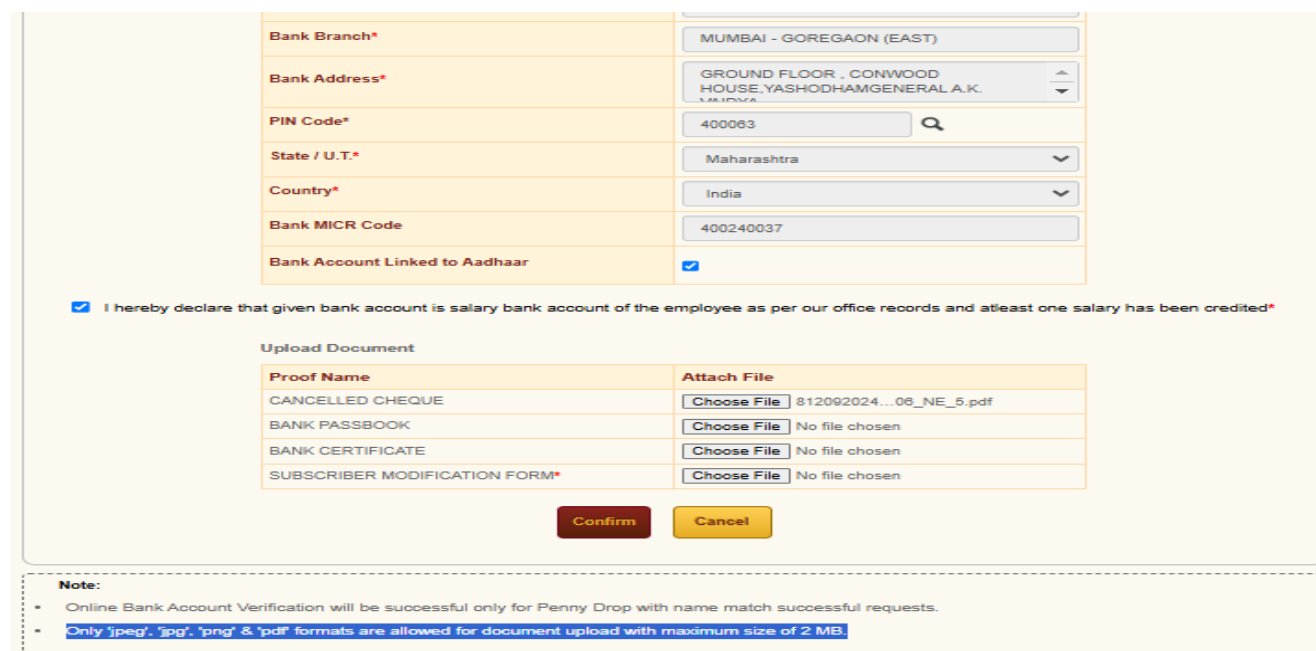
Figure 30



7. Please upload scan copy of S2 form duly filled and signed by subscriber and supporting bank detail proof in system. Click on Submit option. (Refer figure 31)

(Only 'jpeg', 'jpg', 'png' & 'pdf' formats are allowed for document upload with maximum size of 2 MB)

Figure 31



Bank Branch* MUMBAI - GOREGAON (EAST)

Bank Address* GROUND FLOOR , CONWOOD HOUSE, YASHODHAM GENERAL A.K. MARG, MUMBAI

PIN Code* 400063

State / U.T.* Maharashtra

Country* India

Bank MICR Code 400240037

Bank Account Linked to Aadhaar ☒

☒ I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited*

Upload Document

Proof Name	Attach File
CANCELLED CHEQUE	<input type="button" value="Choose File"/> 812092024...06_NE_5.pdf
BANK PASSBOOK	<input type="button" value="Choose File"/> No file chosen
BANK CERTIFICATE	<input type="button" value="Choose File"/> No file chosen
SUBSCRIBER MODIFICATION FORM*	<input type="button" value="Choose File"/> No file chosen


Note:

- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.
- Only 'jpeg', 'jpg', 'png' & 'pdf' formats are allowed for document upload with maximum size of 2 MB.

8. Verify new updated details and click on **"Confirm"** (Refer figure 32)

Figure 32



NSDL e-Gov is now  protean Change is growth

User Id: 1001003100

Back to Main

Bank Detail Update

PRAN: 110177047365 TIER TYPE: T1

SUBSCRIBER NAME: RAMESHWAR YASHWANTH NIKAR

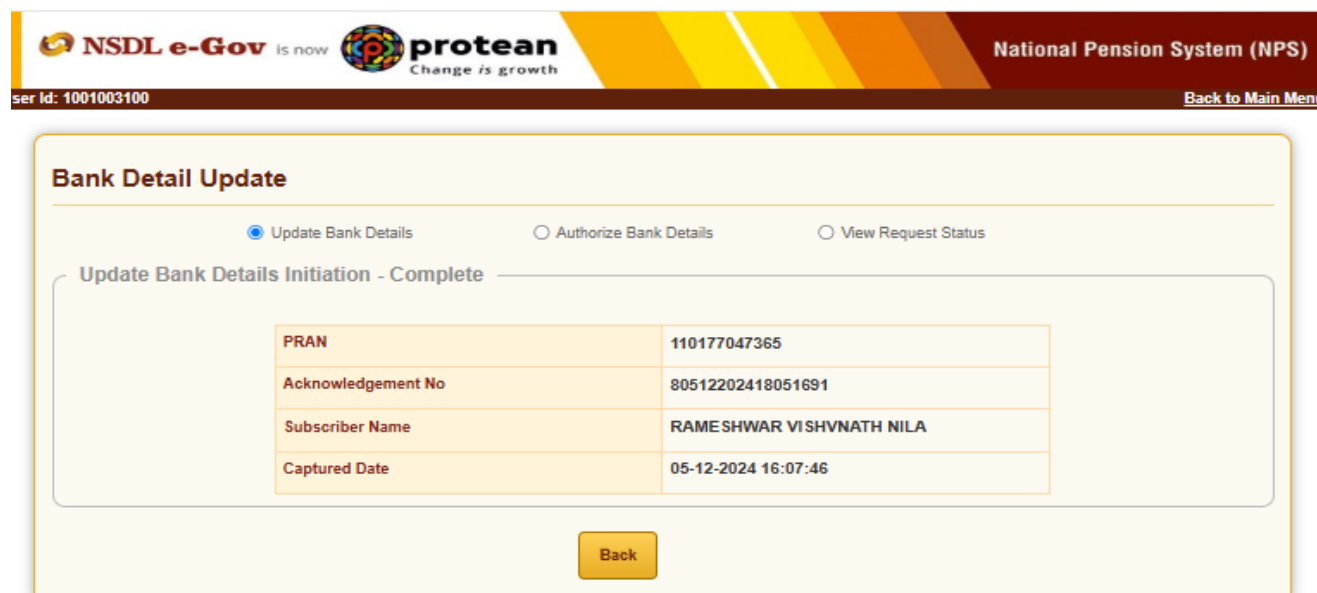
Confirm Bank Details

Bank Account No	50100541139022
Bank Account Type	SAVINGS
IFSC Code	HDFC0000212
Bank Name	HDFC BANK
Bank Branch	MUMBAI - GOREGAON (EAST)
Bank Address	GROUND FLOOR , CONWOOD HOUSE, YASHODHAM GENERAL A.K. VAIDYA MARG, MUMBAI MAHARA SHTRA 400063
Bank Pin Code	400063
Bank State	Maharashtra
Bank Country	India
MICR Code	400240037

☒ I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited*

9. On successful initiation of request, the subscriber will be received SMS on registered mobile number and email ID. (Refer figure 33)

Figure 33



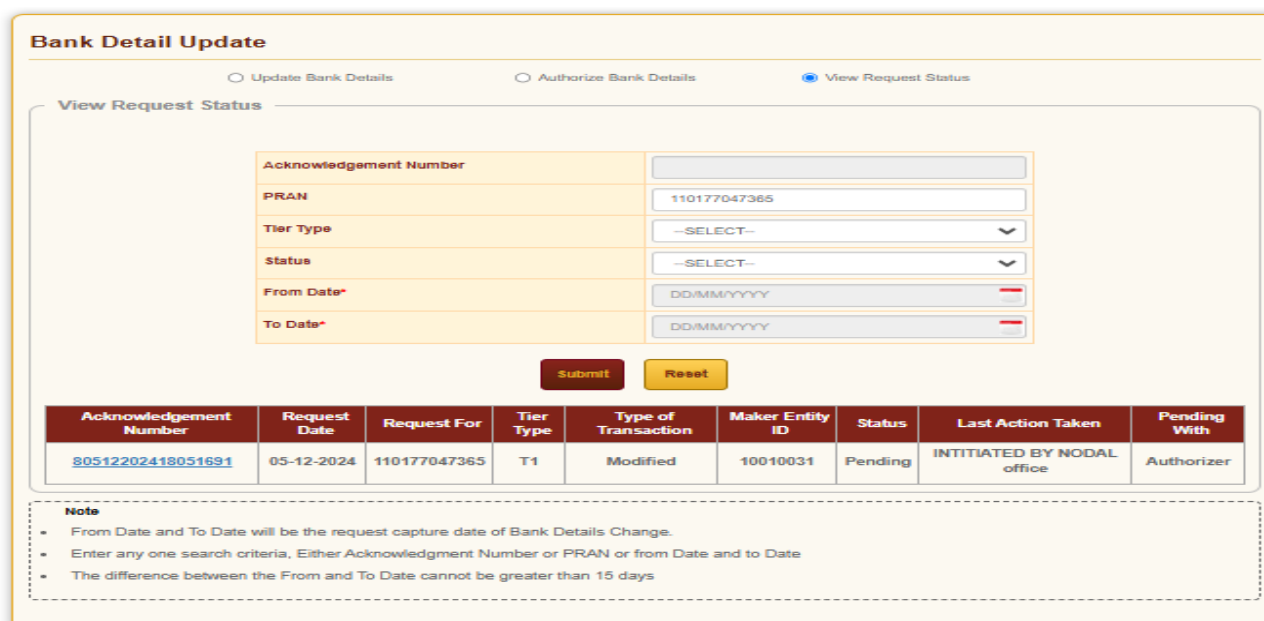
The screenshot shows the 'Bank Detail Update' page with the 'Update Bank Details' option selected. The 'Update Bank Details Initiation - Complete' section displays the following information:

PRAN	110177047365
Acknowledgement No	80512202418051691
Subscriber Name	RAMESHWAR VISHVNATH NILA
Captured Date	05-12-2024 16:07:46

A 'Back' button is located at the bottom of the form.

10. To check the status of request, click on option Transaction→“View Request Status”→ Submit. (Refer figure 34)

Figure 34



The screenshot shows the 'Bank Detail Update' page with the 'View Request Status' option selected. The 'View Request Status' section displays the following information:

Acknowledgement Number	
PRAN	110177047365
Tier Type	--SELECT--
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Below the form are 'Submit' and 'Reset' buttons.

Acknowledgement Number	Request Date	Request For	Tier Type	Type of Transaction	Maker Entity ID	Status	Last Action Taken	Pending With
80512202418051691	05-12-2024	110177047365	T1	Modified	10010031	Pending	INITIATED BY NODAL office	Authorizer

Note

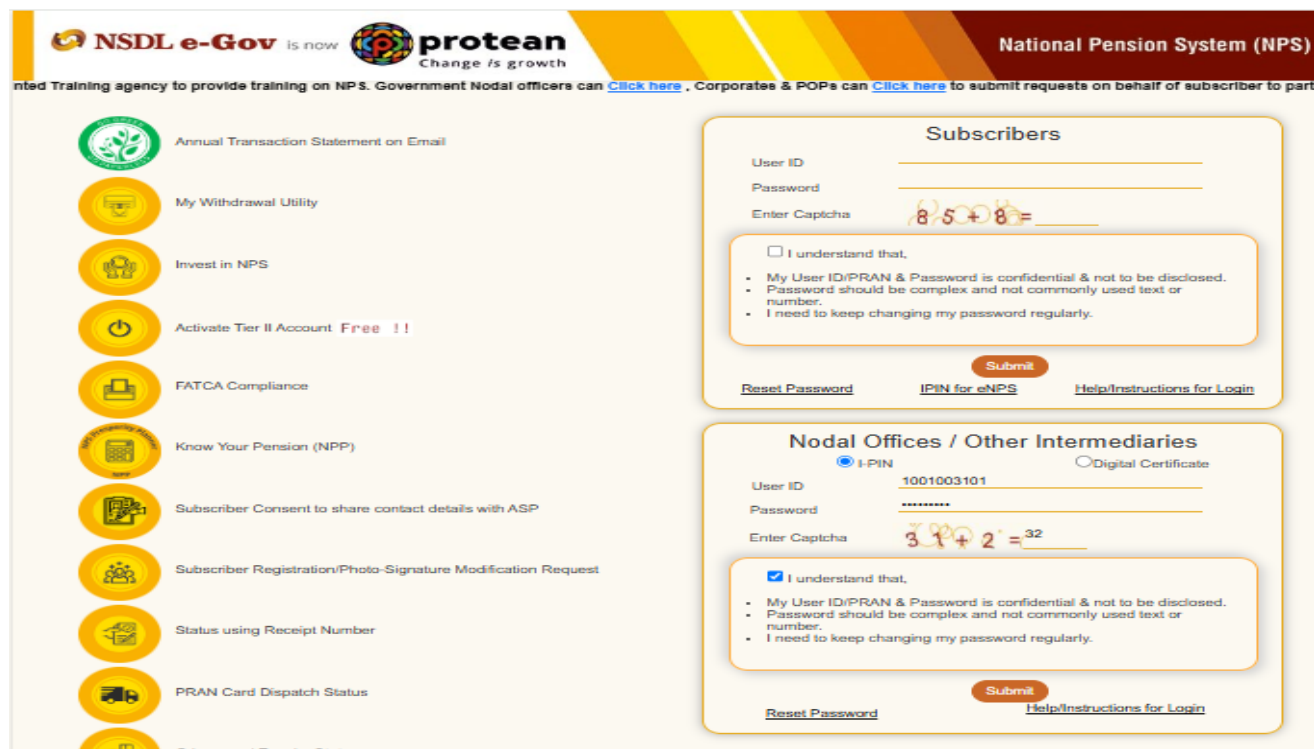
- From Date and To Date will be the request capture date of Bank Details Change.
- Enter any one search criteria, Either Acknowledgement Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Please note the office is required to click on the declaration confirming that the given bank account is salary bank account of the employee as per office record.

B.2 Request Authorization by PAO/DTO office Nodal Office User 2 (Checker/Authorizer)

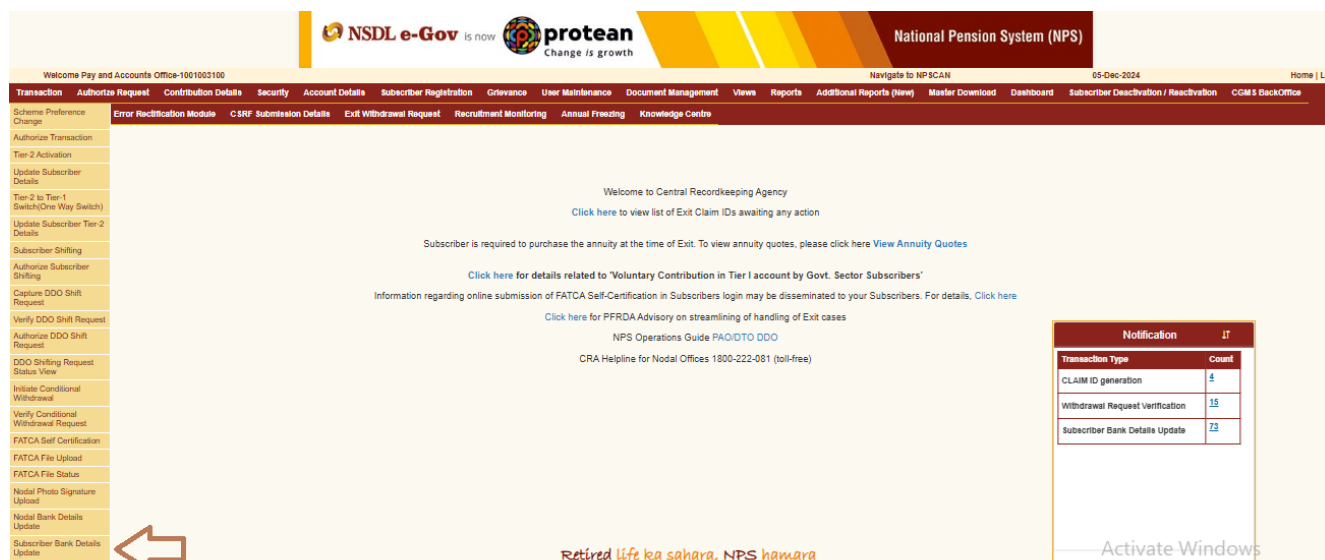
11. Nodal office will log in to CRA (<https://cra-nsdl.com>) with user ID 2 (Checker/Authorizer) (Refer figure 35)

Figure 35



12. Click on option Transaction→ “Subscriber Bank Details Update”→ Authorize Bank Details (Refer figure 36)

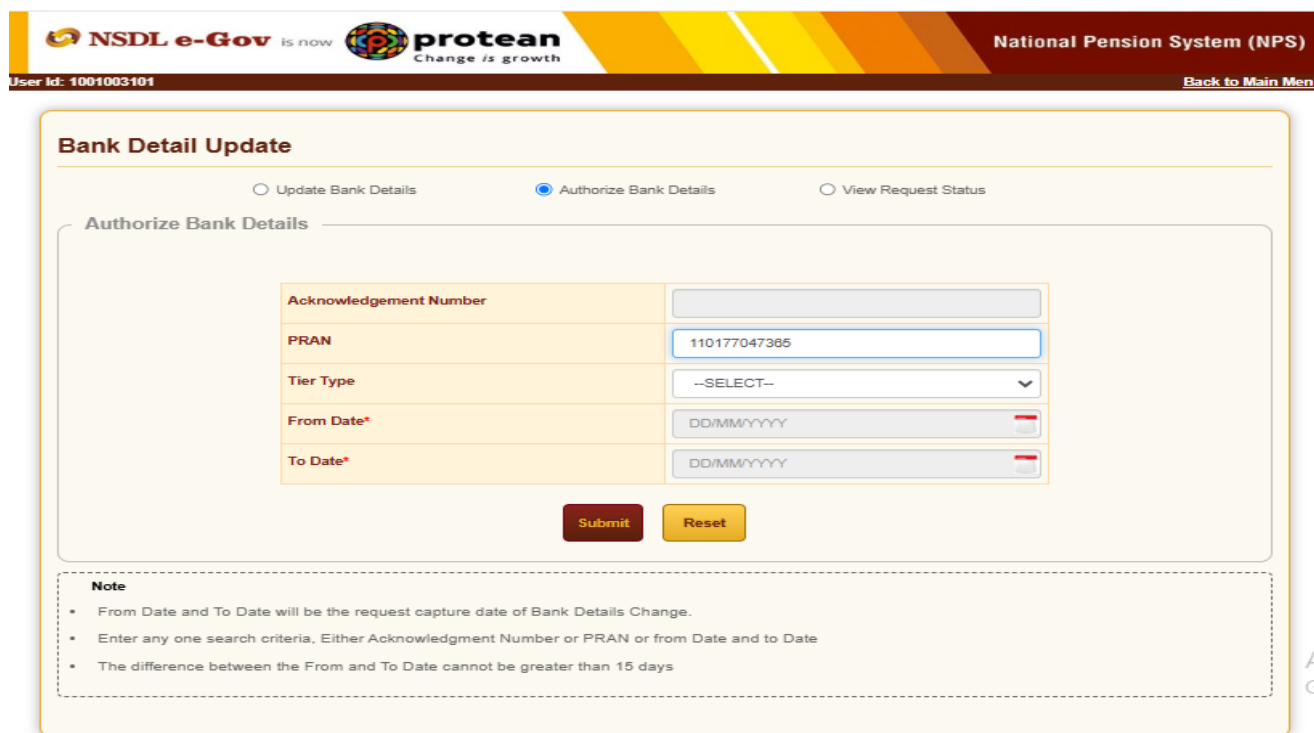
Figure 36



Transaction Type	Count
CLAIM ID generation	4
Withdrawal Request Verification	15
Subscriber Bank Details Update	23

13. Enter PRAN/Acknowledgement details→ **Submit** (Refer figure 37)

Figure 37



Bank Detail Update

☐ Update Bank Details ☒ Authorize Bank Details ☐ View Request Status

Authorize Bank Details

Acknowledgement Number	
PRAN	110177047365
Tier Type	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

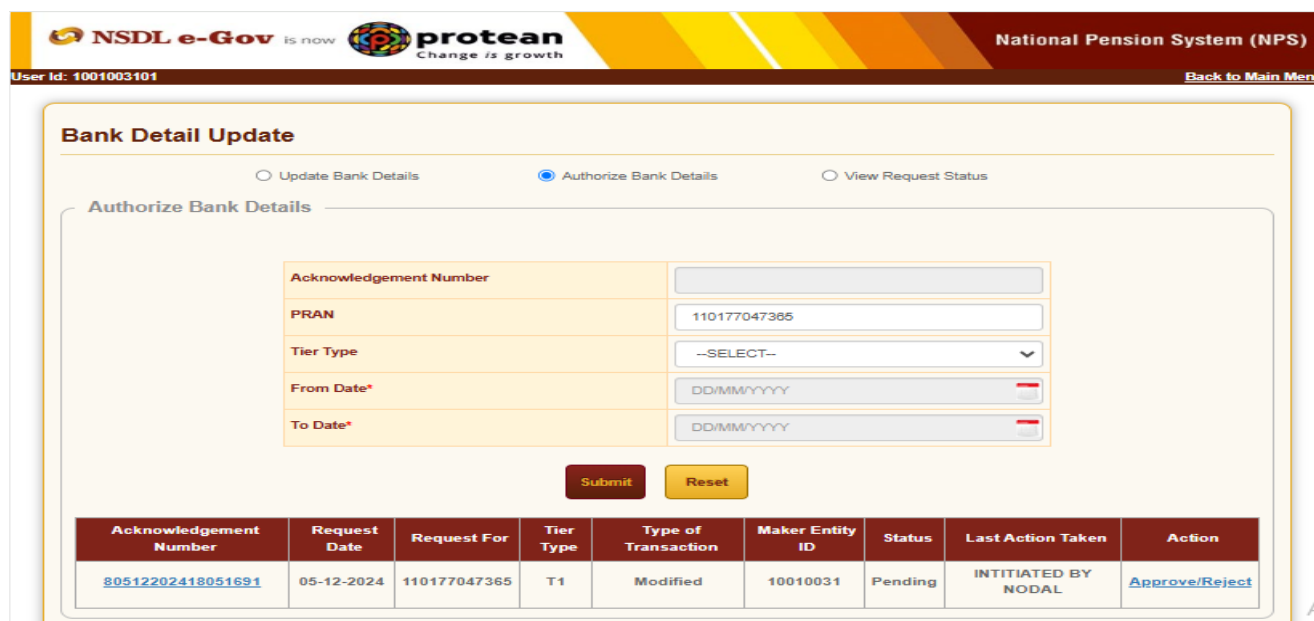
Submit **Reset**

Note

- From Date and To Date will be the request capture date of Bank Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

14. Click on Hyperlink “**Acknowledgement Number**” to check and verify the details. (Refer figure 38)

Figure 38



Bank Detail Update

☐ Update Bank Details ☒ Authorize Bank Details ☐ View Request Status

Authorize Bank Details

Acknowledgement Number	
PRAN	110177047365
Tier Type	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit **Reset**

Acknowledgement Number	Request Date	Request For	Tier Type	Type of Transaction	Maker Entity ID	Status	Last Action Taken	Action
80512202418051691	05-12-2024	110177047365	T1	Modified	10010031	Pending	INITIATED BY NODAL	Approve/Reject

15. Details of pending request will be visible along with status. Click on Hyperlink "[Click Here to Check Bank Details](#)" (Refer figure 39)

Figure 39

Request Raised For

PRAN	110177047365
Tier Type	T1
Subscriber Name	RAMESHWAR VISHVNATH NILA


Maker Details

Maker Entity ID	10010031
Maker User ID	1001003100
Acknowledgement Number	80512202418051691
Ack Generated Date	05-12-2024
Current Status	INITIATED BY NODAL
Penny Drop Status	Penny Drop Success
Request By	Level 2 Entity

[Click Here to Check Bank Details](#)

Flow View







Nodal Initiator
Nodal Authorizer
Completed

Entity ID	User ID	Date	Action Taken	Remarks
10010031	1001003100	05-12-2024	-	REQUEST RAISED

Close

16. Office can view and download the supporting documents uploaded while initiating maker request.

To authorize/reject the request close existing preview. (Refer figure 40)

It is the responsibility of the office to check veracity of documents as provided by the subscriber.

Figure 40

New Bank Details to Update

Bank Account No	50100541118022
Bank Account Type	SAVINGS
IFSC Code	HDFC0000212
Bank Name	HDFC BANK
Bank Branch	MUMBAI - GOREGAON (EAST)
Bank Address	GROUND FLOOR , CONWOOD HOUSE, YASHODHAM GENERAL A.K. VAIDYA MARG, MUMBAI MAHARA SHTRA 400063
Bank Pin Code	400063
Bank State	Maharashtra
Bank Country	India
MICR Code	400240037
Declaration By Nodal Verifier	<input checked="" type="checkbox"/> I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited

Uploaded Documents*

Proof Name	Download Attached File
CANCELLED CHEQUE	
BANK PASSBOOK	
BANK CERTIFICATE	
SUBSCRIBER MODIFICATION FORM	

Close

17. To approve /reject the request, select click on hyperlink under tab **"Action"** (Refer figure 41)

Figure 41

NSDL e-Gov is now protean
National Pension System (NPS)

Jeer Id: 1001003101 Back to Main M

Bank Detail Update

☐ Update Bank Details
 ☒ Authorize Bank Details
 ☐ View Request Status

Authorize Bank Details

Acknowledgement Number	80512202418051691
PRAN	
Tier Type	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit Reset

Acknowledgement Number	Request Date	Request For	Tier Type	Type of Transaction	Maker Entity ID	Status	Last Action Taken	Action
80512202418051691	05-12-2024	110177047365	T1	Modified	10010031	Pending	INITIATED BY NODAL	Approve/Reject

18. Remarks can be entered while authorization of request if any. Click on **"Approve"** (Refer figure 42 & 43)

Figure 42

Bank Detail Update

Acknowledgement Number: 80512202418051881 TIER TYPE: T1

PRAN: 110177047385 SUBSCRIBER NAME: RAMESH MESHWAR VISHVNATH NILA

Authorize Subscriber Bank Details

New Subscriber Bank Details

Bank Account No	50100541119022
Bank Account Type	SAVINGS
IFSC Code	HDFC0000212
Bank Name	HDFC BANK
Bank Branch	MUMBAI - GOREGAON (EAST)
Bank Address	GROUND FLOOR, CONWOOD HOUSE, YASHODHAM GENERAL A.K. VAIDYA MARG, MUMBAI/MAHARA SHTRA/400083
Bank Pin Code	400083
Bank State	Maharashtra
Bank Country	India
MICR Code	400240037
Declaration By Nodal Verifier	<input checked="" type="checkbox"/> I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited

☒ Accept
 ☐ Reject

Remarks

Approve Back

Figure 43

User Id: 1001003101 Back to Main Menu

Bank Detail Update

Acknowledgement Number: 80512202418051691 TIER TYPE: T1

PRAN: 110177047365 SUBSCRIBER NAME: RAMESH MESHWAR VISHVNATH NILA

Authorize Subscriber Bank Details

New Subscriber Bank Details

Bank Account No	50100541119022
Bank Account Type	SAVINGS
IFSC Code	HDFC0000212
Bank Name	HDFC BANK

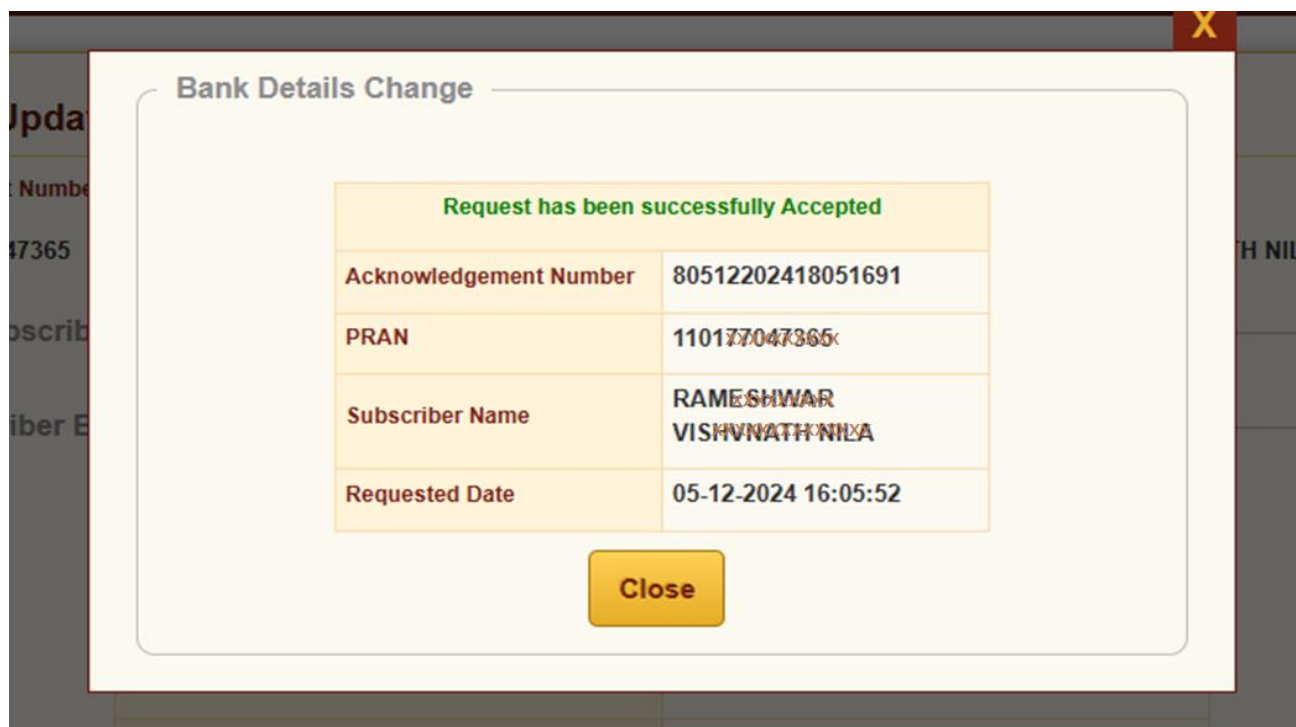
Do you want to Proceed ?

Proceed

Cancel

19. On successful authorization below message will be displayed on screen. (Refer figure 44)

Figure 44



20. To check the status of request, click on option Transaction → **"View Request Status"** → Submit. (Refer figure 45)

Figure 45

Bank Detail Update

☐ Update Bank Details
 ☐ Authorize Bank Details
 ☒ View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110177047365"/>
Tier Type	<input type="text" value="--SELECT--"/>
Status	<input type="text" value="--SELECT--"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

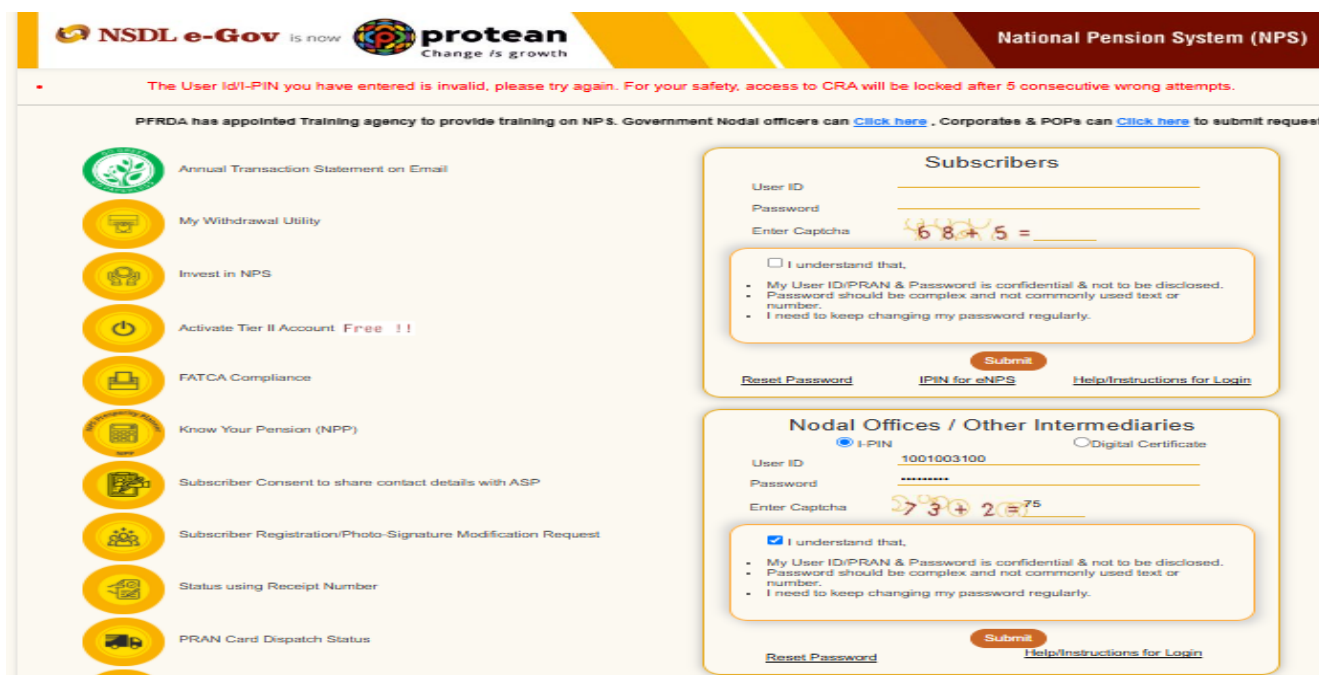
Acknowledgement Number	Request Date	Request For	Tier Type	Type of Transaction	Maker Entity ID	Status	Last Action Taken	Pending With
80512202418051691	05-12-2024	110177047365	T1	Modified	10010031	Accepted	Authorized by Nodal office	Completed

C. Process to Update Subscriber Nomination Details

C.1 Request initiation by PAO office Nodal Office User 1

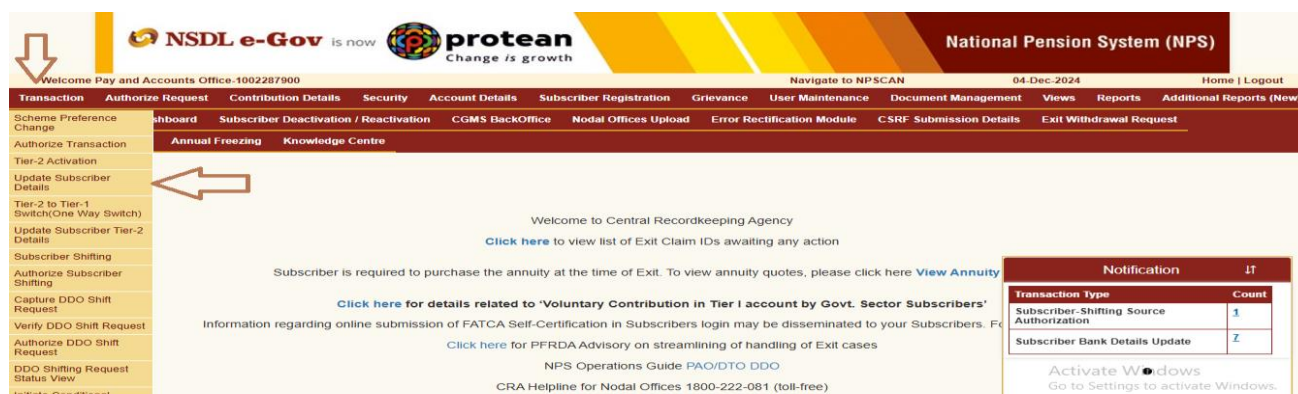
1. Log in to <https://cra-nsdl.com> Enter PAO office user Id and password. Click on "Submit"
(Refer figure 46)

Figure 46



2. Click on option "Transaction"-> "Update Subscriber Details" (Refer figure 47)

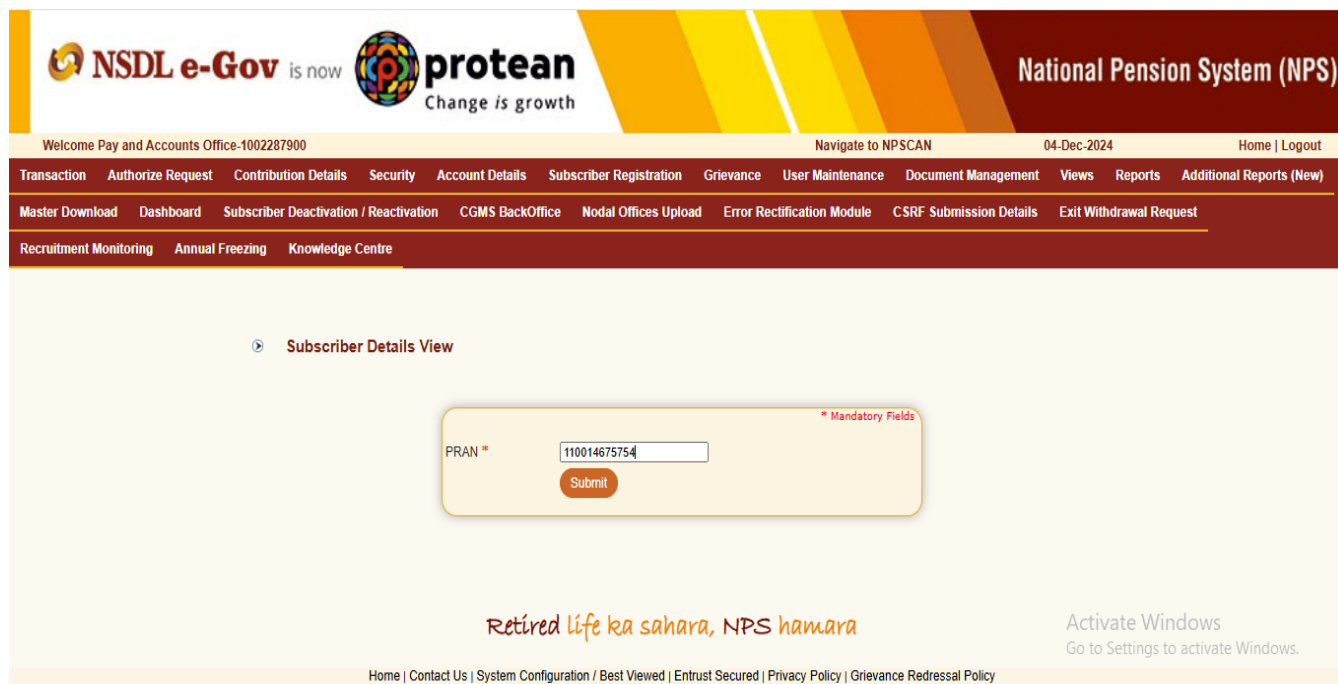
Figure 47



Transaction Type	Count
Subscriber-Shifting Source Authorization	1
Subscriber Bank Details Update	1

3. Enter PRAN of subscriber under **“Subscriber Details View”** option. Click on **“Submit”** (Refer figure 48)

Figure 48



Welcome Pay and Accounts Office-1002287900

Navigate to NPSCAN 04-Dec-2024 Home | Logout

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

Subscriber Details View

PRAN * 110014675754

Submit

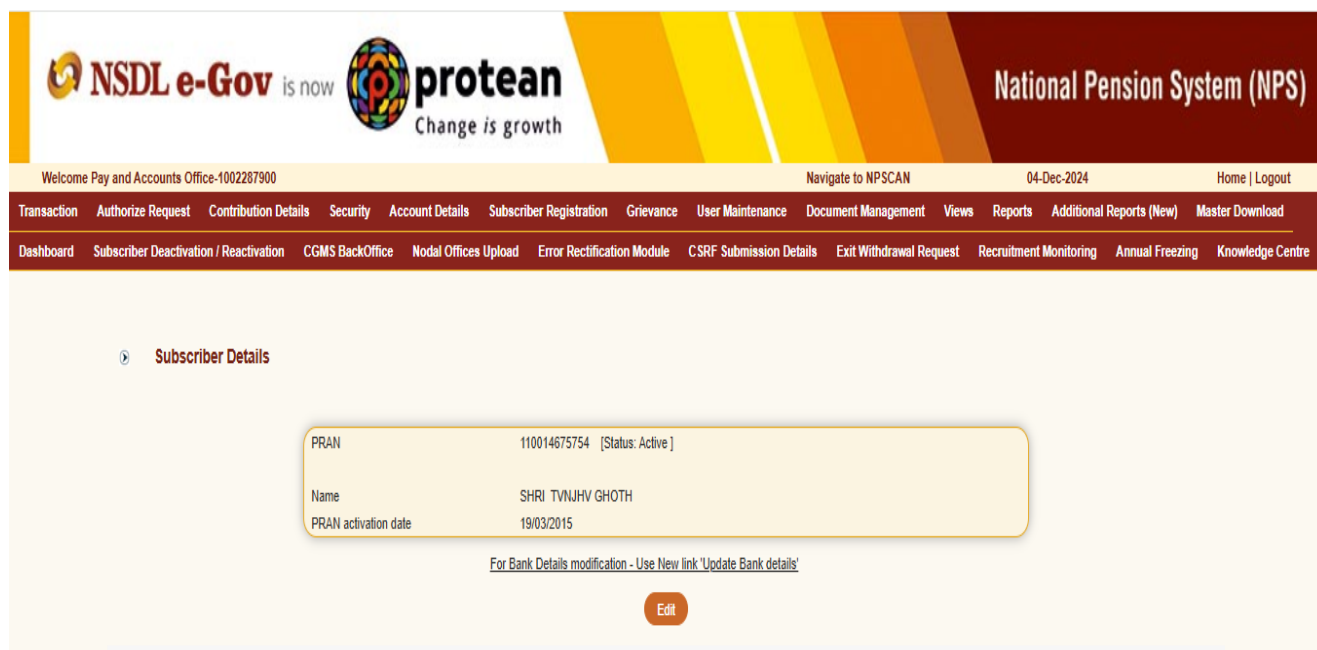
Retired life ka sahara, NPS hamara

Activate Windows
Go to Settings to activate Windows.

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

4. Click of **“Edit”** option to enter **New details**. (Refer figure 49)

Figure 49



Welcome Pay and Accounts Office-1002287900

Navigate to NPSCAN 04-Dec-2024 Home | Logout

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

Subscriber Details

PRAN 110014675754 [Status: Active]

Name SHRI TVNJHV GHOTH


PRAN activation date 19/03/2015

For Bank Details modification - Use New link 'Update Bank details'

Edit

5. To check the existing nomination details please click on **Nomination Details** tab. (Refer figure 50)

Figure 50



Subscriber Details

PRAN 110179496534 [Status: Active] * Mandatory Fields

Inward No.

[View Signature](#)

Personal Details

Nomination Details

Employment Details

KYC Details

Submit

Note: Providing current address is mandatory.

Activate Windows
Go to Settings to activate

6. Under Section **"Nomination Details"**, nodal office can **Remove** existing details and **Add** new nominee details. (Refer figure 51)

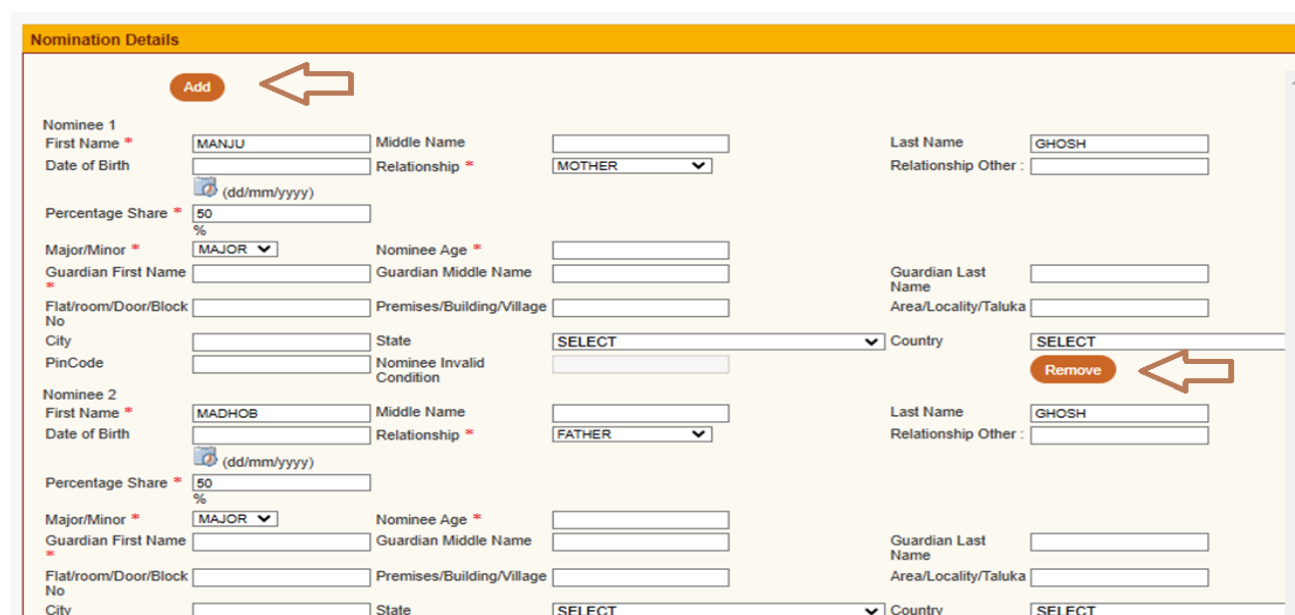
Maximum up to 3 nominees can be entered.

Percentage Share for all nominees should not exceed more that 100%

In case nominee is "Minor" Guardian details are mandatory.

It is the responsibility of the office to check veracity of documents as provided by the subscriber.

Figure 51



Nomination Details

Add

Nominee 1

First Name * MANJU Middle Name Last Name GHOSH

Date of Birth Relationship * MOTHER Relationship Other :

Percentage Share * 50 %

Major/Minor * MAJOR Nominee Age *

Guardian First Name Guardian Middle Name Guardian Last Name

Flat/room/Door/Block No Premises/Building/Village Area/Locality/Taluka

City State Country

PinCode Nominee Invalid Condition

Nominee 2

First Name * MADHOB Middle Name Last Name GHOSH

Date of Birth Relationship * FATHER Relationship Other :

Percentage Share * 50 %

Major/Minor * MAJOR Nominee Age *

Guardian First Name Guardian Middle Name Guardian Last Name

Flat/room/Door/Block No Premises/Building/Village Area/Locality/Taluka

City State Country

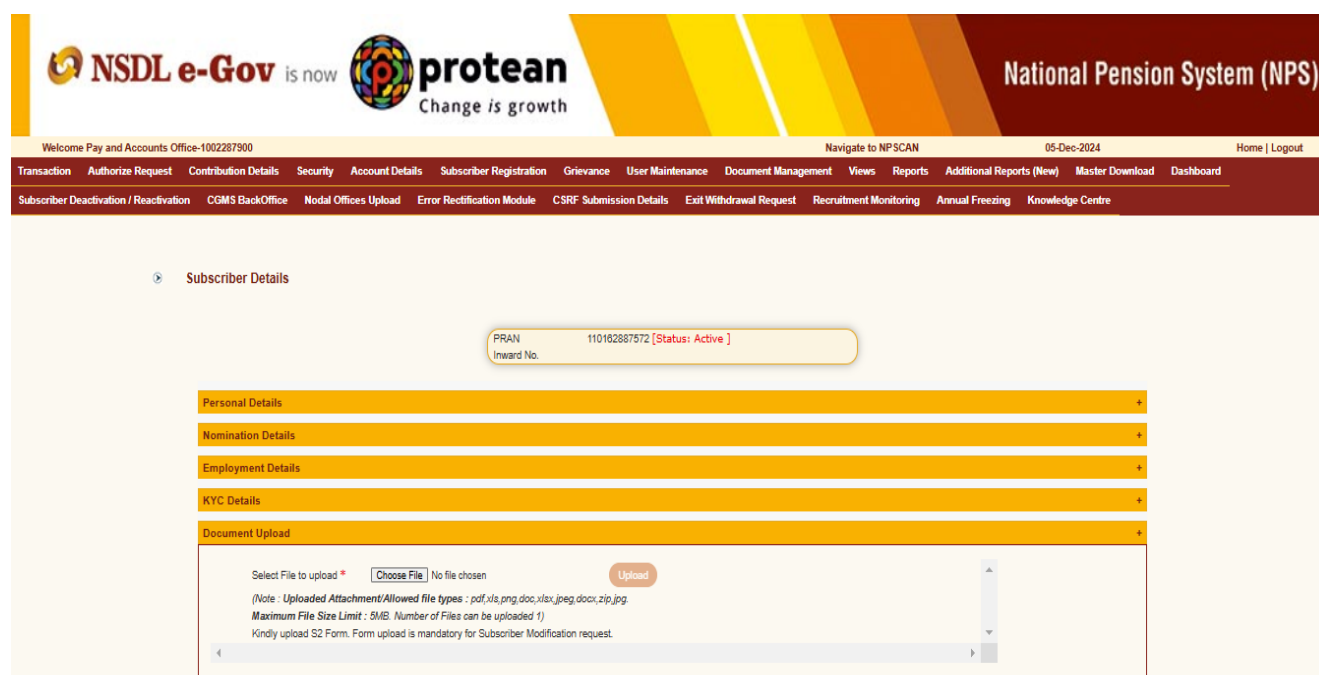
Remove

Classification: Public	Version No. : 1.2	05-02-2025	Page: 35 of 43
------------------------	-------------------	------------	----------------

7. Nodal office is required to **Upload supporting Proof i.e.** S2 Form signed by subscriber along with supporting documents. (Refer figure 52 & 53)

- Uploaded Attachment/Allowed file types: pdf/xls/png/doc/xlsx/jpeg/docx/zip/jpg.
- Maximum File Size Limit: 5MB.
- Only 1 document can be uploaded.
- File Name should not have special characters or space.

Figure 52



NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

Welcome Pay and Accounts Office-1002287900 Navigate to NPSCAN 05-Dec-2024 Home | Logout

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

Subscriber Details

PRAN: 110162887572 [Status: Active]
Inward No.

Personal Details +

Nomination Details +

Employment Details +

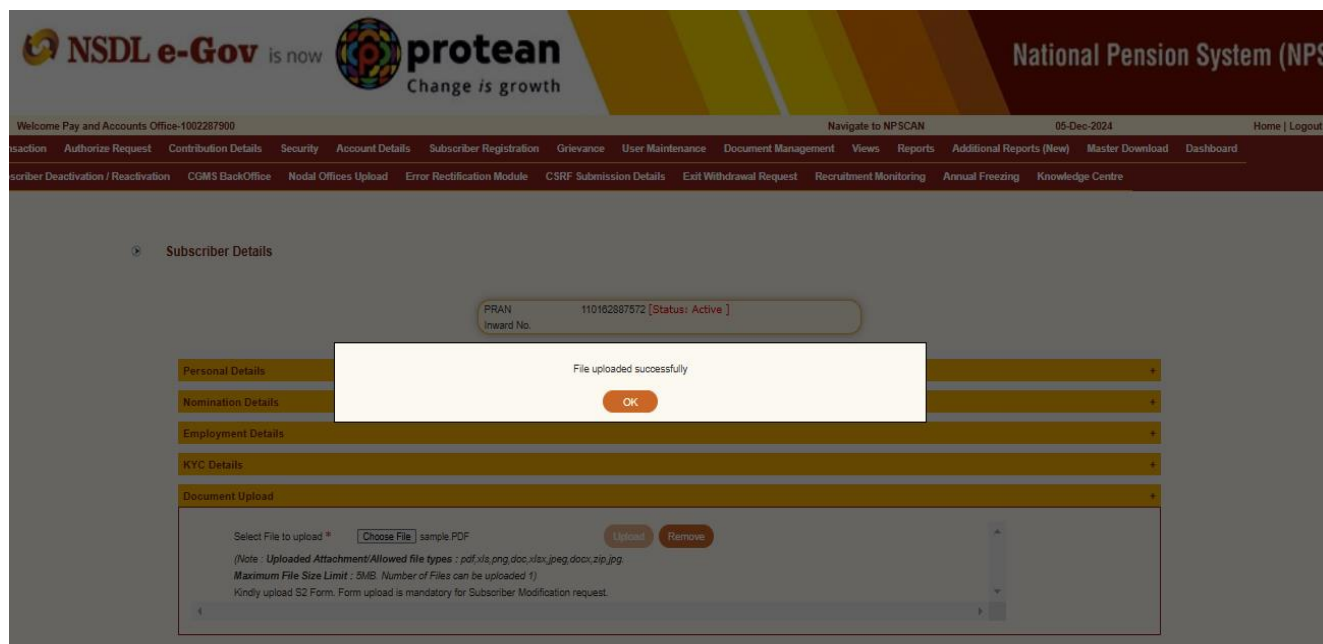
KYC Details +

Document Upload +

Select File to upload * Choose File No file chosen Upload

(Note : Uploaded Attachment/Allowed file types : pdf,xls,png,doc,xlsx,jpeg,docx,zip,jpg.
Maximum File Size Limit : 5MB. Number of Files can be uploaded 1)
Kindly upload S2 Form. Form upload is mandatory for Subscriber Modification request.

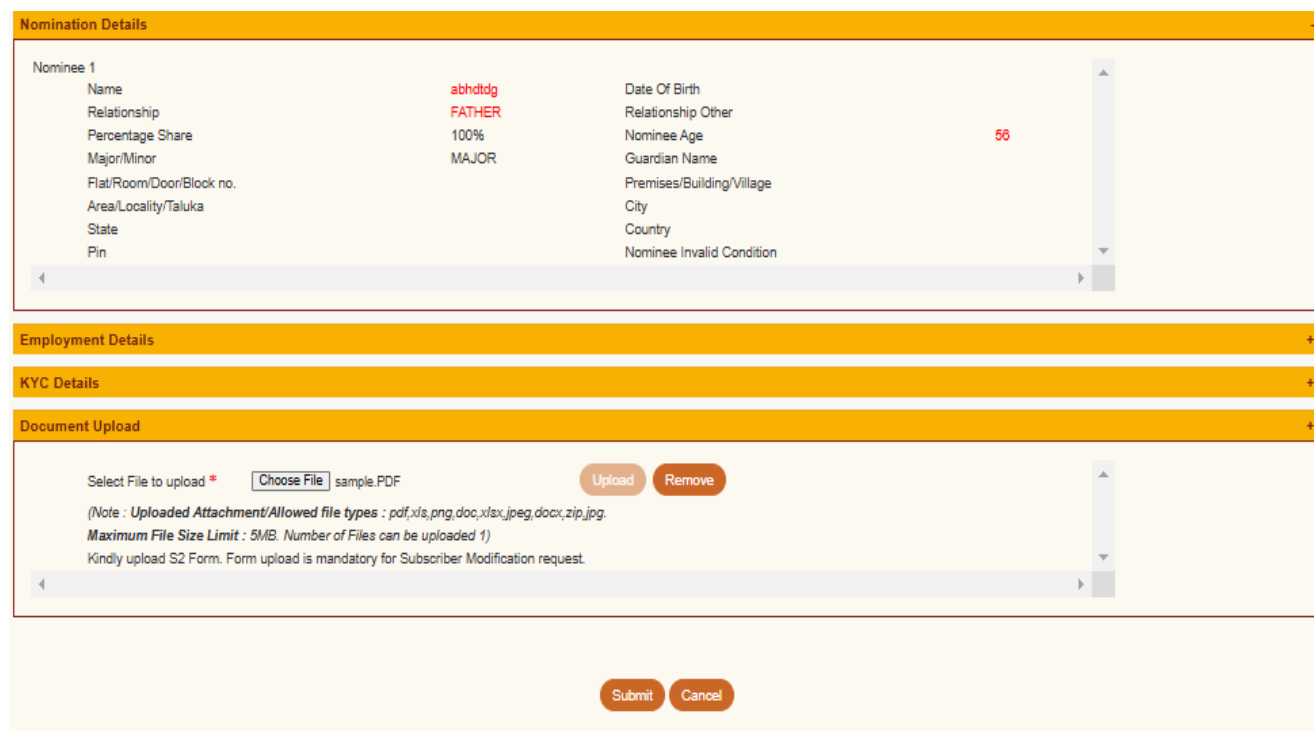
Figure 53



The screenshot shows the NSDL e-Gov Protean National Pension System (NPS) interface. A modal window displays the message "File uploaded successfully" with an "OK" button. The background interface includes a header with the Protean logo and "National Pension System (NPS)". Below the header is a navigation bar with various menu items. The main content area shows "Subscriber Details" with a PRAN Inward No. of 11016287572 [Status: Active]. Below this are sections for Personal Details, Nomination Details, Employment Details, KYC Details, and Document Upload. The Document Upload section shows a file named "sample.PDF" has been uploaded, with a note about allowed file types and a maximum file size limit of 5MB.

8. Updated details entered in CRA system will be highlighted in **Red Color** text. Office may verify the details and click on **"Submit"** option. (Refer figure 54)

Figure 54



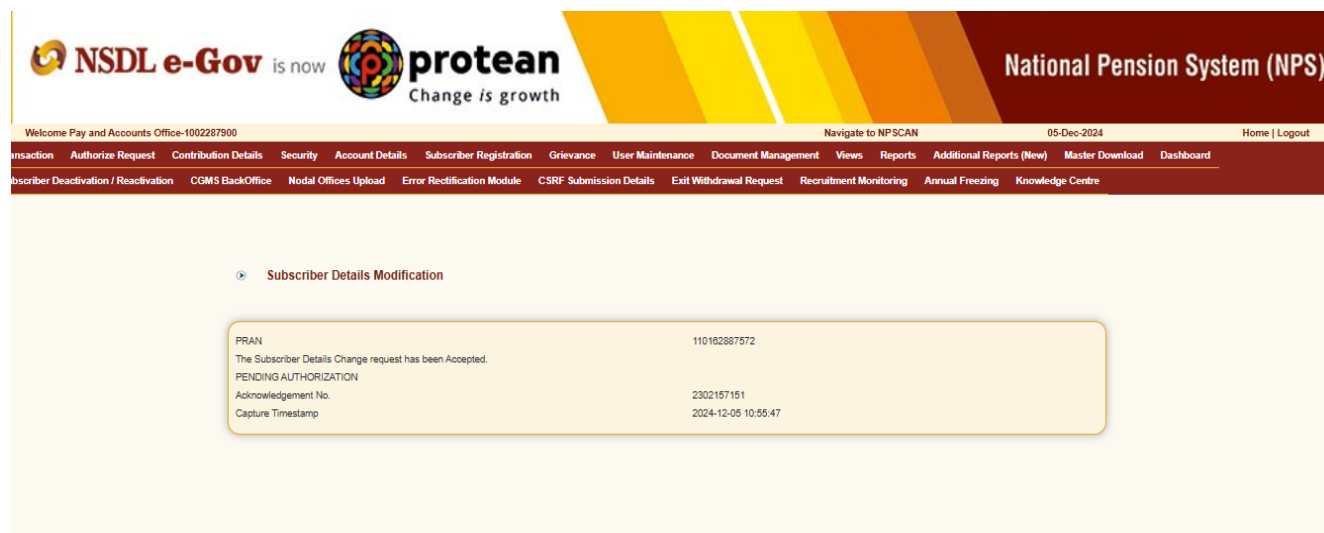
The screenshot shows the NSDL e-Gov Protean National Pension System (NPS) interface, specifically the "Nomination Details" section. The details for Nominee 1 are displayed in a table. Updated fields are highlighted in red text: Name (abhdtdg), Relationship (FATHER), Percentage Share (100%), and Nominee Age (56). The table also includes fields for Relationship Other, Guardian Name, Premises/Building/Village, City, Country, and Pin. Below the table is a "Nominee Invalid Condition" section. The interface also shows sections for Employment Details, KYC Details, and Document Upload. The Document Upload section shows a file named "sample.PDF" has been uploaded, with a note about allowed file types and a maximum file size limit of 5MB. At the bottom of the interface are "Submit" and "Cancel" buttons.

Nominee 1		
Name	abhdtdg	Date Of Birth
Relationship	FATHER	Relationship Other
Percentage Share	100%	Nominee Age
Major/Minor	MAJOR	Guardian Name
Flat/Room/Door/Block no.		Premises/Building/Village
Area/Locality/Taluka		City
State		Country
Pin		Nominee Invalid Condition

9. Message will be displayed on screen once subscriber details change request are captured successfully.

Acknowledgment number will be displayed on screen. (Refer figure 55)

Figure 55



NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

Welcome Pay and Accounts Office-1002287900

Navigate to NPSCAN 05-Dec-2024 Home | Logout

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

Subscriber Details Modification

PRAN 110162887572

The Subscriber Details Change request has been Accepted.

PENDING AUTHORIZATION

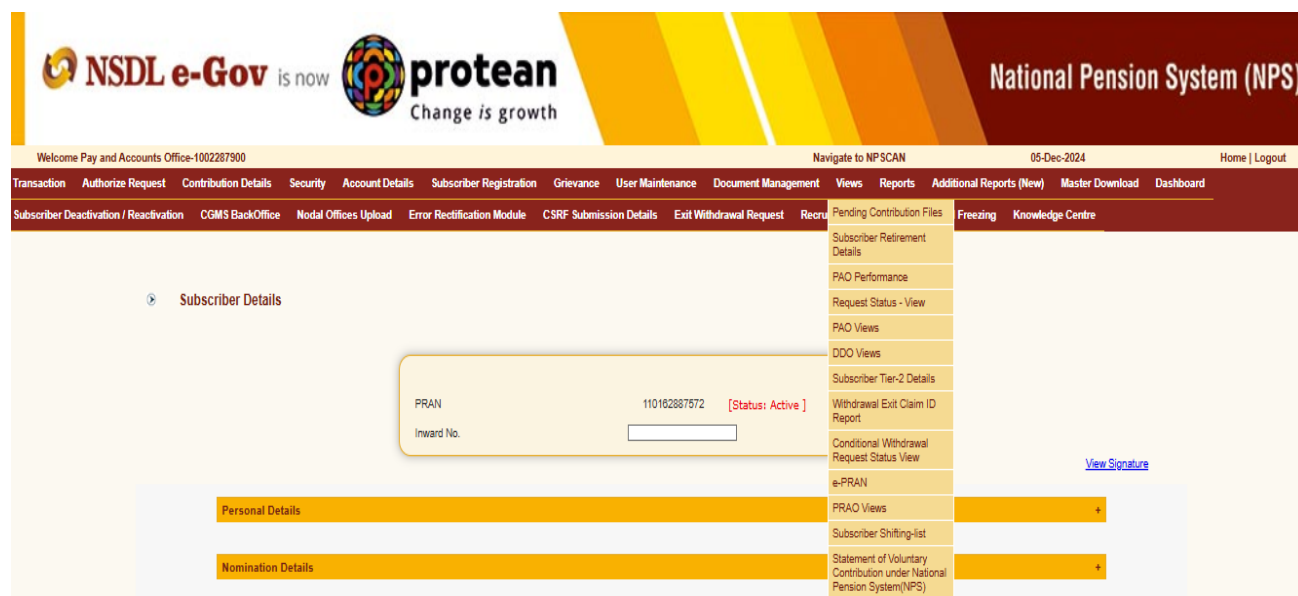
Acknowledgment No. 2302157151

Capture Timestamp 2024-12-05 10:55:47

10. Status of request can be checked under option:

View--→ Request Status -View→ Transaction Type→ Enter PRAN/ Acknowledgment number (Refer figure 56 to 59)

Figure 56



NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

Welcome Pay and Accounts Office-1002287900

Navigate to NPSCAN 05-Dec-2024 Home | Logout

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

Subscriber Details

PRAN 110162887572 [Status: Active]

Inward No.

Personal Details

Nomination Details

Pending Contribution Files

Subscriber Retirement Details

PAO Performance

Request Status - View

PAO Views

DDO Views

Subscriber Tier-2 Details

Withdrawal Exit Claim ID Report

Conditional Withdrawal Request Status View

e-PRAN

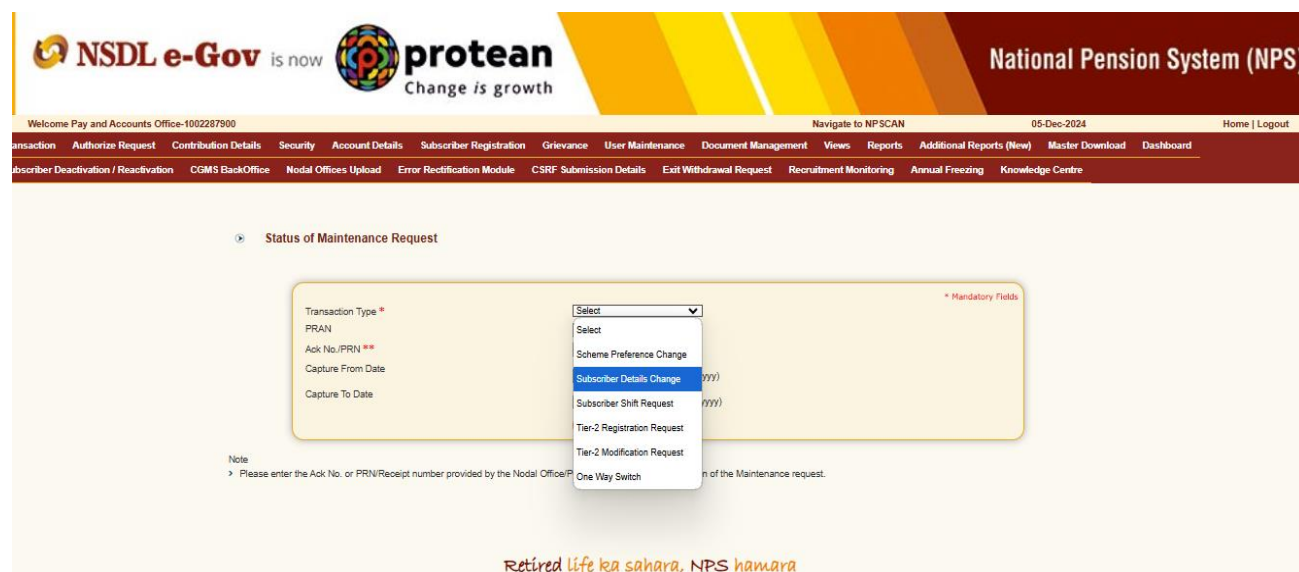
PRAO Views

Subscriber Shifting-list

Statement of Voluntary Contribution under National Pension System(NPS)

View Signature

Figure 57



NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

Welcome Pay and Accounts Office-1002287900

Navigate to NPSCAN 05-Dec-2024 Home | Logout

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

Status of Maintenance Request

Transaction Type * * Mandatory Fields

PRAN

Ack No./PRN **

Capture From Date (dd/mm/yyyy)

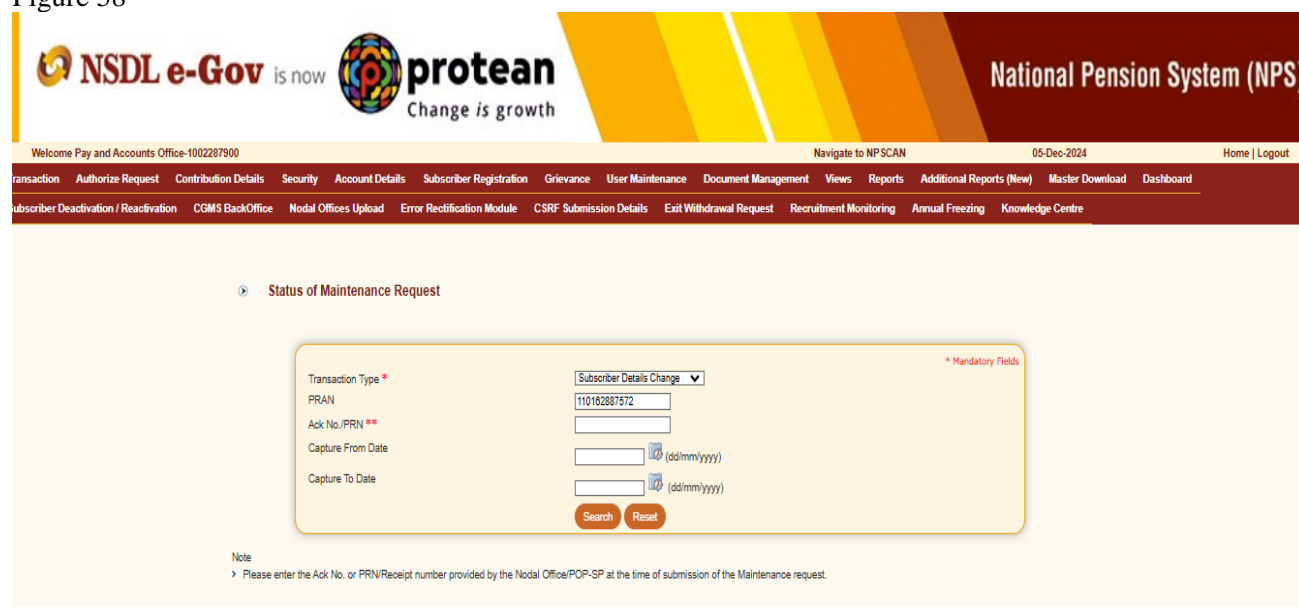
Capture To Date (dd/mm/yyyy)

Note

Please enter the Ack No. or PRN/Receipt number provided by the Nodal Office/POP-SP at the time of submission of the Maintenance request.

Retired life ka sahara, NPS hamara

Figure 58



NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

Welcome Pay and Accounts Office-1002287900

Navigate to NPSCAN 05-Dec-2024 Home | Logout

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

Status of Maintenance Request

Transaction Type * * Mandatory Fields

PRAN

Ack No./PRN **

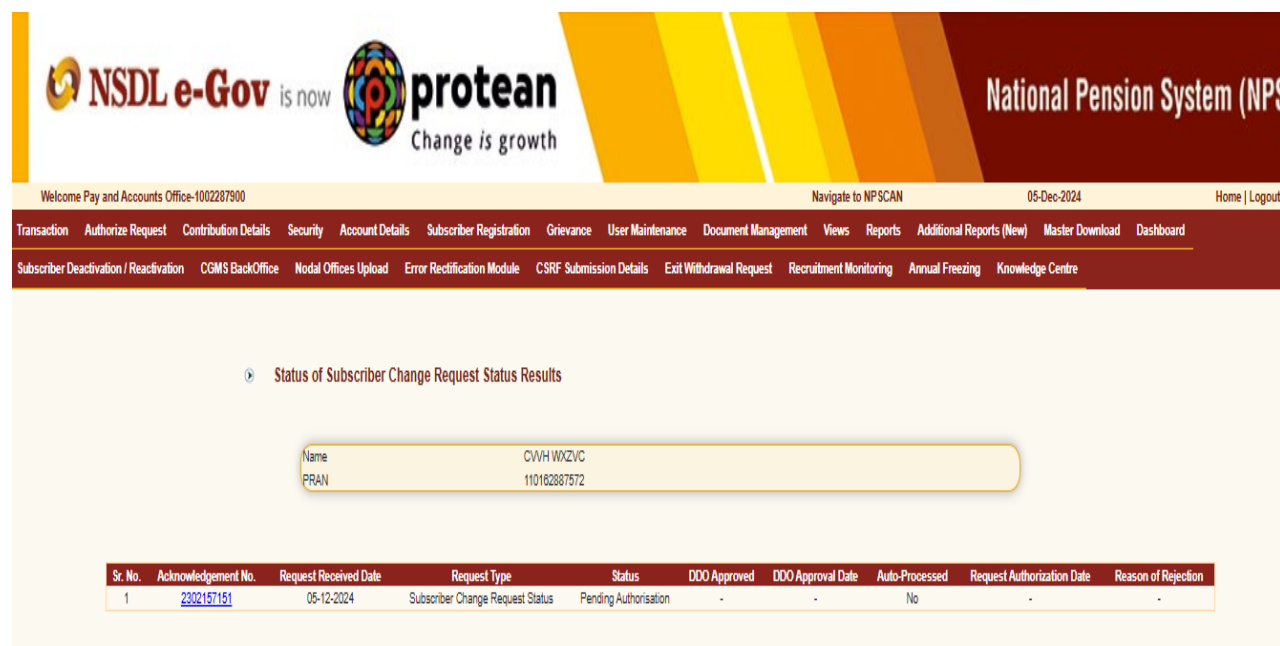
Capture From Date (dd/mm/yyyy)

Capture To Date (dd/mm/yyyy)

Note

Please enter the Ack No. or PRN/Receipt number provided by the Nodal Office/POP-SP at the time of submission of the Maintenance request.

Figure 59



Welcome Pay and Accounts Office-1002287900

Navigate to NPSCAN 05-Dec-2024 Home | Logout

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

► Status of Subscriber Change Request Status Results

Name CVVH WQZVC
PRAN 110182887572

Sr. No.	Acknowledgement No.	Request Received Date	Request Type	Status	DDO Approved	DDO Approval Date	Auto-Processed	Request Authorization Date	Reason of Rejection
1	2302157151	05-12-2024	Subscriber Change Request Status	Pending Authorisation	-	-	No	-	-

C.2 Request Authorization by PAO/DTO office Nodal Office User 2 (Checker/Authorizer)

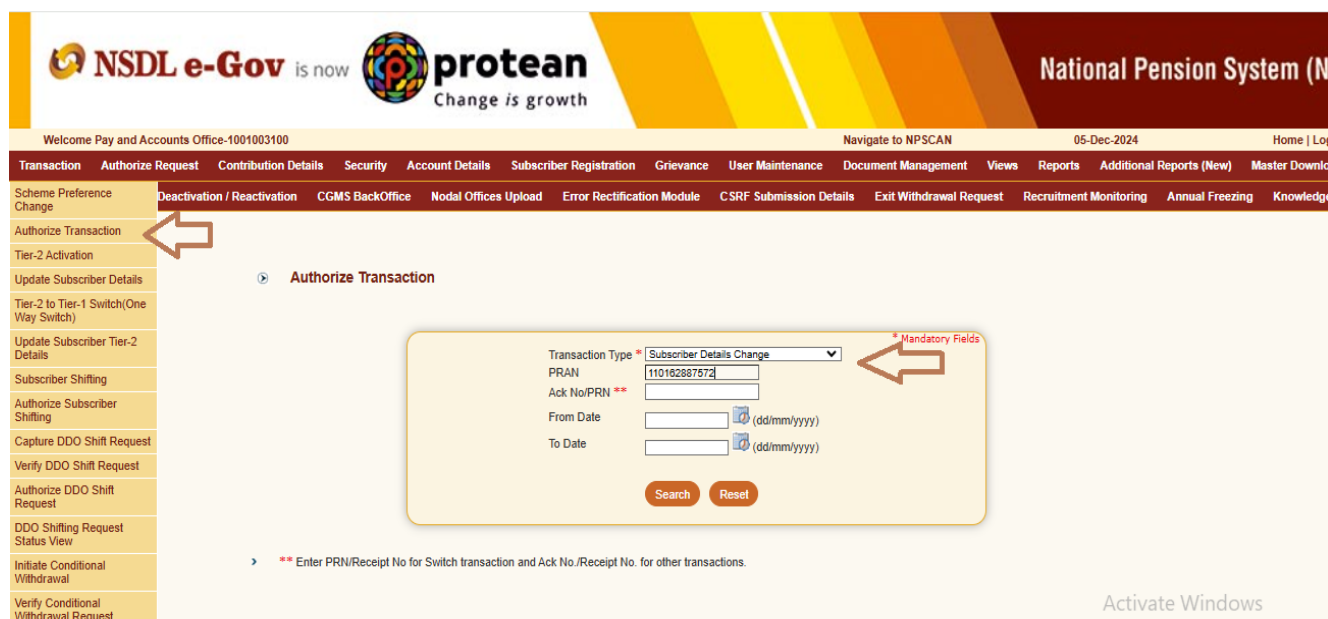
11. Nodal office will log in to CRA (<https://cra-nsdl.com>) with user ID 2 (Checker/Authorizer) (Refer figure 60)

Figure 60



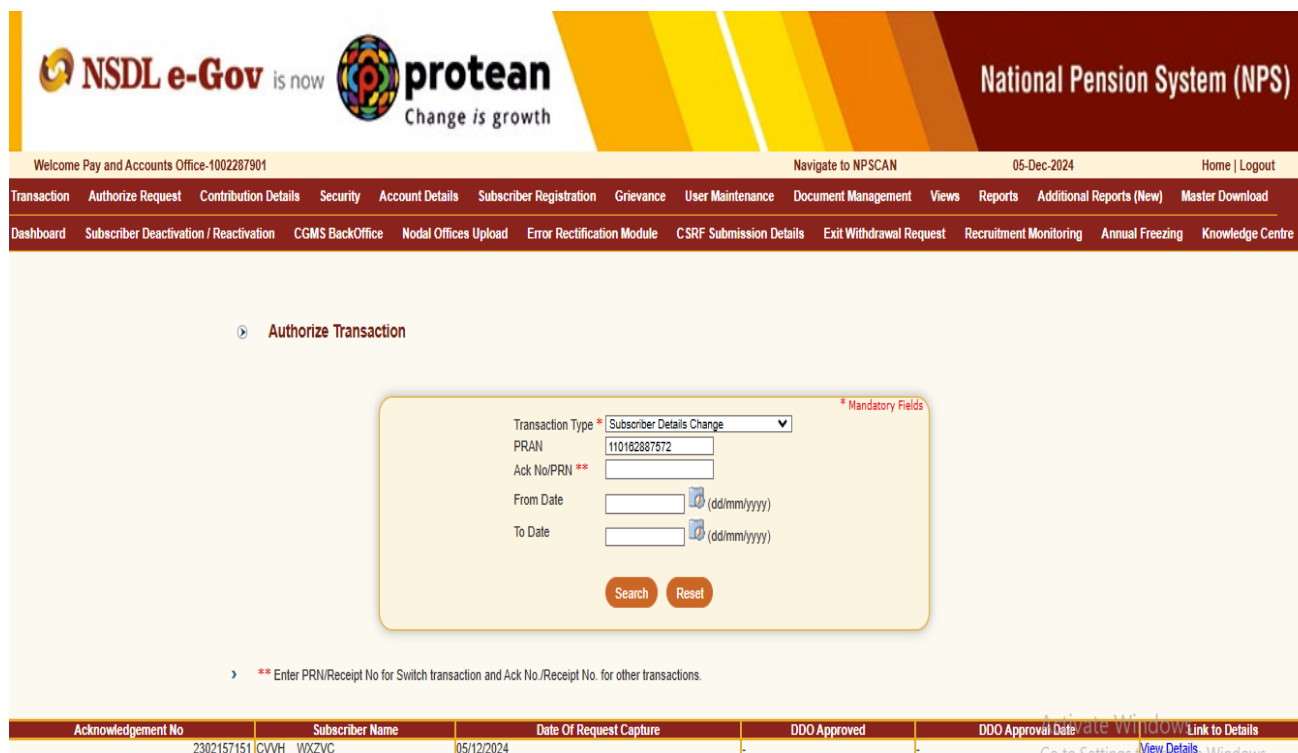
12. Click on menu "Transaction" → "Authorize Transaction". Enter Transaction Type and PRAN details. Click on "Search". (Refer figure 61)

Figure 61



13. Click on hyperlink **“View Details”** to check the new details updated by maker user. New updated Details are highlighted in **Red Color** text. (Refer figure 62 & 63)

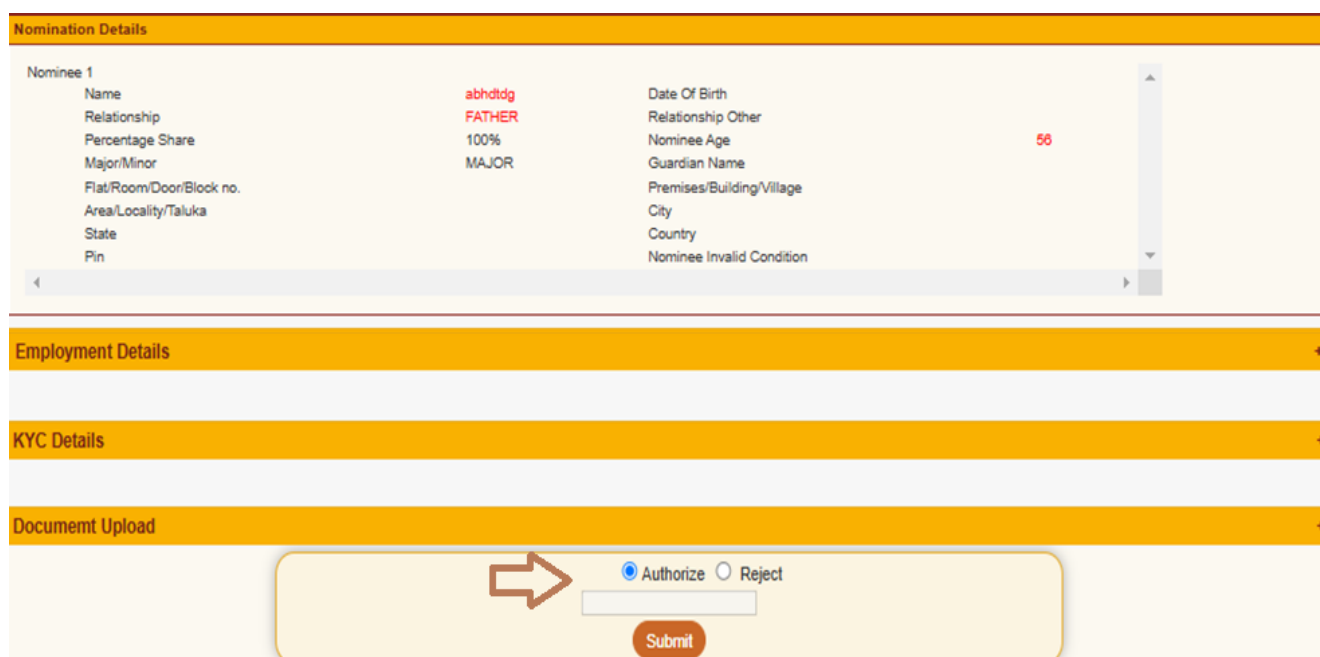
Figure 62



The screenshot shows the NSDL e-Gov Protean National Pension System (NPS) interface. 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 links: 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, and Knowledge Centre. The main content area is titled 'Authorize Transaction'. It contains a form with the following fields: Transaction Type (dropdown menu set to 'Subscriber Details Change'), PRAN (text box with '110182887572'), Ack No/PRN (text box), From Date (calendar icon and text box), To Date (calendar icon and text box), and a 'Mandatory Fields' label. Below the form are 'Search' and 'Reset' buttons. At the bottom, there is a table with the following data:

Acknowledgement No	Subscriber Name	Date Of Request Capture	DDO Approved	DDO Approval Date	Link to Details
2302157151	CVVH WXZVC	05/12/2024	-	-	View Details

Figure 63



The screenshot shows the 'Nomination Details' form in the NSDL e-Gov Protean National Pension System (NPS) interface. The form is divided into sections: Nomination Details, Employment Details, KYC Details, and Document Upload. The 'Nomination Details' section contains the following information:

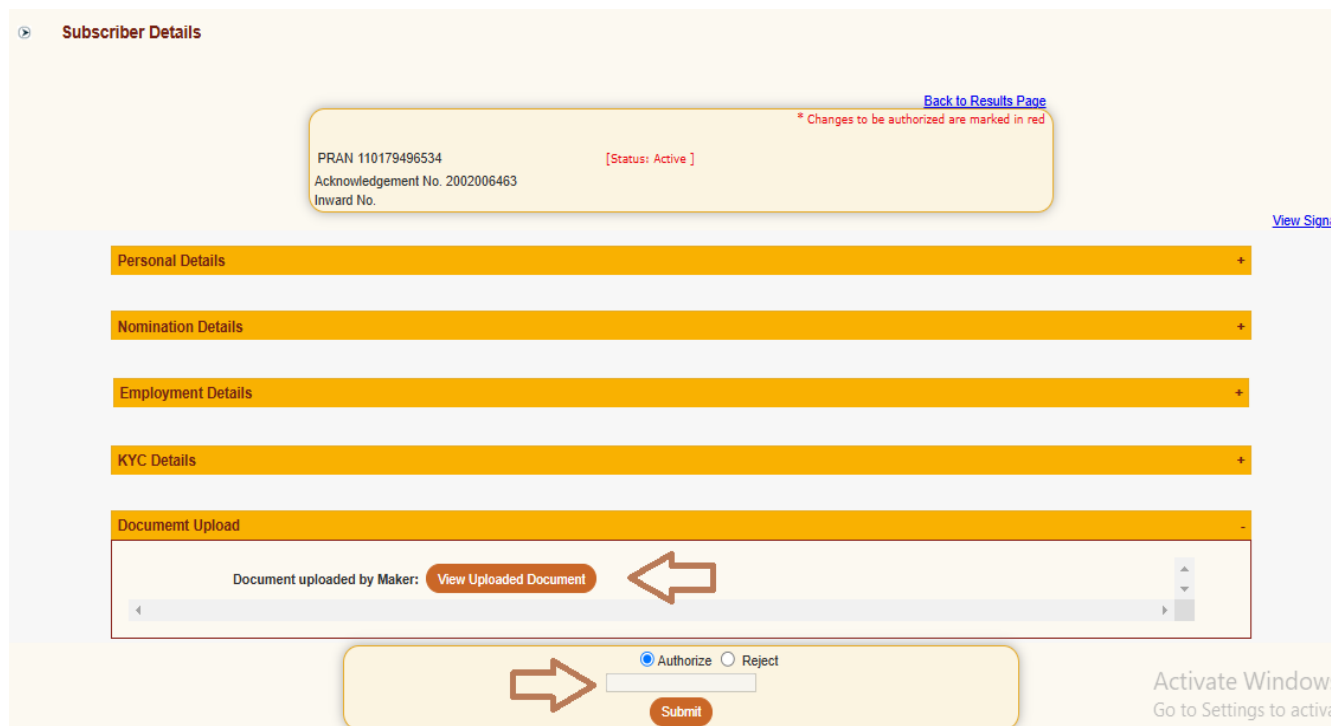
Nominee 1	
Name	abhdtdg
Relationship	FATHER
Percentage Share	100%
Major/Minor	MAJOR
Flat/Room/Door/Block no.	
Area/Locality/Taluka	
State	
Pin	
Date Of Birth	
Relationship Other	
Nominee Age	56
Guardian Name	
Premises/Building/Village	
City	
Country	
Nominee Invalid Condition	

The 'Employment Details', 'KYC Details', and 'Document Upload' sections are currently collapsed. At the bottom of the form, there is a 'Submit' button and a 'View Details' link.

14. Office may **Authorize/Reject** the request after checking supporting documents are details updated by maker user. (Refer figure 64)

It is the responsibility of the office to check veracity of documents as provided by the subscriber.

Figure 64



Subscriber Details

[Back to Results Page](#)

* Changes to be authorized are marked in red

PRAN 110179496534 [Status: Active]

Acknowledgement No. 2002006463

Inward No.

[View Sign:](#)

Personal Details +

Nomination Details +

Employment Details +

KYC Details +

Document Upload -

Document uploaded by Maker: [View Uploaded Document](#)

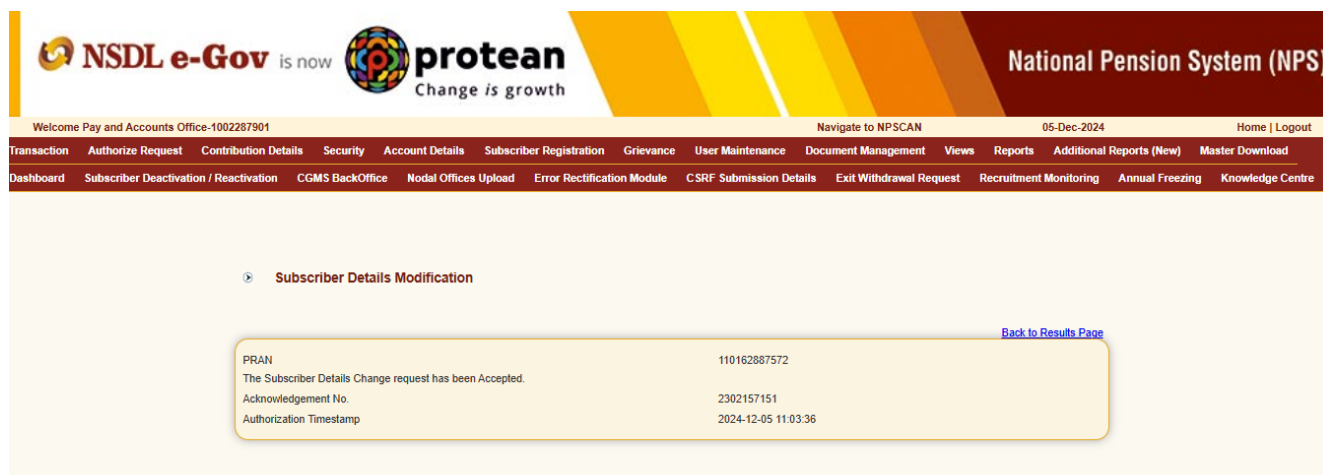
☒ Authorize ☐ Reject

[Submit](#)

Activate Window: Go to Settings to activate

15. Message will be displayed on screen once subscriber details change request are authorized/rejected. (Refer figure 65)

Figure 65



Subscriber Details Modification

[Back to Results Page](#)

PRAN 110162887572

The Subscriber Details Change request has been Accepted.

Acknowledgement No. 2302157151

Authorization Timestamp 2024-12-05 11:03:36

NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

Welcome Pay and Accounts Office-1002287901

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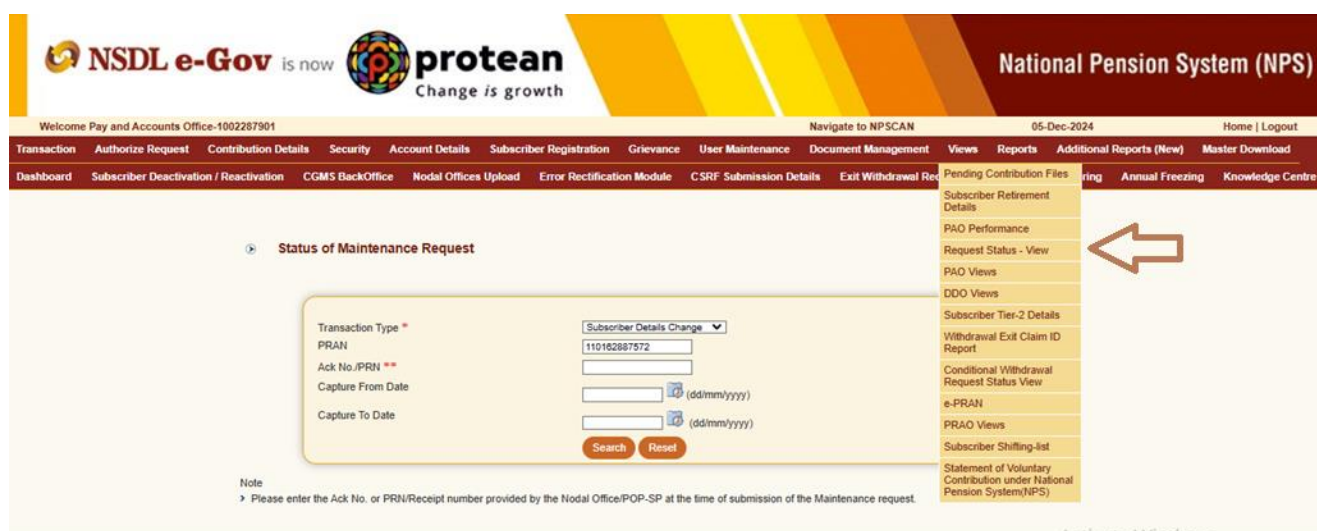
Transaction Authorize Request Contribution Details Security Account Details Subscriber Registration Grievance User Maintenance Document Management Views Reports Additional Reports (New) Master Download

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

16. Status of request can be checked under option:-

View → Request Status -View→ Transaction Type→ Enter PRAN/ Acknowledgment number→Search (Refer figure 66 and 67)

Figure 66



Welcome Pay and Accounts Office-1002287901

Navigate to NPSCAN 05-Dec-2024 Home | Logout

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 Pending Contribution Files Pending Annual Freezing Knowledge Centre

► Status of Maintenance Request

Transaction Type *

PRAN

Ack No./PRN **

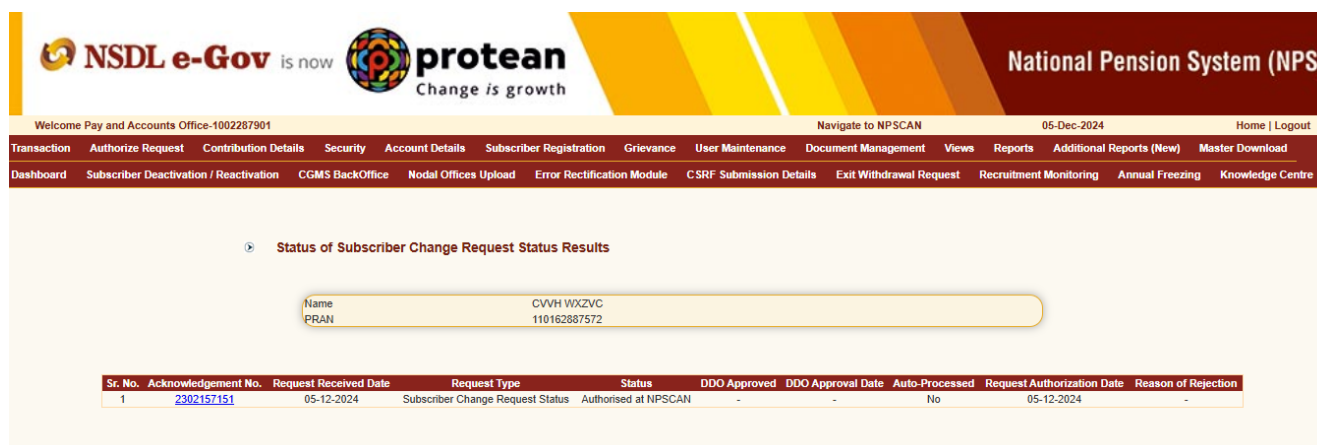
Capture From Date (dd/mm/yyyy)

Capture To Date (dd/mm/yyyy)

Note
► Please enter the Ack No. or PRN/Receipt number provided by the Nodal Office/POP-SP at the time of submission of the Maintenance request.

Subscriber Refinement Details
PAO Performance
Request Status - View
PAO Views
DDO Views
Subscriber Tier-2 Details
Withdrawal Exit Claim ID Report
Conditional Withdrawal Request Status View
e-PRAN
PRAO Views
Subscriber Shifting-list
Statement of Voluntary Contribution under National Pension System(NPS)

Figure 67



Welcome Pay and Accounts Office-1002287901

Navigate to NPSCAN 05-Dec-2024 Home | Logout

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

► Status of Subscriber Change Request Status Results

Name CVVH WXZVC
PRAN 110162887572

Sr. No.	Acknowledgement No.	Request Received Date	Request Type	Status	DDO Approved	DDO Approval Date	Auto-Processed	Request Authorization Date	Reason of Rejection
1	2302157151	05-12-2024	Subscriber Change Request Status	Authorised at NPSCAN	-	-	No	05-12-2024	-
