

Protean eGov Technologies Limited



Standard Operating Procedure (SOP) Inter CRA

Subscriber Shifting (ICSS) for Subscriber

Version 1.2

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	22-01-2025	1.0	-	Initial Version
2	10-06-2025	1.1		SOP updated as per New Requirement

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1. Preface:

In the National Pension System, the PRAN allotted to the Subscriber is portable across CRAs. Therefore, Subscribers can shift from one CRA (Source) to another CRA (Target) vice versa, etc. and the Subscriber shall continue to use the same PRAN which was earlier allotted by the source CRA.

As per the PFRDA guidelines, migration requests for shifting from one CRA to another can be processed **only once in a Financial Year**; however, there are no limitations on employer based shifting requests.

This document describes the detailed process to be followed by the Subscriber for Inter CRA Shifting (ICSS).

2. Brief Process:

- I. **For the Inter CRA Subscriber Shifting (ICSS) Subscribers need to download the ICSS form from the CRA website <https://www.npskra.nsdl.co.in>. Fill in the mandatory details and submit the duly filled form to the Target POP.**
- II. **For the ICSS request status, the subscriber can contact the Target POP.**

- I. **For the Inter CRA Subscriber Shifting (ICSS) Subscribers need to download the ICSS form from the CRA website <https://www.npskra.nsdl.co.in>. Fill in the mandatory details and submit the filled form to the Target POP.**

Subscriber needs to access the website <https://www.npskra.nsdl.co.in> as given below in Image

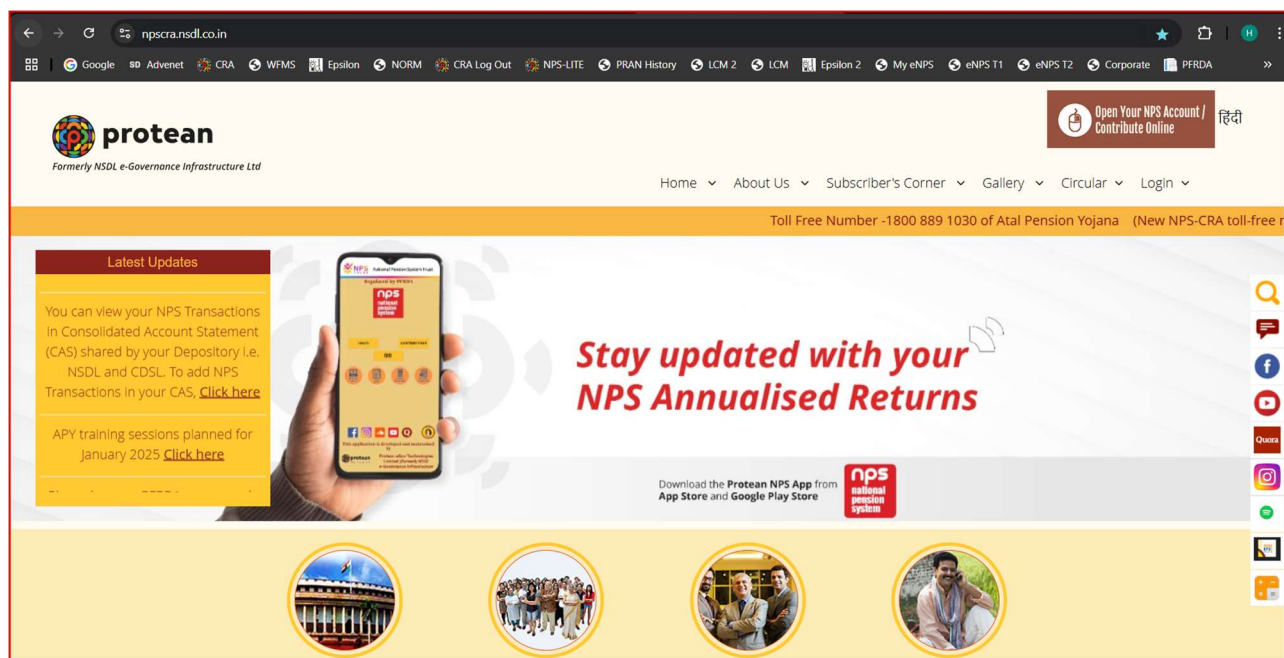


Image 1

Subscriber needs to click on the “All Citizen of India” option under the “Home” Tab option as given below in Image 2.

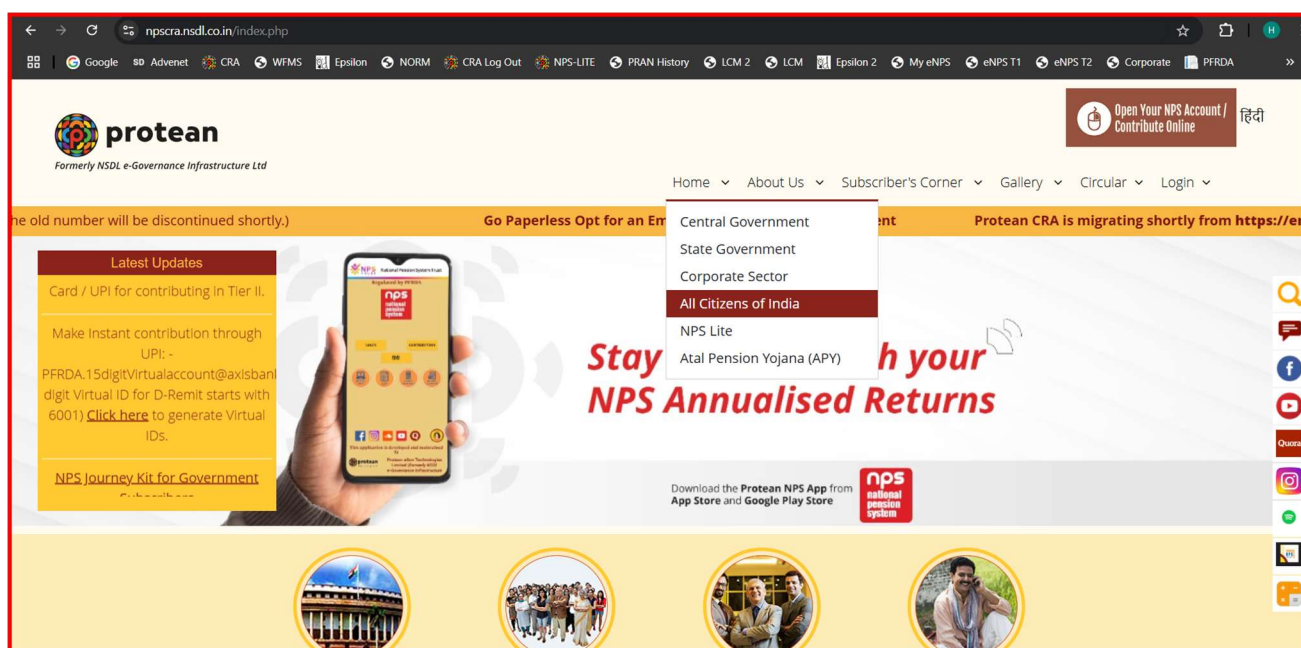


Image 2

Subscriber needs to click on the **"Forms"** option under the **"All Citizen of India"** Tab option as given below in **Image 3**.

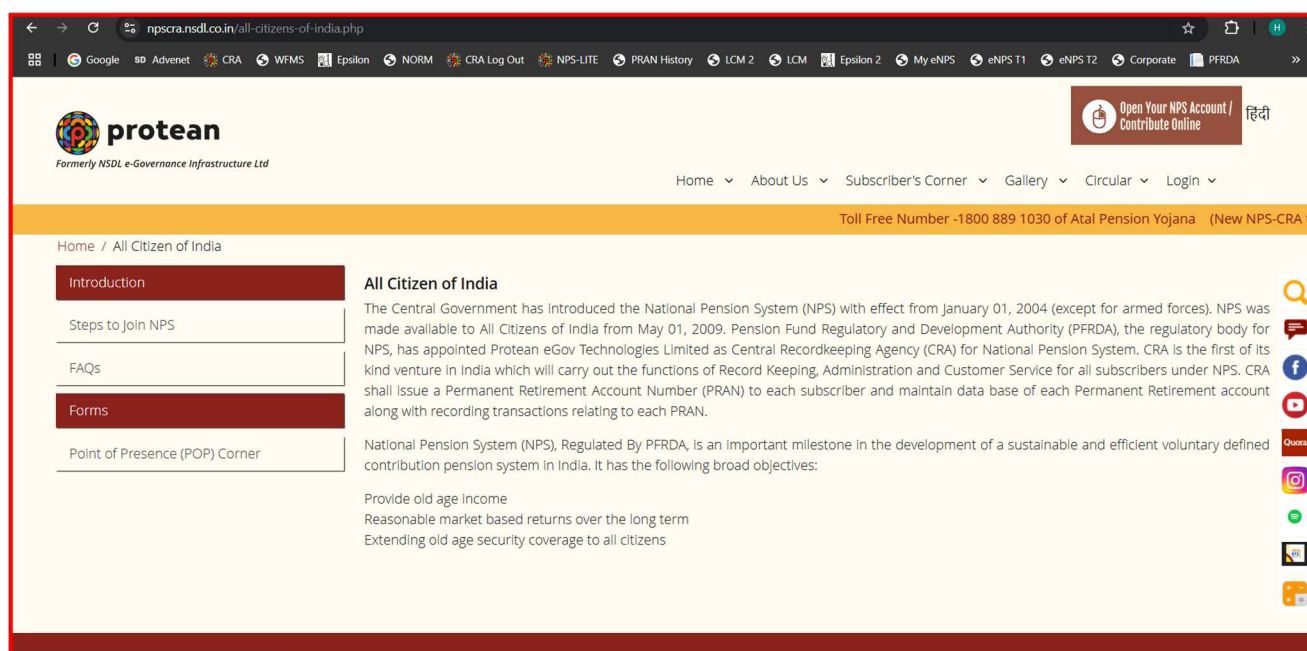


Image 3

Subscriber needs to click on **"NPS Account Maintenance"** and download the PDF **"FORM ICSS - Inter CRA Subscriber Shifting"** as given below in **Image 4**.

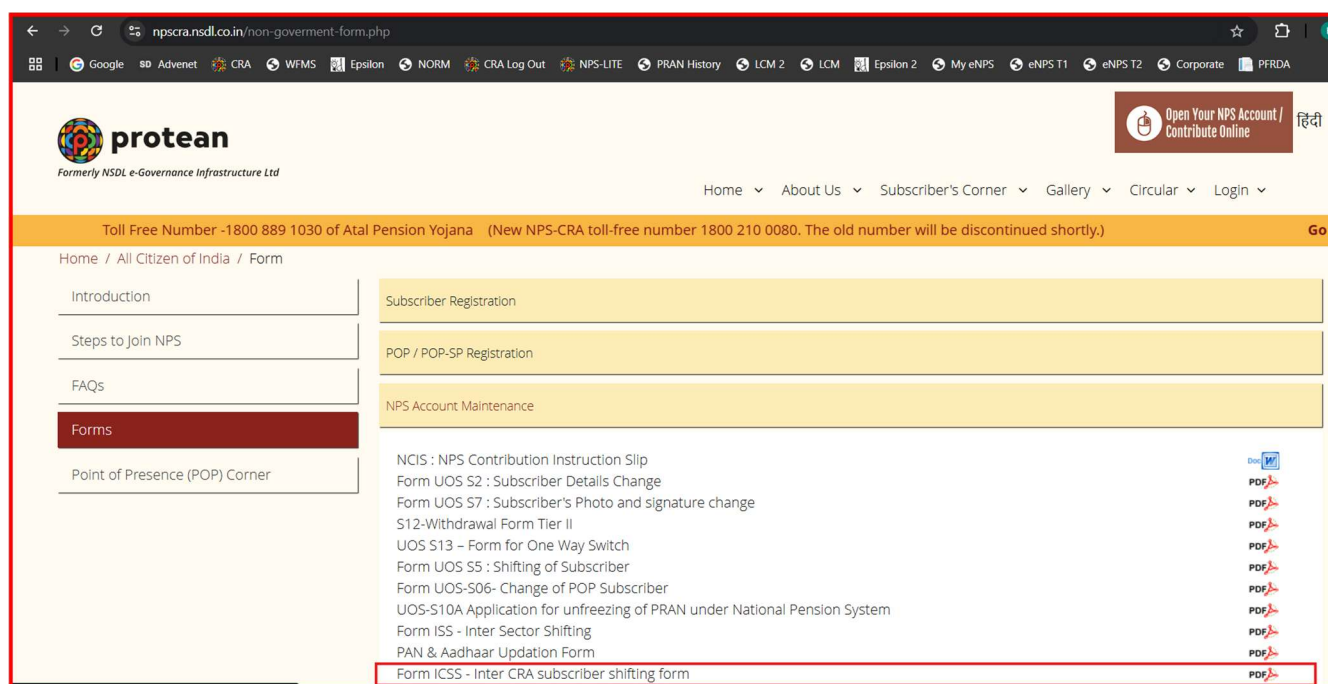


Image 4

ICSS Form Link - https://npsra.nsdl.co.in/download/government-sector/central-government/forms/ICSS_Form.pdf

Subscriber needs to take a printout of the ICSS form and fill up the red highlighted mandatory details as given below in **Image 5**.

National Pension System (NPS) Inter CRA Subscriber Shifting (ICSS) (Please fill all the details in CAPITAL LETTERS & in BLACK INK only. All fields/ sections marked in * are mandatory) (Please tick the respective block which is applicable to you)							
For POP-SP use: Date of Receipt: _____ POP-SP Registration No. : _____ Receipt No: 							
GENERAL INFORMATION							
I) Subscriber's Name* <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; border: 1px solid black;">First Name</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td style="border: 1px solid black;">Middle Name</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> <tr> <td style="border: 1px solid black;">Last Name</td> <td style="border: 1px solid black; height: 20px;"></td> </tr> </table>		First Name		Middle Name		Last Name	
First Name							
Middle Name							
Last Name							
II) PRAN (Permanent Retirement Account Number)* 							
III) Date of Birth (DD/MM/YYYY)* 							
IV) Aadhaar No 							
V) PAN 							
VI) Existing PRAN association (Source Office Details) POP-SP Reg. No.*: POP-SP Name*:							
VII) Target PRAN association (Target Office Details) POP-SP Reg. No.*: POP-SP Name*:							
Declaration by Subscribers: <i>I agree to be bound by the terms and conditions for the target CRA (in which my PRAN will belong after processing of this Inter CRA Shifting request) and understand that CRA may, as approved by PFRDA, amend any of the service completely or partially without any new Declaration/ Undertaking being signed. Further, I agree to pay all the necessary charges, as applicable, of the target CRA. I understand that in case of pending transaction at the time of shifting will automatically be cancelled by Source CRA.</i>							
Date:	Signature/Left thumb Impression:						

Image 5

With the above highlighted mandatory details, the duly filled form along with the copy of source CRA e-PRAN/PRAN card needs to be submitted at the Target POP by the subscriber for necessary authentication.

Target POP needs to capture the request in the CRA system after verification of the submitted ICSS form & the copy of e-PRAN/PRAN card.

**Successful implementation of the ICSS process is subject to all mandatory fields are given by the Source CRA. Subscriber can download source CRA ePRAN from Source CRA website or provide physical PRAN cards photocopy along with ICSS form.*

Further, before initiating the ICSS process, there should not be any pending service request at Source CRA.

Internal Process of ICSS.

- I. Target POP needs to capture the request in the CRA system after verification of the submitted ICSS Form.
- II. Target CRA shares the list of PRANs received for migration to Source CRA for checking migration readiness.
- III. On receipt of the response from Source CRA, ICSS request for eligible PRANs by Target CRA will be initiated.
- IV. Data for eligible PRANs will be exchanged from Source CRA to Target CRA.
- V. Final Shifting of Subscribers from Source CRA to Target CRA will be executed.

II. For the ICSS request status, the subscriber can contact the Target POP.

On the successful authorization of the ICSS request in the CRA system, the subscriber can contact the Target POP for the status (after T+2 Working Days), wherein T is the authorization Date.