Protean eGov Technologies Limited

Standard Operating Procedures
For
KYC Verification Process under NPS

Version 1.1

REVISION HISTORY

| Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1		1.0	-	Initial Version
2	23/08/2024	1.1		SOP are updated as per new functionality released, New Screenshots are incorporated.

The Banks – functioning as POP in NPS - play a pivotal role in enabling the subscriber to get his/her KYC verification done for their PRANs generated under eNPS. The verification to be carried out by the Banks shall be a simple two-step process. As per the defined process, once PAN verification is successfully done in the CRA system, the details will be made available to respective Banks (selected by Subscriber during the registration) for KYC verification. On a T+2 basis (where T is the day of PRAN generation), the PRAN for which the PAN has already been verified by CRA will be made available to Banks for KYC verification. The steps to be followed by the POP Bank Users for KYC verification are:

Step 1: Bank User will login into CRA system and access the option for KYC verification under Subscriber Registration option.
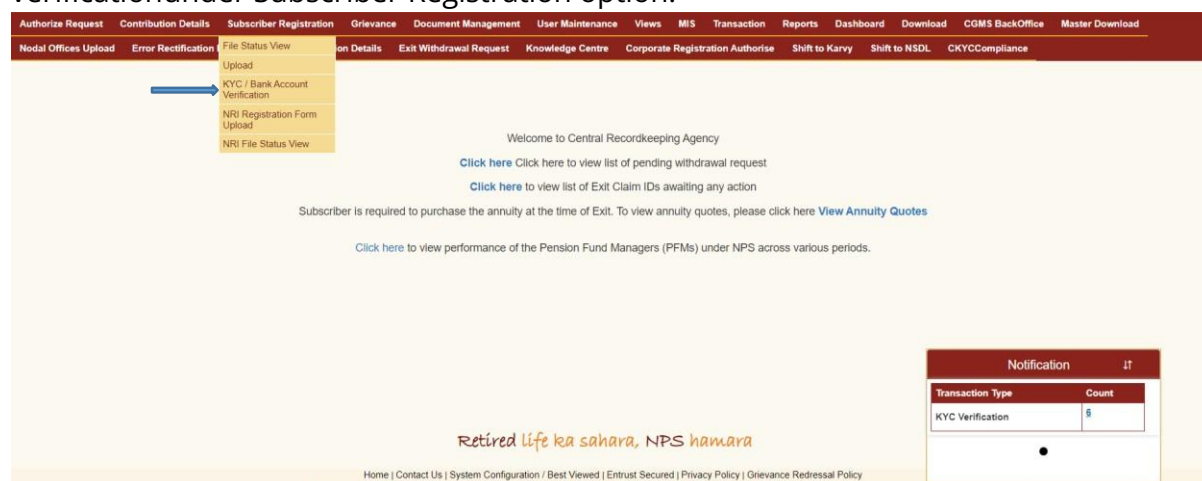
Step 2: The Bank User enters necessary details to search for the records to be verified. The search can be based on PRAN, Acknowledgment No. or Date greater than 15 days.

Range. Users may please note that the date range for the search cannot be
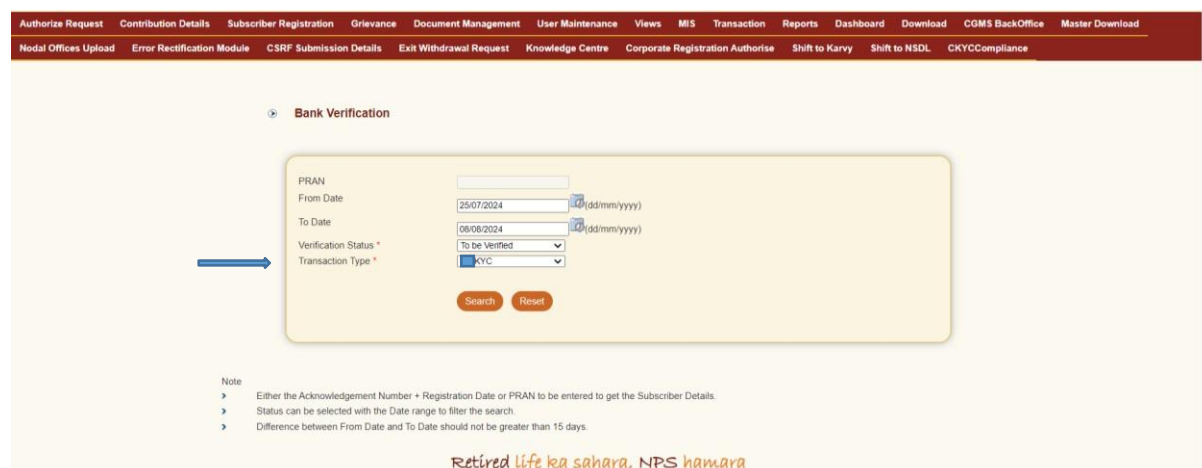
Step 3: Based on search criteria, the list of PRAN which are pending for KYC verificationwill be available
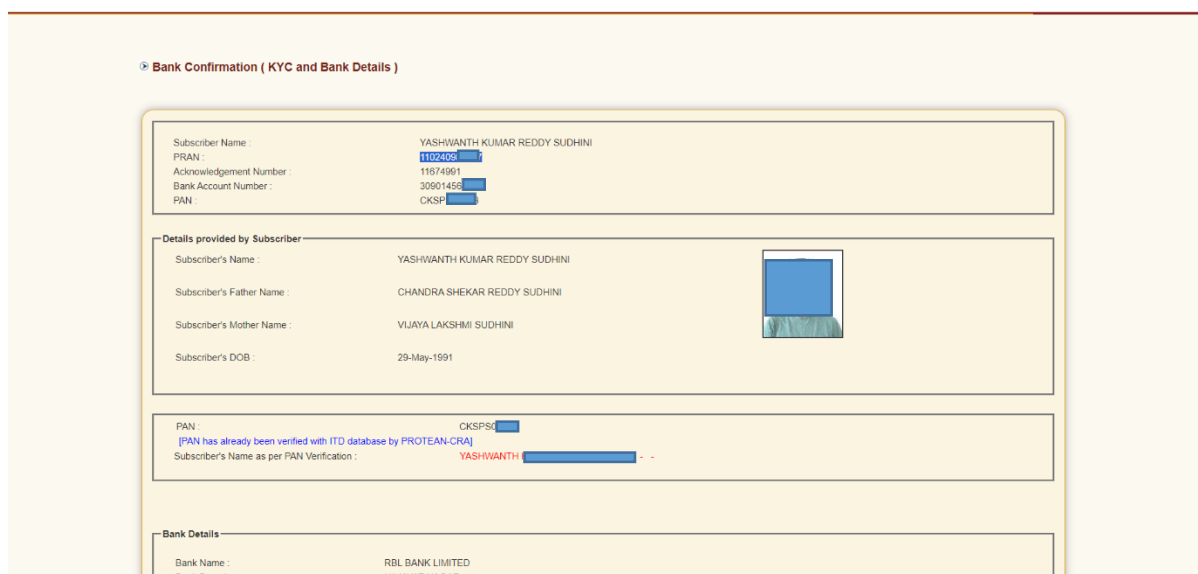
Step 4: The POP Bank User will click on the link ,To be verified and the Subscriber details will be displayed. The POP Bank User will verify the details provided by Subscriber in eNPSand details available in the Core Banking System

Step 5: If the details are ok, the user shall click on 'Accept', checks the box for decantation and then clicks on ,Confirm'. Additionally, for NRI subscribers, Bank shall confirm the Bank Account Type (NRE/NRO) and passport details submitted by the subscriber
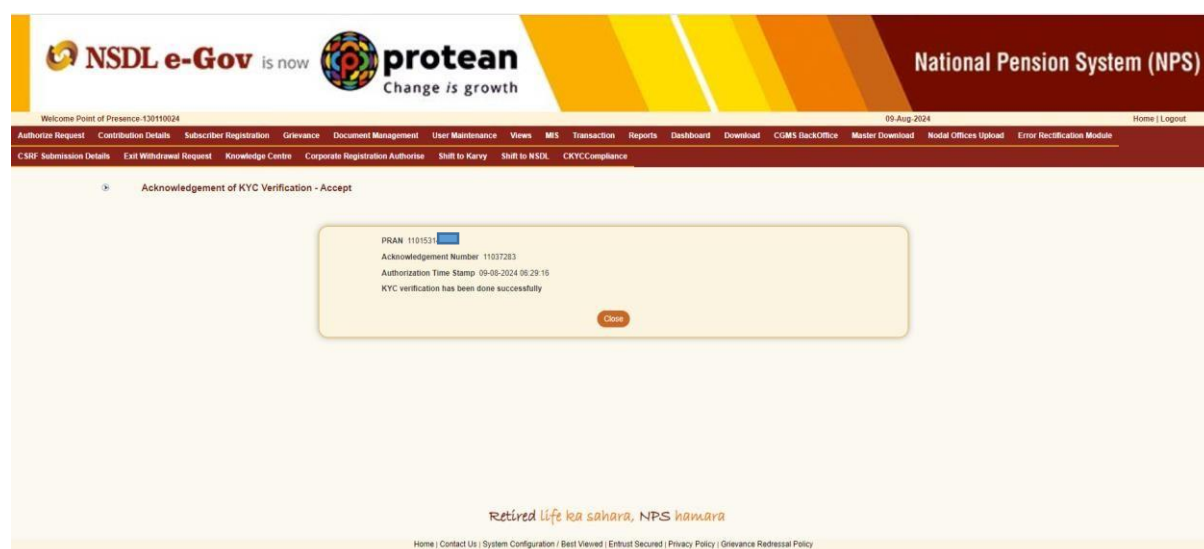
Step 6: User needs to clicks on 'Confirm' to complete the verification.

Step 7: Once the KYC is successfully verified by Bank, an alert will be send to the Subscriber and PRAN will be activated in CRA system. In case of any rejection, an alert will be send to the Subscriber for further course of action.

Please note that it is the responsibility of POP to check the veracity of the supporting documents uploaded.

Rejection:
In case the KYC verification is rejected by the Bank, the subscriber needs to approach the concern Bank/POP and shall get the details (Bank details, Personal details, KYC details) certified from the respective Bank and then submit the application form directly to CRA. Incase of rejection, the process will be followed:

1. Once the KYC verification is rejected by Banks due to mismatch in the informationavailable with Bank and provided in CRA system.
a. Mismatch in Name
b. Mismatch in Bank account details
c. Mismatch in address details etc.

2. After rejection by Bank, SMS and email alert will be sent to the Subscriber informing that KYC verification has been rejected by Bank and reason for the same will be provided.

3. To resolve the aforementioned issue and complete the registration process, Subscriber willfollow the steps:

a) Subscriber will take a printout of the Registration form, paste photo and affix signature.
b) Subscriber will approach his/her Bank/POP for verification. Accordingly, Bank needs toverify the Identity details, Address details and PAN details.
c) Get these details (at each place) in the Registration Form authorised and stamped by theBank. The Bank official's EMP ID should also be mentioned
d) Once verified, Subscriber will be required to send the form to CRA.

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