Protean eGov Technologies Limited

Standard Operating Procedures

For

Inter CRA Subscriber Shifting (ICSS) by POP

Version 1.2

REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1		1.0	-	Initial Version
2	04-04-2025	1.1	-	SOP reviewed Screenshots and updated.
3	10-06-2025	1.2	-	SOP updated as per new requirement

<u>Procedure for processing Inter CRA Subscriber shifting (ICSS) request in CRA</u>

ICSS is a two-step process:

A. Capturing Inter CRA Subscriber shifting request in CRA by maker id
B. Authorization of Inter CRA Subscriber shifting request in CRA by checker id

A. <u>Capturing Inter CRA Subscriber shifting request in CRA by maker id</u>

• Subscribers/Corporates submit the ICSS form to POP for initiating the request. Along with the Physical form, POP must collect a copy of ePRAN/PRAN card mandatorily from Subscribers/Corporates for necessary authentication.

• After authentication, POP (Maker Activity) shall login to CRA system with DSC to capture the ICSS request.

• POP shall click on the "Shift to NSDL CRA" menu and select the option "Captured request to Shift to NSDL CRA" as shown below in Figure 1 for capturing the ICSS request.

• POP user shall enter details such Source CRA, PRAN, Name, Date of Birth, PAN (optional), Email (optional), Mobile Number (optional), POP & POP-SP Details of source and target CRA for PRANs.
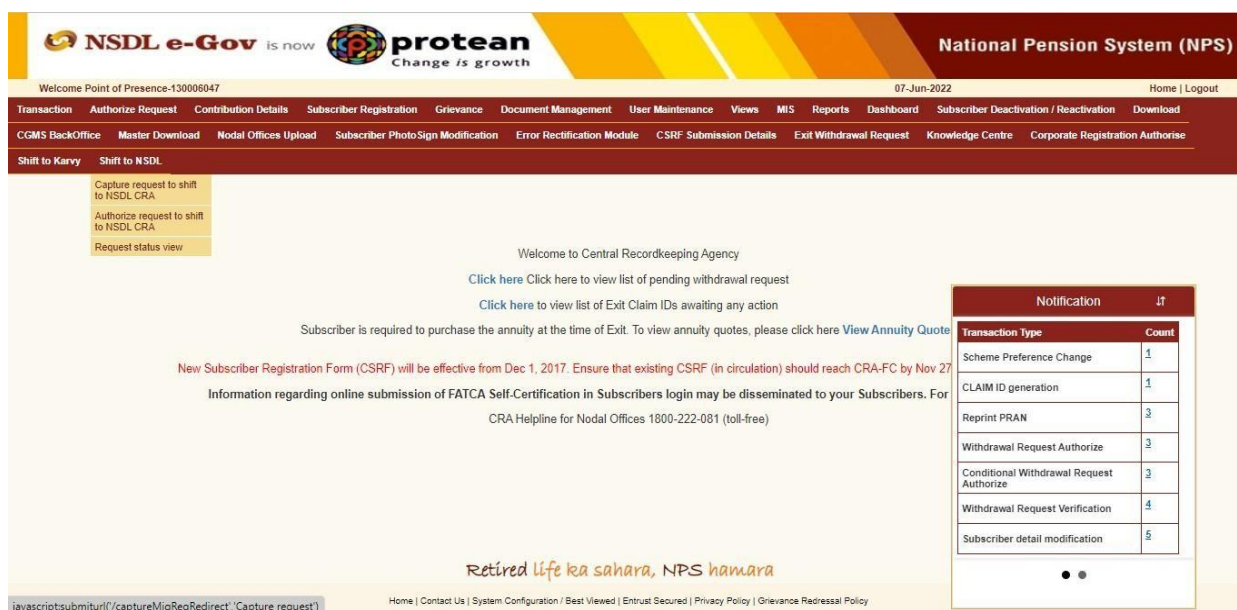

Figure 1

Figure 2

Figure 3

- POP user shall verify the details against the request submitted by Subscriber and if it is found to be in order, the POP user shall click on 'Submit' button.

- Once the 'Submit' button is clicked, a screen as shown below in Figure 4 will be displayed to the POP/POP-SP user. POP user shall click on confirm the request by clicking on the 'Confirm' button. In case of any discrepancy, user shall click the 'Cancel' button and go back to request capture screen to update the correct details and resubmit the request.

Figure 4

- On successful confirmation of request, CRA system will generate an 11-digit acknowledgement number as shown below in Figure 5. POP user shall mention the acknowledgement number on the request form.

- POP user who has captured the ICSS request will not be able to authorize the same request. On successful confirmation by the maker user, an acknowledgement number will be generated by the system and a message shall be displayed to the maker user as 'Request to Shift to NSDL CRA is Captured Successfully. Awaiting Authorization'. POP user can use this acknowledgement number to check the status of the request. The status of the request will be ICSS "Migration request captured"

Figure 5

In case, for a PRAN, ICSS request is entered for the second time or incorrect mandatory details such as PRAN number, DOB etc. at the time of confirmation or exceeded migration limit in financial year then the request will not be accepted in the CRA system. _As per PFRDA guidelines, migration request for shifting from one CRA to other can be processed only twice in a Financial Year, however, there are no limitations on employer based shifting requests_). Error message will be displayed.

B. Authorization of Inter CRA Subscriber shifting request in CRA system by POP.

POP user shall select the option "Shift to NSDL- Authorize request to shift to NSDL CRA" from the main menu. On selecting the required option, the screen as shown in Figure 6 below will be displayed to the user.

Figure 6

POP (Checker) will enter acknowledgement number mentioned in the request form by the maker user or the PRAN or date range to search the requests pending for verification. The screen as shown in Figure 7 below will be displayed to the user.

Figure 7

The verifier user shall verify the details captured with the request form and if found in order, shall authorize the request by selecting the 'Authorize' option and click on the 'Confirm' button as shown below in Figure 8. On authorization of the request, the status of the request will be updated as 'Migration request authorized

Figure 8

- If the verifier observes any discrepancy, verifier shall reject the request by clicking on the 'Reject' button. POP user shall also mention the reason for rejection. On rejection, ICSS will be rejected and POP maker can re-capture request with correct details.

- POP can view status/ rejected reason of PRAN by selecting the option "Request Status View" from the main menu. The screen as shown in Figure 9 below.

- ICSS request pending for authorization should be displayed in the notification area of POP/Nodal Office login "Authorize request to shift to NSDL CRA". The screen as shown in Figure 9 below.

Figure 9

Figure 10

Once the request is Initiate, the changes will be effected in the Subscribers account.

- Inter CRA Subscriber shifting request processed in T+2 working days (T being the date of Authorization of processing ICSS in CRA system). T will be Initiated for PRANs eligible for migration at approximately 6.00 PM. PRAN authorized after Initiating ICSS process/T day will be considered in next T day.

- On T+1 day, Exchange of data dump/Exchange of data like Subscriber details, transaction, etc. for eligible PRANs from Source CRA to target CRA. The PRAN will be Suspended on T+1 day immediately.

- If there is pending transaction such as 'Authorized /Completed withdrawal Request' for that PRAN, then the ICSS request will be rejected by the CRA system in T+1 cycle. If there is 'Contribution in Progress/Transaction Pendency' for that PRAN, the ICSS request will be on Hold till contribution/transaction is process. Details of rejection & pending reason are shared below for reference.

- POP can view Status for PRAN Acceptance or Rejection/not Eligible ICSS after T+1 cycle. POP can view Status can view status/ rejected of PRAN by selecting the option "Request Status View" from the main menu. The screen as shown in Figure 11 & 12 below.

Figure 11

Figure 12

- Shifting of Subscribers will get complete from source CRA to target CRA on T+2 Days and PRAN will be deactivated in source CRA.

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