

Protean eGov Technologies Limited



Standard Operating Procedures
For
Inter CRA Subscriber Shifting (ICSS) by POP
Version 1.2

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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 and updated. Screenshots |
| 3 | 10-06-2025 | 1.2 | - | SOP updated as per new requirement |

Procedure for processing Inter CRA Subscriber shifting (ICSS) request in CRA

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. Capturing Inter CRA Subscriber shifting request in CRA by maker id

- 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.

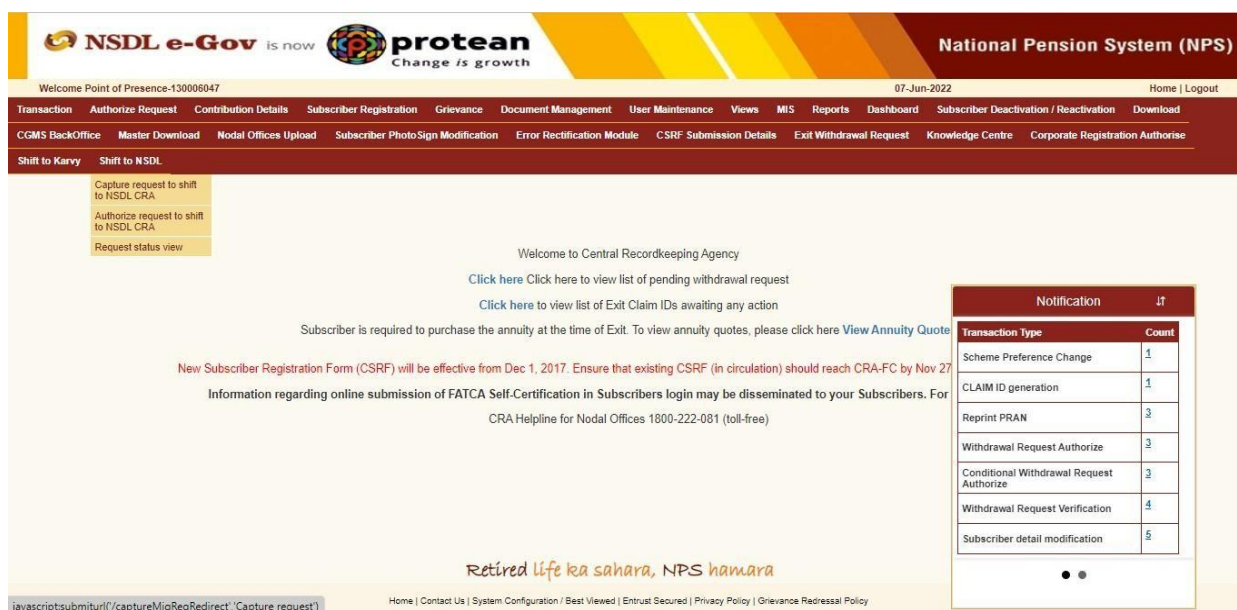


Figure 1

NSDL Technology, Trust & Reach
Id: CRA000DM

National Pension System (NPS)
Back to Main M

Capture request to shift to NSDL CRA

* Mandatory fields

Subscriber Details

| | |
|---------------------|------------|
| Select Source CRA* | --SELECT-- |
| PRAN in Source CRA* | --SELECT-- |
| Subscriber's Name | KCRA |
| Date of Birth* | CCRA |
| PAN | |
| Email ID | |
| Mobile No. | + |

POP and POP-SP Details in Source CRA

| | |
|----------------------------|--|
| POP Reg No. in Source CRA* | |
| POP Name in Source CRA | |

POP and POP-SP Details in NSDL CRA

| | |
|------------------------------|--|
| POP Reg. No. in NSDL CRA | |
| POP Name in NSDL CRA | |
| POP-SP Reg. No. in NSDL CRA* | |
| POP-SP Name in NSDL CRA | |

Figure 2

NSDL Technology, Trust & Reach
Id: CRA000DM

National Pension System (NPS)
Back to Main M

Capture request to shift to NSDL CRA

* Mandatory fields

Subscriber Details

| | |
|---------------------|-------------------------|
| Select Source CRA* | KCRA |
| PRAN in Source CRA* | 400070008558 |
| Subscriber's Name | VIRAL KIRAN DESAI |
| Receipt Number | |
| Date of Birth* | 20/05/1990 (DD/MM/YYYY) |
| PAN | CBYPP8179A |
| Email ID | KANCHANDEVIP@NSDL.CO.IN |
| Mobile No. | + |

POP and POP-SP Details in Source CRA

| | |
|-------------------------------|-----------------------------|
| POP Reg No. in Source CRA* | 1000173 |
| POP Name in Source CRA | KOTAK MAHINDRA BANK LIMITED |
| POP-SP Reg No. in Source CRA* | 1070549 |
| POP-SP Name in Source CRA | |

POP and POP-SP Details in NSDL CRA

| | |
|------------------------------|-----------------------------|
| POP Reg. No. in NSDL CRA | 5000041 |
| POP Name in NSDL CRA | KOTAK MAHINDRA BANK LIMITED |
| POP-SP Reg. No. in NSDL CRA* | 6000820 |
| POP-SP Name in NSDL CRA | KOTAK MAHINDRA BANK LTD, ME |

SUBMIT **RESET**

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.

NSDL National Pension System (NPS)

Id: 130006047

Capture request to shift to NSDL CRA

* Mandatory fields

Subscriber Details

| | |
|---------------------|-------------------------|
| Select Source CRA* | ICRA |
| PRAN in Source CRA* | 400070008558 |
| Subscriber's Name | PRAMILA |
| Receipt Number | |
| Date of Birth* | 20/05/1990 (DD/MM/YYYY) |

Are you sure you want to capture the request?

CONFIRM **CANCEL**

POP and POP-SP Details in Source CRA

| | |
|-------------------------------|---------------|
| POP Reg No. in Source CRA* | 1000017 |
| POP Name in Source CRA | ENPS - ONLINE |
| POP-SP Reg No. in Source CRA* | 1000025 |
| POP-SP Name in Source CRA | |

POP and POP-SP Details in NSDL CRA

| | |
|------------------------------|------------------------------|
| POP Reg. No. in NSDL CRA | 6000041 |
| POP Name in NSDL CRA | KOTAK MAHINDRA BANK LIMITED |
| POP-SP Reg. No. in NSDL CRA* | 6000020 |
| POP-SP Name in NSDL CRA | KOTAK MAHINDRA BANK LTD. NIE |

SUBMIT **RESET**

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"

NSDL National Pension System (NPS)

Id: 130006047

Capture request to shift to NSDL CRA

PRAN - 400070008558
Ack Id - 61000013885
Captured Timestamp - 06/05/2022 14:33:39
Request to shift to NSDL CRA is Captured Successfully.
Awaiting Authorization.

BACK

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.

Welcome Point of Presence-13006047

07-Jun-2022 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard Subscriber Deactivation / Reactivation Download

CGMS BackOffice Master Download Nodal Offices Upload Subscriber Photo Sign Modification Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre Corporate Registration Authorise

Shift to Kany Shift to NSDL

Capture request to shift to NSDL CRA
 Authorize request to shift to NSDL CRA
 Request status view

Welcome to Central Recordkeeping Agency

[Click here](#) Click here to view list of pending withdrawal request
[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quote](#)

New Subscriber Registration Form (CSRF) will be effective from Dec 1, 2017. Ensure that existing CSRF (in circulation) should reach CRA-FC by Nov 27

Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscribers. For CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

Retired life ka sahara, NPS hamara

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

| Transaction Type | Count |
|--|-------|
| Scheme Preference Change | 1 |
| CLAIM ID generation | 1 |
| Reprint PRAN | 3 |
| Withdrawal Request Authorize | 3 |
| Conditional Withdrawal Request Authorize | 3 |
| Withdrawal Request Verification | 4 |
| Subscriber detail modification | 5 |

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.

NSDL Technology, Trust & Reach

13006047 Back to Main Menu

Authorize Request to Shift to NSDL CRA

Requests pending for authorization

PRAN: 400070006558
 Capture From Date: 01/02/2022 (DD/MM/YYYY)
 Capture To Date: 01/02/2022 (DD/MM/YYYY)
 Ack ID: 1

SEARCH RESET

| Sr. No. | Ack ID | PRAN | Source CRA | Subscriber Name | Request Captured Timestamp | POP-SP Reg No. | POP-SP Name | Status |
|---------|-----------------------------|--------------|------------|-----------------|----------------------------|----------------|--|----------------------------|
| 1 | 51000013804 | 400000036311 | CCRA | A | 13/04/2022 11:57 AM | 6000816 | Kotak Mahindra Bank Ltd. Akapuri - Vadodara Branch | Migration request captured |
| 2 | 51000013811 | 400030183659 | KCRA | SDD SADAFAP | 20/04/2022 02:55 PM | 6000842 | Kotak Mahindra Bank Ltd, G T Rd - Jalandhar | Migration request captured |
| 3 | 51000013824 | 400040179207 | KCRA | AMITA NAWANI | 06/05/2022 12:10 PM | 6000820 | Kotak Mahindra Bank Ltd, Mehrauli Gurgaon Rd - Gurgaon | Migration request captured |
| 4 | 51000013828 | 400070559763 | CCRA | SOS | 05/05/2022 04:37 PM | 6000820 | Kotak Mahindra Bank Ltd, Mehrauli Gurgaon Rd - Gurgaon | Migration request captured |

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

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'

NSDL National Pension System (NPS)

User ID: 130006050

Authorize Request to Shift to NSDL CRA

| | |
|--------------------|-------------------------|
| PRAN at Target CRA | 400070008558 |
| Source CRA | KCRA |
| Subscriber's Name | VIRAL KIRAN DESAI |
| Receipt Number | |
| Date of Birth | 20/05/1990 |
| PAN | CBYPP8179A |
| Email ID | kanchandevip@nsdl.co.in |
| Mobile No. | |

POP and POP-SP Details in NSDL CRA

| | |
|-----------------------------|--|
| POP Reg. No. in NSDL CRA | 5000041 |
| POP Name in NSDL CRA | Kotak Mahindra Bank Limited |
| POP-SP Reg. No. in NSDL CRA | 6000820 |
| POP-SP Name in NSDL CRA | Kotak Mahindra Bank Ltd, Mehrauli Gurgaon Rd - Gurgaon |

Remarks

AUTHORIZE REJECT BACK

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

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.

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

Welcome Point of Presence-130006047

07-Jun-2022 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard Subscriber Deactivation / Reactivation Download

CGMS BackOffice Master Download Nodal Offices Upload Subscriber PhotoSign Modification Error Rectification Module CSRF Submission Details Exit Withdrawal Request Knowledge Centre Corporate Registration Authorise

Shift to Kavya Shift to NSDL

Capture request to shift to NSDL CRA
Authorize request to shift to NSDL CRA
Request status view

Welcome to Central Recordkeeping Agency

[Click here](#) Click here to view list of pending withdrawal request

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quote](#)

New Subscriber Registration Form (CSRF) will be effective from Dec 1, 2017. Ensure that existing CSRF (in circulation) should reach CRA-FC by Nov 27

Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscribers. For

CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

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| Transaction Type | Count |
|--|-------|
| Scheme Preference Change | 1 |
| CLAIM ID generation | 1 |
| Reprint PRAN | 3 |
| Withdrawal Request Authorize | 3 |
| Conditional Withdrawal Request Authorize | 3 |
| Withdrawal Request Verification | 4 |
| Subscriber detail modification | 5 |

Figure 9

Welcome Point of Presence-130006047

10-Jun-2022 Home | Logout

Transaction Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Reports Dashboard

Subscriber Deactivation / Reactivation Download CGMS BackOffice Master Download Nodal Offices Upload Subscriber PhotoSign Modification Error Rectification Module CSRF Submission Details

Exit Withdrawal Request Knowledge Centre Corporate Registration Authorise Shift to Karvy Shift to NSDL

Welcome to Central Recordkeeping Agency

[Click here](#) Click here to view list of pending withdrawal request

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity](#)

New Subscriber Registration Form (CSRF) will be effective from Dec 1, 2017. Ensure that existing CSRF (in circulation) should reach CRA-FC by 10/06/2022.

Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscriber.

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| Transaction Type | Count |
|---|-------|
| Grievance pending for resolution | 5 |
| Authorize request to shift to NSDL CRA | 7 |
| Conditional Withdrawal Request Verification | 7 |
| Reset Pin | 10 |
| KYC Verification | 33 |

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.

User Id: 130098701 [Back to Main Menu](#)

Request Status View

Requests with the status:

| Sr. No. | Ack ID | PRAN | Source CRA | Subscriber Name | Sector | Mobile No | Email ID | Request Captured Timestamp | Request Authorized Timestamp | POP-SP Reg No. | POP-SP Name | Status | Remarks |
|---------|-----------------------------|--------------|------------|-----------------|--------|-----------|----------|----------------------------|------------------------------|----------------|---------------|---------------------------------------|------------|
| 1 | 61000013899 | 400020381949 | KCRA | SDS | UOS | | | 10/06/2022 01:01 PM | 10/06/2022 01:04 PM | 6396950 | eNPS - Online | Migrati on request authori zed by POP | AUTHORIZED |

[BACK](#)

Figure 11

User Id: 130098701 [Back to Main Menu](#)

Request Status View

Requests with the status:

| Sr. No. | Ack ID | PRAN | Source CRA | Subscriber Name | Sector | Mobile No | Email ID | Request Captured Timestamp | Request Authorized Timestamp | POP-SP Reg No. | POP-SP Name | Status | Remarks |
|---------|-----------------------------|--------------|------------|-----------------|--------|-----------|----------|----------------------------|------------------------------|----------------|---------------|-------------------------------------|----------|
| 1 | 61000013900 | 400050108807 | KCRA | | UOS | | | 10/06/2022 01:02 PM | 10/06/2022 01:04 PM | 6396950 | eNPS - Online | Migrati on request rejecte d by POP | REJECTED |

[BACK](#)

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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