

Protean eGov Technologies Limited



**protean**  
Change is growth

Standard Operating Procedures  
**For**  
Options available for Corporate Nodal Office  
**Version 1.1**

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### **REVISION HISTORY**

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	28-01-2025	1	-	Options available for Corporate Nodal Office
2	04-04-2025	1.1	-	Reviewed and Updated screenshots are incorporated.

## Protean e-GOV Technologies Limited

### A. Online employee details verification to respective corporate for PRAN generated in NPS

#### 1. Preface

As per the regulatory requirement, employee details verification is required to be done by a corporate for their underlying employees at the time of subscriber registration under NPS. Currently the process of verification is done in the following ways:

- Offline (Stamp and sign) on subscriber registration form (CSRF) submitted to POP for PRAN generation through offline or online (OPGM) mode
- Online employee details verification in the login provided to respective corporate for PRAN generated through eNPS/myNPS portal (voluntary option adopted by corporate).

In order to aid the corporate in bringing down the turnaround time for PRAN generation and also to help in handling NPS operations efficiently, we have extended the functionality of online employee details verification for all the subscriber registration modes. The verification to be carried out by the corporate shall be a simple two-step process. Under this functionality, once PRAN is successfully generated in the CRA system, the list of subscribers registered under the corporate will be made available in the login provided to respective corporate for employee details verification. Please note, in case PRAN is generated using PAN (on the basis of existing relationship with the POP/Service Provider), the PRAN is provided for employment verification only after the KYC verification is successfully done by the POP (service Provider). Post successful verification, PRAN will be made into active status in CRA system, with an association with the respective corporate. In case of rejection, PRAN will be associated with 'All Citizens of India' sector under the concerned POP.

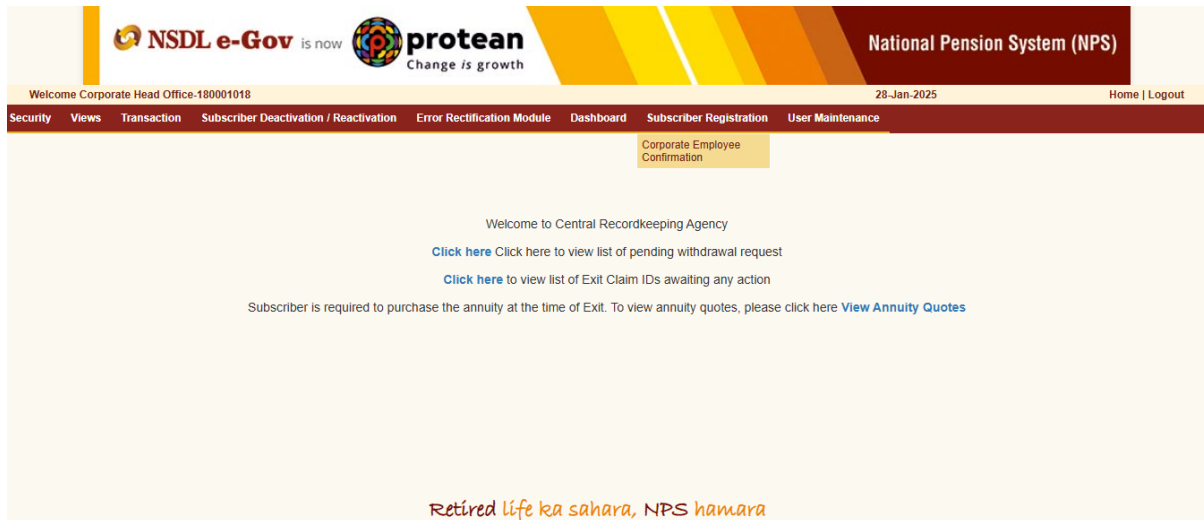
#### 2. Steps to be followed by the Corporate for employee confirmation are as under:

The Corporate will have 'Password' based authentication to perform the operational activities related to subscriber registration. CRA will create User ID for the Corporate for accessing the CRA system, based on the written request received from the Corporate / POP. Post this, a link will be sent to the registered mail id of the user for creating a password.

In case the user forgets the password, the same can be re-set by using "Go to Nodal Office" option available in forgot password option available below the login field. The user will have to provide his/her details along with the new password details. Post capturing of a re-set request, an acknowledgement no will be generated by CRA and reflected on the screen. The corporate has to send the acknowledgement no to CRA for verification &

authorization, after which the password provided by the user will be active in the CRA system. :

**Step 1:** Corporate User will login into CRA system and access the option Corporate Employee Confirmation under the Subscriber Registration menu as shown in **Figure 1** for employee details verification.



**Figure 1**

**Step 2:** The Corporate User shall enter necessary details to search for the records to be verified. The search can be based on PRAN, Acknowledgment No. or Date Range. The date range for the search cannot be greater than 15 days. Verification Status should be selected as 'To be verified'.

The screenshot shows the 'Corporate Employee Confirmation' search form. It includes fields for 'From Date' and 'To Date' (both set to 28/01/2025), 'CBO ID' (a dropdown menu), 'PRAN', 'Acknowledgement No.', 'Registration Date' (set to 28/01/2025), and 'Verification Status' (a dropdown menu). There are 'Submit' and 'Reset' buttons at the bottom of the form. A note at the bottom states: 'Note: Either PRAN or (Acknowledgement No. + Registration Date) or (Date Range + Corporate) selection is mandatory'.

**Figure 2**

**Step 3:** In case of search output, based on date range, the list of PRAN which are pending for employee verification within the date range will be reflected as shown in **Figure 3**. The Subscriber details as shown below in **Figure 4**, will be displayed once the user clicks on the PRAN. The Corporate User will verify and compare the details provided by Subscriber in NPS with the details available in the corporate database.

Sr No.	Select All	PRAN	Employee ID/Payroll Number	Subscriber Name	Acknowledgement Number	Accept	Reject	Rejection Reason
1	<input type="checkbox"/>	112122222222	005415648154815	FIRST LAST	00512224	<input type="checkbox"/>	<input type="checkbox"/>	Default
2	<input type="checkbox"/>	112122222222	00000541548154815	FIRST LAST	00512225	<input type="checkbox"/>	<input type="checkbox"/>	Default

Note: \* Remarks is mandatory in case of Rejection

Buttons: Confirm, Cancel, File Download

Figure 3

**Employee Confirmation**

Subscriber Name: XXXXX B AA  
PRAN: 110133408491  
Acknowledgement Number: 05445010

**Employment Details**

Employee ID: EMP057247  
Date of Joining: 04-Jan-2014  
CHO Registration Number: 5502195  
CHO Name: RELIANCE BRANDS LIMITED

Date of Retirement: 04-Jan-2034  
CBO Registration Number: 6502311  
CBO Name: RELIANCE BRANDS LIMITED

**Details provided by Subscriber**

Subscriber's Name: XXXXX B AA  
Subscriber's Mother Name: MOTHERNAME  
Subscriber's DOB: 23-Jun-1991  
PAN: PBAPA0304G  
Mobile Number: 8433841341  
Email Address: qk\_pnyankas@nsdl.co.in

**Correspondence Address**

Flat / Room / Door / Block No: N07GASABDH  
Premises / building: DFDFDF  
Road / Street / Lane: ANOTET  
Area / Locality / Taluka: DFSDFDF  
Pin Code: 456788  
State / U.T.: Madhya Pradesh

Landmark: ANOARK  
City / Town / District: ABUOHABI  
Country: India

**Permanent Address**

Flat / Room / Door / Block No: DUMDUMD  
Premises / building: DUMDUMD  
Road / Street / Lane: KOLLK  
Area / Locality / Taluka: DUMDMD  
Pin Code: 456788  
State / U.T.: Madhya Pradesh

Landmark: KOTALK  
City / Town / District: KOLIKATA  
Country: India

Buttons: Close

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Figure 4

**Step 4:** In case the subscriber details available in the CRA system matched with the employee details available with the corporate, then the corporate user shall click in the checkbox 'Accept' & click on 'Confirm' so as to complete the verification. The same is shown below in **Figure 5**. Once the employee is successfully verified by corporate, PRAN will be activated in CRA system.

Sr No.	Select All	PRAN	Employee ID/Payroll Number	Subscriber Name	Acknowledgement Number	Accept	Reject	Rejection Reason
1	<input checked="" type="checkbox"/>	11012030000	0054156405405405	FIRST LAST	00512294	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Select
2	<input type="checkbox"/>	1101203011300	0000065415405405	FIRST LAST	00512295	<input type="checkbox"/>	<input type="checkbox"/>	Select

☒ I/We hereby certify/confirm that employees marked as 'Accept' are employee of Yes Bank Limited

[Confirm](#) [Cancel](#) [File Download](#)

Note  
\* Remarks is mandatory in case of Rejection

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**Figure 5**

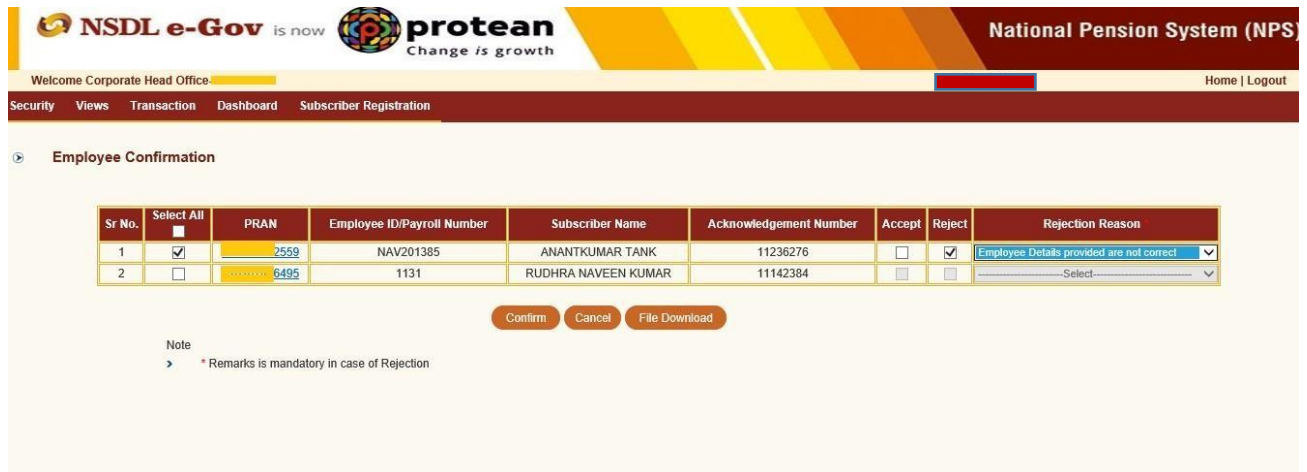
**Step 5:** In case the subscriber details available in the CRA system does not matched with the employee details available with the corporate, and the corporate wants to reject the subscriber verification, then the corporate user shall click in the checkbox 'Reject', and will select the Rejection Reason & click on 'Confirm' so as to complete the verification. The same is shown below in Figure 6 and Figure 7.

Sr No.	Select All	PRAN	Employee ID/Payroll Number	Subscriber Name	Acknowledgement Number	Accept	Reject	Rejection Reason
1	<input checked="" type="checkbox"/>	2559	NAV201385	ANANTKUMAR TANK	11236276	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Select
2	<input type="checkbox"/>	6495	1131	RUDHRA NAVEEN KUMAR	11142384	<input type="checkbox"/>	<input type="checkbox"/>	Employee Details provided are not correct Subscriber is not an Employee of an Employer

[Confirm](#) [Cancel](#) [File Download](#)

Note  
\* Remarks is mandatory in case of Rejection

**Figure 6**



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Welcome Corporate Head Office: [Redacted] Home | Logout

Security Views Transaction Dashboard Subscriber Registration

Employee Confirmation

Sr No.	Select All	PRAN	Employee ID/Payroll Number	Subscriber Name	Acknowledgement Number	Accept	Reject	Rejection Reason
1	<input checked="" type="checkbox"/>	2559	NAV201385	ANANTKUMAR TANK	11236276	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Employee Details provided are not correct
2	<input type="checkbox"/>	6495	1131	RUDHRA NAVEEN KUMAR	11142384	<input type="checkbox"/>	<input type="checkbox"/>	Select

Confirm Cancel File Download

Note  
> \* Remarks is mandatory in case of Rejection

Figure 7

The Corporate User shall also download the list of file pending for employee confirmation by clicking on File Download option. The same is shown below in **Figure 8**.



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Security Views Transaction Dashboard Subscriber Registration

Employee Confirmation

Sr No.	Select All	PRAN	Employee ID/Payroll Number	Subscriber Name	Acknowledgement Number	Accept	Reject	Rejection Reason
1	<input checked="" type="checkbox"/>	2559	NAV201385	ANANTKUMAR TANK	11236276	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Employee Details provided are not correct
2	<input type="checkbox"/>	6495	1131	RUDHRA NAVEEN KUMAR	11142384	<input type="checkbox"/>	<input type="checkbox"/>	Select

Confirm Cancel File Download

Note  
> \* Remarks is mandatory in case of Rejection

Figure 8



## B. For Subscriber Shifting request to be Captured and Authorized by the Corporate

### 1. Preface

As a part of the development process through the e-NPS online module, the functionality for 'Subscriber Shifting' has been made available to the corporate for shifting the subscribers (employed with the said corporate and having a PRAN under NPS with another entity/sector).

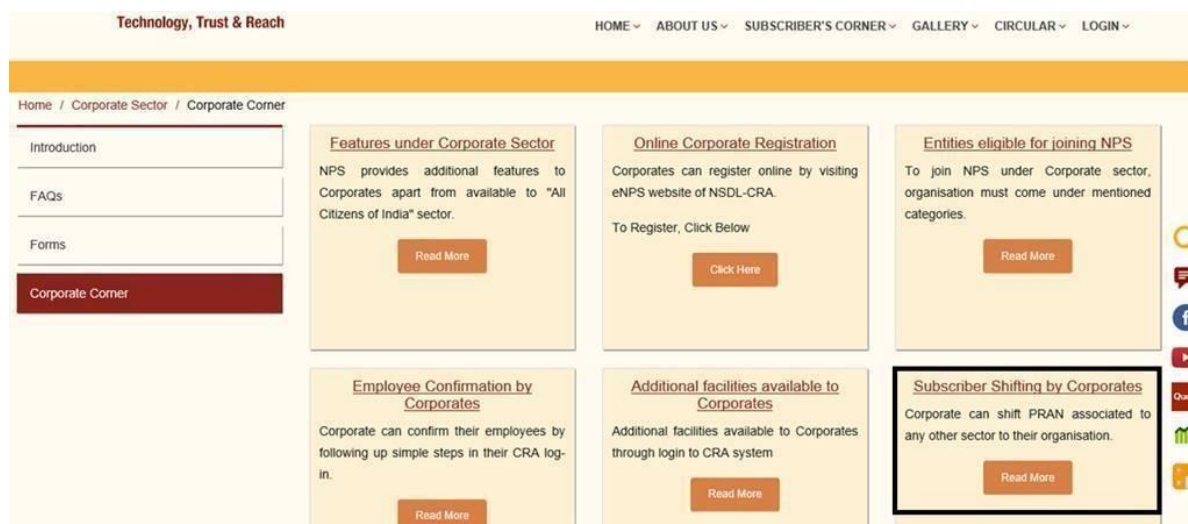
In order to aid the corporate in bringing down the turnaround time for shifting the subscribers and also to help in handling NPS operations efficiently, we have extended the said functionality to shift the subscribers.

This functionality is available to the corporates registered through e-NPS through the password based user ids made available by Protean CRA.

### 2. Steps to be followed by the Corporate for Shifting Subscribers:

The steps to shift the subscribers are available at the CRA corporate website:

<https://npscra.nsdl.co.in/corporate-corner.php>





**SUBSCRIBER SHIFTING BY CORPORATES: TWO STEP PROCESS**

**Required details to carryout subscriber shifting request:**

- PRAN
- Tier Type
- Target CBO registration number
- CBO details
- Scheme Preference Type
- Subscriber Employment details i.e. Date of Joining, Date of Retirement and Employee id.

- 1. Capturing the shifting request(Maker Activity):**
  - Login to the CRA system using password based user ids (Link: <https://cra-nsdl.com/CRA/>)
  - Navigate "Transaction> Subscriber Shifting" Menu
  - Capture the request
  - Acknowledgement id will be generated after capturing the request.
- 2. Authorisation of shifting request( Checker Activity):**
  - Login to the CRA system using second password based user ids (Link: <https://cra-nsdl.com/CRA/>)
  - Navigate "Transaction> Authorise Subscriber Shifting" Menu
  - Select Acknowledgement id and Confirm

The Request has to be captured by the maker user (USER ID 1) of the corporate and has to be authorized by the checker user (USER ID 2) of the corporate.

Below are the screens through which the corporate after accessing the CRA systems has to navigate to complete the shifting request.

### Step 1:

The Corporate accesses the CRA system <https://cra-nsdl.com/CRA/> using 'USER ID 1'.

**Step 2:**

Provide PRAN to be shifted.

NSDL MIS Welcome to Central Record... x

NSDL Technology, Trust & Reach

Welcome Corporate Head Office-180195002

Views Transaction Nodal Offices Upload Subscriber Registration

Home | Logout

▶ Capture Inter Sector Subscriber Shifting

PRAN \* 110091468115

Tier Type \* Both

Submit Reset

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**Step 3 :**

'Target CBO Reg. No' to be provided.

NSDL MIS Welcome to Central Record... x

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Welcome Corporate Head Office-180195002

Views Transaction Nodal Offices Upload Subscriber Registration

Home | Logout

▶ Capture Inter Sector Subscriber Shifting

Subscriber Source Details

Tier-1 Account Details

PRAN 110091468115

POP Reg. No. 5000030

POP Office Computer Age Management Services Private Limited

POP-SP Reg. No. 6031852

POP-SP Office CAMS, Rice Bazar East - Thrissur

Subscriber Target Details

Target CBO Reg. No. 6502230

Receipt No.

Submit Reset

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**Step 4 :**

Scheme Preference details – Either at Corporate Level or Subscriber Level to be provided accordingly

The screenshot shows the 'Scheme Preference Change Request' form. The form includes a dropdown for 'Scheme-Preference is already defined. Capture new ?' with 'Yes' selected, and a dropdown for 'Scheme-Preference Type' with 'Auto Choice' selected. Below these are three radio buttons: 'Moderate Auto Choice' (selected), 'Aggressive Auto Choice', and 'Conservative Auto Choice'. There are 'Add' and 'Remove' buttons. A 'View Age Matrix' link is present. Below this is a table with 'Sr No.' and 'PFM Name' columns. The table contains one row with '1' and 'HDFC PENSION MANAGEMENT COMPANY LIMITED'. Below the table is the 'Subscriber Employment Details' section, which includes fields for 'Date of Joining' (05/05/2000), 'Date of Retirement' (05/05/2030), and 'Employee Id.' (J04). There are 'Submit' and 'Reset' buttons at the bottom.

Sr No.	PFM Name
1	HDFC PENSION MANAGEMENT COMPANY LIMITED

Subscriber Employment Details

Date of Joining: 05/05/2000  
Date of Retirement: 05/05/2030  
Employee Id.: J04

**Step 5:**

Check the details captured before confirming.

The screenshot shows the 'Confirm Inter Sector Subscriber Shifting' form. It includes a 'View Signature' link. Below this is the 'Subscriber's Captured Details' section, which is divided into two columns. The left column lists 'Source Tier-1 Account Details' and 'Target Tier-1 Account Details'. The right column contains the corresponding values. Below this is the 'Subscriber's Employment Details' section, which includes fields for 'Date of Joining' (05/05/2000), 'Date of Retirement' (05/05/2030), and 'Employee Id.' (J04). Below this is the 'Subscriber's Scheme Setup Details' section, which includes a dropdown for 'PFM Name' with 'HDFC PENSION MANAGEMENT COMPANY LIMITED' selected. There are 'Confirm' and 'Reject' buttons at the bottom.

Source Tier-1 Account Details	Target Tier-1 Account Details
PRAN	110091468115
Source POP Reg. No.	5000030
Source POP Office	Computer Age Management Services Private Limited
Source POP-SP Reg. No.	6031852
Source POP-SP Office	CAMS, Rice Bazar East - Thrissur
Target Tier-1 Account Details	
Target CHO Reg. No.	5502070
Target CHO Name	RELIANCE JIO INFOCOMM LIMITED
Target CBO Reg. No.	6502230
Target CBO Name	RELIANCE JIO INFOCOMM LIMITED

Subscriber's Employment Details

Date of Joining: 05/05/2000  
Date of Retirement: 05/05/2030  
Employee Id.: J04

Subscriber's Scheme Setup Details

PFM Name: HDFC PENSION MANAGEMENT COMPANY LIMITED

**Step 6:**

Confirm and generate Acknowledgement Number for the request captured

The screenshot displays the NSDL National Pension System (NPS) web portal. The browser address bar shows the URL: <https://172.21.11.120/CRA/interSubShiftConfAppr.do?ID=484171101&getName=Inter Subscriber Shifting>. The page header includes the NSDL logo and the text 'National Pension System (NPS)'. The main content area is titled 'Capture Inter Sector Subscriber Shifting' and displays the following details:

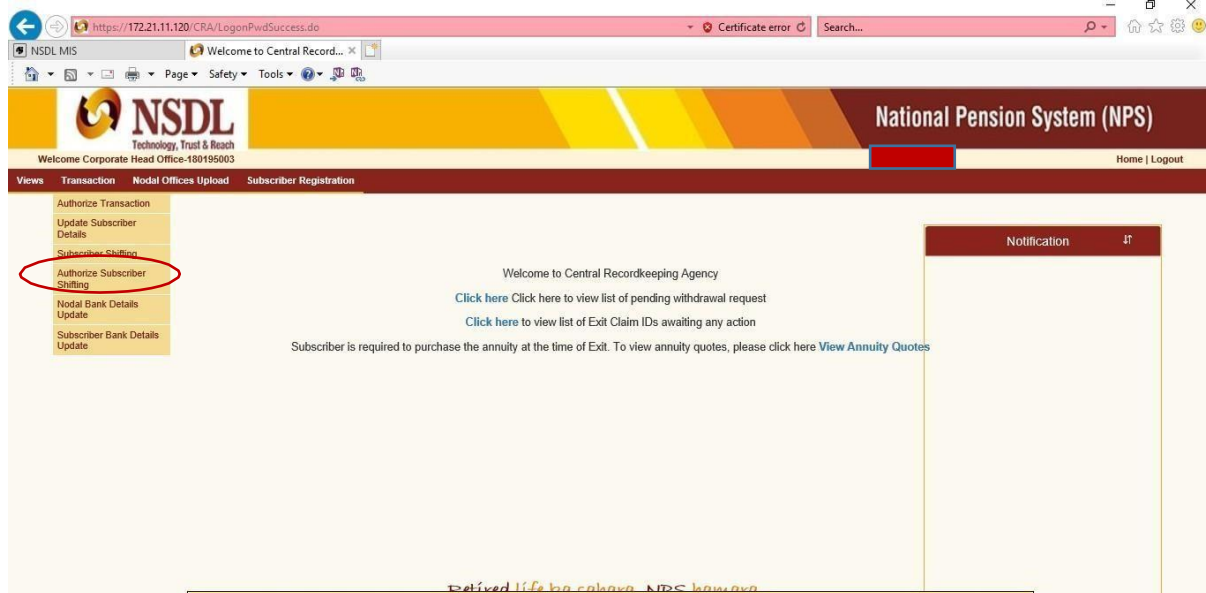
Source Tier-1 Account Details	
PRAN	110091468115
Ack No.	2000431597
Source POP-SP Reg. No.	6031852
Source POP-SP Name	CAMS, Rice Bazar East - Thrissur
Target Tier-1 Account Details	
Target CBO Reg. No.	6502230
Subscriber Shift Request has been Captured Successfully.	
Awaiting Verification.	

Below the details, there is a 'Back' button. At the bottom of the page, the slogan 'Retired Life ka sahara, NPS hamara' is displayed, along with a footer containing links: Home | Contact Us | System Configuration | Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy.

## Authorization of Shifting Request

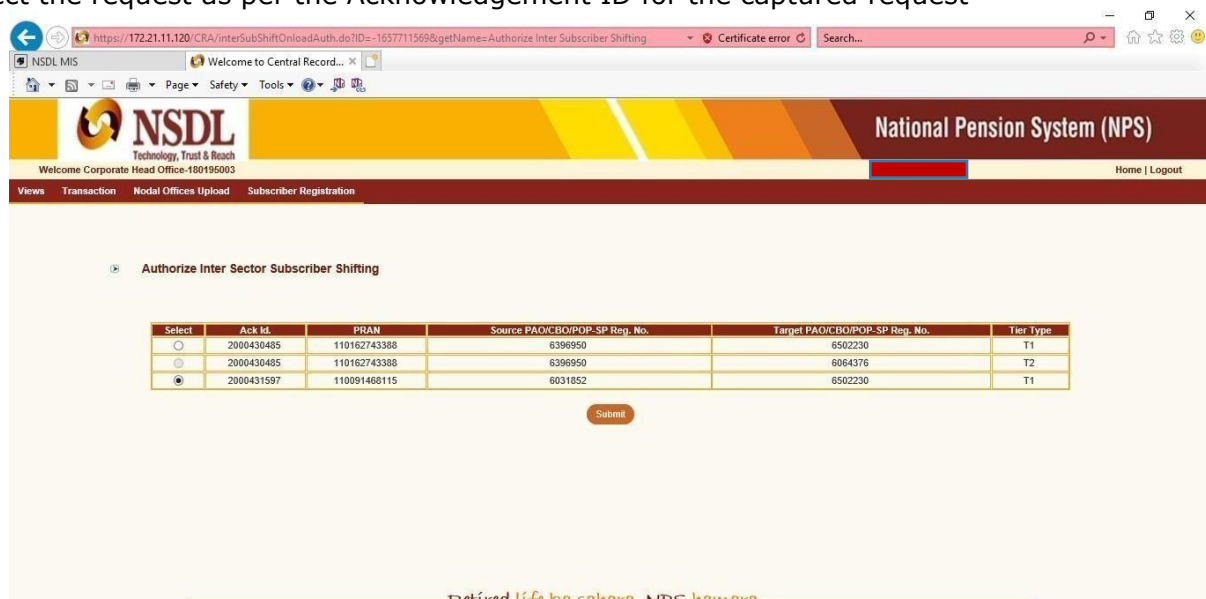
### Step 1:

Log in to the CRA system <https://cra-nsdl.com/CRA/> using 'USER ID 2' for Authorizing the captured Shifting request.



### Step 2 :

Select the request as per the Acknowledgement ID for the captured request




**Step 3 :**

Verify the details captured by USER 1 before authorizing

Verify Signature Details

[View Signature](#)



**Signature**  
PRAN 110091468115  
Name CENIX THHCXTHODY

Confirm Authentication Details

Source Tier-1 Account Details	
Ack ID	2000431597
PRAN	110091468115
Source POP Reg. No.	5000030
Source POP Name	Computer Age Management Services Private Limited
Source POP-SP Reg. No.	6031852
Source POP-SP Name	CAMS, Rice Bazar East - Thrissur

Target Tier-1 Account Details	
Target CHO Reg. No.	5502070
Target CHO Name	RELIANCE JIO INFOCOMM LIMITED
Target CBO Reg. No.	6502230
Target CBO Name	RELIANCE JIO INFOCOMM LIMITED

**Step 4 :**

Authorize the request

Confirm Authentication Details

Source Tier-1 Account Details	
Ack ID	2000431597
PRAN	110091468115
Source POP Reg. No.	5000030
Source POP Name	Computer Age Management Services Private Limited
Source POP-SP Reg. No.	6031852
Source POP-SP Name	CAMS, Rice Bazar East - Thrissur

Target Tier-1 Account Details	
Target CHO Reg. No.	5502070
Target CHO Name	RELIANCE JIO INFOCOMM LIMITED
Target CBO Reg. No.	6502230
Target CBO Name	RELIANCE JIO INFOCOMM LIMITED

[View Age Matrix](#)

Confirm Scheme Details

**PFM Name**  
HDFC PENSION MANAGEMENT COMPANY LIMITED

Confirm Employment Details

Date of Joining	05-May-2000
Date of Retirement	05-May-2030
Employee Id.	J04

☒ Authorize ☐ Reject

Reason for Rejection:

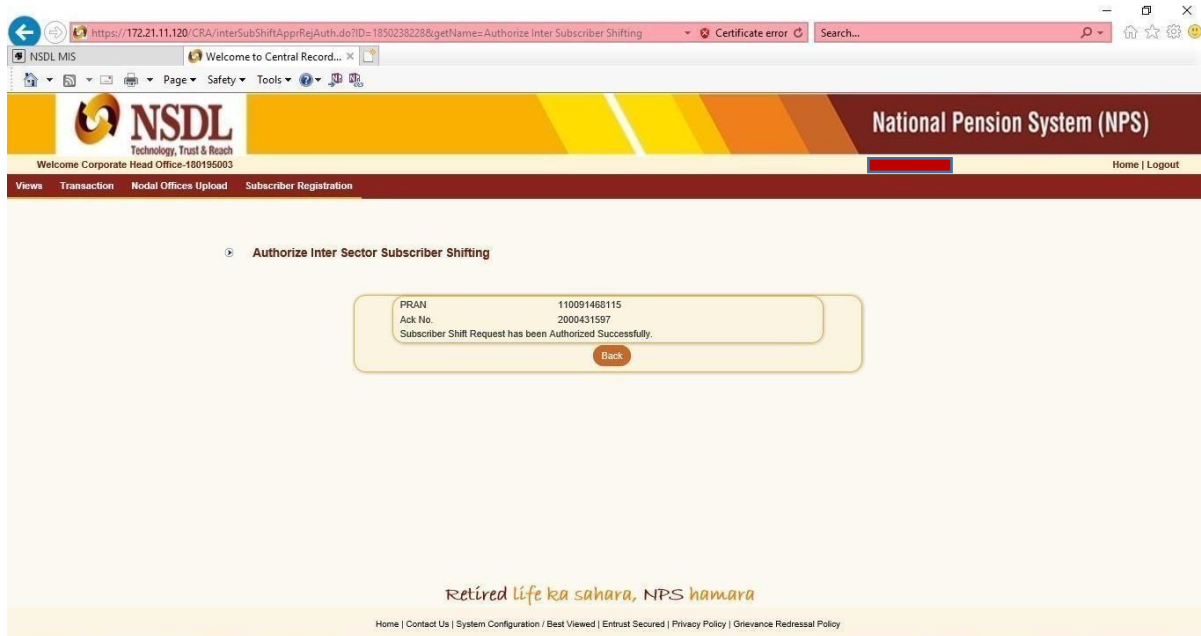
[Submit](#)

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**Step 5 :**

Shifting request complete in the CRA System





## C. Corporate Subscriber Detail Modification by Employer

### 1. Preface

As a part of the development process through the e-NPS online module, the functionality for 'Corporate Subscriber Details modification' has been made available to the corporate nodal officer for making the subscribers details modification for any discrepancies by the Subscriber while registration (employed with the said corporate and having a PRAN under NPS with another entity/sector).

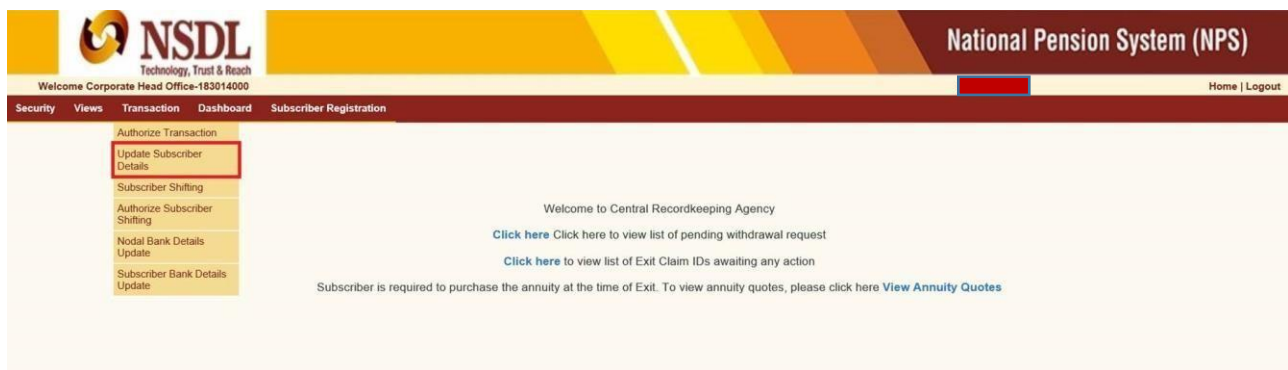
In order to avoid the delay caused due to incorrect information filled in by the corporate subscriber and also to help in handling NPS operations efficiently, we have extended the said functionality to shift the subscribers.

This functionality is available to the corporates registered in CRA System under Corporate Sector for NPS.

The activity is similar to Inter-Sector Shifting as in here also maker-checker activity needs to be done. In first part the maker will do the necessary steps by selecting "Transaction=>Update Subscriber Details".

Once the details are modified, Nodal officer will login with ID 2 provided to complete the "authorization of the request". Select "Transaction=>Authorize transaction" select the specific request click on Search and confirm the request.

**Step 1:** Once the nodal officer logs in, click on "Transaction" tab. Then select "Update Subscriber Details"



**Step 2:** Enter the desired PRAN number for modifications

NSDL  
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Welcome Corporate Head Office-183014000

National Pension System (NPS)

29- [Redacted] Home | Logout

Security Views Transaction Dashboard Subscriber Registration

Subscriber Details View

PRAN \*  \* Mandatory Fields

Submit

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**Step 3 :** Click on edit option

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Welcome Corporate Head Office-183014000

National Pension System (NPS)

29- [Redacted] Home | Logout

Security Views Transaction Dashboard Subscriber Registration

Subscriber Details

PRAN 110172406100 [Status: Active]

Name SHRI ZOHD VHTVNDXOVH ZVFC VDVZ THVHH

PRAN activation date 26/06/2018

For Bank Details modification -> click NPS link to update Bank details

Edit

Personal Details

Nomination Details

Bank Details

Scheme Preference Details


Employment Details

KYC Details

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<https://121.240.64.236/CRA/ISP/common/!logoutAuth.jsp?accordin=2>

Step 4:



National Pension System (NPS)

Welcome Corporate Head Office-183014000

29

Home | Logout

SecurityViewsTransactionDashboardSubscriber Registration

Subscriber Details

PRAN110172406100[Status: Active]

Back office reference No. \*

Inward No.

View Signature

Personal Details

Nomination Details

Employment Details

KYC Details

Submit

## Details which can be modified by Corporate are mentioned below.

Personal Details			
Title *	[SHRI]		
First Name *	[JITENDRAKUMAR TUNG]	Middle Name	[ ]
Father's First Name *	[TUKARAM]	Father's Middle Name	[CHAKARRAO]
Mother's First Name *	[LATADEVI]	Mother's Middle Name	[TUKARAM]
Mother's Name Flag	[NO]	SOT Language	[ENGLISH]
Subscriber's Maiden Name	[ ]	Aadhaar No.	[ ]
Marital Status *	[SELECT]	ISO 3166 Country Code of Birth	[SELECT]
Place/City of Birth *	[ ]	Date of Birth *	[10/07/1982]
LandLine (Office)	[ ]	[dd/mm/yyyy]	[ ]
Retirement Advisor	[ ]	CERSAI ID	[ ]
PAN	[BHPS7381A]		
Gender *	[MALE]	Mobile No. *	[+919898871514]
Telephone No. (Residence)	[ ]	Email id	[JITENDRA_22SHINDE@ ]
Fax No.	[ ]	SMS Subscription Flag *	[YES]
Nationality	[SELECT]	Residential Status	[SELECT]
Canceled Cheque Flag	[NO]	NRI Flag	[NO]
US Person Flag	[NO]	Reason for no Evidence	[ ]
Document evidencing Citizenship Flag	[SELECT]		
KYC Verification Flag	[YES]		
Current Address: (Communication Address)	Permanent Address:		
Flat/Room/Door/Block no. *	[B1-103, SAMPANA HDM]	Flat/Room/Door/Block no. *	[B1-103, SAMPANA HDM]
Premises/Building/Village	[PUNE SOLAPUR ROAD]	Premises/Building/Village	[PUNE SOLAPUR ROAD]
Area/Locality/Taluk	[SHEWALWADI PHATA]	Area/Locality/Taluk	[SHEWALWADI PHATA]
Landmark	[ ]	Landmark	[ ]
Road / Street	[ ]	Road / Street	[ ]
City *	[MANJARI KHURD, HAV]	City *	[MANJARI KHURD, HAV]
Pincode *	[412307]	Pincode *	[412307]
State *	[Maharashtra]	State *	[Maharashtra]
Country *	[India]	Country *	[India]
Address Type	[SELECT]	Address Type	[SELECT]
Voter id	[DTL1907615]	Passport Number	[L646002]
PAN Verification Flag	[YES]	Subscriber Occupation	[PRIVATE SECTOR]
SIP Flag	[NO]		

Nomination Details			
Add			
Nominee 1			
First Name *	[RUCHIKA]	Middle Name	[JITENDRAKUMAR]
Date of Birth	[ ]	Relationship *	[WIFE]
[dd/mm/yyyy]		Percentage Share	[100] %
Major/Minor *	[MAJOR]	Guardian Middle Name	[ ]
Guardian First Name *	[ ]	Guardian Last Name	[ ]
Flat/Room/Door/Block no.	[B1-103]	Premises/Building/Village	[SAMPANA HOME HADAPG]
City	[PUNE]	Area/Locality/Taluk	[SHEWALWADI PHATA]
State	[Maharashtra]		
Country	[India]		
PinCode	[412307]	Nominee Invalid Condition	[ ]
			Remove

Employment Details			
CBO Reg No.	[5702093]	Employee Id*	[NAV201048]
Date of Joining *	[26/06/2011]	Date of Retirement *	[10/07/2042]
[dd/mm/yyyy]		[dd/mm/yyyy]	
Atal Pension Yojna	[NO]	Income Range	[SELECT]
Politically Exposed Flag	[SELECT]	Education Qualification	[SELECT]
Related to Politically Exposed Person	[SELECT]		

KYC Details			
Correspondence Address Proof	[Aadhar Card / Letter issued by UIDAI]		
Correspondence Address Proof Document Name	[ ]		
Date of Birth Proof	[Aadhar Card / Letter issued by Unique Identification Authority of India]		
Date of Birth Proof Document Name	[ ]		
Identity Proof	[Aadhar Card / Letter issued by UIDAI]		
Identity Proof Document Name	[ ]		
Permanent Address Proof	[Aadhar Card / Letter issued by UIDAI]		
Permanent Address Proof Document Name	[ ]		
Identity Proof Document Number	[ ]		
Identity Proof Expiry Date	[ ]		
	[dd/mm/yyyy]		

After clicking on "Submit" Ack No will generated, the Request has to be authorized by the checker user (USER ID 2) of the corporate using the Ack No or PRAN number as given in the below screenshot:

The screenshot displays the NSDL e-Gov National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the Protean logo with the tagline "Change is growth", and the text "National Pension System (NPS)". The navigation bar contains links for Security, Views, Transaction, Dashboard, and Subscriber Registration. The "Transaction" menu is expanded, showing options like Authorize Transaction, Update Subscriber Details, Subscriber Shifting, Authorize Subscriber Shifting, Nodal Bank Details Update, and Verify Subscriber Shifting. The main content area shows a welcome message to the Central Recordkeeping Agency and links to view pending withdrawal requests and Exit Claim IDs. A note states that subscribers are required to purchase an annuity at the time of exit, with a link to view annuity quotes.

The second screenshot shows the "Authorize Transaction" page. It features a form with the following fields:

- Transaction Type \*: Subscriber Details Change (dropdown menu)
- PRAN: 110000111188 (text input with a clear button)
- Ack No/PRN \*\*: (text input)
- Receipt No: (text input)
- From Date: (calendar icon) (dd/mm/yyyy)
- To Date: (calendar icon) (dd/mm/yyyy)

Below the form are "Search" and "Reset" buttons. A note at the bottom states: "\*\* Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions."

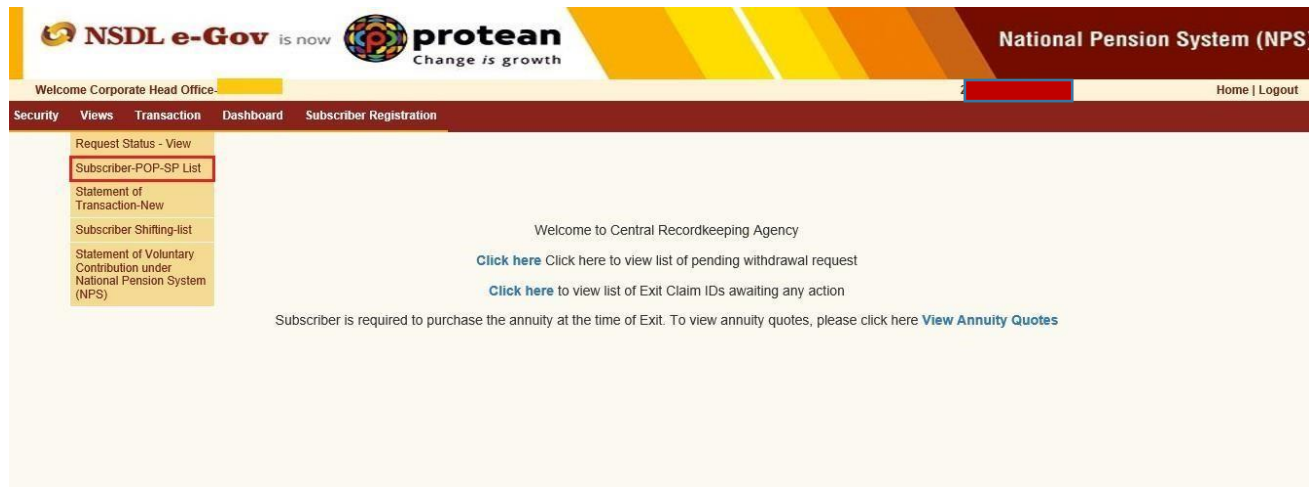
The footer includes the slogan "Retired life ka sahara, NPS hamara" and links for Home, Contact Us, System Configuration, Best Viewed, Entrust Secured, Privacy Policy, and Grievance Redressal Policy.

Once the details are modified as per the information received from the Subscriber, the corporate nodal officer verifies the PRAN and the PRAN is active under the mentioned corporate.

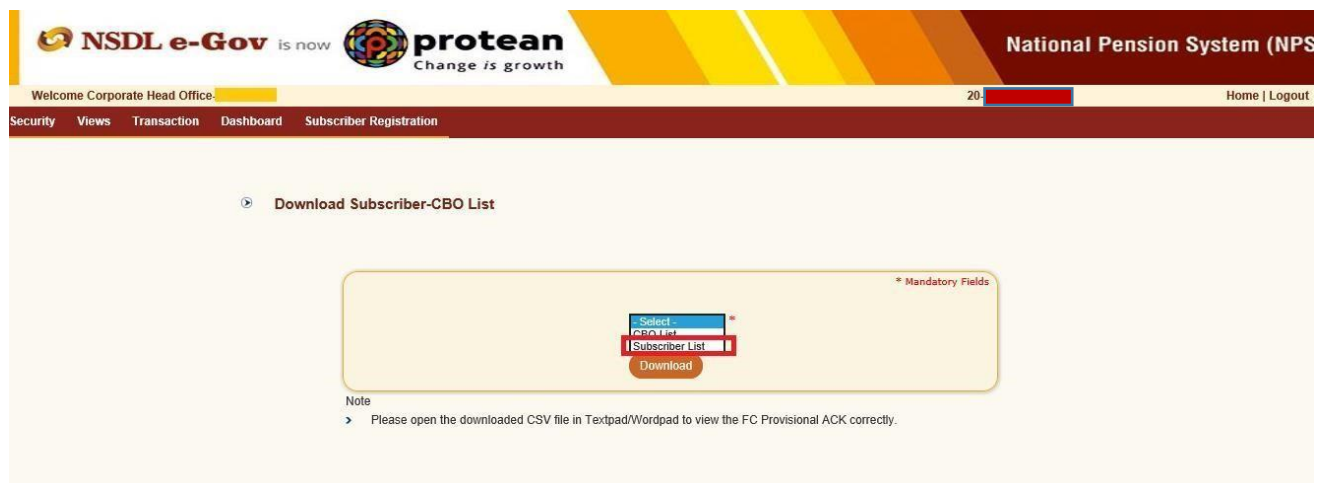
## D. Facility for corporates to download the list of associated PRANs

This functionality is available to the corporates registered in CRA System under Corporate Sector for NPS.

**Step 1:** Log in to the CRA system <https://cra-nsdl.com/CRA/> using 'USER ID' assigned to the Corporate. Once the nodal officer logs in, click on "Views" tab. Then select "Subscriber POP-SP List"



**Step 2:** After clicking on "Subscriber POP-SP List" select "Subscriber List" option in dropdown, as shown in below screen:



**Step 3:** After selecting the "Subscriber List" the Nodal Officer can click on download option directly to view the Subscriber list.

The screenshot shows the NSDL e-Gov 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, there is a navigation bar with links: Security, Views, Transaction, Dashboard, and Subscriber Registration. The main content area displays a section titled "Download Subscriber-CBO List". Inside this section, there is a form with a dropdown menu labeled "Subscriber List" and a text input field labeled "CBO Reg. No.". A red box highlights the "Download" button. Below the form, there is a note: "Note: Please open the downloaded CSV file in Textpad/Wordpad to view the FC Provisional ACK correctly." At the bottom of the page, there is a footer with the text "Retired life ka sahara, NPS hamara" and a link to "Home | Contact Us | System Configuration / Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy".

This screenshot shows the same NSDL e-Gov National Pension System (NPS) interface as the previous one, but with a file download dialog box open. The dialog box asks: "Do you want to open or save Subscriber\_List.csv from 172.18.75.63?". The "Open" button is highlighted with a red circle. The background interface remains the same, showing the "Download Subscriber-CBO List" section and the "Download" button.



## **E. Online feature to authorize Nomination details change request in the CRA System**

The Corporate subscriber under NPS has been enabled with an online feature to initiate the Nomination details change request in the CRA system. Further, as per the stipulated process the 'Nomination details change request' initiated by the Corporate subscriber has to be actioned upon by in the CRA system by the mapped Corporate office using the login credentials assigned to the users.

Mentioned below are the steps to be followed by the Corporate users to successfully execute the Nomination details change request in the CRA system initiated by the Corporate subscribers:

**Step 1:** You are required to login to the CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) with the password based User IDs assigned to your office. On entering the login credentials, Home screen will be displayed. You are required to click on menu 'Transactions', Sub Menu- 'Authorize Transaction'. The same is shown below screenshot:

**Step 2:** Further select the 'Transaction Type' - 'Subscriber Details Change'. Provide either the 'PRAN' or 'Acknowledgement number' in the relevant fields and click on 'Search'. The request initiated by the subscriber would appear in a table below showing - 'Acknowledgement number, Receipt Number, Subscriber Name, Date of Request Capture and Link to Details. The same is shown below screenshot:

Security Views Transaction Dashboard Subscriber Registration

Authorize Transaction

Transaction Type \* Subscriber Details Change \* Mandatory Fields

PRAN

Ack No/PRN \*\* 2301984760

Receipt No

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	Receipt No	Subscriber Name	Date Of Request Capture	Link to Details
2301984760	17650026619993502	RAJESH ARUN BARA	19/06/2021	<a href="#">View Details</a>

Retired life ka sahara, NPS hamara

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

**Step 3:** Click on 'Link to Details' and Under 'Nomination details', the details changed by the subscriber would appear highlighted in red. Verify the details and tick Authorize or Reject options accordingly and hit the Submit tab. The same is shown below screenshot:

\* Changes to be authorized are marked in red

PRAN 110083052108 [Status: Active]

Receipt No: 17650026619993502

Acknowledgement No: 2301984760

Inward No.

[View Signature](#)

Personal Details

Nomination Details

Nominee 1	
Name	ABIGAIL NATASHA GODINHO
Relationship	WIFE
Major/Minor	Major
Flat/Room/Door/Block no.	BIT BLOCK ROOM NO 222 LOVE LANE
Area/Locality/Taluk	MUMBAI
State	Maharashtra
Pin Code	400010
Date Of Birth	28-Jun-1989
Percentage Share	100%
Guardian Name	
Premises/Building/Village	MAZGAON
City	MUMBAI
Country	India
Nominee Invalid Condition	

Employment Details

KYC Details

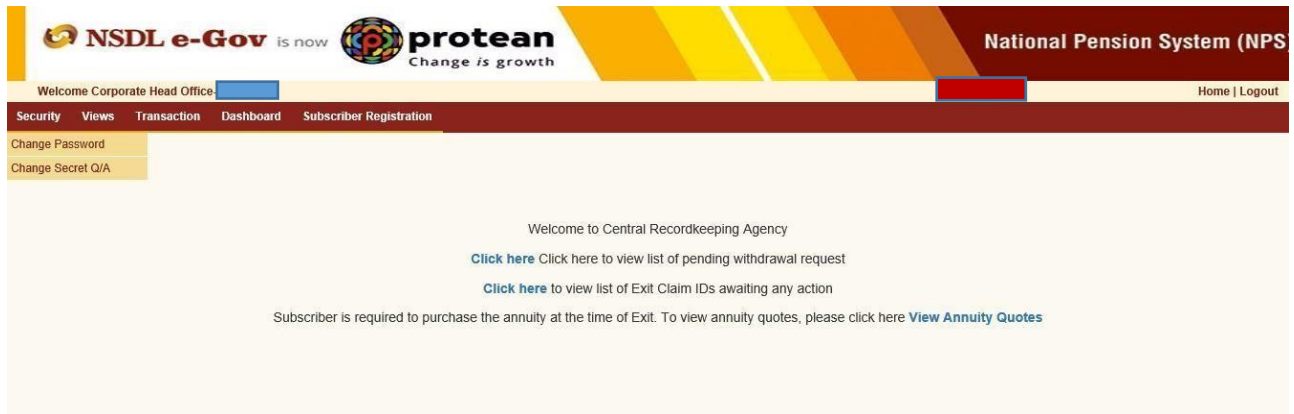
☒ Authorize ☐ Reject

## Functionalities/features available to a Corporate

### 1. Security Option

The User shall have an option to change the password through the "Security Option" available in CRA login <https://cra-nsdl.com/CRA/>. The password can be changed by selecting Change Password option in the dropdown. The user is also having an option to change/set the secret Q/A.

As a safety measure to prevent unauthorized access, the account will be locked if the user enters incorrect password for five consecutive attempts. The user shall have an option to reset the password by answering the secret question even after the account is locked. The options to change the password and secret Q/A is shown in below screenshot:



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

Welcome Corporate Head Office

Home | Logout

Security Views Transaction Dashboard Subscriber Registration

Change Password

Change Secret Q/A

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 Quotes](#)



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

Welcome Corporate Head Office

Home | Logout

Security Views Transaction Dashboard Subscriber Registration

Change Password

\* Mandatory Fields

Current Password\* \*\*\*\*\*

New Password\* \*\*\*\*\*

Confirm New Password\* \*\*\*\*\*

Submit Reset

The screenshot shows the NSDL e-Gov 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: Security, Views, Transaction, Dashboard, and Subscriber Registration. The main content area is titled 'Change Secret Question/Answer'. It contains a form with three fields: Password \*, Question \*, and Answer \*. The Question field has a dropdown menu with the option 'What is your favorite color?'. There are 'Submit' and 'Reset' buttons at the bottom of the form. A note '\* Mandatory Fields' is present in the top right corner of the form area.

## 2. Views

### a) Request Status- View

Under View option sub option "Request Status View" the user shall view the status of request such as Subscriber details change, Subscriber shift request etc. as shown in below screenshot:

The screenshot shows the NSDL e-Gov 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: Security, Views, Transaction, Dashboard, and Subscriber Registration. The 'Views' menu is expanded, showing a list of options: Request Status - View, Subscriber-POP-SP List, Statement of Transaction-New, Subscriber Shifting-list, and Statement of Voluntary Contribution under National Pension System (NPS). The 'Request Status - View' option is highlighted. The main content area displays the text 'Welcome to Central Recordkeeping Agency'. Below this, there are two links: 'Click here' to view list of pending withdrawal request and 'Click here' to view list of Exit Claim IDs awaiting any action. At the bottom, there is a note: 'Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here View Annuity Quotes'.

The screenshot shows the 'Status of Maintenance Request' form on the NSDL e-Gov National Pension System (NPS) portal. 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: Security, Views, Transaction, Dashboard, and Subscriber Registration. The main content area is titled 'Status of Maintenance Request'. It contains a form with the following fields: Transaction Type (with a dropdown menu showing options like Select, Scheme Preference Change, Subscriber Details Change, Subscriber Shift Request, Tier-2 Registration Request, Tier-2 Modification Request, and One Way Switch), PRAN, Ack No./PRN /Receipt No. (marked as mandatory), Capture From Date, and Capture To Date. There are also Search and Reset buttons. A note at the bottom states: '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.' The footer includes the slogan 'Retired Life ka sahara, NPS hamara' and a link to the Home page.

## b) Statement of Transaction and Statement of Voluntary Contribution under National Pension System view

The Nodal Officers have an option to view the statement of transaction of associated Subscribers (Select option > Views > Statement of Transaction).

The User can also view the Statement of Voluntary Contribution under National Pension System

(Select option > Views > Statement of Voluntary Contribution under National Pension System (NPS))

The screenshot shows the 'Views' page on the NSDL e-Gov National Pension System (NPS) portal. The header is identical to the previous screenshot. The navigation bar highlights the 'Views' link. On the left, there is a sidebar menu with the following options: Request Status - View, Subscriber-POP-SP List, Statement of Transaction-New, Subscriber Shifting-list, and Statement of Voluntary Contribution under National Pension System (NPS). The main content area displays a welcome message from the Central Recordkeeping Agency, followed by two links: 'Click here' to view the list of pending withdrawal requests and 'Click here' to view the list of Exit Claim IDs awaiting any action. At the bottom, there is a note stating: 'Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here View Annuity Quotes'.

### 3. Dashboard

a) ERM Dashboard Report- Incase of any error/rectification made in contribution by the office/POP of the corporate, the same can be viewed under this report (Select option > Dashboard > ERM Dashboard Report). The details will appear in the respective month of the processed ERM cases.

The screenshot displays the NSDL e-Gov 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, a navigation bar contains links for "Security", "Views", "Transaction", "Dashboard", and "Subscriber Registration". The "Dashboard" link is highlighted. A red button labeled "ERM Dashboard Report" is visible. The main content area is titled "ERM Report Summary .." and features a "Month-Year" dropdown menu. The dropdown menu is open, showing a list of months from May-2021 to April-2022. A "Submit" button is located to the right of the dropdown menu.

Month-Year
April-2022
March-2022
February-2022
January-2022
December-2021
November-2021
October-2021
September-2021
August-2021
July-2021
June-2021
May-2021

## Two-Factor Aadhaar-Based Authentication for Corporate Users

We would like to inform that Aadhaar based authentication functionality has a Top to Down approach. It means, the Corporate Head Office (CHO) must complete the Aadhaar linking process before their mapped Corporate Branch Offices (CBOs). CHO Aadhaar linking requests will be authorized by CRA. After successful Aadhaar linking by the CHOs, their mapped CBOs would initiate the Aadhaar linking process which will be authorized by their respective CHO

**Please note CHO Aadhaar linking requests will be authorized by CRA and thereafter the Corporate Head Office (CHO) is responsible for authorizing the Aadhaar linking requests for CBO Users.**

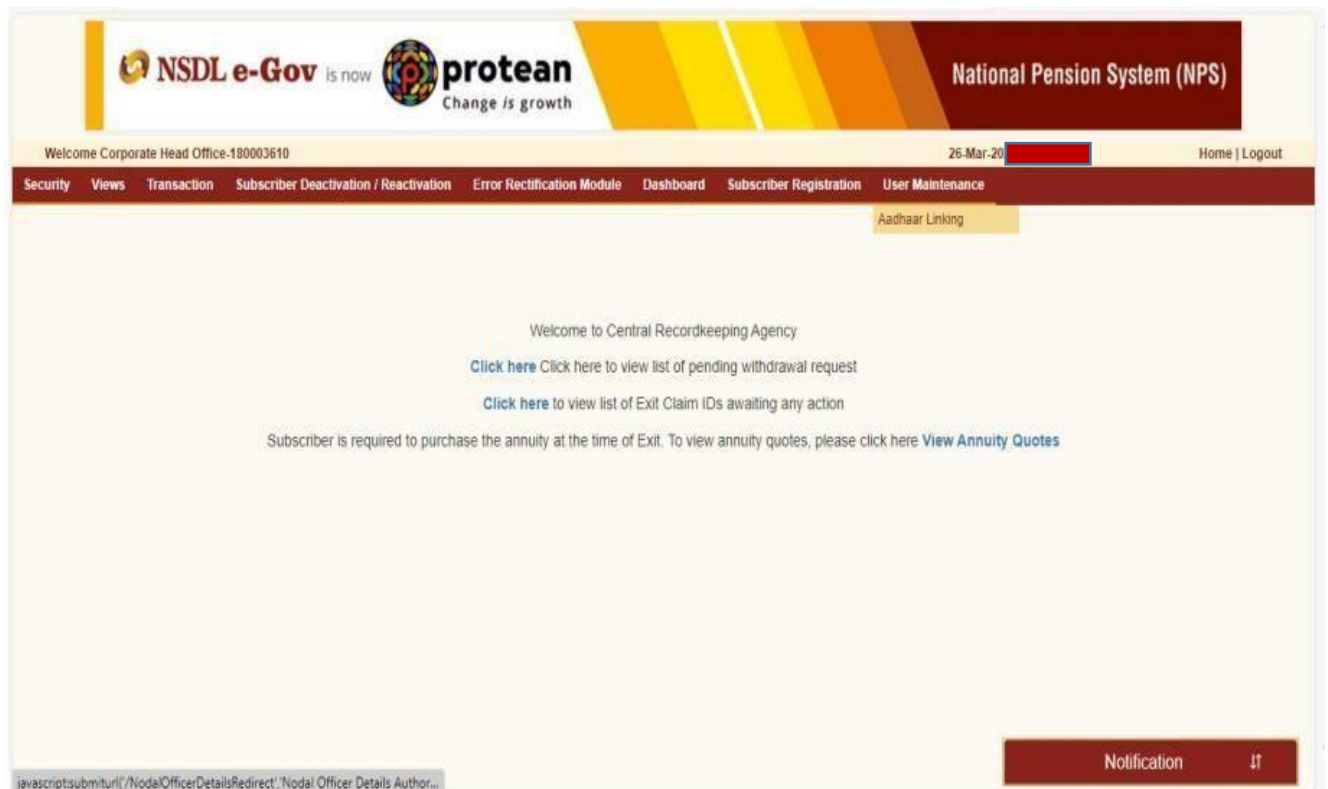
**Kindly note below very critical points.**

**1. Same Aadhaar can't be mapped with multiple user id.**

**2. In one User Id maximum five Aadhaar can be mapped.**



**Authentication of Aadhaar linking Requests submitted by CBOs**

CHO Home Page





Under the Radio Button Option of “Authorize Mapping Request” the User may search details by Nodal Office Reg. No. or Ack No. or From Date and To Date Option to get details for Authorization.

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

National Pension System (NPS)

User Id: 130013600

[Back to Main Menu](#)

### Aadhaar Linking Request Status View and Authorization

☒ Authorize Mapping Request ☐ View Request Status

Nodal Office Reg. No.

Ack No

From Date\*

To Date\*

DD/MM/YYYY

DD/MM/YYYY

Search

Reset

Sr No	Ack No.	User ID	User Name	Nodal Office Reg. No.	Nodal Office Name	Date of Initiation	Action
1	1000000051	1400484003	Mohd Aamir Abusad Shaikh	6004725	Central Bank of India, Visanji Rd - Mumbai	23-Mar-2024	<a href="#">Accept/Reject</a>

The CHO user will verify the documents uploaded by the CBO users before authorizing Aadhaar linking request by clicking on “Download Attached File” option.

**Aadhaar Linking Request Status View and Authorization**

☒ Authorize Mapping Request ☐ View Request Status

Authorize Aadhaar Mapping Request

Acknowledgement Number	1000000051
User ID	1400484003
Aadhaar Number	XXXXXXXX8080
User Name	Mohd Aamir Abusad Shaikh
Date of Birth(dd/mm/yyyy)	21/03/1989
Mobile Number	7738480621
Gender	Male
Nodal Office Reg. No.	6004725
Nodal Office Name	Central Bank of India, Visanji Rd - Mumbai
Date of Initiation	23/03/2024

The CHO authorizer has to tick the declaration and can Accept or Reject with Remarks and Click on “Approve” and “Proceed”. On rejection, appropriate comment has to be provided.

Gender	Male
Nodal Office Reg. No.	6004725
Nodal Office Name	Central Bank of India, Visanji Rd - Mumbai
Date of Initiation	23/03/2024

Uploaded Documents

Document Type	Download Attached File
Appointment letter	

☐ I hereby declare that all the information provided above and the documents uploaded by the underlying office have been verified and found to be correct to the best of my knowledge\*

☐ Accept ☐ Reject

Remarks

[Back](#)

The CHO user may click on “Proceed” Option to go ahead.

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

National Pension System (NPS)

User Id: 130013600 [Back to Main Menu](#)

### Aadhaar Linking Request Status View and Authorization

☒ Authorize Mapping Request ☐ View Request Status X

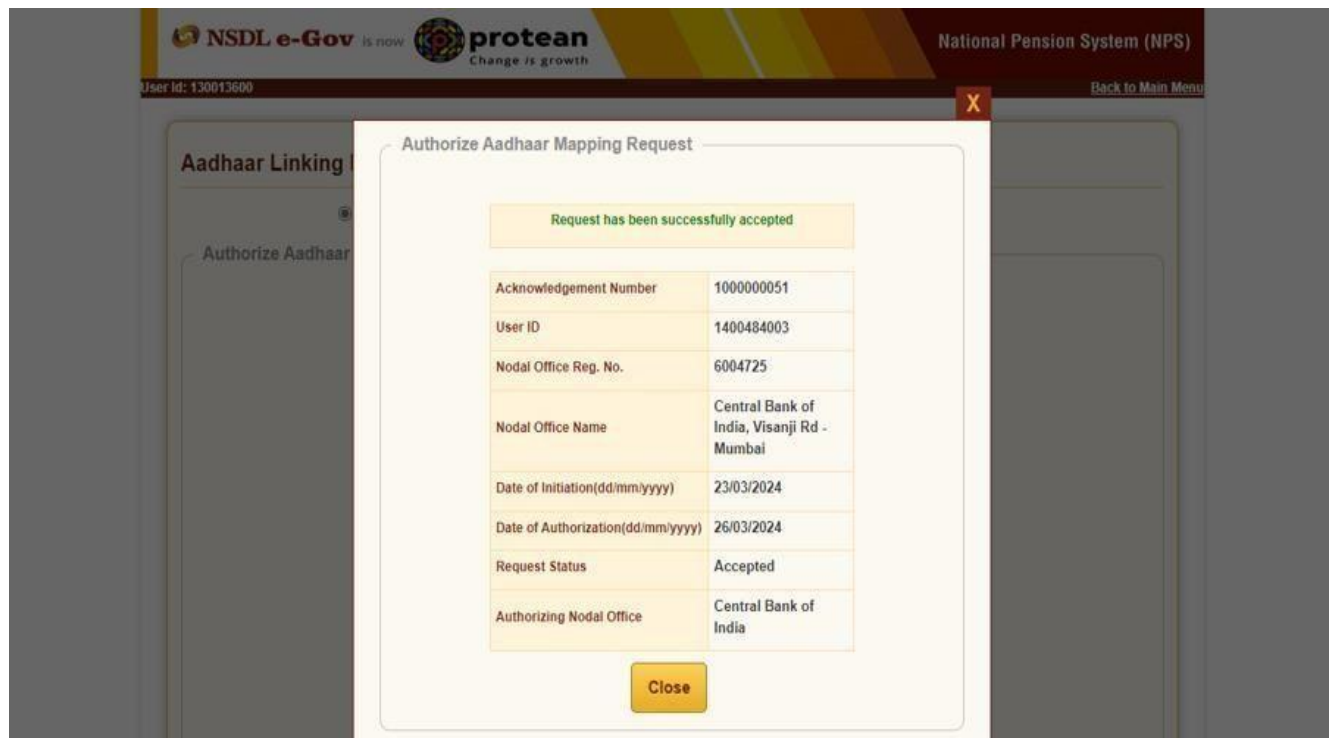
Authorize Aadhaar Mapping Request

Do you want to Proceed ?

[Proceed](#) [Cancel](#)

Acknowledgment Number	XXXXXXXX8080
User Id	130013600
Aadhaar Number	XXXXXXXX8080
User Name	Mohd Aamir Abusad Shaikh
Date of Birth(dd/mm/yyyy)	21/03/1989
Mobile Number	7738480621
Gender	Male
Nodal Office Reg. No.	6004725
Nodal Office Name	Central Bank of India, Visanji Rd - Mumbai
Date of Initiation	23/03/2024




The system will display “Request has been successfully accepted” and please click on “Close” option to complete.



### Status View for Aadhar Linking

The users can view the status of request created by logging-in to the CRA system and providing Acknowledgement ID under User Maintenance section by clicking on Radio Button "View Request

Status”

User Id: 130013600
[Back to Main Menu](#)

### Aadhaar Linking Request Status View and Authorization

☐ Authorize Mapping Request
☒ View Request Status

Request Type
Addition

Nodal Office Reg. No.

Ack No
1000000052

From Date\*
DD/MM/YYYY

To Date\*
DD/MM/YYYY

Search
Reset

**Note:**

- From Date and To Date will be the Aadhaar Mapping Authorization Date.

---

Request Type
Addition

Nodal Office Reg. No.

Ack No
1000000051

From Date\*
DD/MM/YYYY

To Date\*
DD/MM/YYYY



Search
Reset

Sr No	Ack No.	User ID	User Name	Nodal Office Reg. No.	Nodal Office Name	Date of Initiation	Request Status	Authorizer Entity Id	Authorizer Nodal Office Name	Authorization Date
1	<a href="#">1000000051</a>	1400484003	Mohd Aamir Abusad Shaikh	6004725	Central Bank of India, Visanji Rd - Mumbai	23-Mar-2024	Accepted	1300136	Central Bank of India	26-Mar-2024

**Note:**

- From Date and To Date will be the Aadhaar Mapping Authorization Date.

CBO Login post Aadhaar authentication by CHO authorizer.

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

**National Pension System (NPS)**

**Aadhaar linking Request Initiation**

User ID:1900002500



[Relogin](#) [Home](#)

Aadhaar Number

☒ I hereby understand/authorize Protean eGov Technologies Ltd as CRA to  
1. Use my Aadhaar details for National Pension System (NPS) and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder.  
2. Use my Demographic details (Name, Gender and Date of Birth) and OTP for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI.  
3. I understand that the Aadhaar details (physical and / or digital, as the case maybe) submitted for availing services under NPS will be maintained in NPS till the time the account/User ID is not inactive in NPS or the timeframe decided by PFRDA, the regulator of NPS, whichever is later.  
4. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Ltd till such time it is acting as CRA for NPS.

Submit

Note: Kindly provide details as per Aadhaar records

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

**National Pension System (NPS)**

**Aadhaar linking Request Initiation**

OTP successfully sent to the registered mobile number.

User ID:1400484003

[Relogin](#) [Home](#)

Aadhaar Number

Enter OTP\*

Resend OTP

Submit

Note: OTP will be sent on Aadhaar Registered Mobile Number

CBO Home Page

