Protean eGov Technologies Limited

Standard Operating Procedure (SOP) For Online Bank details update by POP

(Version 1.2)

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.
3	04/04/2025	1.2	-	Reviewed the SOP and latest screenshots are incorporated

1. Introduction:

Under All citizens of India and Corporate sector, Point of Presence (POP) act as an interface between the corporate/subscribers and the NPSarchitecture. POPs through their designated branches [registered as POP -Service Providers (POP-SPs) under NPS] provide various services under NPS such as registration of corporate and subscribers, receiving contributions and instructions from subscribers/corporate and transmission of the same to designated NPS intermediaries.

In the National Pension System, availability of correct Bank account details in the CRA System is of utmost importance as the accumulated corpus of the Subscriber is creditedto the Bank account of the Subscriber registered in the CRA System upon Subscribers' exit from NPS.

As per the stipulated procedure, in order to update Bank account details in the CRA System, a Subscriber submits Form S2 (Subscriber Details Change) to the associated POP (Nodal Office) for modifying/ updating Subscribers' Bank account details. Upon receipt of Form S2, the associated POP processes the request in the CRA System.

A facility has been provided in the CRA system to POP to update Bank account details of their underlying subscriber online along with upload of supporting documents. The activity will be a maker-checker activity in the CRA portal.

OR

In the CRA system subscriber has option to initiate (Maker) Bank details updation by logging into CRA using I-PIN. However, if subscriber is unable to initiate the Bank detail modification through his login then he/she may approach to mapped POP for capturing and authorization by submitting UOS – S2 (Subscriber Details Change) form.

2. Procedure for updating Bank details of Subscribers:

Modification/update of Bank account details is a three-step process.

A. Capturing of Bank details of Subscribers in CRA system by mapped POP
B. Penny Drop and Uploading of supporting documents.
C. Authorization of the request in CRA system by mapped POP checker.

A. Capturing of Bank details of Subscribers in CRA system by POP user

POP user shall login into CRA System with the DSC based User ID provided by Protean-CRA *(refer Figure 1)*.

Figure 1

From the available Menus, POP user will have to click on 'Transaction' menu and further click on 'Subscriber Bank Details Update' (refer Figure 2).

Figure 2

The next screen will further display three options: Update Bank details, Authorization Bank Details and View Request Status

For the purpose of carrying out modification/ update of Subscriber Bank details, POP User will have to select the first option i.e. "Update Bank Details" (refer Figure 3).

Figure 3

On the next screen, POP user will have to provide the Permanent Retirement Account Number (PRAN) of the Subscriber along with the Tier Type (Tier I/ II) (refer Figure 4).

Figure 4

Next screen will display two separate sections. Under the first section, Existing Bank Details of the Subscriber will be displayed (refer Figure 5).

Figure 5

In the second section, POP user will have to enter the New Bank Details of the Subscriber as provided in Form S2 by the Subscriber (refer Figure 6).
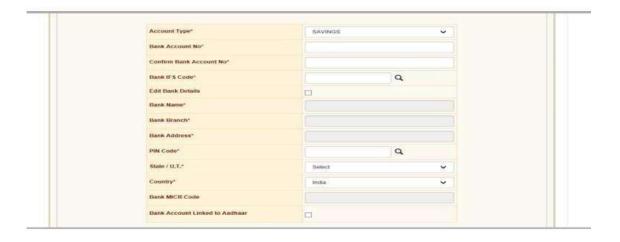

Figure 6

B. Penny Drop and Upload of supporting documents (Bank proof)

After entering bank details in CRA system, POP has to perform Penny Drop to validate the provided Bank details and upload Bank Proof to process request. The allowable size limit of the documents is maximum 2MB and the format can be either of the following only: 'jpeg', 'png', 'pdf', & 'tiff'. *(refer Figure 7)*.

Please note: if subscriber himself/herself updating bank detail and penny Drop as well as eSign/OTP is successful in CRA system then bank details not required to get it authorize from mapped POP.

Figure 7

Once the documents are successfully uploaded, the POP user has to click on 'confirm button' (refer Figure 8).

Figure 8

Upon confirmation of request, NPSCAN system will generate an acknowledgement number. POP user can save the acknowledgment number for future reference and for authorization of the request *(refer Figure 9)*.
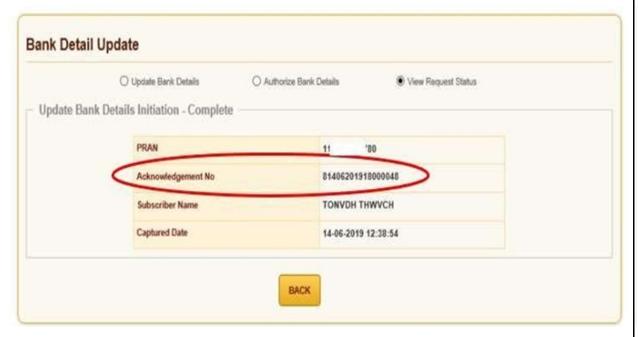

Figure 9

C. Authorization of the request in CRA System by POP checker

For authorization of the request, the POP checker will have to login into the CRA system with the second User ID, click on 'Transaction' menu and further click on 'Subscriber Bank Details Update' *(refer Figure 10)*.

Figure 10

On the next screen, POP checker will have to select "Authorize Bank Details" option and enter any one of the following details - Acknowledgement Number, PRAN, Tier Type and Date range and finally click on Submit button *(refer Figure 11)*.

Figure 9

Upon submission of details, following Screen will appear. A hyperlink will be provided on the Acknowledgement number. The POP checker will click on the Acknowledgement number in order to Approve or Reject the request (refer Figure 12).
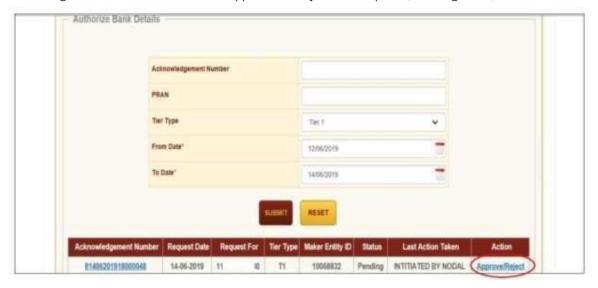

Figure 12

The POP checker needs to select "Accept" in order to authorize the request. POP checker has also been given an option to "reject" the request in case of any ambiguity observed (refer Figure 13).

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

Figure 13

To complete the process of authorization, POP checker will have to click on "Proceed" button (refer Figure 14). Upon clicking on 'Proceed', a confirmation message will appear on screen (refer Figure 15).
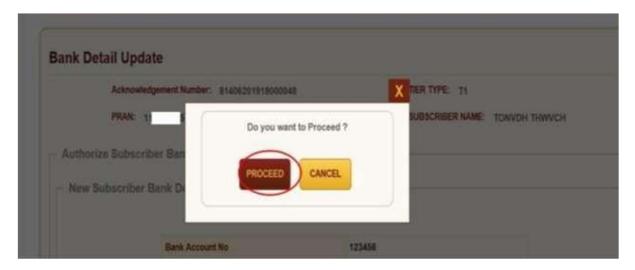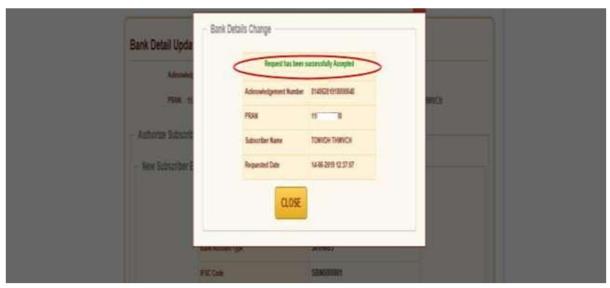

Figure 14

Figure 15

The Bank details modification can also be initiated and processed under subscriber log in.

1. Subscriber will login into the PCRA website (www.cra-nsdl.com) using the unique login.

2. Subscriber will update the Bank details by choosing "Modify/Verify Bank Details" option.

3.Subscribers need to mention revised bank details and click on Penny Drop. When the subscriber   clicks the Penny Drop button, PCRA will check whether the modified data matches the data present in the bank database.

4. Subscriber needs to authenticate the Bank modification request. There are two options for authentication; the request can be authenticated either through OTP or e- Sign.

5. Bank details will be updated successfully in CRA system and Acknowledgment number along with appropriate message will be shown to subscriber.

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