Protean eGov Technologies Limited

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Standard Operating Procedures

For

Subscriber Inter Sector Shifting

Version 1.1

REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1		1.0	-	Initial Version
2		1.1		Reviewed and updated

Abbreviations:

Abbreviation	Expansion
CRA	Central Recordkeeping Agency
NPS	National Pension System
Nodal office	Govt. offices/POP/CBO/CHO
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
ISS	Inter Sector Shifting
ISS- Source authorization	Source authorization

Background:

As PRAN is portable and unique across NPS, Inter Sector Shifting (ISS) functionality has been developed for Subscriber/Nodal offices to shift the PRANs from one Sector to another Sector. The target sector Nodal office is required to verify and authorize the shifting request in this module for shifting the PRAN from source Office. Further, source authorization is also required in case of Government Sector and PSU/PSB Corporate Subscribers. As per the stipulated process, once the ISS request is captured and authorized, the mapping of the PRANs is changed to the new office (Target Sector) and the entire holding from the PRAN is redeemed and re-invested as per the Subscriber's new scheme preference applicable in the Target sector.

TARGET SECTOR- UOS / Corporate

(Corporate to UOS or Corporate)

Submission of form by subscriber

The subscriber will submit the duly filled form for shifting along with a copy of the PRAN card to the target POP/POP-SP. The subscriber shifting request forms can be obtained from the POP office or downloaded from the CRA website. The POP/POP-SP shall process the request in CRA system and retain the document at their end for future use.

Acceptance of request and capturing of the request in CRA system

The POP/POP-SP shall check the following:

• All relevant fields in the form are filled properly.

• PRAN mentioned in the form is valid and active.

• Copy of the PRAN card is attached.

• Issuance of receipt by POP-SP: On successful verification of the change request form, POP-SP shall accept the same and shall issue a 17-digit Receipt Number (not mandatory if the target sector is corporate) as an acknowledgement to the subscriber. The nomenclature of the receipt if the target sector is UOS.

First 2 digits (from left) – Type of request (19 for Subscriber shifting)

Next 7 digits – Registration Number of POP-SP e.g., 6000002

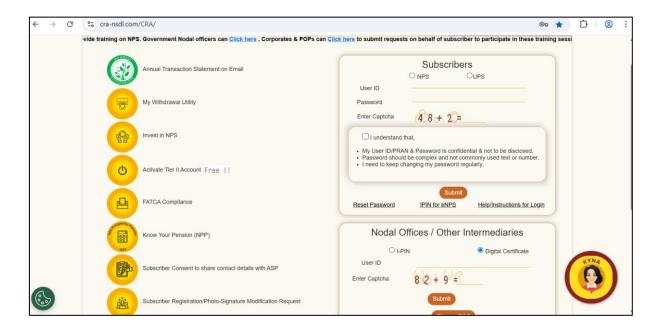Next 8 digits - Running sequence number eg.00000001

For Example: 17-digit receipt number will be "19600000200000001"

POP-SP shall handover the acknowledgment to the subscriber as receipt of the acceptance of the request. The POP-SP shall affix the seal as well as the user shall sign the acknowledgment before providing the same to the subscriber.
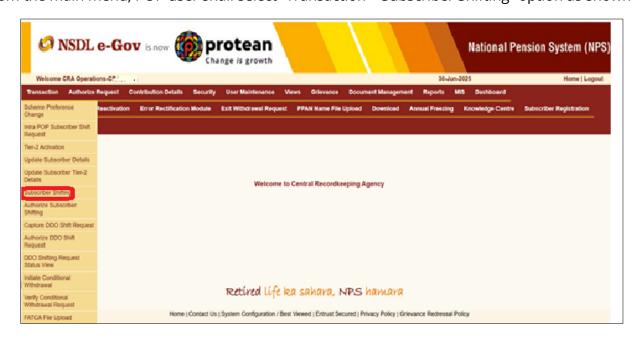
Process of capturing the request in CRA system.

• POP maker user will use DSC based login and log into CRA system and will enter the subscriber PRAN to capture Shifting details. Please refer

(Figure 1)

• From the main menu, POP user shall select "Transaction – Subscriber Shifting" option as shown in
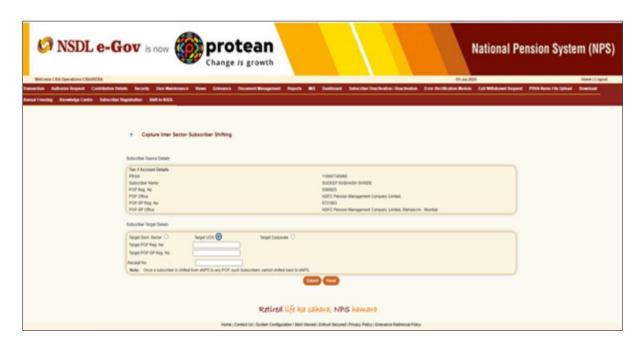

(Figure 2)

- User shall enter all the details i.e., PRAN, select Tier-2 or Both (if applicable) and click on submit button as shown in Figure 3 given below:

(Figure 3)

- The user then needs to select the target sector as UOS or Corporate.
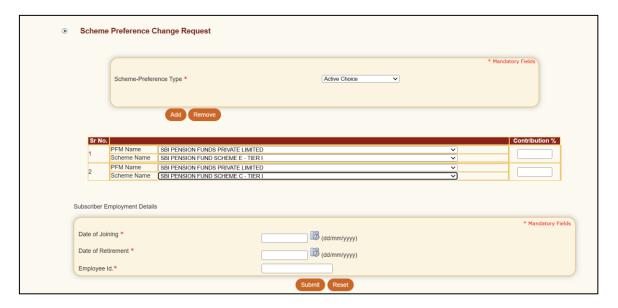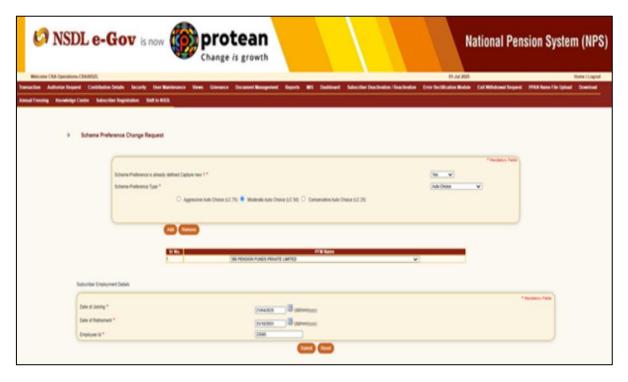

(Figure 4)

- In case POP is submitting the request and the target sector is UOS, both POP registration number and POP-SP registration number needs to be entered. In case the target sector is Corporate, both CHO and CBO registration number needs to be entered.

• After submission, the next screen will show scheme preference details. The user needs to select Auto Choice / Active Choice from the drop down. If the selection is Active Choice, click on "Add" once/twice/thrice depending on the details provided on the form. For Auto Choice, the "Add" button needs to be clicked once and only PFM needs to be selected from the dropdown. Please refer Figure 5 and Figure 6 below:
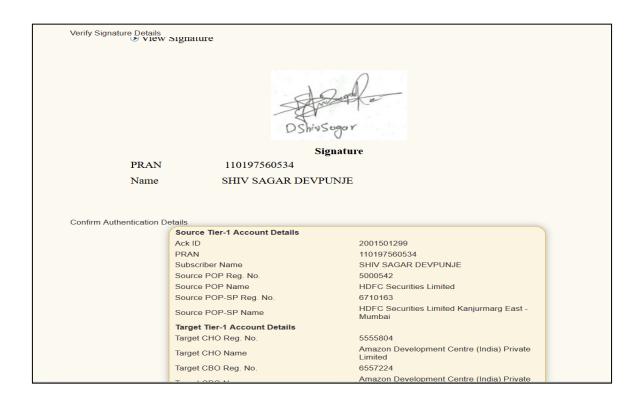

(Figure 5)

(Figure 6)

• In case the target sector is Corporate, subscriber's employment details need to be entered. Please refer Figure 7 below:

(Figure 7)

• Once the selections are done, click on "Submit". In the next screen, all the details entered by the user along with the source details will appear. The link for signature will show on the top left. The user needs to verify the signature, re-check other details and click on confirm. A pop up will appear with the DSC details and the user needs to select the same and click "OK". In case the user identifies some discrepancy and wants to rectify the same, then the user needs to click on "Reject". Please refer Figure 8 below.

(Figure 8)

• The confirmation screen will show the details as per Figure 9 below.

(Figure 9)

• On successful request capture, CRA system will generate an acknowledgement number.

• Subscriber's shifting details will be pending for verification by checker user within the same POP/POP-SP.

Exceptions:

 The request will not be accepted in the CRA system under the following circumstances:

• The PRAN is invalid

• The PRAN is in deactivated status

• Government Sector subscribers will need to shift their Tier-1 account to the same POP under which they have their Tier-2 account.

• There is a Complete Withdrawal Request (Withdrawal due to Death) in Authorised / In progress or Complete status for that PRAN.

• There is a Shifting Request in Authorised / In progress status for that PRAN.

 Authorization of shifting request in CRA system by POP:

 Once the request is entered in the CRA system the same has to be authorised by the checker. The request needs to be authorised by a DSC based user ID of the same POP, other than the user ID that has captured the request.

• POP verifier user (checker ID) shall login to CRA system with the DSC based User ID. User shall select the option "Transaction - Authorize Subscriber Shifting" from the main menu. The screen will show a list of all requests pending for authorization as per Figure 10 given below:

(Figure 10)

• The user needs to select the required request and click on submit button. On clicking the submit button subscriber details will be displayed as shown in Figure 11 given below:

(Figure 11)

• POP user needs to verify the signature and other details against the form submitted by subscriber and authorize the Subscriber Shifting request.

• The user shall verify /authorise the request by selecting the „Authorise" option and clicking on the "Submit" button.

• User shall select the Digital Signature Certificate and click on "**OK**" button. "**Subscriber Shift Request has been Authorized Successfully**" will be displayed as shown in the figure below. In case the verifier user wishes to reject the request, a rejection reason is mandatory and needs to be provided by the user. Please refer Figure 12 below:
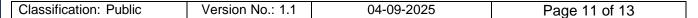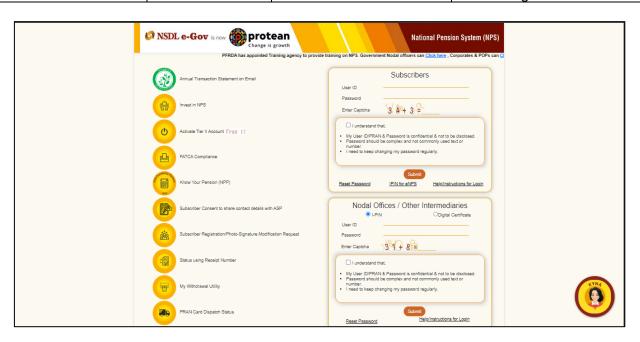

(Figure 12)

After the request is authorised, the PRAN will be "Suspended" i.e., no other request (such as contribution /details change etc.) can be captured for that PRAN. The request will be in "Authorised Status" and will be considered for processing in the same day's EOD process. The subscriber mapping will be changed to the new POP/POP-SP and the PRAN will be activated. After successful shifting of account of subscriber at EOD an email will be sent to the subscriber. After authorization, for the requests rejected by Target corporate/POP, an email will be sent by CRA to the concerned Subscriber giving the reason for rejection to enable them to carry out necessary rectifications and update the requests once again in CRA.

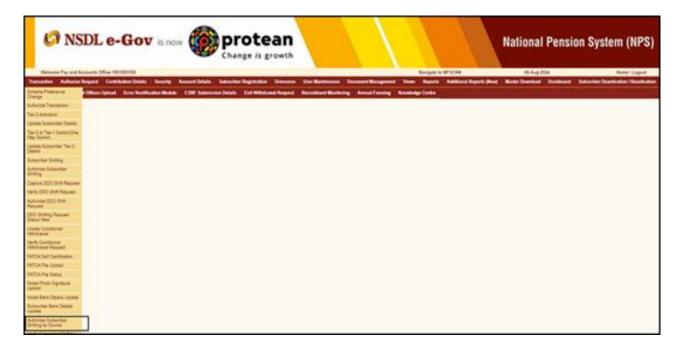• **Authorization of the Inter Sector Shifting Request by Source Office ID (Checker)**

The concern CHO/CBO Maker user is required to login into the CRA system (https://cra-nsdl.com/CRA/) using the User ID and password and log into CRA system Please refer Figure 13 below.
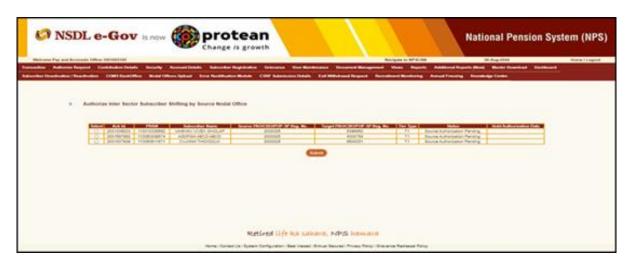
(Figure 13)

User will select the option **"Transaction>>>Authorize Subscriber Shifting by Source"** from the main menu. Please refer Figure 14 below

(Figure 14)

The user will be provided with a list of all requests pending for authorization. The screen as shown below will be displayed to the user. The user has to select the required request and click on submit button. Please refer Figure 15 below

(Figure 15)

The user needs to authorize details of the subscriber and authorize the Subscriber Shifting request. The user also needs to verify the employment details.

• The authorizer user will verify the details and if found in order, will authorize the request by selecting the **"Authorize"** option and click on the **"Submit"** button.

• In case the authorizer user wishes to reject the request, a rejection reason is mandatory and needs to be provided by the user in the box appearing at the bottom of Figure 16.

(Figure 16)

Please note that when a subscriber initiate a shifting request through CRA login, they must upload a document that serves as proof of separation from their previous employer. Acceptable documents may include a Relieving Letter, Termination Letter, Early Retirement Letter, or any other official record confirming their separation.

After document upload the User will click on **"Submit"** button. **"Subscriber Shift Request has been Authorized Successfully"** will display as shown in Figure 17 below

(Figure 17)

The Subscriber Shifting requests which are in "**Authorized status**" will be considered for processing in the same day EOD.

Once the request is authorized, the PRAN will be "**Suspended**" i.e., no other request (such as contribution /details change etc.) can be captured for the said PRAN.

The subscriber mapping will be changed to the new CHO/CBO and the PRAN will be activated. After successful shifting of account of subscriber at EOD, email will be sent to the subscriber.

After authorization, for the requests rejected by CRA, an email will be sent by CRA to the concerned CHO/CBO giving the reason for rejection to enable them to carry out necessary rectifications and update the requests once again in CRA.