Protean eGov Technologies Limited
(Formerly NSDL e-Governance Infrastructure Limited)

STANDARD OPERATING PROCEDURE (SOP)

Subscriber details modification in APY

Index

1. Abbreviations

Abbreviation	Expansion
PFRDA	Pension Fund Regulatory & Development Authority
CRA	Central Record Keeping Agency
APY	Atal Pension Yojana
PRAN	Permanent Retirement Account Number
APY SP	Atal Pension Yojana Service Provider
NPS	National Pension System
NL-OO	NPSLite Oversight Office
NL-CC	NPSLite Collection Centers (APY-SP Bank branches)

2. Process Flow – Processing of modification request by APY SP

START

Subscriber has to submit a written request in the format prescribed by CRA along with Supporting documents to APY SP Branch

Verification of the request by APY SP Branch

Accepted Y/N

N → Request for submission of correct documents

Y ↓

Initiation of modification request by APY SP/Branch in their APY/CBS module (through maker and checker level)

Generation of xml file from APY/CBS module and uploading of same file in CRA system by APY-SP

Accepted (Y/N)

N → Rectify the error and re-generate xml file from APY/CBS module

Y ↓

Once xml file is accepted in CRA system, modification details get updated in subscriber's details in APY

END

3. Procedure for submission of modification request by Subscriber

Subscriber has to submit a written request in the format prescribed by CRA, to the concerned APY SP Branch along with supporting documents.

Below modification form is available on Protean CRA web site (https://npscra.nsdl.co.in/nsdl-forms.php)

- Subscriber details Modification and Change of APY-SP Form

Through above mentioned form, subscriber has to submit his request for modification of any of the below details section:

- Changes or Correction in other **Personal Details**
- Changes or Correction in **Bank Details**
- Changes or Correction in **Nomination details**
- Changes or Correction **Frequency of Deduction of Contributions**
- Changes or Correction in **Date of Birth**
- Request for **Pension Upgrade**
- Request for **Pension Downgrade**
- Request for Re-issue of ePRAN/e-SoT/Subscriber Information Brochure by Bank Branch (Free of Cost)

Subscriber has to fill the section in which he requires modification. For Pension Upgrade request, subscriber will also have to select the option through which he wants to upgrade his pension amount i.e. through Existing mode or through Refixation. Once the form is duly filled, he should complete the declaration, sign the form and submit the request to his bank branch.

4. Procedure for processing of modification request at APY SP level

APY SP bank branch shall be responsible for updating Subscribers modification request in Banks's APY module. On receipt of written request of Subscriber form, APY SP's Branch will verify the application along with supporting document.

In case any discrepancy observed in application, same can be returned to subscriber for re-submission with correct application and details

In case the application and supporting documents are found OK, APY SP's Branch has to capture the request in CBS/APY module at maker and checker level.

Once request captured in APY / CSB module, APY SP at NL-OO level has to generate xml file which is prepared as per the prescribed file format shared by CRA and same need to be uploaded in CRA system through provided login id. Once uploaded file is successfully accepted in system, subscriber

details get updated in APY. In case file get rejected due to any error in file, APY SP has to rectify the error and re-generate xml file, same need to upload again in CRA system.

Below are the fields for which subscriber can submit modification request:

a. Core details modification (Core details are the details available on PRAN card)
    i.   Subscriber Name
    ii.   Subscriber Date of Birth (Financial modification)
    iii.   Name of Spouse
    iv.   Name of Nominee
    v.   Pension Amount (Financial modification)

b. Non-core details modification (Any other details other than details available on PRAN card)

    i.   Father's name
    ii.   Gender
    iii.   PAN
    iv.   Marital Status
    v.   Correspondence Address
    vi.   Subscriber Contact No (Tel./Mobile no.)
    vii.   Subscriber Email id
    viii. Nominee details
    ix.   Bank details
    x.   Subscriber PAN
    xi.   Subscriber Bank details (Bank account, IFSC, Branch address etc.)
    xii.   Contribution Frequency (Financial modification)
    vi.   Income tax payer status/ Status of Beneficiary of other social security schemes

e. **<u>Financial & Non financial modification:</u>** Financial modification are modification in those fields which impact the contribution amount to be paid by the subscriber. Such modification includes, DOB update, Upgrade/Downgrade of Pension amount/ Change in Frequency of paying contribution. Modification of all other afore mentioned fields is called non-financial modification.

Subscriber can update the Frequency and Pension amount once in a year. Date of Birth can be updated/corrected only 2 times in the lifetime of the PRAN.

Further, Pension upgrade/downgrade and Frequency change or Pension upgrade/downgrade and DOB update request can be submitted together.

5. <u>Steps to upload modification xml file request in APY System by APY SP:</u>

Once the modification file is downloaded by the APY-SP from their APY module, they have to upload the same to CRA system using the login IDs provided by Protean CRA.

In order to upload modification xml file, APY SP needs to login to CRA system https://apy.nps-proteantech.in/CRAlite/ with one User ID as given below in **Figure 1.**
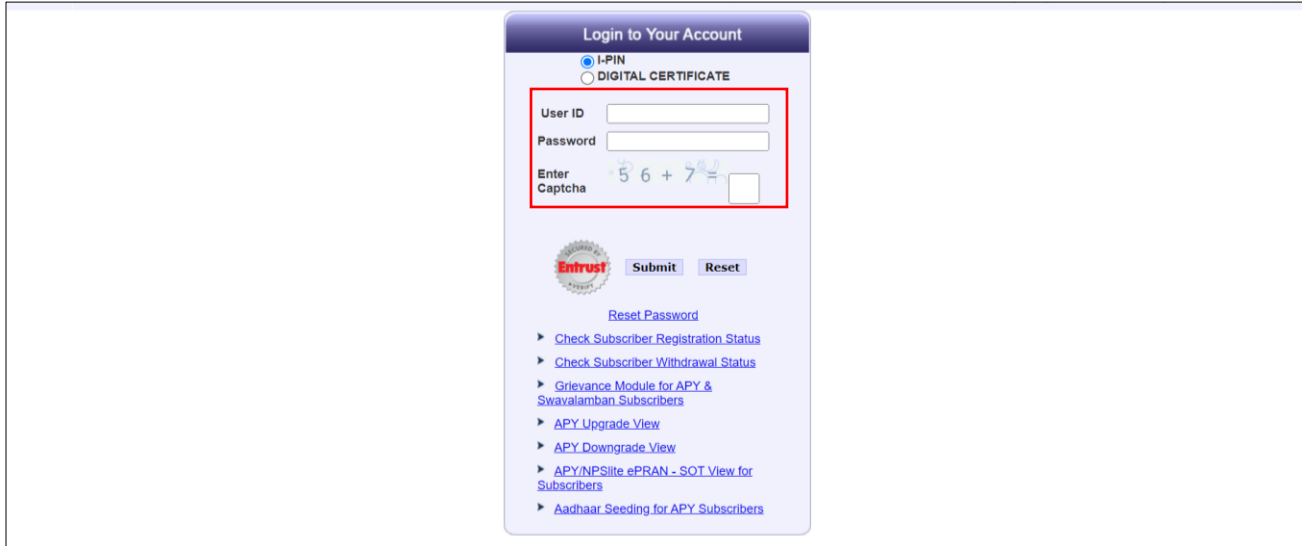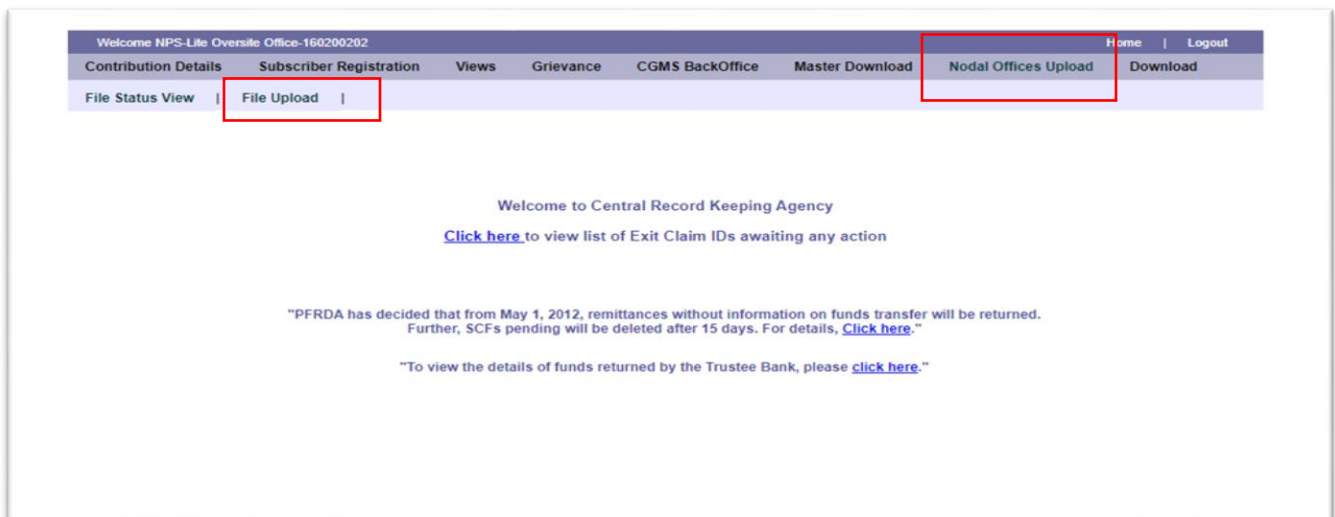
Figure 1

User needs to click on Menu "**Nodal office upload**" and in that "**File Upload**" as given below in **Figure 2.**

Figure 2

Click on "**add files**" and then click on "**choose File**" as given below in **Figure 3.**

Figure 3

Choose modification **xml file** downloaded from APY module and click on **"upload"** option as given below in **Figure 4**
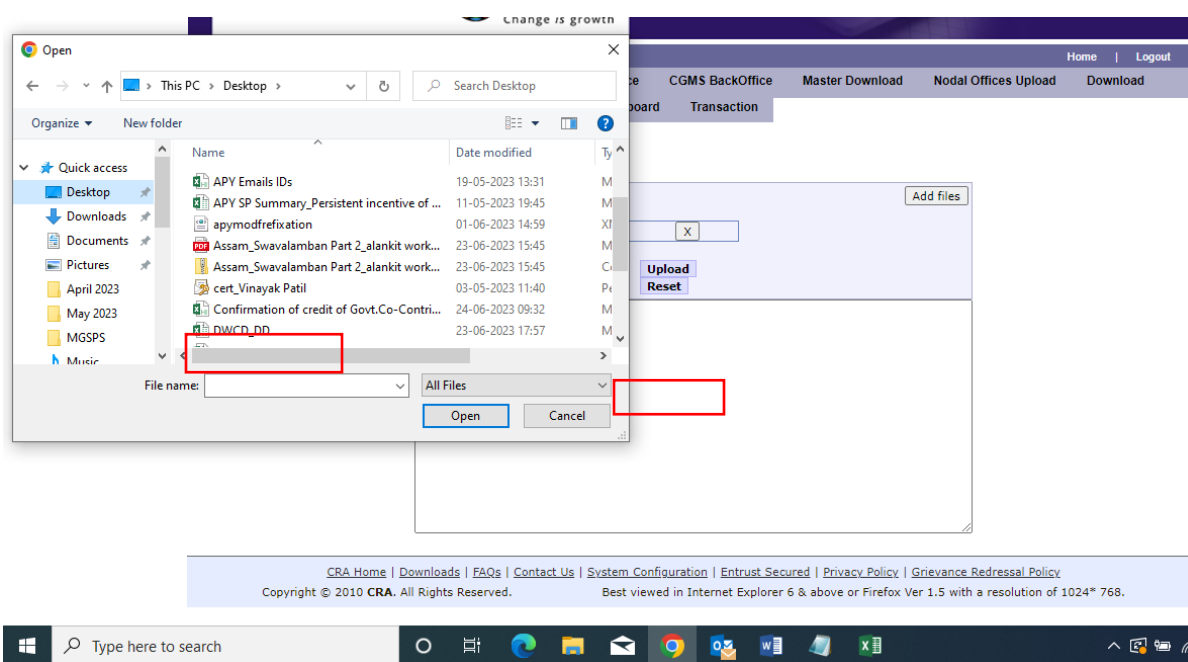

Figure 4

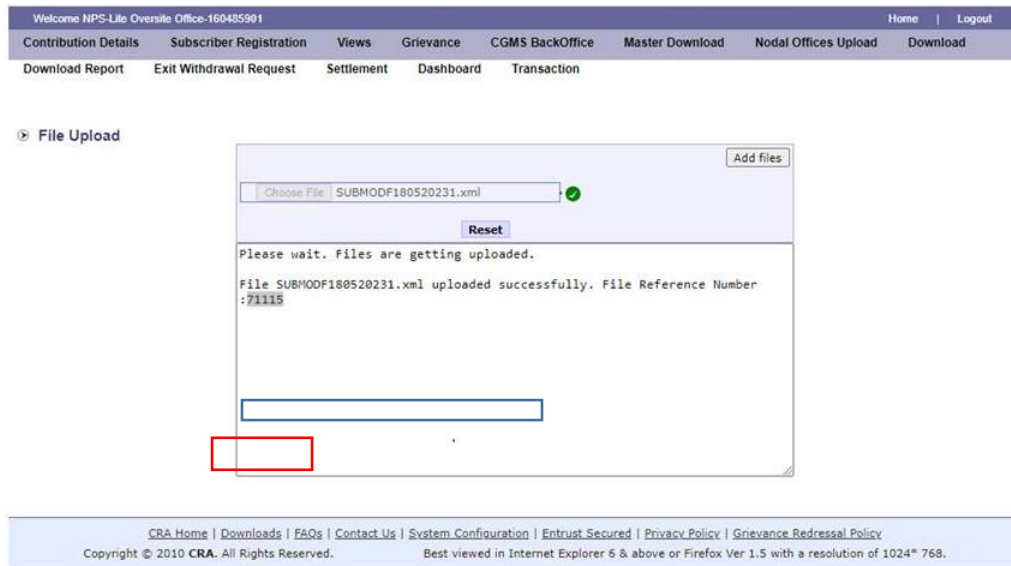Once xml file get uploaded, CRA system generate **"file reference number"** as given below in **Figure 5**

Figure 5

To check file upload status, click on Menu "**Nodal office upload**" and in that "**File Status View**", then either put file reference number or search records by date option as given below in **Figure 6.**
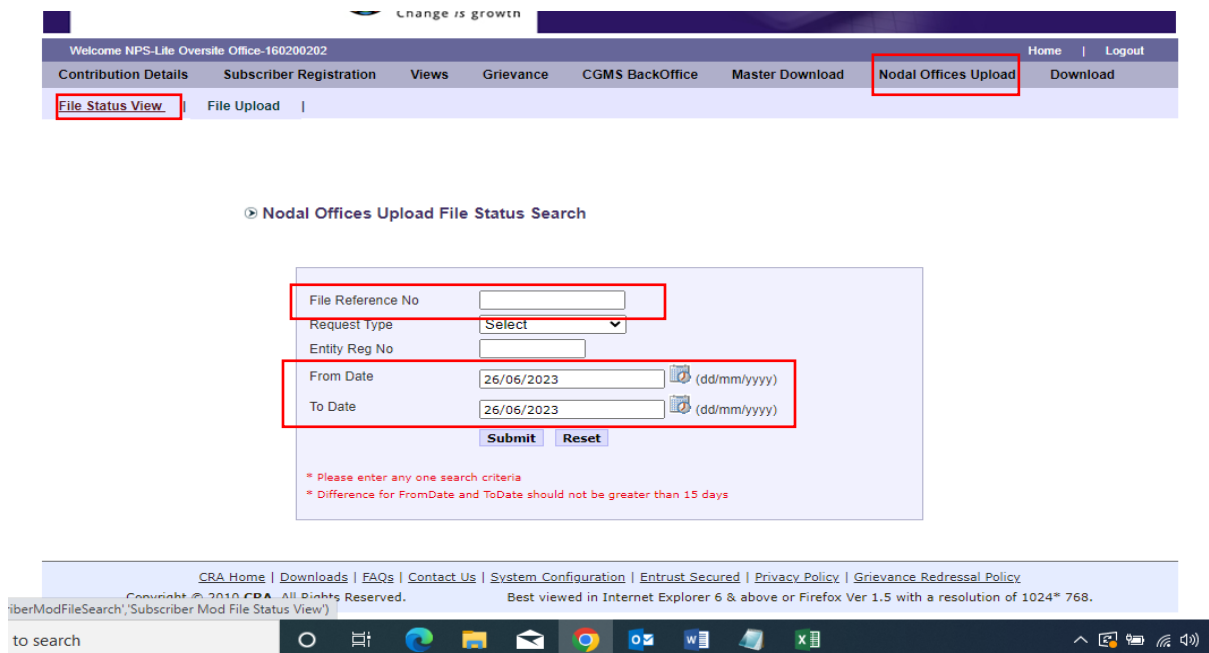

Figure 6

System shows **status of file** uploaded **(either accepted or rejected)** as given below in **Figure 7.**

Figure 7

If the file is rejected, APY-SP will take necessary action as per the rejection remarks and re-upload the file. If the file is accepted, the details will get updated in CRA system.

As PRAN card is not given to the APY subscriber by default in the scheme, if the subscriber wishes to opt for a PRAN card after modification of details , he can visit the link https://enps.nsdl.com/eNPS/APYRePrintPRAN.html and submit his request for Print APY PRAN card.

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