



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

STANDARD OPERATING PROCEDURE (SOP)

Subscriber details modification in APY

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Index

Sr. No	Торіс	Page No.
1	Abbreviations	3
2	Process Flow – Processing of modification request by APY SP	4
4	Procedure for submission of modification request by Subscriber	5
5	Procedure for processing of modification request at APY SP level	5
6	Steps to upload modification xml file request in APY System by APY SP	6



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)









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)

• <u>Subscriber details Modification and Change of APY-SP Form</u>

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 resubmission 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 <u>www.npslite-nsdl.com</u> with one User ID as given below in **Figure 1**.

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	Change is
Login to Your Account	
User ID	
Password	
Enter Captcha	
Entrust Submit Reset	
Reset Password	
<u>Check Subscriber Registration Status</u>	
<u>Check Subscriber Withdrawal Status</u>	
Grievance Module for APY & Swavalamban Subscribers	
APY Upgrade View	
APY Downgrade View	
APY/NPSilte ePRAN - SOT View for Subscribers	
Aadhaar Seeding for APY Subscribers	

Figure 1

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

Contribution Details	Subscriber Registration	Views	Grievance	CGMS BackOffice	Master Download	Nodal Offices Upload	Download
File Status View	File Upload						
L							
		w	elcome to Cer	ntral Record Keeping	Agency		
		Click her	e to view list o	of Exit Claim IDs awa	iting any action		
	"PFRDA has decided	that from M	ay 1, 2012, rem	ittances without inform	ation on funds transfer	will be returned.	
	Furt	ner, SCFS p	iending will be (deleted after 15 days. F	or details, <u>Click here</u> ."		
	"To v	iew the deta	ails of funds ret	turned by the Trustee B	ank, please <u>click here</u> ."		

Figure 2



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

File Upload Add files Choose File No file chosen X Upload Reset



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

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Open					×				Home	Logout			
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April 2022	Assam_Swavalamban Part a	2_alankit work 23-00 03-01	-2023 15:45		Upload Reset								
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Once xml file get uploaded, CRA system generate "file reference number" as given below in Figure 5

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Welcome NPS-Life Ov	ersite Office-160485901						Home Logout	
Contribution Details	Subscriber Registrati	on Views	Grievance	CGMS BackOffice	Master Download	Nodal Offices Upload	Download	
Download Report	Exit Withdrawal Reques	Settlement	Dashboard	I Transaction				
	Ctree File Su :73135	e File SUBMODF	180520231.xml Re	eset	File Reference Num	nber		
						15		

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.**

NOL	- Change	73 BLOWLIN					
Welcome NPS-Lite Oversite Of	flice-160200202	Grievanco	CGMS PackOffice	Master Download	Nodal Offices Upload	Home Logout	
ile Statue View	Inlead I	Onevalice	COM3 Dackonice	Master Download	Nodal Offices opioad	Download	
rile status view	phoad I						
	➢ Nodal Offices Upload F	le Status Sea	rch				
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	From Date	26/06/2023	(do	l/mm/yyyy)			
	To Date	26/06/2023	(do	l/mm/yyyy)			
		Submit	Reset				
	* Please enter any one se	arch criteria					
	* Difference for FromDat	and ToDate should	d not be greater than 15 da	ays			
CRA H	ome Downloads FAQs Contac	t Us System Co	nfiguration Entrust Sec	ured Privacy Policy Gr	ievance Redressal Policy	/	
Convright @ 2010	CDA All Dights Reserved.	Best view	wed in Internet Explorer	6 & above or Firefox Ver	1.5 with a resolution of	1024* 768.	
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System shows status of file uploaded (either accepted or rejected) as given below in Figure 7.

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C https	://npslite-nsdl.com/CR/	Alite/SubscriberModFileStat	us.do?ID=92	276364&getN	ame=Subscriber%2	0Mod%20File%20Sta	atus%20View	E	\$	*	
	🙆 NSDL	e-Gov is now	prot Change is	ean growth		- ACC	Atal Pension Yo	jana / NPS Lite			
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	Contribution Details	Subscriber Registration	Views	Grievance	CGMS BackOffice	Master Download	Nodal Offices Upload	Download			
	Download Report	Exit Withdrawal Request	Settlement	Dashboard	Transaction						
Noda	Il Offices Upload File File eference Input File No.	e Status	File Upload Date	Uploaded By	No. of Status Accepte Apticato	No. of Error d Rejected File	Respon	ise File			

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 <u>https://enps.nsdl.com/eNPS/APYRePrintPRAN.html</u> and submit his request for Print APY PRAN card.
