

Protean eGov Technologies Limited



protean

Change *is* growth

STANDARD OPERATING PROCEDURE (SoP)
Securing NPS transactions through
Aadhaar based User Authentication for
Government Nodal offices

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	30-04-2024	1.1	E	Process of delinking at PrAO/DTA level

Preface

Government Nodal offices (PrAO/DTA /PAO/DTO/ DDO) and Corporate Nodal offices are provided login access to the CRA system for executing the NPS related activities and generate/view/download various reports. As per PFRDA directives, 2-Factor Aadhaar based authentication, an additional layer of security feature, is being mandatorily introduced for all password-based users while logging-in to CRA system, effective ,1st April 2024.

The Nodal Offices under Central and State Governments including their underlying Autonomous bodies currently utilize a password-based login to access the Central Recordkeeping Agency (CRA) for NPS transactions.

To enhance the security measures in accessing the CRA system and safeguard the interests of Subscribers and Stakeholders, it has now been decided to bring in additional security features through Aadhaar-based authentication for login to the CRA system. The Aadhaar-based login authentication will be integrated with the current User ID and password-based login process so as to make the CRA system accessible through 2- Factor Authentication.

The Nodal office User IDs under the Government Sector (Central/State/CAB/SAB) shall be allowed to login to CRA system (CRA & NPSCAN) with 2-Factor Authentication using Aadhaar OTP (One-time password). The Oversight office (PrAO/DTA) needs to link their Aadhaar against their respective CRA User ID initially, so that the underlying users can initiate Aadhaar Mapping. Similarly, PAO/DTO needs to link their Aadhaar against their respective CRA User ID, so that the underlying DDOs can initiate Aadhaar linking.

All offices under Government Sector and Autonomous Bodies have to implement the necessary framework for implementation of the additional feature of Aadhaar-based login and authentication in CRA system to perform all NPS related activities.

About this Manual

This document covers the process to be followed by the Nodal offices to link their Aadhaar and proceed with the functional activities using CRA system. The following points are covered in the document:

- A. One-time registration of Aadhaar number against Nodal Office User ID
- B. Authentication of Aadhaar Mapping to Nodal Office User ID
- C. Status view for Aadhaar Mapping
- D. Procedure for regular (Aadhaar based) access to CRA system.

Acronyms and Abbreviations

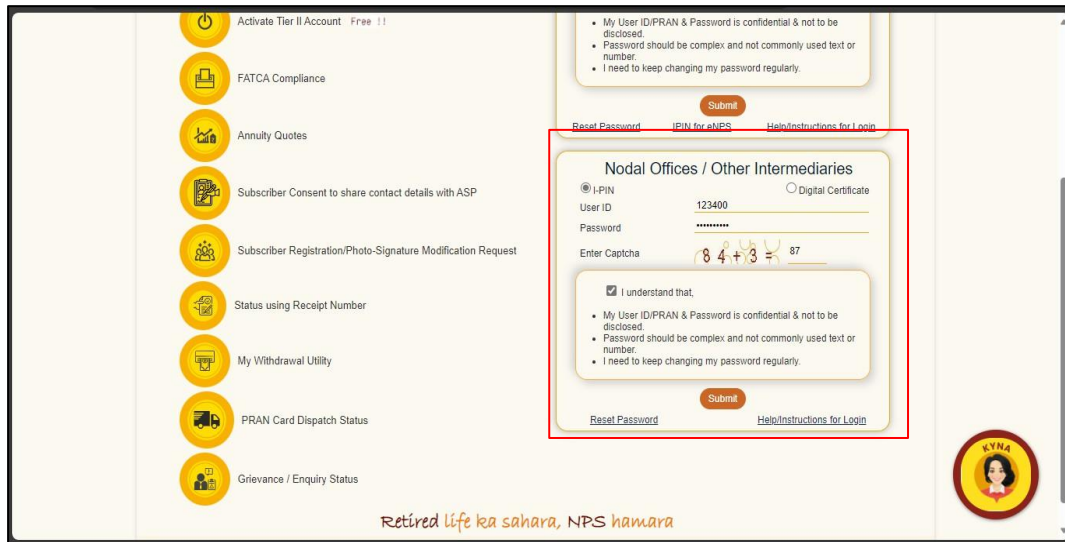
Acronym	Description
CRA	Central Recordkeeping Agency
CSF	Contribution Submission Form
DDO	Drawing and Disbursing Officer
PrAO	Principal Accounts Office
DTA	Directorate of Treasury and Accounts
PAO	Pay and Accounts Office
DTO	District Treasury Office
FPU	File Preparation Utility
FRC	Fund Receipt Confirmation File uploaded by TB
FVU	File Validation Utility
I-PIN	Internet Personal Identification Number
NEFT	National Electronic Funds Transfer (NEFT) system
NPS	New Pension Scheme
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
RTGS	Real Time Gross Settlement
SCF	Subscriber Contribution File uploaded by office
STO	Sub Treasury Office
TB	Trustee Bank

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A. One Time Linking of Aadhaar with Nodal Office User ID

1. Nodal Office User will login to the CRA system with existing Login ID and Password and will have to check in Password policy and enter Captcha and Submit as displayed in Image 1



Activate Tier II Account Free !!

FATCA Compliance

Annuity Quotes

Subscriber Consent to share contact details with ASP

Subscriber Registration/Photo-Signature Modification Request

Status using Receipt Number

My Withdrawal Utility

PRAN Card Dispatch Status

Grievance / Enquiry Status

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Reset Password | I-PIN for eNPS | Help/Instructions for Login

Nodal Offices / Other Intermediaries

I-PIN Digital Certificate

User ID: 123400

Password: *****

Enter Captcha: 8 4 + 3 = 87

I understand that,

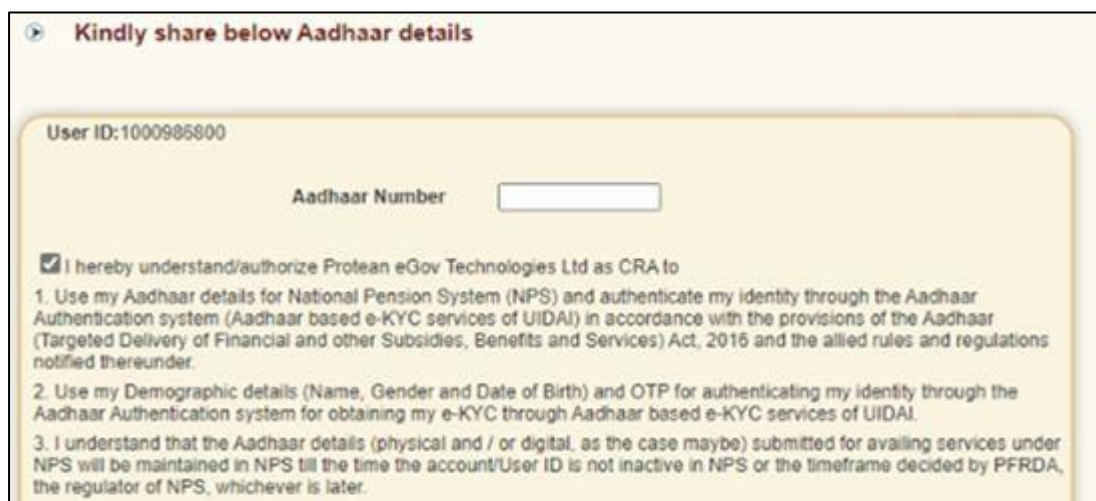
- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Reset Password | Help/Instructions for Login

Retired Life ka sahara, NPS hamara

Image 1

2. The CRA System shall prompt for the Aadhaar number as displayed in Image 2. The User will enter the Aadhaar number, check the declaration box and click on submit;



Kindly share below Aadhaar details

User ID:1000985800

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.

Image 2

The following text shall be displayed and the User will have to place a check across the text after providing Aadhaar number:

- 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.
 - 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.
 - 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.
 - 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.
3. System will validate the Aadhaar number and ask for additional details (in case the same Aadhaar is not linked to the same User ID) as displayed in Image 3



Enter Aadhaar Details

Aadhaar Number

Name

Date of Birth 
(dd/mm/yyyy)

Mobile Number -91

Gender

Document Type

Upload document : No file chosen

Note :Kindly provide details as per Aadhaar records
All fields are mandatory
Document upload is mandatory. File should be between 2 KB and 5 MB.
Allowed file type is jpg, jpeg and pdf.

Image 3

The User shall enter the Name, Date of Birth, Mobile Number and Gender as recorded in Aadhaar. It is mandatory to upload at least one or all of the following documents (as per the requirement of the approving office) with maximum size of 5MB.

- a. Appointment letter
 - b. Authority letter
 - c. Identity Card
4. On submission of details, an OTP shall be delivered to Aadhaar registered mobile number and the user needs to enter the OTP as displayed in Image 4



Image 4

In case of delay in the delivery of OTP, the user can regenerate OTP by clicking on "Resend OTP" tab.

5. On submission of OTP and successful data verification, Acknowledgement number shall be generated and request shall be submitted for authorization (refer image 5)



Image 5

Once submitted the message will be displayed that “Your request has been submitted successfully”. Further, this request has to be authorized by the respective oversight office.

B. Authentication of Aadhaar linking request submitted by Nodal Office

The oversight office needs to authorize the Aadhaar linking transaction for underlying offices.

Aadhaar Linking for	Authorised by
PrAO/DTA	CRA
PAO/DTO	PrAO/DTA
DDO	PAO/DTO

The underlying office cannot complete Aadhaar linking request till the time the authorizing Nodal officer has completed the Aadhaar linking for his/her User ID. Therefore, it is required that the PrAO/DTA gets his/her Aadhaar linked prior to initiating any authorization of requests.

Further, it is important to note that the authorizing office needs to verify the documents uploaded by underlying office before authorizing any Aadhaar linking request.

1. On successful creation of Acknowledgement number for Aadhaar mapping, the nodal office initiating the request shall receive an intimation on registered email.
2. The Authorizer is required to login to the CRA system and authenticate his/her Aadhaar details using OTP and authorize the request under “User Maintenance” tab.
3. On selecting “Authorize Mapping Request”, the list of pending Acknowledgement number’s with related details shall be displayed as shown in Image 6, on entering the “Entity Registration number / Acknowledgement number / Date range.

Nodal Officer Details

Authorize Mapping Request
 View Request Status

Entity Reg. No.	<input type="text"/>
Ack No	<input type="text"/>
From Date*	DDMM/YYYY <input type="text"/>
To Date*	DDMM/YYYY <input type="text"/>

Sr No	Ack No.	User ID	User Name	Entity Reg. No.	Entity Name	Date of Initiation	Action
1	1000000020	1000048700	Rasika Sarang Golwalkar	10000487	ABCName	28-Feb-2024	Accept/Reject

1 2 3 Next

Image 6

4. The details of the data entered by the User for Aadhaar linking shall be displayed with last four digits of the respective Aadhaar number (Image 7).

Authorize Aadhaar Mapping Request

Acknowledgement Number	1000000020
User ID	1000048700
Aadhaar Number	X00000002936
User Name	Rasika Sarang Golwalkar
Date of Birth(ddmm/yyyy)	
Mobile Number	9820172918
Gender	Female
Entity Reg. No.	10000487
Entity Name	ABCName
Date of Initiation	28/02/2024

Uploaded Documents

Document Type	Download Attached File
Appointment letter	<input type="text"/>
Authority Letter	<input type="text"/>
Identity Card	<input type="text"/>

Accept
 Reject

Remarks

Image 7

The authorizer can 'Accept' or 'Reject' the Acknowledgement. If request is accepted then the office needs to 'Approve' and proceed further. If request is rejected then appropriate comments have to be provided.

5. On successful acceptance of request, the following screen is displayed (Image 8).



Authorize Aadhaar Mapping Request

Request has been successfully Accepted

Acknowledgement Number	9100000000
User ID	1000986801
Entity Reg. No.	10009868
Entity Name	ABCName
Date of Initiation(dd/mm/yyyy)	01/01/2024
Date of Authorization(dd/mm/yyyy)	
Request Status	Accepted
Authorizing Nodal Office	CRAUser

Close

Image 8

C. Status view for Aadhaar linking

The users can view the Status of the request created, by logging-in to the CRA system and providing Acknowledgement ID under the “User Maintenance” tab.

D. Procedure for regular (Aadhaar based) access to CRA system

1. Nodal Office User will login to the CRA system with existing Login ID and Password and will have to check in Password policy and enter Captcha and Submit as shown in Image 9 below;

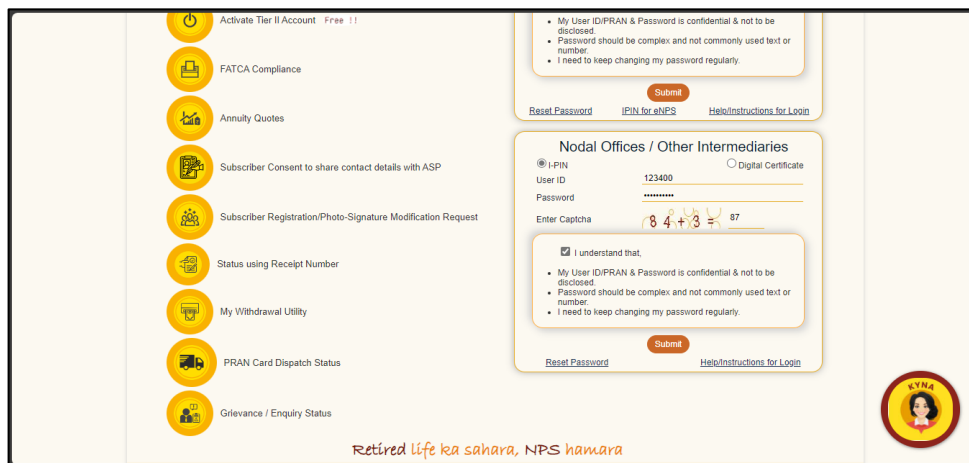


Image 9

2. The system will ask for Aadhaar number as shown in Image 10. The user shall provide the Aadhaar number, check the declaration box and click on submit.

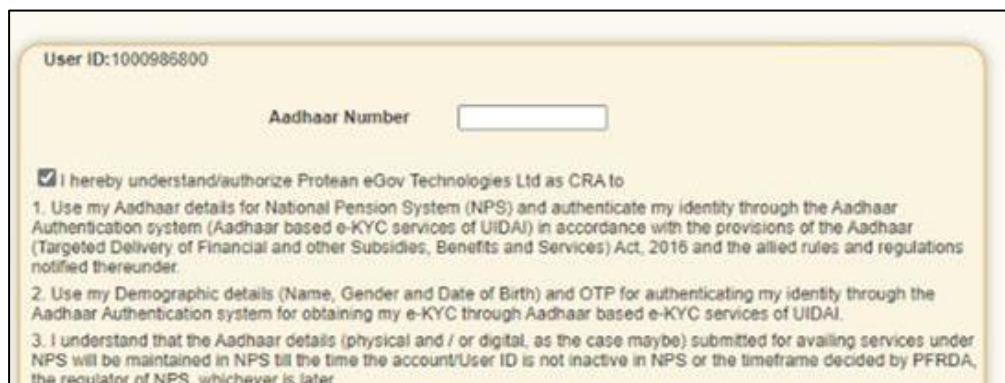


Image 10

3. On submission of details, an OTP shall be delivered to Aadhaar registered mobile number and the user shall be required to enter the OTP as displayed in Image 11



Kindly share below Aadhaar details

User ID: 1000393701

Aadhaar Number XXXXXXXX2936

Enter OTP*

Resend OTP

Submit

Note: OTP will be sent on Aadhaar Registered Mobile Number

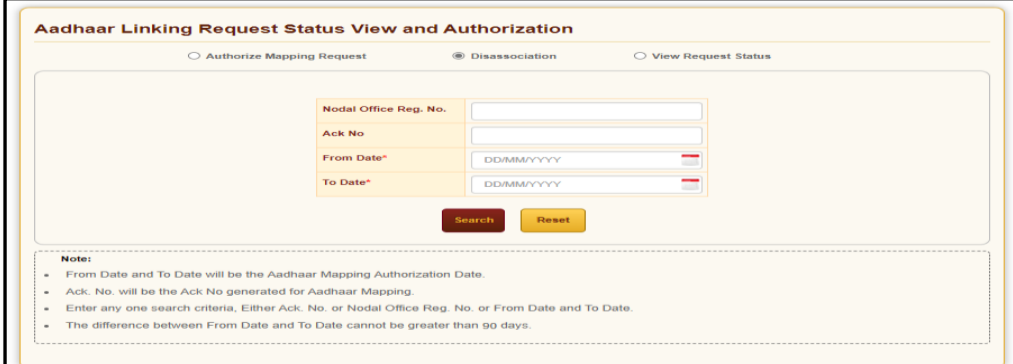
Image 11

In case of delay in delivery of OTP, the user can regenerate OTP by clicking on Resend OTP tab. Once, OTP is submitted, User will be able to login and perform required functions.

Procedure for Delinking / Removing Aadhaar mapping from CRA system

This procedure will enable Nodal office to Delink / remove any successfully linked Aadhaar from the mapped Nodal office CRA login user id. This facility will assist Nodal offices in case of Transfers, Resignation, Absenteeism of CRA users. This functionality is currently available only at DTO/PAO & PRAO/DTA level CRA login.

1. The PRAO/DTA user is required to login to the CRA system and authenticate his/her Aadhaar details using OTP. The user will then go to "User Maintenance Tab" and click on "Aadhar linking" Sub menu and select the "Disassociation" option as shown in the Image 12



Aadhaar Linking Request Status View and Authorization

Authorize Mapping Request
 Disassociation
 View Request Status

Nodal Office Reg. No.
 Ack No
 From Date*
 To Date*

Note:

- From Date and To Date will be the Aadhaar Mapping Authorization Date.
- Ack. No. will be the Ack No generated for Aadhaar Mapping.
- Enter any one search criteria, Either Ack. No. or Nodal Office Reg. No. or From Date and To Date.
- The difference between From Date and To Date cannot be greater than 90 days.

Image 12

2. The PRAO/DTA user will enter the Nodal office Reg No of the CRA user id for which Aadhaar needs to be delinked or the Ack No of the Aadhaar mapping request raised for that CRA user id in the given field and click on submit.
3. The CRA system will then show the details of all User ids with Ack No and name that is mapped to the concerned Nodal office registration No as shown in Image 13.



Aadhaar Linking Request Status View and Authorization

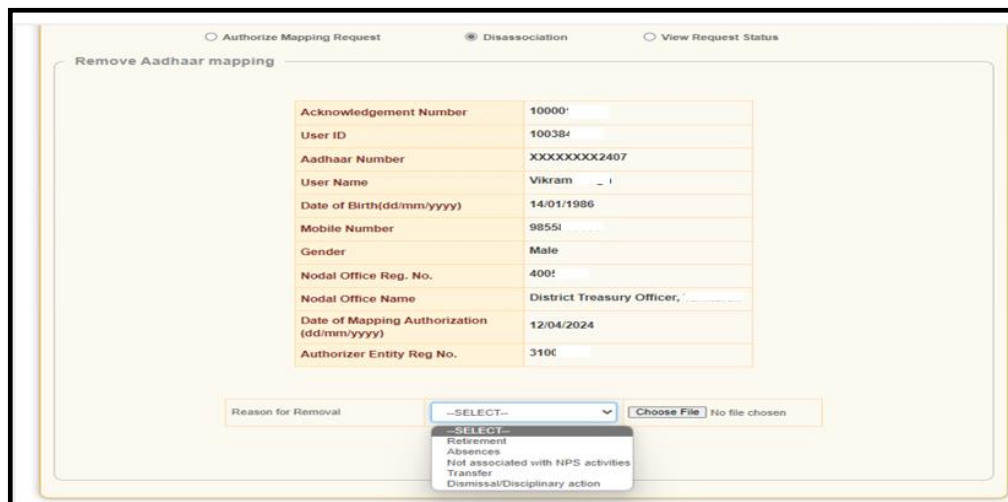
Authorize Mapping Request
 Disassociation
 View Request Status

Nodal Office Reg. No.
 Ack No
 From Date*
 To Date*

Sr No	ACK No.	User ID	User Name	Date of Mapping	Nodal Office Reg. No.	Nodal Office Name
1	100001****	10038****5	VIKRAM S****4	12-Apr-2024	4005****0000	District Treasury Officer, T...
2	100001****	1003841****	MANJINDER****	12-Apr-2024	4005****0000	District Treasury Officer, T...

Image 13

4. The user will click on the Ack no mapped to CRA user id for which they wish to delink the Aadhaar. The system will then provide entire details of that Ack no with details of Aadhaar, name, Mobile number etc. of the mapped user. The office will have to then select the reason from the drop-down option for removal of Aadhaar. A supporting document for removal of Aadhaar has to be uploaded in pdf format by clicking “Choose File” button. The details of the same is provided in Image 14.



The screenshot shows a web interface for 'Remove Aadhaar mapping'. At the top, there are three tabs: 'Authorize Mapping Request', 'Disassociation' (which is selected), and 'View Request Status'. Below the tabs, the form contains a table of user details:

Acknowledgement Number	10000
User ID	100384
Aadhaar Number	XXXXXXXX2407
User Name	Vikram
Date of Birth(dd/mm/yyyy)	14/01/1986
Mobile Number	98551
Gender	Male
Nodal Office Reg. No.	4001
Nodal Office Name	District Treasury Officer,
Date of Mapping Authorization (dd/mm/yyyy)	12/04/2024
Authorizer Entity Reg No.	3100

Below the table, there is a 'Reason for Removal' dropdown menu currently set to '-SELECT-'. A file upload button labeled 'Choose File' is next to it, with the text 'No file chosen' below it. A dropdown menu is open below the 'Reason for Removal' dropdown, showing the following options: Retirement, Absences, Not associated with NPS activities, Transfer, and Demission/Disciplinary action.

Image 14

5. Once the supporting document is uploaded and reason is selected, office will have to submit confirm button. The system will prompt for confirmation and once confirmed the request will be processed and the said Aadhaar will be delinked/removed from CRA system.

Kindly note that in case a PRAO/DTA needs to delink the Aadhaar for CRA user ids mapped to their office. Then such requests will be sent to PCRA via email along with supporting documents. PCRA will process the same on receipt of email from PRAO/DTA nodal office.
