



Protean eGov Technologies Limited

(Formerly known as NSDL e-Governance Infrastructure Limited)

STANDARD OPERATING PROCEDURE (SOP)

Inter-Sector Shifting (ISS) of Subscribers

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ABBREVIATION	DESCRIPTION
CRA	Central Recordkeeping Agency
CRA-FC	CRA Facilitation Centre
DSC	Digital Signature Certificate
NPS	National Pension System
Protean	Protean eGov Technologies Limited
PRAN	Permanent Retirement Account Number
DDO	Drawing and Disbursement Officer
ΡΑΟ	Pay and Accounts Office
PrAO	Principal Accounts Office
DTO	District Treasury Office
DTA	Directorate Treasury Accounts
EOD	End of Day
BOD	Beginning of Day
РОР	Point of Presence
POP-SP	Point of Presence-Service Provider
PFRDA	Pension Fund Regulatory Development Authority
I-PIN	Internet –Personal Identification Number
Source Sector	The sector from which the subscriber is shifting
TS	Transaction Statement
Target Sector	The sector to which the subscriber is shifting
UOS	Unorganised Sector (NPS – All Citizens of India)
CRA-FC	Central Recordkeeping Agency - Facilitation Centre
ISS - I	Inter Sector Shifting Form



Important terms defined:

IMPORTANT TERMS	DESCRIPTION
CRA-FC	CRA-FC is a Facilitation Centre appointed by CRA to facilitate Nodal Offices to submit applications for allotment of PRAN and application for change in signature and photograph of the Subscriber.
РОР	PFRDA has appointed entities known as Points of Presence (POPs) to extend customer interface for all citizens of India, who wish to open Permanent Retirement Account (PRA) for the purpose of subscribing to NPS.
POP-SP	POPs provide the services under NPS through their network of branches called POP Service Providers (POP-SP)
PRAN	12 digits unique Permanent Retirement Account Number allotted by CRA to each Subscriber registered in CRA system.
Subscriber	The citizen of India who has opened Permanent Retirement Accounts (PRA) with CRA for the purpose of subscribing to the NPS.
Inter Sector Shifting	The Subscriber is shifting from one Sector to another

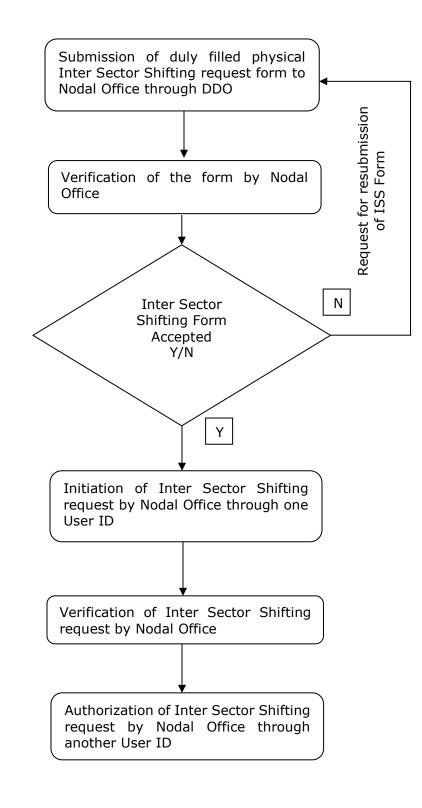


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Inter Sector Shifting Process Flow



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Introduction

In the National Pension System, the PRAN allotted to the subscriber is portable across sectors. Therefore, subscribers can shift from one sector to another (from one State Government service to another State Government service, UOS to Central Government and vice-versa etc.) and the subscriber shall continue to use the same PRAN which was earlier allotted. This document describes the Standard Operating Procedure to be followed by the nodal offices of Central Government (CG)/State Government (SG)/POP/POP-SPs in the CRA system while processing 'ISS request' of a subscriber.

This manual is intended for the personnel in the nodal offices who are responsible for accepting and processing the requests received from subscribers for 'ISS'. The SOP lays down the rules and procedures to be followed by the concerned offices to ensure timely updation of subscribers' requests in CRA, as a part of the 'Subscriber Maintenance'. This document also elaborates the usage of the CRA system and the functionalities to be used by these offices while processing ISS requests of the subscribers.

The subscriber shifting request forms (ISS) can be obtained from the PrAO/PAO/DDO/POP-SP office or downloaded from the CRA website (www.npscra.nsdl.co.in). The subscriber needs to submit completely filled form along with the copy of PRAN card to the target DDO/POP-SP, for further processing. After processing, the forms and the documents need to retained by the concerned entity and need not be forwarded to CRA / CRA-FC.



Subscriber Shifting for Target Sector - Central or State Government

Shifting from one nodal office to another within the Central Government/ a State Government :

In case a subscriber shifts within the Central Government or a State Government i.e. from one PrAO/DTA/PAO/DTO/DDO to another PrAO/DTA/PAO/DTO/DDO then the subscriber need not submit any separate request. The shifting automatically takes place in the CRA system as and when a contribution file containing the 'Regular' contribution records for the concerned subscriber uploaded by the new nodal office is matched and booked in CRA system.

Shifting from one State Government to Central Government / another State Government and vice versa:

> Submission of physical form for shifting by subscriber:

The subscriber will submit a form for shifting as per prescribed format to the target PAO/ DTO through the corresponding DDO along with a copy of the PRAN card. The subscriber shifting request forms can be obtained from the PAO/DTO/DDO office or downloaded from the CRA website. The PAO/DTO will 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 PAO/DTO will 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.



Process:

• PAO/DTO will use password based login (maker ID) and log into CRA system. Please refer Image 1.

6	NSI Technology, Trust	DL 18 Reach							National Pens	sion System	(NPS)
	and Accounts Off							Navigate to NPSCAN	17-Mar-2021		Home Logout
Transaction Au	uthorize Request	Subscriber Registrat	on Views	Grievance Exit W	thdrawal Reques	User Maintenar	ince Da	ocument Management	Additional Reports (New)	Master Download	Dashboard
CGMS BackOffice	Nodal Offices	Upload Error Rectifi	cation Module	CSRF Submission	Details Recruit	ment Monitoring	Knowled	lge Centre			
				W	elcome to Centr	al Recordkeeping	Agency				
				Click her	to view list of E	Exit Claim IDs awa	aiting any	action			
		Subceribor	is required to p	wrebaco tho appuit	, at the time of F	vit. To view appui	uity quata	s plazes click bars	/iew Annuity Quotes		
		Subscriber	is required to p	urchase the annuit	at the time of t	.xit. 10 view annu	inty quote	s, please click here i	New Annulty Quotes		
				Click to watch a	uidee elin en la	anadamaa of DD		C. One mations			
				Extension of NS	DL e-Gov - CR/	A's Registration (Certifica	te under NPS			
					NPS Operations	Guide PAO/DTO	DDO				
				Noda	Offices Helplin	e No 1800-222-08	81 (toll-fre	ee)			

Image 1

From the main menu, PAO/DTO user will select "Transaction>>Subscriber Shifting" option and will enter the subscriber PRAN to capture shifting details as shown in Image 2.

Transaction Authori		82200				Na	vigate to NPSCAN	17-Mar-2021	1	Home Logou
Humbaction Autom	ze Request Subscr	iber Registration Views	Grievance Exit Wit	hdrawal Reques	st User Maintena	ance Docu	ument Management	Additional Reports (New)	Master Download	Dashboard
Scheme Preference Change	dal Offices Upload	Error Rectification Module	CSRF Submission D	etails Recrui	itment Monitoring	Knowledge	e Centre			
Authorize Transaction										
Fier-2 Activation										
Tier-2 to Tier-1 Switch One Way Switch)										
Ipdate Subscriber Tier-2 letails					ral Recordkeeping					
Subscriber Shifting			Click here	to view list of i	Exit Claim IDs aw	allung any a	cuon			
Authorize Subscriber Shifting		Subscriber is required to	purchase the annuity	at the time of	Exit. To view annu	uity quotes,	please click here V	iew Annuity Quotes		
Capture DDO Shift Request										
/erify DDO Shift Request			Click to watch a v	ideo clip on l	mportance of DD	DOs in NPS	Operations			
DDO Shifting Request Status View			Extension of NSD	L e-Gov - CR	A's Registration	Certificate	under NPS			
nitiate Conditional Withdrawal										
/erify Conditional Withdrawal Request			N	IPS Operations	s Guide PAO/DTC	O DDO				
ATCA Self Certification			10000		ne No 1800-222-0					

Image 2



User will enter the PRAN and click on submit. The following screen (Image 3) will show the existing PRAN association.

Transaction	Authorize Re	muaet	Subscriber Registr	tion Views	Grievance	Exit Withdraw	al Request	User Maintena	ince	Document Management	Additional Reports (New)	Master Download	Dashboard
CGMS BackOf		Offices L				mission Details		ent Monitoring		vledge Centre	Additional Reports (new)	muster Dominoud	Dushbourd
COMPENSION	nee nouur	onices e		neution modul			Recrardi	icin monitoring	Turon				
			S Capture	nter Sector	Subscriber	Shifting							
			Subscriber Source	Details									
			Tier-1 Account)etails									
			PRAN					111007566436					
			Subscriber Name					TXCENDCV WX	ZVC				
			PrAO Reg. No.					3100462					
			PrAO Office						PF), Ko	ota Division, Rajasthan			
			PAO Reg. No.					4011173					
			PAO Office						ance ar	nd Provident Fund, Bundi			
			DDO Reg. No.					SGV150493C					
			Subscriber Target	Details									
			Target DDO Reg	No.									
							Submit	Reset					
					Ret	íred lífe k	ea sah	ara, NPS	ha	mara			

Image 3

The PAO/DTO needs to enter the Target DDO Reg. No and click on submit.

- The user must enter the employment details as per the records. All the fields except PPAN are mandatory. Please refer Image 4 below.
- If the bank details for the subscriber is present in the system the same will be fetched and displayed in the screen. If no bank details are displayed, then the user should enter the complete bank details. In case the IFSC code or the entire bank details are not present with the user, then the user needs to select any of the two options available at the bottom of the screen before submitting the request. Please refer Image 4 below

		Change is g
Scheme Preference Change Request		
	* Nandatory	Fields
Scheme-Preference Type *	Standard V	
Subscriber Employment Details		
Date of Joining *	70	* Mandatory Fields
	13/09/2013 3 (ddimm ⁴ yyyy)	
Date of Retirement *	31072045 3 (ddimm ¹)999)	
Employment Class *	<u>8</u>	
Department *	Accounts	
Ministry *	(39H	
DDO Office *	posococox	
Pay Scale *	0000	
Basic Salary *	2000	
PPAN No.		
Subscriber Bank Details		
		* Mandatory Fields
Bank Account Type	SAVING V	
Bank Account No.	pussessare//	
Bank Name	STATE BANK OF BIKANER /	
Bank Branch Name	HNDCL	
Bank Address	DISTT. BLADI-323002	
Pincode	223223	
Bank IFS Code	SBIB.0010248	
Bank MICR Code	023003048	
The IFSC/MICR is not available for the Bank-Branch mentioned above		

Image 4

- Once all the details are entered, the user needs to click on submit.
- This screen will show existing details along with the entered employment details along with the link to view the signature. The user needs to verify the subscriber signature and recheck the other details and click on "Confirm". In case the user identifies some discrepancy and wants to rectify the same, then

The user needs to click on "Reject". Please refer Image 5 below.



Subscriber's Capt	ured Details	
	Source Tier-1 Account Details	
	PRAN	111007566436
	Subscriber Name	TXCENDCV WXZVC
	Source PRAO Reg. No.	3100462
	Source PRAO Office	Joint Director (SIPF), Kota Division, Rajasthan
	Source PAO Reg. No.	4011173
	Source PAO Office	DTO, State Insurance and Provident Fund, Bundi
	Source DDO Reg. No.	SGV150493C
	Source DDO Office	H.M. Sec School, Roshanda, Bundi
	Target Tier-1 Account Details	
	Target PRAO Reg. No.	3000524
	Target PRAO Name	PCDA (Western Command), Chandigarh
	Target PAO Reg. No.	2025575
	Target PAO Name	Accounts Office GE (P) (East), Delhi Cantt
	Target DDO Reg. No.	CGV012887A
	Target DDO Office	GE (P) East Delhi Cantt, Delhi
Subscriber's Empl		OE (1) Lass Durin On N, Donn
	Date of Joining	13/09/2013
	Date of Retirement	31/07/2045
	Employment Class	B
	Department	ACCOUNTS
	Ministry	HRD
	DDO Office	HRD X00000000
		40000
	Pay Scale	
	Basic Salary PPAN	20000
Subscriber's Bank		
	Bank Account Type	SAVINGS
	Bank Account No.	68955586667
	Bank Name	STATE BANK OF BIKANER AND JAIP
	Bank Name Bank Branch Name	STATE BANK OF BIKANEK AND JAIP HINDOLI
	Bank Branch Name Bank Address	DISTT, BUNDI - 323002
	Pincode	323023
	Bank IFS Code	323023 SBBJ0010248
	Bank MCR Code	323003248
	The IFSC/MICR is not available for the Bank-Branch mentioned above	323003248
		account details within six months or on opening of Bank account whichever is earlier to the associated nodal office
	sa upunang asa siline ili Grus ayanili.	
Subscriber's Sche		atmost coloring by the respective DAOLDRAD / Concernment will be contracted after a respective of
	For Government Default Scheme Setup, Scheme Preference with the proportion of the inve- this request.	stment selected by the respective PAO/ PrAO / Government will be applicable after successful processing of
		Confirm Reject

Image 5

• Once the request is successfully captured, CRA system will generate an

acknowledgement number, which needs to be written on the form. Please refer Image 6 below.

6 N	SDL					Na	ational Pen	sion Sys	stem (NPS)
Welcome Pay and Account					Navig	ate to NPSCAN	17-Mar-202	1	Home Logout
Transaction Authorize Reque	iest Subscriber Re	gistration Views	Grievance Exit Withdrawal Requ	est User Maintenance	Document Management	Additional Reports (New)	Master Download	Dashboard	CGMS BackOffice
Nodal Offices Upload Error F	Rectification Module	CSRF Submission	Details Recruitment Monitoring	Knowledge Centre					
	۲	Canture Inter Sec	tor Subscriber Shifting						
	0	oupture inter set	tor oubscriber shirting						
			ource Tier-1 Account Details						
			RAN	111007566436					
			ubscriber Name	TXCENDCV WXZ	VC				
			ck No.	2000647706					
			ource PAO Reg. No.	4011173					
			ource PAO Name		nce and Provident Fund, Bundi				
			arget DDO Reg. No.	CGV012887A					
			ubscriber Shift Request has been Captur	ed Successfully.					
		A	waiting Verification.						
				Back					
				Unite					
			Retired L	ife ka sahara,	, NPS hamara				
			Home Contact Us System Configu	ation / Best Viewed Entrust	Secured Privacy Policy Grievan	ce Redressal Policy			
			_	-					
			Imag	ge 6					
			-	-					



• Subscriber's shifting details will be pending for verification by checker user within the same PAO/DTO.

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
- 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 PAO/DTO:

PAO/DTO user has to log into CRA system with the second IPIN provided to the office. PAO/DTO user will search for shifting requests pending for verification in CRA system by choosing the transaction type (shifting). PAO/DTO will then verify the request details against physical form.

Process

PAO/DTO will use password based login (checker ID) and login to CRA system. User will select the option "Transaction>Authorize Subscriber Shifting" from the main menu.
 Please refer Image 7 below:





Image 7

- PAO/DTO checker 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 Image 8 below.

6	NSD Technology, Trust)L								National Pens	sion System	(NPS)
Welcome Pay a	nd Accounts Offi							Navig	ate to NPSCAN	17-Mar-2021	l .	Home Logout
Transaction Aut	horize Request	Subscriber Registr	ition Views	Grievance	Exit Withdrawa	l Request	User Maintenanc	e Docume	ent Management	Additional Reports (New)	Master Download	Dashboard
CGMS BackOffice	Nodal Offices	Jpload Error Rect	fication Module	CSRF Submi	ssion Details	Recruitme	ent Monitoring H	Knowledge C	entre			17 ²
đ	Authorize	Ack Id. 11 2000647706 11	scriber Shift PRAN 1007566436	ing Subscriber TXCENDCV W		Source F	AO/CBO/POP-SP 1 4011173	Reg. No.	Target PA	O'CBO/POP-SP Reg. No. 2025575	Tier Type T1	
	Submit Retired life ka sahara, NPS hamara											
			Home	Contact Us Systen	n Configuration / E	Best Viewed	Entrust Secured Priv	vacy Policy Gr	ievance Redressal F	Policy		
				I	mage	8						

• On clicking the submit button, subscriber details will be displayed along with the subscriber's signature as shown in Image 9 below:



> NSDL		National Pension System (1	IPS)
Technology, Trust & Reach nd Accounts Office-1004082201		Navigate to NP SCAN 17-Mar-2021	Home
nze kequest subscriber kegistration alls Recruitment Monitoring Knowle		ce Document Management Additional Reports (New) Master Download Dashboard CGM 3 BackOffice Nodal Offices Upload Error Rectification Module	
Verify Signature Details			
S View Signature		^	
PRAN	ipression of Si Signature 11100756436		
Name	TXCENDCV WXZVC		
		×	
Confirm Authentication Details	Source Tist-1 Account Defails Ack ID PRNM Subscrifter Name Source PAO Reg. No. Source PAO Reg. No. Source PAO Reg. No. Source PAO Name Source PAO Name Source PAO Name Source PAO Name Source PAO Name Target The Account Defails Target PAO Name	2000647706 11100756458 TXCENDCV WX2VC 3100642 Jane Director (BPF), Kota Dinkion, Rajasthan 401173 DTD, Salas Januannee and Prexident Fund, Bundi 0301943420 H. M. See Extract, Rishanda, Bundi 200554 PCDA (Western Command), Chandigath	
	Target PAO Reg. No.	2025575	
	Target PAO Name Target DDO Reg. No.	Accounts Office GE (P) (East), Delhi Cantt CGV012887A	
	Target DDO Office	GE (P) East Delhi Canti, Delhi	
Confirm Scheme Details			
	For Government Default Scheme Setup, Scheme Pre successful processing of this request.	eference with the proportion of the investment selected by the respective PAO/ PrAO / Government will be applicable after	
Confirm Employment Details			
	Date of Joining Date of Retirement Employment Class Department Ministry DOD Office Pay Scalan Basic Salary PPAN	13-8ep-2013 31-8-6205 0 ACCOUNTS HRD XXXXXXXXX 4000 20000	
Confirm Bank Details			
	Bark Account Type. Bark Account Type. Bark Name Bark Bark Mane Bark Bark Mane Bark I/S Code Bark MCR Code The IFSCMCR is not available for the Bark-6 A present, 1 dond have a Bark account. Hon A present, 1 dond have a Bark account.	SAVINGS electrosectore estimates and electros	
	earner to the associated nodal office for updation	@Authorize ○ Reject	
	Reason for Re	A	
	_	age 9	

- PAO/DTO user needs to re-verify details against the form submitted by subscriber and authorize the Subscriber Shifting request. The user also needs to verify the employment details.
- The verifier user will verify the details and if found in order, will authorise the request by selecting the 'Authorise' option and click on the "Submit" button.
- In case the verifier 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 Image 9 above.

• User will click on "Submit" button if he/she is satisfied. "Subscriber Shift Request has been Authorized Successfully" will display as shown in Image 10 below.

S NSDL			Nation	al Pension S	ystem (NPS)
Welcome Pay and Accounts Office-1004082201		Navigat	e to NPSCAN	17-Mar-2021	Home Logout
Transaction Authorize Request Subscriber Registration Views	Grievance Exit Withdrawal Request U	ser Maintenance Document Manage	ment Additional Reports (Ne	v) Master Download	Dashboard
CGMS BackOffice Nodal Offices Upload Error Rectification Module	CSRF Submission Details Recruitment I	Monitoring Knowledge Centre			
		111007566436 TXCENDCV WX2VC 2000647705 Request has been authorized uccessfully. Back Ahara, NPS hamara	ce Redressel Policy		
	Truce and 10				

Image 10

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 that PRAN.

The Subscriber Shifting requests which are in 'Authorised status' will be considered for processing in the same day's EOD. The subscriber mapping will be changed to the new PAO/DTO 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 CRA, an email will be sent by CRA to the concerned PAO/DTO giving the reason for rejection to enable them to carry out necessary rectifications and update the requests once again in CRA.



CRA Personnel Contact details and Helpdesk numbers

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