



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
PAO	Pay and Accounts Office
PrAO	Principal Accounts Office
DTO	District Treasury Office
DTA	Directorate Treasury Accounts
EOD	End of Day
BOD	Beginning of Day
POP	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

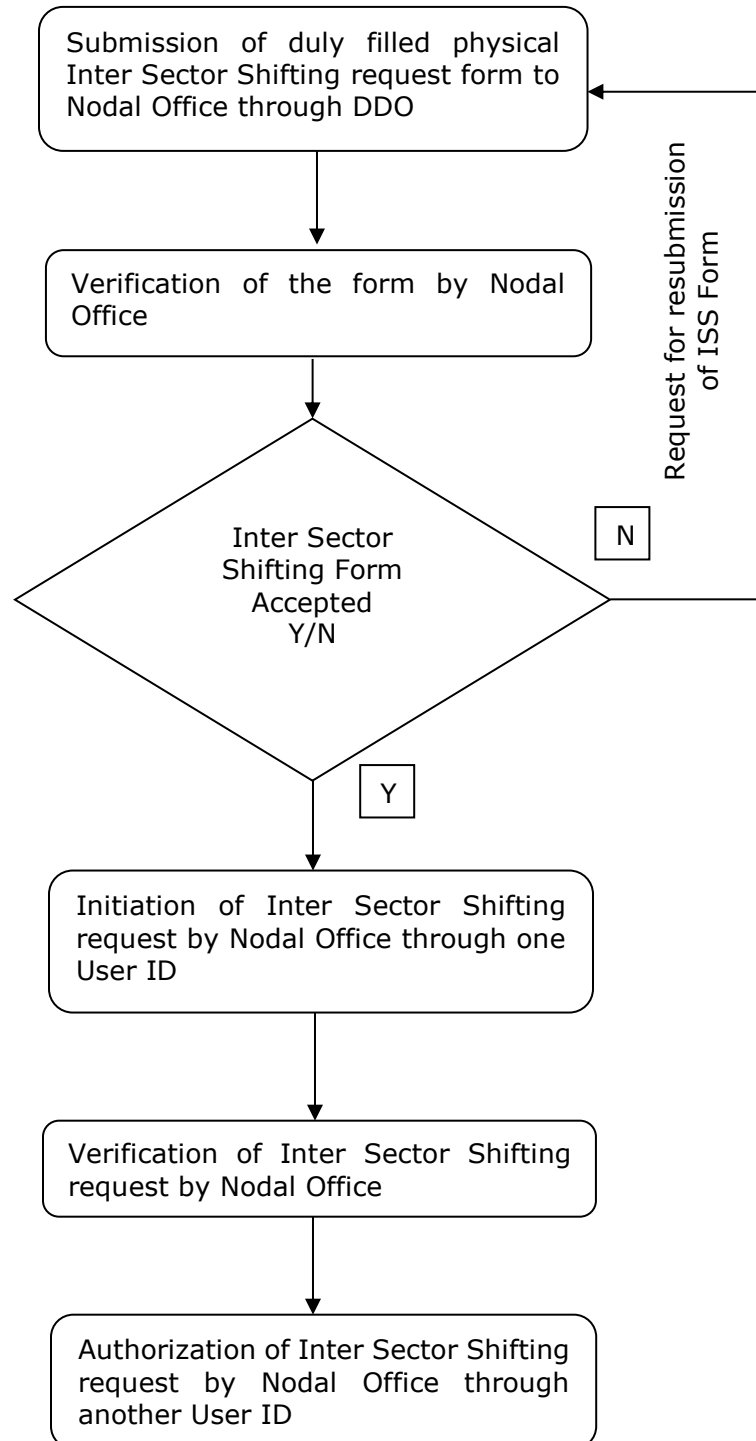
Important terms defined:

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.
POP	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

INDEX

Sr. No.	Topic	Page No.
1	Introduction – Inter Sector Shifting	6
2	Subscriber Shifting for Target Sector - Central or State Government	7
3	Shifting from one nodal office to another (within the Central Government/ a State Government)	7
4	Shifting from one State Government to Central Government / another State Government and vice versa	7
	4.1. Submission of physical form for shifting by subscriber	7
	4.2 Authorization of shifting request in CRA system by PAO/DTO	12

Inter Sector Shifting Process Flow



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 be 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.

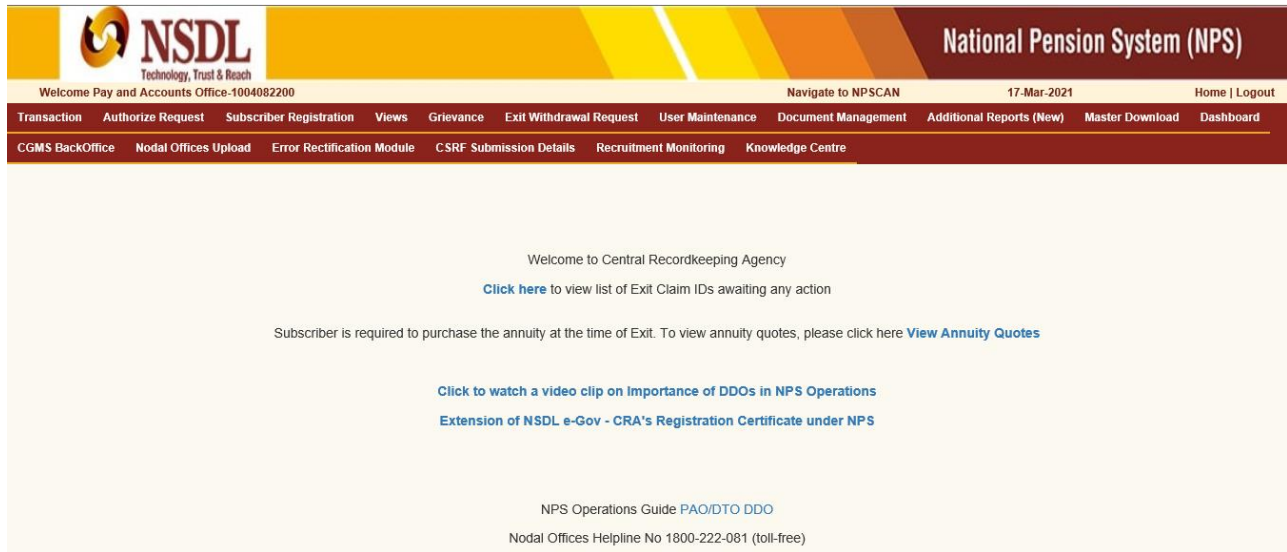


Image 1

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.

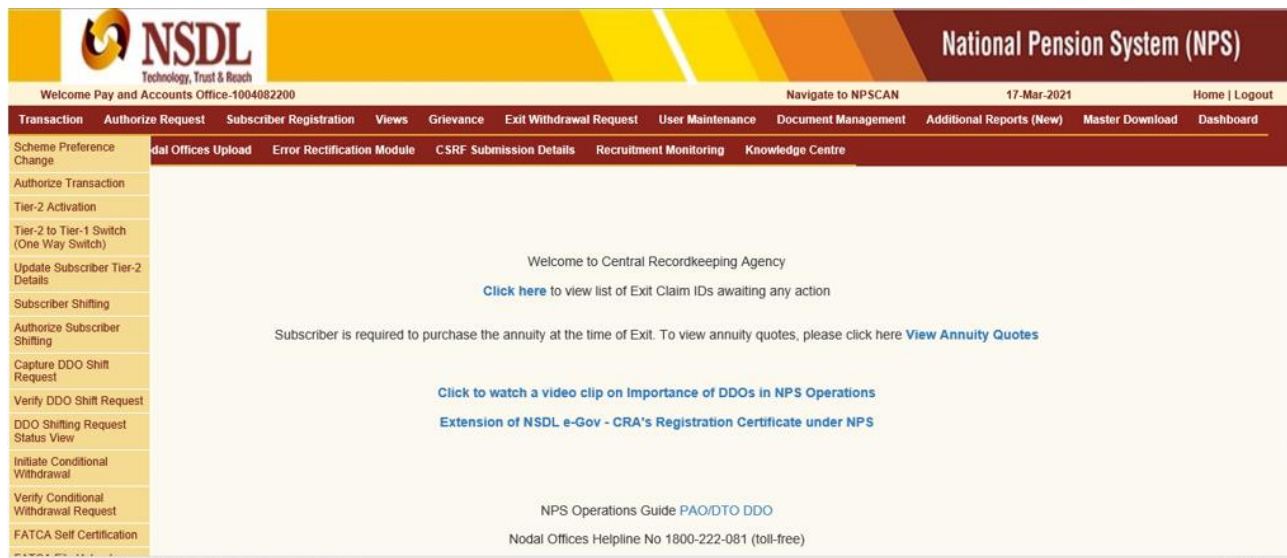


Image 2

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



Transaction Authorize Request Subscriber Registration Views Grievance Exit Withdrawal Request User Maintenance Document Management Additional Reports (New) Master Download Dashboard

CGMS BackOffice Nodal Offices Upload Error Rectification Module CSRF Submission Details Recruitment Monitoring Knowledge Centre

▶ Capture Inter Sector Subscriber Shifting

Subscriber Source Details

Tier-1 Account Details	
PRAN	111007566436
Subscriber Name	TXCENDCV WXZVC
PrAO Reg. No.	3100462
PrAO Office	Joint Director (SIPF), Kota Division, Rajasthan
PAO Reg. No.	4011173
PAO Office	DTO, State Insurance and Provident Fund, Bundi
DDO Reg. No.	SGV150493C

Subscriber Target Details

Target DDO Reg. No.

Retired life ka sahara, NPS hamara

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

Scheme Preference Change Request

Scheme-Preference Type * * Mandatory Field

Subscriber Employment Details

Date of Joining * (dd/mm/yyyy) * Mandatory Field

Date of Retirement * (dd/mm/yyyy) * Mandatory Field

Employment Class * * Mandatory Field

Department * * Mandatory Field

Ministry * * Mandatory Field

DOD Office * * Mandatory Field

Pay Scale * * Mandatory Field

Basic Salary * * Mandatory Field

PFAN No. * Mandatory Field

Subscriber Bank Details

Bank Account Type * Mandatory Field

Bank Account No. * Mandatory Field

Bank Name * Mandatory Field

Bank Branch Name * Mandatory Field

Bank Address * Mandatory Field

Pincode * Mandatory Field

Bank IFS Code * Mandatory Field

Bank MICR Code * Mandatory Field

The IFSC/MICR is not available for the Bank/Branch mentioned above

At present, I do not have a Bank account. However, I confirm to provide the requisite Bank account details within six months or on opening of Bank account whichever is earlier to the associated nodal office for updating the same in CRA system.

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 Captured 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 Carit
Target DDO Reg. No.	CGV012887A
Target DDO Office	GE (P) East Delhi Carit, Delhi

Subscriber's Employment Details

Date of Joining	13/09/2013
Date of Retirement	31/07/2045
Employment Class	B
Department	ACCOUNTS
Ministry	HRD
DDO Office	XXXXXXXX
Pay Scale	40000
Basic Salary	20000
PPAN	

Subscriber's Bank Details

Bank Account Type	SAVINGS
Bank Account No.	68955586967
Bank Name	STATE BANK OF BIKANER AND JAIP
Bank Branch Name	HINDOLI
Bank Address	DISTT. BUNDI - 323002
Pincode	323023
Bank IFS Code	SBBJ0010248
Bank MICR Code	323003248

The IFSC/MICR is not available for the Bank/Branch mentioned above

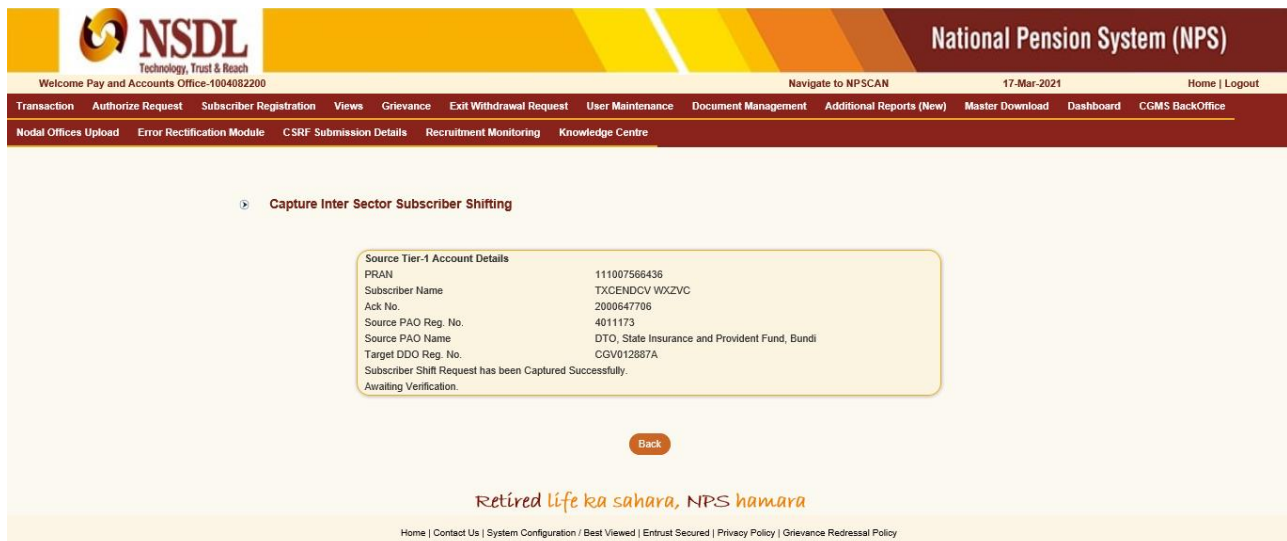
At present, I do not have a Bank account. However, I confirm to provide the requisite Bank account details within six months or on opening of Bank account whichever is earlier to the associated nodal office for updating the same in CRA system.

Subscriber's Scheme Setup Details

For Government Default Scheme Setup, Scheme Preference with the proportion of the investment selected by the respective PAO/ PrAO / Government will be applicable after successful processing of this request.

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.



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Welcome Pay and Accounts Office-1004082200

Navigate to NPSCAN 17-Mar-2021 Home | Logout

Transaction Authorize Request Subscriber Registration Views Grievance Exit Withdrawal Request User Maintenance Document Management Additional Reports (New) Master Download Dashboard CGMS BackOffice

Nodal Offices Upload Error Rectification Module CSRF Submission Details Recruitment Monitoring Knowledge Centre

➤ Capture Inter Sector Subscriber Shifting

Source Tier-1 Account Details	
PRAN	111007566436
Subscriber Name	TXCENDCV WXZVC
Ack No.	2000647706
Source PRAO Reg. No.	4011173
Source PAO Name	DTO, State Insurance and Provident Fund, Bundi
Target DDO Reg. No.	CGV012887A
Subscriber Shift Request has been Captured Successfully. Awaiting Verification.	

Retired life ka sahara, NPS hamara

Home | Contact Us | System Configuration / Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy

Image 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:

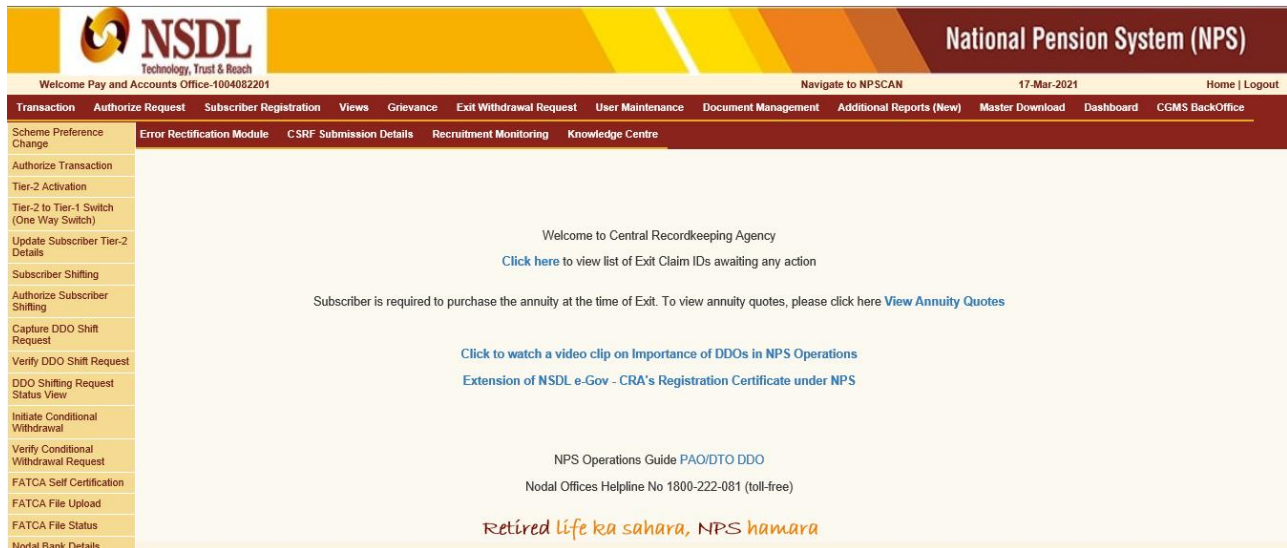


Image 7

- 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.

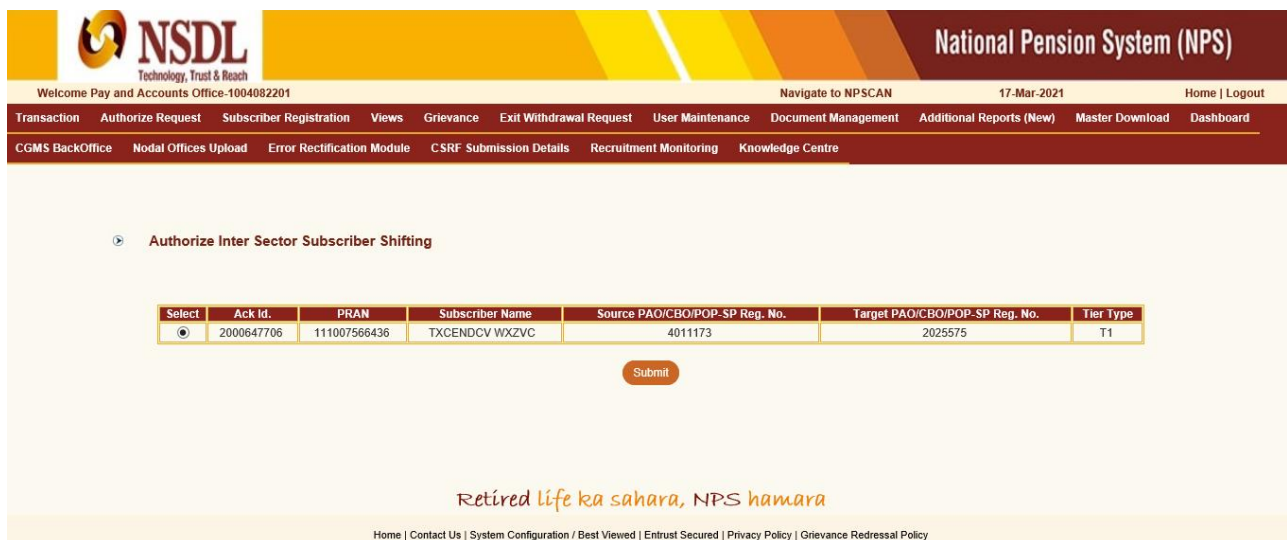



Image 8

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



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National Pension System (NPS)


Welcome Pay and Accounts Office-1064032201
Navigate to NPSCAN
17-Mar-2021
Home | Logout

Transaction
Authorize Request
Subscriber Registration
Views
Grievance
Exit/Withdrawal Request
User Maintenance
Document Management
Additional Reports (New)
Master Download
Dashboard
CGM's BackOffice
Nodal Offices Upload
Error Rectification Module

C.SRF Submission Details
Recruitment Monitoring
Knowledge Centre

Verify Signature Details

View Signature



Impression of Si

PRAN: 111007566436
Name: TXCENDCV WXZVC

Confirm Authentication Details

Source Tier-1 Account Details	
Ack ID	2000647706
PRAN	111007566436
Subscriber Name	TXCENDCV WXZVC
Source P/AD Reg. No.	3100462
Source P/AD Name	Joint Director (SIPF), Kota Division, Rajasthan
Source P/AD Reg. No.	4011173
Source P/AD Name	DTO, State Insurance and Provident Fund, Bundi
Source DDO Reg. No.	SGV158463C
Source DDO Office	H.M. Sec School, Roshanda, Bundi
Target Tier-1 Account Details	
Target P/AD Reg. No.	3005524
Target P/AD 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

Confirm Scheme Details

For Government Default Scheme Setup, Scheme Preference with the proportion of the investment selected by the respective P/AD/ P/AD / Government will be applicable after successful processing of this request.

Confirm Employment Details

Date of Joining	13-Sep-2013
Date of Retirement	31-Jul-2045
Employment Class	B
Department	ACCOUNTS
Ministry	HRD
DDO Office	XXXXXXXX
Pay Scale	40000
Basic Salary	20000
PPAN	

Confirm Bank Details

Bank Account Type	SAVINGS
Bank Account No.	6895588667
Bank Name	STATE BANK OF BIKANER AND JAIP
Bank Branch Name	HINDOLI
Bank Address	DISTT. BUNDI - 323002
Pincode	323023
Bank IFS Code	SBBI0010248
Bank MICR Code	323003248

The IFSC/MICR is not available for the Bank/Branch mentioned above

At present, I do not have a Bank account. However, I confirm to provide the requisite Bank account details within six months or on opening of Bank account whichever is earlier to the associated nodal office for updating the same in CRA system.

Authorize Reject

Reason for Rejection:

Submit

Image 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.

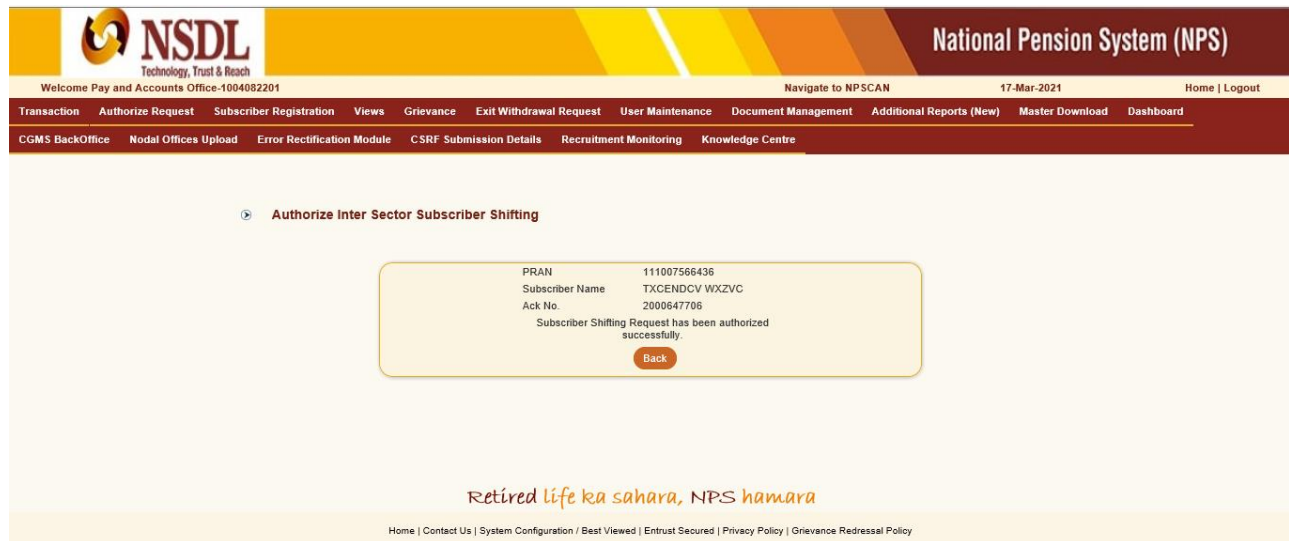


Image 10

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

Central Government: cghelpdesk@nsdl.co.in

Tel: (022) 4090 4242 (Extn. 3314/ 3315)

Central Autonomous Bodies: cabcra@nsdl.co.in

Tel: (022) 4090 4242 (Extn. 3314/ 3315)

Protean eGov Technologies Limited

1st Floor, Times Tower,
Kamala Mills Compound,
Senapati Bapat Marg,
Lower Parel,
Mumbai - 400 013

Tel: (022) 4090 4200

Email: info.cra.nsdl.co.in

Website: www.npscra.nsdl.co.in

Facebook.com/nps.Protean