

Protean eGov Technologies Limited



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STANDARD OPERATING PROCEDURE (SOP)

ERROR RECTIFICATION MODULE

Version 1.0

Preface

Government of India (GOI) introduced a new Defined Contribution Pension Scheme known as the National Pension System (NPS) replacing the existing system of Defined Benefit Pension System vide Government of India, Ministry of Finance, Department of Economic Affairs Notification, dated 22nd December 2003. The NPS came into operation with effect from 1st January 2004 and is applicable to all new employees of Central Government service, except Armed Forces, joining Government service on or after 1st January 2004. The employees of Central Autonomous organizations, State Governments/Union Territories (UTs) and the Autonomous organizations of the respective State Government/UT are also eligible to join the NPS. The employees who join the NPS are known as 'Subscribers' in the NPS.

GOI established Pension Fund Regulatory and Development Authority (PFRDA) on 10th October 2003 to develop and regulate the Pension Funds under the NPS. PFRDA appointed Protean eGov Technologies Ltd. (formerly NSDL e-Governance Infrastructure Limited) as the Central Record Keeping Agency (CRA) to maintain the records of contribution and its deployment in various pension fund schemes for the employees. **PAO/DTO (hereafter referred as PAO)** provides the subscriber details to CRA and remits the funds to Trustee Bank which in turn transfers the funds to Pension Fund Mangers (PFMs) for investment. Units are allotted to the subscriber's PRAN based on their contribution amount. At the time of providing the subscriber contribution details, PAO may remit the incorrect amount, which has to be rectified in the subscriber record. **This document describes the Standard Operating Procedure to be followed by the Nodal Offices for rectification in the CRA system.**

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6.	Non-NPS Subscriber withdrawal
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Abbreviation	Expansion
CRA	Central Record Keeping Agency
DTA	Directorate Treasury of Accounts
DTO	District Treasury Office
ERM	Error Rectification Module
FTD	Fund transfer Details
GOI	Government of India
I-PIN	Internet Personal Identification Number
NPS	National Pension System
Protean	Protean eGov Technologies Ltd.
PAO	Pay and Accounts Office or equivalent entity such as DTO
PFRDA	Pension Fund Regulatory & Development Authority
POP	Point of Presence
POP-SP	Point of Presence-Service Provider
PRAN	Permanent Retirement Account Number
PrAO	Principal Accounts Office or equivalent office such as DTA
SOP	Standard Operation Procedure
TS	Transaction Statement

Error Rectification Module

PAO has to upload Subscriber Contribution File (SCF) in NPSCAN/CRA system and remit the pension contributions to the Trustee Bank. However, there have been instances wherein the PAOs may have committed errors in uploading the SCFs. In a nutshell, the PAOs may have committed the following errors:

- A. Excess Transfer to a PRAN
- B. Amount wrongly credited in PRAN 1 instead of PRAN 2
- C. Non-NPS Subscriber withdrawal

The functionality has operational hierarchy which comprises maker, checker and Authorizer. In case of centralized mode of operation, only the maker and checker role will be applicable.

The succeeding pages describe SOP to be followed by the Nodal Offices for rectification of such errors.

3 (A). Excess amount transferred to a PRAN

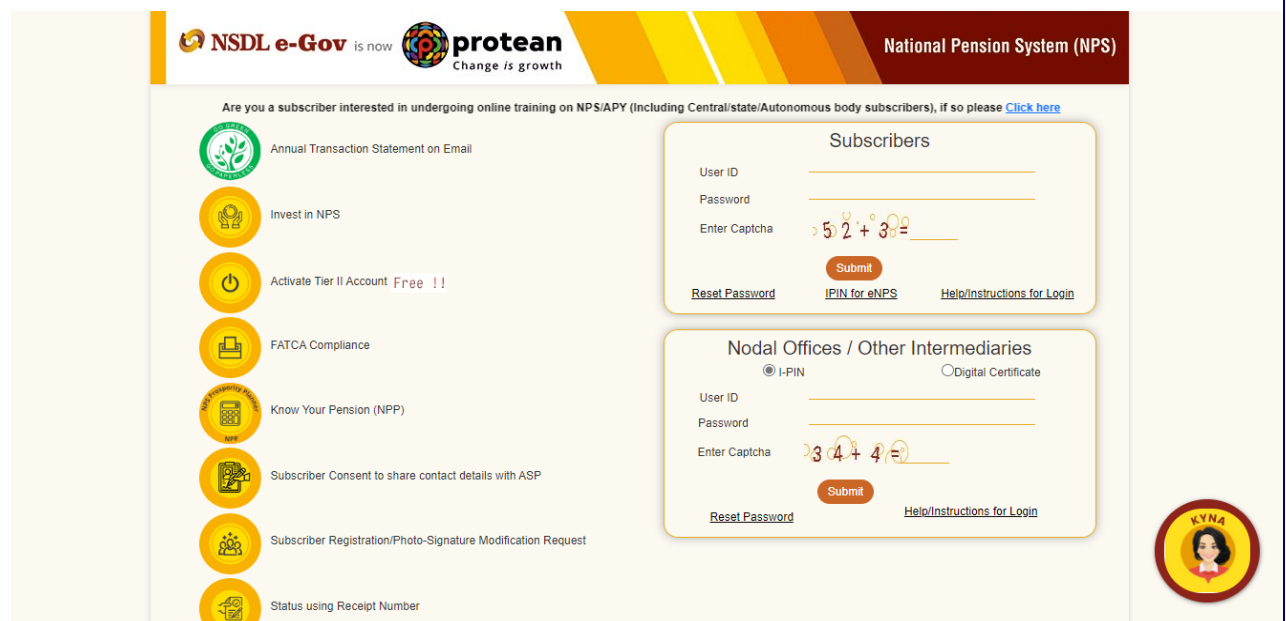
In some instances, PAO may have erroneously transferred excess amount to a PRAN and the amount has been credited into the subscriber account. The resolution of these cases can be done by the PAO.

Following are the validations which are in place for capturing the request in CRA system:

1. PAO can capture the request for only that record which has been uploaded by it, irrespective of whether at present the Subscriber is associated with that nodal office or not.
2. Unless and until the request captured earlier for a PRAN and Transaction ID combination is processed in the system for a PRAN, PAO will not be able to capture a fresh entry for the same combination. For example, PAO has captured the rectification request for regular credit of April'12 for PRAN 11xxxxx123 and Transaction ID 1xxxx12. Unless this request is effectively completed, PAO will not be able to capture any other request for credit pertaining to same PRAN and transaction ID for this particular subscriber.
3. In these cases, the units credited in the subscriber account (equivalent to the excess contribution amount credited) erroneously would be redeemed, and total realized amount would be credited back to the bank account details provided by PAO.

Capturing of Request

PAO will login into the CRA system (www.cra-nsdl.com) by using its User ID and I-PIN. Please refer Figure 1.



(Figure 1)

Once PAO login into the CRA site, 'Error Rectification Module' menu will be shown. User will click the sub-menu 'Rectification of Erroneous Transfer to subscriber'. Please refer Figure 2.



(Figure 2)

User will be shown the Welcome page of this menu. A summary containing information relevant to the menu has been provided in the Welcome page. Please refer Figure 3.



(Figure 3)

User will click the 'Continue' button to capture the request.

➤ **Brief Description of Functionality**

NSDL e-Gov IS NOW protean Change is growth National Pension System (NPS)

Welcome Pay and Accounts Office: 9001025403 | Navigate to NPSCAN | 01-Jun-2023 | Home | Logout

Rectification of Erroneous Transfer To PRAN

Transaction id * 1001025400010
 PRAN * 110042327191
 Contribution Type --Select--
 Contribution Month & Year --Select-- --Select--
 Contribution Amount
 Tier Type * Tier Type 1

Submit Reset

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(Figure 4)

User will provide the required details. It is mandatory to provide ‘**Transaction ID**’ and **PRAN**. User can also provide the additional details such as Contribution type, Contribution Month and Year and the amount which has been credited to the subscriber. If the PRAN is not uploaded in the Transaction ID, CRA system will show as ‘No Record Found’. Please refer Figure 17.

Once User clicks the submit button, following screen will be shown to the User. Please refer Figure 5.

Rectification of Erroneous Transfer To PRAN

Search Details

Acknowledgment No. - Tier Type T1
 Transaction id 1001025400010 PRAN 110042327191
 Contribution Type Regular Subscriber Name VZHT DVZBV
 Contribution Month / Year Contribution Amount
 PAO/POP-SPIPOP/PAO Reg. No. 2000213 PAO/POP-SPIPOP/PAO Name Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

Sr No.	PROCEED Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
1	2000213	110042327191	Regular	Oct	2014	3722.90		3722.90

Request Type * --Select--
 Amount to be Adjusted *
 Remark for SOT *

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for SOT
--Select--	--Select--		
--Select--	--Select--		
--Select--	--Select--		
--Select--	--Select--		

Bank Details of PRAN

Account Number * 10051000000 Bank Name * STATE BANK OF INDIA Branch Name * JAGADWAR
 Bank Address * COURT RD,JAGADWAR,AM MICR Code * 13002002 Pin Code * 130002
 IFSC Code * SBIN0000054 Mode of Transfer * Electronic Transfer Beneficiary Account Name * NPS REC N DELH

Submit Reset

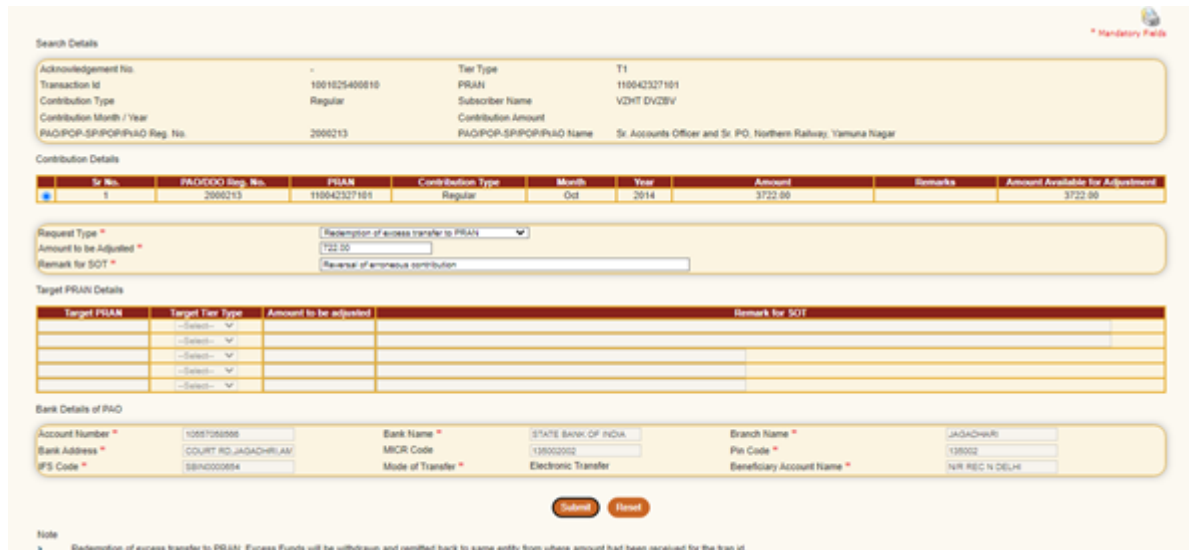
(Figure 5)

User will be shown all the contributions uploaded for the PRAN based on the search criteria. User has to choose the records where rectification is required. User will provide the following;

1. **Amount to be Adjusted:** PAO User will provide the amount which is to be debited from the selected record. This particular amount will be debited from the subscriber account and will be transferred to the bank account details provided by PAO.
2. **Remarks for Transaction Statement (TS):** PAO User will provide the appropriate remark in this field for subscriber’s TS. This remark will be shown in the subscriber’s TS with the debit entry of the ‘Amount to be Adjusted’.

- Bank Details:** For processing of Excess Transfer to PRAN request, Bank details of the concerned nodal office must be registered in CRA system. As, while capturing ERM request registered bank details get 'Auto Populated' and same are non-editable. Amount realized due to execution of rectification request will be credited to this bank account.

After providing the mandatory details, when PAO clicks the submit button, User will be shown the confirmation page as below. Please refer Figure 6.



Search Details

Acknowledgement No.	-	Tier Type	T1
Transaction Id	1001025400010	PRAN	110042327101
Contribution Type	Regular	Subscriber Name	VZHT DVZBV
Contribution Month / Year		Contribution Amount	3722.00
PAO/POP-SP/POP/PAO Reg. No.	2000213	PAO/POP-SP/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

Sr No.	PAO/POO Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
1	2000213	110042327101	Regular	Oct	2014	3722.00		3722.00

Request Details

Request Type: Redemption of excess transfer to PRAN
 Amount to be Adjusted: 722.00
 Remark for SOT: Reversal of erroneous contribution

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for SOT
--Select--	--Select--		
--Select--	--Select--		
--Select--	--Select--		
--Select--	--Select--		

Bank Details of PAO

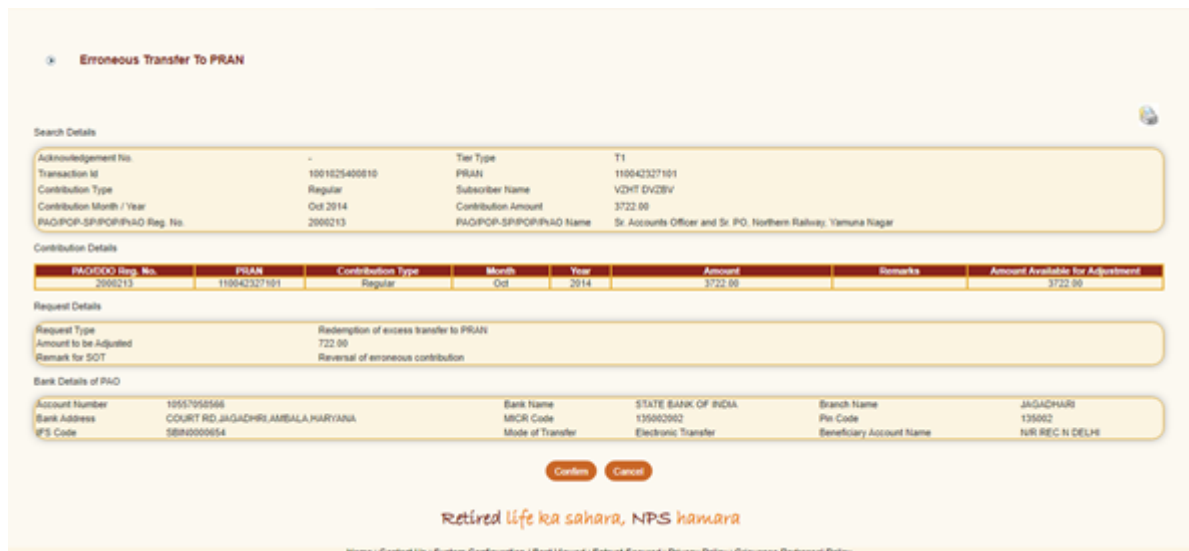
Account Number	1055705566	Bank Name	STATE BANK OF INDIA	Branch Name	JAGADHARI
Bank Address	COURT RD JAGADHARI	MCR Code	135002002	Pin Code	135002
IFSC Code	SBIN0000654	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	N/R REC N DELHI

Note

Redemption of excess transfer to PRAN: Excess Funds will be withdrawn and remitted back to same entity from where amount had been received for the tran id.

(Figure 6)

User will click on the Confirm button and Acknowledgement ID will be provided to the User. User should note down the Acknowledgment number for tracking the status of the request. Please refer Figure 7.



Erroneous Transfer To PRAN

Search Details

Acknowledgement No.	-	Tier Type	T1
Transaction Id	1001025400010	PRAN	110042327101
Contribution Type	Regular	Subscriber Name	VZHT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.00
PAO/POP-SP/POP/PAO Reg. No.	2000213	PAO/POP-SP/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAO/POO Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042327101	Regular	Oct	2014	3722.00		3722.00

Request Details

Request Type: Redemption of excess transfer to PRAN
 Amount to be Adjusted: 722.00
 Remark for SOT: Reversal of erroneous contribution

Bank Details of PAO

Account Number	1055705566	Bank Name	STATE BANK OF INDIA	Branch Name	JAGADHARI
Bank Address	COURT RD JAGADHARI,AMBALA HARYANA	MCR Code	135002002	Pin Code	135002
IFSC Code	SBIN0000654	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	N/R REC N DELHI

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Welcome Pay and Accounts Office-1001025483 Navigate to NPSCAN 01-Jun-2023 Home | Logout

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[Knowledge Centre](#) [Transaction](#) [Authorize Request](#) [CKYCCompliance](#)

Request Captured Successfully Acknowledgement ID is: 10000779900. Request pending for verification

Rectification of Erroneous Transfer To PRAN

Search Details

Acknowledgement No.	10000779900	Tier Type	T1
Transaction Id	1001025400010	PRAN	110042327101
Contribution Type	Regular	Subscriber Name	VZHT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.00
PAO/POP-SP/POP/PAO Reg. No.	2000213	PAO/POP-SP/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAO/POP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042327101	Regular	Oct	2014	3722.00		3722.00

Request Details

Request Type: Redemption of excess transfer to PRAN
 Amount to be Adjusted: 722.00
 Remark for SOT: Reversal of erroneous contribution

Bank Details of PAO

Account Number	10557050566	Bank Name	STATE BANK OF INDIA	Branch Name	JAGADHARI
Bank Address	COURT RD JAGADHARI,AMBALA,HARYANA	MICR Code	130002002	Pin Code	135002
IFSC Code	SBIN0009054	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	N/R REC N DELHI

Maker Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-01 17:34:32.626523	1001025483	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User Id	Request Status	Remarks

Authorizer Details

Action Timestamp	User Id	Request Status	Remarks

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(Figure 7)

Request will be available to 2nd level PAO User to verify the rectification of excess transfer to PRAN.

Verification of Request

Another User will login into the CRA site using the second User ID and I-Pin. Once User logs into the site, User will click on the sub-menu ‘Verify Rectification of Erroneous Transfer to subscriber’. Please refer Figure 8.

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[Transaction](#) [Authorize Request](#) [CKYCCompliance](#)

[Rectification of Excess Transfer to Trustee Bank](#)
[Verify Rectification of Excess Transfer to Trustee Bank](#)
[View Request Status](#)
[Rectification of Erroneous Transfer to subscriber](#)
[Verify Rectification of Erroneous Transfer to subscriber](#)
[Redemption of non NPS Contribution](#)
[Verify Redemption of non NPS Contribution](#)

Welcome to Central Recordkeeping Agency
[Click here to view list of Exit Claim IDs awaiting any](#)
 Subscriber is required to purchase the annuity at the time of Exit. To view annuity quote [Annuity Quotes](#).
[Click here for details related to 'Voluntary Contribution in Tier I account'](#)
 Information regarding online submission of FATCA Self-Certification in Subscribers login may be [discontinued](#) to your subscribers. For details, [Click here](#).
[Click here for PFRDA Advisory on streamlining of handling of Exit cases.](#)
 NPS Operations Guide (FAQ/DTO DDO)
 CRA Helpline for Nodal Offices 1800-222-081 (toll-free)

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

(Figure 8)

User will provide the PRAN/Acknowledgement ID and select the ‘Request Type’ in the search screen. User can also search the request by providing the ‘Date Range’. Please refer Figure 9.

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Grievance User Maintenance Views Additional Reports (New) Dashboard CGMS BackOffice Master Download Modal Officers Upload Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre

Transaction Authorize Request CKYCCompliance

Rectification of Erroneous Transfer To PRAN

PRAN:

Acknowledgement No.:

Request Type:

PRAN/POP/SPP/CP/PAO Reg. No.:

Capture Date - From:

Capture Date - To:

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(Figure 9)

Once User provides the search fields, Acknowledgment ID hyperlink will be provided to the User. Please refer Figure 10.

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Welcome Pay and Accounts Office-1001025403 01-Jun-2023 Home | Logout

Grievance User Maintenance Views Additional Reports (New) Dashboard CGMS BackOffice Master Download Modal Officers Upload Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre

Transaction Authorize Request CKYCCompliance

Rectification of Erroneous Transfer To PRAN

PRAN:

Acknowledgement No.:

Request Type:

PRAN/POP/SPP/CP/PAO Reg. No.:

Capture Date - From:

Capture Date - To:

Acknowledgement No.	PRAN	Request Type	Captured By	Capture Date
1200071880	118042327181	Redemption of Excess Transfer To PRANs	1001025403	20-06-2023

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(Figure 10)

Once User clicks the hyperlink, rectification details will be shown to the User. User has the option to 'Accept' or 'Reject' the request. User can also provide the remarks in 'remarks' field for their reference while processing the request. Please refer Figure 11.

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	1000077880	Tier Type	T1
Transaction Id	1001025400010	PRAN	110042327101
Contribution Type	Regular	Subscriber Name	VDHT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.00
PAO/POP-SP/POP/PAO Reg. No.	2000213	PAO/POP-SP/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAO/POP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042327101	Regular	Oct	2014	3722.00		3722.00

Request Details

Request Type: Redemption of excess transfer to PRAN
Amount to be Adjusted: 722.00
Remark for SOT: Reversal of erroneous contribution

Bank Details of PAO

Account Number	1955795856	Bank Name	STATE BANK OF INDIA	Branch Name	JAGADHARI
Bank Address	COURT RD, JAGADHARI, JAMBALLA, HARYANA	MICR Code	135002902	Pin Code	135002
IFS Code	SBIN0000654	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	NR REC N DELHI

Maker Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-01 17:24:32.626523	1001025403	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User Id	Request Status	Remarks

Authorizer Details

Action Timestamp	User Id	Request Status	Remarks

Remarks

Accept Reject

(Figure 11)

When the User submits the request, 'Request Verified Successfully, Acknowledgement ID is 100XXXXXX Pending for authorization' message will appear. Kindly note, if the PrAO User rejects the request, PAO User has to capture the fresh request for rectification, if needed. Please refer Figure 12.

Request Verified Successfully Acknowledgement ID is 1000077880. Pending for Authorization.

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	1000077880	Tier Type	T1
Transaction Id	1001025400010	PRAN	110042327101
Contribution Type	Regular	Subscriber Name	VDHT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.00
PAO/POP-SP/POP/PAO Reg. No.	2000213	PAO/POP-SP/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

(Figure 12)

Once request is authorized by PrAO, the units credited in the subscriber account (equivalent to the contribution amount credited) erroneously would be redeemed, and total realized amount (in Indian Rupees) would be credited back to the PAO. For example, PAO X had remitted Rs. 55,000/- instead of Rs. 5,500/- inadvertently in the subscribers PRAN - 110056XXXXXX on March 22, 2009. Let us say, as per NAV Rs. 10/-, 5,500 units were created for Rs. 55,000/- in the subscriber's account. On February 15, 2012, PAO requested for refund of excess transferred amount to a PRAN (Rs. 49,500/-) as PAO/PrAO have identified the excess remittance which has been credited in subscribers account. PrAO will authorise the request (say on February 20, 2012) and balance units (5,500 units - 550 units of subscriber = 4,950 units) will be redeemed on February 21, 2012. If the NAV applicable for redemption

is Rs. 13.50/-, amount Rs. 66,825/- (4,950 units X 13.50) will be transferred to the withdrawal account maintained with Trustee Bank. Trustee Bank will further transfer the total withdrawn amount to the Bank account details provided by nodal office while capturing ERM request.

Authorisation of Request

PrAO User will be able to view the request verified by the PAO. User has to click the menu ‘Error Rectification Module’ and sub-menu ‘Authorise rectification of Erroneous Transfer to subscriber’. Please refer Figure 13.



(Figure 13)

Search screen will be provided to the PrAO User where User has to provide the PRAN/Acknowledgement ID and select the ‘Request Type’. Request can also be searched by using the ‘Date Range’. Hyperlink will be provided to the User. Please refer Figure 14.



Acknowledgement No.	PRAN	Request Type	Captured By	Capture Date	PNO Reg No.	PNO Name	Checker User ID	Checker Action Date
1000778900	110042327101	Redemption of Excess Transfer To PRAN	1001025403	20-06-2022	2000213	Sr. Accounts Officer and Sr. PO, Northern Railway Yamuna Nagar	8001025402	20-06-2022

(Figure 14)

Once PrAO User clicks the hyperlink, rectification details will be shown to the User. PrAO has to check the details verified by the PAO. PAO should provide offline erroneous credit details to PrAO so that PrAO User can authorise the details in CRA system. PrAO User should check all the details entered by the PAO Users based on the offline details received from the PAO such as Source PRAN, amount to be debited from source PRAN and Payment to be received in the Bank account etc. User has the option to 'Accept' or 'Reject' the request. Kindly note, if the request is rejected by the PrAO User, PAO User has to capture the fresh request for rectification, if needed. PrAO User can also provide the remarks in 'remarks field for their reference while processing/rejecting the request. Please refer Figure 15.

Search Details

Acknowledgement No.	1000778900	Tran Type	T1
Transaction Id	1001025400010	PRAN	110042327101
Contribution Type	Regular	Subscriber Name	VZHT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.00
PNO/POP-SRPOP/PNO Reg. No.	2000213	PNO/POP-SRPOP/PNO Name	Sr. Accounts Officer and Sr. PO, Northern Railway Yamuna Nagar

Contribution Details

PNO/POP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042327101	Regular	Oct	2014	3722.00		3722.00

Request Details

Request Type	Redemption of Excess Transfer To PRAN
Amount to be Adjusted	722.00
Remark by SOT	Reversal of erroneous contribution

Bank Details of PrAO

Account Number	10557050566	Bank Name	STATE BANK OF INDIA	Branch Name	JALDIGHRI
Bank Address	COURT RD, JALDIGHRI, AMBALA, PUNJ/ANA	BRCH Code	135002902	Pis Code	135002
IFS Code	SBIN0000054	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	NR REC N DELHS

Maker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 17:24:32.626673	1001025403	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 18:58:35.9197	1001025402	Verified	OK

Authorizer Details

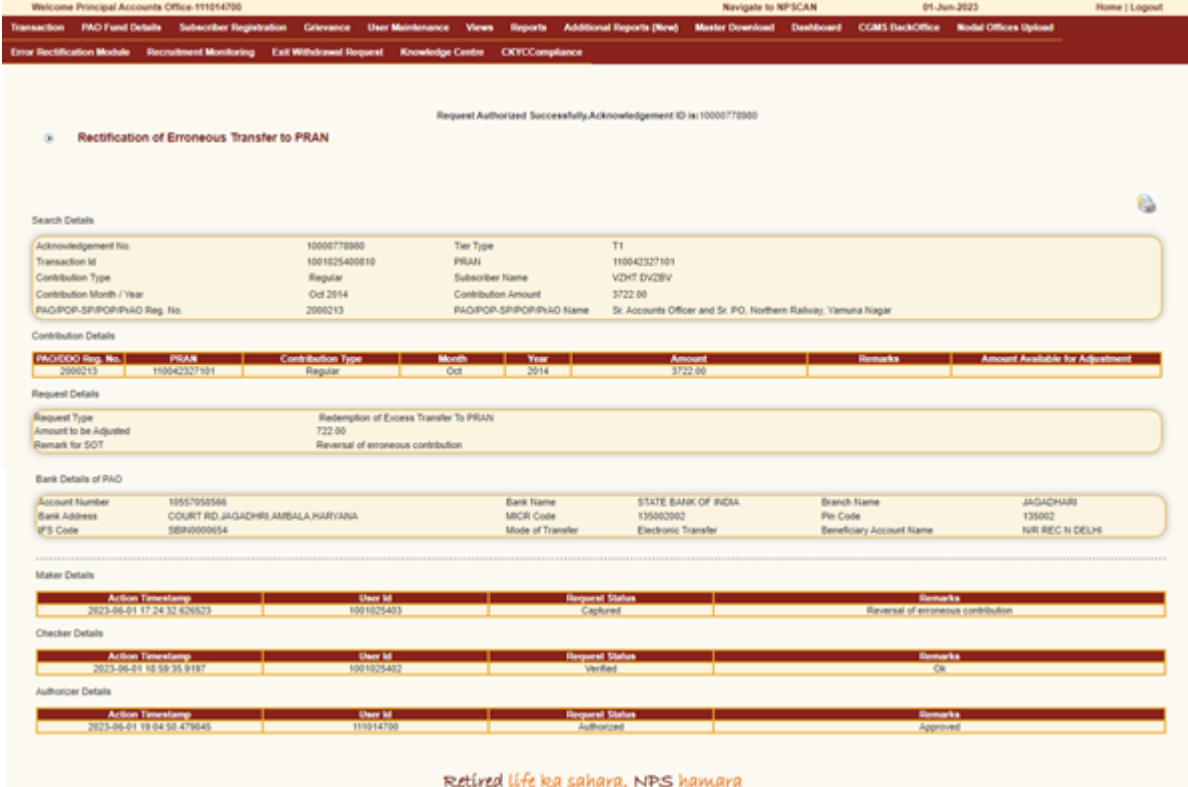
Action Timestamp	User ID	Request Status	Remarks

Remarks

Accept
 Reject

(Figure 15)

When the PrAO User submits the request, ‘Request Authorised Successfully, Acknowledgement ID is 100XXXXXX’ message will appear. Please refer Figure 16.



Request Authorized Successfully, Acknowledgement ID is: 1000778980

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	1000778980	Tier Type	T1
Transaction Id	1001025400010	PRAN	110042327101
Contribution Type	Regular	Subscriber Name	VDHT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.00
PAO/POP-SPI/POP/PAO Reg. No.	2000213	PAO/POP-SPI/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAO/POP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042327101	Regular	Oct	2014	3722.00		

Request Details

Request Type	Redemption of Excess Transfer to PRAN
Amount to be Adjusted	722.00
Remark for SOT	Reversal of erroneous contribution

Bank Details of PAO

Account Number	10557050566	Bank Name	STATE BANK OF INDIA	Branch Name	JAGADHARI
Bank Address	COURT RD, JAGADHARI, JAMNALA, HARYANA	MICR Code	135002002	Pin Code	135002
IFSC Code	SBIN0000664	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	NBR REC N DELHI

Maker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 17:24:32.626523	1001023403	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 18:59:35.9197	1001023452	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 19:04:50.476045	110114700	Authorized	Approved

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(Figure 16)

CRA will process the request which has been authorized by the PrAO. CRA will redeem the units and transfer the funds to the PAO account (provided at the time of request) on T+2 basis ('T' being the date on which the ERM request get considered for pay-in).

3 (B). Transfer to PRAN 1 instead of PRAN 2

In some cases, PAO has inadvertently transferred an amount to a PRAN 1 instead of PRAN 2. Accordingly units have been credited in the PRAN 1. As the amount is already credited to PRAN 1 (i.e. file is matched and booked), correction file cannot be uploaded by the PAO. In such cases, PAO has to put the request for rectification of entry in 'Error Rectification Module'. Following are the validations built in the system:

1. PAO can capture the request for only that record which has been uploaded by it, irrespective of whether at present the Subscriber (source/Target) is associated with that nodal office or not.
2. Unless and until the request captured earlier for a PRAN and Transaction ID combination is processed in the system for a PRAN, PAO will not be able to capture a fresh entry for the same combination. For example, PAO has captured the rectification request for regular credit of April '12 for PRAN 11xxxx123 and Transaction ID 1xxxx12. Unless this request is effectively completed, PAO will not be able to capture any other request for credit pertaining to same PRAN and transaction ID for this particular subscriber.
3. PAO can capture maximum of five target PRANs in a particular request.

*** In case, the subscriber’s scheme ratio is identical (at the time of erroneous credit as well as at the time of rectification) then equivalent units will be transferred from the source PRAN to the target PRAN.**

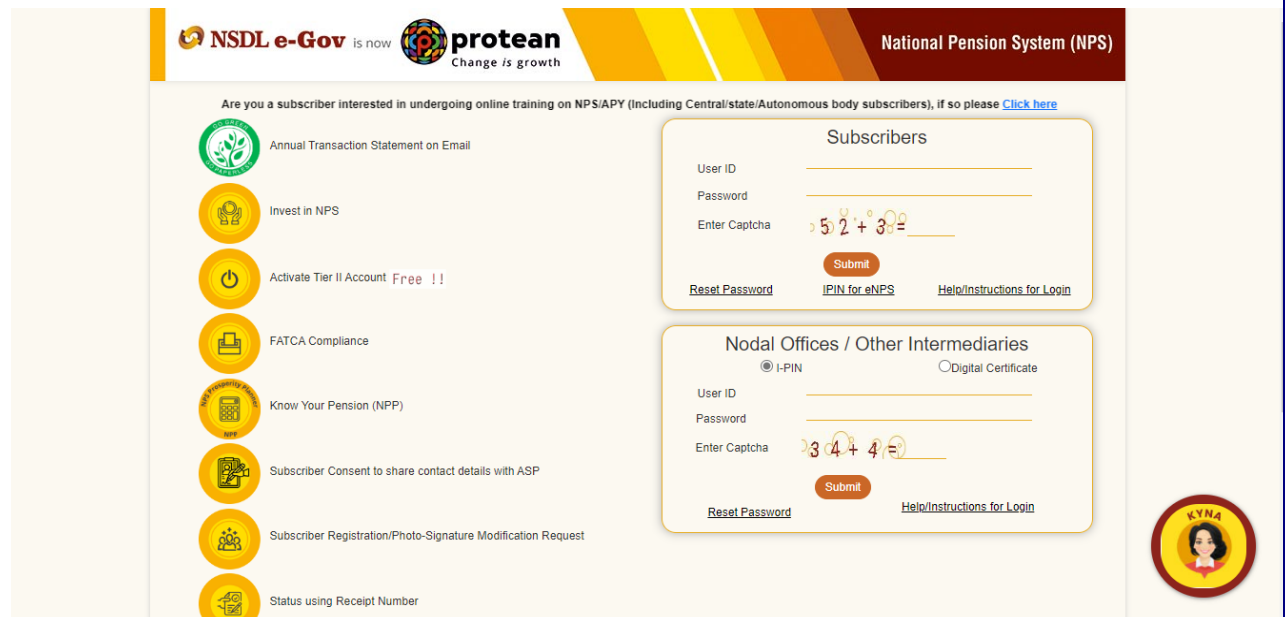
Illustration: On April 22, 2008, PAO X had inadvertently remitted excess of Rs. 2,000/- in ‘PRAN 1’, instead of ‘PRAN 2’. Based on NAV of Rs. 10/-, 200 units were created for Rs. 2,000/- and credited to PRAN 1. On February 15, 2012, PAO X has requested for rectification of incorrect credit in PRAN 1 and transfer of investment to PRAN 2. After PrAO authorizes the request for incorrect remittance of Rs. 2000/-, 200 units will be debited from the source PRAN and credited to the target PRAN at the End of the Day.

**** In case, where subscriber’s scheme ratio is not identical (at the time of erroneous credit and at the time of rectification) then units worth of excess transferred amount will be redeemed from the source PRAN. Further, the redeemed amount will be re-invested as per the scheme ratio of target PRAN.**

Illustration: On March 1, 2013, PAO X had inadvertently remitted excess of Rs. 3,000/- in ‘PRAN 1’ instead of ‘PRAN 2’. Based on NAV of Rs. 10/- of ‘SBI scheme -G’, 300 units were created for Rs. 3,000/- and credited to PRAN 1. After PAO has identified the error, PAO captures and verifies the rectification request on July 2, 2013 and PrAO authorises the request on July 4, 2013. Based on the NAV (Rs. 12.00) of July 4, 2013, 250 units will be redeemed from the PRAN 1. The redeemed amount will be re-invested in the target PRAN as per the settlement cycle.

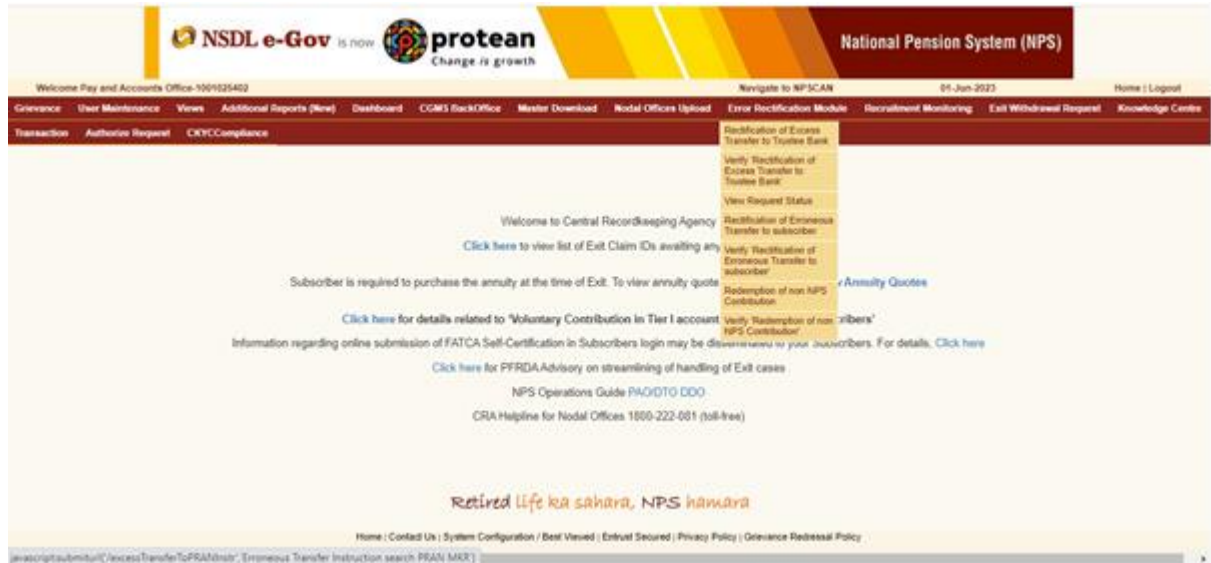
Capturing of Request

Once PAO logs into the CRA site, there is a menu of ‘Error Rectification Module’. User will click the sub-menu ‘Rectification of Erroneous Transfer to subscriber’. Please refer Figure 17.



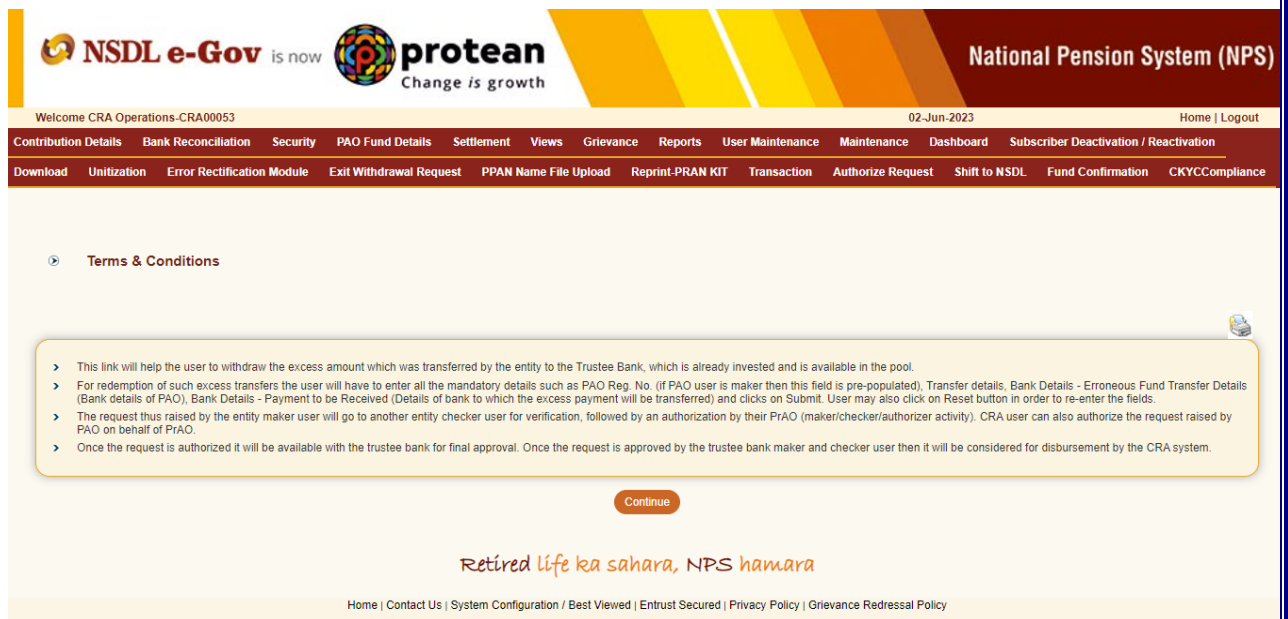
(Figure 17)

User will be shown the Welcome page of this menu. A summary containing information relevant to the menu has been provided in the Welcome page. Please refer Figure 18 and 19.



(Figure 18)

User has to click the 'Continue' button to capture the request.



(Figure 19)

User has to provide the required detail in the relevant fields. It is mandatory to provide 'Transaction ID' and PRAN (which has received incorrect credit). User can also provide the additional details such as Contribution type, Contribution Month and Year and the amount which has been credited to the subscriber. If the PRAN is not part of the Transaction ID, a message will be shown as 'No Record Found'.

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

Welcome Pay and Accounts Office-1001025402 Navigate to NPSCAN 01-Jun-2023 Home | Logout

Grievance User Maintenance Views Additional Reports (New) Dashboard CGMS BackOffice Master Download Nodal Officers Upload Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre

Transaction Authorize Request KYCCCompliance

Rectification of Erroneous Transfer To PRAN

Transaction Id * 1001025400810 * Mandatory Fields

PRAN * 110042407885

Contribution Type --Select--

Contribution Month & Year --Select-- --Select--

Contribution Amount

Tier Type * Tier Type 1

Submit Reset

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(Figure 10)

Once User clicks the submit button, following screen will be shown to the User. Please refer Figure 21.

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

Welcome Pay and Accounts Office-1001025402 Navigate to NPSCAN 01-Jun-2023 Home | Logout

Grievance User Maintenance Views Additional Reports (New) Dashboard CGMS BackOffice Master Download Nodal Officers Upload Error Rectification Module Recruitment Monitoring Exit Withdrawal Request

Knowledge Centre Transaction Authorize Request KYCCCompliance

Rectification of Erroneous Transfer To PRAN

Search Details

Acknowledgement No. - Tier Type T1

Transaction Id 1001025400810 PRAN 110042407885

Contribution Type Regular Subscriber Name DRVCZENDCV WKZVC ZEENV

Contribution Month / Year PAO/POP-SPI/POP/PAO Reg. No. 2000213 Contribution Amount

PAO/POP-SPI/POP/PAO Name Sr. Accounts Officer and Sr. PO, Northern Railway Yamuna Nagar

Contribution Details

Sr No.	PAO/POP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
1	2000213	110042407885	Regular	Oct	2014	3400.00		3400.00

Request Type * Adjustment of erroneous transfer to wrong PRAN

Amount to be Adjusted * 400.00

Remark for SOT * Reversal of erroneous contribution

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for SOT
11004240084	Tier Type 1	400.00	Reimburse contribution
	--Select--		
	--Select--		
	--Select--		
	--Select--		

Bank Details of RAO

Account Number * Bank Name * Branch Name *

Bank Address * MICR Code * Pin Code *

IFSC Code * Mode of Transfer * Electronic Transfer * Beneficiary Account Name *

Submit Reset

Note

- > Redemption of excess transfer to PRAN. Excess Funds will be withdrawn and remitted back to same entity from where amount had been received for the tran id
- > Adjustment of erroneous transfer to wrong PRAN. Contribution will be shifted to the correct PRAN as per details provided.

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

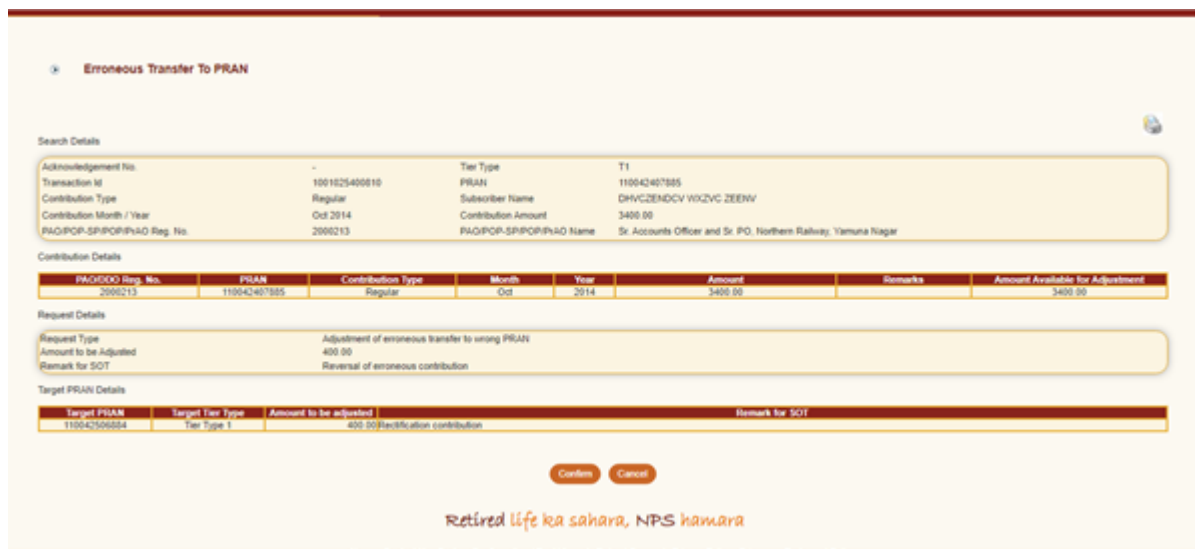
(Figure 21)

User will be shown all the contributions uploaded for the PRAN based on the search criteria. User will choose the records where rectification is required. User will provide following details:

1. **Target PRAN:** PAO User will provide the PRANs where equivalent units of amount will be credited.

2. **Amount to be Adjusted:** PAO User will provide the amount which is to be debited from the selected record. This particular amount will be debited from the Source PRAN (subscriber account) and will be credited to the Target PRAN.
3. **Remarks for SOT:** PAO User will provide the appropriate remark in this field for subscriber's TS. This remark will be shown in the subscriber's TS with the credit entry of the 'Amount to be Adjusted'.

After providing the mandatory details, when PAO User clicks the submit button, User will be shown the confirmation page as below. Please refer Figure 22.



Erroneous Transfer To PRAN

Search Details

Acknowledgement No.	-	Tier Type	T1
Transaction Id	1001025400010	PRAN	110042407885
Contribution Type	Regular	Subscriber Name	DHVCZENDCV YKZVC ZEENW
Contribution Month / Year	Oct 2014	Contribution Amount	3400.00
PAO/POP-SR/POP/PAO Reg. No.	2000213	PAO/POP-SR/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAO/POO Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042407885	Regular	Oct	2014	3400.00		3400.00

Request Details

Request Type	Adjustment of erroneous transfer to wrong PRAN
Amount to be Adjusted	400.00
Remark for SOT	Reversal of erroneous contribution

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for SOT
110042500004	Tier Type 1	400.00	Rectification contribution

Confirm Cancel

Retired life ka sahara. NPS hamara

(Figure 22)

User should check all the details and then click on the 'Confirm' button. Acknowledgement ID will be generated in the CRA system and a message "Request captured successfully, Acknowledgement ID is 100XXXXXX. Request pending for verification" will be shown to the User. User should note down the Acknowledgment number for tracking the status of the request. Please refer Figure 23.



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Change is growth

Welcome Pay and Accounts Office-1061025402

Request Captured Successfully Acknowledgement ID is: 10000778881. Request pending for verification.

Rectification of Erroneous Transfer To PRAN

Search Details

Acknowledgement No.	10000778881	Tier Type	T1
Transaction Id	1001025400010	PRAN	110042407885
Contribution Type	Regular	Subscriber Name	DHVCZENDCV YKZVC ZEENW
Contribution Month / Year	Oct 2014	Contribution Amount	3400.00
PAO/POP-SR/POP/PAO Reg. No.	2000213	PAO/POP-SR/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAO/POO Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042407885	Regular	Oct	2014	3400.00		3400.00

Request Details

Request Type	Adjustment of erroneous transfer to wrong PRAN
Amount to be Adjusted	400.00
Remark for SOT	Reversal of erroneous contribution

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for SOT
110042500004	Tier Type 1	400.00	Rectification contribution

(Figure 23)

Request will be available to 2nd level PAO User to verify the rectification of excess transfer to PRAN 1 instead of PRAN 2.

Verification of Request

Another PAO User will login into the CRA website using the second User ID and I-Pin. Once User login into the website, User has to click on the sub-menu ‘Verify Rectification of Erroneous Transfer to subscriber’. Please refer Figure 24.



(Figure 24)

All pending requests will be shown to the User after clicking the ‘Verify Rectification of Erroneous Transfer to subscriber’. User can search for a particular request by providing the Acknowledgement ID and ‘Request Type’. User can also search the request by providing the ‘Date Range’. Once User provides the search fields, Acknowledgment IDs (hyperlink) will be provided to the User. Please refer Figure 25.



(Figure 25)

Once User provides the search fields, hyperlink will be provided to the User. Please refer Figure 26.

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

Welcome Pay and Accounts Office-1001025403 02-Jun-2023 Home | Logout

Grievance User Maintenance Views Additional Reports (New) Dashboard CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module Recruitment Monitoring Exit Withdrawal Request

Knowledge Centre Transaction Authorize Request KYCCCompliance

Rectification of Erroneous Transfer To PRAN

PRAN:
 Acknowledgement No.:
 Request Type:
 PAGOPOP-SPIPOP/PAO Reg. No.:
 Capture Date - From: (dd/mm/yyyy)
 Capture Date - To: (dd/mm/yyyy)

Acknowledgement No.	PRAN	Request Type	Captured By	Capture Date
2000773981	110042407885	Adjustment of Erroneous Transfer To Wrong PRAN	1001025402	26-05-2023

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(Figure 26)

Once User clicks the hyperlink, rectification capture details will be shown to the User. User has the option to 'Accept' or 'Reject' the request. User can also provide the remarks in 'remarks' field for their reference while processing the request. Please refer Figure 27.

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

Welcome Pay and Accounts Office-1001025403 02-Jun-2023 Home | Logout

Grievance User Maintenance Views Additional Reports (New) Dashboard CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module Recruitment Monitoring Exit Withdrawal Request

Knowledge Centre Transaction Authorize Request KYCCCompliance

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No. 1000773981 Tier Type T1
 Transaction Id 1001025400010 PRAN 110042407885
 Contribution Type Regular Subscriber Name DHVCBENDCV WQZVG ZEENW
 Contribution Month / Year Oct 2014 Contribution Amount 3400.00
 PAGOPOP-SPIPOP/PAO Reg. No. 2000213 PAGOPOP-SPIPOP/PAO Name Sr. Accounts Officer and Sr. PO, Northern Railway Yamuna Nagar

Contribution Details

PAGOPOP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042407885	Regular	Oct	2014	3400.00		3400.00

Maker Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-01 20:07:07.852934	1001025402	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User Id	Request Status	Remarks

Authorizer Details

Action Timestamp	User Id	Request Status	Remarks

Remarks:

Accept Reject

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

(Figure 27)

When the User submits the request, ‘Request Verified Successfully, Acknowledgement ID is 100XXXXXX Pending for authorization’ message will be shown. Kindly note, if the PrAO User rejects the request, PAO User has to capture the fresh request for rectification, if needed. Please refer Figure 28.



Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	10000778961	PRAN	110042407885
Transaction Id	1001025400810	Subscriber Name	DHVCZENDCV V02ZVC ZEENV
Contribution Type	Regular	Contribution Amount	3400.00
Contribution Month / Year	Oct 2014	PAO Name	Sr Accounts Officer and Sr PO, Northern Railway, Yamuna Nagar
PAO/POP-SP/POP/PrAO Reg. No.	2000213		

Contribution Details

PRANDID Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042407885	Regular	Oct	2014	3400.00		3400.00

Maker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 20:27:07.852024	10010254002	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 15:26:23.486677	10010254003	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
-	-	-	-

Subscriber Details

Action Timestamp	PRAN	Request Status	Remarks
-	-	-	-

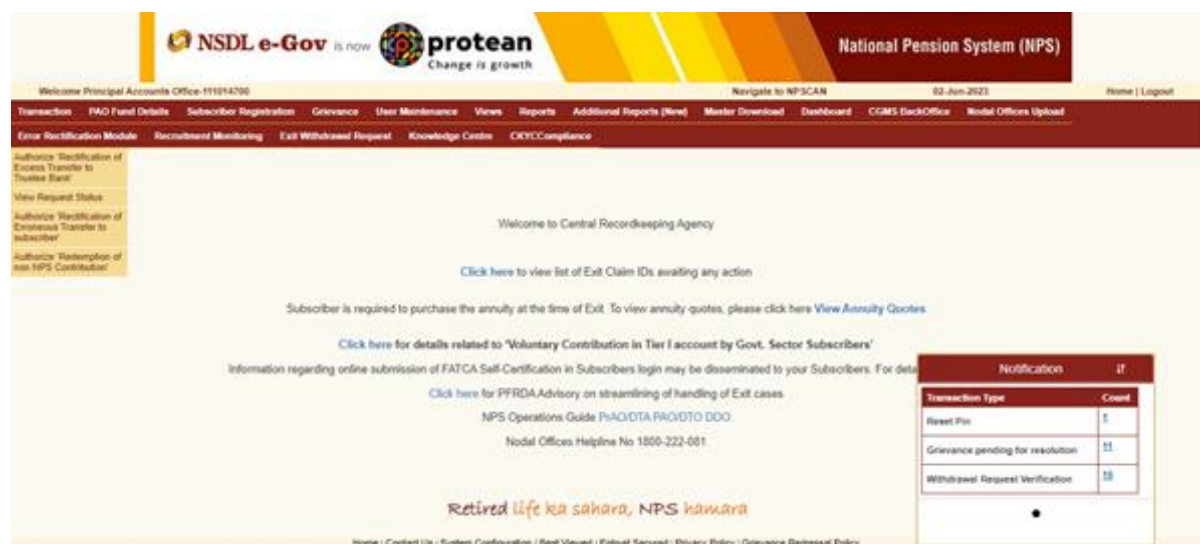
Retired life ka sahara, NPS hamara

(Figure 28)

Once request is authorized by PrAO, units will be debited from the source PRAN and credited in the Target PRAN(s)

Authorisation of Request

PrAO User will be able to view the request verified by the PAO in his/her log-in. User has to click the menu ‘Error Rectification Module’ and sub-menu ‘Authorise rectification of Erroneous Transfer to subscriber’. Please refer Figure 29.



Error Rectification Module

- Authorize Rectification of Excess Transfer to Trustee Bank
- View Request Status
- Authorize Rectification of Erroneous Transfer to subscriber
- Authorize Redemption of non NPS Contributor

Welcome to Central Recordkeeping Agency

Click here to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

Click here for details related to ‘Voluntary Contribution in Tier I account by Govt. Sector Subscribers’

Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscribers. For details click here for PFRDA Advisory on streamlining of handling of Exit cases

NPS Operations Guide PrAO/DTA PrAO/DTO DDO

Nodal Offices Helpline No 1800-222-001

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Transaction Type	Count
Reset Pin	5
Grievance pending for resolution	11
Withdrawal Request Verification	18

(Figure 29)

All the pending requests will be shown to the User after clicking the ‘Authorise Rectification of incorrect credit in a PRAN’. Search screen will be provided to the PrAO/DTA User where User has to provide the PRAN/Acknowledgement ID and select the ‘Request Type’. Request can also be searched by using the ‘Date Range’. Hyperlink will be provided to the User. Please refer Figure 30.

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

Welcome Principal Accounts Office-111014700 Navigate to NPSCAN 02-Jun-2023 Home | Logout

Transaction PAO Fund Details Subscriber Registration Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS BackOffice Model Offices Upload Error Rectification Module
Recruitment Monitoring Exit Withdrawal Request Knowledge Centre KYCCCompliance

✕ Rectification of Erroneous Transfer To PRAN

PRAN:
 Acknowledgement No.:
 Request Type:
 PFOPOP-SFPOP/PAO Reg. No.:
 Capture Date - From: (dd/mm/yyyy)
 Capture Date - To: (dd/mm/yyyy)

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

Welcome Principal Accounts Office-111014700 Navigate to NPSCAN 02-Jun-2023 Home | Logout

Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre KYCCCompliance

✕ Rectification of Erroneous Transfer To PRAN

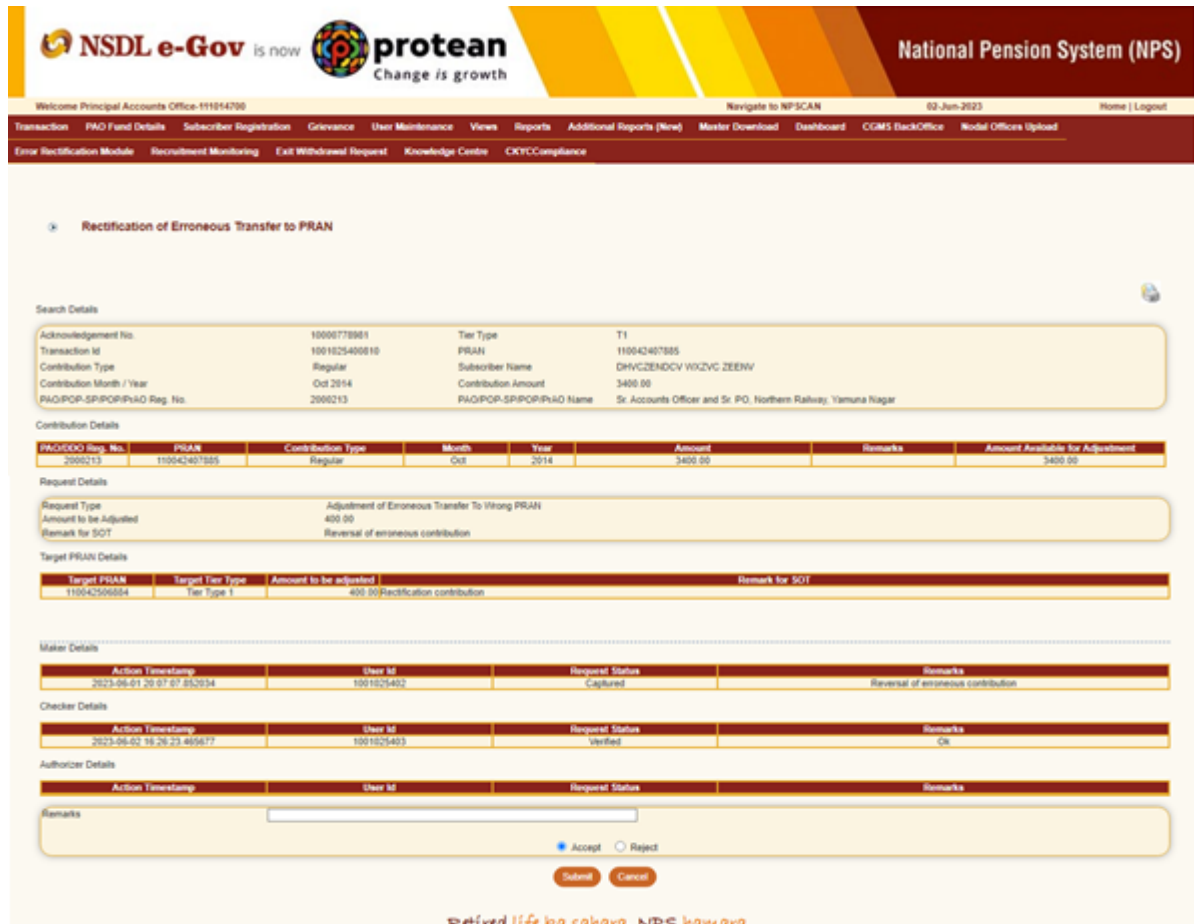
PRAN:
 Acknowledgement No.:
 Request Type:
 PFOPOP-SFPOP/PAO Reg. No.:
 Capture Date - From: (dd/mm/yyyy)
 Capture Date - To: (dd/mm/yyyy)

Act No.	PRAN	Request Type	Captured By	Capture Date	PAO Reg No.	PAO Name	Checker UserID	Checker Action Date
<u>3000072881</u>	110042407005	Adjustment of Erroneous Transfer To Wrong PRAN	1001025482	26-05-2023	20002193	Sr Accounts Officer and Sr PO Northern Railway, Yamuna Nagar	001025483	23-05-2022

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(Figure 30)

Once PrAO/DTA User clicks the hyperlink, rectification details will be shown to the User. PrAO/DTA has to check the details verified by the PAO/DTO. PAO/DTO should provide offline details to PrAO/DTA so that PrAO/DTA User can authorise the details in CRA system. PrAO/DTA User should check all the details entered by the PAO/DTO Users based on the offline details received from the PAO/DTO such as Source PRAN, Target PRANs, amount to be debited from source PRAN and amount to be credited in the target PRANs etc. User has the option to 'Accept' or 'Reject' the request. User can also provide the remarks in 'remarks field for their reference while processing the request. Please refer Figure 31.



Rectification of Erroneous Transfer to PRAN

Welcome Principal Accounts Office-111914700 Navigate to NPSCAN 02-Jun-2023 Home | Logout

Transaction PAO Fund Details Subscriber Registration Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS BackOffice Portal Offices Upload

Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre CKYC Compliance

Search Details

Acknowledgement No.	10000778961	Tier Type	T1
Transaction Id	1001025400810	PRAN	110042407885
Contribution Type	Regular	Subscriber Name	DHYCZENDCV V0ZVC ZEENV
Contribution Month / Year	Oct 2014	Contribution Amount	3400.00
PAO/POP-SP/POP/PAO Reg. No.	2000213	PAO/POP-SP/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAO/POP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042407885	Regular	Oct	2014	3400.00		3400.00

Request Details

Request Type	Adjustment of Erroneous Transfer To Wrong PRAN
Amount to be Adjusted	400.00
Remark for SOT	Reversal of erroneous contribution

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for SOT
110042506004	Tier Type 1	400.00/Rectification contribution	

Maker Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-01 20:07:07.852934	10010254002	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-02 15:29:23.465677	10010254002	Verified	OK

Authorizer Details

Action Timestamp	User Id	Request Status	Remarks

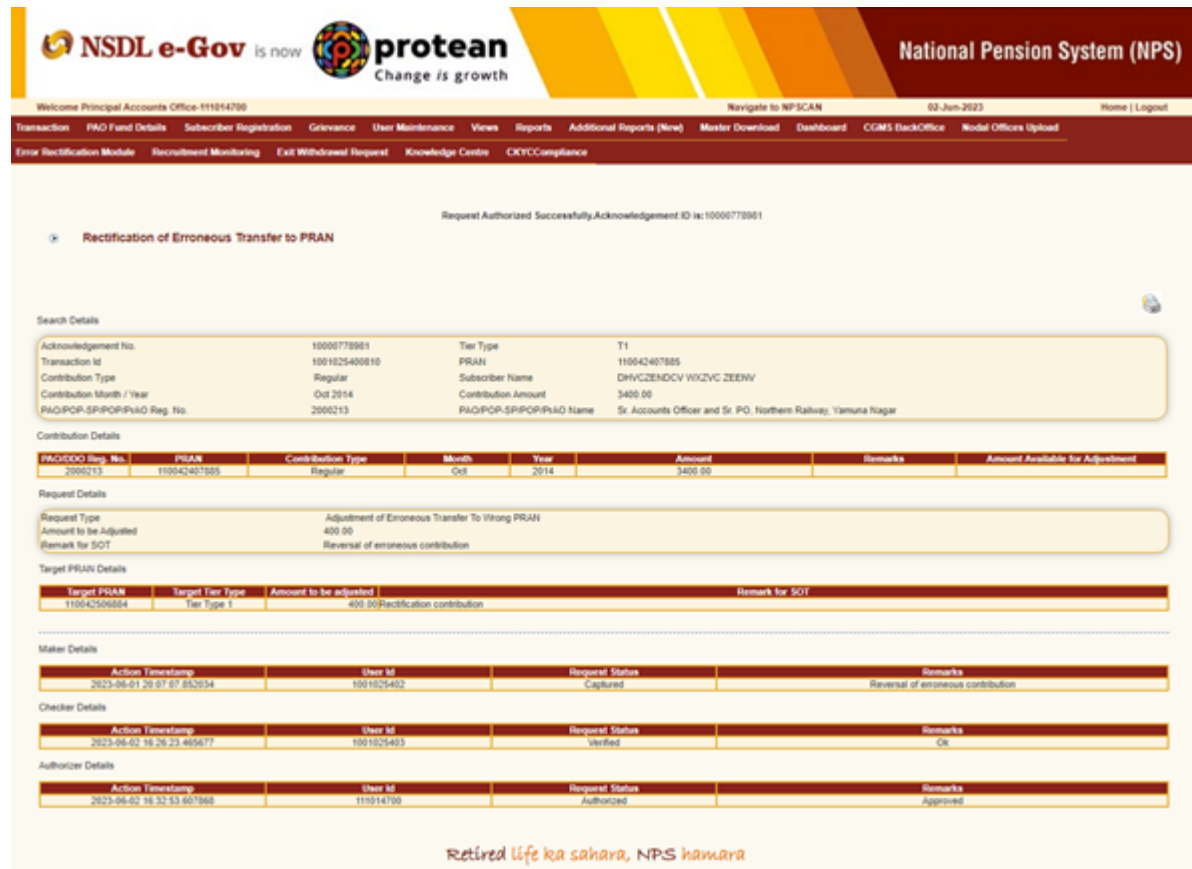
Remarks

Accept Reject

Retired life ka sahara. NPS harara

(Figure 31)

When the PrAO/DTA User submits the request, message 'Request Authorised Successfully, Acknowledgement ID is 100XXXXXX' will be shown. Please refer Figure 32.



Request Authorized Successfully. Acknowledgement ID is: 10000778961

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	10000778961	Tier Type	T1
Transaction Id	1001825400610	PRAN	110042407885
Contribution Type	Regular	Subscriber Name	DHVCZENDCV WQZVC ZEENV
Contribution Month / Year	Oct 2014	Contribution Amount	3400.00
PAO/POP-SP/POP/PAO Reg. No.	2000213	PAO/POP-SP/POP/PAO Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PAO/POP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	110042407885	Regular	Oct	2014	3400.00		

Request Details

Request Type	Adjustment of Erroneous Transfer To Wrong PRAN
Amount to be Adjusted	400.00
Remark for SOT	Reversal of erroneous contribution

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for SOT
110042505504	Tier Type 1	400.00	Rectification contribution

Maker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 20:07:07.852034	10010254432	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 18:26:23.405677	10010254403	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 18:32:53.607068	110014700	Authorized	Approved

Retired life ka sahara, NPS hamara

(Figure 32)

CRA will process the request which has been authorized by the PrAO/DTA. CRA will redeem equivalent units from the source PRAN (PRAN 1) and credit to the target PRAN (PRAN 2).

3 (C). Non-NPS Subscriber withdrawal

This scenario consists of a situation wherein PAO/DTO has inadvertently committed the error by allotting the PRAN for Non-NPS subscriber and also transferred the amount in the CRA system. Now the amount needs to be withdrawn and given back to the PAO/DTO. For this, PAO/DTO is required to use the functionality of Non-NPS subscriber withdrawal. PAO/DTO will login into the CRA system and click the ‘Error Rectification Module’. A sub-menu will be provided for ‘Non-NPS subscriber withdrawal’. The procedures to be followed to process the withdrawal requests are given as under:

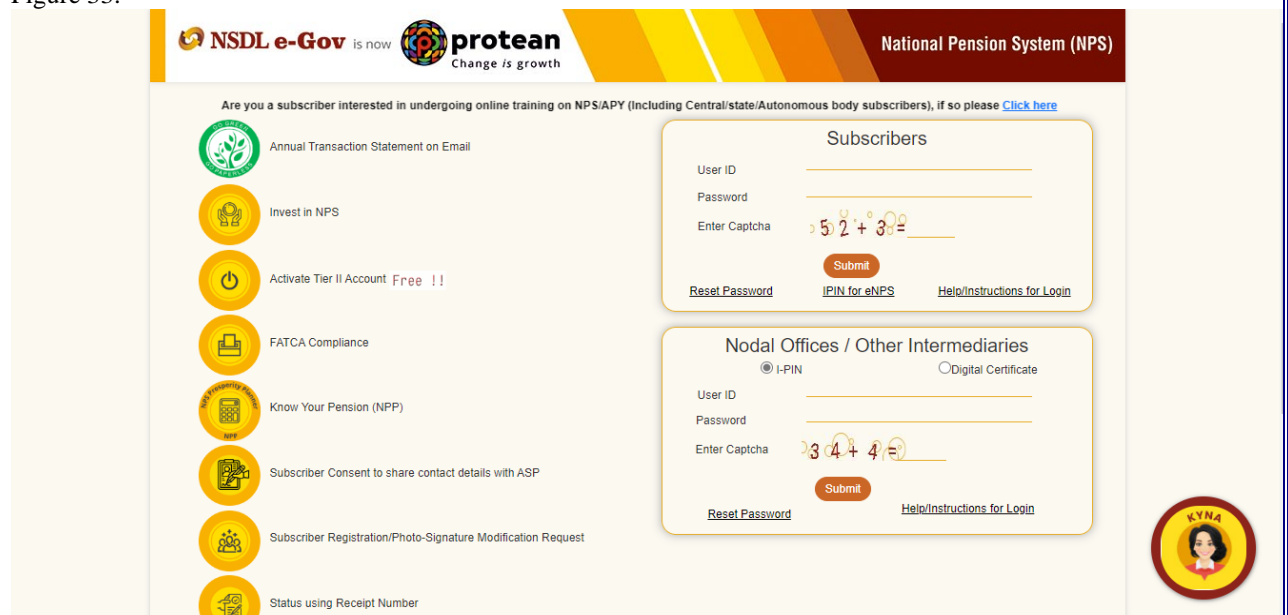
1. Capturing of Request by PAO/DTO
2. Verification of Request by PAO/DTO
3. Authorisation of Request by PrAO/DTA

Before processing the request, certain validations will be performed such as:

- i. The PAO/DTO can capture such requests only for the subscribers associated with it.
- ii. Request has to be authorized by the PrAO/DTA.
- iii. All the units credited in the subscriber’s PRAN will be redeemed.
- iv. If there are any contribution files pending to be matched for the subscriber, then the request for withdrawal of funds will be rejected at EOD. These pending SCFs may be corrected by the PAO to exclude the said PRAN. Subsequently, request for non-NPS withdrawal can be captured.
- v. Redeemed units will be transferred in the suspense account (subsequent to authorization of request by PrAO) and will be considered for the redemption in the next settlement cycle.
- vi. Once request is processed in the CRA system, PRAN will be deactivated in the CRA system. No contribution will be allowed to be credited in the subscriber’s PRAN.

Capturing of Request

PAO will login into the CRA system (www.cra-nsdl.com) by using its User ID and I-PIN. Please refer Figure 33.



(Figure 33)

Once PAO login into the CRA site, 'Error Rectification Module' menu will be shown. User will click the sub-menu 'Redemption of Non-NPS Contribution'. Please refer Figure 34.



(Figure 34)

User has to provide the PRAN (which has got inadvertently covered under NPS) and click the submit button. Please refer Figure 35.



(Figure 35)

For processing of Non-NPS request, Bank details of the concerned nodal office must be registered in CRA system. As, while capturing ERM request registered bank details get 'Auto Populated' and same are non-editable.

PAO also has to provide the remarks in 'Reason' field for their reference while processing the request. Under 'Reason' two options are there 1) In pursuance of Court Order 2) Any Other. If PAO selects 'In pursuance of Court Order', then PAO should mention Court Order no. and date of Court Order under which particular subscriber become eligible for benefits of Old Pension System (OPS). If PAO selects 'Any Other' then they have to mentioned 'Internal Order Reference No. Please refer Figure 36.

Rectification Of GPY PRAN Erroneous Transfer Withdrawal.

Acknowledgement No. 10040270595 Name: VIKUJ THAKUR 2335W
PFO/PAO Reg No. 2000213 PFO/PAO Name: Sr. Accounts Officer and Sr. PO, Northern Railway, Varanasi Nagar

Bank Details

Account No. 1050706900 IFI Code: 8840000004
Bank Name: STATE BANK OF INDIA MICR Code: 10002002

Bank Branch: JALDICHARI Pincode: 122002

Bank Address: COURT RD, JALDICHARI, AMBALA, HARYANA Mode of Transfer: Electronic Transfer

Beneficiary Account Name: SBI REC N DELHI

Reason: In pursuance of Court orders/directions

Court order number: 2023/Ter/001

Date: 02/06/2023

That if required, the Authority can seek supporting documents in lieu of the user's request as raised/authorized by Nodal offices in the CRA system for withdrawal on account of employee becoming Non-NPS subscriber. And in such cases, wherever the supporting documents have been sought by the Authority, the "T" for the purpose of redemption shall be considered to start from the date of submission of complete documents by the Nodal office and up to satisfaction of the Authority. The date of submission of documents in such cases will be with Nodal office and accordingly the Nodal offices are advised to submit proper documents to ensure processing of cases in a time bound manner and/or in line to business directions, if any, given by Hon'ble Court.

Buttons: Confirm, Cancel

(Figure 38)

Request Captured Successfully. Acknowledgement ID is: 100077982

Rectification Of GPY PRAN Erroneous Transfer Withdrawal.

Acknowledgement No. 100077982 Name: VIKUJ THAKUR 2335W
PRAN: 10040270595 PFO/PAO Name: Sr. Accounts Officer and Sr. PO, Northern Railway, Varanasi Nagar
PFO/PAO Reg No. 2000213

Bank Details

Account No. 1050706900 IFI Code: 8840000004
Bank Name: STATE BANK OF INDIA MICR Code: 10002002

Bank Branch: JALDICHARI Pincode: 122002

Bank Address: COURT RD, JALDICHARI, AMBALA, HARYANA Mode of Transfer: Electronic Transfer

Beneficiary Account Name: SBI REC N DELHI

Reason: In pursuance of Court orders/directions

Court order number: 2023/Ter/001

Date: 02/06/2023

Action Timestamp	User ID	Request Status	Reason	Court order number	Date
2023-05-02 16:50:18.44724	1001025402	Captured	In pursuance of Court orders/directions	2023/Ter/001	02/06/2023

Drawer Details

Action Timestamp	User ID	Request Status	Remarks

Authoriser Details

Action Timestamp	User ID	Request Status	Remarks

(Figure 39)

When the User confirms the request, a message 'Request Captured Successfully, Acknowledgement ID is 100XXXXXX' will be shown to the User. User should note down the Acknowledgment number for tracking the status of the request. Please refer Figure 39.

Verification of Request

Another User will login into the CRA site using the second User ID and I-PIN. Once User login into the site, User will click on the sub-menu 'Verify Redemption of Non-NPS Contribution. Please refer Figure 40.



(Figure 40)

User will provide the required details (i.e. Acknowledgement Number or PRAN). User can also search the request by providing the 'Date Range'. Please refer Figure 54.



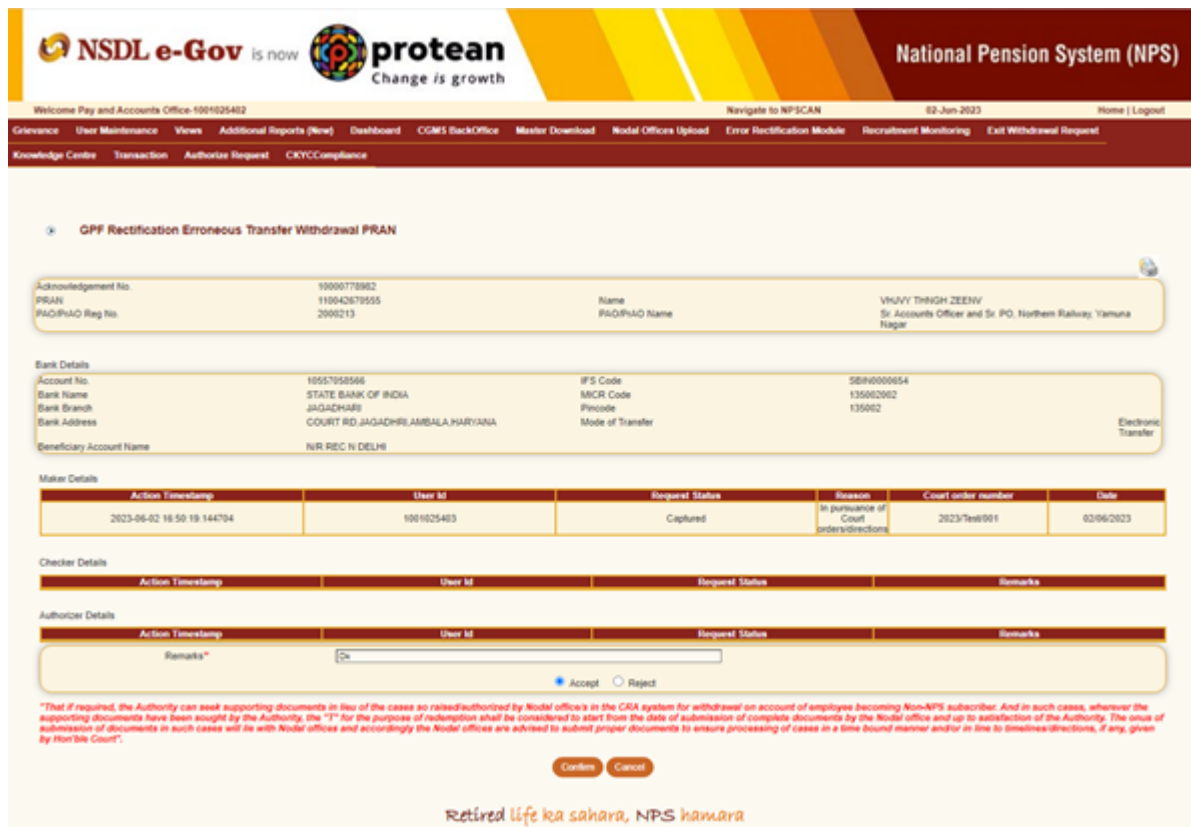
(Figure 41)

Once User provides the search fields, Acknowledgment IDs (hyperlink) will be provided to the User. Please refer Figure 42.



(Figure 42)

Once User clicks the hyperlink, Non-NPS Subscriber Withdrawal captured details will be shown to the User. User has the option to 'Accept' or 'Reject' the request. User can also provide the remarks in 'remarks' field for their reference while processing the request. Kindly note, if the second User rejects the request, request has to be captured afresh, if needed. Please refer Figure 43.



(Figure 43)

When the User confirms the request, ‘Request Verified Successfully, Acknowledgement ID is 100XXXXXX Pending for authorization’ message will be shown. Please refer Figure 44.

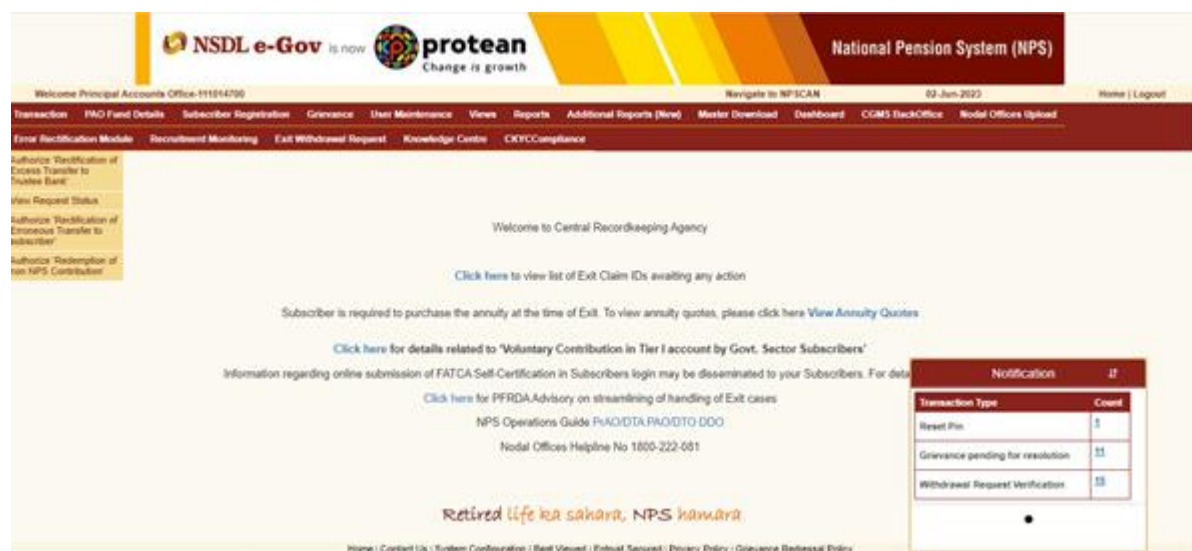
Once request is authorized by PrAO, units will be debited from the source PRAN. Trustee Bank will transfer the funds to the bank account provided at the time of capturing the request.



(Figure 44)

Authorisation of Request

PrAO User will be able to view the request captured and verified by the PAO. User will click the menu ‘Error Rectification Module’ and sub-menu ‘Authorise Redemption of non-NPS contribution’. Please refer Figure 45.



(Figure 45)

Search screen will be provided to the PrAO User where User has to provide the PRAN/Acknowledgement ID. Request can also be searched by using the ‘Date Range’. Please refer Figure 46.



(Figure 46)

Once User provides the search fields, Acknowledgment IDs (hyperlink) will be provided to the User. Please refer Figure 47.



(Figure 47)

Once PrAO User clicks the hyperlink, rectification details will be shown to the User. PrAO has to check the details verified by the PAO. PAO should provide offline details to PrAO so that PrAO User can authorise the details in CRA system. PrAO User should check all the details entered by the PAO Users based on the offline details received from the PAO such as PRAN, Holding details to be redeemed, and Bank details where PAO requires Trustee Bank to remit back the funds etc. User has the option to 'Accept' or 'Reject' the request. User can also provide the remarks in 'remarks field' for their reference while processing the request. Please refer Figure 48.

Kindly note, if the PrAO User rejects the request, PAO User has to capture the fresh request for rectification, if needed.

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

Welcome Principal Accounts Office: 11814706 Navigate to NPS/CAN 02-Jun-2023 Home | Logout

Transaction PWO Fund Details Subscriber Registration Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Offices Update

Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre CKRC/Compliance

GPF Rectification Erroneous Transfer Withdrawal PRAN

Acknowledgement No: 1000779962
 PRAN: 118042679555 Name: VJUVY THAKH ZEEHV
 PAO/PAO Reg No: 2000213 PAO/PAO Name: Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Hosting Details

PRAN	Tier Type	PAO Name	Scheme Name	Total Units	Blocked Units	Available Units
118042679555	Tier I	SEI PENSION FUNDS PRIVATE LIMITED	SEI PENSION FUND SCHEME - CENTRAL GOVT	8900.1260	0.0000	8900.1260
118042679555	Tier I	LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - CENTRAL GOVT	8696.2260	0.0000	8696.2260
118042679555	Tier I	UTI RETIREMENT SOLUTIONS LIMITED	UTI RETIREMENT SOLUTIONS PENSION FUND SCHEME - CENTRAL GOVT	8613.3140	0.0000	8613.3140

Bank Details

Account No: 10557050566 IFS Code: SBIN0000654
 Bank Name: STATE BANK OF INDIA MCR Code: 135002062
 Bank Branch: JAGADHRI Pincode: 136002
 Bank Address: COURT RD, JAGADHRI, AMBALA, HARYANA Mode of Transfer: Electronic Transfer

Beneficiary Account Name: NR REC IN DELHI

Maker Details

Action Timestamp	User Id	Request Status	Reason	Internal Approval/Office Order Details
2023-06-02 16:58:18.144754	1001623493	Captured	In pursuance of Govt. instructions	2023-Test001

Checker Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-02 16:58:31.892141	1001623402	Verified	OK

Authorizer Details

Action Timestamp	User Id	Request Status	Remarks
Remarks*			

Approve Reject

*That if required, the Authority can seek supporting documents in lieu of the cases so raised/authorized by Nodal offices in the CRA system for withdrawal on account of employees becoming Non-NPS subscriber. And in such cases, whenever the supporting documents have been sought by the Authority, the "P" for the purpose of redemption shall be considered to start from the date of submission of complete documents by the Nodal office and up to satisfaction of the Authority. The onus of submission of documents in such cases will be with Nodal offices and accordingly the Nodal offices are advised to submit proper documents to ensure processing of cases in a time bound manner and/or as per business directions, if any, given by Hon'ble Court.

Defines Cancel

Retired life ka sahara, NPS hamara

(Figure 48)

When the PrAO User submits the request, message 'Request Authorised Successfully, Acknowledgement ID is 100XXXXXX' will be shown on the screen. Please refer Figure 49.

NSDL e-Gov IS NOW protean Change is growth National Pension System (NPS)

Welcome Principal Accounts Office-11054700 Navigate to NPSCAN 02-Jun-2023 Home | Logout

Transaction PFO Fund Details Subscriber Registration Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Officers Upload

Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Centre KYCC Compliance

Request Authorized Successfully Acknowledgement ID is: 1000077892

GPF Rectification Erroneous Transfer Withdrawal PRAN

Acknowledgement No: 1000077892 Name: VIKRANT ZEENU
 PRAN: 110042679555 PrAO Name: Sr Accounts Officer and Sr PO, Northern Railway, Yamuna Nagar
 PFO/PAO Reg No: 2000213

Holding Details

PLAN	Tier Type	PrAO Name	Original Name	Total Units	Blocked Units	Available Units
110042679555	Tier 1	SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME - CENTRAL GOVT	8900.1268	0.0000	8900.1268
110042679555	Tier 1	LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - CENTRAL GOVT	8696.2268	0.0000	8696.2268
110042679555	Tier 1	UTI RETIREMENT SOLUTIONS LIMITED	UTI RETIREMENT SOLUTIONS PENSION FUND SCHEME - CENTRAL GOVT	8613.3148	0.0000	8613.3148

Bank Details

Account No: 1055795886 IFS Code: SBIN0000954
 Bank Name: STATE BANK OF INDIA MICR Code: 13002052
 Bank Branch: JAGADHARI Pincode: 135002
 Bank Address: COURT RD,JAGADHRI,AMBALA,HARYANA Mode of Transfer: Electronic Transfer
 Beneficiary Account Name: NR REC N DELHI

Master Details

Action Timestamp	User Id	Request Status	Reason	Internal Approval/Office/Checker Details
2023-06-02 16:58:19 144704	1001025403	Captured	In pursuance of Court order/Direction	2023/160/001

Checker Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-02 16:55:31 952141	1001025402	Verified	OK

Authorizer Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-02 17:01:22 054462	11054700	Authorized	Approved

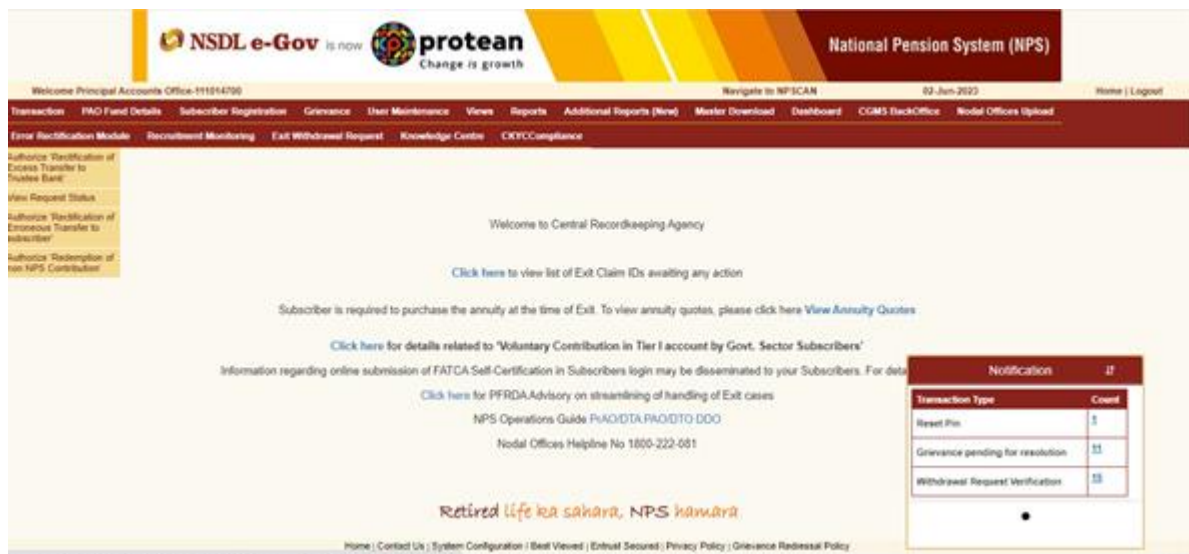
Retired life ka sahara, NPS hamara

(Figure 49)

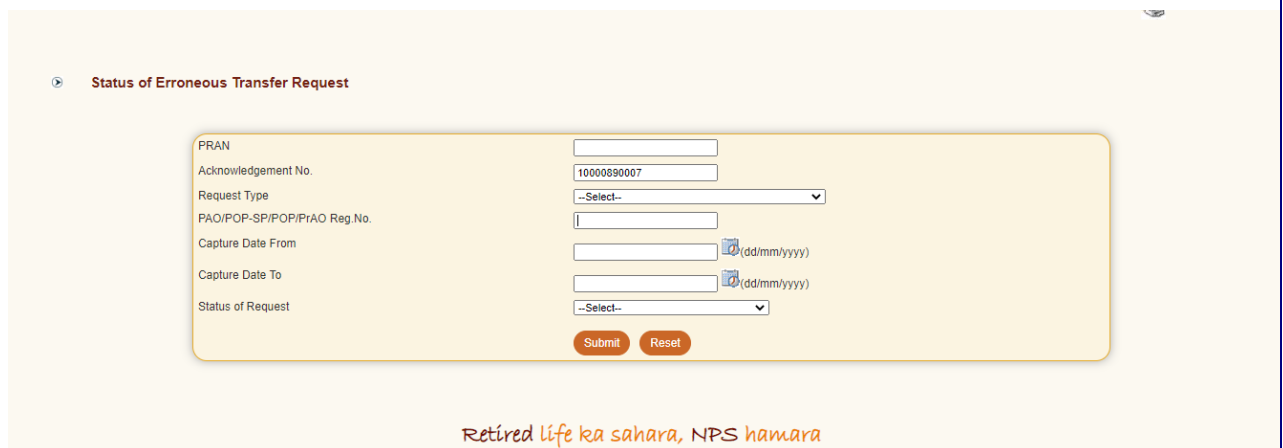
CRA will process the request which has been authorized by the PrAO. CRA will redeem all the units from the subscribers account. The redeemed units will be transferred in the suspense account and will be considered for the redemption in the next settlement cycle. Once request is processed in the CRA system, PRAN will be deactivated in the CRA system. No contribution will be allowed to be credited in the subscriber's PRAN.

4. Views by PrAO

User will be able to view the status of request authorized by him/her. User has to click the menu ‘Error Rectification Module’ and sub-menu ‘View Request Status’. Please refer Figure 50.



(Figure 50)



(Figure 51)

User can view the status of a particular request by providing the Acknowledgement ID. User can also search the request by providing the Request Type’, ‘PRAN’ or ‘Date Range’. Once User provides the search fields, Acknowledgment IDs (hyperlink) will be provided to the User. Please refer Figure 52.

Status of Erroneous Transfer Request

PRAN

Acknowledgement No.

Request Type

PAO/POP-SP/POP/PRAO Reg.No.

Capture Date From (dd/mm/yyyy)

Capture Date To (dd/mm/yyyy)

Status of Request

Retired life ka sahara, NPS hamara

Status of Erroneous Transfer Request

PRAN

Acknowledgement No.

Request Type

PAO/POP-SP/POP/PRAO Reg.No.

Capture Date From (dd/mm/yyyy)

Capture Date To (dd/mm/yyyy)

Status of Request

Acknowledgement No.	PRAN	Request Type	Status	Captured By	Capture Date	Rejection Reason
1000089007	110092933972	Redemption of Excess Transfer To PRAN	Completed Successfully	1003369400	28-02-2023	

Retired life ka sahara, NPS hamara

(Figure 53)

Once User clicks the hyperlink, the details of specific request will be available for view. Please refer Figure 54.

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	10000890007			
Transaction Id	1003369402741	PRAN	110092933972	
Contribution Type	Regular	Subscriber Name	DEEPAK KUMAR SINGH	
Contribution Month / Year	Oct 2019	Contribution Amount	14181.00	
PAO/POP-SP/POP/PrAO Reg. No.	2022716	PAO Name	PAO (A.G., A&E), Department of Indian Audit and Accounts, Allahabad	

Contribution Details

PAO/DDO Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2022716	110092933972	Regular	Oct	2019	14181.00		13266.00

Request Details

Request Type	Redemption of Excess Transfer To PRAN
Amount to be Adjusted	915.00
Actual amount paid	1174.23
Remark for SOT	Redemption of Rs 915 as per DDO request No 101611/TR 464 DT 22.02.2023.

Amount shall be populated once the payout is processed else it shall be blank.

Bank Details of PAO

Account Number	11076226474	Bank Name	STATE BANK OF INDIA	Branch Name	ALLAHABAD
Bank Address	KUTCHERY ROAD, ALLAHABAD U.P. 211002	MICR Code	211002002	Pin Code	211002
IFS Code	SBIN0000006	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	AGUP PAY A/C

Maker Details

Action Timestamp	User Id	Request Status	Remarks
2023-02-28 17:25:06.270838	1003369400	Captured	Redemption of Rs 915 as per DDO request No 101611/TR 464 DT 22.02.2023.

Checker Details

Action Timestamp	User Id	Request Status	Remarks
2023-03-28 14:49:44.477498	1003369401	Verified	OK

Authorizer Details

Action Timestamp	User Id	Request Status	Remarks
2023-04-05 11:49:45.220894	111104600	Authorized	

Subscriber Details

Action Timestamp	PRAN	Request Status	Remarks
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(Figure 54)

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