

Protean eGov Technologies Limited

(Formerly known as NSDL e-Governance Infrastructure Limited)

STANDARD OPERATING PROCEDURE (SOP)

Aadhaar Based login for Corporate Users



Two-Factor Aadhaar-Based Authentication for Corporate Users

As per the PFRDA directives, effective from 1st April 2024, an additional layer of security feature, Two-Factor Aadhaar-based authentication, will be mandatorily introduced for corporate password based users for logging into the CRA system.

We would like to inform that Aadhar based authentication functionality has a Top to Down approach. It means, the Corporate Head Office (CHO) must complete the Aadhaar linking process before their mapped Corporate Branch Offices (CBOs). CHO Aadhaar linking requests will be authorized by CRA. After successful Aadhaar linking by the CHOs, their mapped CBOs would initiate the Aadhaar linking process which will be authorized by their respective CHO

Part A: - One-time registration of Aadhaar number against CHO User IDs (Password based):

Step 1: - CHO (Corporate Head Office) User will login to the CRA system with their existing Login ID and Password.

| Activate Tier II Account Free !! | I understand that, My User ID/PRAN & Password is confidential & not to be disclosed. Password should be complex and not commonly used text or |
|--|---|
| FATCA Compliance | I need to keep changing my password regularly. |
| Know Your Pension (NPP) | Submit Reset Password IPIN for eNPS Help/instructions for Looin |
| Subscriber Consent to share contact details with ASP | Nodal Offices / Other Intermediaries |
| Subscriber Registration/Photo-Signature Modification Request | Password Enter Captcha 764 2 228 |
| Status using Receipt Number | I understand that, |
| My Withdrawal Utility | My User IDJPRAN & Password is confidential & not to be disclosed. Password should be complex and not commonly used text or number. I need to keep changing my password regularly. |
| PRAN Card Dispatch Status | Submit |

Step 2: - The CRA system will prompt for the Aadhaar number. The user will need to enter the Aadhaar number, check the declaration box, and click on submit and the CRA system will validate the Aadhaar number and may request additional details if necessary.

| Aadhaar linking Request Initiation | |
|--|---|
| User ID:1400484003 | Belooin Home |
| All intervolutions and a status and the provided Probability of Schologies List as CHA. 1. Use my Adhata details for National Pension system (NPS) and authent KYC services of UIDA/I) in accordance with the provisions of the Aadhaar (2016 and the aller view and regulations notified thereander. 2. Lister my Demospheric details (Name, sonder and Debate of MrUIDA/ 3. I understand that the Aadhaar details (physical and / or digital as the ca till the time the account/luser ID is not inactive in NPS or the timeframe dec 4. I understand that Security and confidentiality of personal identify data private eGov Technologies Lid till such time it is acting as CRA for NPS. | Volution of the second |
| Note: Kindly provide details as per Aadhaar records | |



Step 3: - The user must provide the Name, Date of Birth, Mobile Number, and Gender as recorded in Aadhaar. It is mandatory to upload at least one or all of the following documents (as per the requirement of the approving office) with maximum size of 5 MB. (upload any of the below 3 documents)

- Appointment letter of the Employee OR
- Authority letter issued to the Employee to act as Nodal Officer OR
- Identity Card (Employee identity card)

| Enter Aadhaar Details | | | |
|----------------------------|----------------------------|--------------------|--|
| | | Relogin | |
| Aarlbaar Number | XXXXXXXXXX8080 | | |
| Full Name(as per Aadhaar)* | | | |
| Date of Birth* | | | |
| Mobile Number* | (ddimm/yyyy) +91 | | |
| Gender* | SELECT | | |
| Document Type * | SELECT V | | |
| Upload document : | Choose File No file chosen | Upload file Remove | |

| Enter Aadh | | | |
|-----------------------------|--|-------------|---------|
| | | OK | |
| | | | Relogin |
| | | | |
| Aadhaar Number | XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX | | |
| Full Name(as per Aadhaar) * | Mond Aamir Abusad Shakn | | |
| Date of Birth* | (dd/mm/yyyy) | | |
| Mobile Number* | +91 7738480621 | | |
| Gender* | Male | | |
| Document Type* | Appointment letter | | |
| Upload document : | Choose File 110107418165.jpeg | Upload file | Remove |
| | | | |



Step 4: - An OTP will be delivered to the Aadhaar registered mobile number, which the user needs to enter. (In case of delay in OTP delivery, the user can regenerate OTP by clicking on Resend OTP.)

| Aadhaar | linking Request Initiation | | |
|---------------|--|--|--------------|
| User ID:14004 | OTP successfully sent to the regi | istered mobile number. | Relogin Home |
| | Aadhaar Number Name Date of Birth (dd/mm/yyyy) Mobile Number Gender Document Type Enter OTP* | XXXXXXXX8080 Mohd Aamir Abusad Shaikh 21/03/1989 7738480621 Male Appointment letter | esend OTP |
| | Submit | Back | |

Step 5: - Upon submission of OTP and successful data verification, an Acknowledgement number will be generated, and the request will be submitted for authorization.

| Addhaar linking Request initiation | |
|---|---------|
| User ID:1400484003 | Relogin |
| Your request has been submitted successfully and pending for authorization. | |
| Capturing Nodal Office : null, null | |
| Date of Request Submission :2024-03-23 15:04:03 Authorising nodal office :null | |
| | |
| | |
| | |
| | |

Please note CHO Aadhaar linking requests will be authorized by CRA and thereafter the Corporate Head Office (CHO) is responsible for authorizing the Aadhaar linking requests for CBO Users.



Kindly note below very critical points.

- **1.** Same Aadhaar can't be mapped with multiple user id.
- 2. In one User Id maximum five Aadhaar can be mapped.
- Part B: Authentication of Aadhaar linking Requests submitted by CBOs

Step 1: - CHO User will login to the CRA system with their existing Login ID and Password.



Step 2: - CHO User needs to enter Aadhaar Number and OTP.

| Aadhaar linking Request Initiation | |
|--|---|
| User ID:180003610 | Relogin Home |
| I hereby understand/authorize Protean eGov Technologies Ltd as CRA to 1. Use my Aadhaar details for National Pension System (NPS) and authenticate my ider KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Deli 2016 and the allied rules and regulations notified thereunder. 2. Use my Demographic details (Name, Gender and Date of Birth) and OTP for authenti obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI. 3. I understand that the Aadhaar details (physical and / or digital, as the case maybe) su till the time the account/User ID is not inactive in NPS or the timeframe decided by PFRI 4. I understand that Security and confidentiality of personal identity data provided, for the eGov Technologies Ltd till such time it is acting as CRA for NPS. | titly through the Aadhaar Authentication system (Aadhaar based e- very of Financial and other Subsidies, Benefits and Services) Act, cating my identity through the Aadhaar Authentication system for ibmitted for availing services under NPS will be maintained in NPS DA, the regulator of NPS, whichever is later. e purpose of Aadhaar based authentication is ensured by Protean |
| Submit | |

| 🥝 NSDL | e-Gov is now | protean nange is growth | | National Pens | change is g |
|-----------|---|---|---|--|-------------------------------|
| | Aadhaar linking | Request Initiation | | | |
| | | OTP successfully sent to the | registered mobile number. | | |
| | User ID:180003610 | | | Relogin Home | |
| | | Aadhaar Number | XXXXXXXXX7065 | | |
| | | Enter OTP* | | Resend OTP | |
| | | | Submit | | |
| | | | | | |
| | Note. OT P will be sent on | Adunaal Registered wobile wur | nuer | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
|) Home Pa | ige | | | | |
|) Home Pa | ige | | | | |
|) Home Pa | ige | nrotoan | | National Devices | 0 |
|) Home Pa | ige SDL e-Gov is now | protean | | National Pension | System (NPS) |
|) Home Pa | ige SDL e-Gov is now | protean Change is growth | | National Pension S | System (NPS) |
| O Home Pa | IGE SDL e-Gov is now of the second se | change is growth | Dashboard Subscriber Registration | National Pension S 26-Mar-2024 User Maintenance | System (NPS) Home Logout |
|) Home Pa | SDL e-Gov is now of the sectivation / Reactivation | protean Change is growth | Dashboard Subscriber Registration | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| D Home Pa | IGE SDL e-Gov is now of the sectivation / Reactivation / Reactivat | change is growth | Dashboard Subscriber Registration | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| D Home Pa | SDL e-Gov is now of a constraint of the constrai | protean Change is growth | Dashboard Subscriber Registration | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| D Home Pa | SDL e-Gov is now of the sectivation / Reactivation | Change is growth | Dashboard Subscriber Registration | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| D Home Pa | SDL e-Gov is now of a constraint of the constrai | benchange is growth tion Error Rectification Module Welcome to Centra Click here Click here to view | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| Home Pa | IGE SDL e-Gov is now ad Office-180003610 action Subscriber Deactivation / Reactivation | Change is growth tion Error Rectification Module Welcome to Centr Click here Click here to view Click here to view list of E | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request sxit Claim IDs awaiting any action | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| D Home Pa | SDL e-Gov is now of the section of t | tion Error Rectification Module Welcome to Centra Click here Click here to view Click here to view list of E | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request exit Claim IDs awaiting any action Exit. To view annuity quotes, please cl | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| O Home Pa | SDL e-Gov is now of the section of t | Change is growth Une Error Rectification Module Welcome to Centra Click here Click here to view Click here to view list of E Click here to view list of E | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request exit Claim IDs awaiting any action Exit. To view annuity quotes, please cl | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| O Home Pa | SDL e-Gov is now of the second | ton Error Rectification Module Welcome to Centra Click here Click here to view Click here to view list of E | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request exit Claim IDs awaiting any action Exit. To view annuity quotes, please cl | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| D Home Pa | SDL e-Gov is now of the section of t | book the second | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request exit Claim IDs awaiting any action Exit. To view annuity quotes, please cl | National Pension S 26-Mar-2024 User Maintenance Aadhaar Linking Ick here View Annuity Quotes | System (NPS) Home Logout |
| D Home Pa | SDL e-Gov is now of the sectivation of Reactivation of Reactivativation of Reactivativation of Reactivativatio of Reactivativa | Change is growth ton Error Rectification Module Welcome to Centra Click here Click here to view Click here to view list of E urchase the annuity at the time of B | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request Exit Claim IDs awaiting any action Exit. To view annuity quotes, please cl | 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| D Home Pa | SDL e-Gov is now of the second | tion Error Rectification Module Welcome to Centra Click here Click here to view Click here to view list of E | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request exit Claim IDs awaiting any action Exit. To view annuity quotes, please cl | 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |
| D Home Pa | SDL e-Gov is now of file ad Office-180003610 action Subscriber Deactivation / Reactivat Subscriber is required to pr | tion Error Rectification Module Welcome to Centra Click here Click here to view Click here to view list of E urchase the annuity at the time of B | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request Exit Claim IDs awaiting any action Exit. To view annuity quotes, please cl | 26-Mar-2024 User Maintenance Aadhaar Linking lick here View Annuity Quotes | System (NPS) Home Logout |
| D Home Pa | SDL e-Gov is now of the second | tion Error Rectification Module Welcome to Centra Click here Click here to view Click here to view list of E | Dashboard Subscriber Registration al Recordkeeping Agency w list of pending withdrawal request exit Claim IDs awaiting any action Exit. To view annuity quotes, please cl | Lational Pension S 26-Mar-2024 User Maintenance Aadhaar Linking | System (NPS) Home Logout |



Step 3: - Under the Radio Button Option of "Authorize Mapping Request" the User may search details by Nodal Office Reg. No. or Ack No. or From Date and To Date Option to get details for Authorization.

| aar l | inkina Reau | est Status V | iew and Aut | horization | | |
|-------|-----------------------------|--------------------|-------------|-------------|------------|--|
| | Authori | ize Mapping Reques | t | O View Requ | est Status | |
| | | | | | | |
| | | Nodal Office Re | eg. No. | | | |
| | | Ack No | | | | |
| | | From Date* | | DD/MM/YYYY | Y | |
| | | To Date* | | DD/MM/YYYY | Y | |
| | | | Sear | ch | | |

Step 4: - The CHO user will verify the documents uploaded by the CBO users before authorizing Aadhaar linking request by clicking on "Download Attached File" option.

| At | thorize Mapping Request | O View Request Status | |
|---------|---------------------------|---|---|
| dhaar M | apping Request | | |
| | | | |
| | Acknowledgement Number | 100000051 | |
| | User ID | 1400484003 | |
| | Aadhaar Number | XXXXXXX8080 | |
| | User Name | Mohd Aamir Abusad Shaikh | 6 |
| | Date of Birth(dd/mm/yyyy) | 21/03/1989 | |
| | Mobile Number | 7738480621 | |
| | Gender | Male | |
| | Nodal Office Reg. No. | 6004725 | |
| | Nodal Office Name | Central Bank of India, Visanji Rd - Mumbai | |
| | Date of Initiation | 23/03/2024 | |



Step 5: -The CHO authorizer has to tick the declaration and can Accept or Reject with Remarks and Click on "Approve" and "Proceed". On rejection, appropriate comment has to be provided.

| | N LLOT D . N | 6004725 | |
|--|--|---|--|
| | Nodal Office Reg. No. | 6004725 | |
| | Nodal Office Name | Central Bank of India, Visanji Rd - Mumbai | |
| | Date of Initiation | 23/03/2024 | |
| | | | |
| | Uploa | ded Documents | |
| | Document Type | Download Attached File | |
| | Appointment letter | | |
| | | | |
| | | | |
| I hereby of found to be a set of the set | declare that all the information provided a be correct to the best of my knowledge" OAccept | bove and the documents uploaded by the OReject | underlying office have been verified and |
| I hereby o found to b | declare that all the information provided a be correct to the best of my knowledge" OAccept Remarks | oReject | underlying office have been verified and |

Step 6: - The CHO user may click on "Proceed" Option to go ahead.

| NSDL e-Gov is now 1 User Id: 130013500 | protean Change Is growth | National Pension System (NP Back to Main |
|--|--|---|
| Aadhaar Linking Reque | st Status View and Authoriz | ation |
| Authorize | Mapping Request |) View Request Statu |
| Authorize Aadhaar Mappin | Do you want to Ackno User II Aadhaar Number | Proceed ? Cancel XXXXXXX8080 |
| | User Name | Mohd Aamir Abusad Shaikh |
| | Date of Birth(dd/mm/yyyy) | 21/03/1989 |
| | Mobile Number | 7738480621 |
| | Gender | Male |
| | Nodal Office Reg. No. | 6004725 |
| | Nodal Office Name | Central Bank of India, Visanji Rd - Mumbai |
| | Date of Initiation | 23/03/2024 |

Step 7: - The system will display "Request has been successfully accepted" and please click on "Close" option to complete.

| Id: 130013500 | Change Is growth | | Back to |
|-------------------|-----------------------------------|--|---------|
| | Authorize Aadhaar Mapping Request | | X |
| | | | |
| Authorize Aadhaar | Request has been succes | sfully accepted | |
| | Acknowledgement Number | 1000000051 | |
| | User ID | 1400484003 | |
| | Nodal Office Reg. No. | 6004725 | |
| | Nodal Office Name | Central Bank of India, Visanji Rd - Mumbai | |
| | Date of Initiation(dd/mm/yyyy) | 23/03/2024 | |
| | Date of Authorization(dd/mm/yyyy) | 26/03/2024 | |
| | Request Status | Accepted | |
| | Authorizing Nodal Office | Central Bank of | |

Part C:- Status View for Aadhar Linking

The users can view the status of request created by logging-in to the CRA system and providing Acknowledgement ID under User Maintenance section by clicking on Radio Button "View Request Status"

| Authorize | Mapping Request | View Request | Status | |
|-------------------------------|-----------------------|--------------|--------|--|
| | | | | |
| | Request Type | Addition | ~ | |
| | Nodal Office Reg. No. | | | |
| | Ack No | 100000052 | | |
| | From Date* | DD/MM/YYYYY | | |
| | To Date* | DD/MM/YYYY | | |
| | | Search | | |

| | | | Requ | est Type | Addition | n | | ~ | | |
|-------|-----------|------------|-----------------------------------|-----------------|---|------------------|----------|-------------------------|-------------------------------------|---------------|
| | | | Nodal | Office Reg. | No. | | | | | |
| | | | Ack N | lo | 1000000 | 0051 | | | | |
| | | | From | Date* | DD/MM/ | YYYY | | | | |
| | | | To Da | te* | DD/MM/ | YYYY | | | | |
| ir No | Ack No. | User ID | User Name | Nodal Office | Search Nodal Office | Reset Date of | Request | Authorizer Entity Id | Authorizer Nodal Office | Authorization |
| 1 | 100000051 | 1400484003 | Mohd Aamir Abusad Shaikh | Reg. No. | Central Bank of India, Visanji Rd - Mumbai | 23-Mar- 2024 | Accepted | 1300136 | Name Central Bank of India | 26-Mar-2024 |

CBO Login post Aadhaar authentication by CHO authorizer.

| User ID: 1900002500 | | | | Relogin | Home |
|--|---|---|-------------------------------|--------------------|------------------|
| | Aadhaar Number | 365672276951 | | | |
| I understand that Se eGov Technologies Ltd | curity and confidentiality of perso I till such time it is acting as CRA | onal identity data provided, for the for NPS. | e purpose of Aadhaar based au | thentication is en | sured by Protean |

| DL e- | Gov is now | protean Change is growth | | National | Pension System (NP |
|--|--|--|---|---|--|
| | Aadhaar linki | ng Request Initiation | | | |
| | User ID:1400484003 | OTP successfully sent to the Aadhaar Number Enter OTP* | registered mobile number. XXXXXXXX8080 | Relogin Home | 8 |
| | Note: OTP will be sen | t on Aadhaar Registered Mobile Nur | nber | |) |
| | | | | | |
| | | | | | |
| | | | | | |
| e Pac | ne | | | | |
| e Paç | ge NSDL e-Gov is now | protean | | National Pe | ension System (NPS) |
| ee Pag | ge NSDL e-Gov is now =190002500 tails Grievance User Mainten | The protean change is growth | Transaction Master Download CG | National Pe 26-Marc2 MS BackOffice Nodal Offices Up | ension System (NPS) 1024 Hoad Error Rectification Module |
| e Pag | ge NSDL e-Gov is now e-190002500 rdaile Grievance User Maintens rdrawal Request Knowledge Cent | The Document Management Views | Transaction Master Download CG | National Pe 28-Mar 2 MS BackOffice Nodal Offices Up | ension System (NPS) Noad Error Rectification Module |
| e Pag Image Pag Imag | ge NSDL e-Gov is now s-190002500 taile Grievance User Maintens udrawal Request Knowledge Cent | The Click here Click here to C | Transaction Master Download CG Central Recordkeeping Agency o view list of pending withdrawal request | National Pe 26:Mar.2 MS BackOffice Nodal Offices Up | ension System (NPS) 1024 Hoad Error Rectification Module |