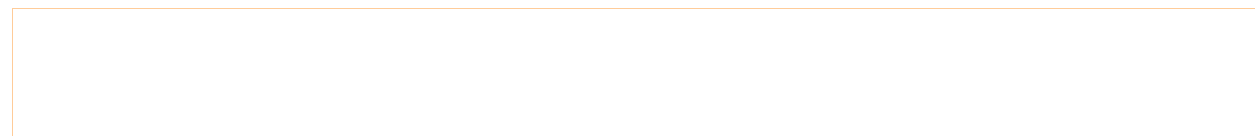


STANDARD OPERATING PROCEDURE (SoP)
Error Rectification Module (ERM)



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

Index

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1.	Preface
2.	Acronyms and Abbreviations
3.	Error Rectification Module
4.	Excess amount transferred to a PRAN
5.	Transfer to PRAN 1 instead of PRAN 2
6.	Non-NPS Subscriber withdrawal
7.	Views by PrAO

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 Managers (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.**

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 accredited bank had transferred amount in excess of the SCF. Further, there have been instances wherein the PAOs may have committed errors in uploading the SCFs. In a nutshell, the PAOs/Accredited Banks 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

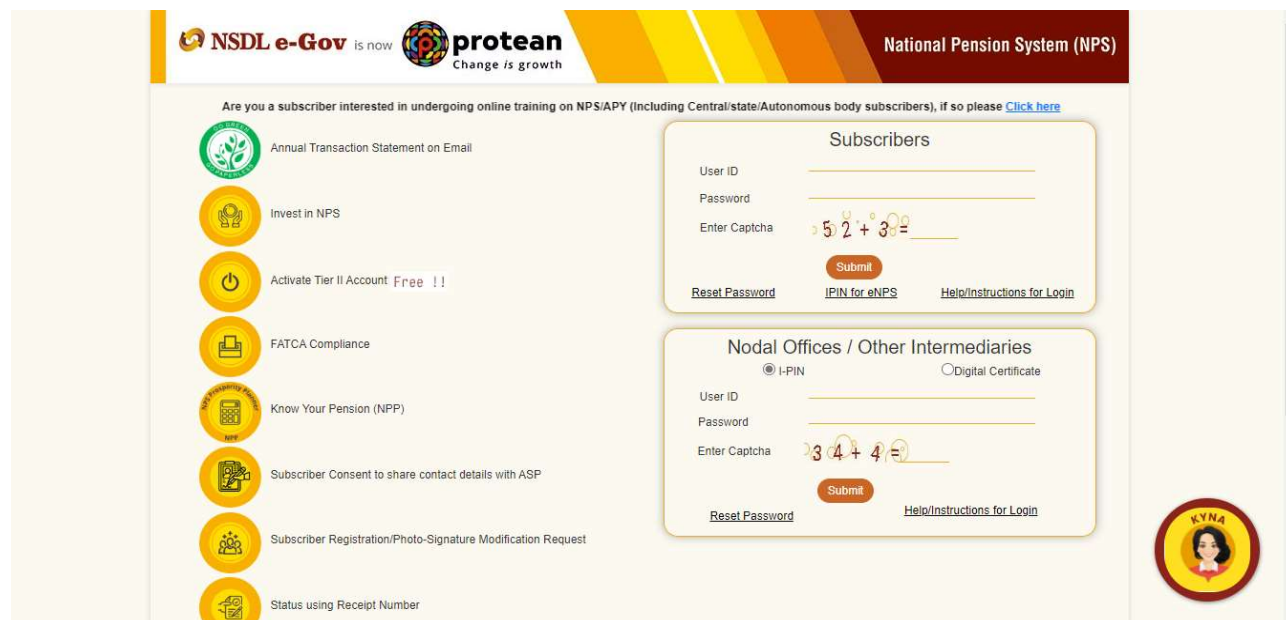
In some instances, PAO may have erroneously transferred excess amount to a PRAN and the amount has been credited into the subscriber account. The resolution of these cases can be done by the PAO.

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.



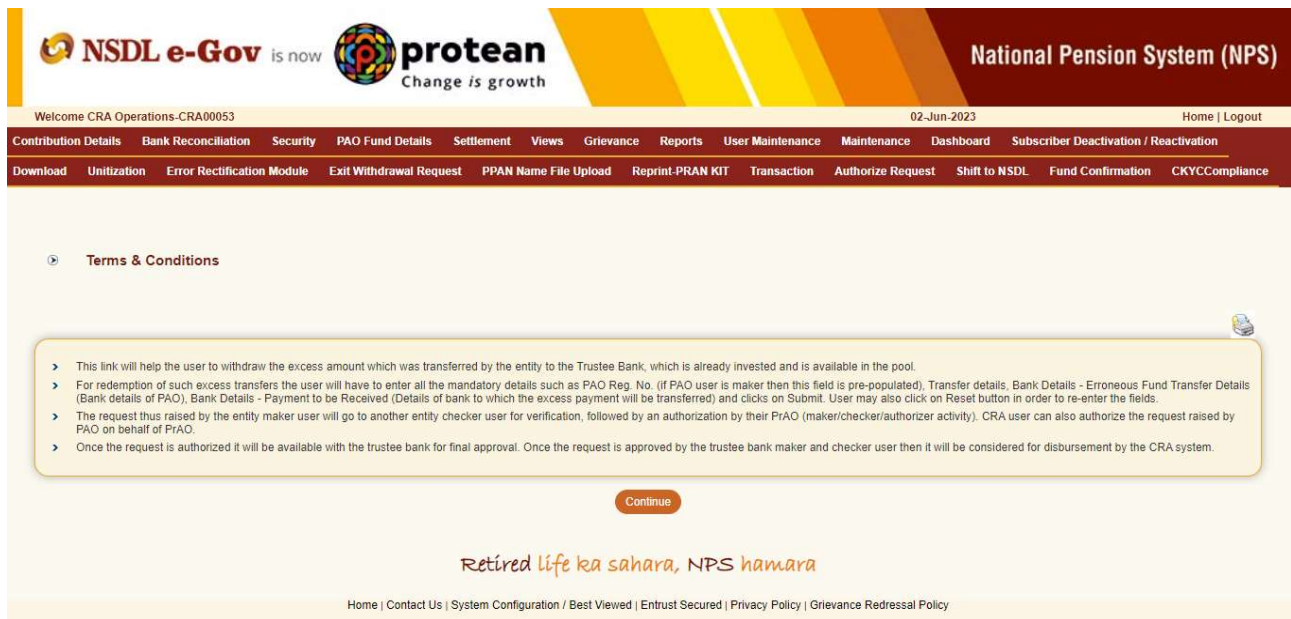
(Figure 1)

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:1001025403 Revalidate to NPS/CAN 01 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](#)
[KYCCompliance](#)

Rectification of Erroneous Transfer To PRAN

Transaction ID * 1001025400010

PRAN * 11004232101

Contribution Type --Select--

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

Contribution Amount

Tier Type * Tier Type 1

Submit Cancel

Retired life ka sahara, NPS hamara

(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

Acknowledgement No. - Tier Type T1
 Transaction ID 1001025400010 PRAN 11004232101
 Contribution Type Regular Subscriber Name VDH DHDSE
 Contribution Month / Year --Select-- Contribution Amount
 PAN/CKD/SP/CP/PAID Reg. No. 2000213 PAN/CKD/SP/CP/PAID Name Sr Accounts Officer and Sr PO, Northern Railway, Yamuna Nagar

Contribution Details

Sr No.	PAN/CKD Slip No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
1	2000213	11004232101	Regular	Oct	2018	3722.00		3722.00

Request Type * --Select--

Amount to be Adjusted *

Remark for SOT *

Target PRAN

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

Bank Details of (Pa)

Account Number * 1001025400010 Bank Name * STATE BANK OF INDIA Branch Name * LADHOWRI
 Bank Address * COURT RD, LADHOWRI, PIN CODE * 120002
 IFSC Code * SBIN0002014 Mode of Transfer * Electronic Transfer Beneficiary Account Name * SR ACC N DELHI

Submit Cancel

(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.

- 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.

The screenshot shows a web form titled 'Redemption of excess transfer to PRAN'. It contains several sections:

- Search Details:** Acknowledgement No. (1001825400810), Transaction ID (110042327101), Contribution Type (Regular), Contribution Month / Year (Oct 2014), and PAO/PO/SP/PO/PS/O Reg. No. (2000213).
- Contribution Details:** A table with columns: Sr No., PAO/PO/SP/PO/PS/O Reg. No., PRAN, Contribution Type, Month, Year, Amount, Remarks, and Amount Available for Adjustment. Row 1: 1, 2000213, 110042327101, Regular, Oct, 2014, 3722.88, , 3722.88.
- Request Details:** Request Type (Redemption of excess transfer to PRAN), Amount to be Adjusted (3722.88), Remark for SOT (Reversal of erroneous contribution).
- Target PRAN Details:** A table with columns: Target PRAN, Target Con. Type, Amount to be adjusted, and Remark for SOT. It is currently empty.
- Bank Details of PAO:** Account Number (1001795566), Bank Name (STATE BANK OF INDIA), Branch Name (JAGADHARI), Bank Address (COURT RELJAGADHARIMBALA HARIYANA), MICR Code (130002002), Pin Code (130002), IFSC Code (SBIN0000066), Mode of Transfer (Electronic Transfer), and Beneficiary Account Name (NPS REC N DELH).

Buttons for 'Submit' and 'Cancel' are visible at the bottom of the form.

(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.

The screenshot shows a confirmation page titled 'Erroneous Transfer To PRAN'. It displays the same data as Figure 6, but with a 'Confirm' button instead of a 'Submit' button. The footer includes the text 'Retired life ka sahara, NPS humara' and navigation links: Home, Contact Us, System Configuration, Best View, Logout, Security, Privacy Policy, and Grievance Redressal Policy.

Welcome Pay and Accounts Office:1001025433 Navigate to NPSCAN 01-Jun-2023 Home | Logout

[Home](#) | [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](#) | [Authorise Request](#) | [CRCCCompliance](#)

Request Captured Successfully.Acknowledgement ID is: 1000773860. Request pending for verification.

Rectification of Erroneous Transfer To PRAN

Search Details

Acknowledgement No.	1000773860	Ter Type	T1
Transaction ID	1001E25488819	PRAN	1004K327181
Contribution Type	Regular	Subscriber Name	VDHT DVZEV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.68
PRAN/PRP-SPROP/PRAD Reg. No.	2006215	PRAN/PRP-SPROP/PRAD Name	Sr Accounts Officer and Sr. PD, Northern Railway, Yamuna Nagar

Contribution Details

PRAN/PRP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000215	1004K327181	Regular	Oct	2014	3722.68		3722.68

Request Details

Request Type: Redemption of excess transfer to PRAN

Amount to be Adjusted: 722.66

Remark for BOT: Reversal of erroneous contribution

Bank Details of PAC

Account Number	10017002946	Bank Name	STATE BANK OF INDIA	Branch Name	JAGADHARI
Bank Address	COURT RD,JAGADHARILAMBALA,HARYANA	IBCR Code	13062062	Pin Code	136802
IFSC Code	SBIN0000904	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	SR REC H DELH

Maker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 17:24:32.829173	1001521493	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks

Retired life kea sahara, NPS hamara

(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.

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

Welcome Pay and Accounts Office:1001025433 Navigate to NPSCAN 01-Jun-2023 Home | Logout

[Home](#) | [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](#) | [Authorise Request](#) | [CRCCCompliance](#)

Rectification of Excess Transfer to Nucleo Bank

Verify Rectification of Excess Transfer to Nucleo Bank

View Request Status

Rectification of Erroneous Transfer to subscriber

Verify Rectification of Erroneous Transfer to subscriber

Redemption of non NPS Contribution

Annuity Quotes

Voluntary Redemption of non NPS Contribution

Information regarding online submission of FATCA Self-Certification in Subscribers login may be downloaded here or your subscribers. For details, Click here

Click here for PFRDA Advisory on streamlining of handling of Exit cases

NPS Operations Guide PHODTO DDD

CRA Helpline for Nodal Offices 1800-222-001 (toll-free)

Retired life kea sahara, NPS hamara

Home | Contact Us | System Configuration | Best Viewed | Enquiry Searched | 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.

The screenshot shows the 'Rectification of Erroneous Transfer To PRAN' search form. The form includes the following fields:

- PRAN: [Empty text box]
- Acknowledgment No.: [1100271880]
- Request Type: [Empty dropdown menu]
- PRAN/POP-SIP/OP/SHAD Reg. No.: [Empty text box]
- Capture Date - From: [Empty date picker]
- Capture Date - To: [Empty date picker]

Buttons for 'Submit' and 'Reset' are located at the bottom of the form. The header of the page includes 'NSDL e-Gov is now protean Change is growth' and 'National Pension System (NPS)'. The date '01-Jun-2022' is displayed in the top right corner.

(Figure 9)

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

The screenshot shows the search results for the 'Rectification of Erroneous Transfer To PRAN' query. The results table is as follows:

Acknowledgment No.	PRAN	Request Type	Captured By	Capture Date
1100271880	11004237181	Rectification of Excess Transfer To PRAN	1001037403	20-06-2022

The Acknowledgment ID '1100271880' is circled in red. The header of the page includes 'NSDL e-Gov is now protean Change is growth' and 'National Pension System (NPS)'. The date '01-Jun-2022' is displayed in the top right corner.

(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.	100077988	Tax Type	T1
Transaction Id	10012540010	PRAN	1004237101
Contribution Type	Regular	Subscriber Name	VJNT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.00
PAOPOR/SPPOP/PAO Reg. No.	2000213	PAOPOR/SPPOP/PAO Name	Sr Accounts Officer and Sr. PD, Northern Railway, Yamuna Nagar

Contribution Details

PAOPOR/SPPOP Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	1004237101	Regular	Oct	2014	3722.00		3722.00

Request Details

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

Bank Details of PAO

Account Number	1251702508	Bank Name	STATE BANK OF INDIA	Branch Name	JALANDHAR
Bank Address	COURT RD, JALANDHAR, JALANDHAR	BRBR Code	13000202	Pin Code	150002
IFSC Code	SBIN0002054	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	NR REC W DELHI

Maker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-01 17:24:32.426323	100125401	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 100077988 Pending for Authorization

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	100077988	Tax Type	T1
Transaction Id	10012540010	PRAN	1004237101
Contribution Type	Regular	Subscriber Name	VJNT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	3722.00
PAOPOR/SPPOP/PAO Reg. No.	2000213	PAOPOR/SPPOP/PAO Name	Sr Accounts Officer and Sr. PD, Northern Railway, Yamuna Nagar

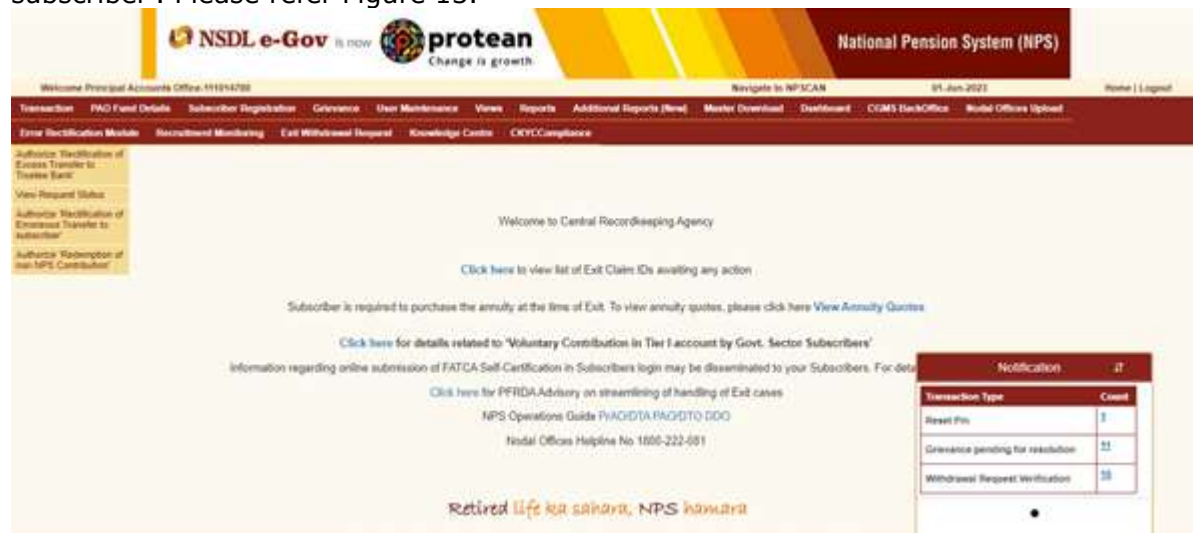
(Figure 12)

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.



The screenshot displays the NSDL e-Gov National Pension System (NPS) portal. At the top, there is a navigation bar with the NSDL e-Gov logo, the Protean logo, and the text 'National Pension System (NPS)'. Below the navigation bar, there is a menu with various options such as 'Transaction', 'PAO Fund Details', 'Subscriber Registration', 'Compliance', 'User Maintenance', 'Views', 'Reports', 'Additional Reports (New)', 'Master Download', 'Dashboard', 'COMS BackOffice', and 'Nodal Officers Upload'. The main content area shows a form titled 'Rectification of Erroneous Transfer To PRAN'. The form includes fields for 'PRAN', 'Acknowledgment No.', 'Request Type' (with a dropdown menu), 'PDCP/PF/SF/POR/PAOD Reg. No.', 'Capture Date - From', and 'Capture Date - To'. Below the form, there is a table with the following data:

Acknowledgment No.	PRAN	Request Type	Captured By	Capture Date	PAO Reg No.	PAO Name	Checker UserID	Checker Action Date
11000240000	110042327101	Rectification of Erroneous Transfer To PRAN	CB11021403	20-08-2022	2000213	Pr Accounts Officer and Sr. PO, Eastern Region, Yamuna Nagar	CB11021402	20-08-2022

(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.

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	1000077880	Tier Type	T1
Transaction Id	1001025400010	PRAN	11004337181
Contribution Type	Regular	Subscriber Name	VJHT DVZBV
Contribution Month / Year	Oct 2014	Contribution Amount	722.98
NPS/POP/SP/POP/PRAN Reg. No.	2000211	NPS/POP/SP/POP/PRAN Name	Sr Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Contribution Details

PRAN/DO Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000211	11004337181	Regular	Oct	2014	722.98		722.98

Request Details

Request Type: Rectification of Excess Transfer To PRAN
 Amount to be Adjusted: 722.98
 Remarks for SOT: Reversal of erroneous contribution

Bank Details of PRAN

Account Number	10557000588	Bank Name	STATE BANK OF INDIA	Branch Name	JAGADHAR
Bank Address	COURT RD,JAGADHAR,AMBALA,HARYANA	MCR Code	130000003	Pin Code	138002
IFT Code	SBIN0000654	Mode of Transfer	Electronic Transfer	Beneficiary Account Name	NR REC N DELHI

User Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-01 17:24:30.626523	10010254001	Captured	Reversal of erroneous contribution

Checkin Details

Action Timestamp	User Id	Request Status	Remarks
2023-06-01 16:58:35.9197	10010254001	Verified	OK

Authorizer Details

Action Timestamp	User Id	Request Status	Remarks
Remarks			

Buttons: 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.

*** 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.**

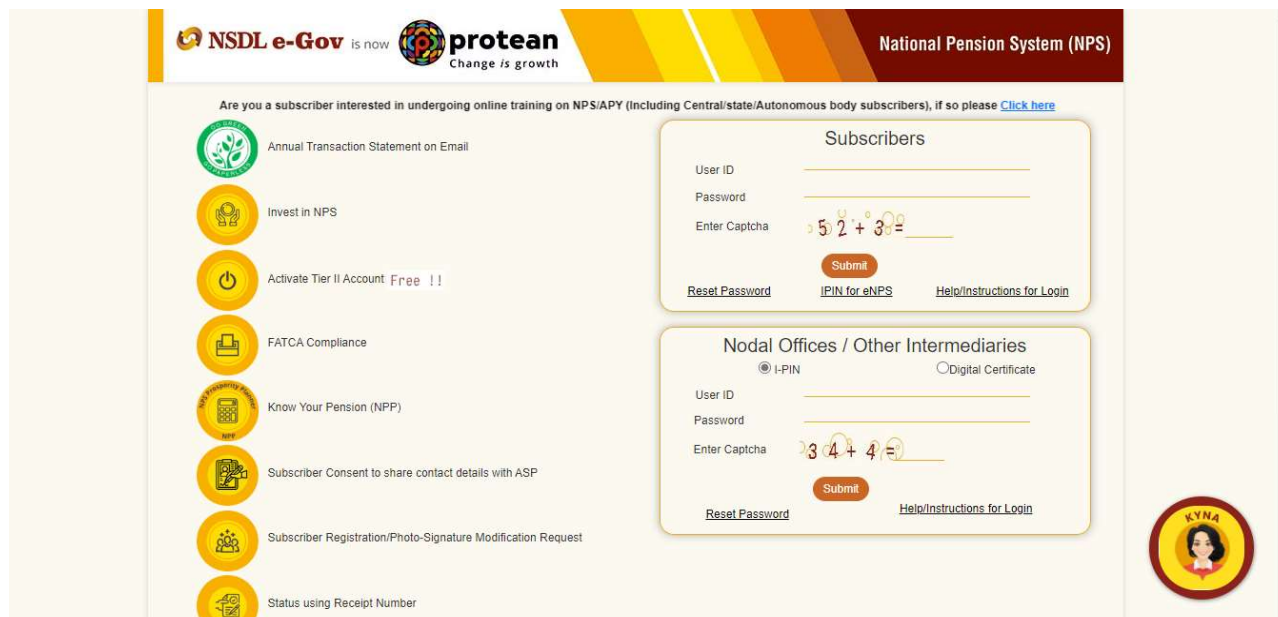
Illustration: On April 22, 2008, PAO X had inadvertently remitted excess of Rs. 2,000/- in 'PRAN 1', instead of 'PRAN 2'. Based on NAV of Rs. 10/-, 200 units were created for Rs. 2,000/- and credited to PRAN 1. On February 15, 2012, PAO X has requested for rectification of incorrect credit in PRAN 1 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.



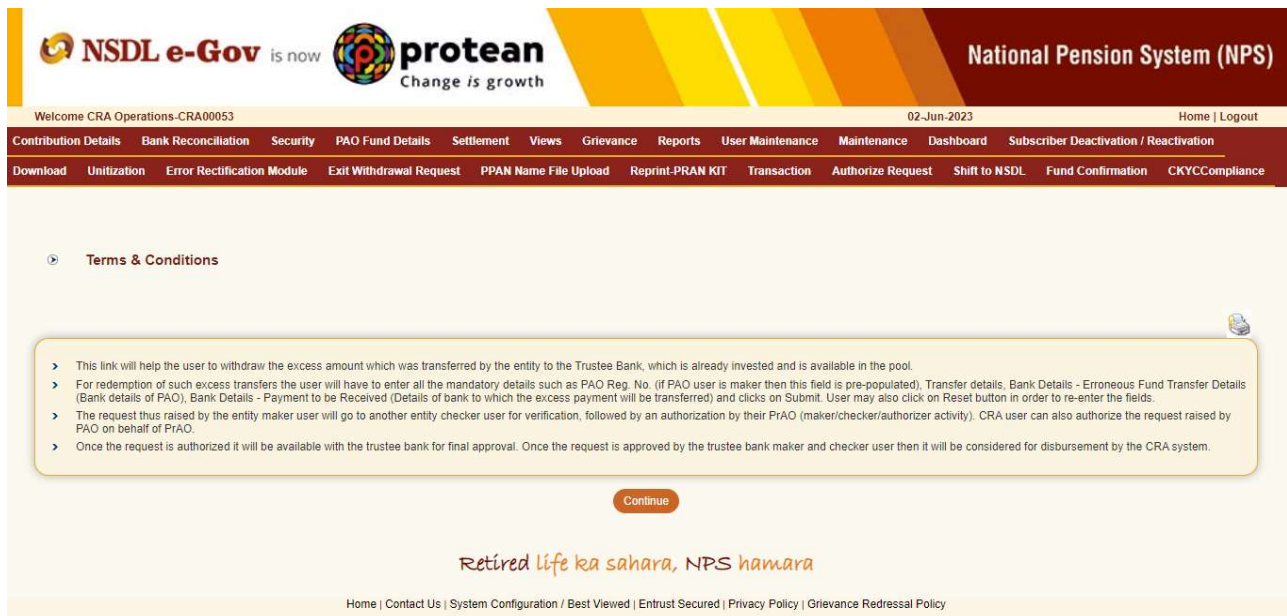
(Figure 17)

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.



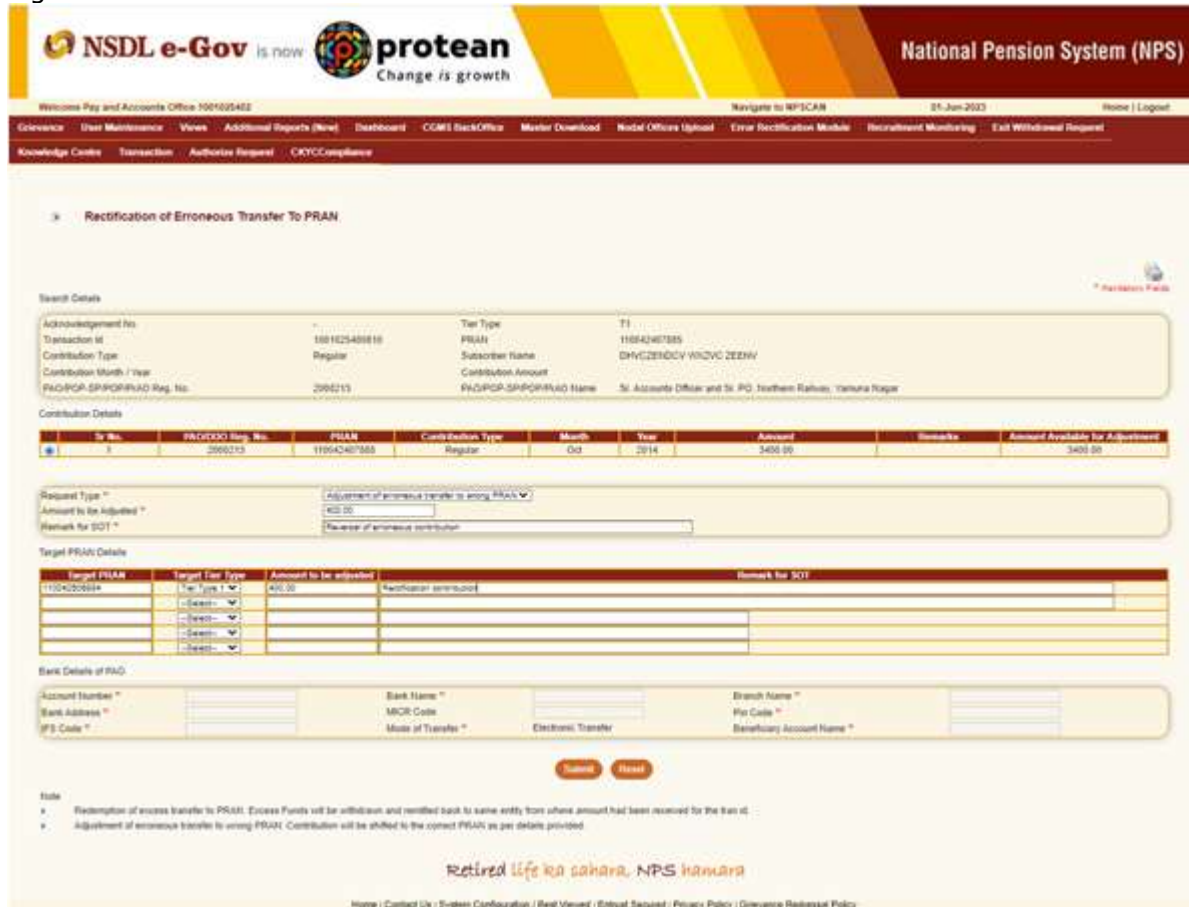
(Figure 19)

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'.



(Figure 10)

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



(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.	Transaction Id	100102340010	Tier Type	T1
Contribution Type	Regular	PRAN	1100401900	
Contribution Month / Year	Oct 2014	Subscriber Name	DHVCBENDCV WIZVC ZBBW	
NAOPFOR SPPFORPRAN Reg. No.	2000273	Contribution Amount	3400.00	
		NAOPFOR SPPFORPRAN Name	Sr. Accounts Officer and Sr. PD, Southern Railway, Yamuna Nagar	

Contribution Details

NAOPFOR Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000273	1100401900	Regular	Oct	2014	3400.00		3400.00

Request Details

Request Type	Submission 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
11004190004	Tier Type 1	400.00 (erroneous contribution)	

Confirm Cancel

Retired Life ka sahaaj, NPS kawaara

(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.

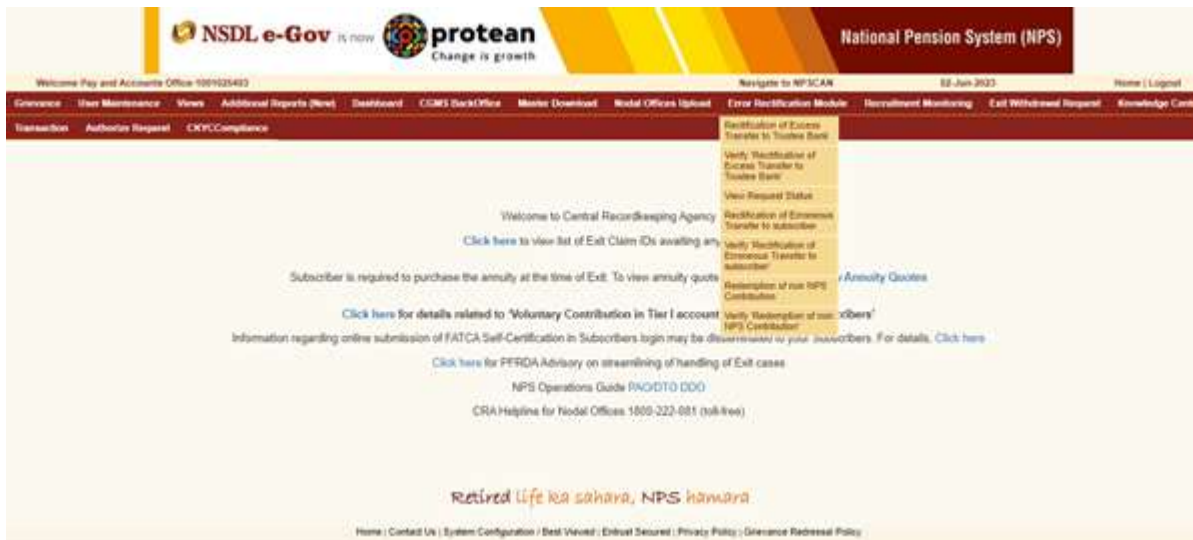


(Figure 23)

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.



(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.

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgment No.	10000778891	Plan Type	T1
Transaction ID	1001025400016	PRAN	110042407885
Contribution Type	Regular	Subscriber Name	DHVCZENDCV VQZVC ZESNV
Contribution Month / Year	Oct-2014	Contribution Amount	3400.00
PRAO/POF-SP/POF/PAO Reg. No.	2000213	PRAO/POF-SP/POF/PAO Name	Sr Accounts Officer and Sr PO, Northern Railway, Yamuna Nagar

Contribution Details

PRAO/POF 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
2013-08-01 10:07:07 852024	001025402	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

Submit Cancel

Retired life ka sahara, NPS kahaara

(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

Acknowledgment No.	10000778891	Plan Type	T1
Transaction ID	1001025400016	PRAN	110042407885
Contribution Type	Regular	Subscriber Name	DHVCZENDCV VQZVC ZESNV
Contribution Month / Year	Oct-2014	Contribution Amount	3400.00
PRAO/POF-SP/POF/PAO Reg. No.	2000213	PRAO Name	Sr Accounts Officer and Sr PO, Northern Railway, Yamuna Nagar

Contribution Details

PRAO/POF 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
2013-08-01 10:07:07 852024	001025402	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2013-08-02 10:26:23 465877	001025403	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks

Subscriber Details

Action Timestamp	PRAN	Request Status	Remarks

Retired life ka sahara, NPS kahaara

(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.



(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.



The screenshot displays the NSDL e-Gov National Pension System (NPS) portal. At the top, the logo for NSDL e-Gov is shown alongside the Protean logo with the tagline 'Change is growth'. The page title is 'National Pension System (NPS)'. Below the header, there is a navigation menu with options like 'Transaction', 'PAO Field Details', 'Subscriber Registration', 'Certificate', 'User Maintenance', 'Views', 'Reports', 'Additional Reports (New)', 'Master Download', 'Dashboard', 'CGMS StackOffice', and 'Model Office Upload'. A secondary menu includes 'Error Rectification Module', 'Recruitment Monitoring', 'Exit Withdrawal Request', 'Knowledge Centre', and 'COTCC Compliance'. The main content area is titled 'Rectification of Erroneous Transfer To PRAN'. It contains a form with fields for 'PRAN', 'Acknowledgement No.', 'Request Type' (set to 'Debit'), 'PRAN/POA/OP/POB/PAO Reg. No.', 'Capture Date - From', and 'Capture Date - To'. Below the form are 'Submit' and 'Print' buttons. At the bottom, a table lists request details:

Act No.	PRAN	Request Type	Captured By	Capture Date	PAO Reg No.	PAO Name	Checker (User)	Checker Action Date
300072381	1100407585	Adjustment of Erroneous Transfer To Wrong PRAN	1801020402	26.05.2023	2900215	Sr Accounts Officer and Sr PO, Southern Railway, Varanasi Nagar	1801021403	23.08.2022

Below the table, the text 'Retired Life ka sahara, NPS hawara' is displayed.

(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.

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

Welcome Principal Accounts Office-11194296 Navigate to NPSCAN 02-Jan-2023 Home | Logout

Transaction PAO Fund Details Subscriber Registration Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS StackOffice Model Office Upload

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

Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	100077880	Tier Type	T1
Transaction ID	10012540016	PRAN	1100407088
Contribution Type	Regular	Subscriber Name	DHVCZENOCV WQZVC ZEEHV
Contribution Month / Year	Oct 2014	Contribution Amount	3400.00
PAOPOR-SPPOPRHO Reg. No.	2000213	PAOPOR-SPPOPRHO Name	Sr Accounts Officer and Sr PO, Southern Railway, Varanasi Nagar

Contribution Details

PAOPOR Reg. No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
2000213	1100407088	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
11004200004	Tier Type 1	400.00 Rectification contribution	

User Details

Action Timestamp	User ID	Request Status	Remarks
2023-08-01 20:07:07 202304	1001029402	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-08-01 19:26:25 4000177	1001029402	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
Remarks			

Accept Reject

Retired Life ka Sahara. NPS Khasara

(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: 100877881

✕ Rectification of Erroneous Transfer to PRAN

Search Details

Acknowledgement No.	100877881	Tier Type	T1
Transaction ID	10012540810	PRAN	1184248785
Contribution Type	Regular	Subscriber Name	DH/CCD/DOV/WKZVC/ZEENV
Contribution Month / Year	Oct 2018	Contribution Amount	3498.00
PRAN/PRAN/PRAN/Field Ring No.	200013	PRAN/PRAN/PRAN/Field Name	Sr Accounts Officer and Sr. PD, Northern Railway, Varanasi Nagar

Contribution Details

PRAN/DOO Ring No.	PRAN	Contribution Type	Month	Year	Amount	Remarks	Amount Available for Adjustment
200013	1184248785	Regular	Oct	2018	3498.00		

Request Details

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

Target PRAN Details

Target PRAN	Target Tier Type	Amount to be adjusted	Remark for DDT
1184248785	Tier Type I	400.00 Rectification contribution	

Master Details

Action Timestamp	User ID	Request Status	Remarks
2023-08-01 20:07:07.822034	1001125403	Captured	Reversal of erroneous contribution

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-08-02 09:26:23.465611	1001125403	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
2023-08-02 16:22:53.807188	110814759	Authorized	Approved

Retired life ka sahara, NPS humara

(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.

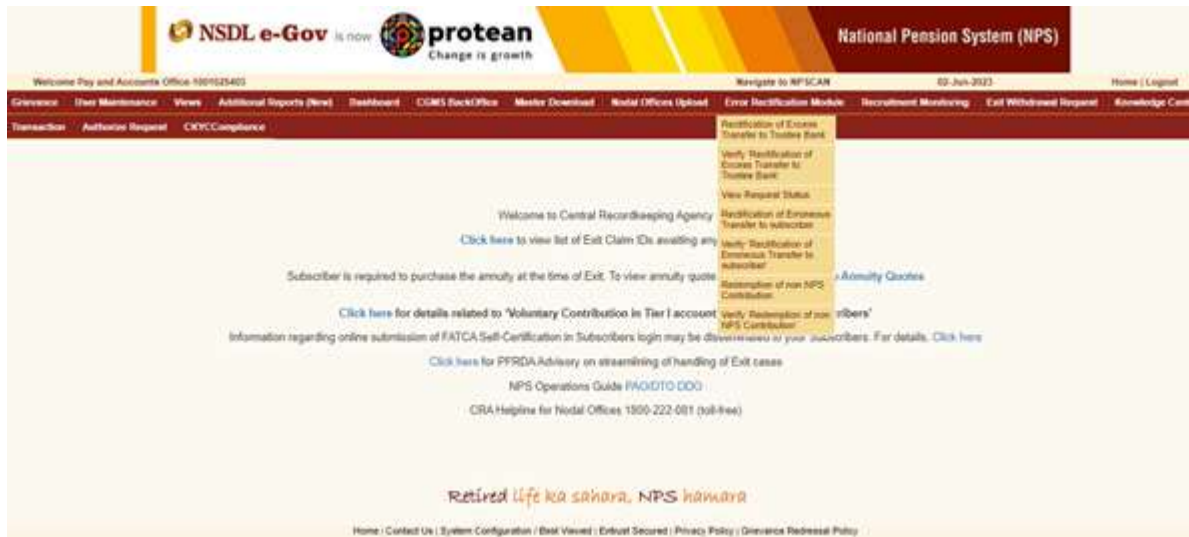
- iii. All the units credited in the subscriber's PRAN will be redeemed.
- iv. If there are any contribution files pending to be matched for the subscriber, then the request for withdrawal of funds will be rejected at EOD. These pending SCFs may be corrected by the PAO to exclude the said PRAN. Subsequently, 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.

Welcome Pay and Accounts Office 1001525403 Navigate to NPSCAN 02-Jun-2023 Home | Logout

[Overview](#) | [User Maintenance](#) | [Views](#) | [Additional Reports \(New\)](#) | [Dashboard](#) | [CGMS Dashboard](#) | [Master Download](#) | [Nodal Offices Upload](#) | [Error Rectification Module](#) | [Recruitment Monitoring](#) | [Exit Withdrawal Request](#) | [Knowledge Centre](#) | [Transaction](#) | [Authorise Request](#) | [CRYC Compliance](#)

➤ GPF Rectification Erroneous Transfer Withdrawal PRAN

PRAN: 110042670005 PWD(PAN) Reg No: 2000013

Bank Details: (As returned funds will be transferred to below Bank account, please provide correct bank account details. Also ensure that the details pertain to your office.)

Account No.:	1000100000	PIS Code:	0000000004
Bank Name:	STATE BANK OF INDIA	MICR Code:	030002002
Bank Branch:	JAGADHARI	Pincode:	110002
Bank Address:	COURT NO. JAGADHARI	Mode of Transfer:	Electronic Transfer

Reason: [Reason] Beneficiary (if not NPS) Account Name:

Submit **Cancel**

Retired Life ka Sahara, NPS Sahara

Home | Contact Us | System Configuration | Best View | Logout Session | Privacy Policy | Grievance Redressal Policy

(Figure 36)

When User clicks the Submit button, confirmation page will be shown to the User as below. Please refer Figure 37.

Welcome Pay and Accounts Office 1001525403 Navigate to NPSCAN 02-Jun-2023 Home | Logout

[Overview](#) | [User Maintenance](#) | [Views](#) | [Additional Reports \(New\)](#) | [Dashboard](#) | [CGMS Dashboard](#) | [Master Download](#) | [Nodal Offices Upload](#) | [Error Rectification Module](#) | [Recruitment Monitoring](#) | [Exit Withdrawal Request](#) | [Knowledge Centre](#) | [Transaction](#) | [Authorise Request](#) | [CRYC Compliance](#)

➤ GPF Rectification Erroneous Transfer Withdrawal PRAN

PRAN: 110042670005 PWD(PAN) Reg No: 2000013

Bank Details: (As returned funds will be transferred to below Bank account, please provide correct bank account details. Also ensure that the details pertain to your office.)

Account No.:	1000100000	PIS Code:	0000000004
Bank Name:	STATE BANK OF INDIA	MICR Code:	030002002
Bank Branch:	JAGADHARI	Pincode:	110002
Bank Address:	COURT NO. JAGADHARI	Mode of Transfer:	Electronic Transfer

Reason: In pursuance of Court order/Orders Beneficiary (if not NPS) Account Name:

Court order number: Date:

Confirm **Cancel**

Retired Life ka Sahara, NPS Sahara

Home | Contact Us | System Configuration | Best View | Logout Session | Privacy Policy | Grievance Redressal Policy

(Figure 37)

User has to click the 'Confirm' button to generate the Acknowledgement Number. Please refer Figure 38.

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National Pension System (NPS)

Welcome Pay and Accounts Office-191025401

Navigation to NPS CAN | 02 Jun 2021 | Home | Logout

Dashboard | User Maintenance | View | Additional Reports (New) | Dashboard | COME Back Office | Master Download | Nodal Offices Updated | Error Notification Module | Recruitment Monitoring | Exit Withdrawal Request | Knowledge Centre | Transaction

Authenticate Request | CRYC Completion

Rectification Of GPY PRAN Erroneous Transfer Withdrawal.

Acknowledgment No. 1000779802 | PAN 100A2670888 | Name VALUJI THAKUR 28219 | PAN/AC Name S. Accounts Officer and S. PC, Northern Railway, Varanasi Nagar

Bank Details

Account No. 1080708888 | IFS Code SBIN000884 | MICR Code 198002002 | PIN Code 100002 | Mode of Transfer Electronic Transfer

Bank Name STATE BANK OF INDIA | Bank Branch JASDHAR | Bank Address COURT RD, JASDHAR, JASDHAR, JASDHAR | PAN REC N QSLM

Reason In pursuance of Court order/instructions | Court order number 2023/146/001 | Date 02/06/2021

*That if required, the Authority can seek supporting documents in lieu of the cases as stated/authorized by Nodal offices in the CRA system for withdrawal on account of employee/insurance from NPS subscriber. And in such cases, whenever the supporting documents have been sought by the Authority, the "T" for the purpose of redemption shall be cancelled 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 office and accordingly the Nodal office are advised to submit proper documents to ensure processing of cases in a time bound manner and/or in the to business/structure, if any, given by Nodal Office.

Submit Cancel

(Figure 38)

NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

Welcome Pay and Accounts Office-191025401

Navigation to NPS CAN | 02 Jun 2021 | Home | Logout

Dashboard | User Maintenance | View | Additional Reports (New) | Dashboard | COME Back Office | Master Download | Nodal Offices Updated | Error Notification Module | Recruitment Monitoring | Exit Withdrawal Request | Knowledge Centre | Transaction

Authenticate Request | CRYC Completion

Request Captured Successfully, Acknowledgement ID is 1000779802

Rectification Of GPY PRAN Erroneous Transfer Withdrawal.

Acknowledgment No. 1000779802 | PAN 100A2670888 | Name VALUJI THAKUR 28219 | PAN/AC Name S. Accounts Officer and S. PC, Northern Railway, Varanasi Nagar

Bank Details

Account No. 1080708888 | IFS Code SBIN000884 | MICR Code 198002002 | PIN Code 100002 | Mode of Transfer Electronic Transfer

Bank Name STATE BANK OF INDIA | Bank Branch JASDHAR | Bank Address COURT RD, JASDHAR, JASDHAR, JASDHAR | PAN REC N QSLM

Request Status

Action Timestamp	User ID	Request Status	Reason	Court order number	Date
2023/06/02 09:35:18 144708	1007028403	Captured	In pursuance of Court order/instructions	2023/146/001	02/06/2021

Requester Details

Action Timestamp	User ID	Request Status	Remarks

Authenticate Details

Action Timestamp	User ID	Request Status	Remarks

*That if required, the Authority can seek supporting documents in lieu of the cases as stated/authorized by Nodal offices in the CRA system for withdrawal on account of employee/insurance from NPS subscriber. And in such cases, whenever the supporting documents have been sought by the Authority, the "T" for the purpose of redemption shall be cancelled 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 office and accordingly the Nodal office are advised to submit proper documents to ensure processing of cases in a time bound manner and/or in the to business/structure, if any, given by Nodal Office.

(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.



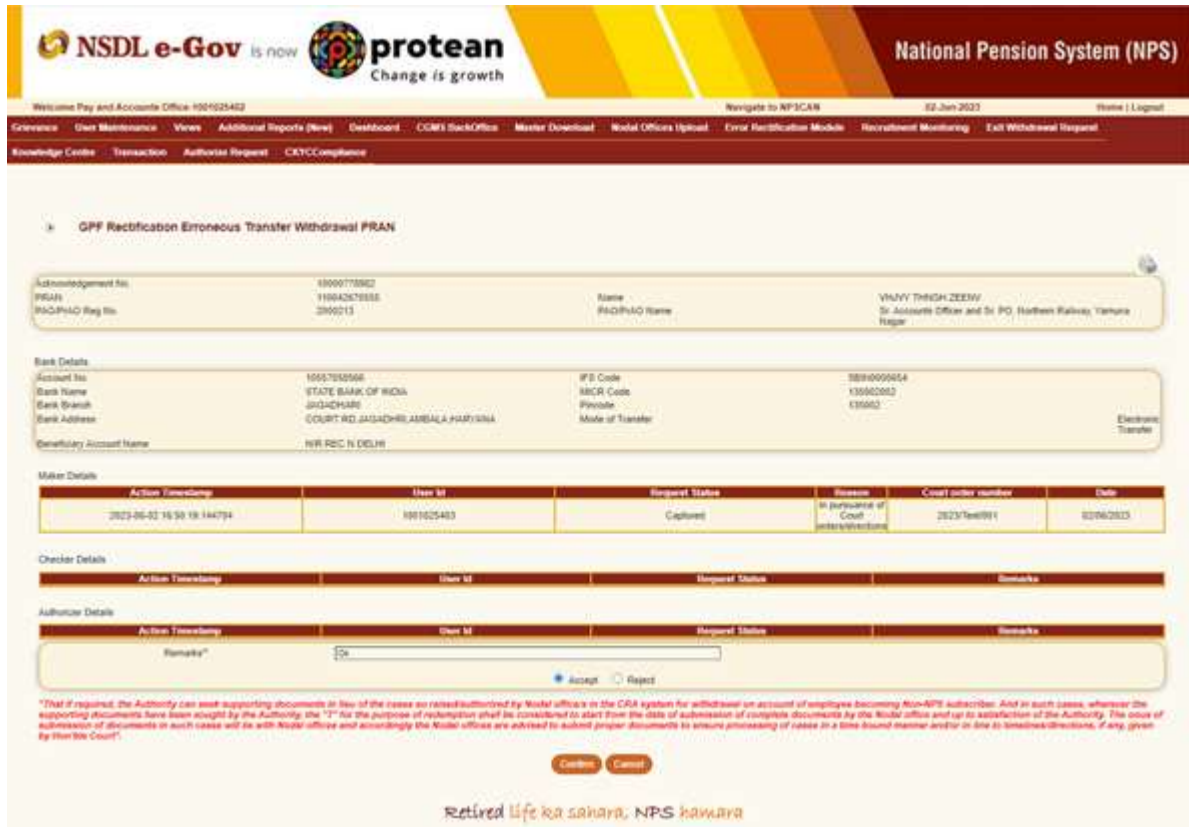
(Figure 41)

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.

Request Verified Successfully Acknowledgement ID is: 1000770802 Pending for Authorization

GPF Rectification Erroneous Transfer Withdrawal PRAN

Acknowledgement No:	1000770802	Name:	VINAY DINGH ZEENY
PRAN:	1100A270555	PrAO/PrAO Name:	Pr. Account Officer and Sr. PO, Foodien Railway, Varanasi Nagar
PrAO/PrAO Reg No.:	3900713		

Account No.:	1885702546	IF's Code:	8840000054
Bank Name:	STATE BANK OF INDIA	MCLR Code:	13902002
Bank Branch:	SHADNAGAR	Pincode:	226002
Bank Address:	COURT RD,SHADNAGAR,AMBALA,HARYANA	Mode of Transfer:	
Beneficiary Account Name:	NRI REC IN DELHI		Electronic Transfer

Action Timestamp	User ID	Request Status	Reason	Court order number	Date
2023-06-02 16:50:18.144794	891025402	Captured	In pursuance of Court order/retrospective	2023/148901	03/06/2023

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 16:50:31.992143	1001025402	Verified	OK

Action Timestamp	User ID	Request Status	Remarks

(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.

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

Welcome Principal Accounts Office 111614760 Navigate to NPS/AN 02 Jun 2023 Home | Logout

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

Error Rectification Module Account-based Monitoring Exit Withdrawal Request Knowledge Centre KYCC/Compliance

Authorise Rectification of Excess Transfer to Trustee Bank

PrAO Request Status

Authorise Rectification of Erroneous Transfer to Subscriber

Authorise Redemption of non-NPS Contribution

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/TO/DOO

Nodal Offices Helpline No 1800-222-001

Retired life ka sahar, NPS harwar

Home | Contact Us | System Configuration | Best Viewed | Exit/Not Secured | Privacy Policy | Grievance Redressal Policy

Transaction Type	Count
Recall Pin	1
Grievance pending for resolution	22
Withdrawal Request Verification	23

(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.

Act	PRAN	Request Type	Captured By	Capture Date	Checker User ID	Checker Action Date
1000071982	110842670555	GPF Redemption of Excess Transfer to PRAN	1001020403	23-08-2022	1001020402	23-08-2022

(Figure 46)

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

Act	PRAN	Request Type	Captured By	Capture Date	Checker User ID	Checker Action Date
1000071982	110842670555	GPF Redemption of Excess Transfer to PRAN	1001020403	23-08-2022	1001020402	23-08-2022

(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 Officer: 111814766 Navigate to WFOCAN 02 Jun 2023 Home | Logout

Transaction: PAO Fund Details Subscriber Registration Grievance User Maintenance View Reports Additional Reports (New) Master Download Dashboard CUMS BackOffice Noida Office Upload

Error Rectification Module Recruitment Monitoring Exit Withdrawal Request Knowledge Center KYCCCompliance

GPF Rectification Erroneous Transfer Withdrawal PRAN

Acknowledgement No. 10000715862
 PAN 110042679555
 PAN/PAN O Reg No. 2000213
 Name VIKRANT THAKUR DEEPAV
 PAN/PAN O Name Dr. Accounts Officer and Sr. PG, Northern Railway Yamuna Nagar

Pending Details

PAN	Tax Type	PAN Name	Scheme Name	Total Units	Standard Units	Available Units
110042679555	Tax 1	SEI PENSION FUND PRIVATE LIMITED	SEI PENSION FUND SCHEME - CENTRAL GOVT	8900.1268	0.0000	8900.1268
110042679555	Tax 1	LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - CENTRAL GOVT	8696.2265	0.0000	8696.2265
110042679555	Tax 1	UTI RETIREMENT SOLUTIONS LIMITED	UTI RETIREMENT SOLUTIONS PENSION FUND SCHEME - CENTRAL GOVT	8813.3148	0.0000	8813.3148

Bank Details

Account No. 1955705196
 Bank Name STATE BANK OF INDIA
 Bank Branch JALANDHAR
 Bank Address COURT RD JALANDHAR AMBALA, JALANDHAR
 Beneficiary Account Name N/R REC.D DELHI
 IFC Code SBIN0000004
 MICR Code 15002002
 Pincode 151002
 Mode of Transfer Electronic Transfer

Maker Details

Action Timestamp	User ID	Request Status	Reason	Internal Approval/Office Order Details
2023-06-02 16:58:19 144754	100102403	Captured	In presence of Court intervention	2023/Tsw001

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-06-02 16:58:31 960141	100102402	Verified	OK

Approver Details

Action Timestamp	User ID	Request Status	Remarks
Remarks*			

*That if required, the Authority can seek supporting documents in lieu of the cases as raised/authorized by Noida office in the OCA 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 "T" for the purpose of redemption shall be considered to start from the date of submission of complete documents by the Noida office and up to satisfaction of the Authority. The issue of submission of documents in such cases will be with Noida office and accordingly the Noida office are advised to submit proper documents to ensure processing of cases in a time bound manner and/or in line to timelines/directions, if any, given by Hon'ble Court.

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(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.

Request Authorized Successfully Acknowledgment ID is: 1000773982

GPF Rectification Erroneous Transfer Withdrawal PRAN

Acknowledgment No.	1000773982	Name	VHUVI TRISHI ZBENV
PRAN	11042679000	PrAO/PrAO Name	Sr. Accounts Officer and Sr. PO, Southern Railway Yamuna Nagar
PrAO/PrAO Reg No.	2000213		

Holding Details

PRAN	Plan Type	PrAO Name	Scheme Name	Total Units	Blocked Units	Available Units
11042679000	Tier I	SSI PENSION FUNDS PRIVATE LIMITED	SSI PENSION FUND SCHEME - CENTRAL GOVT	2906.1262	0.0000	2906.1262
11042679000	Tier I	LIC PENSION FUND LIMITED	LIC PENSION FUND SCHEME - CENTRAL GOVT	8896.2266	0.0000	8896.2266
11042679000	Tier I	UTI RETIREMENT SOLUTIONS LIMITED	UTI RETIREMENT SOLUTIONS PENSION FUND SCHEME - CENTRAL GOVT	9613.3148	0.0000	9613.3148

Bank Details

Account No.	1000790006	IFSC Code	SBIN0000000
Bank Name	STATE BANK OF INDIA	BRCH Code	130502002
Bank Branch	JAGADHARI	Pincode	135002
Bank Address	COURT RD,JAGADHRI,AMBALA HARYANA	Mode of Transfer	
Beneficiary Account Name	SVR REC IN DELHI		Electronic Transfer

Order Details

Action Timestamp	User ID	Request Status	Reason	Internal Approval/Office Center Details
2023-09-02 16:50:19.144704	1001025403	Captured	In presence of Court order/Restrictions	2023/TierI001

Checker Details

Action Timestamp	User ID	Request Status	Remarks
2023-09-02 16:50:31.892141	1001025402	Verified	OK

Authorizer Details

Action Timestamp	User ID	Request Status	Remarks
2023-09-02 17:01:22.654962	111914792	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.

Transaction Type	Count
Reset Pin	1
Grievance pending for resolution	22
Withdrawal Request Verification	23

(Figure 50)

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(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	<input type="text"/>
Acknowledgement No.	<input type="text"/>
Request Type	--Select--
PAO/POP-SP/POP/PrAO Reg.No.	<input type="text"/>
Capture Date From	02/06/2023 <input type="text"/> (dd/mm/yyyy)
Capture Date To	03/06/2023 <input type="text"/> (dd/mm/yyyy)
Status of Request	--Select--
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

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➤ **Status of Erroneous Transfer Request**


PRAN	<input type="text"/>
Acknowledgement No.	<input type="text"/>
Request Type	--Select--
PAO/POP-SP/POP/PrAO Reg.No.	<input type="text"/>
Capture Date From	<input type="text"/> (dd/mm/yyyy)
Capture Date To	<input type="text"/> (dd/mm/yyyy)
Status of Request	--Select--
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Acknowledgement No.	PRAN	Request Type	Status	Captured By	Capture Date	Rejection Reason
10000890007	110092933972	Redemption of Excess Transfer To PRAN	Completed Successfully	1003369400	28-02-2023	

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(Figure 53)

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

Back 

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

(Figure 54)

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