

Protean eGov Technologies Limited



protean
Change *is* growth

**Process at Bank for KYC Verification under NPS
(Version 1.1)**

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Process at Bank for KYC Verification under NPS

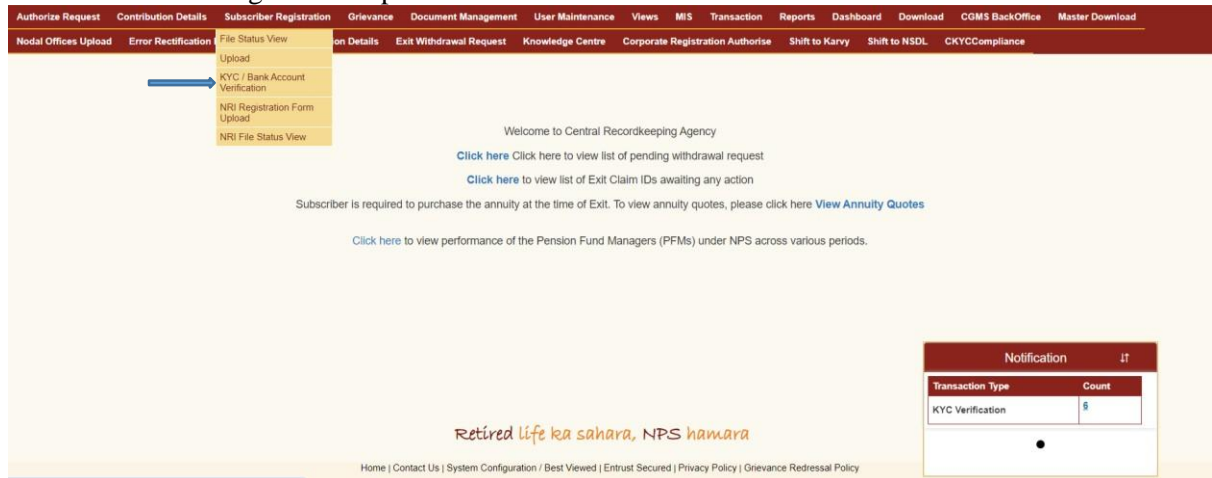
REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1		1.0	-	Initial Version
2	23/08/2024	1.1		SOP are updated as per new functionality released, New Screenshots are incorporated.

Process at Bank for KYC Verification under NPS

The Banks – functioning as POP in NPS - play a pivotal role in enabling the subscriber to get his/her KYC verification done for their PRANs generated under eNPS. The verification to be carried out by the Banks shall be a simple two-step process. As per the defined process, once PAN verification is successfully done in the CRA system, the details will be made available to respective Banks (selected by Subscriber during the registration) for KYC verification. On a T+2 basis (where T is the day of PRAN generation), the PRAN for which the PAN has already been verified by CRA will be made available to Banks for KYC verification. The steps to be followed by the POP Bank Users for KYC verification are:

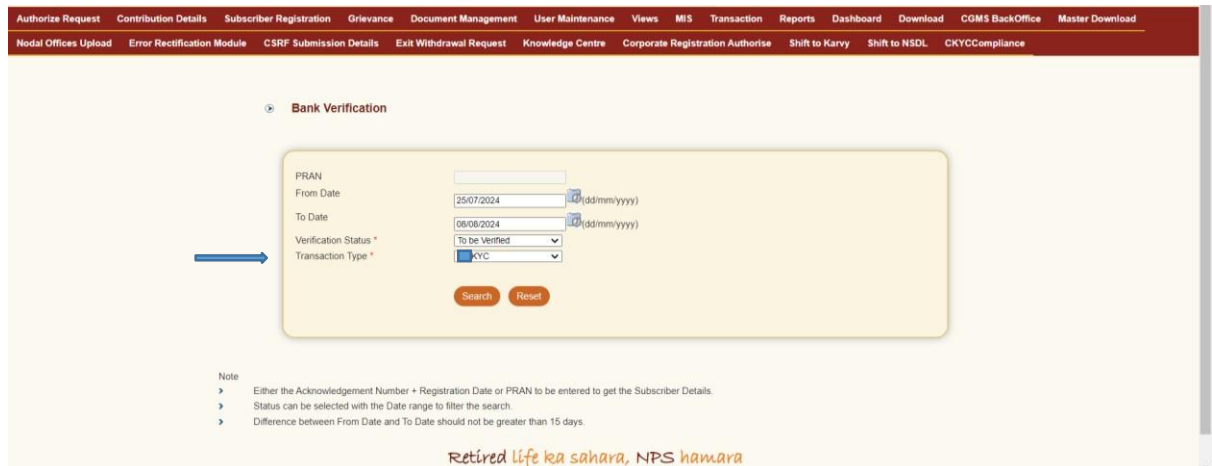
Step 1: Bank User will login into CRA system and access the option for KYC verification under Subscriber Registration option.



The screenshot shows the CRA system dashboard. The navigation menu includes: Authorize Request, Contribution Details, Subscriber Registration, Grievance, Document Management, User Maintenance, Views, MIS, Transaction, Reports, Dashboard, Download, CGMS BackOffice, Master Download, Nodal Offices Upload, Error Rectification, File Status View, Upload, KYC / Bank Account Verification, NRI Registration Form Upload, NRI File Status View, on Details, Exit Withdrawal Request, Knowledge Centre, Corporate Registration Authorise, Shift to Karvy, Shift to NSDL, CKYCCompliance. The main content area displays a welcome message and several links: 'Click here to view list of pending withdrawal request', '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', and 'Click here to view performance of the Pension Fund Managers (PFMs) under NPS across various periods.' A notification table is visible in the bottom right corner:

Transaction Type	Count
KYC Verification	5

Step 2: The Bank User enters necessary details to search for the records to be verified. The search can be based on PRAN, Acknowledgment No. or Date Range. Users may please note that the date range for the search cannot be greater than 15 days.



The screenshot shows the 'Bank Verification' search form. The form includes the following fields: PRAN (text input), From Date (calendar icon, value: 25/07/2024), To Date (calendar icon, value: 08/08/2024), Verification Status * (dropdown menu, value: To be Verified), and Transaction Type * (dropdown menu, value: KYC). There are 'Search' and 'Reset' buttons. A note below the form states: 'Note: > Either the Acknowledgement Number + Registration Date or PRAN to be entered to get the Subscriber Details. > Status can be selected with the Date range to filter the search. > Difference between From Date and To Date should not be greater than 15 days.'

Step 3: Based on search criteria, the list of PRAN which are pending for KYC verification will be available

Process at Bank for KYC Verification under NPS

Authorize Request | Contribution Details | Subscriber Registration | Grievance | Document Management | User Maintenance | Views | MIS | Transaction | Reports | Dashboard | Download | CGMS BackOffice | Master Download | Nodal Officers Upload | Error Rectification Module

CSIR | Submission Details | Exit Withdrawal Request | Knowledge Centre | Corporate Registration Authorize | Shift to Karvy | Shift to KSDL | KYCCCompliance

Bank Verification

PRAN: 119153148122
 From Date: 09/06/2024
 To Date: 09/06/2024
 Verification Status: To be Verified
 Transaction Type: Re-KYC

Search | Reset | File Download

Sr No.	PRAN	Acknowledgement Number	Subscriber Name	PAN	Bank Account Number	Status
1	119153148122	20668202411937283	RAJDEO KUMAR		14381148000095	To Be Verified

Step 4: The POP Bank User will click on the link ,To be verified and the Subscriber details will be displayed. The POP Bank User will verify the details provided by Subscriber in eNPS and details available in the Core Banking System (CBS)

Bank Confirmation (KYC and Bank Details)

Subscriber Name : YASHWANTH KUMAR REDDY SUDHINI
 PRAN : 1102408
 Acknowledgement Number : 11674961
 Bank Account Number : 30501456
 PAN : CKSP

Details provided by Subscriber

Subscriber's Name : YASHWANTH KUMAR REDDY SUDHINI
 Subscriber's Father Name : CHANDRA SHEKAR REDDY SUDHINI
 Subscriber's Mother Name : VIJAYA LAKSHMI SUDHINI
 Subscriber's DOB : 29-May-1991

PAN : CKSPSC
 [PAN has already been verified with ITD database by PROTEAN-CRA]
 Subscriber's Name as per PAN Verification : YASHWANTH

Bank Details

Bank Name : RBL BANK LIMITED
 Bank Branch : HIMAYAT NAGAR

Process at Bank for KYC Verification under NPS

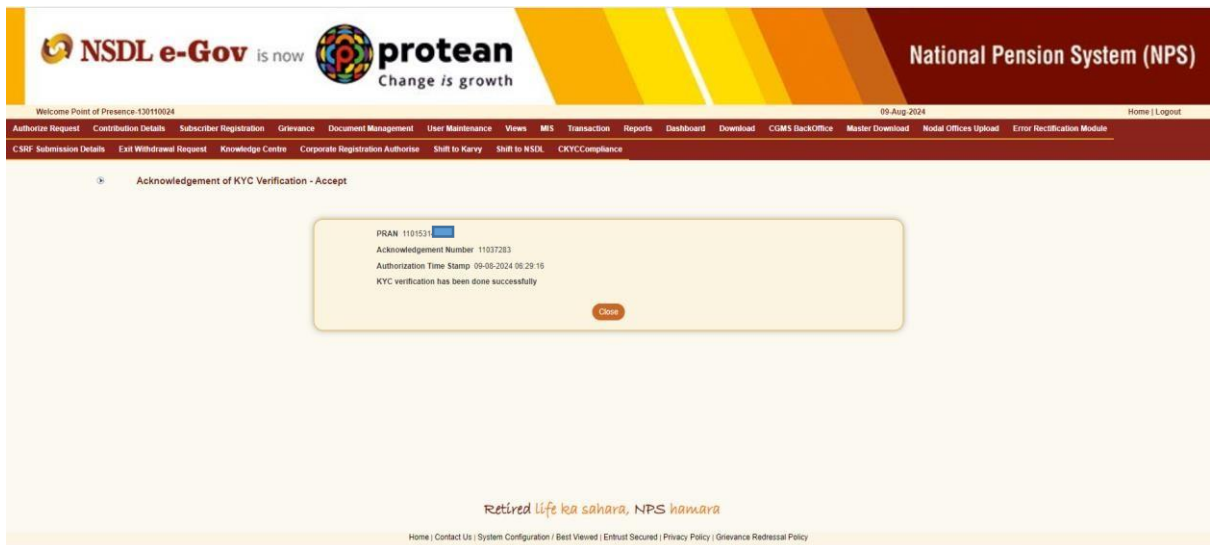
Step 5: If the details are ok, the user shall click on ‘Accept’, checks the box for decantation and then clicks on ,Confirm’. Additionally, for NRI subscribers, Bank shall confirm the Bank Account Type (NRE/NRO) and passport details submitted by the subscriber.

Premises building: Road Street Lane: Area Locality Taluka: Pin Code: State U.T.:	SADHAV KUNJ PANDITWARI LANE NO. 3 PANDITWARI 248007 Uttaranchal	City Town District: Country:	DEHRADUN India
Modified Correspondence Address			
Flat Room Door Block No: Premises building: Road Street Lane: Area Locality Taluka: Pin Code: State U.T.:	H.NO. E3/2, SADHAV KUNJ PANDITWARI LANE NO. 3 - 248007 Uttaranchal	Landmark: Country:	NEAR FRI DEHRADUN India
Permanent Address			
Flat Room Door Block No: Premises building: Road Street Lane: Area Locality Taluka: Pin Code: State U.T.:	H.NO. E3/2, SADHAV KUNJ PANDITWARI LANE NO. 3 PANDITWARI 248007 Uttaranchal	Landmark: Country:	NEAR FRI DEHRADUN India
Modified Permanent Address			
Flat Room Door Block No: Premises building: Road Street Lane: Area Locality Taluka: Pin Code: State U.T.:	H.NO. E3/2, SADHAV KUNJ PANDITWARI LANE NO. 3 PANDITWARI 248007 Uttaranchal	Landmark: Country:	NEAR FRI DEHRADUN India

Use hereby certify/confirm that Shri/Smt/Kum. **RAJDEO KUMAR** is an existing KYC verified customer.
 The above applicant is having an operative Bank account having account number , maintained at , branch. The KYC documents available with us for this customer/client matches the requirement for opening NPS account and are in compliance with FEMA Rules. We further confirm that the S. B. a/c of Shri/Smt/Kum. **RAJDEO KUMAR** is not a Basic Savings Bank Deposit Account.

Accept Reject On Hold

Step 6: User needs to clicks on ‘Confirm’ to complete the verification.



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

Welcome Point of Presence-130110024 09-Aug-2024 Home | Logout

Authorize Request Contribution Details Subscriber Registration Grievance Document Management User Maintenance Views MIS Transaction Reports Dashboard Download CGMS BackOffice Master Download Nodal Offices Upload Error Rectification Module
 CSR Submission Details Exit Withdrawal Request Knowledge Centre Corporate Registration Authorities Shift to Kary Shift to MSOL CKYC/Compliance

Acknowledgement of KYC Verification - Accept

PRAN 11015131
 Acknowledgement Number 11037283
 Authorization Time Stamp 09-08-2024 09:29:16
 KYC verification has been done successfully

Retired life ka sahara, NPS hamara

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

Step 7: Once the KYC is successfully verified by Bank, an alert will be send to the Subscriber and PRAN will be activated in CRA system. In case of any rejection, an alert will be send to the Subscriber for further course of action.

Rejection:

In case the KYC verification is rejected by the Bank, the subscriber needs to approach the concern Bank/POP and shall get the details (Bank details, Personal details, KYC details) certified from the respective Bank and then submit the application form directly to CRA. In case of rejection, the process will be followed:

Process at Bank for KYC Verification under NPS

1. Once the KYC verification is rejected by Banks due to mismatch in the information available with Bank and provided in CRA system.
 - a. Mismatch in Name
 - b. Mismatch in Bank account details
 - c. Mismatch in address details etc.

2. After rejection by Bank, SMS and email alert will be sent to the Subscriber informing that KYC verification has been rejected by Bank and reason for the same will be provided.

3. To resolve the aforementioned issue and complete the registration process, Subscriber will follow the steps:
 - a) Subscriber will take a printout of the Registration form, paste photo and affix signature.
 - b) Subscriber will approach his/her Bank/POP for verification. Accordingly, Bank needs to verify the Identity details, Address details and PAN details.
 - c) Get these details (at each place) in the Registration Form authorised and stamped by the Bank. The Bank official's EMP ID should also be mentioned
 - d) Once verified, Subscriber will be required to send the form to CRA.

.....XXX.....