

Protean eGov Technologies Limited



protean
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**Standard Operating Procedures
For
Models of interface by Points of Presence (POP)
and
Creation of user ids**

Version 1.1

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1		1.0	-	Initial Version
2	14/08/2024	1.1	-	SOP are updated as per new functionality released, New Screenshots are incorporated

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1. Introduction

The Government of India (GOI) has rolled out the NPS for all citizens from 1st May 2009. Hence, various facilities (like opening Permanent Retirement Account, contributing to NPS etc) will be required to be provided to all the citizens (known as ‘Subscribers’ in the NPS architecture) at various locations across India. These processes shall be carried out through the entities known as Points of Presence (POPs) appointed by the PFRDA. POPs’ shall provide the services under NPS through their network of branches called as POP Service Providers (POP-SP).

2. Model of Interface with CRA:

For interfacing with CRA system, according to their convenience, a POP can select any one of the following models of operation at the time of registration in the CRA system:

- (a) ***Centralised Model:** All the activities related in the CRA system will be carried out by the POP
- (b) **De-centralised model:** All the activities in the CRA system will be carried out by POP-SPs and POP will act as oversight mechanism
- (c) **Quasi-Centralised Model:** All the activities except fund transfer will be carried out by the POP-SPs. Fund Transfer to trustee Bank will be done by POP

* Further Centralised Model is split into three sub models i.e., Role A, Role B and Role C on the basis of the functions being performed by the POP and POP-SPs

The roles of POP and POP-SPs under each mode of operation are given below:

2.1 Centralised Model:

Functionality	Uploading/Capturing Entity in each sub mode within Centralized model		
	Role A	Role B	Role C
Contribution Upload/Fund Transfer	POP	POP	POP
MIS Upload	POP	POP	POP-SP
Subscriber Details Update (Both Tier I & II)	POP	POP-SP	POP-SP
IPIN-TPIN / PRAN Request	POP	POP-SP	POP-SP
Withdrawal Request	POP	POP-SP	POP-SP
Subscriber Shifting Request	POP	POP-SP	POP-SP
TIER 2 Activation	POP	POP-SP	POP-SP

Grievance Raising/Resolving	POP / POP-SP	POP / POP-SP	POP / POP-SP
Option to view/generate Transaction Statement /Statement of Holding	POP-SP	POP-SP	POP-SP

2.2 De-centralised and Quasi-Centralised Model:

Functionality	Uploading/Capturing Entity in each mode	
	De-centralized	Quasi-Centralized
Contribution Upload	POP-SP	POP-SP
Fund Transfer to Trustee Bank	POP-SP	POP
MIS Upload	POP-SP	POP-SP
Subscriber Maintenance	POP-SP	POP-SP

This document explains in detail the procedure of creation of user id and/or allocation of specific role for each user id depending on the model of interface adopted by the POP.

3. User ids for accessing CRA system:

Once the POP is registered in the CRA system, two ‘Admin user ids’ will be created in the CRA system POP is required to provide ‘Digital Signature Certificate (DSC) details’ for these two ‘Admin user ids’ (From N1). Once the DSCs are mapped to the Admin user ids, POP will be able to create operational User ids for itself as well as for the registered POP-SPs. (For more detailed information on registration of POP, POP-SPs and Submission of DSC details to CRA, please refer to the SOP on Registration available in the CRA website).

3.1. Requirement of Operational user ids:

Based on the model and/or sub-modes opted by a POP, the mandatory requirement of the number of operational user ids varies. The number of operational user ids mandatorily required under each model is given below:

Model of interface with CRA	No of operational DSC based user ids required - POP	No of operational DSC based user ids required - POP-SP
Centralised model - Role A	Two	NA
Centralised model - Role B	One	Two
Centralised model - Role C	One	Two
Decentralised model	One	Two
Quasi-centralised model	Two	Two

Under Role A, the POP-SPs will be able to access the CRA system using password based login to CRA system. Using the password based login, the POP-SPs will be able to view the subscriber details, print Transaction Statement and handle grievance related activities. In case of Centralised model -Role B as well as Role C and in case of Decentralised and Quasi-centralised model, the POP- SPs will have Digital Signature Certificate based login access to the CRA system. In case of all the models, POP shall have DSC based authentication.

4. Creation of User ids by POP Admin User:

4.1. Operational DSC based user ids for POP:

Once the POP is registered in the CRA system two 'Admin user ids' will be created in the CRA system. POP is required to provide 'Digital Signature Certificate (DSC) details' for these two 'Admin user ids' (From N1) Once the DSCs mapped to the Admin user ids POP will be able to create operational User ids for POP as well as for the registered POP-SPs in case of Centralised, Decentralised and Quasi-centralised model. Similar process to be followed by POP Admin user irrespective of model selected. Process of User ids Creation for POP operational user is as given below:

4.1.1. Capturing the request by POP Admin User in CRA system:

- POP Admin user (capturer user) shall login to CRA system with DSC based user IDs allotted to POP by CRA as shown below in **Figure 1:**

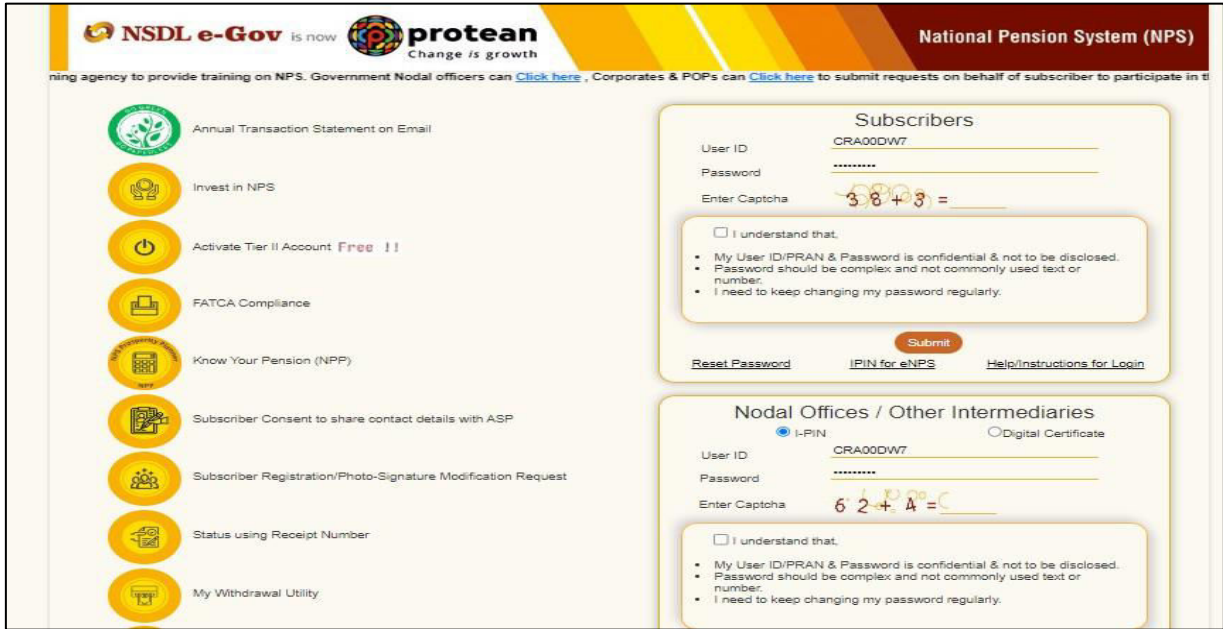


Figure 1

- On successful login, the home page containing the various menus, as shown below in Figure 2 will be displayed.



Figure.2

- From the menu, POP Admin user shall click on the ‘**User Maintenance**’ menu and select the option ‘**Register DSC User**’ as shown above in **Figure 2**.
- CRA system shall prompt the POP Admin user to select the user group, user type and the POP-SP Registration Number shall be displayed automatically for which the User Id to be created in the system as shown in below **Figure 3**:

Registration

User Group	POP	▼
User Type	User	▼
Entity Registration No.	<input type="text"/>	
	Submit	Reset

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Figure.3

- POP Admin user shall select user group, user type and click on the 'Submit' button. Once the 'Submit' button is clicked, a screen as shown in below **Figure 4** shall be displayed to the POP Admin user in case of Centralised model. The Admin user is required to select the 'Role id' on the basis of the model opted. In case of decentralised / quasi-centralised model, there will be a default option in the field 'Role id'.

Registration of DSC Based User

* Mandatory Fields

Entity Id	1300201
User Name *	<input type="text" value="Aamir Shaikh"/>
User Designation	<input type="text" value="Manager"/>
User Department	<input type="text" value="CRA"/>
Email Id	<input type="text" value="Aamirs@protean.in"/>
Mobile Number	<input type="text" value="8369001100"/>
DSC Expiry Date	<input type="text" value="05/08/2024"/>  (dd/mm/yyyy)
Certificate Serial Number*	<input type="text" value="123ffgg55h"/>
Certifying Authority*	<input type="text" value="e-Mudhra Class 3 Platinum Organisation SubCA"/>
Role Id*	<input type="text" value="40-POP_Ops_ModA_RoleA"/>

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Figure.4

- POP Admin user shall enter all the details of POP user (User Name, User Designation, User Department, Email Id, Certificate Serial Number and Certifying Authority from drop down menu) and select the role id as POP has opted (in case of centralized model). POP Admin user shall click on the ‘**Submit**’ button. After clicking on submit button, system shall prompt the user to select the Digital Signature Certificate as shown below in **Figure 5**:

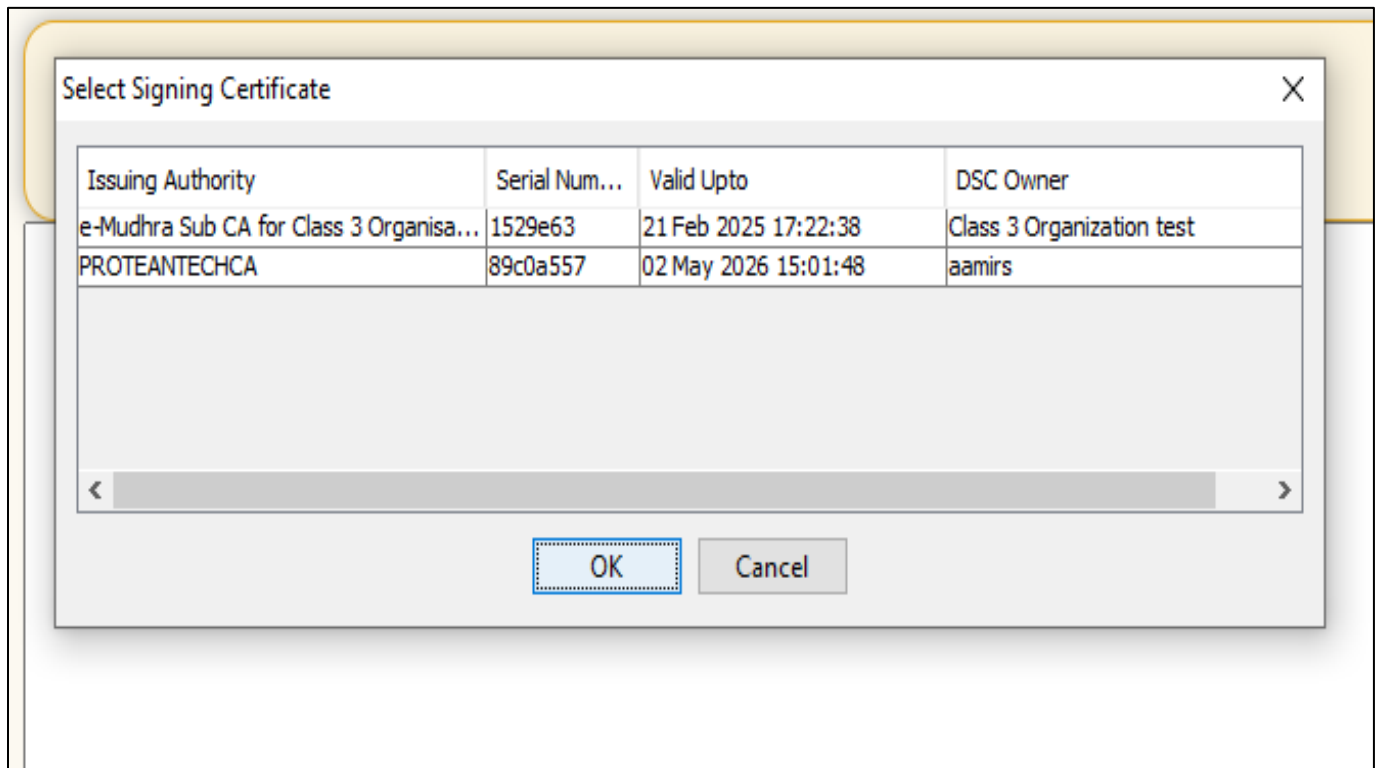


Figure.5

- POP Admin user shall select the Digital Signature Certificate and click on ‘**OK**’ button. After that user id shall be created and ‘**Registered Successfully**’. The same will be displayed to POP Admin user as shown below in **Figure 6**.



Figure.6

4.1.2. Authorisation of the User ids creation in CRA system:

- For authorization of user ids creation, POP Admin user (Authoriser) shall login to CRA system with the DSC based User Id. POP Admin user shall select the option ‘**User Maintenance**’ and then ‘**Authorise User**’ from the drop down menu from the main menu (as shown in Figure 2). On selecting the required option, the screen as shown in **Figure 7** below will be displayed to the user.

User Id	Entity Id	Role Name	Auth Type	Created By	Creation Date	Action
1001668102	10016681	PAORailwaysAdmin	Password	CRA00043	2022-05-15	<input type="button" value="Authorize"/> <input type="button" value="Reject"/>
130028415	1300284	POP_Ops_ModA_RoleA	DSC	CRA00DR6	2020-08-12	<input type="button" value="Authorize"/> <input type="button" value="Reject"/>
187093006	1870930	CHO_Cent_Indirect	Password	CRA00DR6	2020-06-23	<input type="button" value="Authorize"/> <input type="button" value="Reject"/>

Figure.7

- In **Figure 7** POP Admin user shall be able to view the details of POP User on clicking on the link of 'User Id' and POP User ids details will be displayed, a screen as shown in below **Figure 8**:

User Id	
1001668102	
130028415	
187093006	
214856700	
130126604	
182967002	
184887800	
186023801	

User Id	1001668102
User Name	Onkar
User Designation	
User Department	
Email Id	abc@nsdl.co.in
User Group	PAO
User Type	User
Role Id	21

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Figure 8

- The verifier user shall verify the details captured with the given by POP user and if found in order, shall authorise the request by selecting the ‘**Authorise**’ option and click on the ‘**Submit**’ button. After clicking on submit button system shall ask to select the Digital Signature Certificate which is shown in below **Figure 9**:

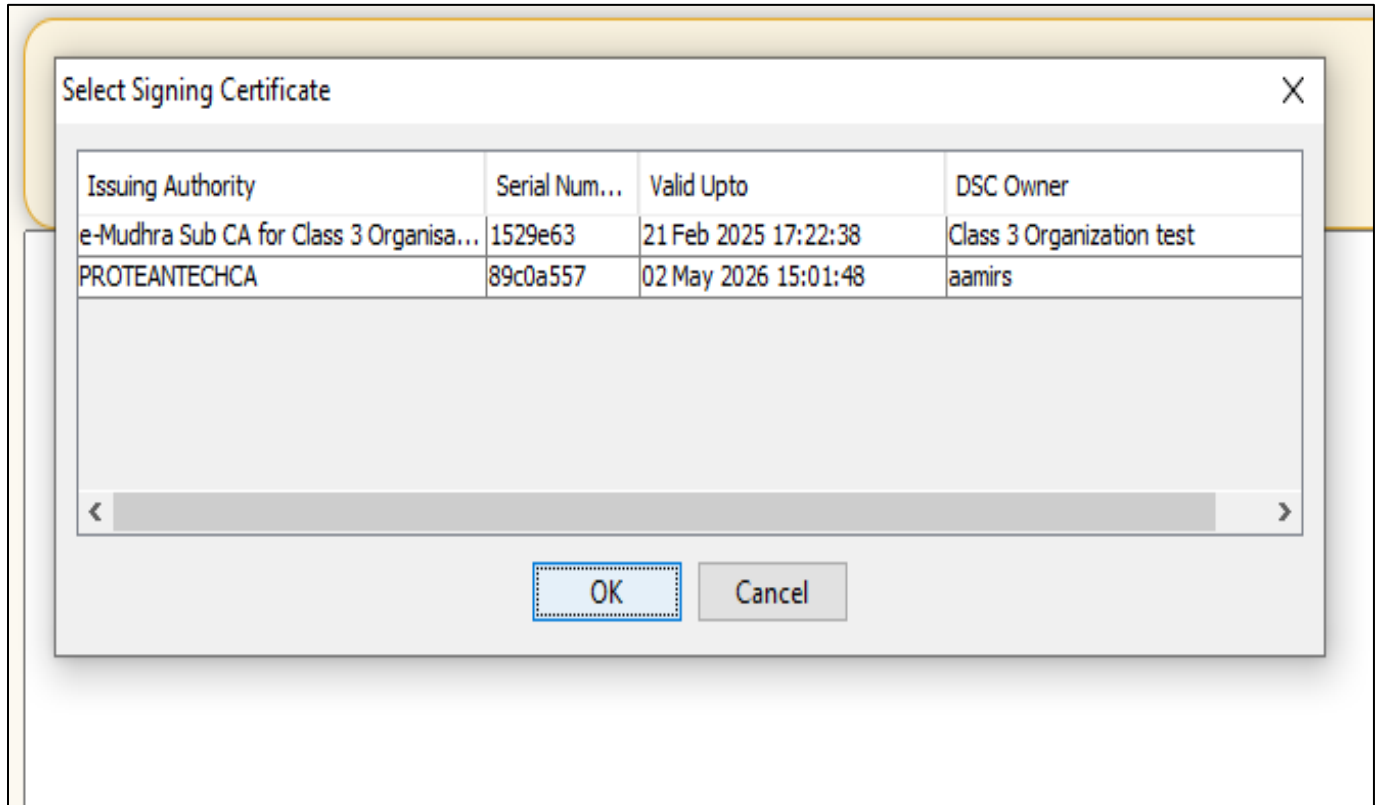


Figure 9

- POP Admin user shall select the Digital Signature Certificate and click on '**OK**' button. After that id shall be authorised and '**Authorisation Successfully**' display to POP Admin User which is shown in below **Figure 10**:

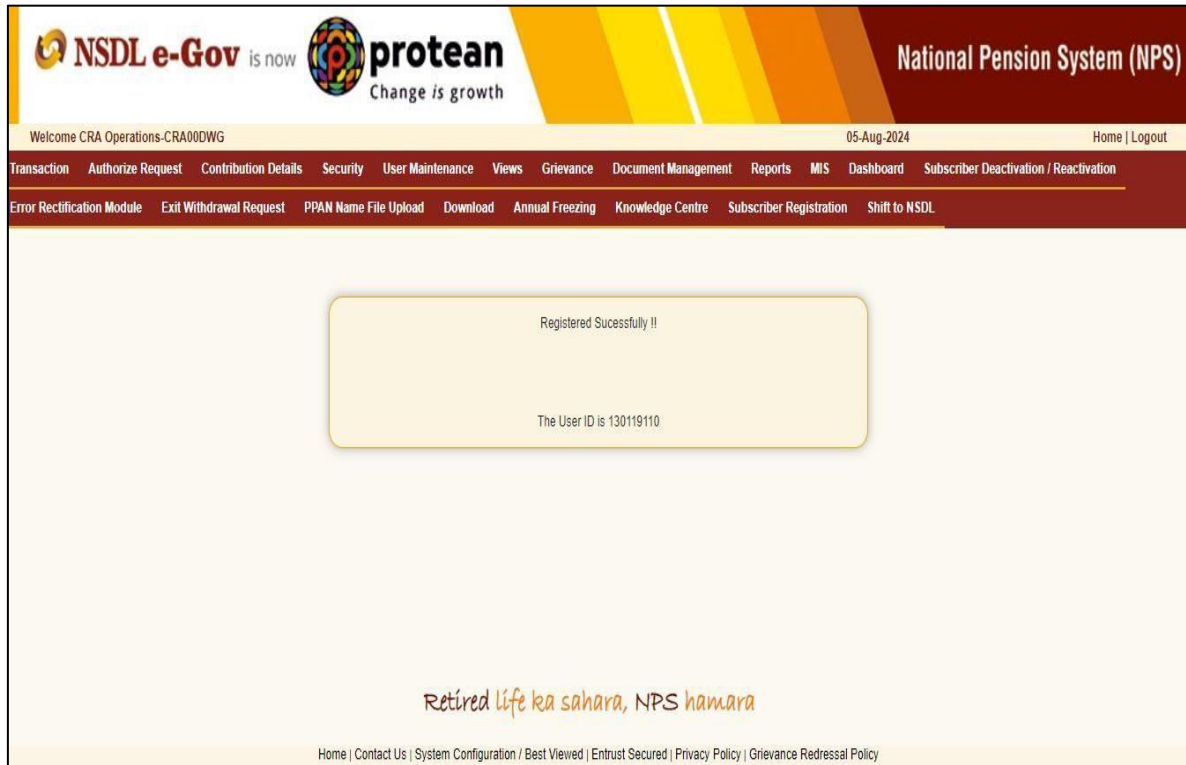


Figure 10

- If the POP Admin verifier user observes any discrepancy; verifier shall reject the request by clicking on the **‘Reject’** button. On rejection, a message will be displayed.
- On successfully authorisation of user ids created in CRA system by POP Admin User, POP operational user can login into CRA system using the DSC based user ids after installation of Digital Signature Certificate on their system.

5. Operational user ids for POP-SPs:

5.1. Centralised Model –Role A

As all the activities (Contribution File Upload, Fund Transfer to Trustee Bank, consolidated MIS Upload and Subscriber Maintenance) related to system shall be done by POP operational user, password based login shall be provided to POP-SP for

view the details of subscriber, print SOT and handle the grievance activities in CRA system.

5.1.1. Capturing the request by POP Admin User in CRA system:

- POP Admin user (capturer user) shall login to CRA system with DSC base user ids allotted to POP by CRA as shown above in **Figure 1**:
- On successful login, the home page containing the various menus, as shown above in **Figure 2** will be displayed.
- From the menu, POP shall click on the 'User Maintenance' menu and select the option ,**Register Password User**' as shown above in **Figure 2**.
- CRA system shall prompt the POP Admin user to select the user group, user type and POP-SP Registration Number for which the User Id to be created in the system as shown below in **Figure 11**:

Registration

User Group: POP-SP

User Type: User

Entity Registration No.: 636950

Submit Reset

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Figure 11

- POP Admin user shall select user group, user type and enter the POP-SP Registration Number and click on the ‘Submit’ button. Once the ‘Submit’ button is clicked, a screen as shown below in **Figure 12** will be displayed to the POP Admin user.

Registration of Password Based User

* Mandatory Fields

Registration No.	6000761
User Name *	<input type="text" value="Aamir Shaikh"/>
User Designation	<input type="text" value="Manager"/>
User Department	<input type="text" value="CRA"/>
Email Id *	<input type="text" value="Aamirs@protean.in"/>
Mobile Number *	<input type="text" value="1234567891"/>
Role Id	<input type="text" value="42-POPSP_Ops_ModA_RoleA"/>

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Figure 12

POP Admin user shall enter all the details of POP-SP user (User Name, User Designation, User Department and Email Id) and select the role id as ‘Role A’. When the POP Admin user clicks the ‘Submit’ button, system shall prompt the user to select the Digital Signature Certificate which is shown in below **Figure 13**:

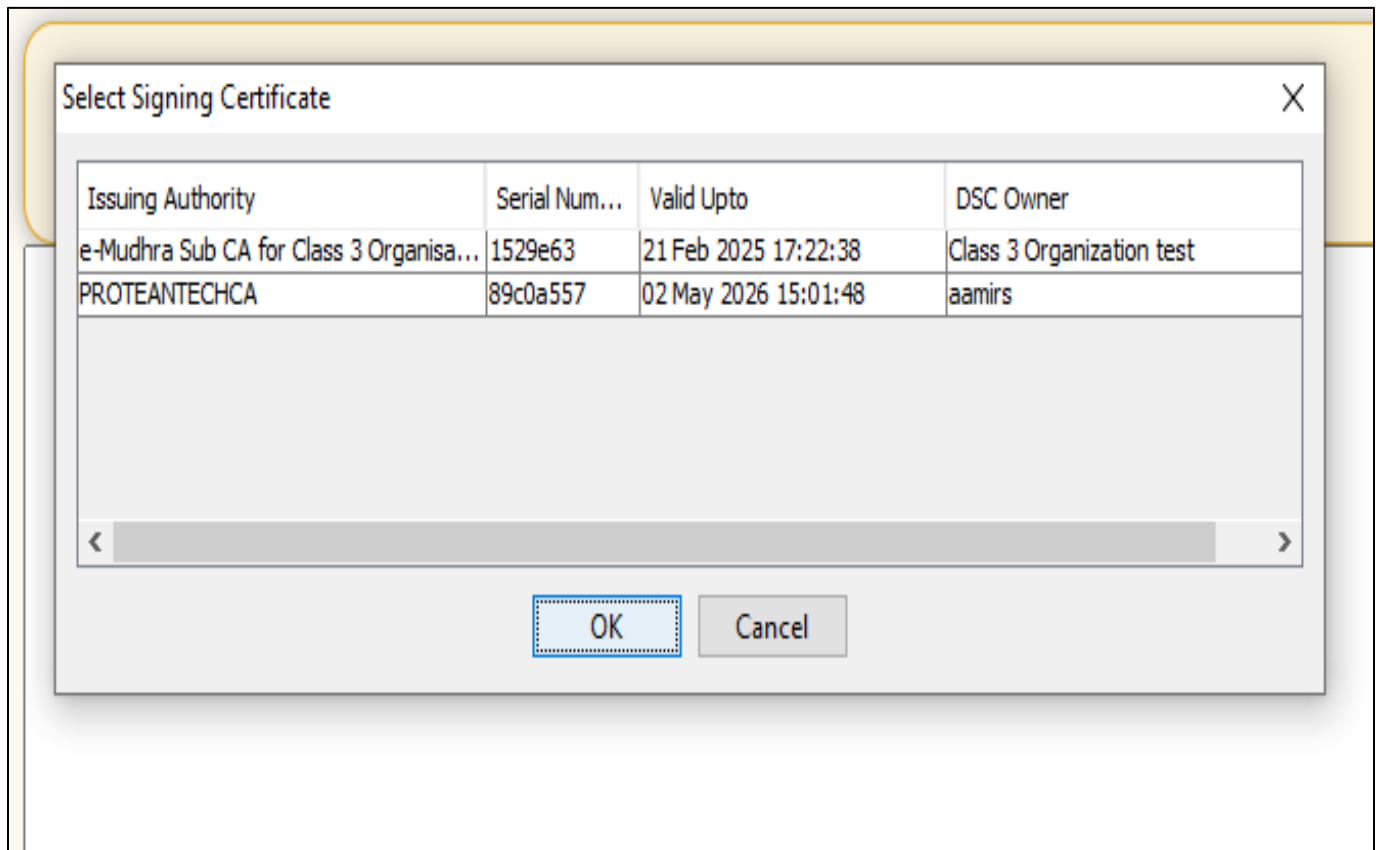


Figure 13

- POP Admin user shall select the Digital Signature Certificate and click on ‘**OK**’ button. After that user id shall be created and ,**Registered Successfully**’ display to POP Admin User which is shown in below **Figure 14**.



Figure 14

5.1.2. Authorisation of the User ids creation in CRA system:

- For authorization of user ids creation, POP Admin user (Authoriser) shall login to CRA system with the DSC based User Id. POP Admin user shall select the option '**User Maintenance - Authorise User**' from the main menu (as shown in Figure 2). On selecting the required option, the screen as shown in **Figure 15** below will be displayed to the user.

User Id	Entity Id	Role Name	Auth Type	Created By	Creation Date	Action
1001668102	10016681	PAORailwaysAdmin	Password	CRA00043	2022-05-15	Authorize <input type="radio"/> Reject <input type="radio"/>
130028415	1300284	POP_Ops_ModA_RoleA	DSC	CRA00DR6	2020-08-12	Authorize <input type="radio"/> Reject <input type="radio"/>
187093006	1870930	CHO_Cent_Indirect	Password	CRA00DR6	2020-06-23	Authorize <input type="radio"/> Reject <input type="radio"/>

Figure 15

- POP Admin user shall be able to view the details of the user id of POP-SP. User on clicking on the link of ,**User Id**' and POP-SP User ids details shall be displayed along with the option to 'Authorise or Reject' request, a screen as shown in **Figure 16** below shall be displayed:

The screenshot displays the 'Authorize User View' page in the NSDL e-Gov National Pension System (NPS) portal. The browser address bar shows the URL: cra-nsdl.com/CRA/AuthorizeUserView.do?ID=274811887&getName=Authorize%20Registration&...

The page header features the NSDL e-Gov logo and the Protean logo with the tagline "Change is growth". The main content area is divided into two sections:

- User List (Left):** A table with a header "User Id" and a column of user IDs: 1001668102, 130028415, 187093006, 214856700, 130126604, 182967002, 184887800, and 186023801.
- User Details (Right):** A pop-up window showing the details for the selected user (User Id: 187093006):

User Id	187093006
User Name	LAKSHMAN NARAYAN
User Designation	PRINCIPAL OFFICER - RETIRAL FU
User Department	
Email Id	LAKSHMAN.NARAYAN@SC.COM
User Group	POP
User Type	User
Role Id	103

Figure 16

- The verifier user shall verify the details captured with the given by POP-SP user and if found in order, shall authorise the request by selecting the '**Authorise**' option and click on the '**Submit**' button. After clicking on submit button system shall prompt the user to select the Digital Signature Certificate which is shown in below **Figure 17**

User Id	Entity Id	Role Name	Auth Type	Created By	Creation Date	Action
1001668102	10016681	PAORailwaysAdmin	Password	CRA00043	2022-05-15	Authorize <input type="radio"/> Reject <input type="radio"/>
130028415	1300284	POP_Ops_ModA_RoleA	DSC	CRA00DR6	2020-08-12	Authorize <input type="radio"/> Reject <input type="radio"/>
187093006	1870930	CHO_Cent_Indirect	Password	CRA00DR6	2020-06-23	Authorize <input type="radio"/> Reject <input type="radio"/>

Figure 17

- POP Admin user shall select the Digital Signature Certificate and click on ‘OK’ button. After that id shall be authorised and ‘**Authorisation Successfully**’ display to POP Admin User which is shown in below **Figure 18:**



Figure 18

- If the POP Admin verifier user observes any discrepancy; verifier shall reject the request by clicking on the **‘Reject’** button. On rejection, a message will be displayed.
- On authorization of the request, CRA shall print a IPIN and dispatch the same to the POP-SP’s address registered with CRA.

5.1.3. Rights Available to POP-SPs associated with Role – A POP in CRA system:

In case of Centralized Mode of operation (i.e. mode ,A’) such that Subscriber Contribution File, MIS file upload and Subscriber maintenance shall be carried out by POPs. POP-SPs shall have password based authentication for Roles A to view the details of subscribers, print SOT and handling grievance activities (Logging the grievance on behalf of subscriber and itself, Resolving the grievance raised against himself and grievance status view).

Following functionalities shall be available to POP-SPs:

- Subscriber Details View

- Bill Details View
 - Statement of Holding View
 - Transaction Statement View
 - Log Grievance
 - Resolve Grievance
- POP-SP user shall select IPIN option and login to CRA system with password based user ids allotted to by CRA system as shown below in **Figure 19**:

The screenshot displays the CRA system interface. On the left is a sidebar menu with the following items:

- Annual Transaction Statement on Email
- Invest in NPS
- Activate Tier II Account Free !!
- FATCA Compliance
- Know Your Pension (NPP)
- Subscriber Consent to share contact details with ASP
- Subscriber Registration/Photo-Signature Modification Request
- Status using Receipt Number
- My Withdrawal Utility
- PRAN Card Dispatch Status

On the right, there are two login forms:

Subscribers

User ID: _____
 Password: _____
 Enter Captcha: 4 5 + 6 = _____

I understand that,

- My User ID/PRAN & 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.

Submit

[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

I-PIN Digital Certificate

User ID: 1439703800 _____
 Password: _____
 Enter Captcha: 6 9 + 8 = _____

I understand that,

- My User ID/PRAN & 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.

Submit

Figure 19

- On successful login, the home page containing the various menus, as shown below in **Figure 20** will be displayed.

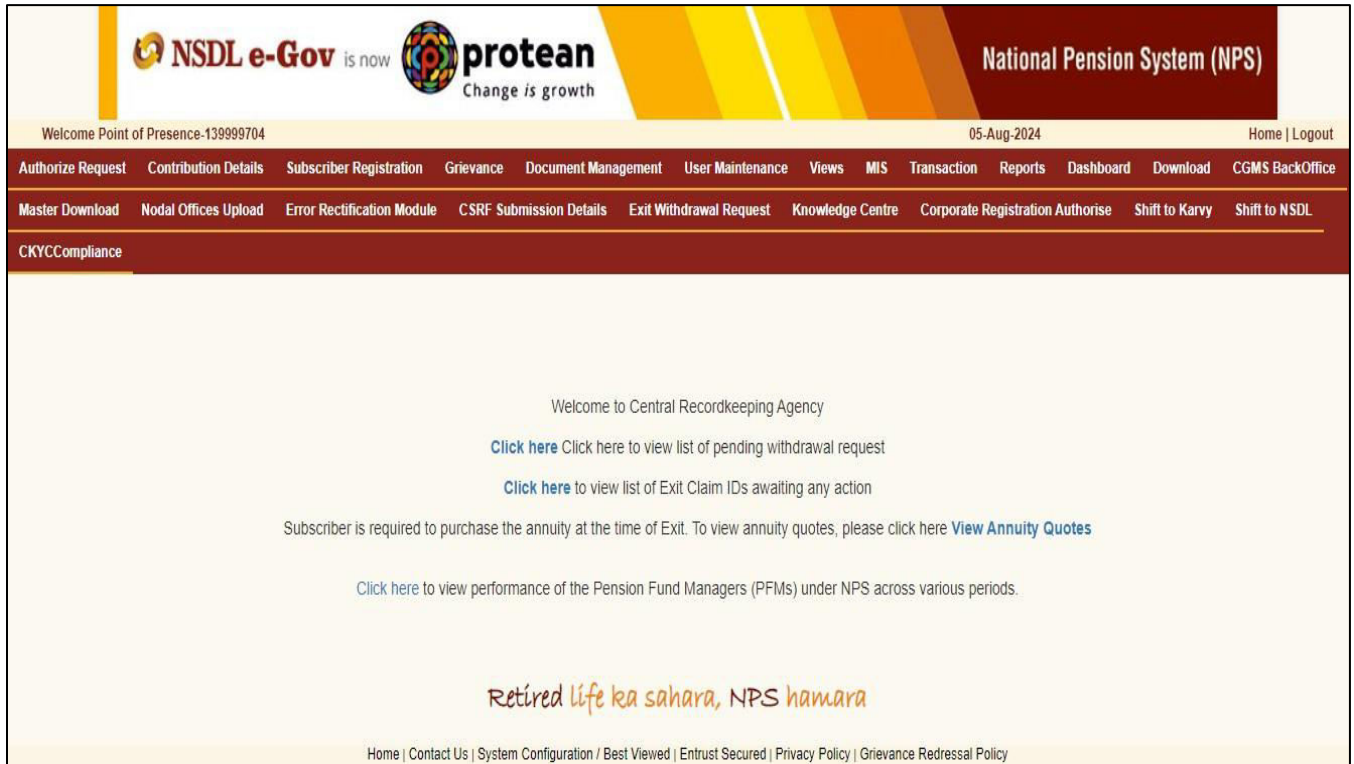


Figure 20

- As shown in **Figure 20** POP-SP users shall be able to view the subscriber details, Bill details, Statement of Holding and Transaction Statement on clicking on various sub menus.

6. Centralised Model –Role B and Role C

In case of Role B, the activities of Contribution File Upload, Fund Transfer to Trustee Bank and consolidated MIS Upload shall be done by POP Operational User and Subscriber maintenance activities (Update Subscriber Details, Withdrawal Request, Subscriber Shifting and Tier II activation) shall be done by POP-SP User.

Similarly in Role C, Contribution File Upload, Fund Transfer to Trustee Bank shall be done by POP operational user and Subscriber maintenance, MIS upload for various request and handling grievance activities shall be carried out by POP-SPs user. Under these roles, DSC based login shall be provided to POP-SP to access the CRA system.

6.1. Capturing the request by POP Admin User in CRA system:

- POP Admin user (capturer user) shall login to CRA system with DSC base user ids allotted to POP by CRA as shown above in **Figure 1**:
- On successful login, the home page containing the various menus, as shown above in **Figure 2** will be displayed.
- POP Admin user shall click on the ‘**User Maintenance**’ menu and select the option ‘**Register DSC User**’. CRA system shall prompt the POP Admin user to select the user group, user type and enter the POP-SP Registration Number for which the User Id to be created in the system as shown in below **Figure 21**:

Registration

User Group	POP-SP
User Type	User
Entity Registration No.	63695d
	<input type="button" value="Submit"/> <input type="button" value="Reset"/>

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Figure 21

- POP Admin user shall select user group, user type and enter the POP-SP Registration Number and click on the 'Submit' button. Once the 'Submit' button is clicked, a screen as shown in below **Figure 22** shall be displayed to the POP Admin user.

Registration of Password Based User

* Mandatory Fields

Registration No.	6000761
User Name *	<input type="text" value="Aamir Shaikh"/>
User Designation	<input type="text" value="Manager"/>
User Department	<input type="text" value="CRA"/>
Email Id *	<input type="text" value="Aamirs@protean.in"/>
Mobile Number *	<input type="text" value="1234567891"/>
Role Id	<input type="text" value="42-POPSP_Ops_ModA_RoleA"/>

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Figure 22

- POP Admin user shall enter all the details of POP-SP user (User Name, User Designation, User Department, Email Id, Certificate Serial Number and Certifying Authority from drop down menu) and select the role id as POP has opted (Role B or Role C). POP Admin user clicks the **‘Submit’** button. After clicking on submit button system shall ask to select the Digital Signature Certificate which is shown in below **Figure 23:**

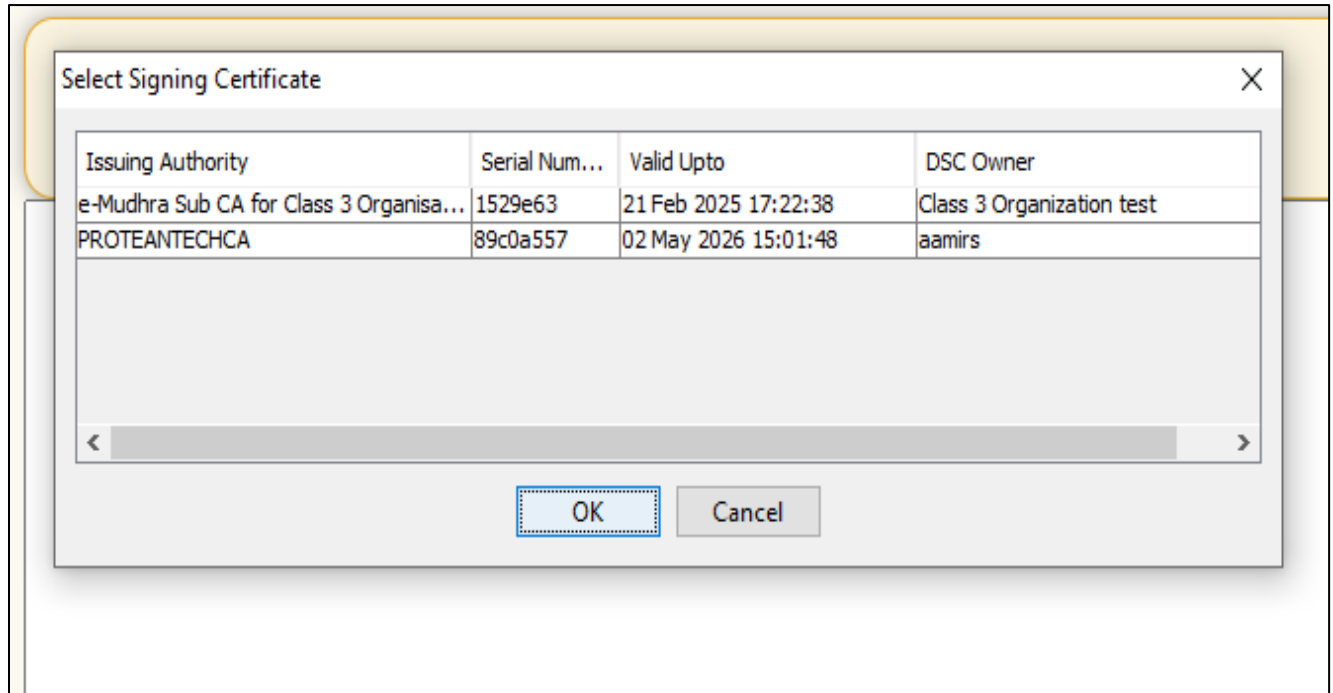


Figure 23

- POP Admin user shall select the Digital Signature Certificate and click on 'OK' button. After that user id shall be created and ,**Registered Successfully**' display to POP Admin user which is shown below **Figure 24**.



Figure 24

6.1.1. Authorisation of the User ids creation in CRA system:

- For authorization of user ids created, POP Admin user (Authoriser user) shall login to CRA system with the DSC based User Id. POP Admin user shall select the option **'User Maintenance - Authorise User'** from the main menu. On selecting the required option, the screen as shown in **Figure 25** below shall be displayed to the user.

User Id	Entity Id	Role Name	Auth Type	Created By	Creation Date	Action
214856700	2148567	CHO_Cent_Indirect	Password	CRA00DWG	2024-07-19	Authorize <input type="radio"/> Reject <input type="radio"/>
1001668102	10016681	PAORailwaysAdmin	Password	CRA00043	2022-05-15	Authorize <input type="radio"/> Reject <input type="radio"/>
130028415	1300284	POP_Ops_ModA_RoleA	DSC	CRA00DR6	2020-08-12	Authorize <input type="radio"/> Reject <input type="radio"/>

Figure 25

- In **Figure 25** POP Admin user shall be able to view the details of POP-SP User on clicking on the link of ,User Id' and POP-SP User ids details will be displayed, a screen as shown in below **Figure 26**:

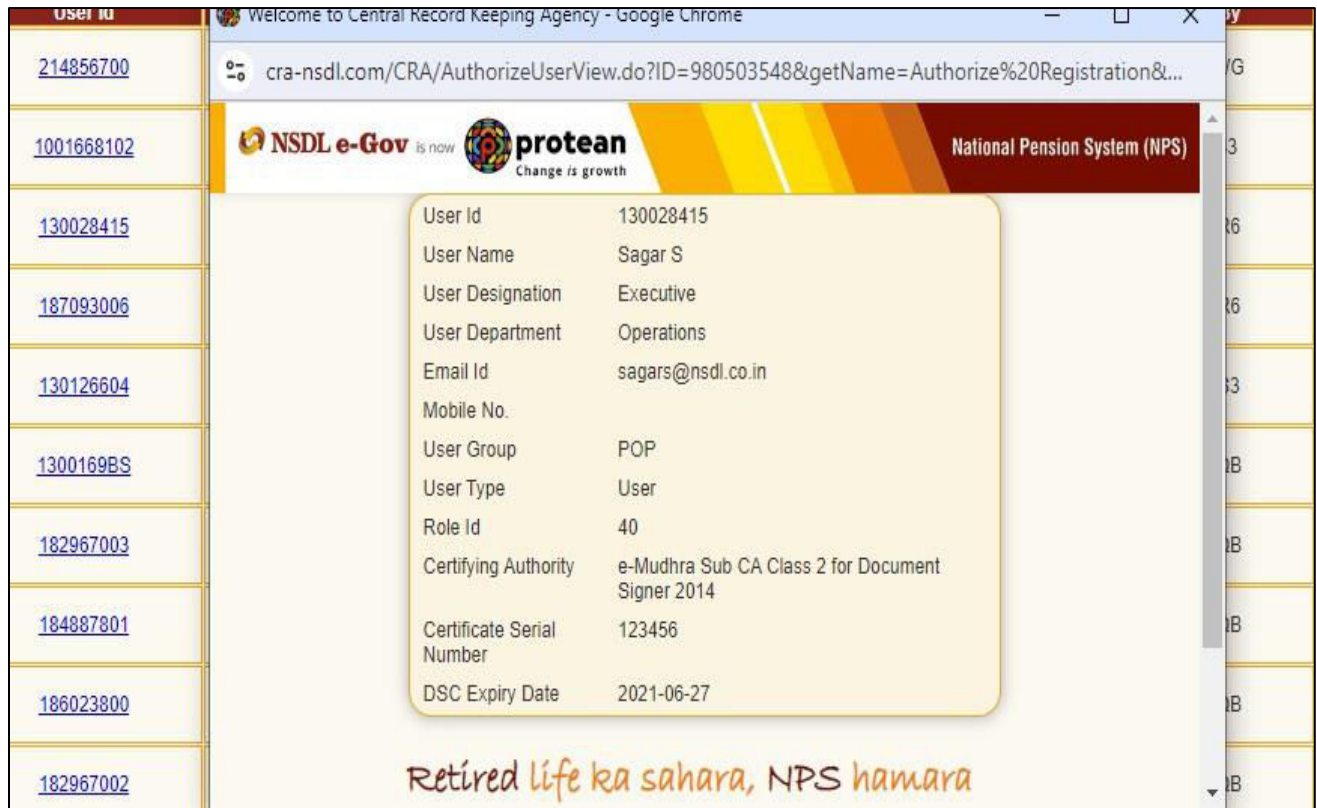


Figure 27

- The verifier user shall verify the details captured with the given by POP-SP user and if found in order, shall authorise the request by selecting the ‘**Authorise**’ option and click on the ‘**Submit**’ button. After clicking on submit button system shall ask to select the Digital Signature Certificate which is shown in below **Figure 28**:

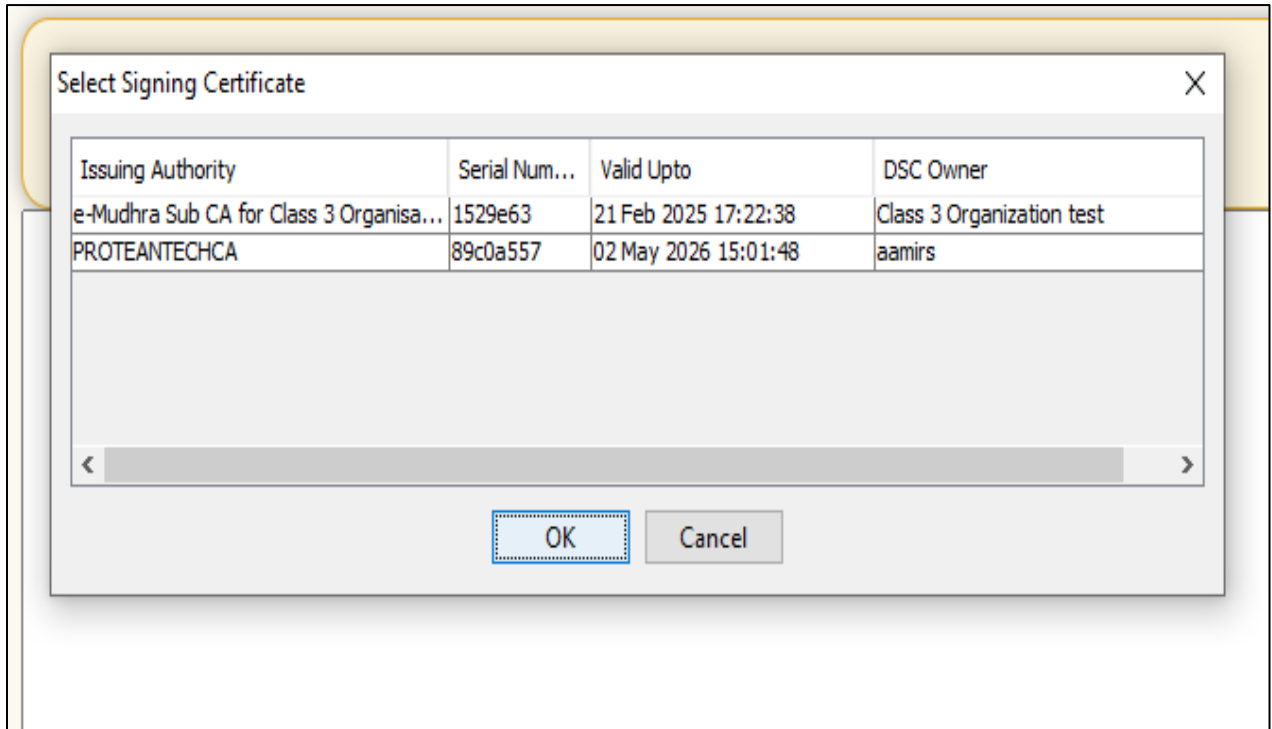


Figure 28

- POP Admin user shall select the Digital Signature Certificate and click on **'OK'** button. After that id shall be authorised and **'Authorisation Successfully'** display to POP Admin User which is shown below in **Figure 29:**

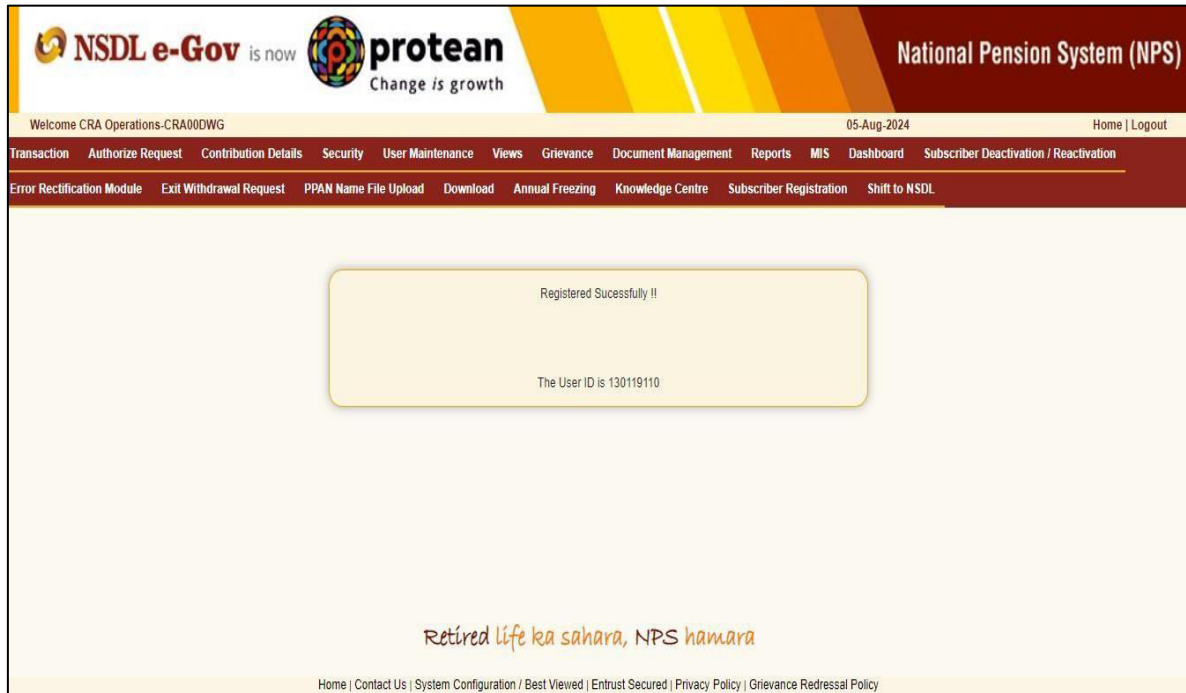


Figure 30

- If the POP Admin verifier user observes any discrepancy; verifier shall reject the request by clicking on the '**Reject**' button. On rejection, a message will be displayed.
- On successful authorisation of user ids created in CRA system by POP Admin User, POP-SP can login into CRA system using the DSC based user ids after installation of Digital Signature Certificate on their system.

6.1.2. Rights Available to POP-SPs associated with Role – B POP in CRA system:

In case of Centralized Mode of operation (i.e. mode 'B') such that Subscriber Contribution File upload, MIS file upload activities shall be carried out by POPs. POP-SP shall have DSC based authentication for Roles B to do the Subscriber Maintenance and handling the grievance activities (Logging the grievance on behalf of subscriber and himself, Resolving the grievance raised against himself and grievance status view).

- POP-SP user shall select DSC based option and login into CRA system with DSC based user ids allotted to POP-SP by CRA system as shown in below **Figure 31:**

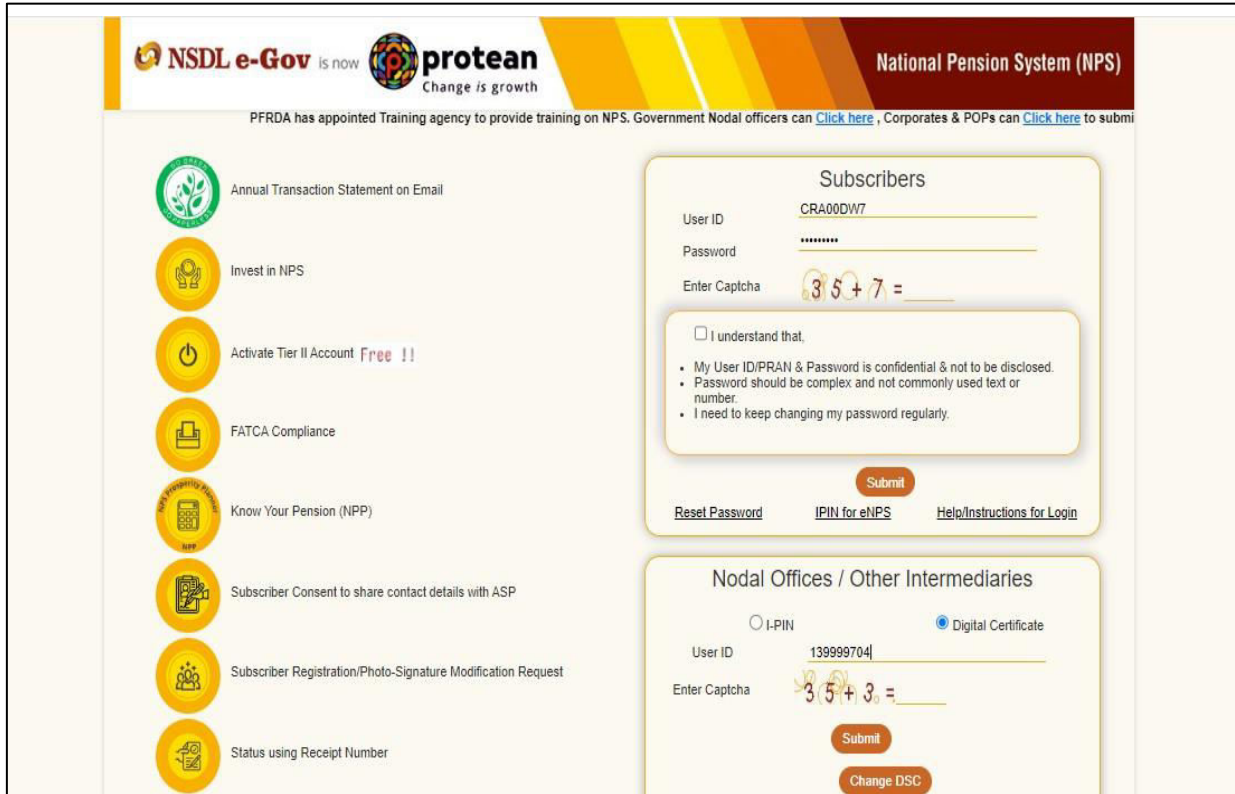


Figure 31

- On successful login, the home page containing the various menus, as shown in below **Figure 32:**

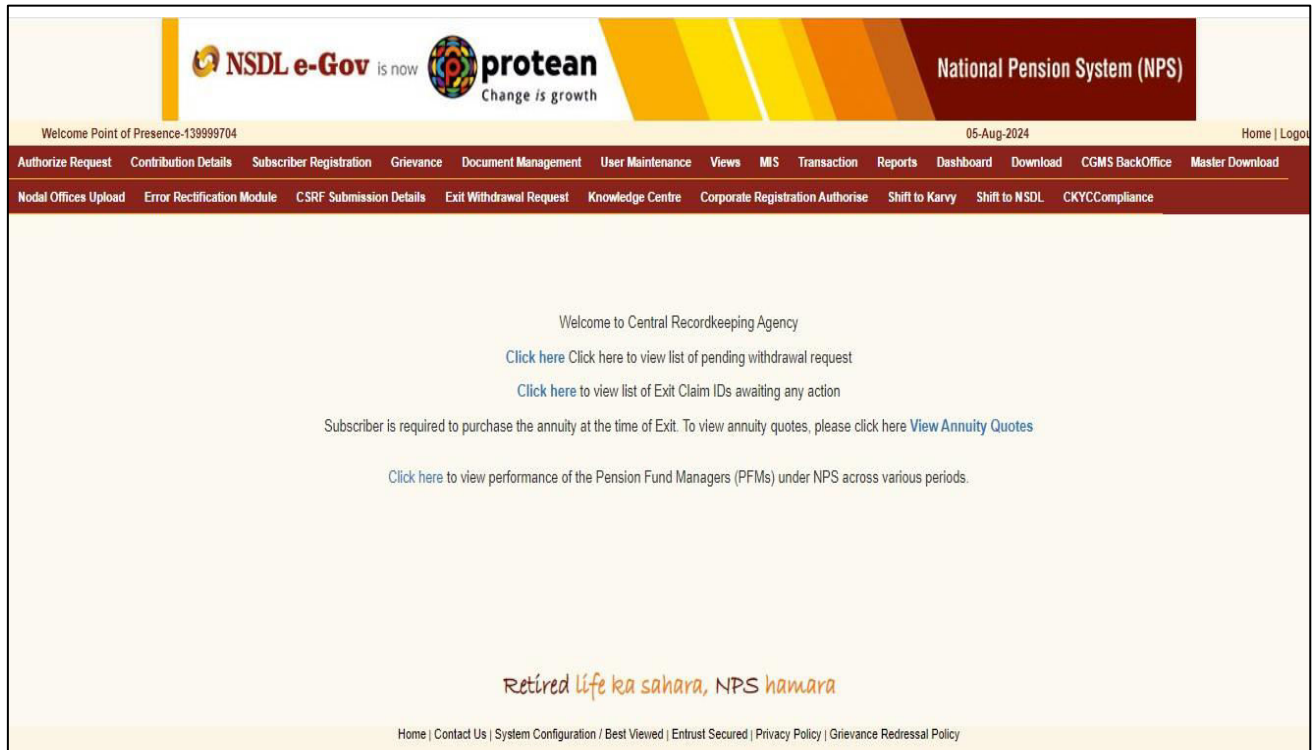


Figure 32

6.1.3. Rights Available to POP-SPs associated with Role – C POP in CRA system:

In case of Centralized Mode of operation (i.e. mode 'C') such that Subscriber Contribution File upload and fund transfer to trustee bank shall be carried out by POPs. POP-SP shall have DSC based authentication for Roles C to do the Subscriber Maintenance, Daily MIS Upload and handling the grievance activities (Logging the grievance on behalf of subscriber and himself, Resolving the grievance raised against himself and grievance status view).

On successful login, the home page containing the various menus, as shown in below **Figure 33:**

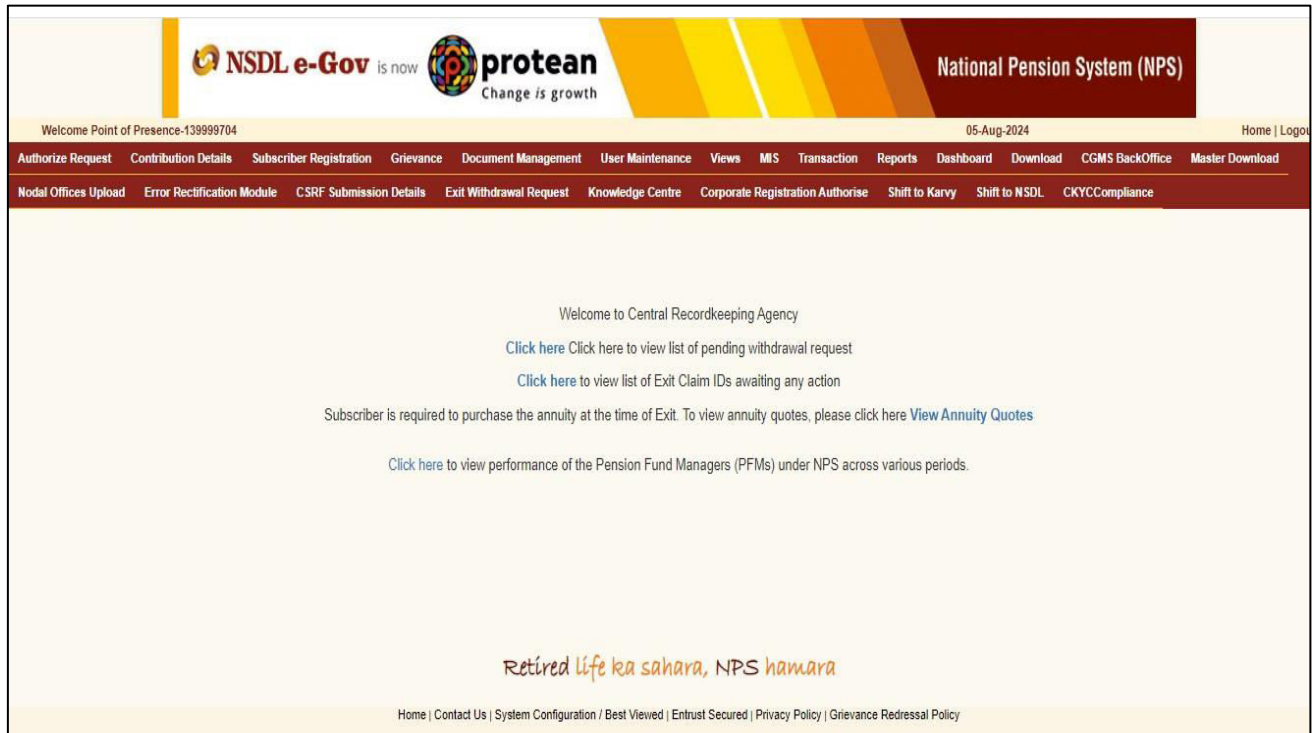


Figure 33

7. User id creations in case of Decentralised and Quasi Centralised model:

In case of Decentralised and Quasi Centralised model, as the POP-SPs access the CRA system using DSC based login, the process of creation of POP-SP operational user ids remains the same as that of Role B/C except the field ‘Role Id’, which will be default in case of decentralized/quasi centralized models.

8. Updation of DSC details:

In case of mapping of new DSC to the same user (user id) due to reasons such as corruption of existing DSC etc., POP admin user can login and change the DSC details as similar to the process of mapping DSC at the time of creation of user id.

9. Deactivation of user ids:

At present, deactivation can be done only at CRA’s end. POP shall send a written request to CRA for deactivation of POP/POP-SP user ids.
