

Central Recordkeeping Agency

NSDL e-Governance Infrastructure Limited



**Standard Operating Procedure (SOP)
for
Subscriber Shifting – Inter POP
by
Point of Presence (POP)**

Version 1.1

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Acronyms and Abbreviations

The following definitions, acronyms & abbreviations have been used in this document:

ACRONYM	DESCRIPTION
CRA	Central Recordkeeping Agency
CRA-FC	CRA Facilitation Centre
DSC	Digital Signature Certificate
NPS	National Pension System
PFRDA	Pension Fund Regulatory and Development Authority of India
NSDL	NSDL e-Governance Infrastructure Limited
PRAN	Permanent Retirement Account Number

Important terms defined:

IMPORTANT TERMS	DESCRIPTION
CRA-FC	CRA-FC is Facilitation Centre appointed by CRA to facilitate Nodal Offices i.e., the POPs to submit applications for allotment of PRAN and application for change in signature and photograph of the Subscriber.
POP	PFRDA has appointed entities known as Points of Presence (POPs) to extend customer interface for all citizens of India, who wish to open Permanent Retirement Account (PRA) with CRA for the purpose of subscribing to the NPS.
POP-SP	POPs shall provide the services under NPS through their network of branches called POP Service Providers (POP-SP)
PRAN	12 digits unique Permanent Retirement Account Number allotted by CRA to each Subscriber registered in CRA system.
Subscriber	The citizen of India who has opened Permanent Retirement Accounts (PRA) with CRA for the purpose of subscribing to the NPS.

• Introduction:

In NPS, the Subscriber has been provided with a facility where by he/she can change his/her parent (existing) POP and can get linked to other POP. Subscribers having PRAN associated with a POP (All citizens of India) can shift both their Tier I & II account from one POP to another POP whereas Government Subscribers (having PRAN associated with their nodal office) can shift only Tier II account from one POP to another POP. The Subscriber in this case is required to submit the request for shifting to a POP-SP of the target POP with whom he/she wants to be linked with. **This document describes the standard operating procedure to be followed by the POP/POP-SPs in the CRA system while processing 'inter POP shifting request' of subscriber.**

This manual is intended for the personnel in the POP/POP-SP who shall be responsible for processing the requests received from Subscriber for 'inter POP shifting'. The SOP lays

down the rules and procedures to be followed by POP-SPs to ensure timely updation of Subscribers' requests in CRA, as a part of the Subscriber Maintenance. This document also details the usage of the CRA system and the functionalities to be used by the POP/POP-SPs while processing the Inter pop shifting requests of the Subscribers.

2. Submission of Request by the Subscriber

Subscriber who intends to change his/her POP, shall submit a duly filled physical change request as per the format prescribed by PFRDA (Annexure UOS-S6) along with a copy of his/her PRAN card at the preferred (new) POP-SP. The POP-SP shall verify the request before accepting the same. POP-SP shall issue the receipt number to the subscriber before capturing the same in CRA.

POP-SP shall carry out following checks while accepting Subscriber shifting request:

- All mandatory fields are filled by the applicant. In case of any incomplete information, the form shall be rejected.
- Request form is duly signed by the Subscriber.
- PRAN provided by the Subscriber is valid and active
- PRAN (Subscriber) is associated with any other POP.

2.1. Issuance of receipt by POP-SP:

On successful verification of the change request form, POP-SP shall accept the same and shall issue a 17 digit Receipt Number as an acknowledgement to the Subscriber. POP-SP shall generate this receipt from their back office system containing this 'Receipt Number' as per the algorithm specified by CRA as mentioned below.

First 2 digits (from left) – Type of request (19 for Subscriber shifting)

Next 7 digits - Registration Number of POP-SP e.g., 6000002

Next 8 digits - Running sequence number eg.00000001

For Example: 17 digit receipt number will be "19600000200000001"

POP-SP shall handover the acknowledgment to the Subscriber as receipt of the acceptance of the change request. The POP-SP shall affix the seal as well as the user shall sign the acknowledgment before providing the same to the Subscriber. (POP-SP may refer the 'suggested format of receipt', given in Standard Operation Procedures for registration available on CRA website www.npscra.nsdl.co.in).

3. Processing of the request in CRA system:

The subscriber requests for inter POP shifting needs to be carried out using Digital Signature Certificate (DSC) based User IDs provided by CRA. Hence, in case of centralized model of operations (wherein all the subscriber activities in the CRA system can be performed only the POP and the POP-SPs are having only password based access to view the subscriber details), for the requests being accepted by the POP-SPs, the execution of this request needs to be carried out by the POP user centrally **after upload of MIS**. In case of other model of operations, the request needs to be processed by the POP-SPs after upload of MIS.

3.1. Capturing the request in CRA System

- POP-SP/POP shall login to CRA system with DSC base User ID allotted by CRA and upload the MIS in the system for the shifting request as given below:

The screenshot displays the CRA system interface within a Windows Internet Explorer browser. The browser's address bar shows the URL: <https://172.19.65.123/CRA/misfileStatusRes.do?ID=-2044584023&getName=MisFi>. The browser's title bar reads "Welcome to Central Record Keeping Agency - Windows Internet Explorer". The browser's address bar also shows a "Certificate Error" warning and a "Bing" search engine icon. The browser's Favorites bar includes "Welcome to Central Record Keeping Agency". The browser's Page, Safety, and Tools menus are visible. The CRA system interface features the NSDL logo and the text "Central Recordkeeping Agency". The interface includes a navigation menu with the following items: "Transaction", "Contribution Details", "MIS", "Subscriber Registration", "Grievance", "User Maintenance", "Views", "Reports", "Dashboard", and "Subscriber Modification". The "MIS" menu item is selected, and the "File Status" sub-menu item is also selected. The "File Status" sub-menu item is expanded, and a table is displayed. The table has the following data:

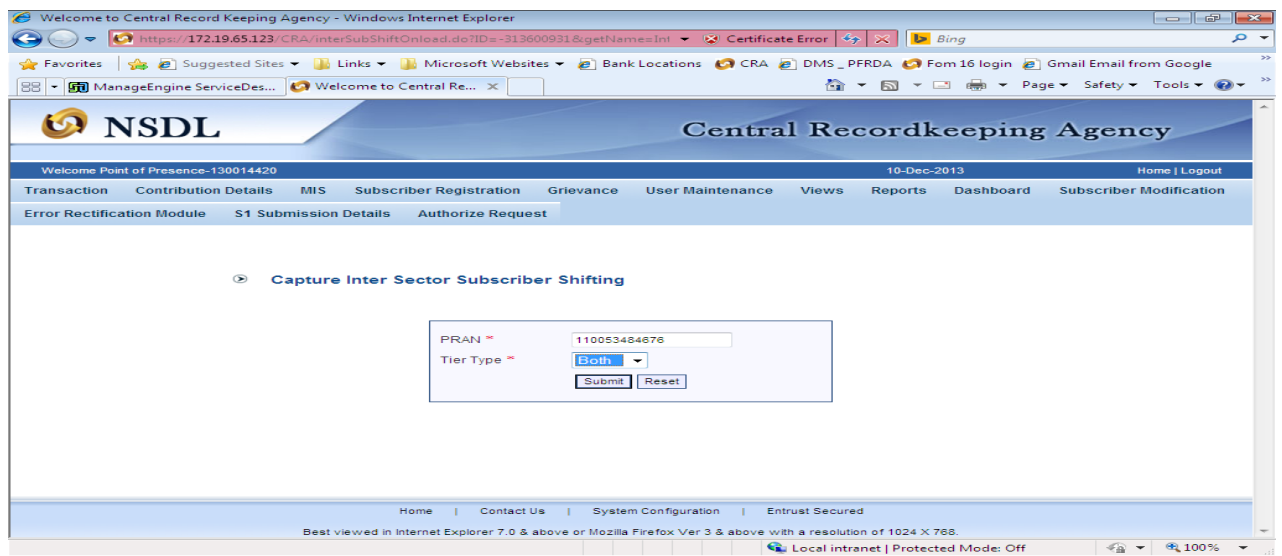
File Reference No.	File Name	Uploaded date	File Status	Type of File	User Id	Batch Id	Error File
33855	ss.fvu	10/12/2013	Accepted	Original	130014420	50001331386673092309	

The browser's status bar shows "Done" and "Local intranet | Protected Mode: Off". The browser's zoom level is set to 100%.

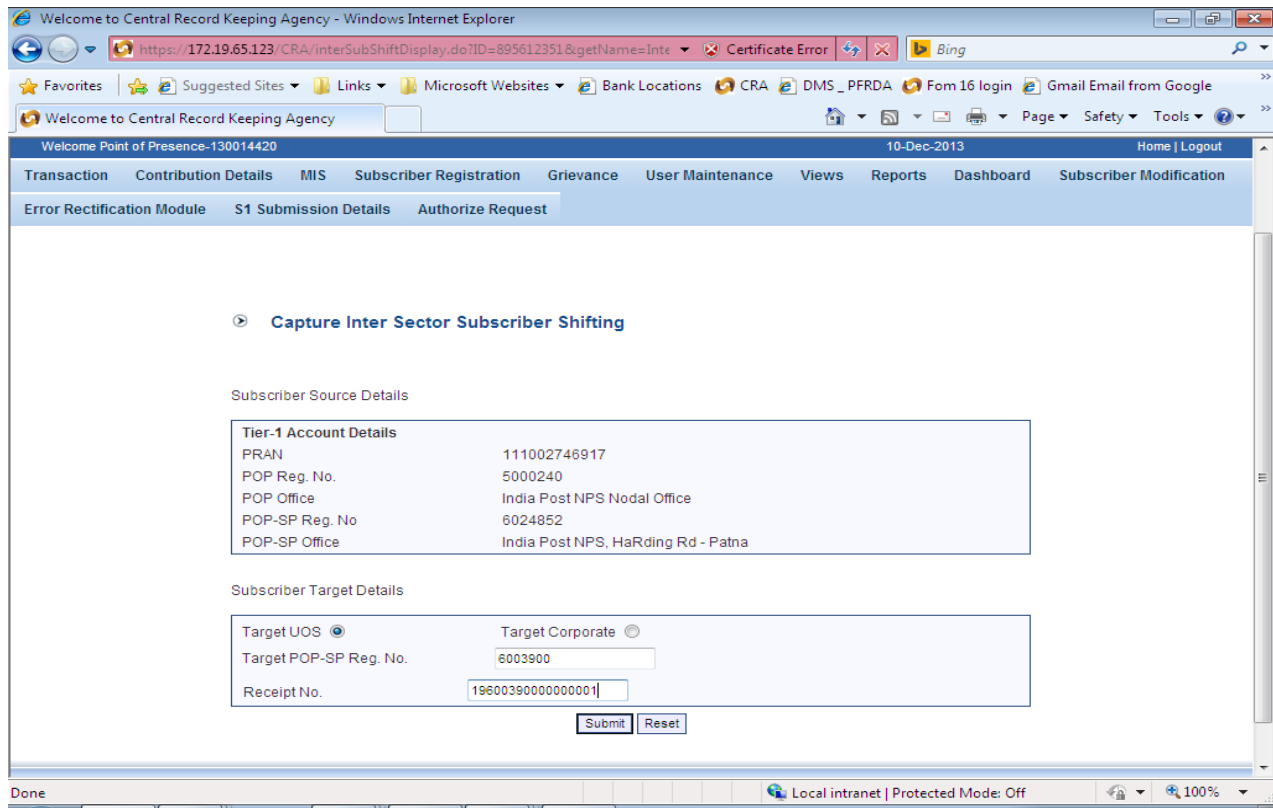
- Post MIS upload, from the main menu, POP-SP/POP user shall select “**Transaction – Subscriber shifting**” option as shown in the below figure.



- User shall enter all the details i.e., PRAN, Tier (**both** in case of UoS subscriber and **Tier 2** in case of Government Subscriber) and click on **submit** button and as shown in the figure given below:

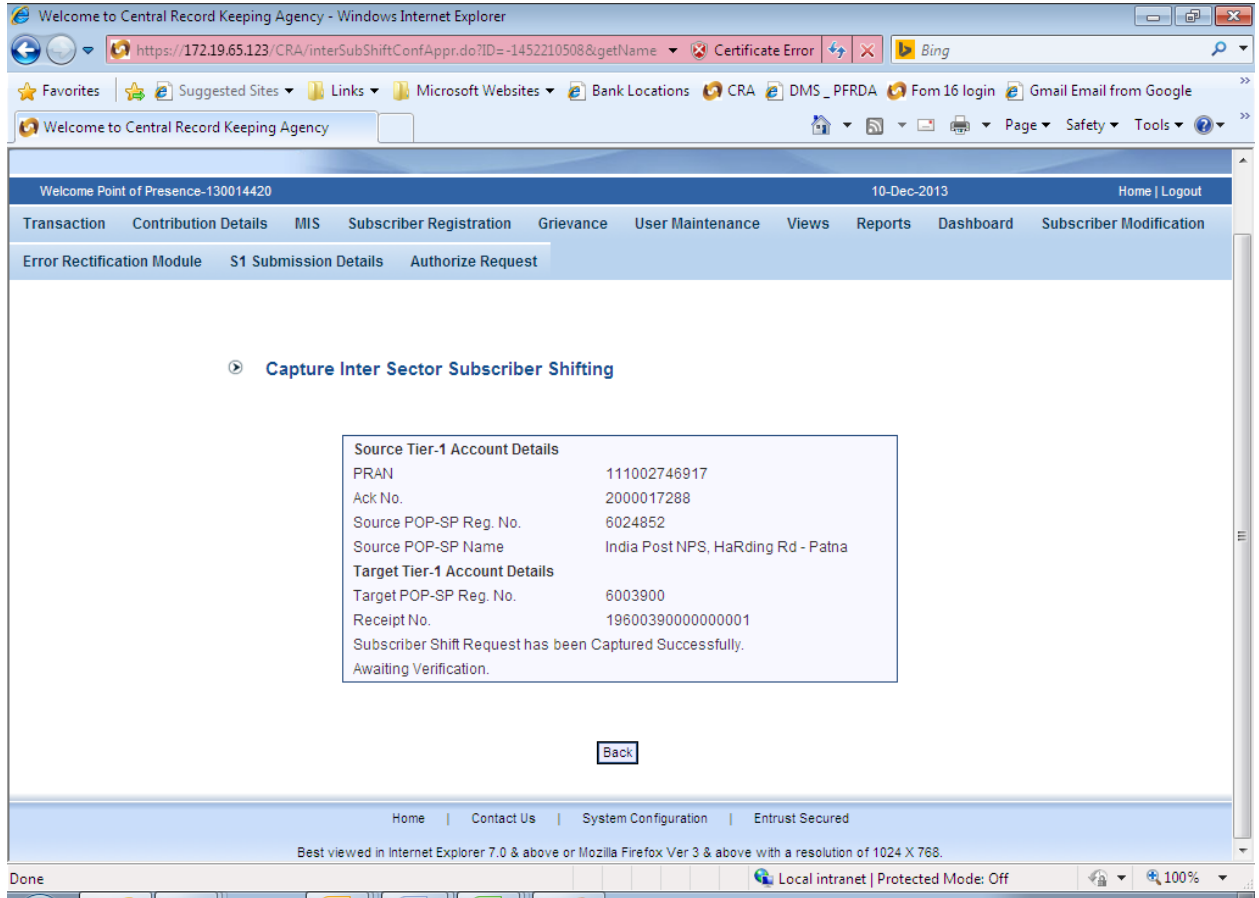


- Subscriber’s source POP details will be reflected and the user shall enter the Receipt No. and click on submit button. In case, POP is submitting the request, the POP-SP Reg. no needs to be entered by the user along with the receipt no as given below.



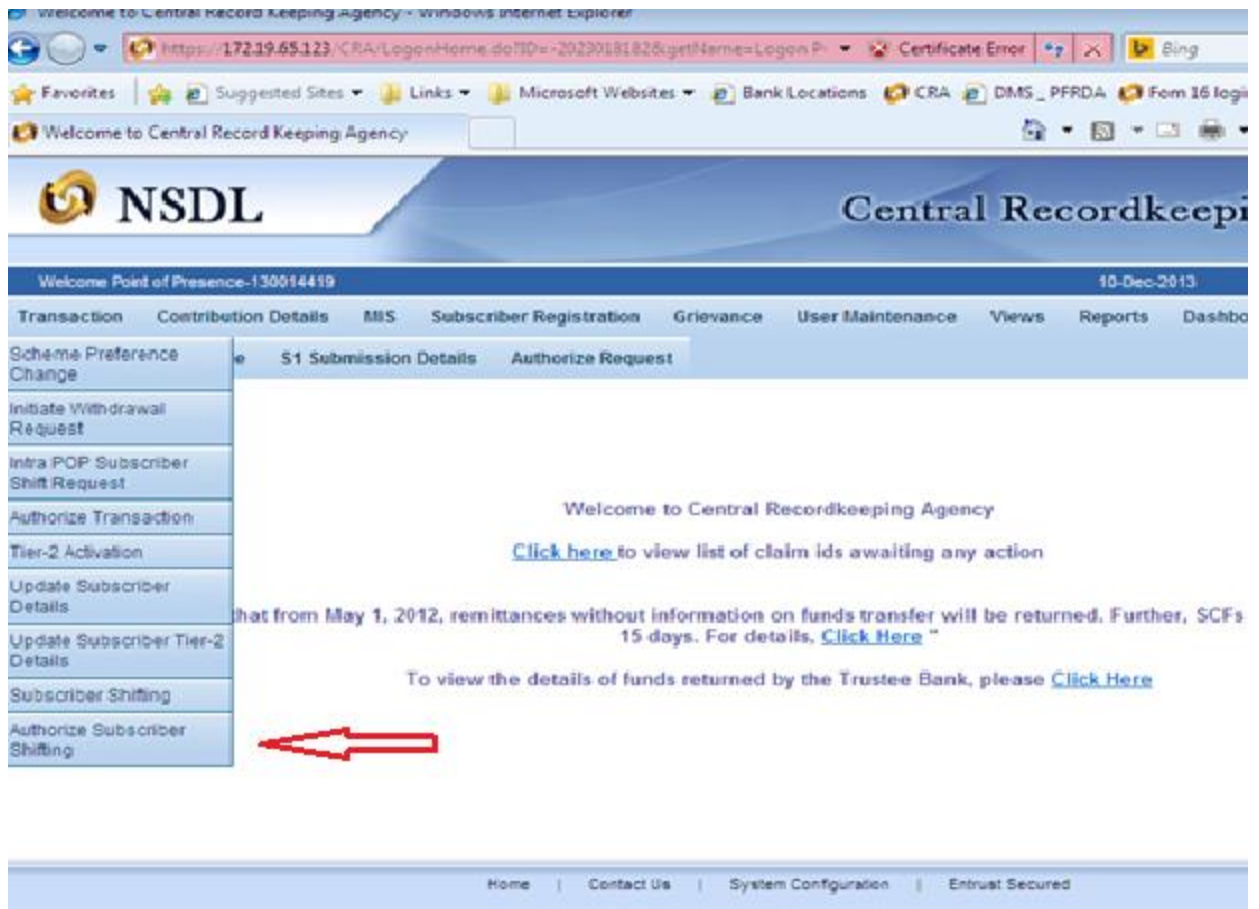
The user shall select his/her DSC and click on 'Submit' button. Inter POP subscriber shifting details would be Captured Successfully. The same will be displayed as shown in

the figure below

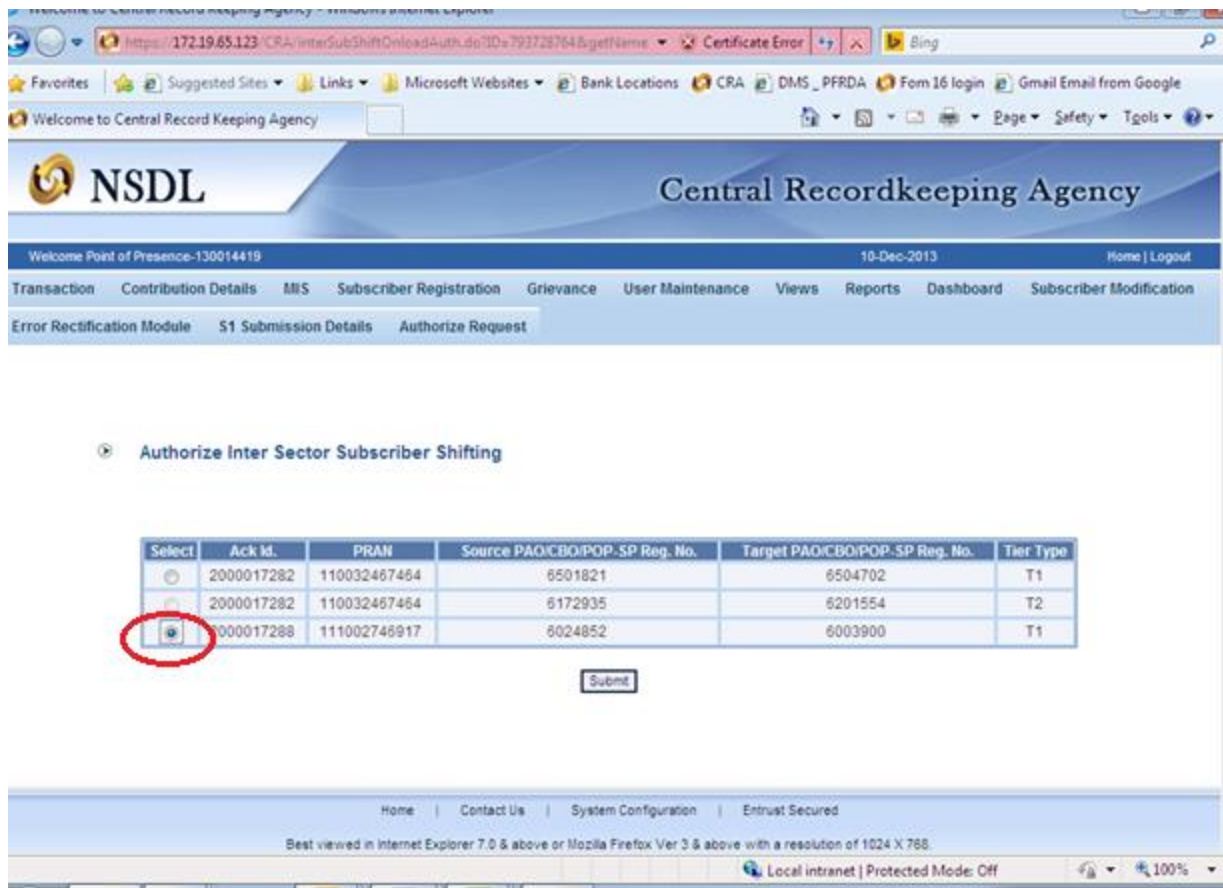


3.2. Authorization of the Inter-POP shifting in CRA system:

- POP/POP-SP user (Authoriser user) shall login to CRA system with the DSC based User Id. User shall select the option “ **Transaction - Authorize Subscriber shifting**” from the main menu.



- Subscriber signature will be shown and the User shall verify the signature of the subscriber and click on **confirm** button as shown in both figures below:
- The screen as shown below shall be displayed to the user. Select the required request and click on submit button.



- On clicking the submit button subscriber details will be displayed as shown in the below given figures:



Confirm Authentication Details

Source Tier-1 Account Details	
Ack ID	2000017288
PRAN	111002746917
Source POP Reg. No.	5000240
Source POP Name	India Post NPS Nodal Office
Source POP-SP Reg. No.	6024652
Source POP-SP Name	India Post NPS, HaRding Rd - Patna
Target Tier-1 Account Details	
Target POP Reg. No.	5000133
Target POP Name	IDBI Bank Limited
Target POP-SP Reg. No.	6003900
Target POP-SP Name	IDBI Bank, T. T. Nagar - Bhopal

Authorize
 Reject

Reason for Rejection:

- The verifier user shall verify the details and if found in order, shall authorise the request by selecting the ‘**Authorise**’ option and click on the “**Submit**” button.
- User shall select the Digital Signature Certificate and click on “**OK**” button. “**Subscriber Shift Request has been Authorized Successfully**” will display as shown in the figure below.

The screenshot shows a web browser window with the URL <https://172.19.65.123/CRA/interSubShiftAppRejAuth.do?ID=1563272639&getHien>. The page header includes the NSDL logo and the text 'Central Recordkeeping Agency'. The navigation menu contains: Transaction, Contribution Details, MIS, Subscriber Registration, Grievance, User Maintenance, Views, Reports, Dashboard, Error Rectification Module, 51 Submission Details, and Authorize Request. The main content area displays the heading 'Authorize Inter Sector Subscriber Shifting' with a red arrow pointing to a confirmation box. The box contains the following information:

PRAN	111002746917
Ack No.	2000017288
Subscriber Shift Request has been Authorized Successfully.	

Below the confirmation box is a 'Back' button. The footer of the page includes: Home | Contact Us | System Configuration | Entrust Secured.

- Once the request is authorized the PRAN will be “Suspended” i.e., no other request (such as contribution /details change etc.) can be captured for that PRAN.
- The Subscriber Shifting requests which are in ‘Authorized status’ will be considered for processing in the same day’s EOD. The subscriber mapping will be changed to the new POP/POP-SP and the PRAN will be activated. After successful shifting of account of subscriber at EOD an email will be sent to the subscriber.
- After authorization, for the requests rejected by CRA, an email will be sent by CRA to the Subscribers as well as the concerned POP-SP giving the reason for rejection to enable them to carry out necessary rectifications and update the requests once again in CRA.
- In case, the verifier user wishes to reject the request, a rejection reason is mandatory and needs to be provided by the user.

4. Summary:

- Request for Subscriber shifting requires a Maker-Checker concept
- The Subscriber shall submit a shift request to the POP-SP with whom he/she wants to be associated with (Target POP) and not to the POP-SP with whom he/she is currently associated with (Source POP).
- New request for Shifting will not be allowed to be captured in the CRA system by the same POP/POP-SP or by any other POP/POP-SP till the first request is verified by a checker.
- The processed requests shall be retained by the POP/POP-SP as CRA carries out shifting solely based on the electronic request received from the POP/POP-SP.

Points to consider while processing shifting request:

- MIS upload prior to processing the request in CRA system is mandatory.
- The request can be captured/ authorized only during business hours i.e., between BOD and EOD on a business day and/or a settlement day.
- If there is any 'shifting request which is already authorized or In-Progress' in CRA system for that PRAN, the new Request will be cancelled at CRA.
- If there is an Authorized or complete Withdrawal Request for that PRAN, then the Shifting Request will be cancelled in CRA system.
- In case of shifting of Tier-1 and Tier-2 account from one POP to another POP (All Citizens of India subscriber), the following requests which are in captured status and are "Pending Authorization" by the source POP at the time of Authorization of shifting request will be cancelled.

Request for Tier-1	Request for Tier-2
Reset I-Pin/T-Pin	Tier-2 activation
Reprint PRAN	Scheme Preference Change
Scheme Preference Change	Subscriber modification

- Government subscriber (having PRAN associated with a nodal office) shifting Tier-2 account from one POP to another, the following requests which are in captured status and are "Pending Authorization" by the source POP at the time of Authorization of shifting request will be cancelled.

Request for Tier-2

- Scheme Preference Change
- Subscriber modification
