



**Standard Operating Procedure (SOP)  
for  
Inter-Sector Shifting (ISS)  
Of Subscribers**

**Version 1.0**

## 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
NSDL	NSDL e-Governance Infrastructure Ltd.
PRAN	Permanent Retirement Account Number
DDO	Drawing and Disbursement Officer
PAO	Pay and Accounts Office
PrAO	Principal Accounts Office
DTO	District Treasury Office
DTA	Directorate Treasury Accounts
EOD	End of Day
BOD	Beginning of Day
POP	Point of Presence
POP-SP	Point of Presence-Service Provider
PFRDA	Pension Fund Regulatory Development Authority
I-PIN	Internet –Personal Identification Number
Source Sector	The sector from which the subscriber is shifting
TS	Transaction Statement
Target Sector	The sector to which the subscriber is shifting
UOS	Unorganised Sector (NPS – All Citizens of India)

### Important terms defined:

IMPORTANT TERMS	DESCRIPTION
CRA-FC	CRA-FC is a Facilitation Centre appointed by CRA to facilitate Nodal Offices 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) for the purpose of subscribing to NPS.
POP-SP	POPs 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.
Inter Sector Shifting	The Subscriber is shifting from one Sector to another

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**Introduction:**

In the National Pension System, the PRAN allotted to the subscriber is portable across sectors. Therefore, subscribers can shift from one sector to another (from one State Government service to another State Government service, UOS to Central Government and vice-versa etc.) and the subscriber shall continue to use the same PRAN which was earlier allotted. This document describes the Standard Operating Procedure to be followed by the nodal offices of Central Government (CG)/State Government (SG)/POP/POP-SPs in the CRA system while processing 'ISS request' of a subscriber.

This manual is intended for the personnel in the nodal offices who are responsible for accepting and processing the requests received from subscribers for 'ISS'. The SOP lays down the rules and procedures to be followed by the concerned offices to ensure timely updation of subscribers' requests in CRA, as a part of the 'Subscriber Maintenance'. This document also elaborates the usage of the CRA system and the functionalities to be used by these offices while processing ISS requests of the subscribers.

The subscriber shifting request forms (ISS-1) can be obtained from the PrAO/PAO/DDO/POP-SP office or downloaded from the CRA website ([www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in)). The subscriber needs to submit completely filled form along with the copy of PRAN card to the target DDO/POP-SP, for further processing. After processing, the forms and the documents need to be retained by the concerned entity and need not be forwarded to CRA / CRA-FC.

## **Chapter 1:**

### **TARGET SECTOR- Central or State Government**

#### **Scenario 1 (Shifting from one nodal office to another within the Central Government/ a State Government)**

In case a subscriber shifts within the Central Government or a State Government i.e. from one PrAO/DTA/PAO/DTO/DDO or to another PrAO/DTA/PAO/DTO/DDO then the subscriber need not submit any separate request. The shifting automatically takes place in the CRA system as and when a contribution file containing the records for the concerned subscriber uploaded by the new nodal office is matched and booked in CRA system.

#### **Scenario 2 (Between State Government and Central Government)**

##### **Submission of physical form for shifting by subscriber**

The subscriber will submit a form for shifting as per prescribed format to the target PAO/ DTO through the corresponding DDO along with a copy of the PRAN card. The subscriber shifting request forms can be obtained from the PAO/DTO/DDO office or downloaded from the CRA website. The DTO /PAO will process the request in CRA system and retain the document at their end for future use.

##### **Acceptance of request and capturing of the request in CRA system**

The PAO/DTO will check the following:

- All relevant fields in the form are filled properly.
- PRAN mentioned in the form is valid and active.
- Copy of the PRAN card is attached.

## Process

- PAO/DTO will use password based login (maker ID) and log into CRA system and will enter the subscriber PRAN to capture shifting details. Please refer Figure 1.1 below.

(Figure 1.1)

- From the main menu, PAO/DTO user will select “Transaction>>Subscriber Shifting” option as shown in Figure 1.2:

(Figure 1.2)

- User will enter the PRAN and click on submit. The following screen (Figure 1.3) will show the existing PRAN association.

(Figure 1.3)

Welcome Pay and Accounts Office-1002329900 05-Feb-2014 Home | Logout

Transaction Subscriber Registration Grievance User Maintenance Views Additional Reports (New) Error Rectification Module S1 Submission Details Authorize Request Recruitment Monitoring

► Capture Inter Sector Subscriber Shifting

Subscriber Source Details

Tier-1 Account Details	
PRAN	110020003479
PRAO Reg. No.	3000675
PRAO Office	Pr. AO, Ministry of Water Resources
PAO Reg. No.	2007946
PAO Office	CDDO, Central Water Commission (Lower Godavari Division), Hyderabad
DDO Reg. No.	CGV000356G

Subscriber Target Details

Target DDO Reg. No.

Submit Reset

Home | Contact Us | System Configuration | Entrust Secured

Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.

- The DTO/PAO needs to enter the Target DDO Reg. No and click on submit.
- The user must enter the employment details as per the records. All the fields except PPAN are mandatory. Please refer Figure 1.4 below.
- If the bank details for the subscriber is present in the system the same will be fetched and displayed in the screen. If no bank details are displayed, then the user should enter the complete bank details. In case the IFSC code or the entire bank details are not present with the user, then the user needs to select any of the two options available at the bottom of the screen before submitting the request. Please refer Figure 1.4 below

(Figure 1.4)

The screenshot displays the NSDL Central Recordkeeping Agency web application. The header includes the NSDL logo, the text "Central Recordkeeping Agency", and a navigation bar with links: Transaction, Subscriber Registration, Grievance, User Maintenance, Views, Additional Reports (New), Error Rectification Module, S1 Submission Details, Authorize Request, and Recruitment Monitoring. The main content area is divided into two sections: "Subscriber Employment Details" and "Subscriber Bank Details".

**Subscriber Employment Details**

\* Mandatory Fields

Date of Joining\* (dd/mm/yyyy)  
Date of Retirement\* (dd/mm/yyyy)  
Employment Class\*  
Department\*  
Ministry\*  
DDO Office\*  
Pay Scale\*  
Basic Salary\*  
PPAN No.

**Subscriber Bank Details**

\* Mandatory Fields

Bank Account Type: SAVINGS  
Bank Account No.  
Bank Name  
Bank Branch Name  
Bank Address  
Pincode  
Bank IFS Code  
Bank MICR Code

☐ The IFSC/MICR is not available for the Bank/Branch mentioned above  
☐ At present, I do not have a Bank account. However, I confirm to provide the requisite Bank account details within six months or on opening of Bank account whichever is earlier to the associated nodal office for updating the same in CRA system.


Submit Reset

Home | Contact Us | System Configuration | Entrust Secured  
Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.

- Once all the details are entered, the user needs to click on submit.
- This screen will show existing details along with the entered employment details along with the link to view the signature. The user needs to verify the subscriber signature and recheck the other details and click on "Confirm". In case the user identifies some discrepancy and wants to rectify the same, then the user needs to click on "Reject". Please refer Figure 1.5 below.

(Figure 1.5)




**NSDL**

Central Recordkeeping Agency

Welcome Pay and Accounts Office-1002329900
05-Feb-2014
Home | Logout

Transaction
Subscriber Registration
Grievance
User Maintenance
Views
Additional Reports (New)
Error Rectification Module
S1 Submission Details
Authorize Request
Recruitment Monitoring

Confirm Inter Sector Subscriber Shifting

[View Signature](#)

Subscriber's Captured Details

<b>Source Tier-1 Account Details</b>	
PRAN	110020003479
Source PRAO Reg. No.	3000675
Source PRAO Office	Pr. AO, Ministry of Water Resources
Source PAO Reg. No.	2007946
Source PAO Office	CDDO, Central Water Commission (Lower Godavari Division), Hyderabad
Source DDO Reg. No.	CGV000356G
Source DDO Office	BCD N&W
<b>Target Tier-1 Account Details</b>	
Target PRAO Reg. No.	3000001
Target PRAO Name	Pr. AO, Ministry of Social Justice and Empowerment
Target PAO Reg. No.	2013244
Target PAO Name	CDDO, National Commission for Scheduled Castes, Kolkata
Target DDO Reg. No.	CGV0005158G
Target DDO Office	National Commission for Scheduled Castes

Subscriber's Employment Details

Date of Joining	14/07/2004
Date of Retirement	31/05/2035
Employment Class	A
Department	CENTRAL WATER COMMISSION
Ministry	MINISTRY OF WATER RESOURCES
DDO Office	BCD N&W
Pay Scale	15600-39100
Basic Salary	18320
PPAN	2004100187200020

Subscriber's Bank Details

Bank Account Type	SAVINGS
Bank Account No.	10933056685
Bank Name	STATE BANK OF INDIA
Bank Branch Name	RAMAKRISHNA PURAM NEW DELHI
Bank Address	R K PURAM WEST BLOCK NO VIII WING NO 1
Pincode	110066
Bank IFS Code	
Bank MICR Code	110002106
<input type="checkbox"/> The IFSC/MICR is not available for the Bank-Branch mentioned above	
<input type="checkbox"/> At present, I do not have a Bank account. However, I confirm to provide the requisite Bank account details within six months or on opening of Bank account whichever is earlier to the associated nodal office for updating the same in CRA system.	
<div> Confirm Reject </div>	

Home
Contact Us
System Configuration
Entrust Secured

Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver.3 & above with a resolution of 1024 X 768.

- Once the request is successfully captured, CRA system will generate an acknowledgement number, which needs to be written on the form. Please refer Figure 1.6 below.

(Figure 1.6)

NSDL Central Recordkeeping Agency

Welcome Pay and Accounts Office-1002329900 05-Feb-2014 Home | Logout

Transaction Subscriber Registration Grievance User Maintenance Views Additional Reports (New) Error Rectification Module S1 Submission Details Authorize Request Recruitment Monitoring

☞ Capture Inter Sector Subscriber Shifting

Source Tier-1 Account Details	
PRAN	110020003479
Ack No.	2000025514
Source PAO Reg. No.	2007946
Source PAO Name	CDDO, Central Water Commission (Lower Godavari Division), Hyderabad
Target DDO Reg. No.	CGV005158G
Subscriber Shift Request has been Captured Successfully. Awaiting Verification.	

Back

Home | Contact Us | System Configuration | Entrust Secured

Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.

- Subscriber's shifting details will be pending for verification by checker user within the same DTO/PAO.

### Exceptions:

The request will not be accepted in the CRA system under the following circumstances:

- The PRAN is invalid
- The PRAN is in deactivated status
- There is a Complete Withdrawal Request (Withdrawal due to Death) in Authorised / In progress or Complete status for that PRAN.
- There is a Shifting Request in Authorised / In progress status for that PRAN.

### Authorization of shifting request in CRA system by DTO/PAO:

DTO/PAO user has to log into CRA system with the second IPIN provided to the office. DTO/PAO user will search for shifting requests pending for verification in CRA system by choosing the transaction type (shifting). DTO/PAO will then verify the request details against physical form.

## Process

- DTO/PAO will use password based login (checker ID) and login to CRA system. User will select the option “Transaction>Authorize Subscriber Shifting” from the main menu. Please refer Figure 1.7 below:

(Figure 1.7)

The screenshot shows the NSDL Central Recordkeeping Agency web application. The header includes the NSDL logo and the text 'Central Recordkeeping Agency'. Below the header, there is a navigation bar with links: Transaction, Subscriber Registration, Grievance, User Maintenance, Views, Additional Reports (New), Error Rectification Module, S1 Submission Details, Authorize Request, and Recruitment Monitoring. The main content area displays the 'Capture Inter Sector Subscriber Shifting' form. The form has two input fields: 'PRAN \*' and 'Tier Type \*'. The 'Tier Type' field is a dropdown menu with 'Tier-1' selected. Below the input fields are 'Submit' and 'Reset' buttons. A sidebar on the left contains a list of menu items: Scheme Preference Change, Initiate Withdrawal Request, Authorize Transaction, Subscriber Shifting, Authorize Subscriber Shifting (highlighted with a red box), Capture DDO Shift Request, Verify DDO Shift Request, and DDO Shifting Request Status View. The footer contains links: Home, Contact Us, System Configuration, and Entrust Secured. A note at the bottom states: 'Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.'

- DTO/PAO checker user will be provided with a list of all requests pending for authorization. The screen as shown below will be displayed to the user. The user has to select the required request and click on submit button. Please refer Figure 1.8 below.


(Figure 1.8)

The screenshot shows the NSDL Central Recordkeeping Agency web application. The header includes the NSDL logo and the text 'Central Recordkeeping Agency'. Below the header, there is a navigation bar with links: Transaction, Subscriber Registration, Grievance, User Maintenance, Views, Additional Reports (New), Error Rectification Module, S1 Submission Details, Authorize Request, and Recruitment Monitoring. The main content area displays the 'Authorize Inter Sector Subscriber Shifting' table. The table has six columns: Select, Ack Id., PRAN, Source PAO/CBO/POP-SP Reg. No., Target PAO/CBO/POP-SP Reg. No., and Tier Type. The table contains one row of data. Below the table is a 'Submit' button. A sidebar on the left contains a list of menu items: Scheme Preference Change, Initiate Withdrawal Request, Authorize Transaction, Subscriber Shifting, Authorize Subscriber Shifting (highlighted with a red box), Capture DDO Shift Request, Verify DDO Shift Request, and DDO Shifting Request Status View. The footer contains links: Home, Contact Us, System Configuration, and Entrust Secured. A note at the bottom states: 'Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.'

Select	Ack Id.	PRAN	Source PAO/CBO/POP-SP Reg. No.	Target PAO/CBO/POP-SP Reg. No.	Tier Type
<input checked="" type="radio"/>	2000025514	110020003479	2007946	2013244	T1

- On clicking the submit button, subscriber details will be displayed along with the subscriber's signature as shown in Figure 1.9 below:


(Figure 1.9)


Central Recordkeeping Agency

Welcome Pay and Accounts Office-1002329901
05-Feb-2014
Home | Logout

Transaction
Subscriber Registration
Grievance
User Maintenance
Views
Additional Reports (New)
Error Rectification Module
S1 Submission Details
Authorize Request
Recruitment Monitoring

Verify Signature Details  
View Signature



**Signature**  
PRAN 110020003479  
Name DEVENDER RAO  
PADIDALA

Confirm Authentication Details

Source Tier-1 Account Details	
Ack ID	2000025514
PRAN	110020003479
Source PrAO Reg. No.	3000675
Source PrAO Name	Pr. AO, Ministry of Water Resources
Source PAO Reg. No.	2007946
Source PAO Name	CDDO, Central Water Commission (Lower Godavari Division), Hyderabad
Source DDO Reg. No.	CGV000356G
Source DDO Office	Exe Engineer Lower Godavari Divn CWC, Hyderabad
Target Tier-1 Account Details	
Target PrAO Reg. No.	3000001
Target PrAO Name	Pr. AO, Ministry of Social Justice and Empowerment
Target PAO Reg. No.	2013244
Target PAO Name	CDDO, National Commission for Scheduled Castes, Kolkata
Target DDO Reg. No.	CGV005156G
Target DDO Office	National Commission for Scheduled Castes

Confirm Scheme Details

For Government Default Scheme Setup, Scheme Preference with the proportion of the investment selected by the respective PAO/ PrAO / Government will be applicable after successful processing of this request.

Confirm Employment Details

Date of Joining	14-Jul-2004
Date of Retirement	31-May-2035
Employment Class	A
Department	CENTRAL WATER COMMISSION
Ministry	MINISTRY OF WATER RESOURCES
DDO Office	BCD N&W
Pay Scale	15600-39100
Basic Salary	18320
PPAN	2004100187200020

Confirm Bank Details

Bank Account Type.	SAVINGS
Bank Account No.	10933056685
Bank Name	STATE BANK OF INDIA
Bank Branch Name	RAMAKRISHNA PURAM NEW DELHI
Bank Address	R K PURAM WEST BLOCK NO VIII WING NO 1
Pincode	110066
Bank IFS Code	
Bank MICR Code	110002106

☐ The IFSC/MICR is not available for the Bank/Branch mentioned above  
☐ At present, I do not have a Bank account. However, I confirm to provide the requisite Bank account details within six months or on opening of Bank account whichever is earlier to the associated nodal office for updating the same in CRA system.

☒ Authorize
☐ Reject

Reason for Rejection

Submit

Home | Contact Us | System Configuration | Entrust Secured  
Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.

- DTO/PAO user needs to re-verify details against the form submitted by subscriber and authorize the Subscriber Shifting request. The user also needs to verify the employment details.
- The verifier user will verify the details and if found in order, will authorise the request by selecting the ‘Authorise’ option and click on the “Submit” button.
- In case the verifier user wishes to reject the request, a rejection reason is mandatory and needs to be provided by the user in the box appearing at the bottom of Figure 1.9 above.
- User will click on “**Submit**” button if he/she is satisfied. “**Subscriber Shift Request has been Authorized Successfully**” will display as shown in Figure 1.10 below.

(Figure 1.10)

The screenshot shows the NSDL Central Recordkeeping Agency website. The header includes the NSDL logo and the text 'Central Recordkeeping Agency'. Below the header is a navigation bar with links: Transaction, Subscriber Registration, Grievance, User Maintenance, Views, Additional Reports (New), Error Rectification Module, S1 Submission Details, Authorize Request, and Recruitment Monitoring. The main content area shows the 'Authorize Inter Sector Subscriber Shifting' page. A red box highlights a confirmation message: 'Subscriber Shift Request has been Authorized Successfully.' with a 'Back' button. The PRAN is 110020003479 and the Ack No. is 2000025514. The footer includes links: Home, Contact Us, System Configuration, and Entrust Secured. It also mentions 'Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.'

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 ‘Authorised status’ will be considered for processing in the same day’s EOD. The subscriber mapping will be changed to the new DTO/PAO 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 concerned DTO/PAO giving the reason for rejection to enable them to carry out necessary rectifications and update the requests once again in CRA.

### **Scenario 3 (UOS to Central or State Government)**

In case, the subscriber is shifting from UOS to Central or State government, the process remains the same as in “Scenario 2”.

The point of difference is given below.

- The Swavalamban Flag (even if already activated) will not be applicable in Government Sector.

## **Chapter: 2**

### **TARGET SECTOR- UOS / Corporate**

#### **Scenario 1 (Central Government / State Government / Corporate to UOS or Corporate)**

##### **Submission of form by subscriber**

The subscriber will submit the duly filled form for shifting along with a copy of the PRAN card to the target POP/POP-SP. The subscriber shifting request forms can be obtained from the POP/POP-SP office or downloaded from the CRA website. The POP/POP-SP shall process the request in CRA system and retain the document at their end for future use.

##### **Acceptance of request and capturing of the request in CRA system**

The POP/POP-SP shall check the following:

- All relevant fields in the form are filled properly.
- PRAN mentioned in the form is valid and active.
- Copy of the PRAN card is attached.
- 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 (not mandatory if the target sector is corporate) as an acknowledgement to the subscriber. The nomenclature of the receipt if the target sector is UOS.

**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 request. The POP-SP shall affix the seal as well as the user shall sign the acknowledgment before providing the same to the subscriber.

## Process of capturing the request in CRA system.

- POP/POP-SP maker user will use DSC based login and log into CRA system and will enter the subscriber PRAN to capture Shifting details. Please refer Figure 2.1

(Figure 2.1)

NSDL Central Recordkeeping Agency

News Welcome to CRA

**Subscribers**

User ID

Password

[Forgot Password?](#)

▶ Check Grievance Status  
▶ Check Status using Receipt Number

[Help / Instruction for Login](#)

**Nodal Offices / Other Intermediaries**

☐ I-PIN  
☒ Digital Certificate

User ID

▶ Check Grievance Status  
▶ Check Subscriber Registration Status

[Help / Instruction for Login](#)

[Home](#) | [Contact Us](#) | [System Configuration](#) | [Entrust Secured](#)

- From the main menu, POP-SP/POP user shall select “Transaction – Subscriber Shifting” option as shown in Figure 2.2:

(Figure 2.2)

NSDL Central Recordkeeping Agency

Welcome Point of Presence-130007802 05-Feb-2014 Home | Logout

[Transaction](#) | [Contribution Details](#) | [Grievance](#) | [User Maintenance](#) | [Views](#) | [MIS](#) | [Reports](#) | [Dashboard](#) | [Subscriber Modification](#) | [Error Rectification Module](#) | [S1 Submission Details](#) | [Authorize Request](#)

[Scheme Preference Change](#)  
[Initiate Withdrawal Request](#)  
[Intra POP Subscriber Shift Request](#)  
[Authorize Transaction](#)  
[Tier-2 Activation](#)  
[Update Subscriber Details](#)  
[Update Subscriber Tier-2 Details](#)  
**[Subscriber Shifting](#)**  
[Authorize Subscriber Shifting](#)

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of claim ids awaiting any action

As decided that from May 1, 2012, remittances without information on funds transfer will be returned. Further, SCFs pending will be deleted after 15 days. For details, [Click Here](#)

To view the details of funds returned by the Trustee Bank, please [Click Here](#)

[Home](#) | [Contact Us](#) | [System Configuration](#) | [Entrust Secured](#)

Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.

- User shall enter all the details i.e., PRAN, select Tier-2 or Both (if applicable) and click on submit button as shown in Figure 2.3 given below:

•



(Figure 2.3)

NSDL Central Recordkeeping Agency

Welcome Point of Presence-130007802 05-Feb-2014 Home | Logout

Transaction Contribution Details Grievance User Maintenance Views MIS Reports Dashboard Subscriber Modification Error Rectification Module S1 Submission Details Authorize Request

➤ Capture Inter Sector Subscriber Shifting

PRAN \* 110060003091

Tier Type \* Both

Submit Reset

Home | Contact Us | System Configuration | Entrust Secured

Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.

- The user then needs to select the target sector as UOS or Corporate.

Figure 2.4 below:

(Figure 2.4)

NSDL Central Recordkeeping Agency

Welcome Point of Presence-130007802 05-Feb-2014 Home | Logout

Transaction Contribution Details Grievance User Maintenance Views MIS Reports Dashboard Subscriber Modification Error Rectification Module S1 Submission Details Authorize Request

➤ Capture Inter Sector Subscriber Shifting

Subscriber Source Details

Tier-1 Account Details	
PRAN	110060003091
PrAO Reg. No.	3000966
PrAO Office	Pr. AO, CBDT, Department of Revenue, Ministry of Finance
PAO Reg. No.	2034023
PAO Office	ZAO, CBDT, Chandigarh
DDO Reg. No.	CGV012286B

Subscriber Target Details

Target UOS ☒ Target Corporate ☐

Target POP-SP Reg. No.

Receipt No.

Submit Reset

- In case POP (centralised model – role A or B) is submitting the request and the target sector is UOS, the POP-SP Reg. no needs to be entered by the user. In case the target POP-SP is the user and is submitting the request for UOS, the POP-SP Reg. no will be automatically fetched by the application. In case the target sector is Corporate, both CHO and CBO registration number needs to be entered.

- After submission, the next screen will show scheme preference details. The user needs to select Auto Choice / Active Choice from the drop down. If the selection is Active Choice, click on “Add” once/twice/thrice depending on the details provided on the form. For Auto Choice, the “Add” button needs to be clicked once and only PFM needs to be selected from the dropdown. Please refer Figure 2.5 and Figure 2.6 below :

(Figure 2.5)

Figure 2.5 shows the 'Scheme Preference Change Request' form. The 'Scheme-Preference Type' dropdown is set to 'Active Choice'. Below this, there is a table with two entries, each with a 'PFM Name' and a 'Contribution' field. The first entry is for 'SBI PENSION FUNDS PRIVATE LIMITED' with a contribution of 50. The second entry is for 'SBI PENSION FUND SCHEME E - TIER I' with a contribution of 50. The table is highlighted with a red box.

Sr No.	PFM Name	Contribution
1	SBI PENSION FUNDS PRIVATE LIMITED	50
2	SBI PENSION FUND SCHEME E - TIER I	50

(Figure 2.6)

Figure 2.6 shows the 'Scheme Preference Change Request' form. The 'Scheme-Preference Type' dropdown is set to 'Auto Choice'. Below this, there is a table with one entry, 'SBI PENSION FUNDS PVT. LTD.', with a contribution of 50. The table is highlighted with a red box. The form also includes a 'Submit' button and a 'Reset' button.

Sr No.	PFM Name	Contribution
1	SBI PENSION FUNDS PVT. LTD.	50

- In case the target sector is Corporate, subscribers employment details needs to be entered. Please refer Figure 2.7 below:

(Figure 2.7)

Subscriber Employment Details

\* Mandatory Fields

Date of Joining\*  
Date of Retirement\*  
Employee Id.\*

(dd/mm/yyyy)

(dd/mm/yyyy)

- Once the selections are done, click on “Submit”. In the next screen, all the details entered by the user along with the source details will appear. The link for signature will show on the top left. The user needs to verify the signature, re-check other details and click on confirm. A pop up will appear with the DSC details and the user needs to select the same and click “OK”. In case the user identifies some discrepancy and wants to rectify the same, then the user needs to click on “Reject”. Please refer Figure 2.8 below.

(Figure 2.8)

[View Signature](#)

Subscriber's Captured Details

PRAN	110000030814
Source CHO Reg. No.	5502910
Source CHO Office	UCO BANK
Source CBO Reg. No.	6503066
Source CBO Office	UCO BANK
Target CHO Reg. No.	5501086
Target CHO Name	ICICI SECURITIES LIMITED
Target CBO Reg. No.	6501084
Target CBO Name	ICICI SECURITIES LIMITED

Subscriber's Employment Details

Date of Joining	01/07/2010
Date of Retirement	24/07/2015
Employee Id.	AS12234

Subscriber's Scheme Setup Details

PFM Name	Scheme Name	Percentage Contribution
SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME E - TIER I	50
SBI PENSION FUNDS PRIVATE LIMITED	SBI PENSION FUND SCHEME C - TIER I	50

- The confirmation screen will show the details as per Figure 2.9 below.

(Figure 2.9)

The screenshot shows the NSDL Central Recordkeeping Agency website. The header includes the NSDL logo and the text 'Central Recordkeeping Agency'. Below the header is a navigation bar with links: Transaction, Contribution Details, Grievance, User Maintenance, Views, MIS, Reports, Dashboard, Download, and Subscriber Modification. The main content area displays a confirmation message for 'Capture Inter Sector Subscriber Shifting'. A table contains the following details:

PRAN	110000030814
Ack No.	2000012333
Target CBO Reg. No.	6501084
Subscriber Shift Request has been Captured Successfully. Awaiting Verification.	

Below the table is a 'Back' button. The footer contains links: Home, Contact Us, System Configuration, and Entrust Secured. A note at the bottom states: 'Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.'

- On successful request capture, CRA system will generate an acknowledgement number.
- Subscriber's shifting details will be pending for verification by checker user within the same POP/POP-SP.

### Exceptions:

The request will not be accepted in the CRA system under the following circumstances:

- The PRAN is invalid
- The PRAN is in deactivated status
- Government Sector subscribers will need to shift their Tier-1 account to the same POP under which they have their Tier-2 account.
- There is a Complete Withdrawal Request (Withdrawal due to Death) in Authorised / In progress or Complete status for that PRAN.
- There is a Shifting Request in Authorised / In progress status for that PRAN.

### Authorization of shifting request in CRA system by POP/POP-SP:

Once the request is entered in the CRA system the same has to be authorised by the checker. The request needs to be authorised by a DSC based user ID of the same POP (for centralised mode of operation role A & B) / POP-SP, other than the user ID that has captured the request.

## Process

- POP/POP-SP verifier user (checker ID) shall login to CRA system with the DSC based User ID. User shall select the option “Transaction - Authorize Subscriber Shifting” from the main menu. The screen will show a list of all requests pending for authorization as per Figure 2.10 given below:

(Figure 2.10)

NSDL Central Recordkeeping Agency

Welcome Point of Presence-130023502 Home | Login

Transaction Contribution Details Grievance User Maintenance Views MIS Reports Dashboard

Scheme Preference Change

Withdrawal Request

Intra POP Subscriber Shift Request

Authorize Transaction

Tier-2 Activation

Update Subscriber Details

Update Subscriber Tier-2 Details

Subscriber Shifting

Authorize Subscriber Shifting

Authorize Inter Sector Subscriber Shifting

Select	Ack ID.	PRAN	Source PAO/CBO/POP-SP Reg. No.	Target PAO/CBO/POP-SP Reg. No.
<input type="radio"/>	2000000234	110070003096	2014530	6005392

Submit

Home | Contact Us | System Configuration | Entrust Secured

Best viewed in Internet Explorer 6.0 & above or Firefox Ver 1.5 with a resolution of 1024 x 768.

- The user needs to select the required request and click on submit button. On clicking the submit button subscriber details will be displayed as shown in Figure 2.11 given below:

(Figure 2.11)

Signature

PRAN 110070003096

Name SUMAN MALIK

ation Details

Ack ID.	2000000234
PRAN	110070003096
Source PAO Reg. No.	2014530
Target POP-SP Reg. No.	6005392

Details

PTM Name

SBI PENSION FUNDS PVT. LTD.

Authorize Reject

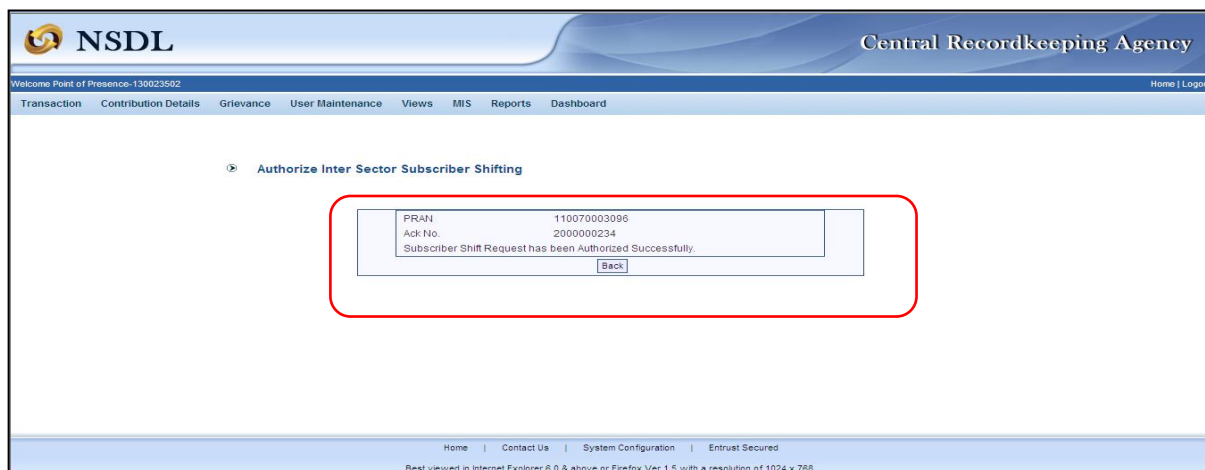
Reason for Rejection

Submit

- POP/POP-SP user needs to verify the signature and other details against the form submitted by subscriber and authorize the Subscriber Shifting request.

- The user shall verify /authorise the request by selecting the ‘Authorise’ option and clicking on the “Submit” button.
- User shall select the Digital Signature Certificate and click on “OK” button. “**Subscriber Shift Request has been Authorized Successfully**” will be displayed **as shown** in the figure below. In case the verifier user wishes to reject the request, a rejection reason is mandatory and needs to be provided by the user. Please refer Figure 2.12 below:

(Figure 2.12)



After the request is authorised, the PRAN will be “Suspended” i.e, no other request (such as contribution /details change etc.) can be captured for that PRAN. The request will be in “Authorised Status” and will be considered for processing in the same day’s EOD process. 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. Subsequently, whenever a subscriber requests TS for a period within which he/she has shifted from Central or State Government, the same will be generated in UOS format.

After authorization, for the requests rejected by CRA, an email will be sent by CRA to 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.

### **Scenario 2 (Inter and Intra POP within UOS)**

For detailed procedural guidelines on performing subscriber shifting within the POP/POP-SP, please refer to the Standard Operating Procedure for Subscriber shifting – Inter POP shifting and POP-SP shifting available in the CRA website [www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in).

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