Protean eGov Technologies Limited



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	eate of Revision Ver Section Numbe		Description of Change
1		1.0	-	Initial Version
2	14/08/2024	1.1	-	Updated

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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:

	No of operational DSC	No of operational DSC
Model of interface with	based user ids required -	based user ids required -
CRA	РОР	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.

Ø	NSDL	e-Gov	is now		protea Change <i>is</i> grow	n				National Pensi	on System (NPS)
Welcome	CRA Operations	s-CRA00DW7 west Contribu	ition Details	Security	User Maintenance	Views Grievance	Document Manageme	ent Reports	05-Aug-20 MIS Dashboar)24 d Subscriber Deactivati	Home Logout
Error Rectifica	ation Module	Exit Withdrawal	Request	PPAN Name I	Change DSC	Annual Freezing	g Knowledge Centre	Subscriber Re	gistration Shift t	D NSDL	
					Authorize Change DSC						
					Authorize Re-Issue of I- PIN/T-PIN	-					
				(Register DSC User						
					Register Password Use	er me to Central	Recordkeeping Agency	/			
					Authorize User						
					Request Status View						
					Entity Registration File Upload						
					PAO Registration File Upload						
					Entity Registration File Status View						
					Reset I-PIN						
					Subscriber Details Unfreeezing						
					Aadhaar Linking	fe ka sal	nara, NPS han	nara			
javascript:submi	turl('/Register','Re	egister DSC')		Home Co	ontact Us System Config	juration / Best Viewed	Entrust Secured Privacy F	Policy Grievance	Redressal Policy		

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**:

User Group		
User Type	User V	
Entity Registration No.	Submit Reset	

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 default option in the field 'Role id'.

Registration of DSC Based User

Entity Id	1300201	* Mandatory Fields
User Name *	Aamir Shaikh	
User Designation	Manager	
User Department	CRA	
Email Id	Aamirs@protean.in	
Mobile Number	8369001100	
DSC Expiry Date	05/08/2024	
Certificate Serial Number*	123ffgg55h	
Certifying Authority*	e-Mudhra Class 3 Platinum Organisation SubCA	
Role Id*	40-POP_Ops_ModA_RoleA V	
	Submit Reset	

Retíred lífe ka sahara, NPS hamara

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**:

	Serial Num	Valid Upto	DSC Owner	
-Mudhra Sub CA for Class 3 Organisa	1529e63	21 Feb 2025 17:22:38	Class 3 Organization test	
PROTEANTECHCA	89c0a557	02 May 2026 15:01:48	aamirs	
<				>

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.

🔗 NSDL	e-Gov is now		tean				N	ational Pension System (NPS
Welcome CRA Operation	ns-CRA00DWG	ls Security User Mair	itenance Viev	ws Grievance	Document Manageme	ent Reports Mi	05-Aug-2024 S Dashboard	Home Logout
Error Rectification Module	Exit Withdrawal Request	PPAN Name File Upload	Download	Annual Freezing	Knowledge Centre	Subscriber Registra	ation Shift to N	ISDL
				Desistered				
				Registered S	ucesstully !!			
				The User ID i	s 130119110			
		न	zetired li	fe ka saha	ira, NPS haw	lara		
		Home Contact Us Sys	tem Configuration	n / Best Viewed Er	ntrust Secured Privacy P	olicy Grievance Redr	essal Policy	
			Fi	igure.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
<u>1001668102</u>	10016681	PAORailwaysAdmin	Password	CRA00043	2022-05-15	Authorize
<u>130028415</u>	1300284	POP_Ops_ModA_RoleA	DSC	CRA00DR6	2020-08-12	Authorize O Reject
<u>187093006</u>	1870930	CHO_Cent_Indirect	Password	CRA00DR6	2020-06-23	Authorize

- 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	📕 🍘 Welcome to Central Reco	ord Keeping Agency - Google	Chrome	- 🗆 X
<u>1001668102</u>	cra-nsdl.com/CRA/	AuthorizeUserView.do?IE)=856694396&getName	=Authorize%20Registration&
<u>130028415</u>	NSDL e-Gov is no	W motean		National Pension System (NPS)
<u>187093006</u>	Us	er Id	1001668102	
	Us	er Name	Onkar	
214856700	Us	er Designation		
	Us	er Department		
130126604	Er	nail Id	abc@nsdl.co.in	
130120004	Us	er Group	PAO	
402067002	Us	er Type	User	
18290/002	R	le Id	21	
<u>184887800</u>				
<u>186023801</u>	R	tíred lífe ka sa	ihara, NPS hav	nara

• 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:

	Serial Num	Valid Upto	DSC Owner					
-Mudhra Sub CA for Class 3 Organisa	1529e63	21 Feb 2025 17:22:38	Class 3 Organization test					
ROTEANTECHCA	89c0a557	02 May 2026 15:01:48	aamirs					
/				2				
< OK Cancel								

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:

🔗 NSDL	e-Gov is now	Change	tean is growth			Na	ational Pension S	ystem (NPS)
Welcome CRA Operation	ns-CRA00DWG	s Security Liser Mair	ntenance Views Grievance	Document Managem	ent Reports MIS	05-Aug-2024 Dashboard	Subscriber Deactivation / Re	Home Logout
Error Rectification Module	Exit Withdrawal Request	PPAN Name File Upload	Download Annual Freezing	Knowledge Centre	Subscriber Registrati	ion Shift to N	SDL	
			Registered	Sucessfully !!				
			The User ID	is 130119110				
		<u></u>						
			ational life log cale	and NDC have				
		ŀ	cecirea lite ra san	uru, NPS nan	nuru			
		Home Contact Us Sys	stem Configuration / Best Viewed I	Entrust Secured Privacy F	Policy Grievance Redres	sal Policy		

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**:

User Group	POP-SP V
User Type	User
Entity Registration No.	636950
	Submit Reset
Retíred <mark>lí</mark>	ife ka sahara, NPS hamara
Retíred lí	fe ka sahara, NPS hamara 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.

		* Mandatory Fields
Registration No.	6000761	
User Name *	Aamir Shaikh	
User Designation	Manager	
User Department	CRA	
Email Id *	Aamirs@protean.in	
Mobile Number *	1234567891	
Role Id	42-POPSP_Ops_ModA_RoleA V	
	Submit Reset	

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**:

Issuing Authority	Serial Num	Valid Upto	DSC Owner	
-Mudhra Sub CA for Class 3 Organisa	1529e63	21 Feb 2025 17:22:38	Class 3 Organization test	
ROTEANTECHCA	89c0a557	02 May 2026 15:01:48	aamirs	
<				>

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.

NSDL	e-Gov is now		tean is growth			Natio	onal Pension System (NPS)
Transaction Authorize Re	equest Contribution Detai	ls Security User Main	ntenance Views Grievance	Document Manageme	ent Reports Mi	S Dashboard Su	bscriber Deactivation / Reactivation
Error Rectification Module	Exit Withdrawal Request	PPAN Name File Upload	Download Annual Freezing	g Knowledge Centre	Subscriber Registra	ation Shift to NSDL	
						_	
			Registered	Sucessfully !!			
			The User IL) is 130119110			
		न	zetired life ka sah	ara, NPS han	nara		
		Home Contact Us Sys	stem Configuration / Best Viewed	Entrust Secured Privacy P	Policy Grievance Redr	essal Policy	

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
<u>1001668102</u>	10016681	PAORailwaysAdmin	Password	CRA00043	2022-05-15	Authorize 🔿 Reject 🔿
<u>130028415</u>	1300284	POP_Ops_ModA_RoleA	DSC	CRA00DR6	2020-08-12	Authorize 🔿 Reject 🔿
<u>187093006</u>	1870930	CHO_Cent_Indirect	Password	CRA00DR6	2020-06-23	Authorize 🔿 Reject 🔿

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:

User Id	cra-nsdl.com/CRA/AuthorizeUserView.do?ID=274811887&getName=Authorize%20Registration&	ted By
<u>1001668102</u>	NSDL e-Gov is now protean National Pension System (NPS)	00043
<u>130028415</u>	User Id 187093006	.00DR6
<u>187093006</u>	User Name LAKSHMAN NARAYAN User Designation PRINCIPAL OFFICER - RETIRAL FU	00DR6
<u>214856700</u>	User Department Email Id LAKSHMAN.NARAYAN@SC.COM	DODWG
<u>130126604</u>	User Group POP User Type User	00DS3
<u>182967002</u>	Role Id 103	00DQB
<u>184887800</u>		00DQB
186023801		00DQB

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
<u>1001668102</u>	10016681	PAORailwaysAdmin	Password	CRA00043	2022-05-15	Authorize O Reject O
<u>130028415</u>	1300284	POP_Ops_ModA_RoleA	DSC	CRA00DR6	2020-08-12	Authorize 🔘 Reject 🔘
<u>187093006</u>	1870930	CHO_Cent_Indirect	Password	CRA00DR6	2020-06-23	Authorize 🔘 Reject 🔵

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:

🔗 NSDL e-Ge	DV is now OF Change	tean is growth			National Pension System (NPS)
Welcome CRA Operations-CRA00DV Transaction Authorize Request Co	WG ontribution Details Security User Mai	ntenance Views Grievance	Document Management	05-Aug-202 Reports MIS Dashboard	24 Home Logout 1 Subscriber Deactivation / Reactivation
Error Rectification Module Exit Witho	frawal Request PPAN Name File Upload	Download Annual Freezing	Knowledge Centre Su	bscriber Registration Shift to	NSDL
		Registered S	Sucessfully !!		
		-			
		The User ID i	is 130119110		
	1	zetired life ka saha	ara, NPS hamar	ra	
	Home Contact Us Sy	stem Configuration / Best Viewed E	ntrust Secured Privacy Policy	Grievance Redressal Policy	

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**:

Annual Transaction Statement on Email	Subscribers
Invest in NPS	Password Enter Captoha 74 (5) 36 6
Activate Tier II Account Free 11	I understand that, My User ID/PRAN & Password is confidential & not to be disclosed. Password should be complex and not commonly used text or
FATCA Compliance	I need to keep changing my password regularly.
Know Your Pension (NPP)	Submit Reset Password IPIN for eNPS Help/Instructions for Login
Subscriber Consent to share contact details with ASP	Nodal Offices / Other Intermediaries
Subscriber Registration/Photo-Signature Modification Request	Password Enter Captcha 6 9 4 8
Status using Receipt Number	I understand that, My User ID/PRAN & Password is confidential & not to be disclosed.
My Withdrawal Utility	Password should be complex and not commonly used text or number. I need to keep changing my password regularly.
PBAN Card Dispatch Status	Submit

Figure 19

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

	🔗 NSDL e-	Gov is now	protean Change is growth			Nationa	l Pension System (NPS)
Welcome Point	of Presence-139999704					05-Aug-2024		Home Logout
Authorize Request	Contribution Details	Subscriber Registration	Grievance Document Mana	agement User Maintenance	e Views MIS	Transaction Reports	Dashboard Download	CGMS BackOffice
Master Download	Nodal Offices Upload	Error Rectification Module	CSRF Submission Details	Exit Withdrawal Request	Knowledge Centre	Corporate Registration	Authorise Shift to Karvy	Shift to NSDL
CKYCCompliance								
			Welcome t	to Central Recordkeeping A	gency			
			Click here Click her	re to view list of pending with	hdrawal request			
			Click here to view	v list of Exit Claim IDs awaiti	ing any action			
		Subscriber is required to p	ourchase the annuity at the	time of Exit. To view annuity	/ quotes, please cl	ick here View Annuity Q	uotes	
		Click here to v	iew performance of the Per	ision Fund Managers (PFM:	s) under NPS acro	iss various periods.		
			Retired life	ra sahara, NPS	hamara			
		Home Contac	t Us System Configuration / Be	est Viewed Entrust Secured Pr	rivacy Policy Grievar	nce Redressal Policy		

Figure 20

• As shown in **Figure 20** POP-SP users shall 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:

User Type	
	User 🗸
Entity Registration No.	636950
	Submit Reset

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.

		* Mandatory Field
Registration No.	6000761	
User Name *	Aamir Shaikh	
User Designation	Manager	
User Department	CRA	
Email Id *	Aamirs@protean.in	
Mobile Number *	1234567891	
Role Id	42-POPSP_Ops_ModA_RoleA V	
	Submit Reset	

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:**

	Serial Num	Valid Upto	DSC Owner	
-Mudhra Sub CA for Class 3 Organisa	1529e63	21 Feb 2025 17:22:38	Class 3 Organization test	
ROTEANTECHCA	89c0a557	02 May 2026 15:01:48	aamirs	
<				3

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**.

🕼 NSDL	e-Gov is now		tean			N	ational Pension Sys	tem (NPS)
Welcome CRA Operatio	ons-CRA00DWG	- change	is growth			05-Aug-2024		Home Logout
Transaction Authorize R	equest Contribution Detail	s Security User Main PPAN Name File Upload	itenance Views Grievance Download Annual Freezing	Document Manageme	nt Reports MIS Subscriber Registratic	Dashboard on Shift to N	Subscriber Deactivation / Reacti	vation
			Registered	Sucessfully !!				
			The User IE) is 130119110				
		ਸ	zetired life ka sah	ara, NPS haw	lara			
		Home Contact Us Sys	tem Configuration / Best Viewed	Entrust Secured Privacy P	olicy Grievance Redress	al Policy		
			Figure 2	4				

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
<u>214856700</u>	2148567	CHO_Cent_Indirect	Password	CRA00DWG	2024-07-19	Authorize O Reject O
<u>1001668102</u>	10016681	PAORailwaysAdmin	Password	CRA00043	2022-05-15	Authorize O Reject O
<u>130028415</u>	1300284	POP_Ops_ModA_RoleA	DSC	CRA00DR6	2020-08-12	Authorize O Reject O

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:

214856700	cra-nsdl.com/0	CRA/AuthorizeUserVi	ew.do?ID=980503548&getName=Autho	rize%20Registration&	IG
<u>1001668102</u>	NSDL e-Gov	is now the change is go	an Na	itional Pension System (NPS)	3
130028415		User Id	130028415		16
		User Name	Sagar S		
187093006		User Designation	Executive		16
		User Department	Operations		
130126604		Email Id	sagars@nsdl.co.in		3
		Mobile No.			
1300169BS		User Group	POP		B
100010000		User Type	User		
102067002		Role Id	40		1D
182907005	-	Certifying Authority	e-Mudhra Sub CA Class 2 for Document Signer 2014		
<u>184887801</u>		Certificate Serial Number	123456		۱B
186023800		DSC Expiry Date	2021-06-27		βB
182967002		Retíred lífe	ka sahara, NPS hamara		B

• 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:

Issuing Authority	Serial Num	Valid Upto	DSC Owner	
-Mudhra Sub CA for Class 3 Organisa	1529e63	21 Feb 2025 17:22:38	Class 3 Organization test	
ROTEANTECHCA	89c0a557	02 May 2026 15:01:48	aamirs	
<)
	ОК	Cancel		

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**:

🕼 NSDL	e-Gov is now	pro Change	tean is growth			N DE Aug 2024	lational Pension System (NPS)
Transaction Authorize Re	equest Contribution Detail	s Security User Mai	ntenance Views Gri	vance Document Manager	nent Reports	MIS Dashboard	Subscriber Deactivation / Reactivation
Error Rectification Module	Exit Withdrawal Request	PPAN Name File Upload	Download Annual F	eezing Knowledge Centre	Subscriber Re	egistration Shift to I	NSDL
			Reg	stered Sucessfully !!			
			The	Jser ID is 130119110			
					0.202		
		T	retired life ka	sanara, NPS hai	mara		
		Home Contact Us Sys	stem Configuration / Best Vi	wed Entrust Secured Privacy	Policy Grievance	Redressal Policy	

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 successfully 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**:

Since A second s	National Pension System (NPS) 6. Government Nodal officers can <u>Click here</u> , Corporates & POPs can <u>Click here</u> to submi
Annual Transaction Statement on Email	Subscribers User ID CRA00DW7
Invest in NPS	Password Enter Captcha $35 + 7$ =
Activate Tier II Account Free 11	I understand that, My User ID/PRAN & Password is confidential & not to be disclosed. Password should be complex and not commonly used text or
FATCA Compliance	I need to keep changing my password regularly.
Know Your Pension (NPP)	Submit Reset Password IPIN for eNPS Help/Instructions for Login
Subscriber Consent to share contact details with ASP	Nodal Offices / Other Intermediaries
Subscriber Registration/Photo-Signature Modification Request	User ID 139999704 Enter Captcha 3 5 + 3 =
Status using Receipt Number	Submit Channe DSC

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.
