

Central Recordkeeping Agency, NSDL



Standard Operating Procedures For Models of interface by Points of Presence (POP) and Creation of user ids Version 1.0

Index

Serial No.	Contents	Page No.
1.	Introduction	3
2.	Model of Interface with CRA	3
2.1.	Centralised Model	3
2.2.	De-centralised and Quasi-Centralised Model	4
3.	User ids for accessing CRA system	4
3.1.	Requirement of Operational user ids	4
4.	Creation of User ids by POP Admin User	5
4.1.	Capturing the request by POP Admin User in CRA system	5
4.1.2	Authorisation of the User ids creation in CRA system	11
5.	Operational user ids for POP-SPs	15
5.1.	Centralised Model –Role A	15
5.1.1	Capturing the request by POP Admin User in CRA system	16
5.1.2	Authorisation of the User ids creation in CRA system	19
5.1.3	Rights Available to POP-SPs associated with Role – A POP in CRA system	23
6.	Centralised Model –Role B and Role C	25
6.1.	Capturing the request by POP Admin User in CRA system	25
6.1.1.	Authorisation of the User ids creation in CRA system	29
6.1.2	Rights Available to POP-SPs associated with Role – B POP in CRA system	33
6.1.3	Rights Available to POP-SPs associated with Role – C POP in CRA system	36
7.	User id creations in case of Decentralised and Quasi Centralised model	38
8.	Updation of DSC details	38
9.	Deactivation of user ids	38

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 POP Service Providers (POP-SP).

2. Model of Interface with CRA:

For interfacing with CRA system, according to their convenience, a POP can opt 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:

	Uploading/Capturing Entity in each sub mode within Centralized model		
Functionality	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:

	Uploading/Capturing Entity in each mode	
Functionality	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' (Through Form N1-A). 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:

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’ (Through Form N1-A). 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, De-centralised 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. 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.	5000144
<input type="button" value="Submit"/> <input type="button" value="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'.


NSDL

Central Recordkeeping Agency

Welcome Point of Presence-130015101
17-Dec-2013
Home | Logout

User Maintenance Error Rectification Module

▶ Registration of DSC Based User

Entity Id	1300151	* Mandatory Fields
User Name *	Bhawani Singh	
User Designation	Asst Manager	
User Department	CRA	
Email Id	bhawani@nsdl.co.in	
Certificate Serial Number*	12345abcde	
Certifying Authority*	Tata Consultancy Services Certifying Authority	
Role Id*	40-POP_Ops_ModA_RoleA 40-POP_Ops_ModA_RoleA 97-KOTAK_POP_user	

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.

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**:

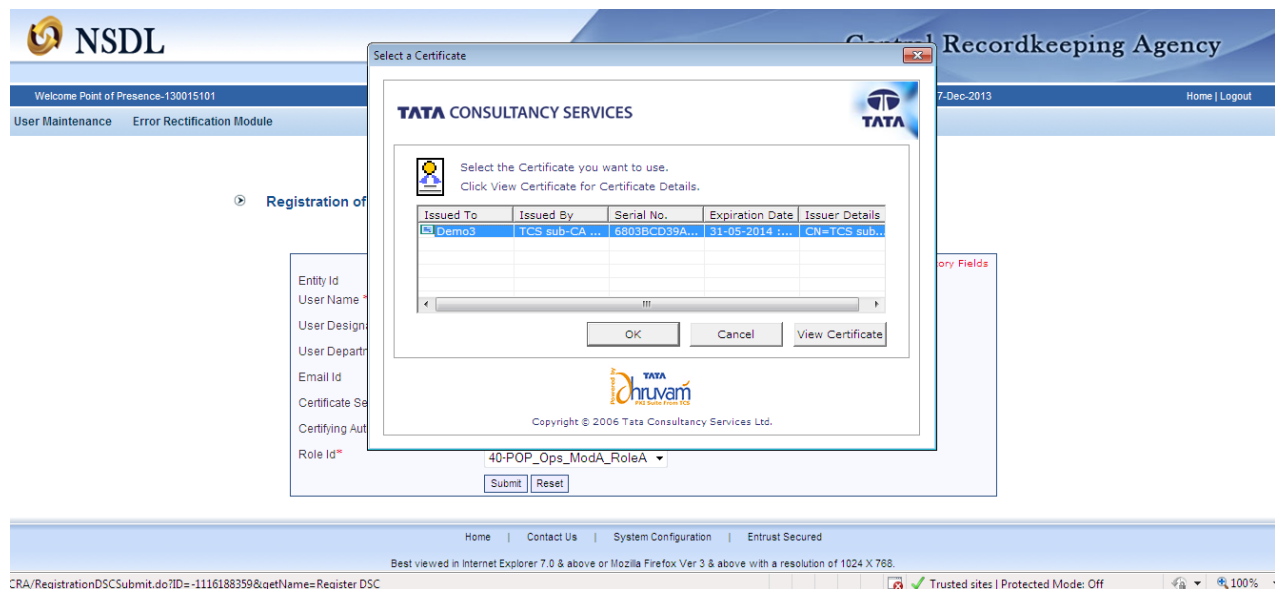


Figure.5

- POP Admin user shall select the Digital Signature Certificate pertaining to the user currently logged into the CRA system 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**.

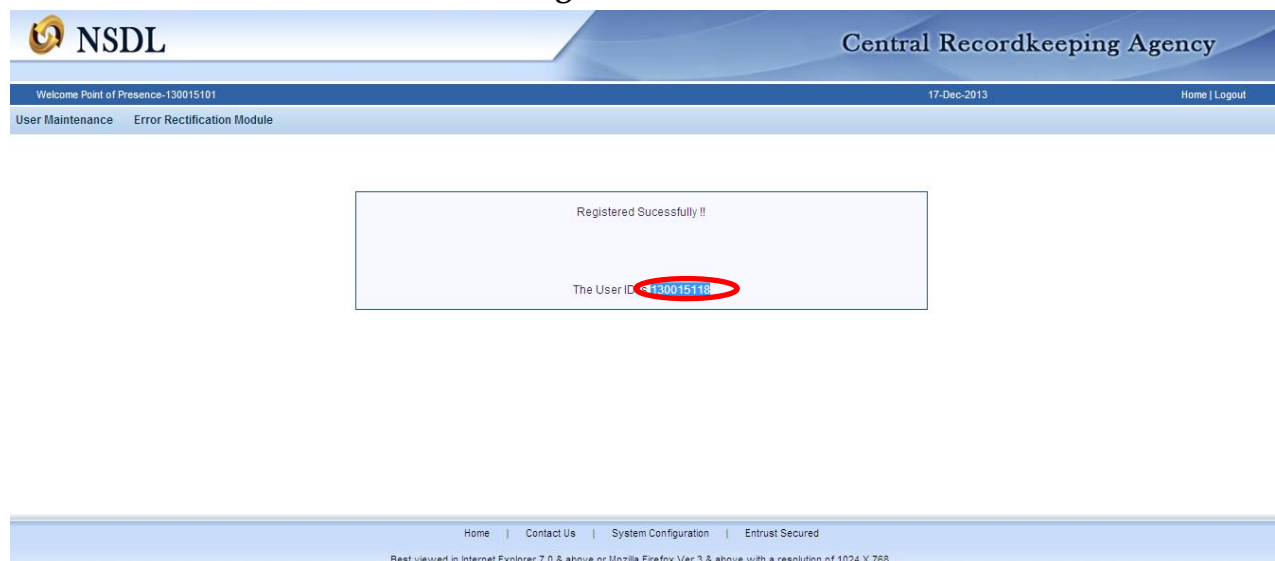
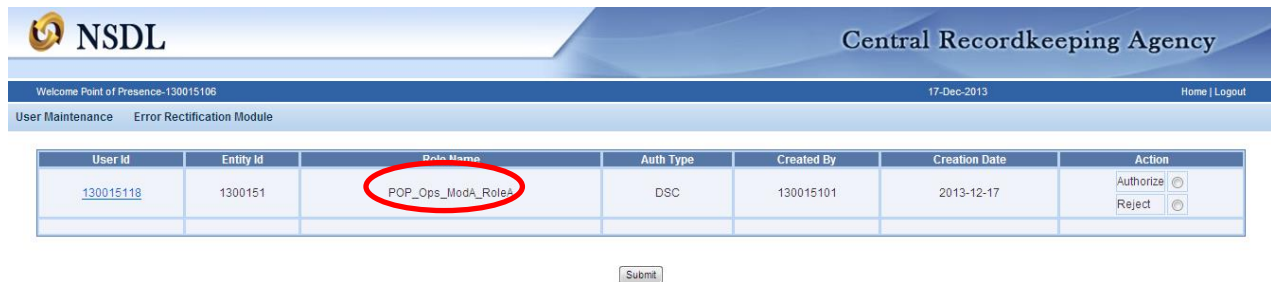


Figure 6

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.

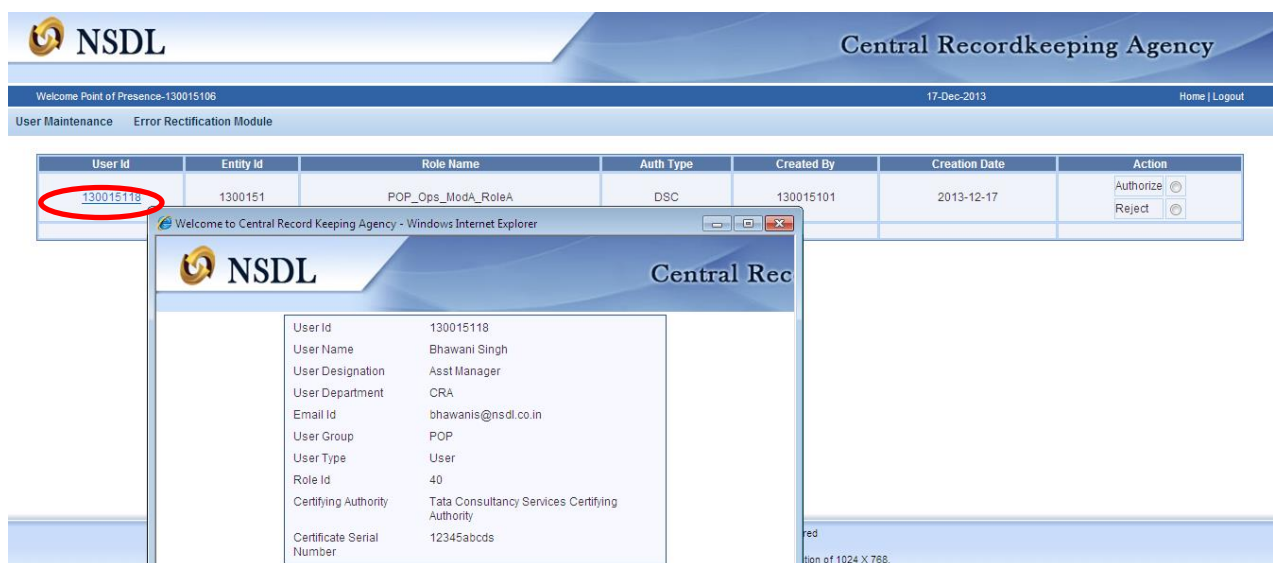


User Id	Entity Id	Role Name	Auth Type	Created By	Creation Date	Action
130015118	1300151	POP_Ops_ModA_RoleA	DSC	130015101	2013-12-17	Authorize Reject

Submit

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	Entity Id	Role Name	Auth Type	Created By	Creation Date	Action
130015118	1300151	POP_Ops_ModA_RoleA	DSC	130015101	2013-12-17	Authorize Reject

Welcome to Central Record Keeping Agency - Windows Internet Explorer

User Id	130015118
User Name	Bhawani Singh
User Designation	Asst Manager
User Department	CRA
Email Id	bhawanis@nsdl.co.in
User Group	POP
User Type	User
Role Id	40
Certifying Authority	Tata Consultancy Services Certifying Authority
Certificate Serial Number	12345abods

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**:

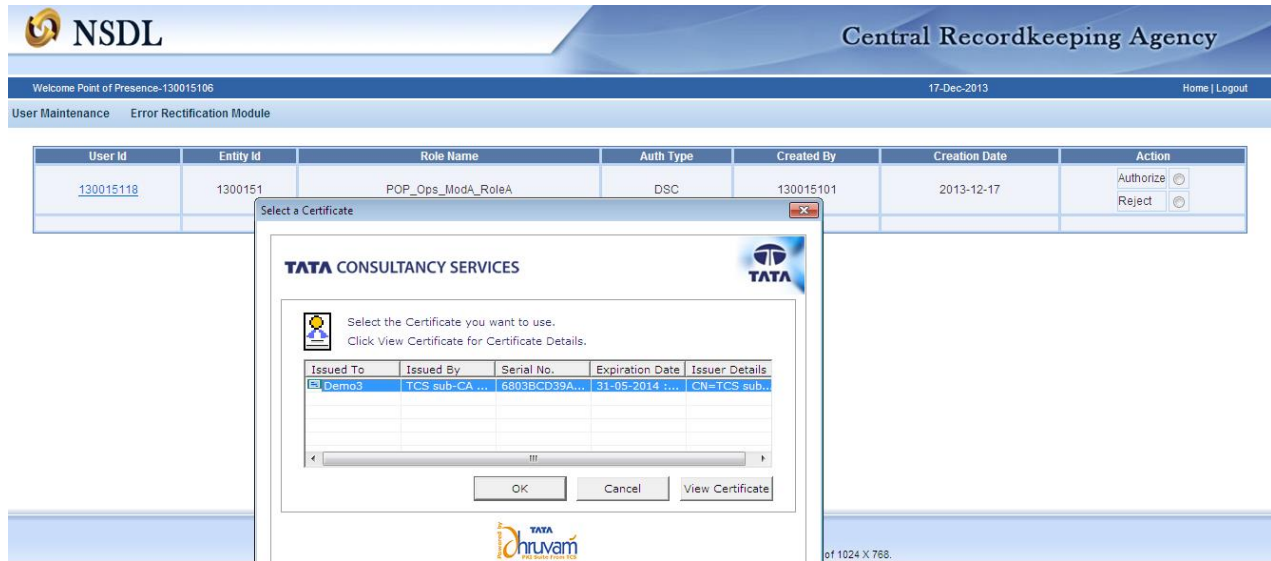


Figure 9

- 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**:

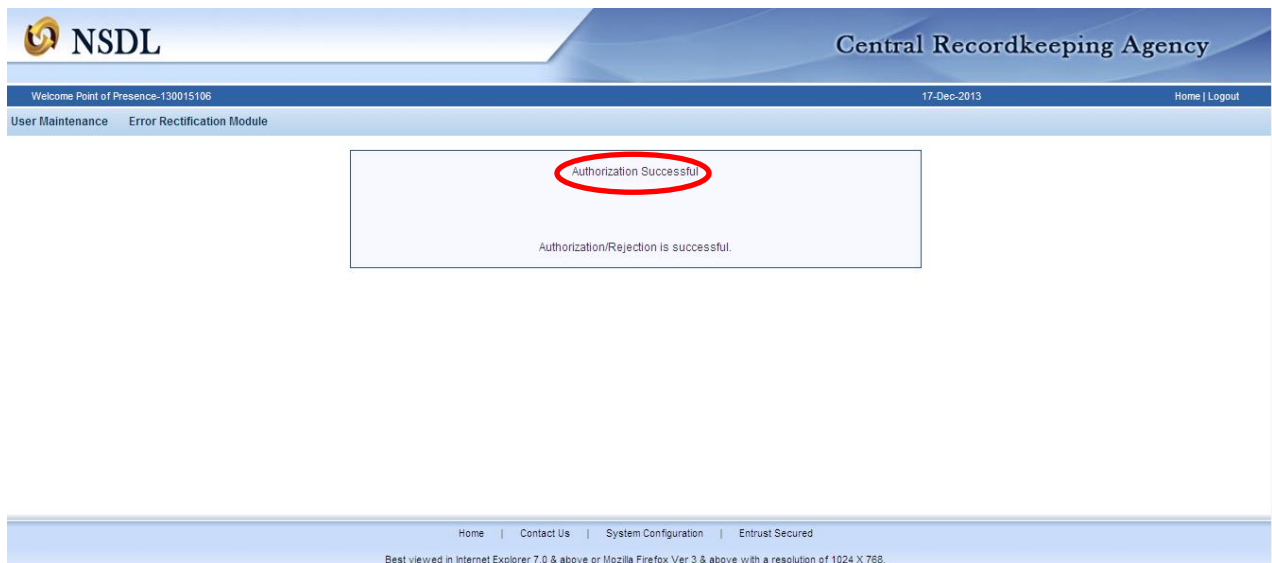


Figure 10

- 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 to 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**:

The screenshot shows the NSDL Central Recordkeeping Agency (CRA) system interface. The header includes the NSDL logo and the text 'Central Recordkeeping Agency'. Below the header, there is a navigation bar with links for 'User Maintenance' and 'Error Rectification Module'. The main content area displays a 'Registration' form. The form has three fields: 'User Group' (set to POP-SP), 'User Type' (set to User), and 'Entity Registration No.' (set to 5005576). The 'Entity Registration No.' field is circled in red. Below the form are 'Submit' and 'Reset' buttons. The footer includes links for 'Home', 'Contact Us', 'System Configuration', and 'Entrust Secured', along with a note about browser compatibility.

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.

The screenshot shows the NSDL Central Recordkeeping Agency website. The header includes the NSDL logo and the text 'Central Recordkeeping Agency'. Below the header, there is a navigation bar with links: 'Welcome Point of Presence-130015101', '17-Dec-2013', and 'Home | Logout'. The main content area is titled 'Registration of Password Based User'. It contains a form with the following fields: 'Registration No.' (6005576), 'User Name' (Bhawani Singh), 'User Designation' (Asst Manager), 'User Department' (CRA), 'Email Id' (bhawani@nsdl.co.in), and 'Role Id' (42-POPSP_Ops_ModA_RoleA). The 'Role Id' field is circled in red. There are 'Submit' and 'Reset' buttons at the bottom of the form. A footer bar contains links: 'Home', 'Contact Us', 'System Configuration', and 'Entrust Secured'. Below the footer bar, it says 'Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768.'

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**:

The screenshot shows the same NSDL Central Recordkeeping Agency website as Figure 12, but with a 'Select a Certificate' dialog box open. The dialog box is titled 'Select a Certificate' and contains the text 'TATA CONSULTANCY SERVICES' and 'Select the Certificate you want to use. Click View Certificate for Certificate Details.' Below this text is a table with the following columns: 'Issued To', 'Issued By', 'Serial No.', 'Expiration Date', and 'Issuer Details'. The table contains one row with the following data: 'Demo3', 'TCS sub-CA ...', '6803BCD39A...', '31-05-2014 :...', and 'CN=TCS sub...'. There are 'OK', 'Cancel', and 'View Certificate' buttons at the bottom of the dialog box. The background form is partially visible, showing the same fields as in Figure 12, but the 'Role Id' field is now '42-POPSP_Ops_ModA_RoleA'. The footer bar is the same as in Figure 12.

Figure 13

- POP Admin user shall select the Digital Signature Certificate pertaining to the user currently logged into the CRA system 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**.

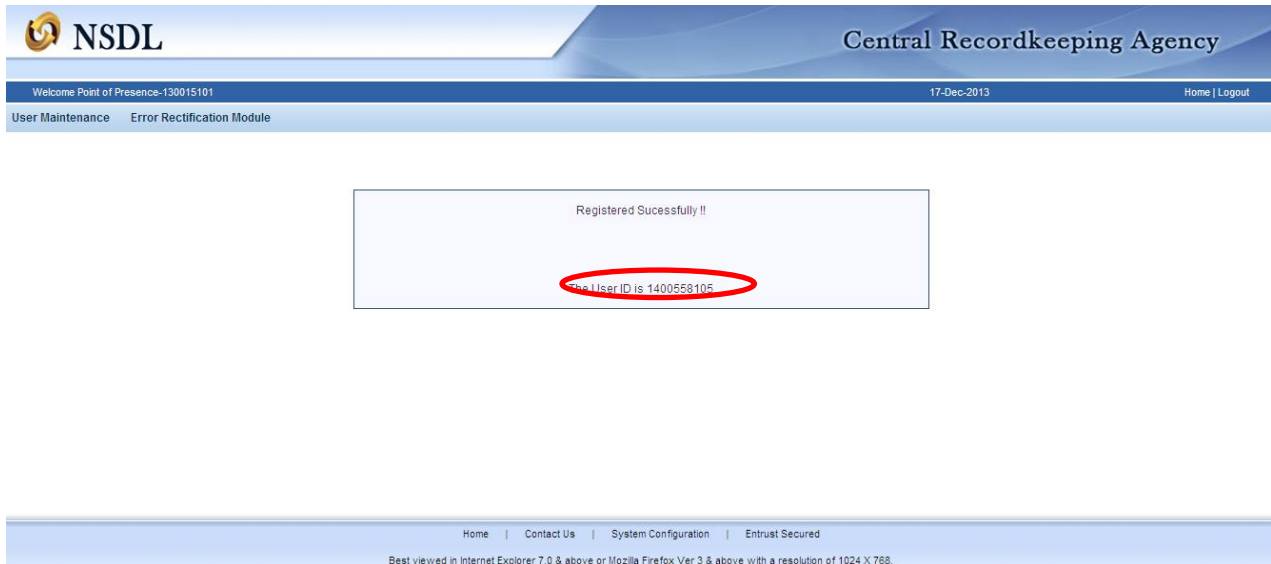


Figure 14

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
1400558105	14005581	POPSP_Ops_ModA_RoleA	Password	130015101	2013-12-17	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:

User Id	Entity Id	Role Name	Auth Type	Created By	Creation Date	Action
1400558105	14005581	POPSP_Ops_ModA_RoleA	Password	130015101	2013-12-17	Authorize <input type="radio"/> Reject <input type="radio"/>

Welcome to Central Record Keeping Agency - Windows Internet Explorer

Central Rec

User Id	1400558105
User Name	Bhawani Singh
User Designation	Asst Manager
User Department	CRA
Email Id	bhawani@nsdl.co.in
User Group	POP-SP
User Type	User
Role Id	42

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**

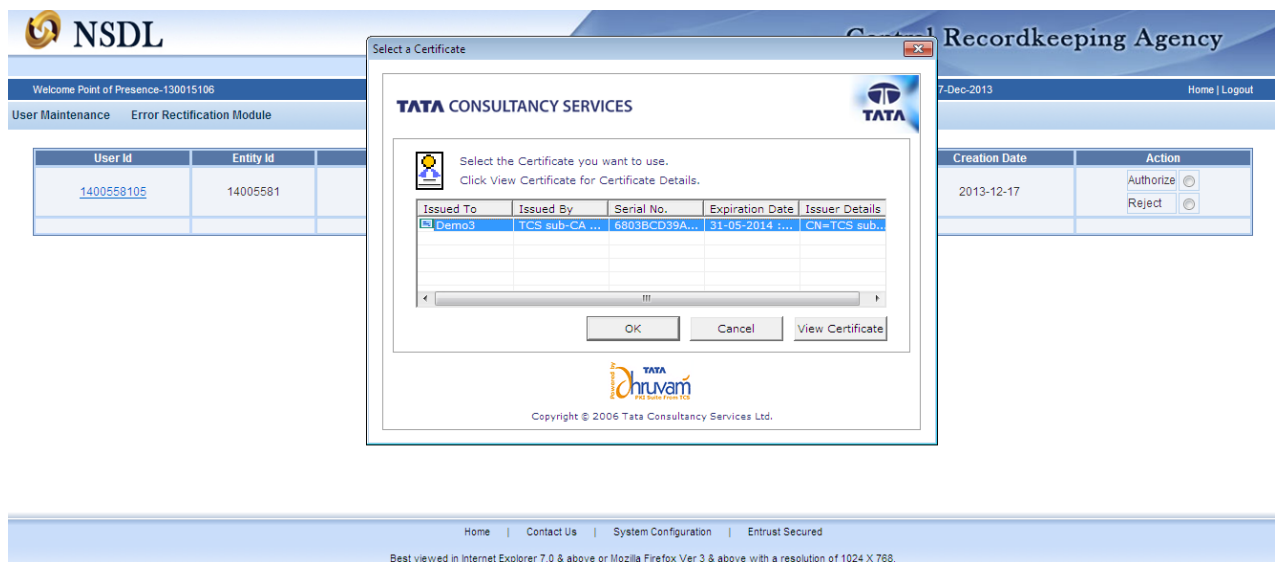


Figure 17

- POP Admin user shall select the Digital Signature Certificate pertaining to the user currently logged into the CRA system 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**:

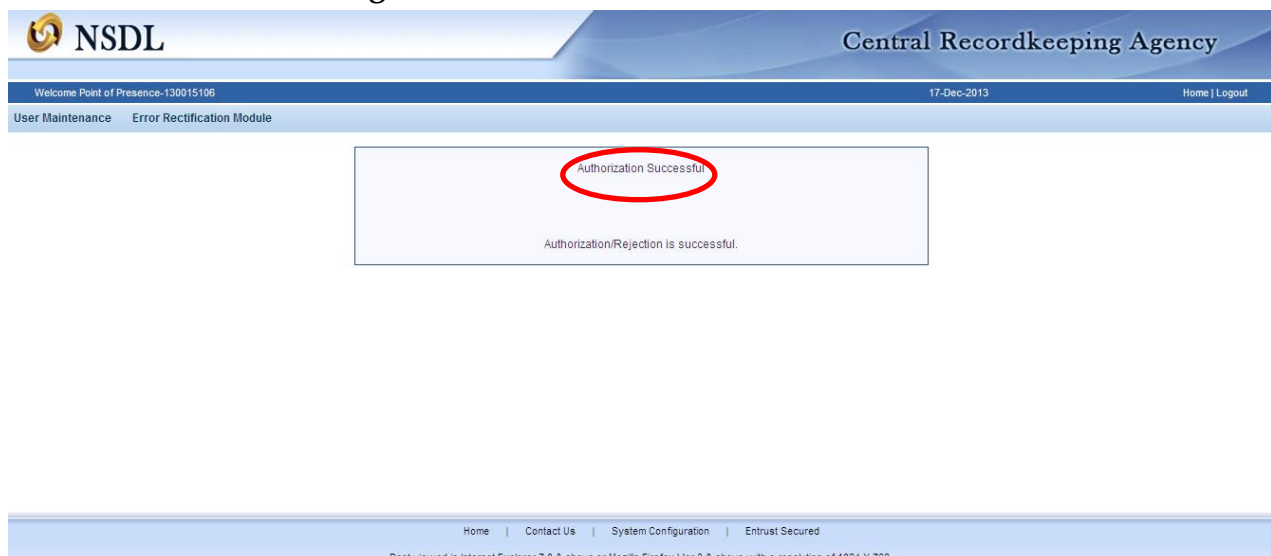


Figure 18

- 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 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 StatementView
 - Log Grievance
 - Resolve Grievance
 - Grievance Status View
-
- 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 NSDL Central Recordkeeping Agency login interface. The header includes the NSDL logo and the text 'Central Recordkeeping Agency'. Below the header, there are two main login panels. The left panel is titled 'Subscribers' and contains fields for 'User ID' and 'Password', along with 'Submit' and 'Reset' buttons. The right panel is titled 'Nodal Offices / Other Intermediaries' and includes radio buttons for 'I-PIN' (selected) and 'Digital Certificate', followed by 'User ID' and 'Password' fields, and 'Submit' and 'Reset' buttons. Both panels feature a 'Forgot Password?' link and a list of links: 'Check Grievance Status', 'Check Status using Receipt Number', and 'Check Subscriber Registration Status'. The footer contains navigation links: 'Home', 'Contact Us', 'System Configuration', and 'Entrust Secured'.

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.	6005576
<input type="button" value="Submit"/> <input type="button" value="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.

Registration of DSC Based User

Entity Id	14005581	* Mandatory Fields
User Name *	Bhawani Singh	
User Designation	AM	
User Department	CRA	
Email Id	bhawanis@nsdl.co.in	
Certificate Serial Number*	abce1234	
Certifying Authority *	Tata Consultancy Services Certifying Authority	
Role Id*		
<input type="button" value="Submit"/> <input type="button" value="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**:

The screenshot shows the NSDL CRA system interface. The main window is titled 'Welcome Point of Presence-130015106' and contains a navigation bar with 'User Maintenance' and 'Error Rectification Module'. The main content area is titled 'Registration of DSC Based User'. It contains a form with the following fields:

- Entity Id: 14005581
- User Name *: Bhawani Singh
- User Designation: AM
- User Department: CRA
- Email Id: bhawani@nsdl.co.in
- Certificate Serial Number*: abce1234
- Certifying Authority*: Tata Consultancy Services Certifying Authority
- Role Id*: (dropdown menu)

Below the form are 'Submit' and 'Reset' buttons. A modal dialog box titled 'Select a Certificate' is open, showing a table of certificates:

Issued To	Issued By	Serial No.	Expiration Date	Issuer Details
ET Demos	TCS e0b-CA ...	6868e0039A...	31-05-2014	CN=TCS Sub...

The dialog box also has 'OK', 'Cancel', and 'View Certificate' buttons. The TATA Consultancy Services logo is visible in the top right corner of the dialog box.

Figure 23

- POP Admin user shall select the Digital Signature Certificate pertaining to the user currently logged into the CRA system 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.

The screenshot shows the NSDL CRA system interface after successful registration. The main window is titled 'Welcome Point of Presence-130015101' and contains a navigation bar with 'User Maintenance' and 'Error Rectification Module'. The main content area displays a message: 'Registered Successfully !!'. Below the message, the text 'The User ID is 130015118' is displayed, with the user ID '130015118' highlighted by a red oval. The NSDL logo is visible in the top left corner, and the text 'Central Recordkeeping Agency' is visible in the top right corner. The footer of the page contains the text: 'Home | Contact Us | System Configuration | Entrust Secured' and 'Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768'.

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.

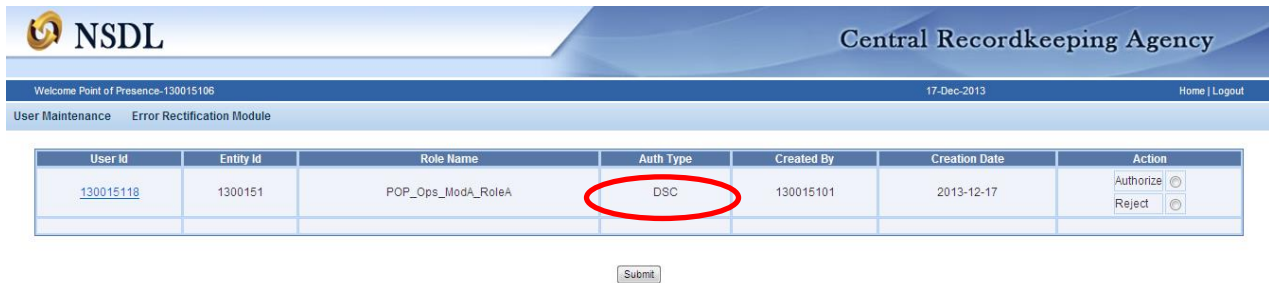


Figure 25

- 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**:

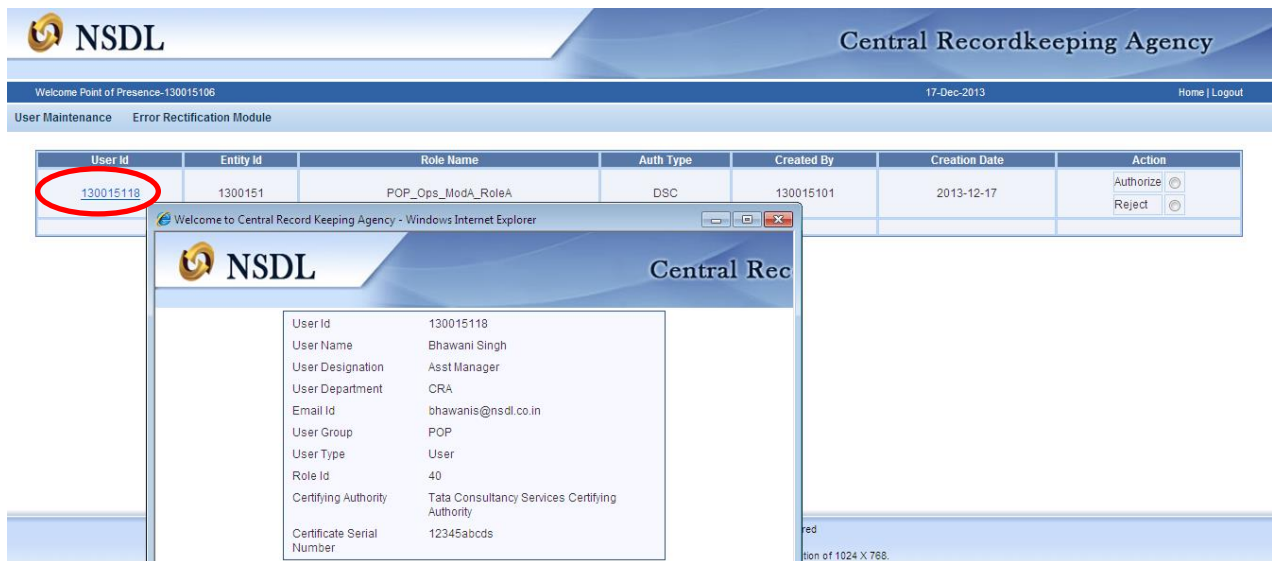


Figure 27

- 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**:

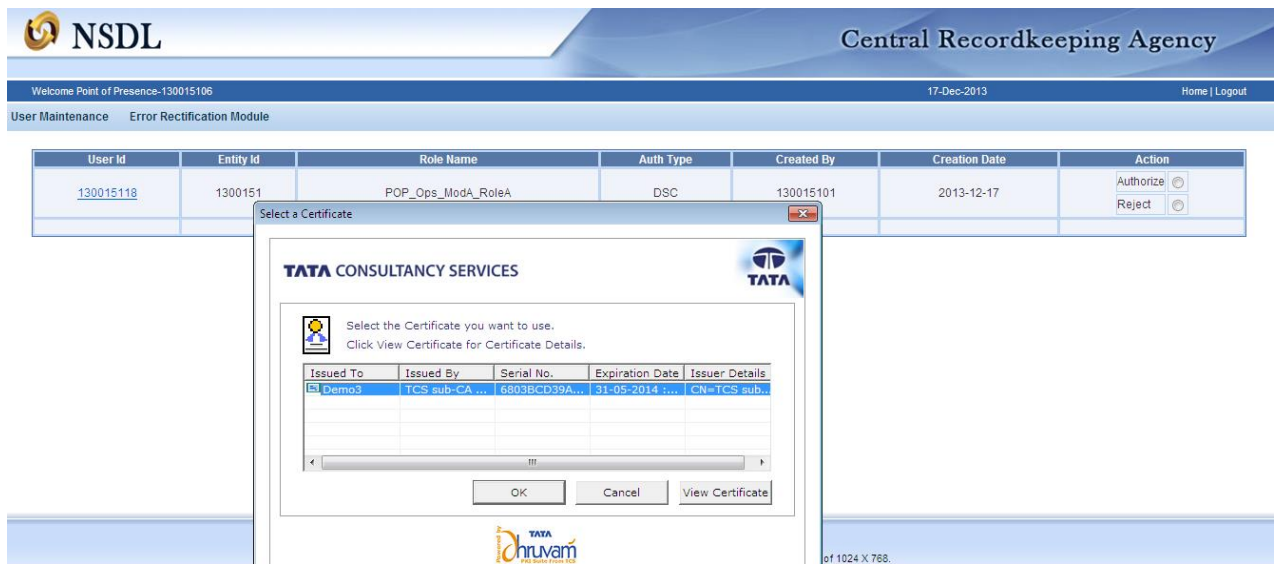


Figure 28

- POP Admin user shall select the Digital Signature Certificate pertaining to the user currently logged into the CRA system 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**:

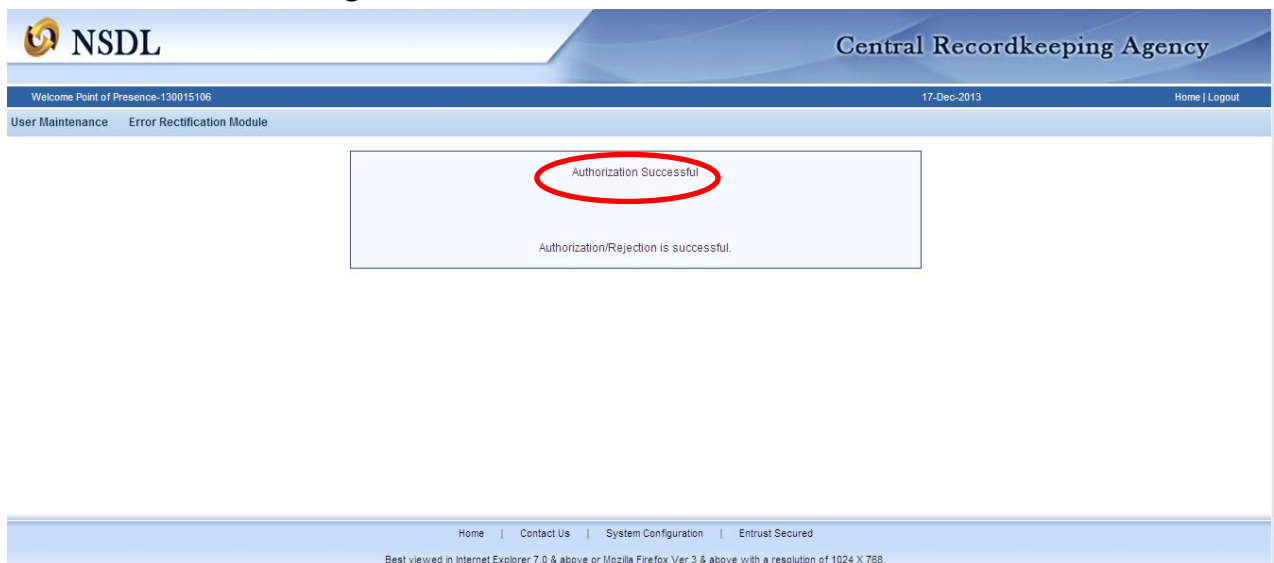


Figure 29

- 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”) Subscriber Contribution File upload, MIS file upload activities shall be carried out by POPs. POP-SP shall have DSC based authentication for Role 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).

Following functionalities shall be available to POP-SPs:

View

- Request Status View
- List of Registered Subscriber
- Bill Details View
- Statement of Holding View
- Transaction Statement View
- Subscriber Tier II Details

Grievance

- Log Grievance
- Resolve Grievance
- Grievance Status View

Transaction

- Withdrawal Request
- Subscriber Shifting Request
- Tier II activation
- Subscriber Details Modification

Subscriber Maintenance

- Reset of IPIN/TPIN
- Authorisation of reset IPIN/TPIN
- Reprint of PRAN
- Authorisation of reprint PRAN
- Request Status View

Authorised Request

- Authorised Subscriber Request
- 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 30:**

Figure 30

- On successful login, the home page containing the various menus, as shown in below **Figure 31**:

Figure 31

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).

Following functionalities shall be available to POP-SPs:

View

- Withdrawal Request View
- Search Subscriber
- Request Status View
- List of Registered Subscriber
- Bill Details View
- Statement of Holding View
- Transaction Statement View
- Subscriber Tier II Details

Grievance

- Log Grievance
- Resolve Grievance
- Grievance Status View

Transaction

- Withdrawal Request
- Subscriber Shifting Request
- Authorisation of Transaction
- Tier II activation
- Subscriber Details Modification

Subscriber Maintenance

- Reset of IPIN/TPIN
- Authorisation of reset IPIN/TPIN
- Reprint of PRAN
- Authorisation of reprint PRAN
- Request Status View

MIS Upload

- File Upload
- File Status View

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.
