



Protean eGov Technologies Limited

(Formerly NSDL e-Governance Infrastructure Limited)

STANDARD OPERATING PROCEDURE (SOP)

Subscriber Modification process by NPSlite Aggregator (NL-AO)

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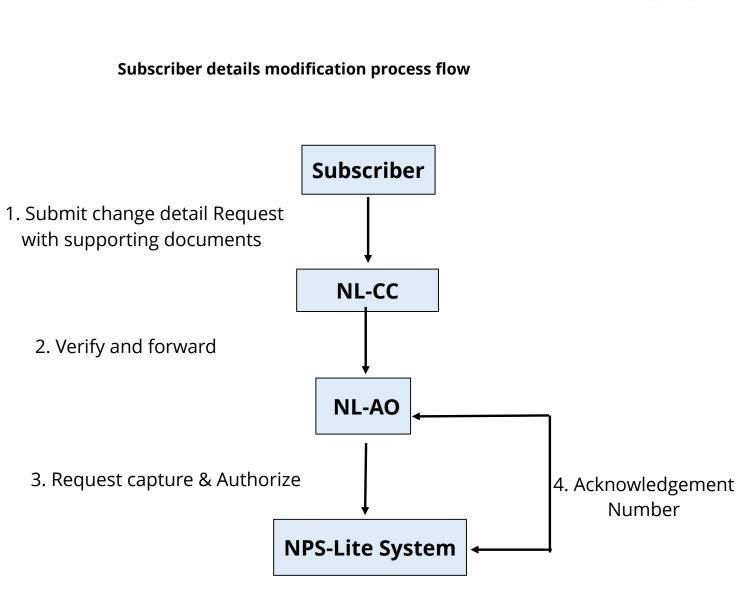
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Abbreviations

Abbreviation	Expansion
PFRDA	Pension Fund Regulatory & Development Authority
CRA	Central Record Keeping Agency
PRAN	Permanent Retirement Account Number
Nodal Office/Aggregator	NLOO/NLAO/NLCC registered under NPS Lite
NL-OO	NPSLite Oversight Office
NL-AO	NPSLite Accounts Office
NL-CC	NPSLite Collection Center







Procedure for submission of modification request by Subscriber

Subscriber has to submit a written request in the format prescribed by CRA, to the concerned Nodal office (NL-CC) along with supporting documents. The office will verify the request with the supporting documents and forward the same to the NL-AO for processing the same in CRA system.

Below modification form is available on Protean CRA web site (<u>https://npscra.nsdl.co.in/nsdl-forms.php</u>)

Form : S2;Subscriber Details Change.

Procedure for processing of modification request at Nodal office

Nodal office (NL-AO) shall be responsible for updating Subscribers modification request in NPS Lite. On receipt of written request of Subscriber form, Nodal office will verify the application along with supporting document.

In case any discrepancy observed in application, same can be returned to subscriber for resubmission with correct application and details. In case application and supporting documents found correct, Nodal office has to capture the request in NPS Lite website at maker and checker level (Depending on core / non-core activity).

Once verification and authorization is done in CRA system, the updated details can be observed in subscriber details.

Below are the fields for which subscriber can submit modification request:

a. <u>Core details modification (Core details are the one which reflect on the subscriber</u> <u>PRAN card)</u>

- i. <u>Subscriber Name</u>
- ii. Subscriber Date of Birth
- iii. <u>Father's Name</u>
- iv. Photo & Signature

b. <u>Non-core details modification (Non core details are details other than the core details)</u>

- i. <u>Subscriber Address</u>
- ii. <u>Subscriber Contact No</u>
- iii. Subscriber Bank details (Bank account, IFSC, Branch address etc)
- iv. <u>Nomination details</u>
- v. Name of the Nominee
- vi. <u>Employment details</u>

Note: Subscriber Photo and Signature modification will be done by Protean CRA on the basis of request submitted by Subscriber to nodal office and Nodal office will send a request to Protean CRA for the same.



C. <u>Authorization is not required for below modifications:</u>

- i. <u>Bank details</u>
- ii. <u>Mobile no.</u>
- iii. <u>Address</u>
- iv. <u>SOT Language change</u>
- v. <u>Membership number in Employment details</u>

Steps for Subscriber details modification in CRA system by nodal office.

In order to initiate Subscriber modification, Nodal office needs to login to NPS Lite system <u>www.npslite-nsdl.com</u> with one User ID as given below in **Figure 1**.

NSDL e-Gov is now Change is	
ng online training on NPS/APY (Including Central,	/state/Autonomous body subscribers), if so please Click here
	Login to Your Account I PIN DIGITAL CERTIFICATE User ID 1500514300 Password Finter Briter B 5 + 6 = 91 Enter B 5 + 6 = 91 Esset Password Esset Password Check Subscriber Registration Status Check Subscriber Registration Status Grievance Module for APY 8 Swavalamban Subscribers APY Upgrade View APY Downgrade View APY Downgrade View APY Downgrade View APY Downgrade View APY NPSite ePRAN - SOT View for Subscribers Adhaar Seeding for APY Subscribers
	Figure 1



User needs to click on Menu "Transaction" and select sub menu "Update Subscriber Details" as given below in Figure 2.

Image: Strate
TCATFIE Status Melcome to Central Record Keeping Ageny Click here to view list of Exit Claim IDs awaiting any action "PERDA has decided that from May 1, 2012, remittances without information on funds transfer will be neturned. Current Contract Screece and action of the decided after 15 days. For decide, <u>Click here</u> . To wire the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the Trustee Bank, please click here. The present of the decide of funds returned by the trustee Bank, please click here. The present of the decide of the decide deci
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DDANK [concentration]
PRAN* 5000000009 Submit
Figure 3



Click and check the details nodal office wishes to modify then click on Edit as given below in **Figure 4.**

	PRAN : Name : PRAN activation date :	50000000009 [Status: Active] SMT. JABUNA GHOSH 17/09/2010	
		Edit	
Personal Details			Click here to Close▼
PAN Mother's Name		Father's Name	SASHI GHOSH
Gender	NO FEMALE	SOT Language Date Of Birth	ENGLISH 02-Jun-1974
(Communication Address)	RAGHUNATGANJ , ISLAMPUR ,		
PinCode State	RAGHUNATHPUR, MURSHIDABAD 742221 WEST BENGAL INDIA		
Phone No.	7000455504	Fax No.	NO
	7666455594 YES	SMS Subscription Flag Swavalamban Activation/ Deactivation Date KYC Verification Flag	17-Sep-2010
Nomination Details			Click here to Expand►
Bank Details			Click here to Expand►
Scheme Preference Details			Click here to Expand+
Employment Details			Click here to Expand)

Figure 4



Edit the required details and click on Submit as given below in Figure 5

		PRAN :	500000000009	[Status: Active]				
							View	Signature
ersonal Detai	ls							Click here to Close
Fitle*	SMT.							
First Name*	JABUNA		Middle Name			Last Name	ROY	
ather's First	SASHI		Father's Middle			Father's Last	GHOSH	
Name* Nother's First			Name Mother's Middle		_	Name Mother's Last		
Vame			Name			Name		
SOT Language	ENGLISH ¥	1	Mother's Name Flag	NO 🗸				
PAN			Gender*	FEMALE 🗸		Date Of Birth*	02/06/1	1974
AIN			Genuer			Date Of Birth.	🐻 (dd)	/mm/yyyy)
					_	SMS		_
Phone No.			Mobile No.	7666455594		Subscription Flag•	NO 🗸	<u>·</u>
						KYC		
ax No.			Aadhaar No			Verification Flag		
Current						riay		
Address*	RAGHUNATGANJ							
Communication Address)								
\ddr2	ISLAMPUR							
Addr3	RAGHUNATHPUR							
\ddr4•	MURSHIDABAD							
Pincode•	742221							
State *	West Bengal		~					
Country*	India		~					
Eligible for	YES 🗸				Swav Activa	alamban	7-Sep-20	10
Swavalamban	TES V					tivation Date	-3ep-20	10
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				Submit				

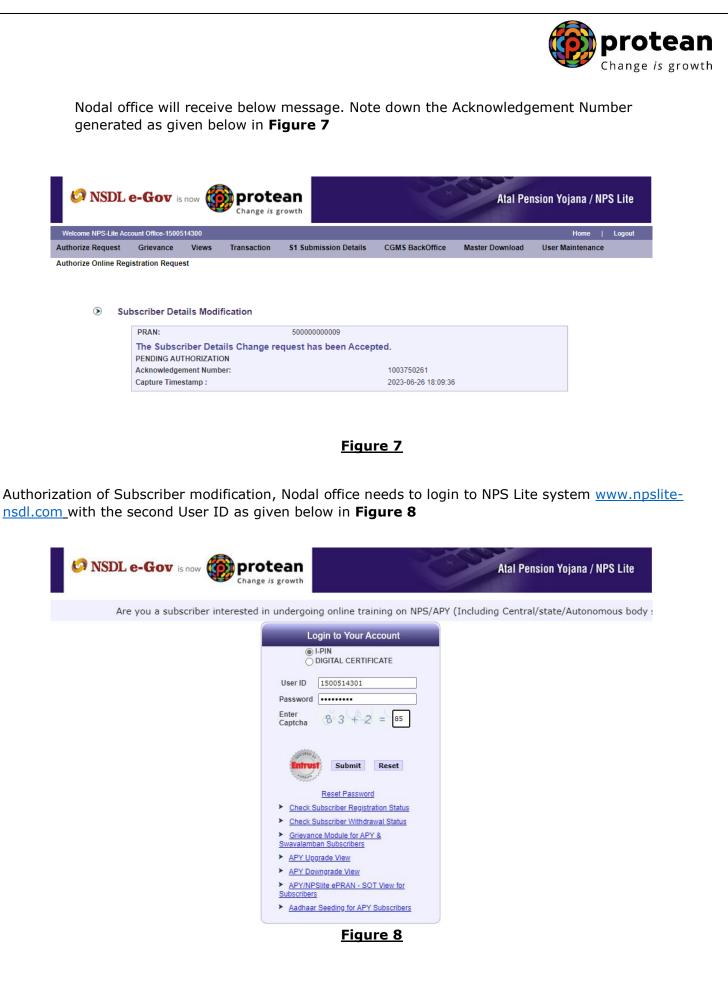


Check the details and click on Confirm as given below in Figure 6

Personal Details			Click here to Close▼
PRAN Name	500000000009 [Status: Active] SMT. JABUNA ROY	PAN Father's Name	SASHI GHOSH
Mother's Name SOT Language Gender	ENGLISH Female	Mother's Name Flag Date Of Birth	NO 02/06/1974
Current Address (Communication Address)	RAGHUNATGANJ ISLAMPUR .		
PinCode State Country	RAGHUNATHPUR , MURSHIDABAD 742221 WEST BENGAL INDIA	Fachle	
Phone No. Mobile No. Eligible for Swavalamban Aadhaar No	7666455594 YES	Fax No. SMS Subscription Flag Swavalamban Activation/ Deactivation Date KYC Details	NO 17-Sep-2010
Nomination Details			Click here to Close▼
Nominee 1 Name DILIP Relationship HUSB Major/Minor MAJO Nominee Invalid Condition		Date Of Birth Percentage Share 100% Guardian Name	
Bank Details			Click here to Close v
Bank Details are Not Present			
Employment Details			Click here to Close v
Membership Number NL-CC Office	000000000022 BANDHAN KONNAGAR-BFS	NL-CC Reg. No. PL NL-AO Reg. No.	NPS078789E 8005270

Confirm Cancel







User needs to click on Menu "Authorize Request" and select sub menu "Subscriber" as given below in Figure 9

🔗 NSDL	e-Gov is	now 🥳	prote			Atal Per	nsion Yojana / NPS Lite
Welcome NPS-Lite Ac	count Office-15005	514301					Home Logout
uthorize Request	Grievance	Views	Transaction	S1 Submission Details	CGMS BackOffice	Master Download	User Maintenance
ubscriber							
			Wel	come to Central Record	Keeping Agency		
				to view list of Exit Claim		20	
			CHERITE	to view list of Exit claim	ibs awaring any action		
	"PFRD			1, 2012, remittances witho ading will be deleted after 1			ed.
			To view the detail	s of funds returned by the 1	Frustee Bank, please clic	:k here."	
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				<u>rigu</u>	16 9		
In the d	ron-dow	n sel	ect Subs	criber Details	Change as g	iven helow	in Figure 10
in the u		, 50			change us g	iven below	

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·····		ransaction S1 Submission Details	CGMS BackOffice	Master Download	User Maintenance	
orize Online Registratio	on Request					
Authorize Transa	ction					
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	Transaction Type*	Subscriber Details Change 🗸]			
	PRAN	Select				
	Ack No/PRN **	Withdrawal Request Subscriber Details Change				
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	To Date					
	TO Date	🔯 (dd/mm/y	уууу)			
		Search Reset				
	** Enter PRN/Receip	ot No for Switch transaction and Ack No./R for other transactions.	eceipt No.			



Enter Ack No. and click on Search and click on View details as given below in Figure 11

🚱 NSD	L e-Gov	is now	prote		Z	Atal Pe	nsion Yojana / NP	PS Lit
Welcome NPS-Lite	e Account Office-1	500514301					Home	Logo
uthorize Reques	st Grievanc	e Views	Transaction	\$1 Submission Det	ails CGMS BackOffice	Master Download	User Maintenance	
uthorize Online	Registration Re	quest						
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Authoriz	e Iransactio	n					_	
		T				* Mandatory Field	s	
		Transaction Ty PRAN	Subs	criber Details Chang	e 🗸			
		Ack No/PRN *	*					
			1003	750261				
		From Date		(dd/i	mm/yyyy)			
		To Date		/bb) 🐻	nm/yyyy)			
			Sear	h Reset				
	3	* Enter PRN/R		h transaction and Ack I transactions.	No./Receipt No.			
			for other	uansaciions.				
	Acknowle	dgement No	Sub	scriber Name	Date Of Request C	apture Lir	ık to Details	
	1003	750261	JAB	UNA GHOSH	2023-06-26	Vi	ew Details	

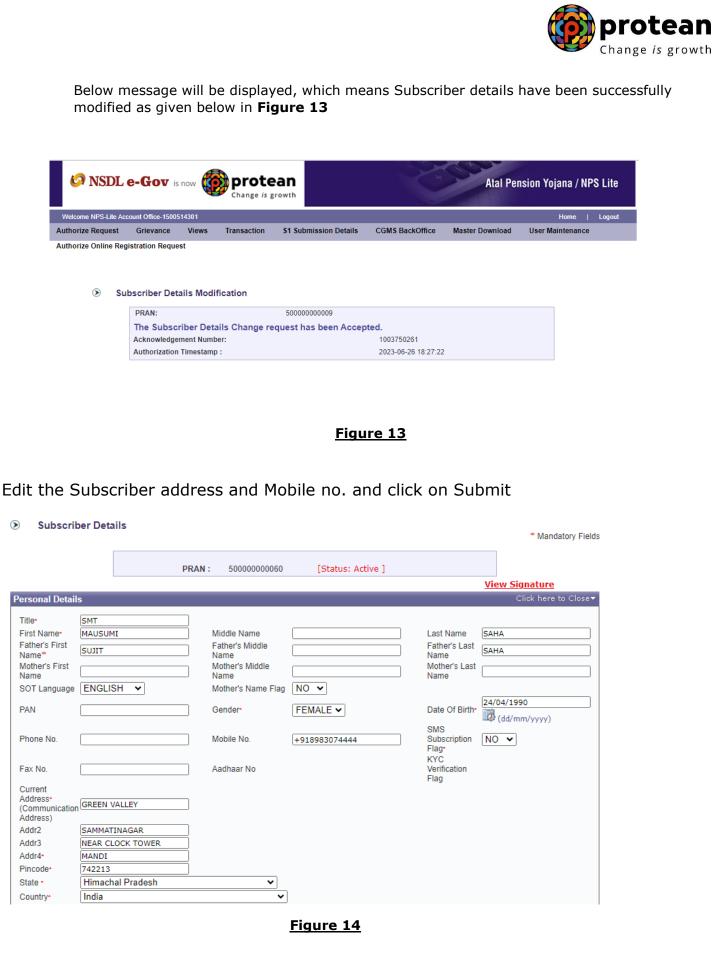
Figure 11



Verify the details that has been modified and if details are modified are found to be OK, click on Authorize as given below in **Figure 12**

PRAN: 50000000009 Acknowledgement Number: [Status: Active] 1003750261 View Signature Pran S0000000009 PAN Rame SMT. JABUNA Father's SASHI GHOSH Name ROV Mother's Name Mother's Name NO SOT ENGLISH Language Gender FEMALE Date Of 02-Jun-1974 Birth Current Address (Communication Address) RAGHUNATGANJ, ISLAMPUR, Eligible for Swavalamban YES Swavalamban No Survey alamt Babep-2010 Activation Date Swavalamt Babep-2010 Activation Date Click here to C Mother's Name NS No Click here to C	Welcome NPS-Lite	Account Office-1500	514301						Home L	ogou
Subscriber Details PRAN: 50000000009 Acknowledgement Number: [Status: Active] 1003750261 View Signature Click here to C PRAN S0000000009 PAN Subscriber Details Click here to C PRAN S0000000009 PAN Name PAN Nother's SASHI GHOSH Name PAN ROY Wother's Name Nother's Name Current Address (Address) Date Of 02-Jun-1974 Birth Language Date Of 02-Jun-1974 Birth IsLAMPUR, Swavalant@s0ep-2010 Activation Date Click here to C Note Colspan="2">Click here to C Membership Number Option Date Of 02-Jun-1974 Birth Swavalant@s0ep-2010 Activation Date Click here to C Note Colspan="2">Click here to C Membership Number Nu-CC Rg. No. NPS7878E	Authorize Reques	t Grievance	Views	Transaction	S1 Submission Detail	s CGMS Ba	ckOffice	Master Download	User Maintenance	
Subscriber Details PRAN: 5000000009 Acknowledgement Number: 1003750261 View Signature Click here to C PRAN S00000000009 PAN Subscriber Veiw Signature Click here to C PRAN S00000000009 PAN Name SMT. JABUNA ROY Off ENGLISH Page Date of 02-Jun-1974 Birth Birth Current Address RAGHUNATGANJ, Eligible for YES Statustion Swavalamban PAN Swavalamban PAN Swavalamban Current Address RAGHUNATGANJ, Eligible for YES Statustion Swavalamban PAN Swavalamban	Authorize Online	Registration Reque	est							
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Click here to of PRAN 50000000009 PAN Name SMT. JABUNA Father's SASHI GHOSH Name ROY SOT ENGLISH Language Mother's Name NO SOT Gender FEMALE Date Of 02-Jun-1974 Birth Current Address (Communication Address) RAGHUNATGANJ, Eligible for Swavalamban ISLAMPUR, SWS NO Click here to C O0000000022 NL-CC Reg. No.										
PRAN 50000000009 PAN Name SMT. JABUNA Father's SASHI GHOSH Name Mother's Name ROY Mother's Name NO Gender FEMALE Gender FEMALE Date Of 02-Jun-1974 Birth Birth Birth SWavalamBaban Address) ISLAMPUR, SMS_NO Click here to C						View S	<u>ignature</u>			
Name SMT. JABUNA ROY Father's SASHI GHOSH Name Mother's Name Flag NO SOT ENGLISH Language Gender FEMALE Date Of 02-Jun-1974 Birth Current Address (Communication Address) RAGHUNATGANJ, ISLAMPUR, Eligible for Swavalamban YES Swavalamban ISLAMPUR, SwavalamBa®ep-2010 Activation/ Date SwavalamBa®ep-2010 Activation/ Date Click here to Cli	ersonal Details								Click here to C	lose
Name Mother's Name Reget Gender FEMALE Current Address RAGHUNATGANJ, Communication Address) ISLAMPUR, SubavalantBase Pachumature State No Click here to Click h	PRAN	50000000009				PAN				
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Mother's Name Flag NO SOT Language Gender FEMALE Date Of 02-Jun-1974 Birth Current Address (Communication Address) RAGHUNATGANJ, ISLAMPUR, Eligible for Swavalamban ISLAMPUR, Swavalamf@coep-2010 Activation Date Membership Number 00000000022 NL-CC Reg. No. NPS078789E		ROY				Name				
Birth Current Address (Communication Address) ISLAMPUR, Swavalamban Birth Swavalamban Swavalamban Swavalamban Swavalamban Swavalamban Swavalamban Swavalamban Click here to Click here t	Mother's Name	NO					SH			
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mployment Details Click here to Click mere to Click here t						Activation/ Deactivation Date	o-2010			
	mployment Deta	IS				eme NO			Click here to Clo	ose
								9E		
Authorize					-					
				0	Reject					

Figure 12





Check the details and Click on confirm

\triangleright	Subscriber Details	
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Name SMT MAUSUMI SAHA Mother's Name SOT Language ENGLISH Gender Female Current Address (Communication Address) SAMMATINAGAR ,	Father's Name Mother's Name Flag Date Of Birth	SUJIT SAHA NO 24/04/1990
Current Address (Communication Address) GREEN VALLEY,	Bate of Billi	
SAMMATINAGAR		
NEAR CLOCK TOWER , MANDI PinCode 742213 State HIMACHAL PRADESH Country INDIA		
Phone No. Mobile No. Eligible for Swavalamban Aadhaar No	Fax No. SMS Subscription Flag Swavalamban Activation/ Deactivation Date KYC Details	NO 18-Sep-2010
Phone No. Mobile No. +918983074444 Eligible for Swavalamban YES	SMS Subscription Flag Swavalamban Activation/ Deactivation Date	

Figure 15

Below message shows Subscriber address and Mobile no. modification is complete. Please note that Subscriber address and Mobile no. modification request need not be authorized.

Contribution Details	Authorize Request	Pay-Out Details	Subscriber Registration	Grievance	Exit Withdrawal Request	Hom Views	e Logou Transaction
31 Submission Details	CGMS BackOffice	Master Download	User Maintenance	Authorize Onlin	e Registration Request		
Sub:	criber Details Modi	fication					
	PRAN:		50000000060				
	The Subscriber Deta	ails Change reque	est has been Accepte	ed.			
	Acknowledgement Numb	per:		1003750282			
	Capture Timestamp :			2023-06-28 11:4	5:37		
	Acknowledgement Numb			1003750282	5:37		
			<u> </u>	Figure 1	<u>6</u>		



2. Nominee details Modification

Click on Nomination details

69 NSD	Le-Gov is now	protear Change is growt		×	Atal Pensi	on Yojana	a / NPS Lite
Welcome NPS-Lite	e Account Office-1500283500					Hon	ne Logout
Contribution Deta	ails Authorize Request	Pay-Out Details	Subscriber Registration	Grievance Ex	it Withdrawal Request	Views	Transaction
S1 Submission De	etails CGMS BackOffice	Master Download	User Maintenance	Authorize Online Re	gistration Request		
Subscriber l	Details	PRAN : Name : PRAN activation date	500000000060 SMT MAUSUN : 18/09/2010		Active]		
			Edit				
Personal Deta	ils					Click he	re to Expand▶
Nomination D	etails					Click H	iere to Close▼
R	lame Relationship Aajor/Minor Iominee Invalid Condition		SUJIT SAHA HUSBAND MAJOR	Date Of Birth Percentage Sł Guardian Nam		100%	

Figure 17



Edit the Nomination details and click on Submit

						* Mandatory
		PRAN:	500000000060	[Status: Active]		
rsonal Details						<u>View Signature</u> Click here to Exp
mination Details						Click here to Cl
Add						
Iominee 1 First Name•	SUJIT		Middle Name		Last Name	SAHA
	3011				- Percentage	
Date Of Birth	(dd/mm/yyyy)		Relationship*	SON	_Share*	%
Major/Minor*	MAJOR 🗸		Quartier		Quartier	
Guardian First Name•			Guardian Middle Name		Guardian Last Name	
Nominee Invalid				Remove		
Condition	·					
				Figure 18		
				<u>Figure 18</u>		
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				<u>Figure 18</u>		
				<u>Figure 18</u>		
				<u>Figure 18</u>		
				<u>Figure 18</u>		
				<u>Figure 18</u>		



Check the details and Click on confirm

/elcome NPS-Lite Ac	count Office-1500283500					Home	Logo
ntribution Details	Authorize Request	Pay-Out Details	Subscriber Registration	Grievance	Exit Withdrawal Request		Transactio
Submission Detai	Is CGMS BackOffice	Master Downloa	ad User Maintenance	Authorize Onli	ine Registration Request		
Subscriber Det	tails		PRAN: 50000000060[St Act	atus: tive]			
Personal	Details				Clic	k here to Expa	nd⊁
Nominati	ion Details				CI	ick here to Clo:	se▼
Nomine	Name S Relationship S	SUJIT SAHA S <mark>ON</mark> IAJOR	Date Of I Percenta Guardian	ge Share 100%			
Bank Det	tails				Clic	k here to Expa	nd⊾
Employn					- **		nd N
	nent Details		Confirm Cancel		Che	k here to Expa	
elow me			Figure 19	neans S	ubscriber det		
elow me iccessfu	essage will l lly modified e-Gov is now		Figure 19 yed, which n	neans S	ubscriber de	tails ha on Yojana / N	ive b
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3. Bank Details Modification

The user will check the already provided bank details

Contribution Details	Authorize Request	Pay-Out Details	Subscriber Registration	Grievance	Exit Withdrawal Request	Views	Transaction
1 Submission Details	CGMS BackOffice	Master Download	User Maintenance	Authorize Online	e Registration Request		
Quile a site a Detail							
Subscriber Detai	15						
		PRAN :	50000000060	[Statu	us: Active]		
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Below message shows Bank details confirmation is complete. Please note that Bank details modification request does not require authorization from other User ID.

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Edit the Employment Details and click on Submit

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Select subscriber details change in Transaction Type and provide the Ack no.

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Upon updating the core details i.e. the details mentioned on PRAN card, if the subscriber wishes, he will have to request for reprint of PRAN card through the Aggregator.

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