

KFin Technologies Limited – Central Recordkeeping Agency



PFRDA

**Standard Operating Procedure
For
Error Rectification Version 2.5**

Document Revision History

Sr.No.	Version	Prepared	/	Reviewed & Approved By		Reasons for revisions
		Revised By		Name	Date	
1	1	Suraj Kumar Amin		Sarvadeep Singh	Jan 27, 2017	Initial version
2	2	Suraj Kumar Amin		Sarvadeep Singh	20th Nov 2018	Change in Organization name from "Karvy Computershare Private Ltd" to "Karvy Fintech Pvt Ltd"
3	2.1	Suraj Kumar Amin		Sarvadeep Singh	4th Dec 2019	Change of Logo and Name from Karvy Fintech Pvt Ltd to Kfin Technologies Pvt Ltd.
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1. Overview

The National Pension System(NPS) was introduced by the Government of India to enable its citizens (in the Government/All-citizen/Corporate sector) to effectively plan for their retirement through reasonably safe and market based returns. Periodic contributions from the subscribers (and their employers – for Government/Corporate sector), are invested in Pension Funds chosen by the subscriber from the approved list. On attaining superannuation, part of the accumulated wealth can be withdrawn lump-sum and the balance can be invested in an “Annuity” with a registered ASP (Annuity Service Provider), so that the subscriber gets regular monthly pension from the Annuity purchase. There are other regulations regarding withdrawal, under various circumstances. Each subscriber is registered with the CRA and is allotted a PRAN (Permanent Retirement Account Number). This ID is used to track all his/her transactions, contributions, change of details, scheme preferences etc.

NPS is operated through various intermediaries at various stages, as given below:

1. Registration of subscribers – Application is submitted by the Subscriber and routed through *Nodal Offices* – to *CRA*. Permanent Retirement Account is created in the CRA system and PRAN is allotted to the subscribers by the CRA.
2. Deposit of contribution is made by Subscribers to the Nodal Offices (Contribution is deducted from the salary by the Nodal Offices, for Government employees). The funds are remitted by *Nodal Offices* to the *Trustee Bank*, with details being uploaded in the CRA system by the Nodal Offices.
3. Transfer of funds from *Trustee Bank* to *PFM* (as selected) – On reconciliation & as per settlement instructions from CRA
4. Changes in subscriber details (address, scheme preference etc.) - are Intimated by Subscribers – routed through Nodal Offices – to CRA system. In case of changes in scheme preference etc., new instructions are accordingly implemented in the daily settlement run by CRA.
5. On Exit/ withdrawal - Application is submitted by Subscribers and routed through Nodal Offices – to CRA. On processing, CRA gives instructions to the PFM to transfer the funds to the Trustee Bank. The Trustee Bank would transfer the lump-sum withdrawal to the Subscriber’s Bank account and the ‘Annuity’ amount to the ASP. The subscriber would thereafter receive monthly payouts from the ASP.

Hence, the various intermediaries in the functioning of the NPS system are:

1. **Nodal Offices** – They are the main interface for subscribers. Their functions include:
 - a. Receiving applications for registration / changes in details / withdrawals from subscribers, verification and forwarding of the same to CRA for processing
 - b. Receiving contributions from subscribers and upload of contribution details in the CRA system
 - c. Deposit of funds (contributions) with Trustee Bank and reconciliation thereof with the

details uploaded

The Nodal Offices- for various models/sectors – are as given below:

Model/Sector	Registration/change requests/withdrawals & receipt of contributions	Transfer & uploading of contributions	Over-seeing Nodal Offices
For Central Government employees:	DDO, PAO	PAO	Pr.AO
For State Government employees:	DDO, DTO	DTA (Centralised mode) DTO (De-centralised mode) DTA & DTO (Quasi centralized mode)	DTA
For 'All Citizen' model:	POP-SP & POP	POP (Centralised mode) POP-SP (De-centralised mode) POP & POP-SP (Quasi centralized mode)	POP
For Corporate model:	CHO, CBO	POP (CHO – for Direct model)	POP

2. **Trustee Bank** – Their functions include:

- Receipt of funds from Nodal Offices for contribution deposit and reconciliation thereof with the details uploaded in the CRA system
- Transfer of funds to PFM's as per settlement instructions from CRA
- On withdrawal, transfer of funds to Subscriber's bank account (lump-sum portion of withdrawal)
- On withdrawal, transfer of funds to ASP (the annuitized portion)

3. **Pension Fund Manager (PFM)** – Their functions include:

- Receipt of funds from Trustee Bank and investment thereof as per subscribers' preference
- Updation of NAV etc.
- On withdrawal, transfer of accumulated wealth to the Trustee Bank, as per instructions from CRA.

4. **Annuity Service Provider (ASP)** – Their functions include:

- Receipt of funds from Trustee Bank and instructions from CRA, for investment in annuity for subscribers, on withdrawal
- Maintaining annuity scheme with the subscribers thereafter (monthly payouts, queries etc.)

5. **Central Recordkeeping Agency (CRA)** – Their functions include registration and interface with all

intermediaries and recording all transactions i.e.:

- a. Registration of Nodal Offices
- b. Registration of Subscribers

- c. Running settlement on upload of contribution details by Nodal Offices and funds receipt confirmation by Trustee Banks
- d. Settlement instructions to Trustee Banks to transfer funds to PFMs
- e. Processing change requests / withdrawals
- f. Instructions to Trustee Banks/PFMs/ASPs on withdrawal
- g. Providing interface to subscribers for checking status of applications/grievances etc. and providing SOT to the subscribers.

Periodic contributions from the subscribers are received by the Nodal Office (DDO/PAO/POPPOP-SP) and the funds are transferred to the Trustee Banks, with the information being uploaded in the CRA system. This information will also include switch requests etc. CRA will run a daily settlement process for transfer of funds from Trustee Banks to Pension Fund Managers, with PRAN wise information.

Errors might occur during the contribution upload by Nodal Offices or in acknowledgement of funds receipt by Trustee Bank. The purpose of Error Rectification Module is to enable rectification of these errors by the Nodal Offices or Trustee Bank directly in the CRA system, so that settlement process is carried on correctly.

This document deals with the process to be followed for rectification of errors in the following situations:

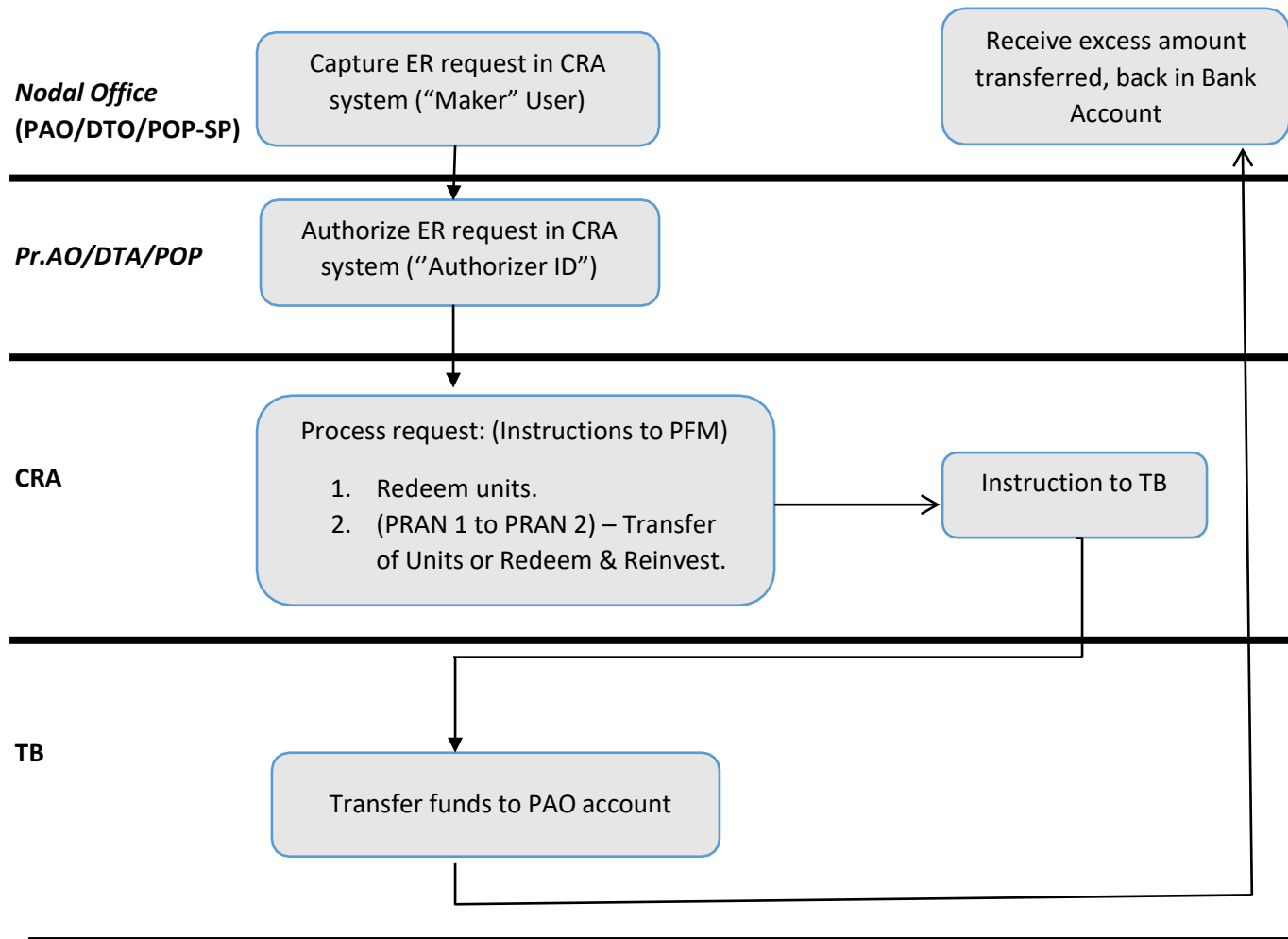
1. Excess Transfer (Excess Amount Transferred to PRAN)
2. Source to Target PRAN (Transfer to PRAN 1 instead of PRAN 2)
3. Non-NPS Rectification (only for Government/Corporate sector)
4. Period Rectification
5. Amount Rectification

‘Nodal Office’, in this context, would mean - PAO (Central Government), DTO (State Government) or POP-SP, depending on the NPS model/sector.

ACRONYMS USED:

Acronym	Description
ASP	Annuity Service Provider
CBO	Corporate Branch Office
CHO	Corporate Head Office
CRA	Central Record-keeping Agency
CRA-Branch	Central Record-keeping Agency – Facilitation Centre
DDO	Drawing & Disbursing Officer
DTA	Directorate of Treasuries & Accounts
DTO	District Treasury Office
I-PIN	Internet Personal Identification Number
NPS	National Pension System
PAO	Pay & Accounts Office
PFM	Pension Fund Manager
POP	Point of Presence
POP-SP	POP Service Provider
Pr.AO	Principal Accounts Office
PRAN	Permanent Retirement Account Number
TB	Trustee Bank

2. Process flow chart –Error Rectification



Detailed Process description

3.1 Overview & general conditions:

Errors might occur during the contribution upload by Nodal Offices or in acknowledgement of funds receipt by Trustee Bank. The purpose of Error Rectification Module is to enable rectification of these errors by the Nodal Offices or Trustee Bank directly in the CRA system, so that settlement process is carried on correctly.

‘Nodal Office’, in this context, would mean - PAO (Central Government), DTO (State Government) or POP-SP, depending on the NPS model/sector.

The following are the general instructions for the Error Rectification process.

1. Physical requests will not be entertained from the Pr.AOs/PAOs (or equivalent offices). The uploading office has to put a request in the CRA system.
2. Error Rectification will be an activity with Maker—Checker—Authorizer concept. The uploading office has to put a request in the CRA system. There will be “maker-” concept at the uploading office level. The request would be verified by the Checker and then once verification is completed it can be authorized by the overseeing office (Pr.AO/DTA/POP or the equivalent office) before it is accepted at CRA for processing.
3. As the whole process requires shifting of transactions/units/redemption from subscriber account, a complete audit trail will be kept in the system.
4. There should be separate requests for each rectification.
5. In case the subscriber’s scheme preference is identical (at the time of erroneous upload as well as at the time of rectification), units will be shifted from the source PRAN to the Target PRAN.
6. The process of reversal would entail debiting one PRAN (which has received excess credit) with specific number of units and crediting the Suspense account. Subsequently, the Suspense account will be debited and the PRAN (which has received less credit) to be credited.
7. In case of excess transfers, the amount may be recovered by redeeming equivalent units from the individual account. The amount redeemed will be handed over to PAO/DTO for further action.
8. If the request has been captured and verified by DTO/PAO/POP-SP, then DTA/PrAO/POP will be required to authorize the request. If the request is captured by DTA/PrAO/POP then request will be authorized by DTA/PrAO/POP.

Maker	Verification	Authorization
--------------	---------------------	----------------------

DTO/PAO/POP-SP	DTO/PAO/POP-SP	DTA/PrAO/POP
DTA/PrAO/POP	-	DTA/PrAO/POP

The detailed process for rectification of each type of error, is explained below in detail.

2.2 Excess Transfer (Excess Amount Transferred to PRAN)

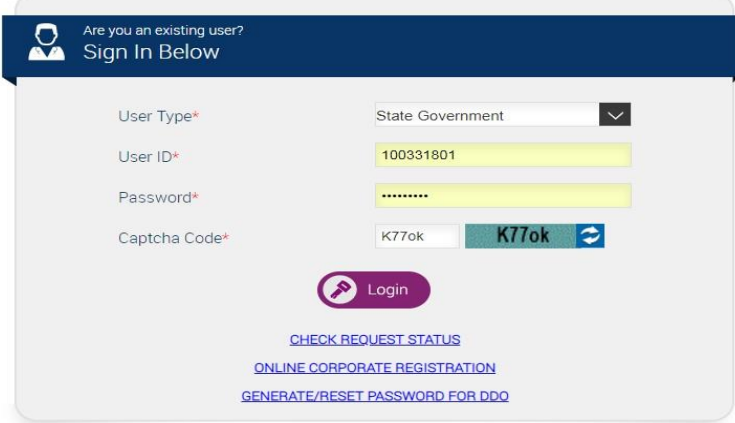
PAO/DTO/POP-SP may have erroneously transferred excess amount to a PRAN and the amount would have been credited into the subscriber account. The resolution of these cases can be done by the PAO/DTO/POP-SP.

1. PAO/DTO/POP-SP can capture the request for only that record which has been uploaded by it, irrespective of whether at present the Subscriber is associated with that nodal office or not. However, the subscriber should not have moved out of the sector to which the PAO/DTO/POP-SP belongs.
2. Unless and until the request (captured earlier) is verified for a PRAN for the specific entry, PAO/DTO/POP-SP will not be able to capture a fresh entry for the same. For example, PAO/DTO/POP-SP has captured the request for withdrawal of regular credit of July 2016. Unless this request is effectively completed, Nodal Office will not be able to capture any other request for withdrawal of credit pertaining to July 2016 for this particular subscriber.
3. POP/POP-SP should take a confirmation from the respective subscriber for debiting the subscriber's PRAN.

In these cases, the units credited in the subscriber account (equivalent to the contribution amount credited) erroneously would be redeemed. The amount redeemed would be credited back to the PAO/DTO/POP-SP.

2.2.1 Capturing of Request by PAO/DTO/POP-SP using "Maker" ID

- a. PAO/DTO/POP-SP "Maker" user will login into the CRA system by using "Maker" User ID and Password.



The image shows a web-based sign-in form for KFINTeCH. The form is titled "Are you an existing user? Sign In Below" and includes fields for User Type, User ID, Password, and Captcha Code. The User Type is set to "State Government". The User ID is "100331801". The Password is masked with dots. The Captcha Code is "K77ok". Below the form is a "Login" button and three links: "CHECK REQUEST STATUS", "ONLINE CORPORATE REGISTRATION", and "GENERATE/RESET PASSWORD FOR DDO".

Are you an existing user?
Sign In Below

User Type* State Government

User ID* 100331801

Password*

Captcha Code* K77ok

 Login

[CHECK REQUEST STATUS](#)

[ONLINE CORPORATE REGISTRATION](#)

[GENERATE/RESET PASSWORD FOR DDO](#)

Figure1.0

Once PAO/DTO/POP-SP User logs into the CRA system, he/she will click on Menu “Error Rectification”

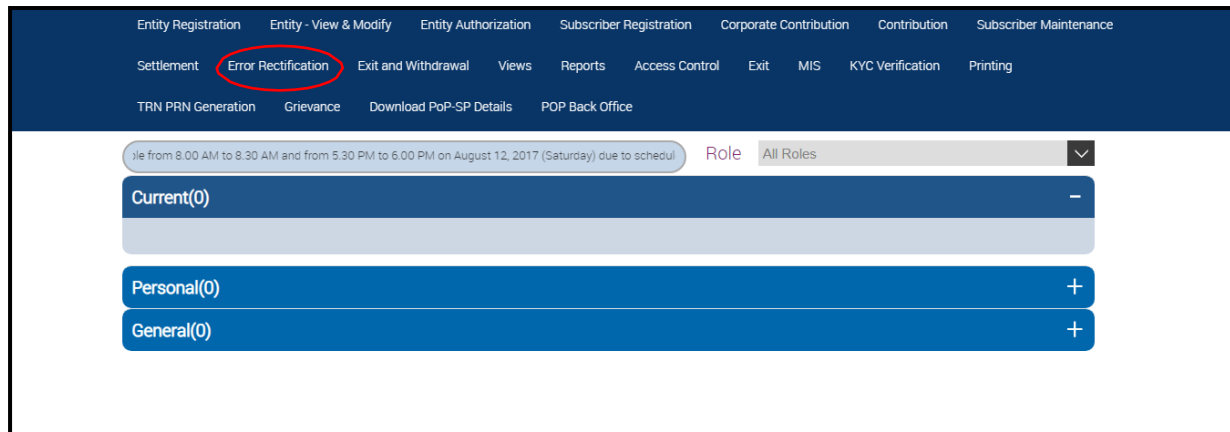


Figure1.1

- b. After clicking on ‘Error Rectification’ menu, User will click on sub-menu ‘Excess Transfer Rectification’.

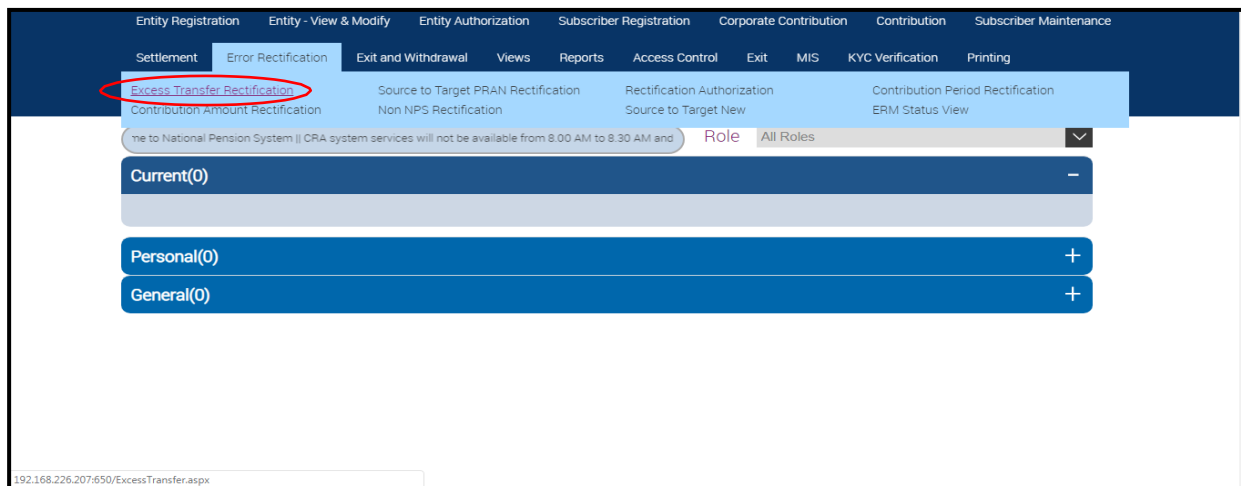


Figure1.2

- c. User will be provided Transaction ID and PRAN for Excess transfer Rectification.

Entity Registration Entity - View & Modify Entity Authorization Subscriber Registration Corporate Contribution Contribution Subscriber Maintenance
Settlement Error Rectification Exit and Withdrawal Views Reports Access Control Exit MIS KYC Verification Printing
TRN PRN Generation Grievance Download PoP-SP Details POP Back Office



Error Rectification

Excess Transfer Rectification

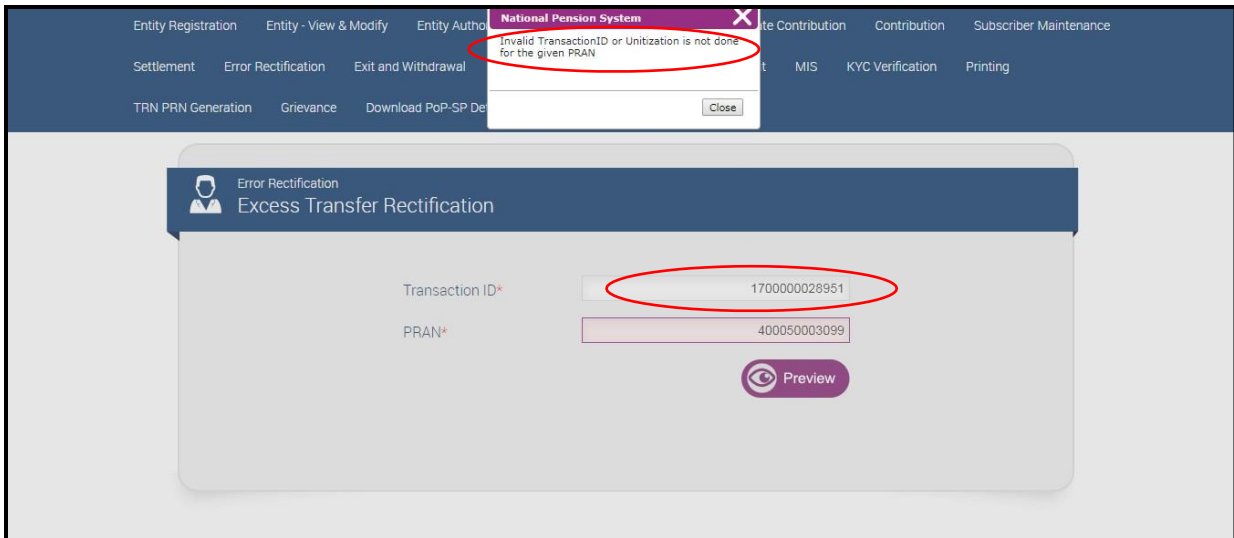
Transaction ID*

PRAN*

 Preview

Figure1.3

- d. User will provide the required details. It is mandatory to provide '**Transaction ID**' and **PRAN**. Once User Clicks the 'Preview' Button, if the PRAN is not uploaded in the Transaction ID, CRA system will display 'No Record Found'.



The screenshot shows the NPS portal interface. At the top, there is a navigation bar with various options like 'Entity Registration', 'Entity - View & Modify', 'Entity Autho...', 'National Pension System', 'Contribution', 'Subscriber Maintenance', 'Settlement', 'Error Rectification', 'Exit and Withdrawal', 'MIS', 'KYC Verification', 'Printing', 'TRN PRN Generation', 'Grievance', and 'Download PoP-SP De'. A red circle highlights the 'National Pension System' menu item, which has a sub-menu item 'Invalid TransactionID or Unibization is not done for the given PRAN' also circled in red. Below the navigation bar, there is a main content area with a header 'Error Rectification' and a sub-header 'Excess Transfer Rectification'. In the center, there is a form with two input fields: 'Transaction ID*' with the value '1700000028951' and 'PRAN*' with the value '400050003099'. Both values are circled in red. Below the input fields is a 'Preview' button.

Figure1.4

- e. Once User clicks the Preview button, System will show the below mentioned details:
1. Subscriber name
 2. Date of Birth(DOB)
 3. PRAN
 4. Transaction ID
 5. Tier Type
 6. Amount
 7. Available Amount
 8. Account Type
 9. Contribution Type
 10. Month and Year
 11. Remarks
 12. Excess amount
 13. Nodal office Bank details

Error Rectification - Excess Transfer Rectification

Transaction ID* 1800000023945
PRAN* 400000025325

Preview

Select	Subscriber Name	DoB	PRAN	Transaction ID	Tier Type	Amount	Available Amount
☒	Ravi kumar Bachu	01-Jan-2000	400000025325	1800000023945	Tier-1	232,152.67	232,152.67

Account Type	Contribution Type	Month	Year	Remarks	Excess Amount
Tier-1	Employee Regular Contribution	5	2017		1,200.50

Nodal Office bank details:

Account Number* 556014848741
IFS Code* ICIC0000167
MICR Code 700228011
Bank Name* ICICI BANK LTD
Branch Name* KOLKATA
Remarks* excess transfer@1000

Submit **Cancel**

Figure1.5

- f. User is required to provide the amount which is to be debited from the PRAN and the bank details of Nodal office in which excess amount redeemed will be credited.
 - I. Excess Amount: PAO/DTO/POP-SP User will provide the amount which is to be debited from the selected record. This particular amount will be debited from the subscriber account and will be paid to the PAO/DTO/POP-SP.
 - II. Bank Details: User will have to provide the Bank Details such as Account Number, Account Name, Branch Name, IFS Code, Mode of Transfer, MICR (MICR code is mandatory only in case 'Type of Transfer' selected as 'Cheque') etc. User should provide the Bank Details carefully as amount will be remitted to this Bank account. There will be certain validations while capturing the request such as - 'If the MICR is less than nine digits', the message 'MICR should be of nine digits' will be shown to the User. Same validation is there for IFS code. If the IFSC is less than 11 digits, message 'IFSC should be of 11 digits' will be shown to the User.
- g. After providing the mandatory details, when PAO/DTO/POP-SP clicks the 'submit' button, User will be shown the confirmation page.

Error Rectification - Excess Transfer Rectification

Transaction ID*
PRAN*

Preview

National Pension System
Your request has been successfully processed and needs authorization.
AckNo: 0000202A00100527
Close

Figure1.6

PAO/DTO/POP-SPs should provide erroneous credit details in offline mode to PrAO/DTA/POP so that PrAO/DTA/POP User can authorize the details in CRA system.

3.2.2. Verification of Request by PAO/DTO/POP-SP using “Checker” ID

PAO/DTO/POP-SP User with “Checker” ID will login into the CRA system using the ‘Checker’ User ID and Password. Once the “Checker” User log in into the CRA system, User has to click the option ‘Error Rectification’ and sub-option ‘Rectification Authorization’.

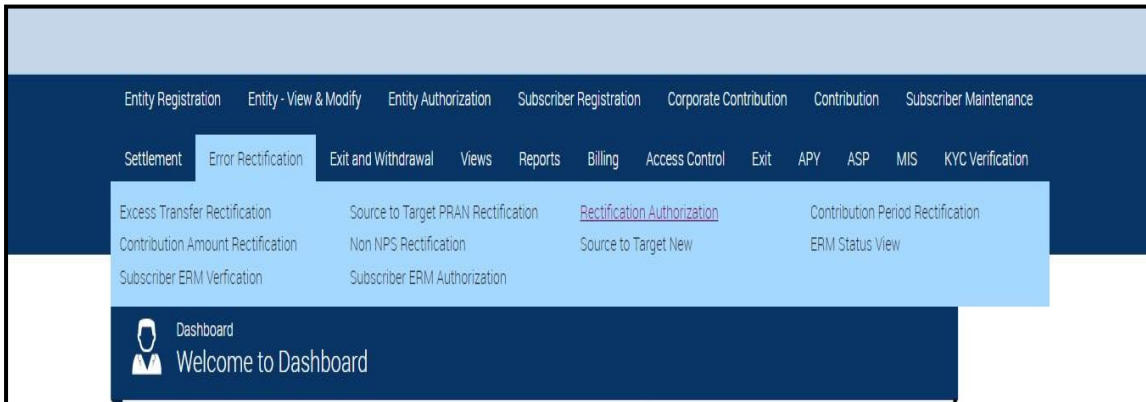


Figure1.7

- I. User will select the ‘Rectification Type’ where the drop down list are provided as shown in figure
- II. User has to select the type of request for which verification has to be done based on the request captured by Maker User.

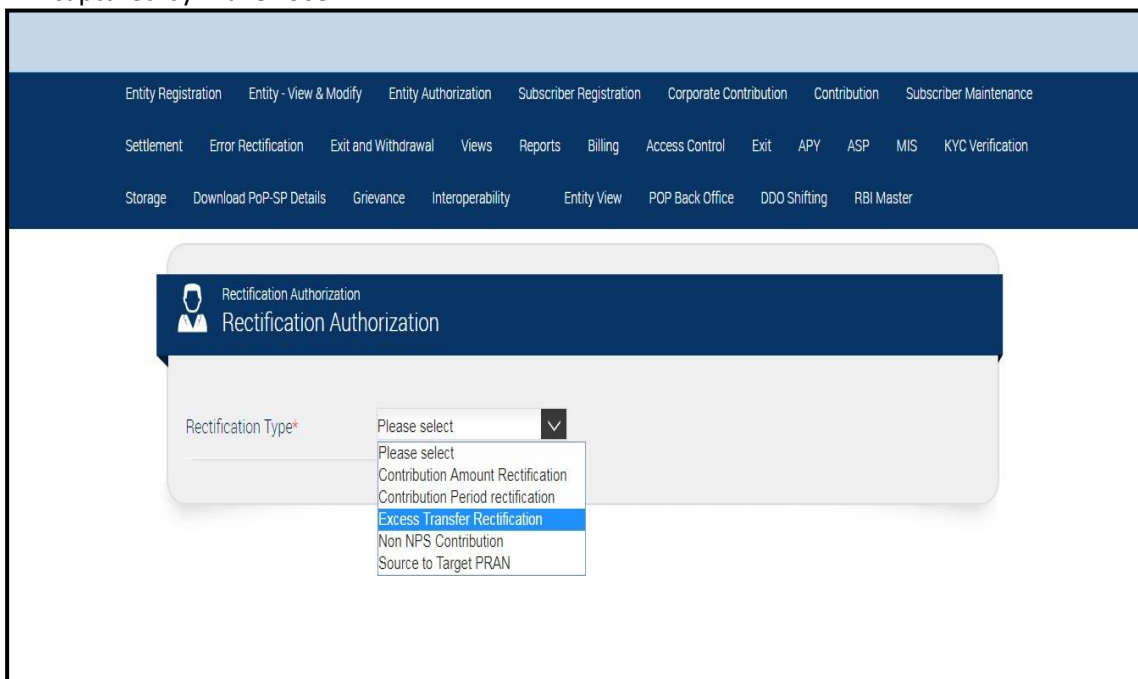


Figure1.8

- III. Once User clicks the Dropdown, rectification details will be shown to the User as shown in figure1.9.
- IV. User should Select the PRAN number for verify of Rectification Request of shown below grid.

Rectification Authorization

Rectification Type* Excess Transfer Rectification

Select	PRAN	Acknowledgement No	Excess Amount	Raised By	Raised On	Remarks
☒	400030023550	008202A00100796	1,000.00	100331801	11-Jan-2019	excess amount@1000

Figure1.9

- V. User after Selection of PRAN number, CRA System will showing PRAN, Transaction ID, amount, Requested amount, and Bank Account details.

Rectification Authorization

Rectification Type* Excess Transfer Rectification

Select	PRAN	Acknowledgement No	Excess Amount	Raised By	Raised On	Remarks
☒	400030023550	008202A00100796	1,000.00	100331801	11-Jan-2019	excess amount@1000

Subscriber Name	DoB	PRAN	Transaction ID	Tier Type	Amount
uma rani	16-Jun-1991	400030023550	1800000027482	Tier I	20,000.00

Account Type	Contribution Type	Month	Year	Remarks	Excess Amount
Tier I	Employee Regular Contribution	4	2016		1,000.00

Nodal Office bank details:

Account Number* 89442589663344565666

IFS Code* ICIC0000006

MICR Code 700229002

Bank Name* ICICI BANK LTD

Branch Name* KOLKATA

☐ Verify ☐ Reject

☒ I/we confirm that we have taken the consent from the concerned subscriber to debit his/her PRAN as incorrect contribution has been credited in his/her PRAN

Figure1.10

- VI. When the User Verify the request, CRA system will displayed “verified successfully”

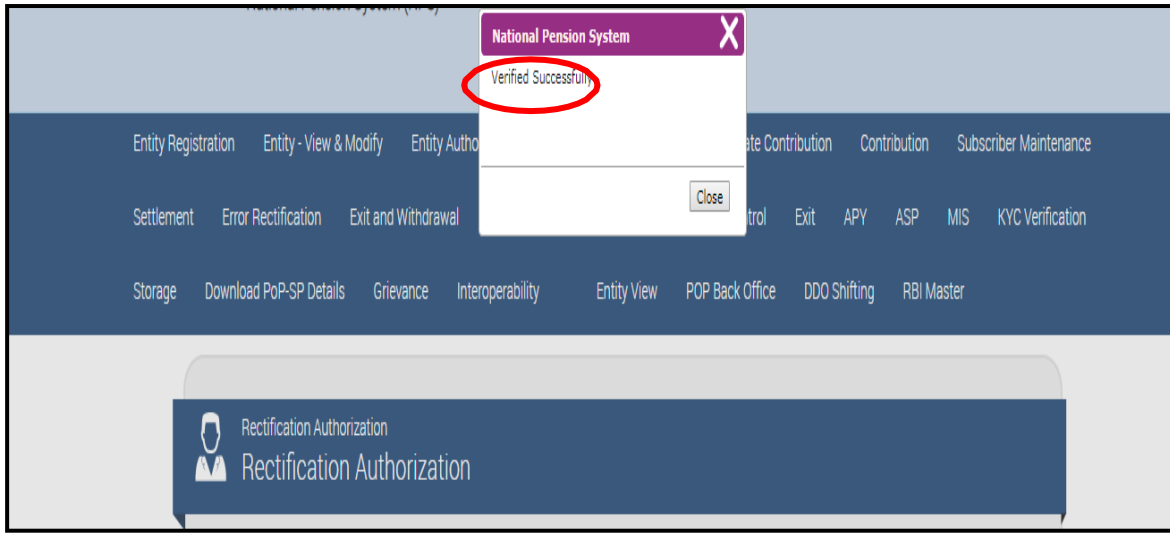


Figure1.11

- VII. User can also provide the remarks in 'rejection Reason' field for their reference while Reject the request.

Entity Registration Entity - View & Modify Entity Authorization Subscriber Registration Corporate Contribution Contribution Subscriber Maintenance
Settlement Error Rectification Exit and Withdrawal Views Reports Billing Access Control Exit APY ASP MIS KYC Verification
Storage Download PoP-SP Details Grievance Interoperability Entity View POP Back Office DDO Shifting RBI Master

Rectification Authorization

Rectification Type* Excess Transfer Rectification

Select	PRAN	Acknowledgement No	Excess Amount	Raised By	Raised On	Remarks
☒	400030023550	008202A00100809	1,000.00	100331801	11-Jan-2019	excess amount@1000

Subscriber Name	DoB	PRAN	Transaction ID	Tier Type	Amount
uma rani	16-Jun-1991	400030023550	1800000027482	Tier 1	20,000.00

Account Type	Contribution Type	Month	Year	Remarks	Excess Amount
Tier 1	Employee Regular Contribution	4	2016		1,000.00

Nodal Office bank details:

Account Number* 8944258966334456566
 IFS Code* ICIC0000006
 MICR Code 700229002
 Bank Name* ICICI BANK LTD
 Branch Name* KOLKATA

☐ Verify ☒ Reject

Reject Reason* Requested for Wrong Amount

☒ I/we confirm that we have taken the consent from the concerned subscriber to debit his/her PRAN as incorrect contribution has been credited in his/her PRAN

Figure1.12

- VIII. When the User Reject the request, CRA system will displayed Rejection acknowledgement Id.

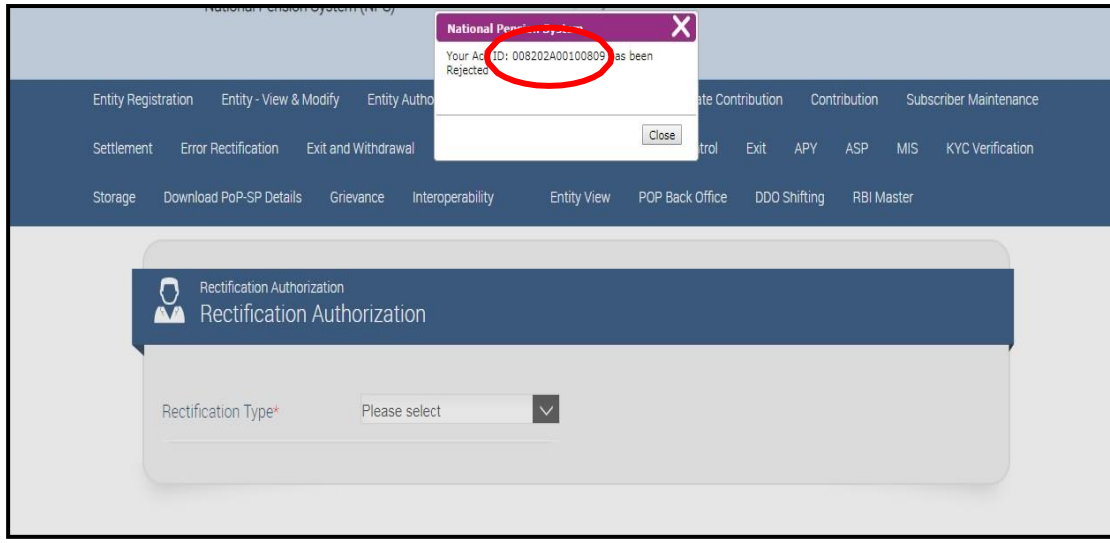


Figure1.13

PAO/DTO/POP-SP should provide offline erroneous credit details to PrAO/DTA/POP so that PrAO/DTA/POP User can authorize the details in CRA system

3.2.3. Authorization of Request by Pr.AO /DTA/ POP “Authorizer” User

- PrAO/DTA/POP “Authorizer” User will be able to view the request captured by the PAO/DTO/POP-SP. User has to click the menu ‘Error Rectification’ and sub-menu ‘Rectification Authorization’.

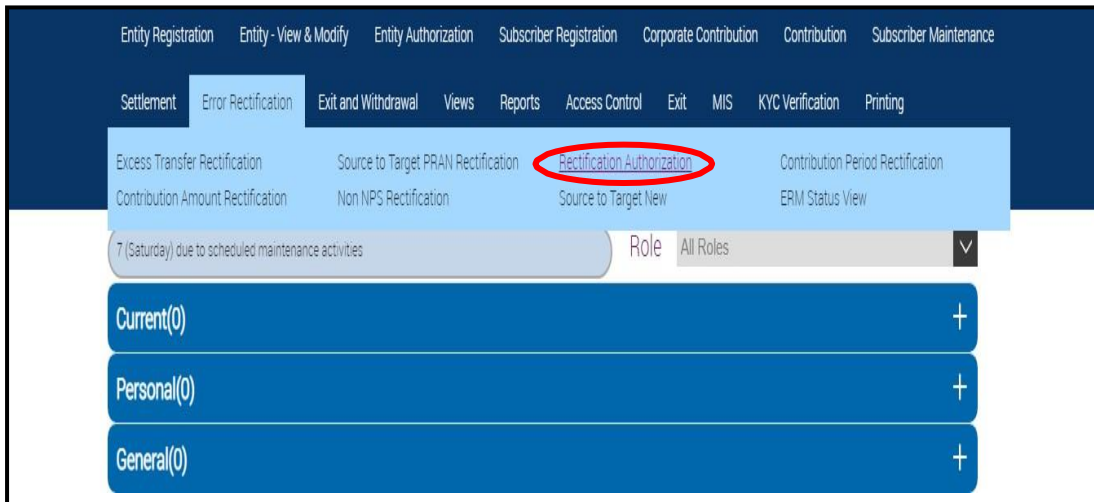


Figure1.14

- User has to select the “Rectification type” as ‘Excess transfer Rectification’ to authorize the Excess Transfer request.

The screenshot shows the 'Rectification Authorization' interface. A dropdown menu is open for 'Rectification Type*'. The options are: 'Please select', 'Contribution Amount Rectification', 'Contribution Period rectification', 'Excess Transfer Rectification' (highlighted with a red circle), 'Non NPS Contribution', and 'Source to Target PRAN'.

Figure1.15

- c) Once PrAO/DTA/POP User clicks the Dropdown, the pending rectification details will be shown to the User PrAO/DTA/POP has to check the details verified by the PAO/DTO/POP-SP.

The screenshot shows the 'Rectification Authorization' form with 'Excess Transfer Rectification' selected. The form displays the following details:

Select	PRAN	Acknowledgement No	Excess Amount	Raised By	Raised On	Remarks
*	400000029004	008202A00100550	100.00	101003201	01-Jan-2001	excess payment

Subscriber Name	DoB	PRAN	Transaction ID	Tier Type	Amount
Merlin Meneses	01-Jan-2000	400000029004	1800001079359	Tier I	50,000.00

Account Type	Contribution Type	Month	Year	Remarks	Excess Amount
Tier I	Voluntary Contribution	10	2018		100.00

Nodal Office bank details:

Account Number* 100067562935
IFS Code* ICIC0000539
MICR Code 400229033
Bank Name* ICICI BANK LTD
Branch Name* MUMBAI

☒ Authorize ☐ Reject

Figure1.16

- d) PrAO/DTA/POP "Authorizer" User should check all the details entered by the PAO/POP-SP Users

based on the offline details received from the PAO/POP-SP. User will select the 'Authorize' button and click on 'save' button to authorize the request.

- e) Once authorized the pop up will be displayed providing details which is provided below:

1. Request Type
2. Acknowledgment Number
3. PRAN
4. Subscriber Name
5. Transaction ID
6. Total Amount
7. Excess Amount
8. POP Reg Number
9. POP Name
10. Requested by
11. Request authorized on
12. Remarks

Karvy Fintech Pvt Ltd
NPS Central Recordkeeping Agency

Request Type	Excess Transfer Rectification
Acknowledgment Number	008002400100870
PRAN	#00000029004
Subscriber Name	Marin Meneses
Transaction ID	1800001079388
Total Amount	80,000.00
Excess Amount	1,000.00
POP Reg Number	1010032
POP Name	ICICI BANK LTD
Requested by	101003201
Request authorized on	15/11/2018
Remarks	Excess amount \$1000

Note: The amount will be credited to respective account within 3-4 Working days.

Save as PDF **Print** **Close**

Figure1.17

- f) The “Authorizer” User has the option to ‘Reject’ the request. User will select the ‘Reject’ button and click on ‘save’ button to reject the request.

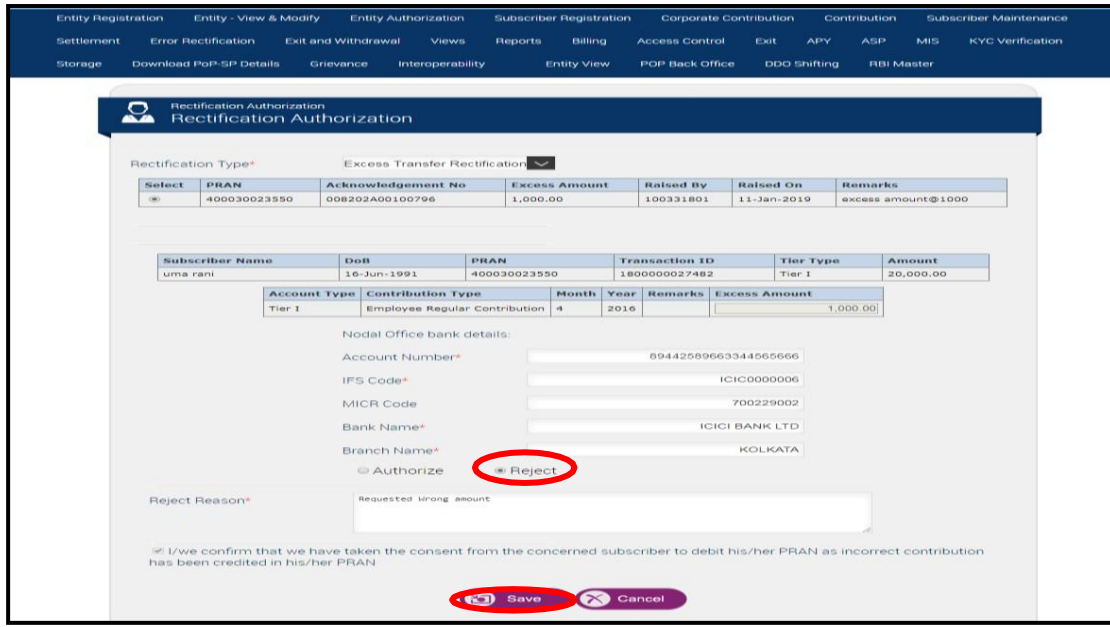


Figure1.18

- g) If the request is rejected by Authoriser, rejection reasons are required to be provided. Further, PAO/DTO/POP-SP User has to capture therequest afresh.

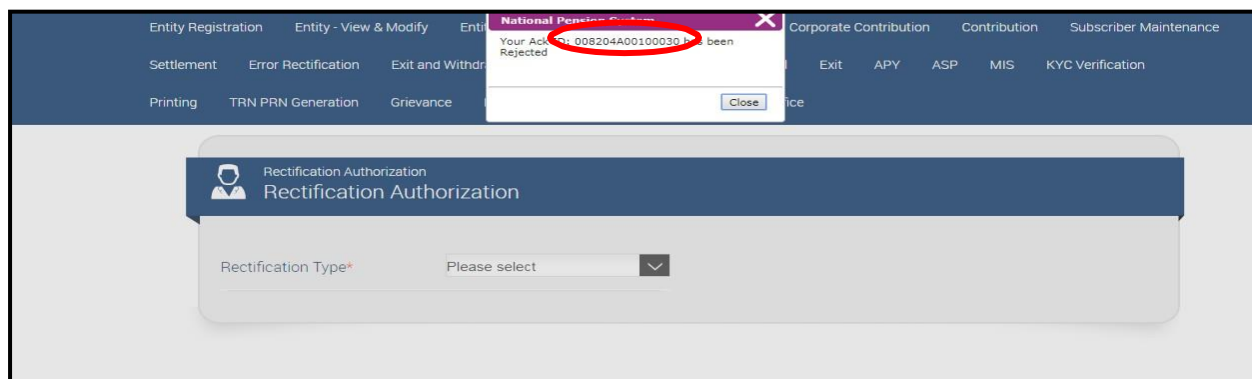


Figure1.19

3.2.4. Processing of request by CRA (Redemption of units and transfer of amount to Trustee Bank)

Once request is authorized by PrAO/DTA/POP, CRA will process the request which has been authorized by the PrAO/DTA/POP. CRA will redeem the units and transfer the funds to the Trustee bank. CRA will provide instruction to Trustee Bank for transfer of funds to PAO/DTO/POP-SP bank account as mentioned in the request.

3.2.5. *Transfer of Funds by Trustee Bank to PAO/DTO/POP-SP*

The amount received by Trustee Bank will be transferred to PAO/DTO/POP-SP Bank account as instructed by CRA.

3.3 Source to Target PRAN Rectification (Transfer to PRAN 1 instead of PRAN 2)

PAO/DTO/POP-SP might have inadvertently transferred an amount to a PRAN 1 instead of PRAN 2 and the units would have been credited in the PRAN 1. As the amount is already credited to PRAN 1 (i.e. file is matched and booked/reconciled), correction file cannot be uploaded by the PAO/DTO/POP-SP.

In such cases, PAO/DTO/POP-SP has to put the request for rectification of entry in 'Error Rectification Module'.

3.3.1. Conditions for transfer from one PRAN to another PRAN:

1. PAO/DTO/POP-SP can capture the request for only that record which has been uploaded by it.
2. Unless and until the request (captured earlier) is verified for a PRAN for the specific entry, PAO/DTO/POP-SP will not be able to capture a fresh entry for the same. For example, PAO/DTO/POP-SP has captured the request for withdrawal of regular credit of July 2018. Unless this request is effectively completed, PAO/DTO/POP-SP will not be able to capture any other request for withdrawal of credit pertaining to July 2018 for this particular subscriber.
3. POP/POP-SP should take a confirmation from the respective subscriber for debiting the subscriber's PRAN.
4. PAO/DTO/POP-SP can capture maximum of five target PRANs in a request.
 - In case, the subscriber's scheme ratio is identical (at the time of erroneous credit as well as at the time of rectification) then equivalent units will be transferred from the source PRAN to the target PRAN.
 - In case, where subscriber's scheme ratio is not identical (at the time of erroneous credit and at the time of rectification) then units equivalent to the excess transferred amount will be redeemed from the source PRAN. Further, the redeemed amount will be re-invested as per the scheme ratio of target PRAN.

The steps for initiating request for rectification of entry are given below:

3.3.2 Capturing of Request by PAO/DTO/POP-SP using "Maker" ID

1. PAO/DTO/POP-SP "Maker" user will login into the CRA system by using "Maker" User ID and Password.

Figure2.0

14. Once PAO/DTO/POP-SP login into the CRAsystem, User will click “Error Rectification”.

Figure2.1

2. After clicking on ‘Error Rectification’ menu, User will click on sub-menu ‘Source to Target new’.

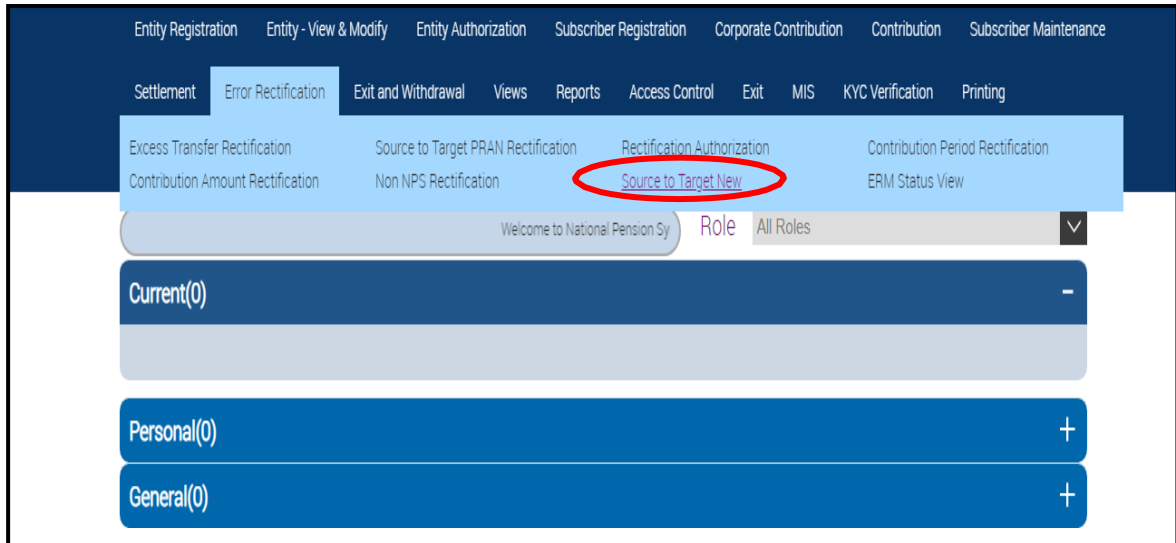


Figure2.2

3. The “Maker” User has to provide the required detail in the relevant fields. It is mandatory to provide ‘Transaction ID’ and Source PRAN (which has received incorrect credit) and the Target PRAN(s) (which should have received credit).

The screenshot shows the 'Error Rectification - Source to Target' form. The form has a header with a user icon and the text 'Error Rectification Source to Target'. Below the header, there are two input fields: 'Transaction ID*' and 'Source PRAN*'. At the bottom of the form, there are two buttons: 'Preview' and 'Reset'.

Figure2.3

If the PRAN is not part of the Transaction ID, a message will be shown as ‘No Record Found’.

4. Once the “Maker” User clicks the Preview button, User will be shown summary of all the

contributions uploaded for the PRAN under the provided transaction ID.

Entity Registration Entity - View & Modify Subscriber Registration Contribution Subscriber Maintenance Error Rectification Exit and Withdrawal
 Views Reports Access Control Exit Download PoP-SP Details Grievance DDO Shifting

Error Rectification
 Source to Target

Transaction ID*
 Source PRAN*

Select	Subscriber Name	DOB	PRAN	Tran ID	Tier Type	Amount	Available Amount
☐	Shravan Testing	01-Jan-1990	400030025007	1800000027482	Tier1	20,000.00	20,000.00

Figure2.3

- Once the User “Maker” select the radio button, Account type, contribution type, month, year, remarks, amount would be shown to the User.
- Further, User “Maker” has to provide the amount which has to be transferred to Target PRAN under option “Excess transfer”.
- User “Maker” has to provide Target PRANs where the amount has to be credited along with the Tier Type, amount and remarks.

Error Rectification
 Source to Target

Transaction ID*
 Source PRAN*

Select	Subscriber Name	DOB	PRAN	Tran ID	Tier Type	Amount	Available Amount
☒	Ravi kumar Bachu	20-Jan-1959	4000000025325	1800000023945	Tier1	232,153.00	232,153.00

Account Type	Contribution Type	Month	Year	Remarks	Amount	Excess Transfer
Tier1	Employee Regular Contribution	May	2017		232,153.00	1500.00

SLNo	Target PRAN	Tier Type	Corrected Amount	Remarks
1	400010023288	Tier-1 ▼	1000.00	Excess amount
2	400000025955	Tier-1 ▼	500.00	excess amount
3		Select ▼		
4		Select ▼		
5		Select ▼		

8. After providing the mandatory details, when PAO/DTO/POP-SP “Maker” User will click the Submit button, and will be shown the confirmation message.

The screenshot shows the NPS portal interface. At the top, there is a navigation bar with various options like Entity Registration, Entity - View & Modify, Entity Authorization, Contribution, Contribution, and Subscriber Maintenance. A confirmation message box is displayed, stating: "Your request has been successfully processed with Acknowledgement No 008203A00100130 and needs authorization." Below this, the "Error Rectification" form is visible, titled "Source to Target". It contains input fields for "Transaction ID*" and "Source PRAN*", and buttons for "Preview" and "Reset".

Figure2.5

9. Request will be available to the associated PrAO/DTA/POP login to verify the ‘Source to Target PRAN’ captured request. PAO/DTO/POP-SP will send the physical request offline to PrAO/DTA/POP to verify the request.

3.3.3 Verification of Request by PAO/DTO/POP-SP using “Checker” ID

PAO/DTO/POP-SP User with “Checker” ID will login into the CRA system using the ‘Checker’ User ID and Password. Once the “Checker” User log in into the CRA system, User has to click the option ‘Error Rectification’ and sub-option ‘Rectification Authorization’.

The screenshot shows the CRA system dashboard. The navigation bar includes options like Entity Registration, Entity - View & Modify, Entity Authorization, Subscriber Registration, Corporate Contribution, Contribution, and Subscriber Maintenance. The "Error Rectification" option is highlighted in the menu, and its sub-option "Rectification Authorization" is also highlighted. Below the navigation bar, there is a "Dashboard" section with a "Welcome to Dashboard" message.

- I. User will select the 'Rectification Type' where the drop down list are provided as shown in figure
- II. User has to select the type of request for which verification has to be done based on the request captured by Maker User.

The screenshot shows the 'Rectification Authorization' form. The 'Rectification Type*' dropdown menu is open, displaying the following options: 'Please select', 'Contribution Amount Rectification', 'Contribution Period rectification', 'Express Transfer Rectification', 'Non NPS Contribution', and 'Source to Target PRAN'. The 'Source to Target PRAN' option is highlighted in blue. The label 'Rectification Type*' is circled in red.

Figure2.7

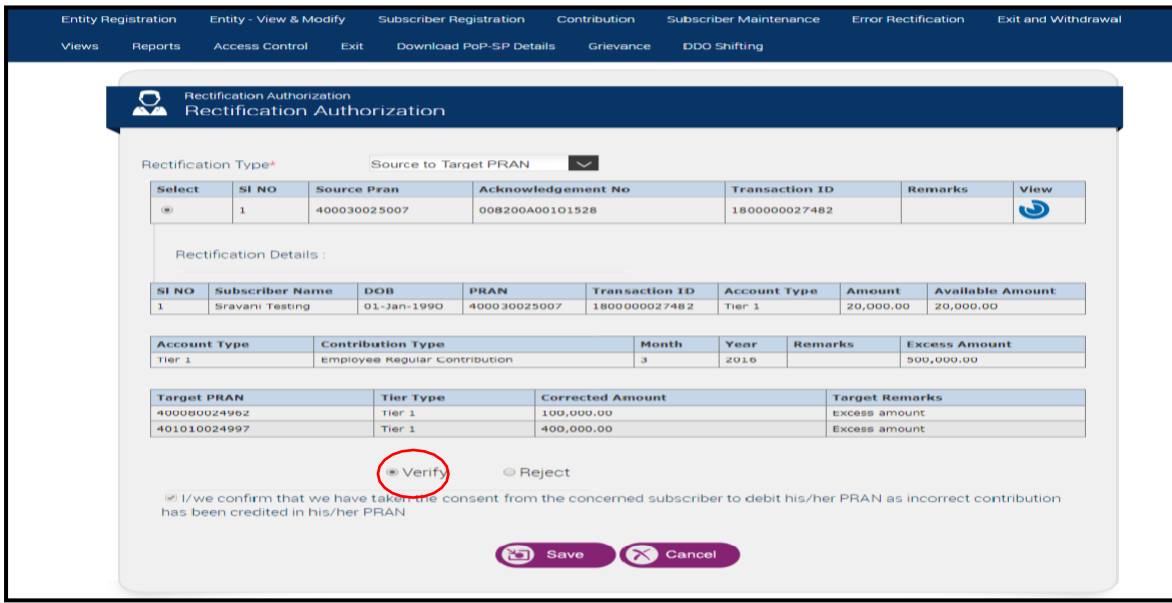
- III. Once User clicks the Dropdown, rectification details will be shown to the User as shown in figure2.8
- IV. User should Select the PRAN number for verify of Rectification Request of shown below grid.
- V. User view the Rectification details, select the 'view' and verify the Rectification Details.

The screenshot shows the 'Rectification Authorization' form with the 'Rectification Type*' dropdown set to 'Source to Target PRAN'. Below the dropdown is a table with the following data:

Select	SI NO	Source Pran	Acknowledgement No	Transaction ID	Remarks	View
☐	1	400030025007	008200A00101496	1800000027482		

The 'Select' column contains a radio button, and the 'View' column contains a magnifying glass icon. Both are circled in red.

- VI. User “Checker” has to select view, CRA System will be showing PRAN, Transaction ID, balance amount, Available amount (which can be debited), target PRAN’s account type, corrected amount (credited amount) and Target remarks.
- VII. User has to click “Verify” and along with the declaration and click save to process the verification request in CRA system.



Entity Registration Entity - View & Modify Subscriber Registration Contribution Subscriber Maintenance Error Rectification Exit and Withdrawal

Views Reports Access Control Exit Download PoP-SP Details Grievance DDO Shifting

Rectification Authorization

Rectification Type* Source to Target PRAN

Select	SI NO	Source Pran	Acknowledgement No	Transaction ID	Remarks	View
☒	1	400030025007	008200A00101528	1800000027482		

Rectification Details :

SI NO	Subscriber Name	DOB	PRAN	Transaction ID	Account Type	Amount	Available Amount
1	Shravani Testing	01-Jan-1990	400030025007	1800000027482	Tier 1	20,000.00	20,000.00

Account Type	Contribution Type	Month	Year	Remarks	Excess Amount
Tier 1	Employee Regular Contribution	3	2016		500,000.00

Target PRAN	Tier Type	Corrected Amount	Target Remarks
400080024962	Tier 1	100,000.00	Excess amount
401010024997	Tier 1	400,000.00	Excess amount

☒ Verify ☐ Reject

☒ I/we confirm that we have taken the consent from the concerned subscriber to debit his/her PRAN as incorrect contribution has been credited in his/her PRAN

Save Cancel

Figure2.9

- VIII. When the User Verify the request, CRA system will displayed “verified successfully”.

National Pension SystemX

Verified Successfully

Close

Entity RegistrationEntity - View & ModifyEntity AuthorisationEntity ContributionContributionSubscriber Maintenance

SettlementError RectificationExit and WithdrawalControlExitAPYASPISMISKYC Verification

StorageDownload PoP-SP DetailsGrievanceInteroperabilityEntity ViewPOP Back OfficeDDO ShiftingRBI Master

 Rectification Authorization

Rectification Authorization

Rectification Type*Please select

Figure2.10

- IX. User can also provide the remarks in 'rejection Reason' field for their reference while Reject the request.

Rectification Authorization

Rectification Type* Source to Target PRAN

Select	SI NO	Source Pran	Acknowledgement No	Transaction ID	Remarks	View
☒	1	400030025007	008200A00101496	1800000027482		

SI NO	Subscriber Name	DOB	PRAN	Transaction ID	Account Type	Amount	Available Amount
1	Sravani Testing	01-Jan-1990	400030025007	1800000027482	Tier 1	20,000.00	20,000.00

Account Type	Contribution Type	Month	Year	Remarks	Excess Amount
Tier 1	Employee Regular Contribution	3	2016		500,051.00

Target PRAN	Tier Type	Corrected Amount	Target Remarks
400080024962	Tier 1	250,051.00	Excess amount
401010024997	Tier 1	250,000.00	Excess amount

☐ Verify ☒ Reject

Reject Reason* Requested for wrong amounts

☒ I/we confirm that we have taken the consent from the concerned subscriber to debit his/her PRAN as incorrect contribution has been credited in his/her PRAN

Figure2.11

- IX. When the User Reject the request, CRA system will displayed Rejection acknowledgement Id

National Pension System

Your Account 008200A00101496 has been Rejected

Rectification Authorization

Rectification Type* Please select

Figure2.12

PAO/DTO/POP-SP should provide offline details to PrAO/DTA/POP so that PrAO/DTA/POP User

can authorize the details in CRA system.

3.3.4 Authorization of Request by Pr.AO/DTA/POP “Authorizer” User

1. PrAO/DTA/POP “Authorizer” User will be able to view the request verified by the PAO/DTO/POP-SP in his/her log-in. User has to click the menu ‘Error Rectification’ and sub-menu ‘Rectification Authorization’.

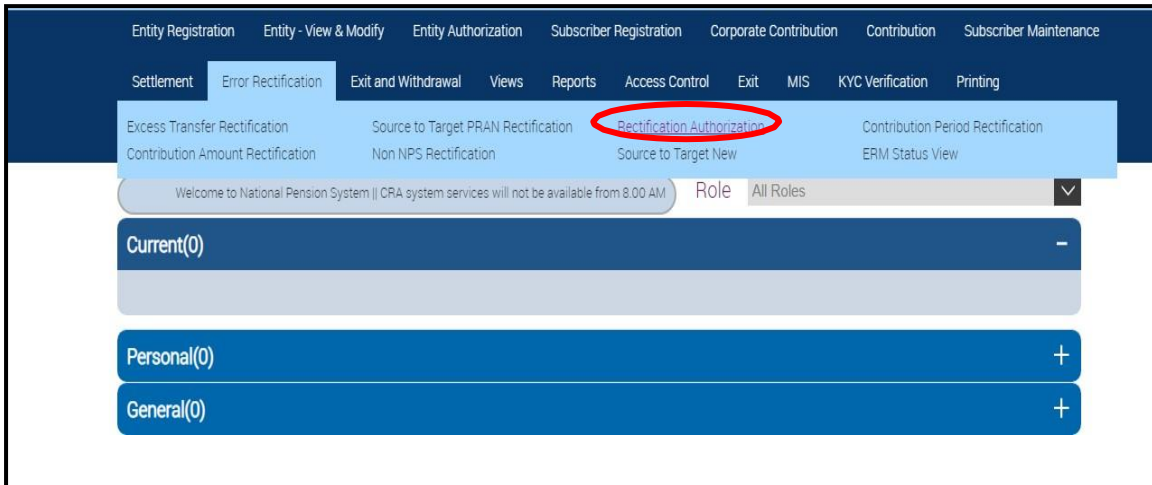


Figure2.13

2. User “Authorizer” has to select the “Rectification type” from the dropdown options as ‘Source to Target PRAN’ to authorize the Excess Transfer request.

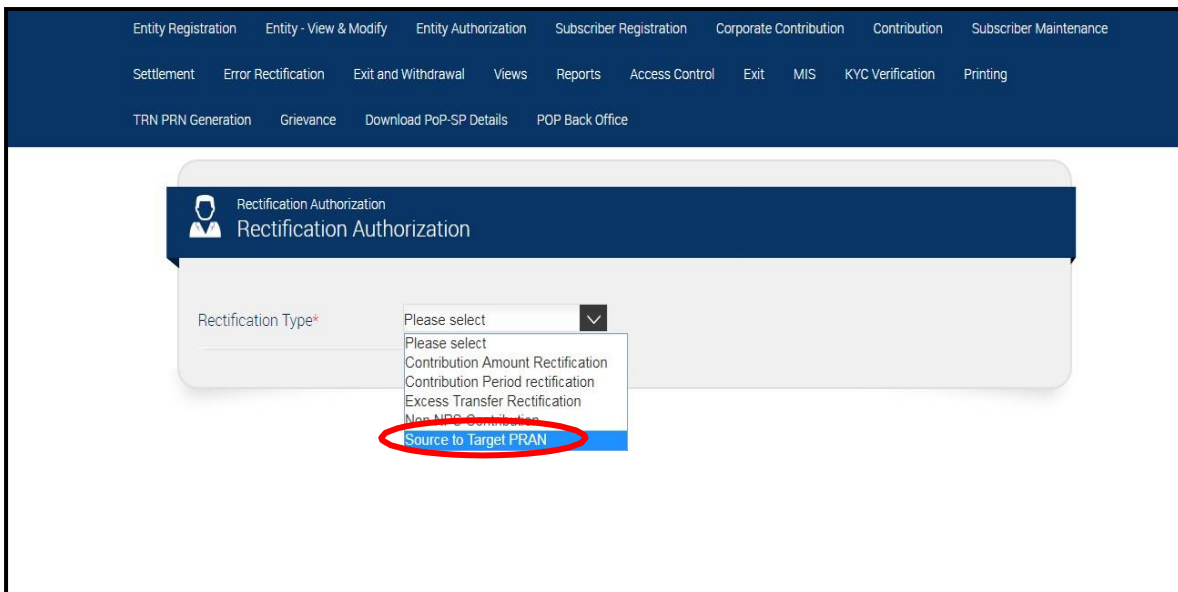
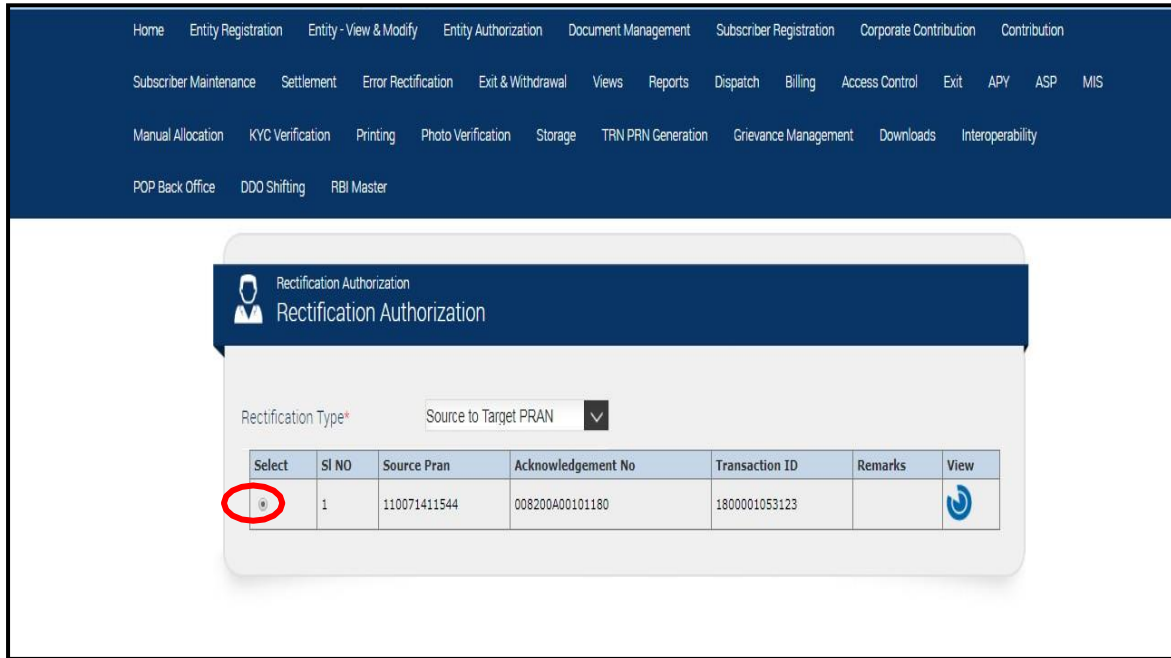


Figure2.14

3. Once PrAO/DTA/POP User “Authorizer” clicks the options provided under Dropdown, the pending rectification details will be shown to the User PrAO/DTA/POP. has to check the View’

button to verify the request captured by PAO/DTO/POP-SP. PrAO/DTA/POP has to check the details verified by the PAO/DTO/POP-SP. PrAO/DTA/POP User should check all the details entered by the PAO/DTO/POP-SP Users based on the offline details received from the PAO/DTO/POP-SP such as Source PRAN, Target PRANs, amount to be debited from source PRAN and amount to be credited in the target PRANs etc.



Rectification Authorization

Rectification Type* Source to Target PRAN

Select	SI NO	Source Pran	Acknowledgement No	Transaction ID	Remarks	View
	1	110071411544	008200A00101180	1800001053123		

Figure2.15

4. The Pr.AO/DTA/POPUser has the option to 'Authorize' or 'Reject' the request. When the PrAO/DTA/POP "Authorizer" User Save the request, message for successful authorization will be shown to the User.
- h) PrAO/DTA/POP "Authorizer" User should check all the details entered by the PAO/POP-SP Users based on the offline details received from the PAO/POP-SP.User will select the 'Authorize'button and click on 'save' button to authorize the request.


 Rectification Authorization
 Rectification Authorization

Rectification Type*

Source to Target PRAN

Select	SI NO	Source Pran	Acknowledgement No	Transaction ID	Remarks	View
☒	1	110071411544	008200A00101180	1800001053123		

Rectification Details :

SI NO	Subscriber Name	DOB	PRAN	Transaction ID	Account Type	Amount	Available Amount
1	RAVINDER KUMAR	11-Oct-1974	110071411544	1800001053123	Tier 1	3,976.00	3,976.00

Account Type	Contribution Type	Month	Year	Remarks	Excess Amount
Tier 1	Employee Regular Contribution	1	2018		15,000.00

Target PRAN	Tier Type	Corrected Amount	Target Remarks
110072064050	Tier 1	8,000.00	Target110072064050_80
110141214823	Tier 1	7,000.00	Target110141214823_70

☒ Authorize
 ☐ Reject

Save

Cancel

Figure2.16

i) Once authorized the pop up will be displayed providing details which is provided below:

1. Request Type
2. Acknowledgment Number
3. PRAN
4. Subscriber Name
5. Transaction ID
6. Total Amount
7. Excess Amount
8. POP Reg Number
9. POP Name
10. Requested by Request authorized on
11. Remarks

Karvy Fintech Pvt Ltd NPS Central Recordkeeping Agency	
Request Type	Source to Target PRAH
Acknowledgement Number	008200A0010118C
Source PRAH	110071411344
Subscriber Name	RAVINDER KUMAR
Transaction ID	1800001053123
Source PRAH Amount	3,976.00
Target PRAH 1	11007206A05C
Amount	6,000.00
Target PRAH 2	110141214623
Amount	7,000.00
Requested By	Admin
Request authorized on	28/10/2018
Remarks	

Note: The amount will be credited to respective account within 3-4 Working days

Save as PDF **Print** **Close**

Figure2.17

- j) PrAO/DTA/POP “Authorizer” User should check all the details entered by the PAO/POP-SP Users based on the offline details received from the PAO/POP-SP. User will select the ‘Reject’ button and click on ‘save’ button to reject the request.

Home
Entity Registration
Entity - View & Modify
Entity Authorization
Document Management
Subscriber Registration
Corporate Contribution
Contribution
Subscriber Maintenance
Settlement
Error Rectification
Exit & Withdrawal
Views
Reports
Billing
Access Control
Exit and Withdrawal
APY
ASP
MIS
KYC Verification
Storage
Downloads
Grievance Management
Interoperability
MailBackReports
Entity View
POP Back Office
DDO Shifting
RBI Master

Rectification Authorization

Rectification Type*
Source to Target PRAN

Select	SI NO	Source Pran	Acknowledgement No	Transaction ID	Remarks	View
☒	1	400000025325	008200A00101227	1800000023945		
☐	2	400030020387	008200A00101284	1700000018879		

Rectification Details :

SI NO	Subscriber Name	DOB	PRAN	Transaction ID	Account Type	Amount	Available Amount
1	Ravi kumar Bachu	20-Jan-1959	400000025325	1800000023945	Tier 1	232,153.00	231,953.00

Account Type	Contribution Type	Month	Year	Remarks	Excess Amount
Tier 1	Employee Regular Contribution	5	2017		10,000.00

Target PRAN	Tier Type	Corrected Amount	Target Remarks
400000028189	Tier 1	5,000.00	test
400010023582	Tier 1	10,000.00	test

☐ Authorize
☒ Reject

Reject Reason*

wrong BCD captured

☒ I/we confirm that we have taken the consent from the concerned subscriber to debit his/her PRAN as incorrect contribution has been credited in his/her PRAN

Save

Cancel

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Figure2.18

5. If the PrAO/DTA/POP “Authorizer” User rejects the request, message for the same will be shown to the User along with the acknowledgment ID. PAO/DTO/POP-SP User has to capture a fresh request for rectification.

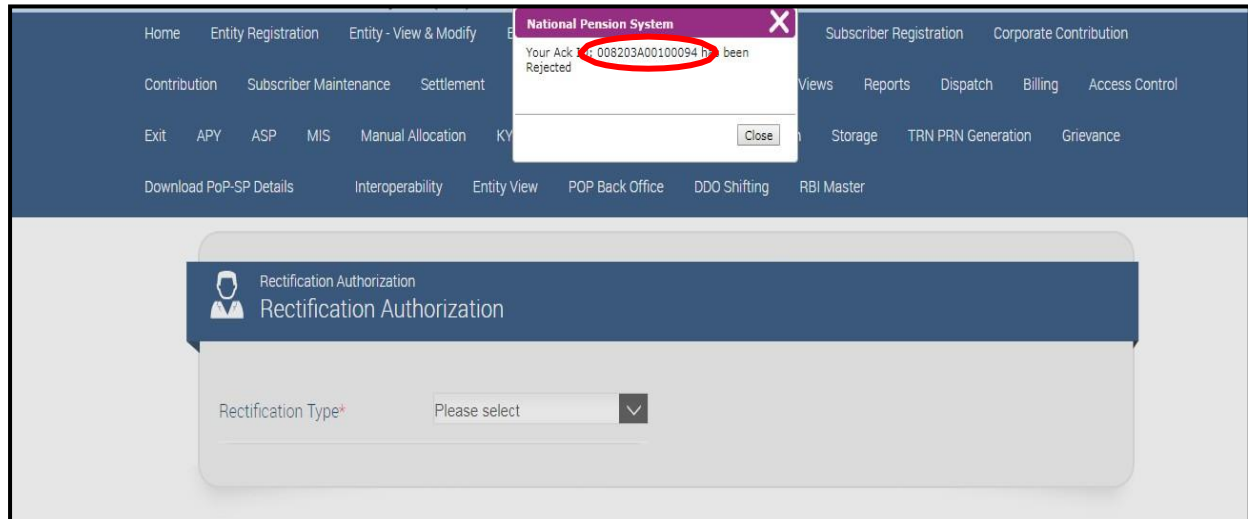


Figure2.19

3.3.5 Processing of request by CRA

CRA will process the request which has been authorized by the PrAO/DTA/POP. CRA will redeem equivalent units from the source PRAN (PRAN 1) and credit to the target PRAN (PRAN 2).

- In case, the subscriber’s scheme ratio is identical (at the time of erroneous credit as well as at the time of rectification) then equivalent units will be transferred from the source PRAN to the target PRAN.

Please note: Subscriber’s scheme ratio is not identical (at the time of erroneous credit and at the time of rectification) then units worth of excess transferred amount will be redeemed from the source PRAN. Further, the redeemed amount will be re-invested as per the scheme ratio of target PRAN.

3.4 Non-NPS Rectification (only for Government sector and Corporate Sector)

This scenario deals with a situation wherein PAO/DTO/POP-SP has inadvertently allotted a PRAN for Non-NPS subscriber and also transferred the amount in the CRA system. Here, the amount needs to be withdrawn and given back to the PAO/DTO/POP-SP.

3.4.1 Conditions for rectifying erroneously credit of contribution of a non-NPS subscriber:

- i. The PAO/DTO/POP-SP can capture such requests only for the subscribers associated with it.
- ii. Request has to be authorized by the PrAO/DTA/POP.
- iii. All the units credited in the subscriber's PRAN will be redeemed.

- iv. If there are any contribution files pending to be matched for the subscriber, then the request for withdrawal of funds will be rejected at EOD. These pending SCFs may be corrected by the PAO/DTO/POP-SP to exclude the said PRAN. Subsequently, request for non-NPS withdrawal can be captured.
- v. The units to be redeemed will be blocked in the suspense account (subsequent to authorization of request by PrAO/DTA/POP) and will be considered for the redemption in the next settlement cycle.
- vi. Once request is processed in the CRA system, PRAN will be deactivated in the CRA system. No contribution will be allowed to be credited in the subscriber's PRAN.

3.4.2. Capturing of "Non NPS request" Request by PAO using "Maker" ID

1. PAO/DTO/POP-SP "Maker" user will login into the CRA system by using "Maker" User ID and I-PIN.

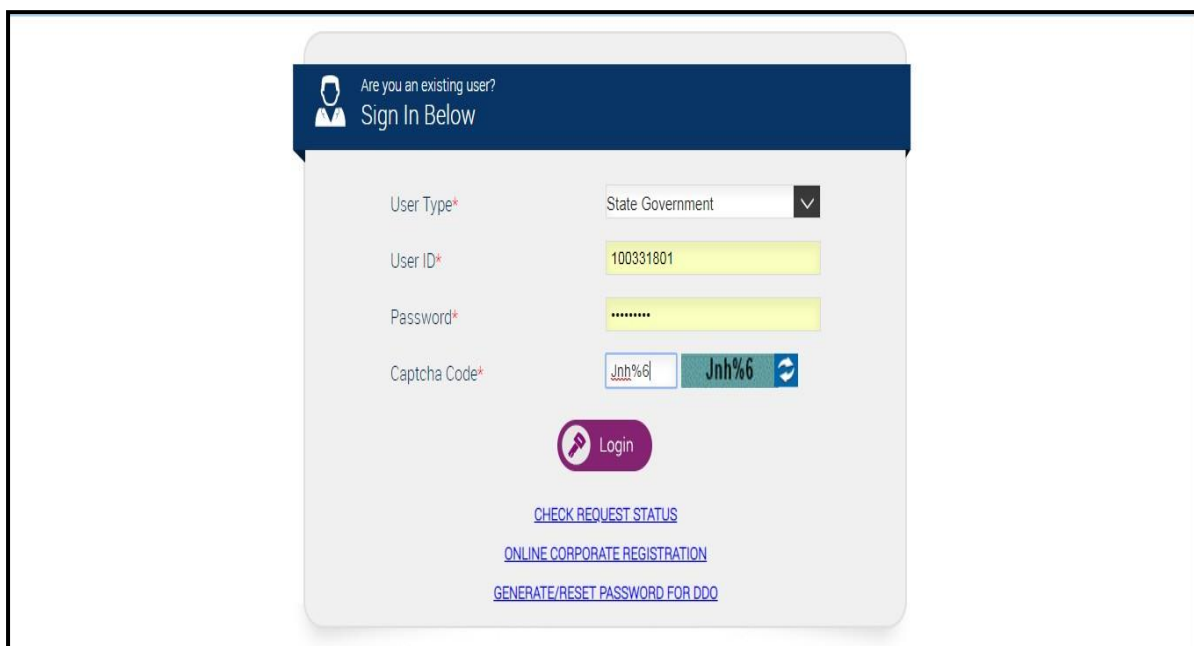


Figure3.0

2. Once PAO/DTO/POP-SP User logs into the CRA system, User will click "Error Rectification"

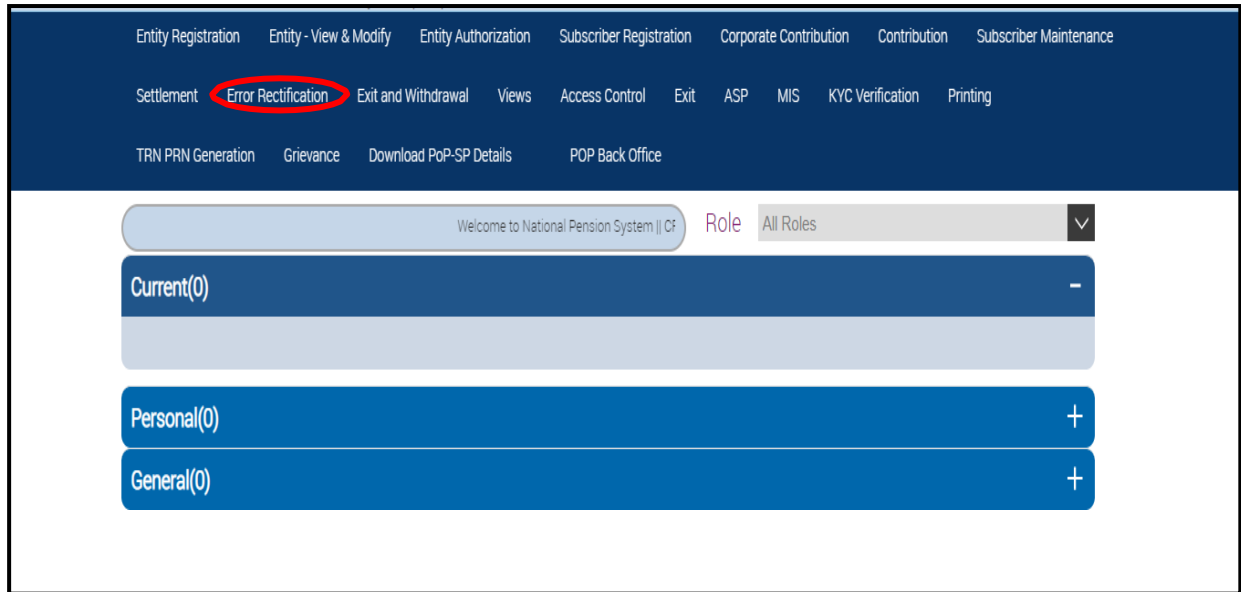


Figure3.1

- After click on 'Error Rectification' menu, system will show the option of 'Non NPS Rectification'.

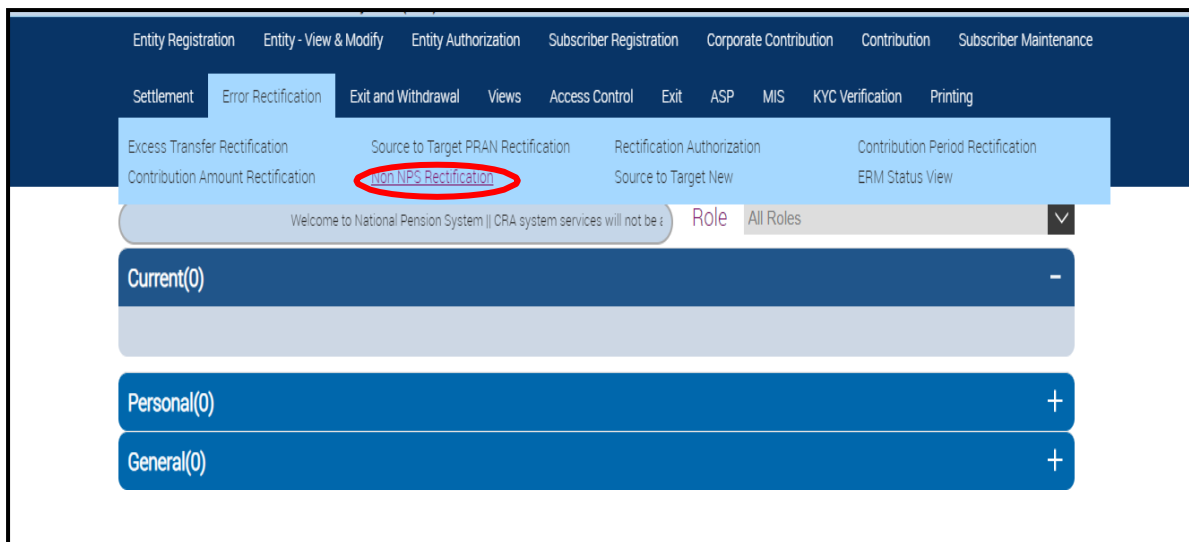


Figure3.2

- User will be shown the Non NPS Rectification screen and will be requested to provide the PRAN of the subscriber. "Maker" User has to provide the PRAN (which has got inadvertently covered under NPS) and click the Preview button.

Entity Registration Entity - View & Modify Entity Authorization Subscriber Registration Corporate Contribution Contribution Subscriber Maintenance

Settlement Error Rectification Exit and Withdrawal Views Access Control Exit ASP MIS KYC Verification Printing

TRN PRN Generation Grievance Download PoP-SP Details

Error Rectification
Non-NPS Contribution Rectification

PRAN* 400030029087

Preview

Figure3.3

- User "Maker" will be shown the total amount under provided PRAN along with the Nodal office bank details in which amount will be remitted after redemption of entire holding in the Non- NPS PRAN. User "Maker" will not be able to change the Bank details as 'Bank Account Number, Bank Name, Bank Branch, IFS code, MICR Code etc.' Nodal Offices should mention the Bank account which needs to be credited by the Trustee Bank.

Entity Registration Entity - View & Modify Entity Authorization Subscriber Registration Corporate Contribution Contribution Subscriber Maintenance

Settlement Error Rectification Exit and Withdrawal Views Access Control Exit ASP MIS KYC Verification Printing

TRN PRN Generation Grievance Download PoP-SP Details

Error Rectification
Non-NPS Contribution Rectification

PRAN* 400030029087

Preview

Total Amount* 7,617.04

Bank Details:

Account Number* 1804015239870

IFSC Code* ICIC0001804

MICR Code 502229059

Bank Name* ICICI BANK LTD

Branch Name* HYDERABAD

Remarks* Non Nps Rectification

☒ I/we confirm that we have taken the consent from the concerned subscriber to debit his/her PRAN as incorrect contribution has been credited in his/her PRAN

Submit Cancel

Figure3.4

6. When the User clicks the Submit button, confirmation message will be shown to the User. Nodal Office User should note down the acknowledgment number shown in the message for tracking the status of the request.

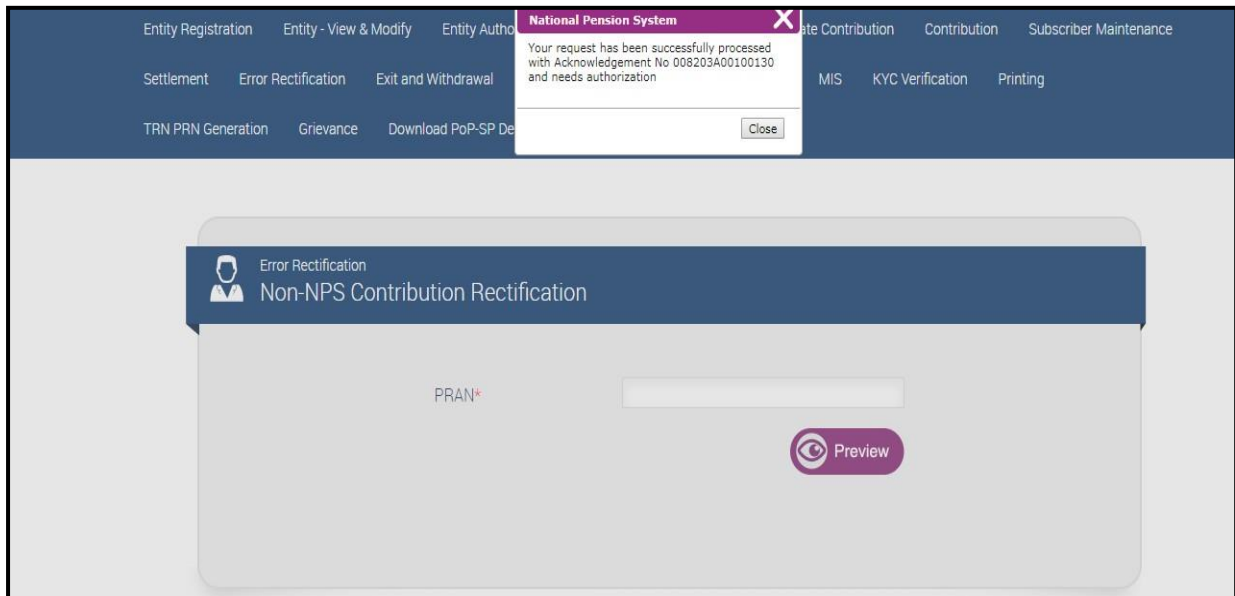


Figure3.5

3.4.3. Verification of Request by PAO using “Checker” ID

PAO/DTO/POP-SP User with “Checker” ID will login into the CRA system using the ‘Checker’ User ID and Password. Once the “Checker” User log in into the CRA system, User has to click the option ‘Error Rectification’ and sub-option ‘Rectification Authorization’

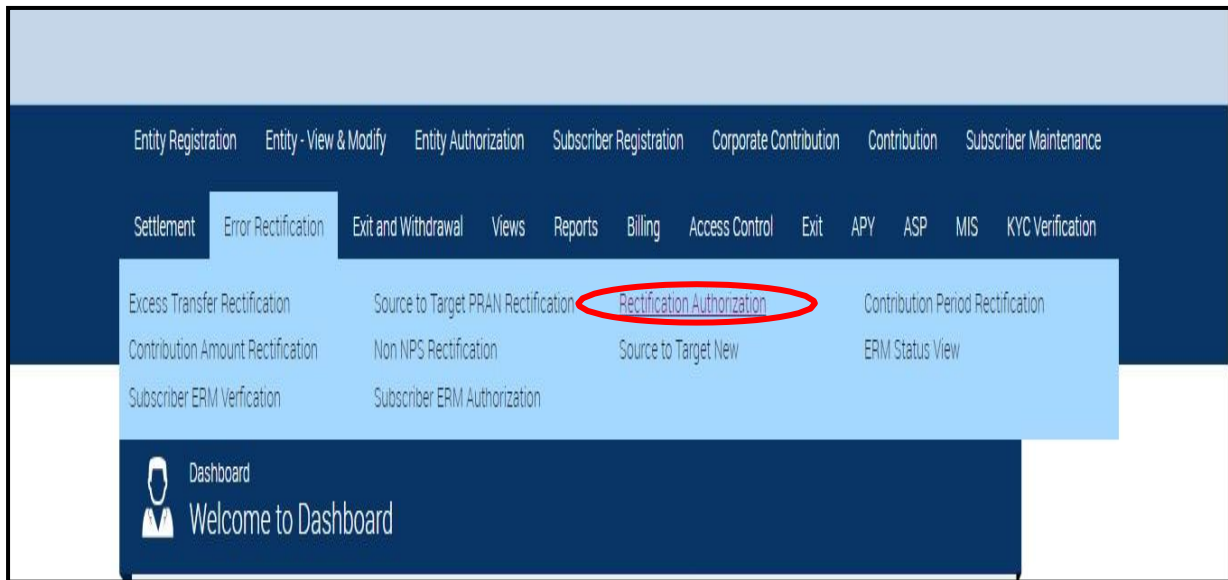


Figure3.6

- I. User will select the 'Rectification Type' where the drop down list are provided as shown in figure3.7
- II. User has to select the type of request for which verification has to be done based on the request captured by Maker User.

Figure3.7

- III. Once User clicks the Dropdown, rectification details will be shown to the User as shown in figure
- IV. User should select the PRAN number and click the view for verify of Rectification Request of shown below grid

Entity Registration
Entity - View & Modify
Entity Authorization
Subscriber Registration
Corporate Contribution
Contribution
Subscriber Maintenance

Settlement
Error Rectification
Exit and Withdrawal
Views
Reports
Billing
Access Control
Exit
APY
ASP
MIS
KYC Verification

Storage
Download PoP-SP Details
Grievance
Interoperability
Entity View
POP Back Office
DDO Shifting
RBI Master


Rectification Authorization

Rectification Type*
Non NPS Contribution

Select	SI NO	Acknowledgement No	Previous Amount	Raised By	Raised On	Remarks
☒	1	008203A00100164	21,621.50	1003318	12/01/2019	wrong pran generated

☒ Verify
☐ Reject

☒ I/we confirm that we have taken the consent from the concerned subscriber to debit his/her PRAN as incorrect contribution has been credited in his/her PRAN

 Save
 Cancel

Figure3.8

- V. When the User Verify the request, CRA system will displayed “verified successfully”

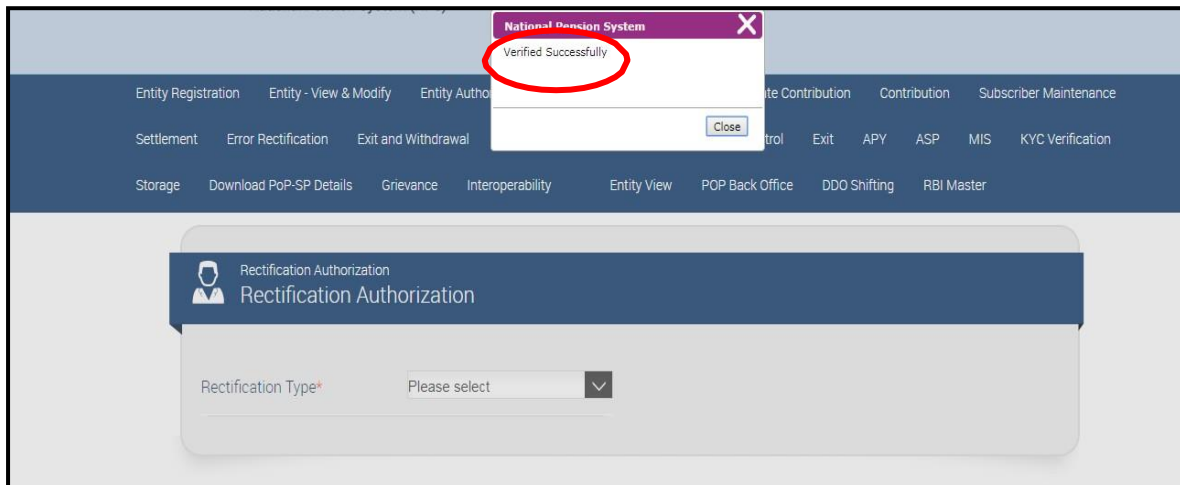


Figure3.9

- VI. User can also provide the remarks in ‘rejection Reason’ field for their reference while Reject the request.

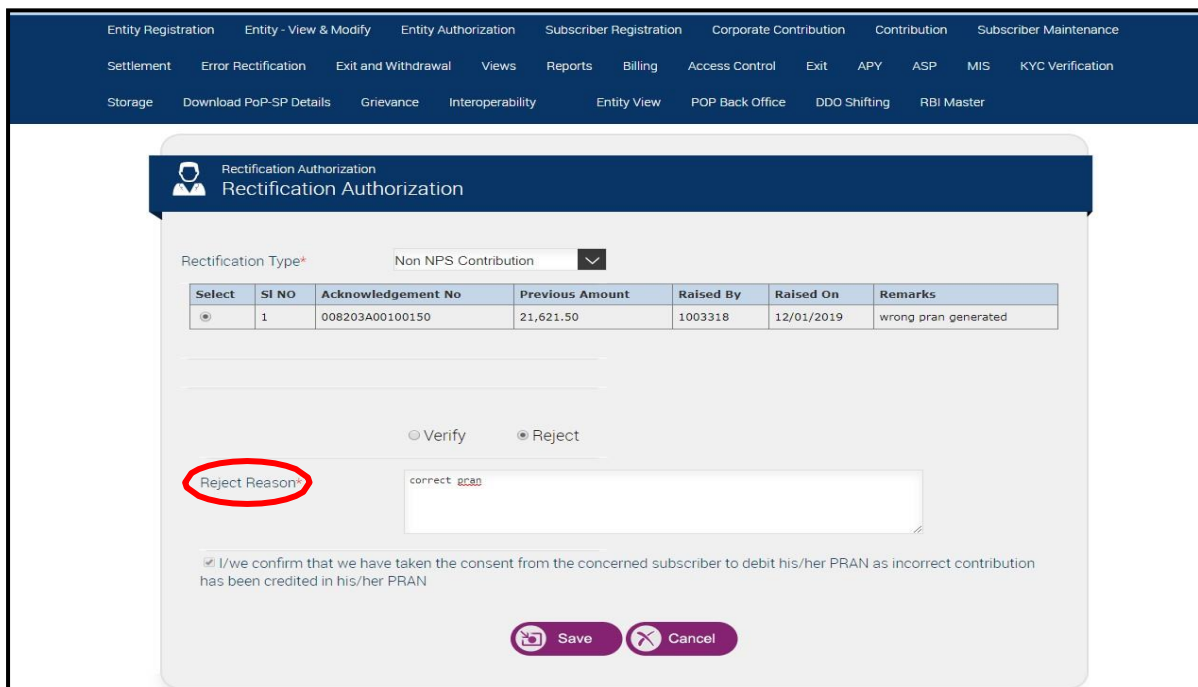


Figure3.10

- X. When the User Reject the request, CRA system will displayed Rejection acknowledgement Id.

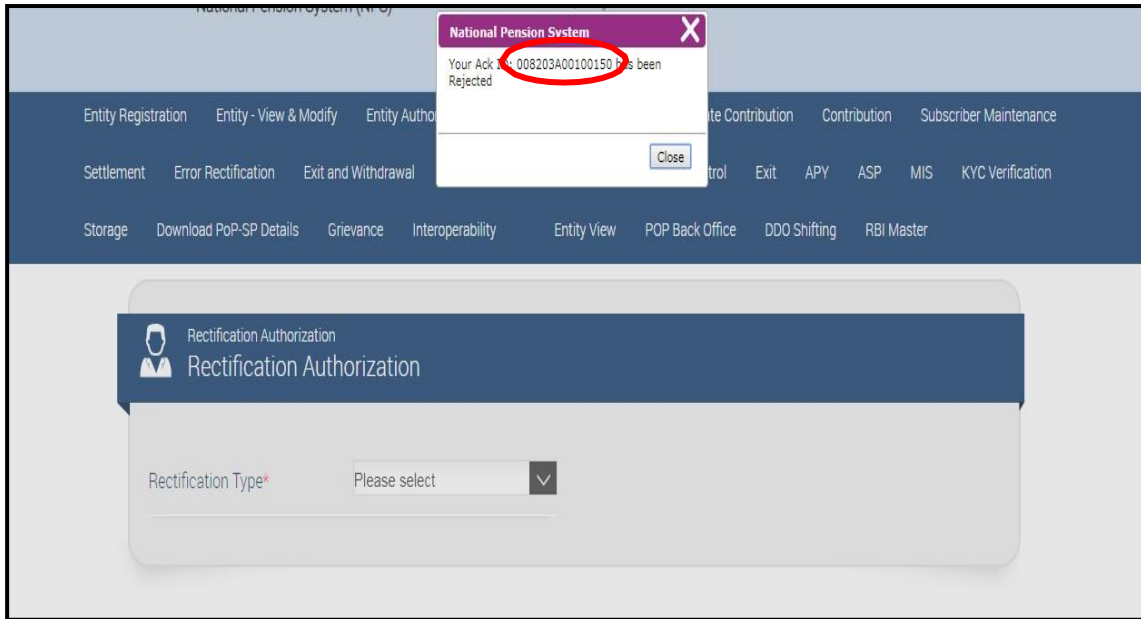


Figure3.11

PAO should provide offline details to PrAO so that PrAO User can authorize the details in CRA system.

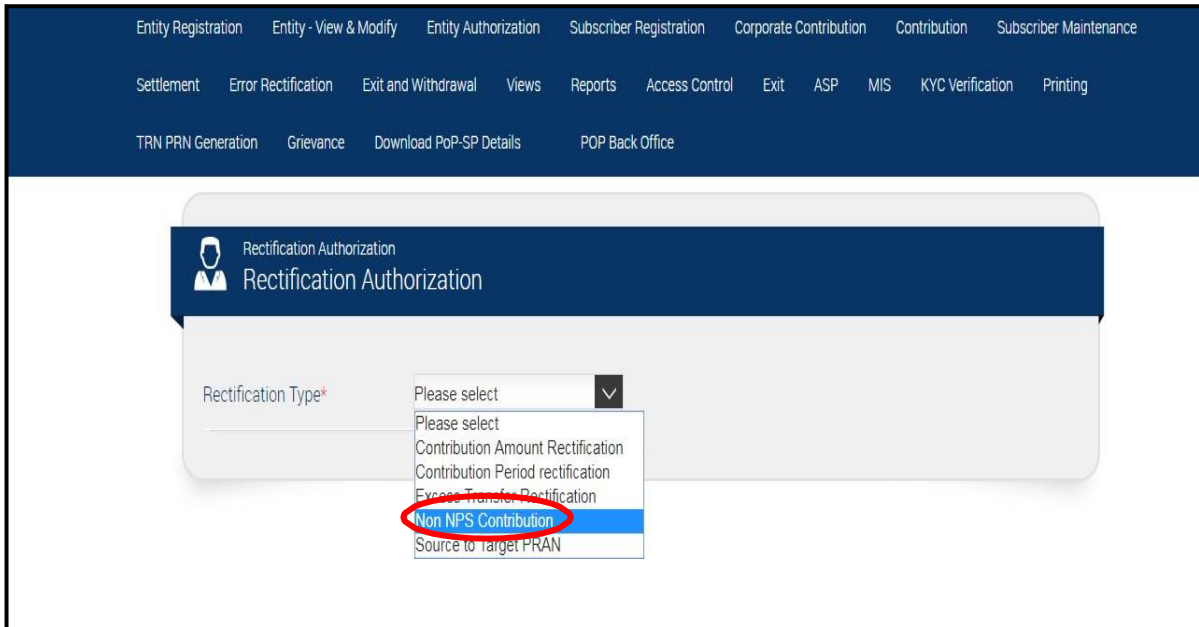
3.4.4. Authorization of Request by Pr.AO “Authorizer” User

1. Once PrAO/DTA/POP User authorizes the request, units will be debited from the source PRAN. Trustee Bank will transfer the funds to the bank account provided at the time of capturing the request.
2. PrAO/DTA/POP “Authorizer” User will be able to view the request captured by the PAO/DTO/POP-SP. User will click the menu ‘Error Rectification’ and sub-menu ‘Authorization’.



Figure3.12

3. User will select the Rectification type as “Non NPS Contribution”



The screenshot shows a web application interface for 'Rectification Authorization'. At the top, there is a dark blue navigation bar with various menu items: Entity Registration, Entity - View & Modify, Entity Authorization, Subscriber Registration, Corporate Contribution, Contribution, Subscriber Maintenance, Settlement, Error Rectification, Exit and Withdrawal, Views, Reports, Access Control, Exit, ASP, MIS, KYC Verification, Printing, TRN PRN Generation, Grievance, Download PoP-SP Details, and POP Back Office. Below the navigation bar, there is a white content area. In the center, there is a form titled 'Rectification Authorization' with a user icon. The form has a field labeled 'Rectification Type*' with a dropdown menu. The dropdown menu is open, showing several options: 'Please select', 'Contribution Amount Rectification', 'Contribution Period rectification', 'Excess Transfer Rectification', 'Non NPS Contribution' (which is highlighted with a red circle), and 'Source to target PRAN'.

Figure3.13

4. Once PrAO/DTA/POP User clicks the Dropdown, pending rectification details will be shown to the User. PrAO/DTA/POP has to check the details captured by the PAO/DTO/POP-SP. PrAO/DTA/POP User should check all the details entered by the PAO/DTO/POP-SP Users based on the offline details received from the PAO/DTO/POP-SPs such as PRAN, subscriber name and Bank details where PAO/DTO/POP-SP requires Trustee Bank to remit back the funds etc.

Entity Registration
Entity - View & Modify
Entity Authorization
Subscriber Registration
Corporate Contribution
Contribution
Subscriber Maintenance

Settlement
Error Rectification
Exit and Withdrawal
Views
Reports
Access Control
Exit
ASP
MIS
KYC Verification
Printing

TRN PRN Generation
Grievance
Download PoP-SP Details
POP Back Office


Rectification Authorization

Rectification Type*
Non NPS Contribution

Select	SI NO	Acknowledgement No	Previous Amount	Raised By	Raised On	Remarks
☒	1	008203A00100130	7,617.04	1006402	29/11/2018	Non Nps Rectification

☒ Authorize
☐ Reject

☒ I/we confirm that we have taken the consent from the concerned subscriber to debit his/her PRAN as incorrect contribution has been credited in his/her PRAN

 Save
 Cancel

Figure3.14

5. User has the option to 'Authorize' or 'Reject' the request. If the PrAO/DTA/POP User rejects the request, PAO/DTO/POP-SPUser has to capture the fresh request for rectification.

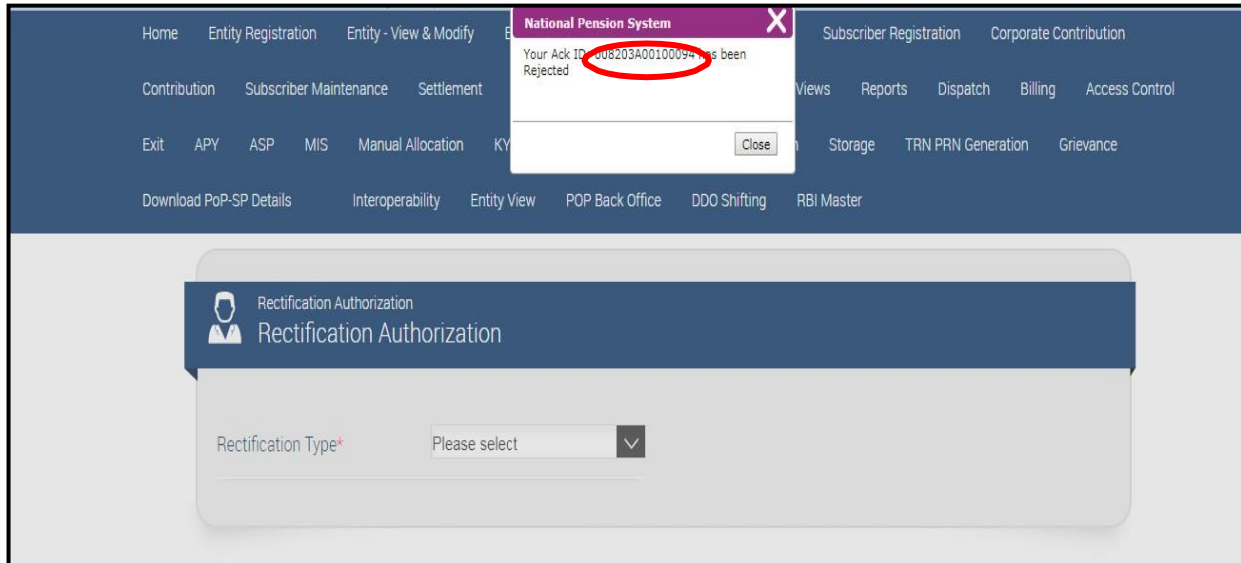


Figure3.15

6. When the PrAO/DTA/POP User clicks on 'Save' button, a message will be shown to the User that the request has been "Authorized successfully".

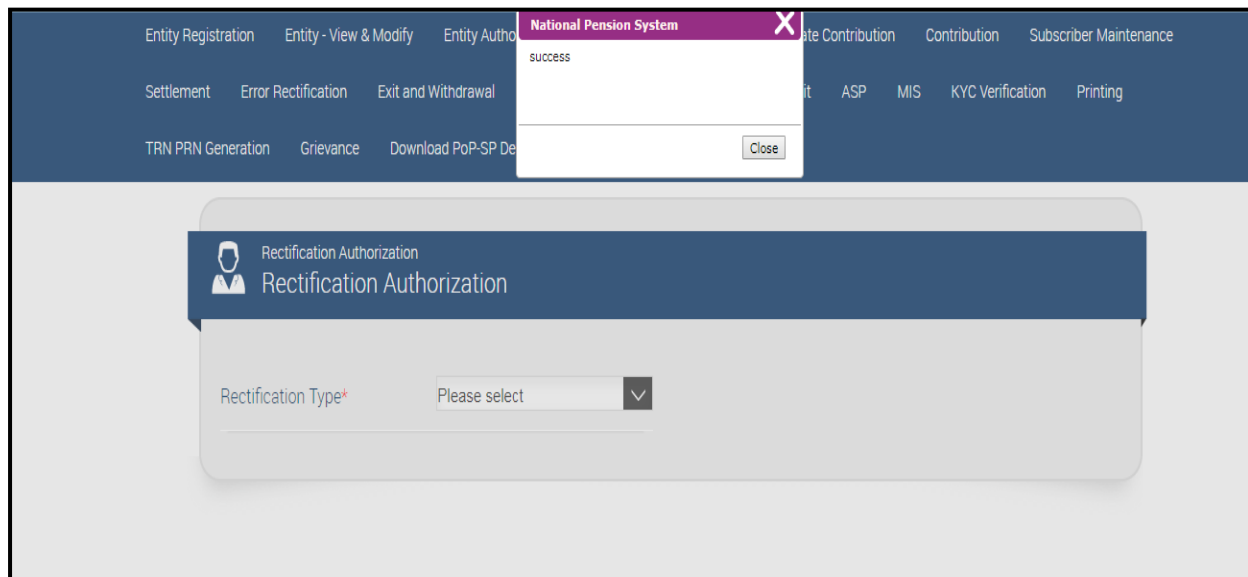


Figure3.16

3.4.5. *Processing of request by CRA*

The CRA will redeem all the units from the subscribers account. The redeemed units will be transferred in the suspense account and will be considered for the redemption in the next settlement cycle. Once request is processed in the CRA system, PRAN will be deactivated in the CRA system. No contribution will be allowed to be credited in the subscriber's PRAN.

.....X.....