KFin Technologies Limited – Central Recordkeeping Agency

PFRDA

Standard Operating Procedure

For

Error Rectification Version 2.5

Document Revision History

Sr.No.	Version	Prepared / Revised By	Reviewed &Approved By Name	Date	Reasons for revisions
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.
4	2.2	Suraj Kumar Amin	Sarvadeep Singh	4th Dec 2020	Standardization Of SOP in new template format
5	2.3	Suraj Kumar Amin	Sarvadeep Singh	3rd Jan 2021	updation of new screen shots
6	2.3	Munagapati Venkateswarlu	Hemant Thakker	1st Dec,2022	No Changes
7	2.4	Munagapati Venkateswarlu	Siddharth Gautam	18th March,2023	Change in company name and logo. Added new SOP format.
8	2.5	Munagapati Venkateswarlu	Siddharth Gautam	18th June,2024	Change in company name and logo. Added new SOP format.
9	2.5	Munagapati Venkateswarlu	Siddharth Gautam	04^{th} August 2025	Annual Review

Contents

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 On attaining superannuation, part of the accumulated wealth can be withdrawn lump-sum and the balance can be invested in an "Annuity" with a registered ASP (Annuity Service Provider), so that the subscriber gets regular monthly pension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. **<u>Trustee Bank</u>** – Their functions include:
    a. Receipt of funds from Nodal Offices for contribution deposit and reconciliation thereof with the details uploaded in the CRA system
    b. Transfer of funds to PFMs as per settlement instructions from CRA
    c. On withdrawal, transfer of funds to Subscriber's bank account (lump-sum portion of withdrawal)
    d. On withdrawal, transfer of funds to ASP (the annuitized portion)

3. **<u>Pension Fund Manager (PFM)</u>** – Their functions include:
    a. Receipt of funds from Trustee Bank and investment thereof as per subscribers' preference
    b. Updation of NAV etc.
    c. On withdrawal, transfer of accumulated wealth to the Trustee Bank, as per instructions from CRA.

4. **<u>Annuity Service Provider (ASP)</u>** – Their functions include:
    a. Receipt of funds from Trustee Bank and instructions from CRA, for investment in annuity for subscribers, on withdrawal
    b. Maintaining annuity scheme with the subscribers thereafter (monthly payouts, queries etc.)

5. **<u>Central Recordkeeping Agency (CRA</u>**) – 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:

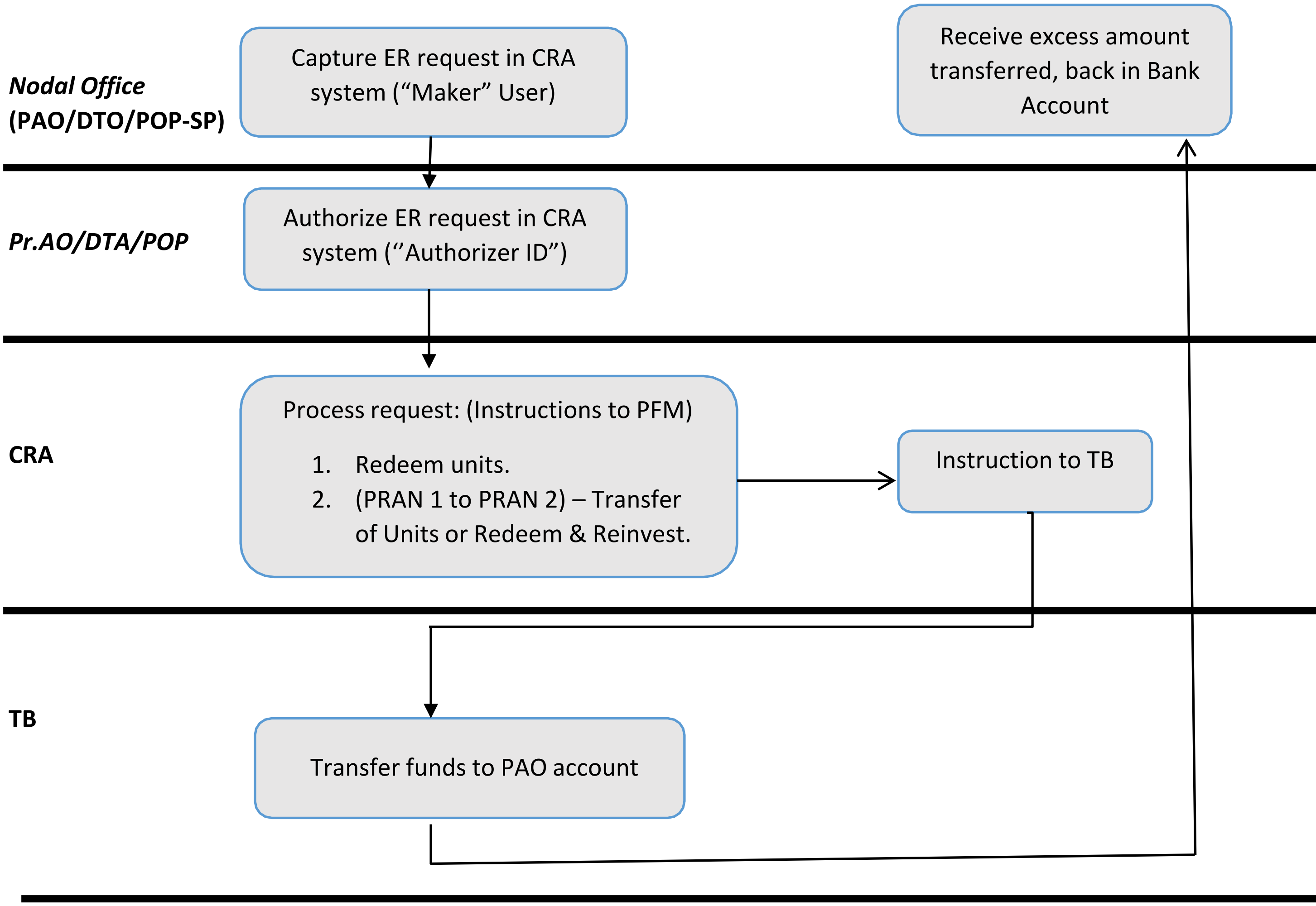
1. Excess Transfer (Excess Amount Transferred to PRAN)
2. Source to Target PRAN (Transfer to PRAN 1 instead of PRAN 2)
3. Non-NPS Rectification (only for Government/Corporate sector)
4. Period Rectification
5. Amount Rectification

‘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 becredited
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.

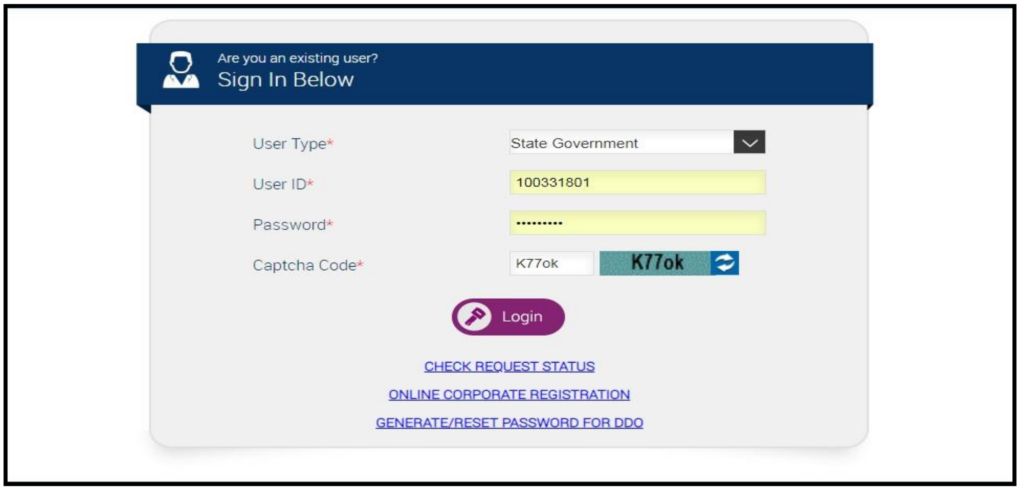

Are you an existing user?
Sign In Below
User Type*
State Government
User ID*
100331801
Password*
Captcha Code*
K77ok
K77ok
Login
CHECK REQUEST STATUS
ONLINE CORPORATE REGISTRATION
GENERATE/RESET PASSWORD FOR DDO

Figure1.0

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

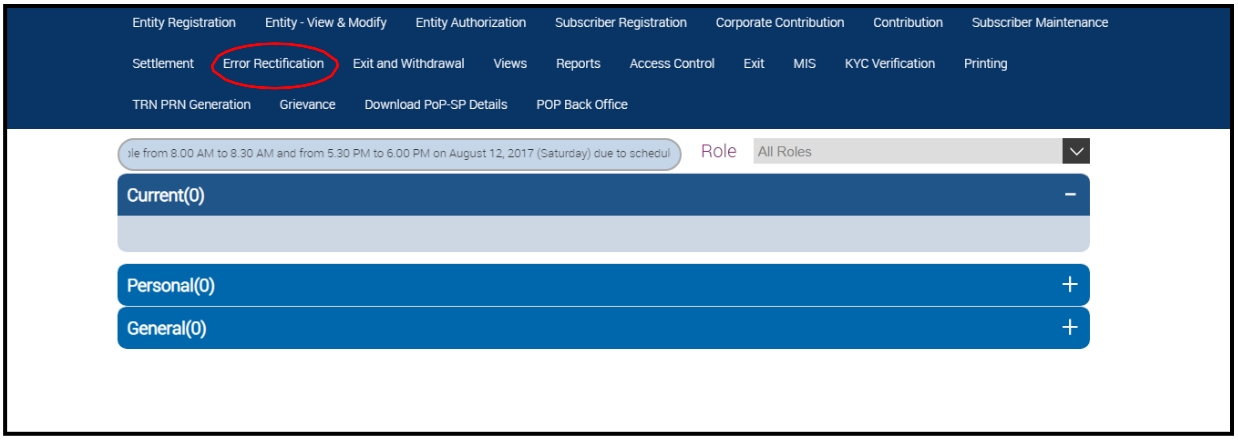


Figure1.1

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

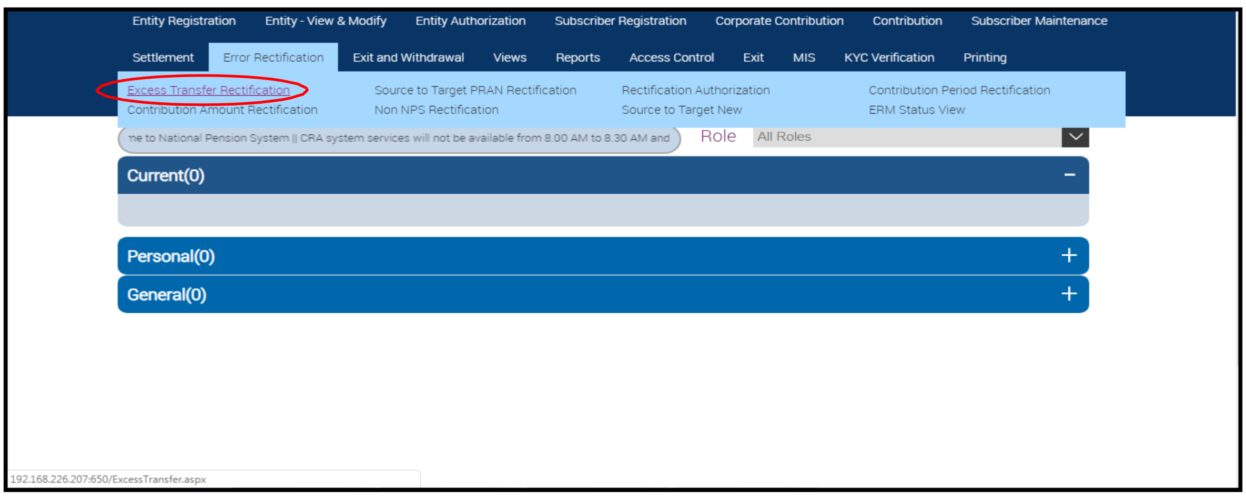


Figure1.2

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

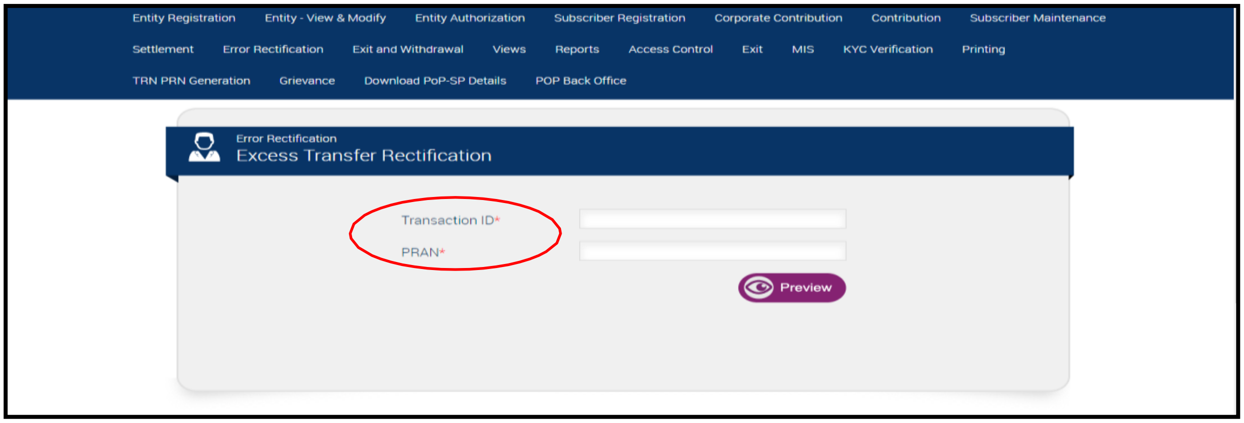

Entity Registration
Entity - View & Modify
Entity Authorization
Subscriber Registration
Corporate Contribution
Contribution
Subscriber Maintenance
Settlement
Error Rectification
Exit and Withdrawal
Views
Reports
Access Control
Exit
MIS
KYC Verification
Printing
TRN PRN Generation
Grievance
Download PoP-SP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

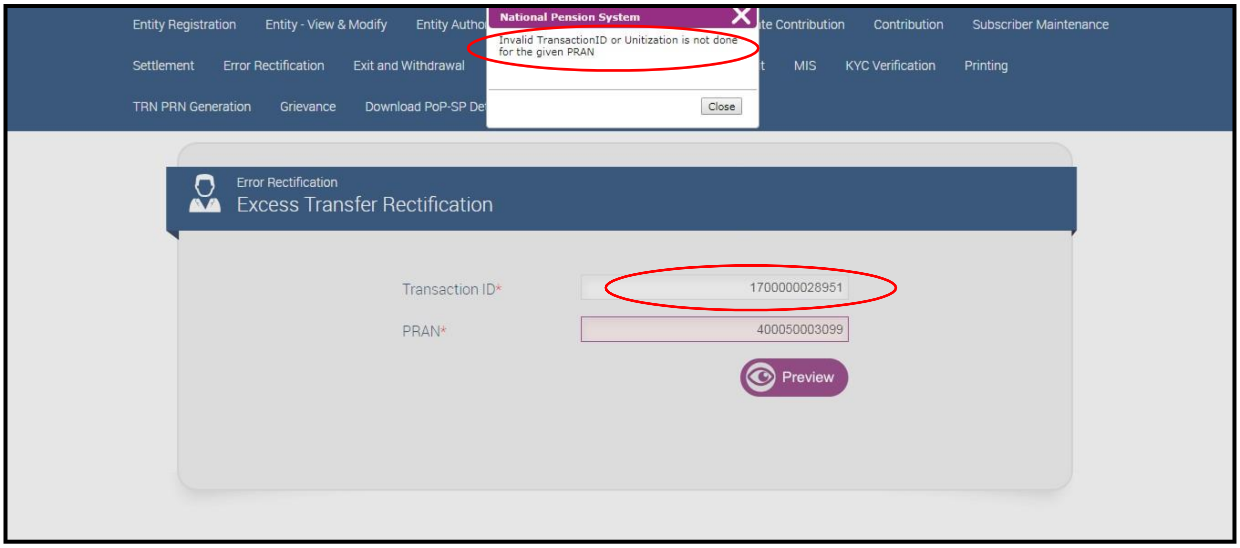


Figure1.4

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

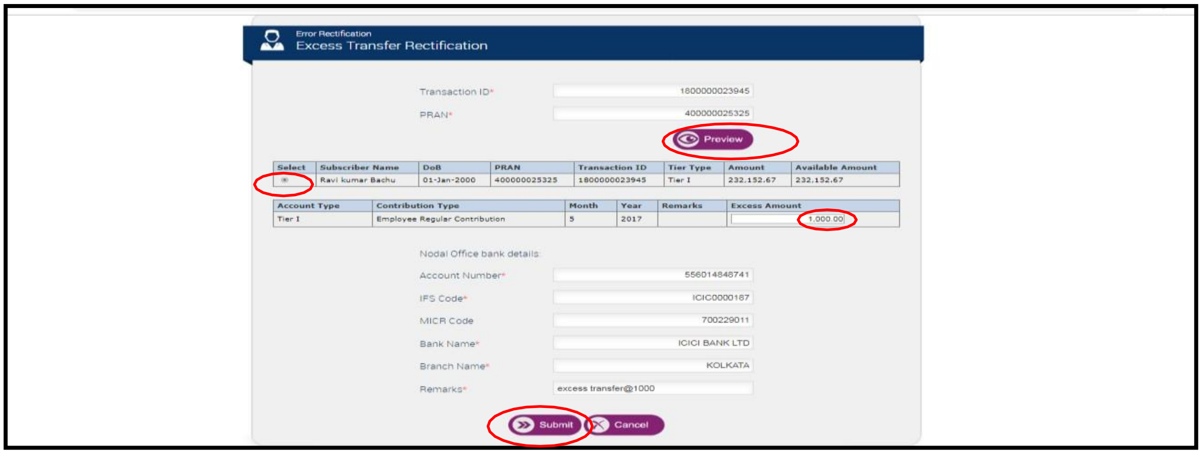


Figure1.5

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.

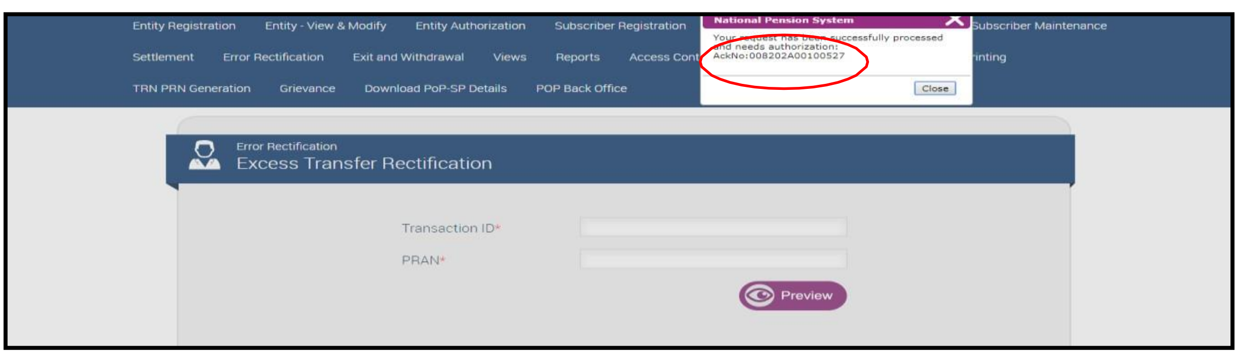


Figure1.6

PAO/DTO/POP-SPshould 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’.

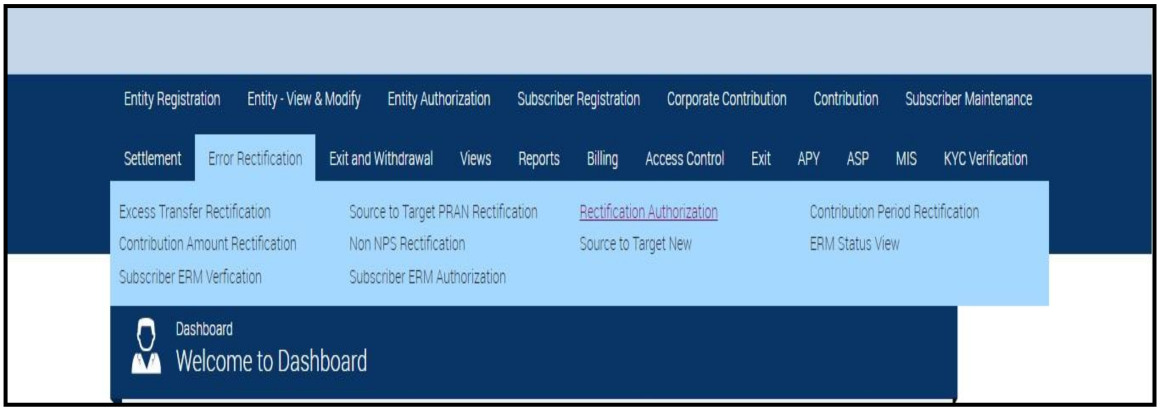


Figure1.7

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.

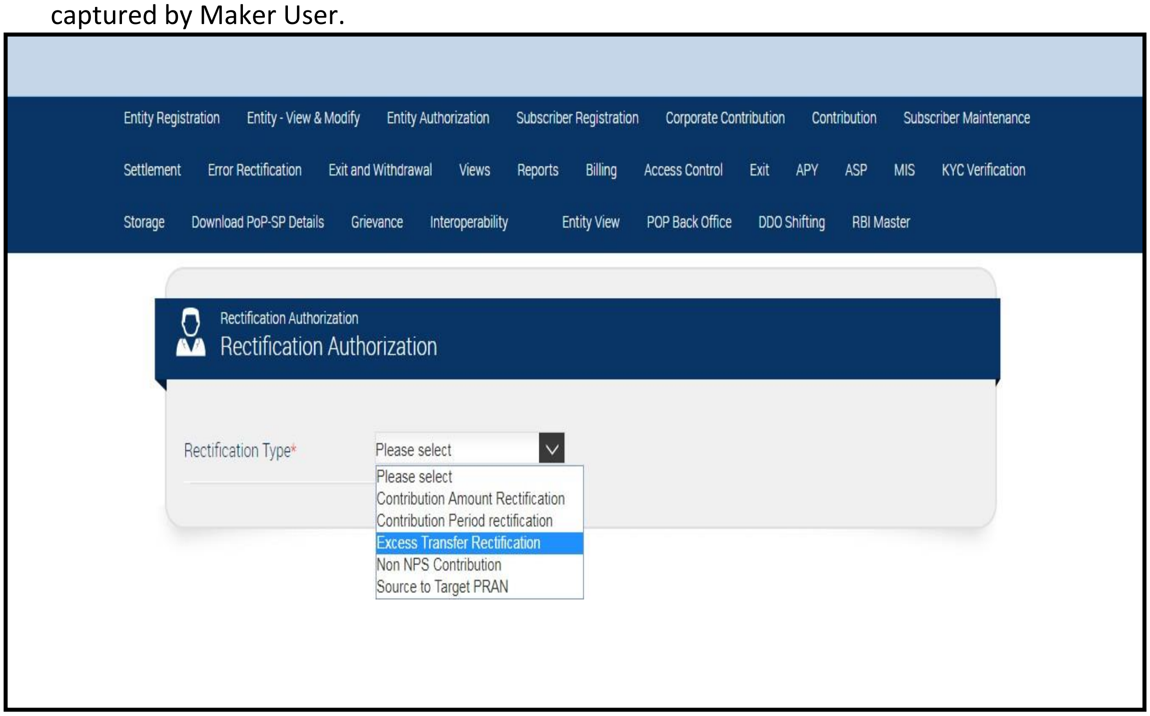


Figure1.8

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.

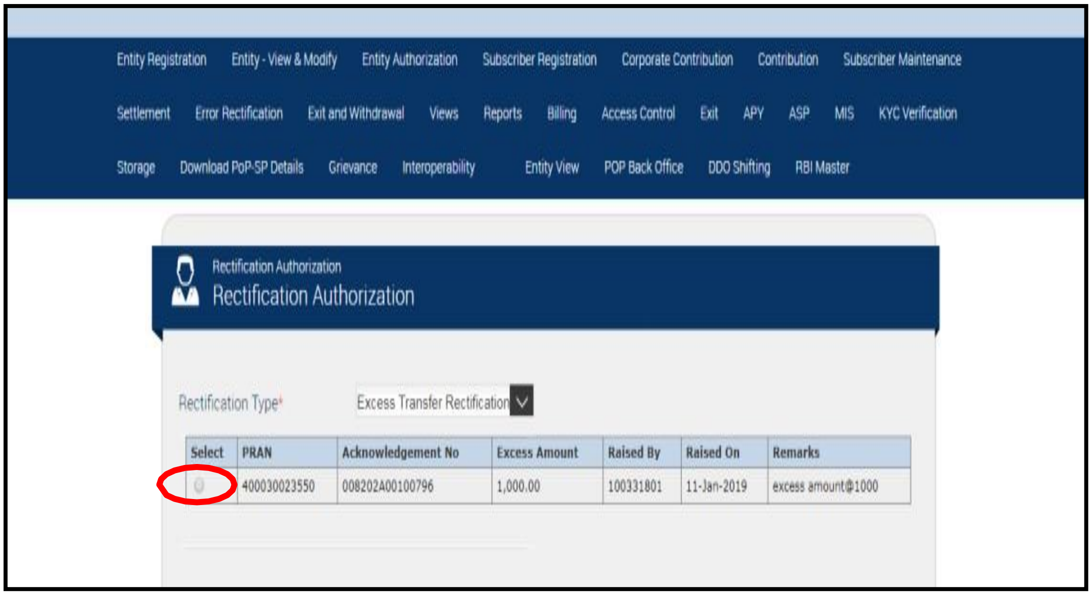


Figure1.9

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

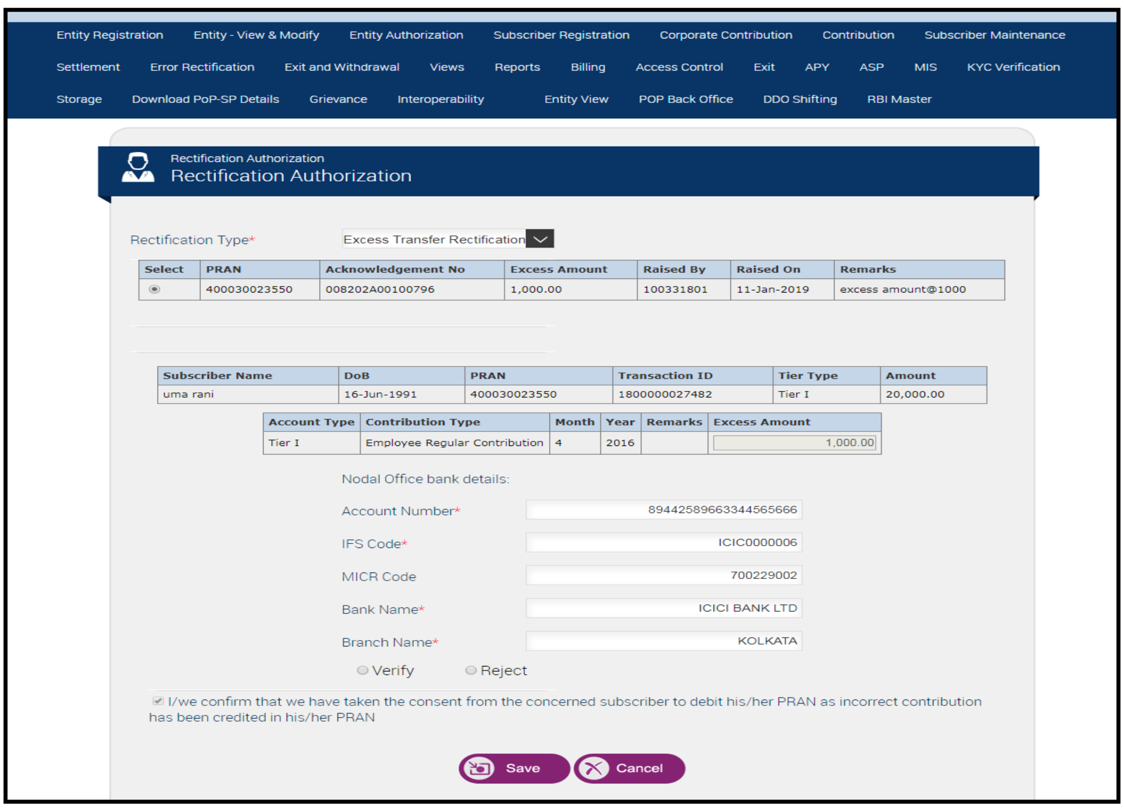


Figure1.10

VI. When the User Verify the request, CRA system will displayed "verified successfully"

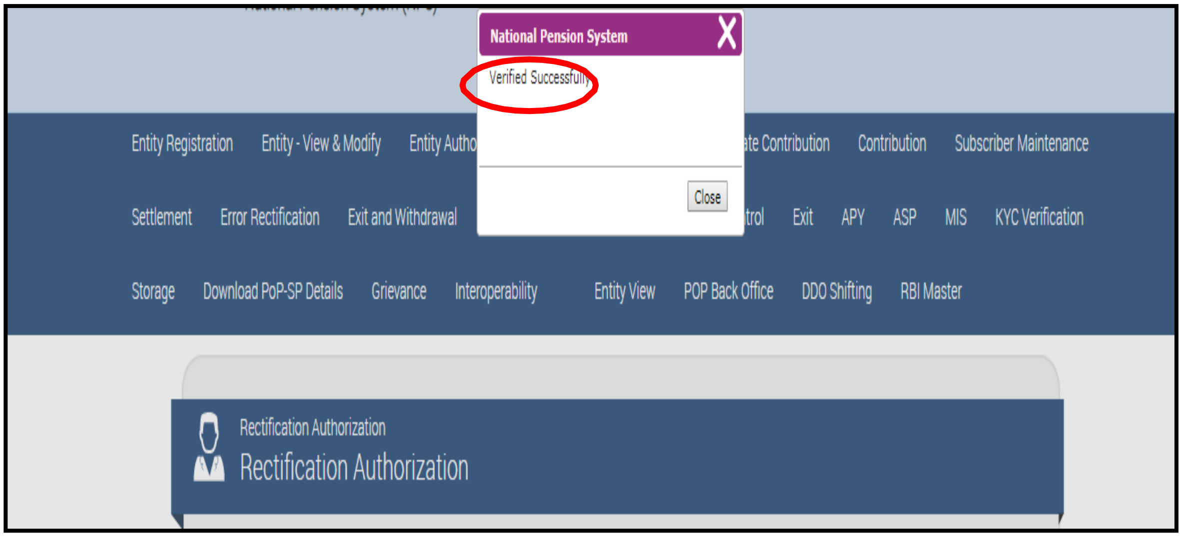


Figure1.11

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

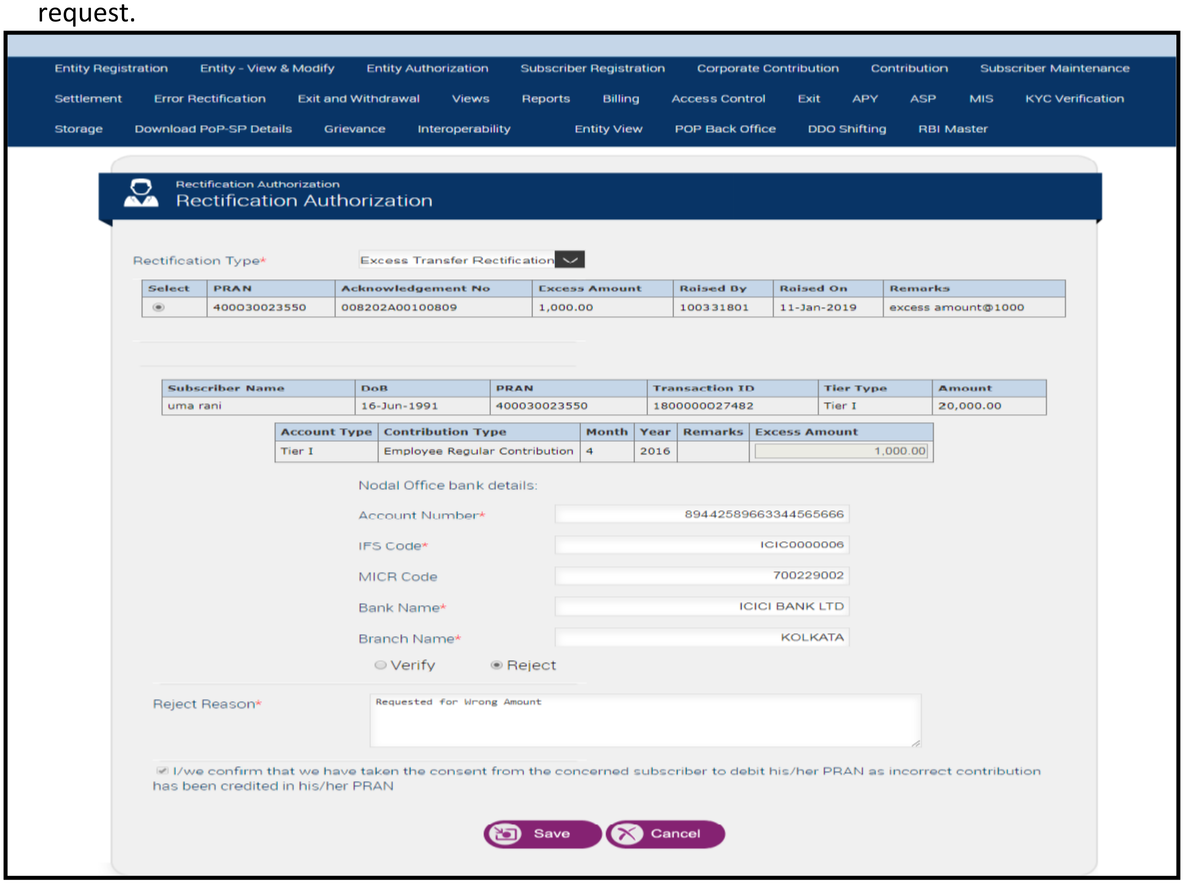


Figure1.12

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

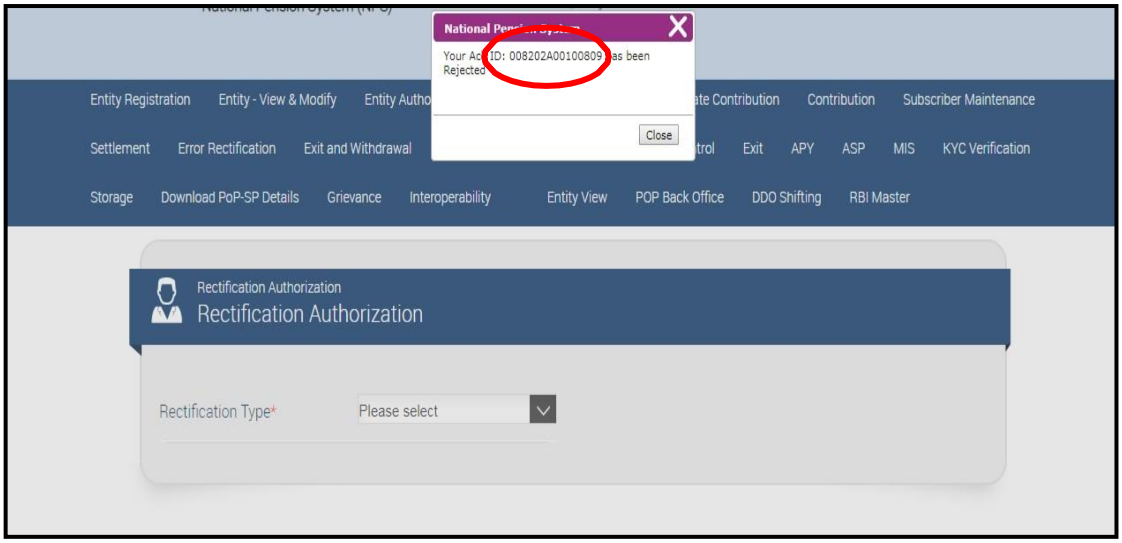


Figure1.13

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

a) PrAO/DTA/POP "Authorizer" User will be able to view the request capturedby the PAO/DTO/POP-SP. User has to click the menu 'Error Rectification' and sub-menu 'Rectification Authorization'.

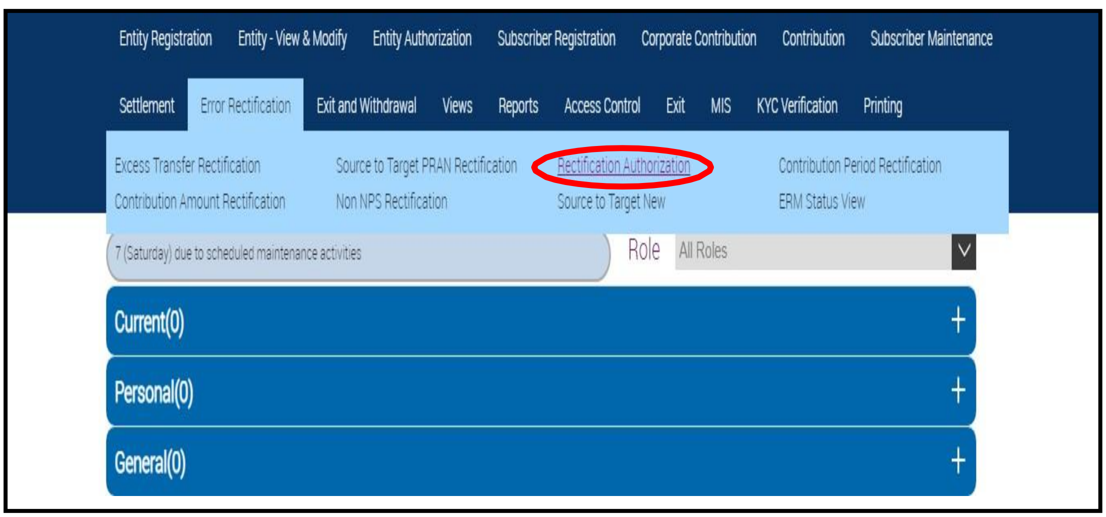


Figure1.14

b) User has to select the ''Rectification type'' as 'Excess transfer Rectification'to authorize the Excess Transfer request.

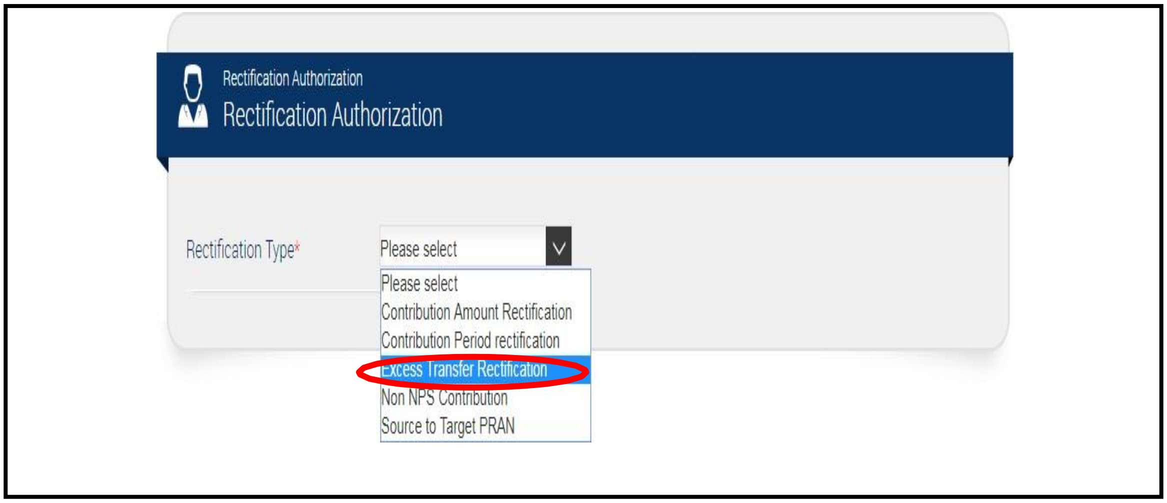


Figure1.15

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.

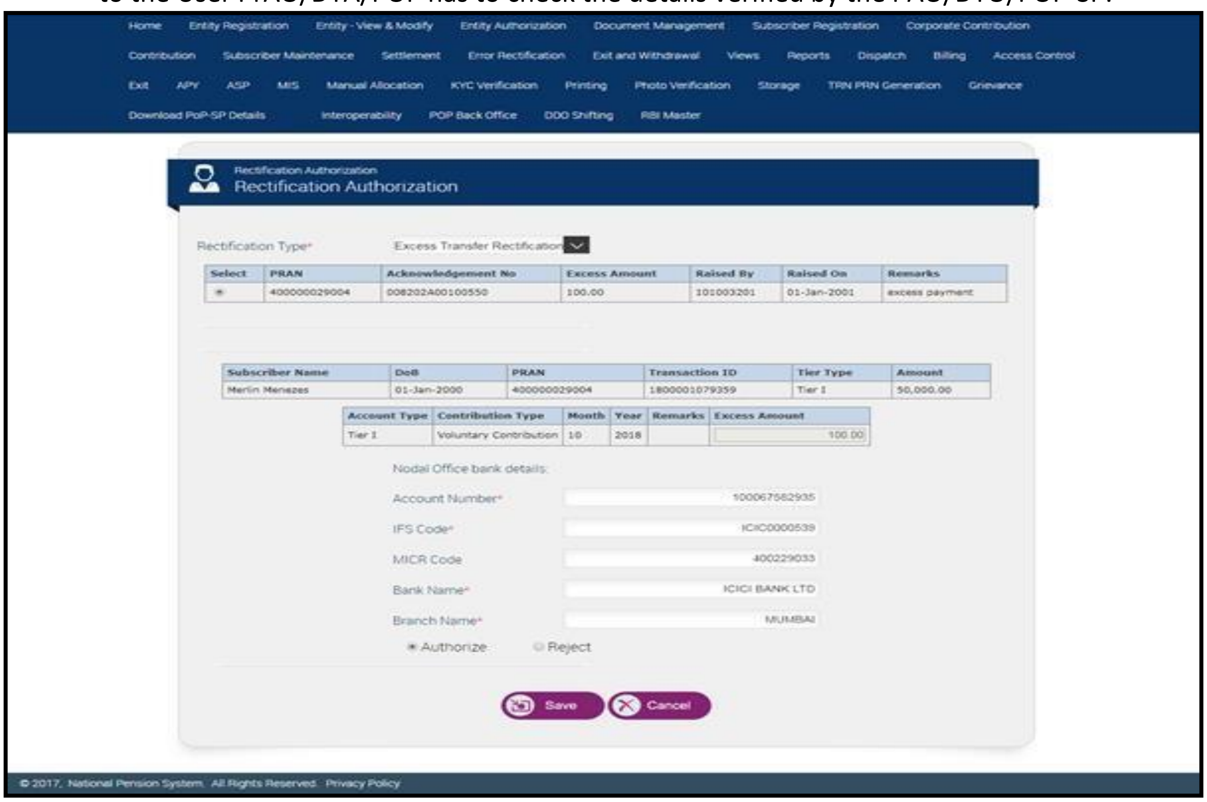


Figure1.16

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 providedbelow:

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 byRequest authorizedon
11. Remarks

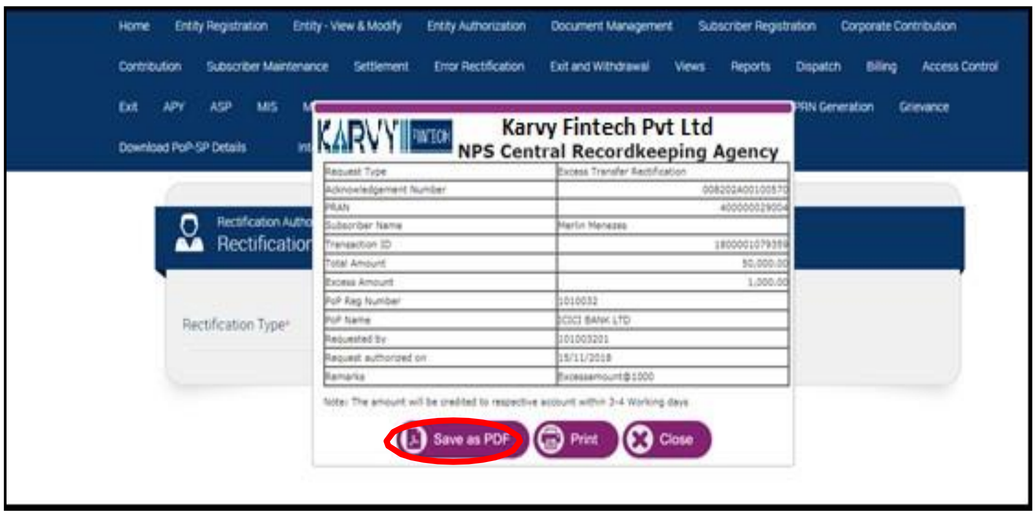


Figure1.17

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.

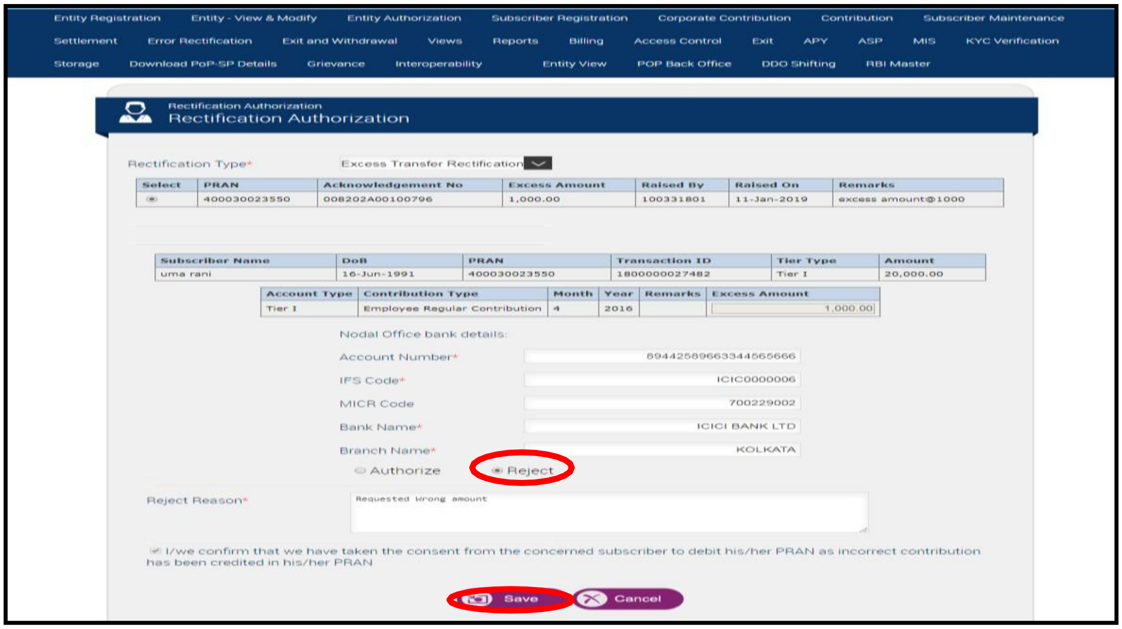


Figure1.18

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.

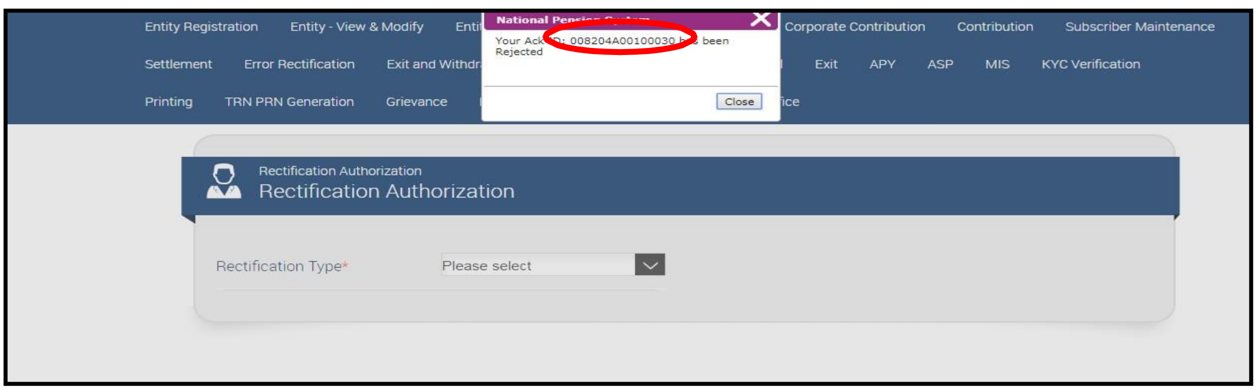


Figure1.19

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 2018for 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.

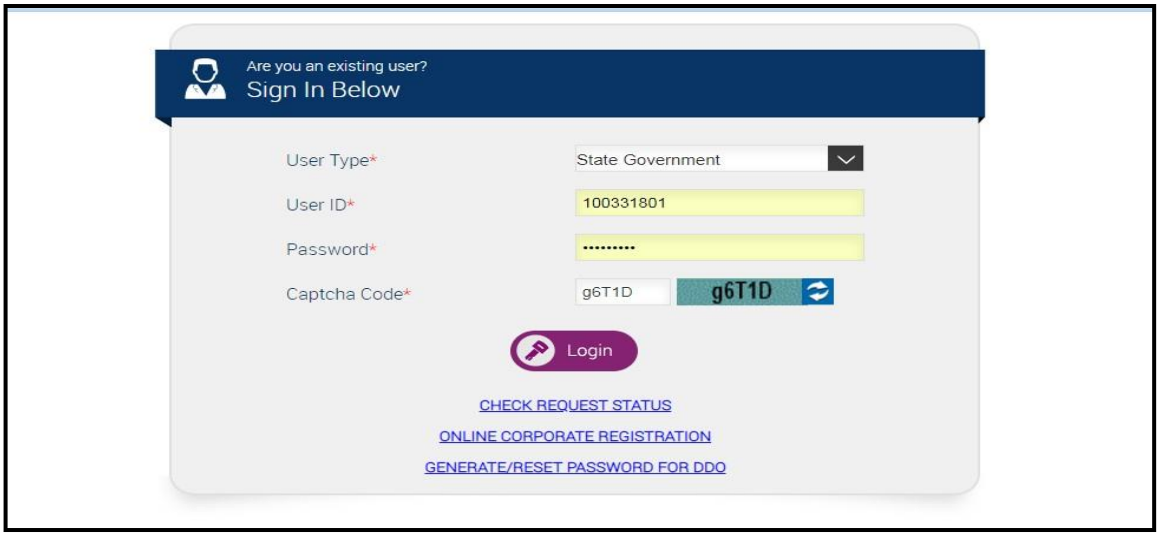


Figure2.0

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

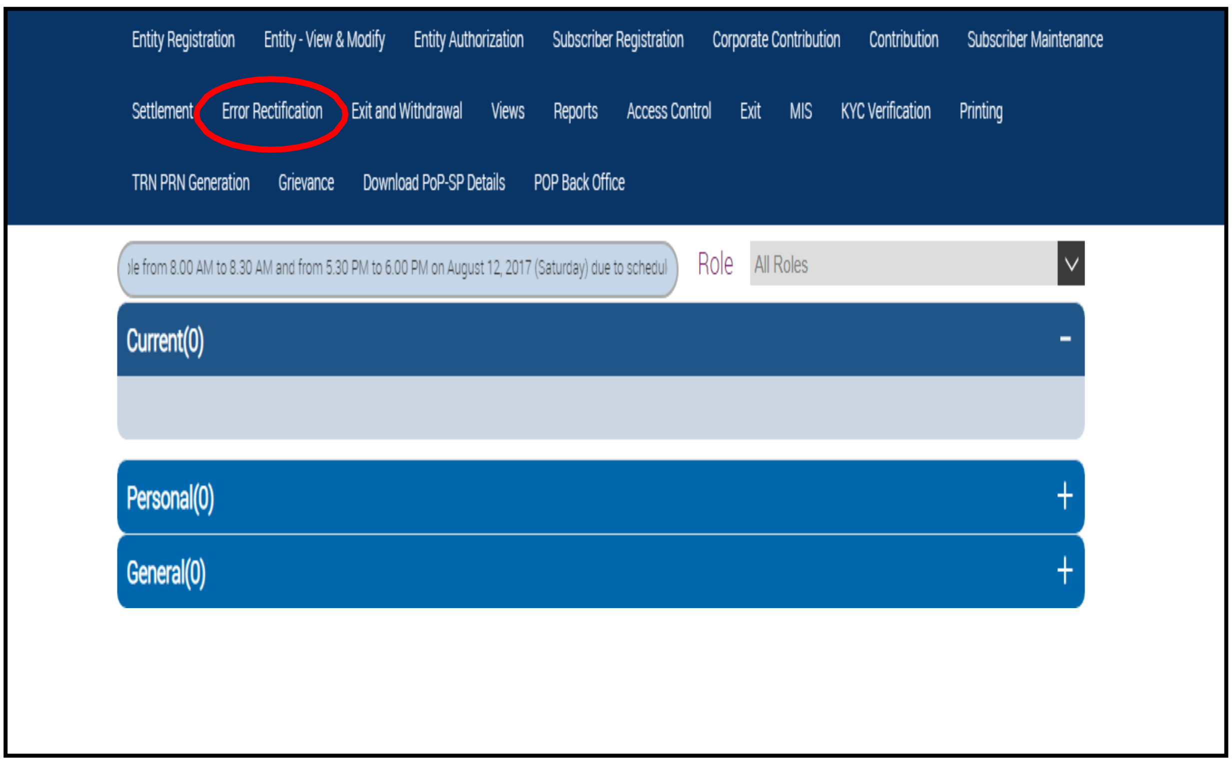


Figure2.1

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

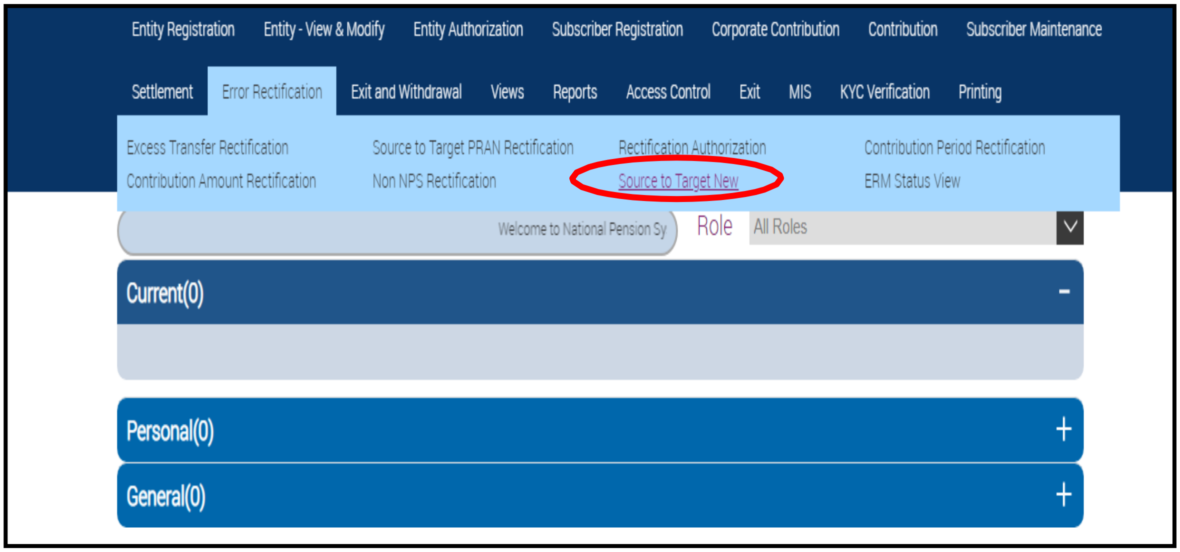


Figure2.2

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).

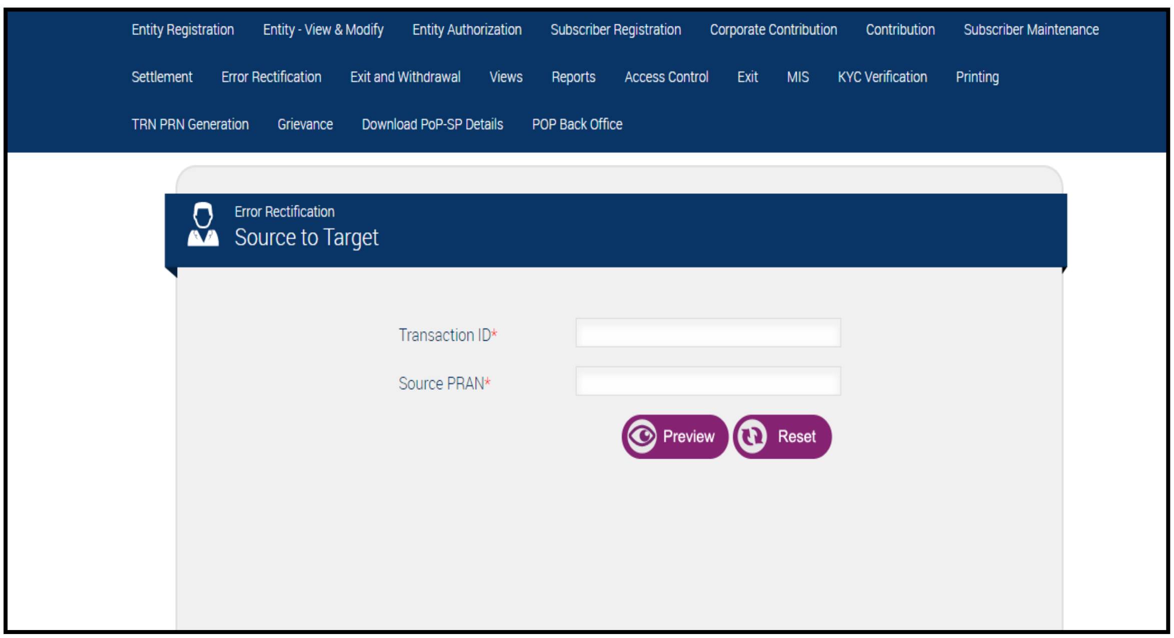


Figure2.3

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, Userwill be shown summary of all the

contributions uploaded for the PRAN under the provided transaction ID.

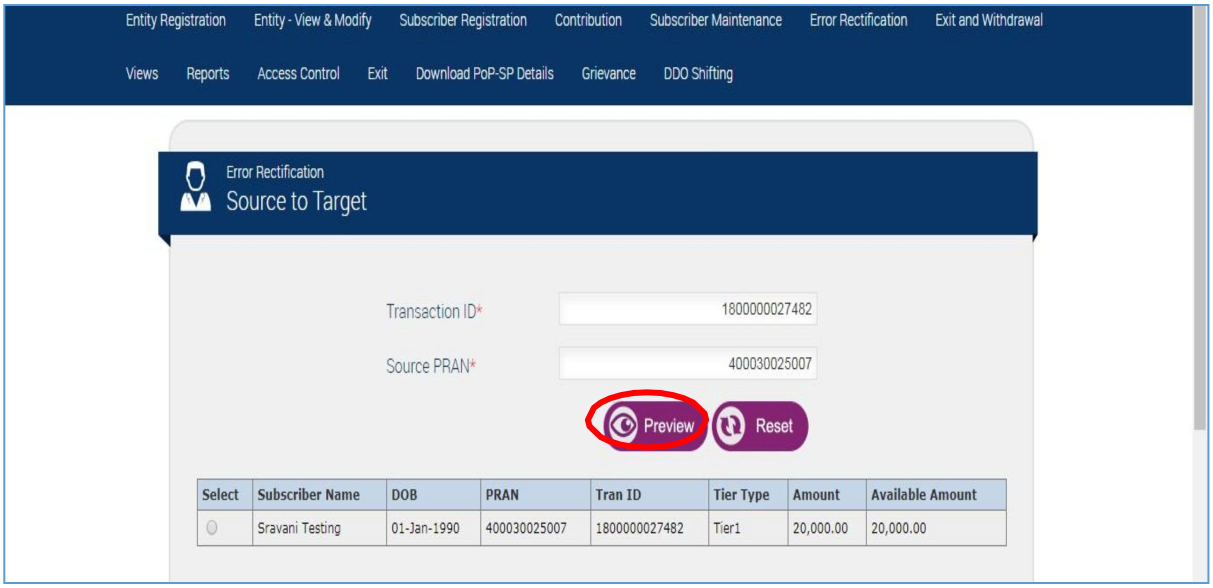
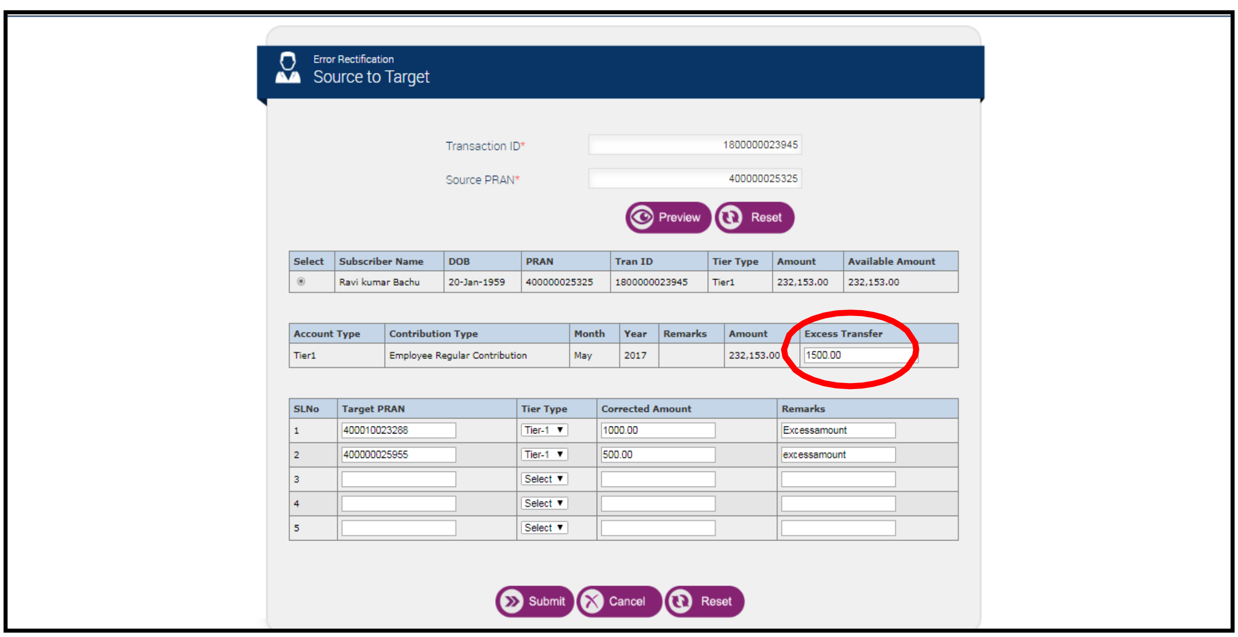


Figure2.3

5. Once theUser "Maker" select the radio button, Account type, contribution type, month, year, remarks, amount would be shown to the User.
6. Further, User "Maker" has to provide the amount which has to be transferred to Target PRAN under option "Excess transfer".
7. User "Maker" has to provide Target PRANswhere the amount has to be credited along with the Tier Type, amount and remarks.



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

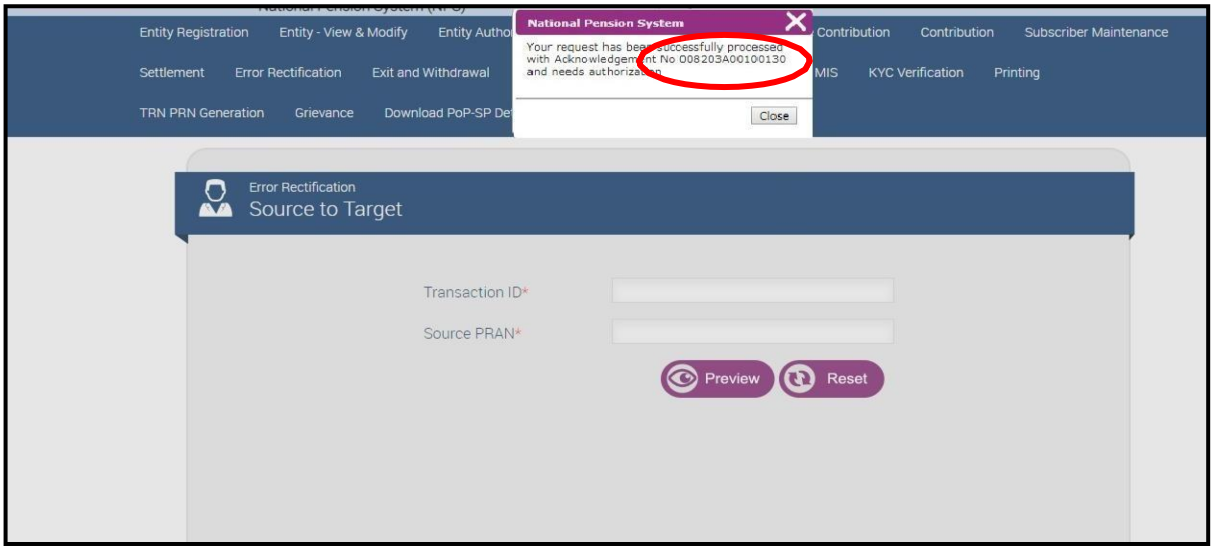


Figure2.5

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'.

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.

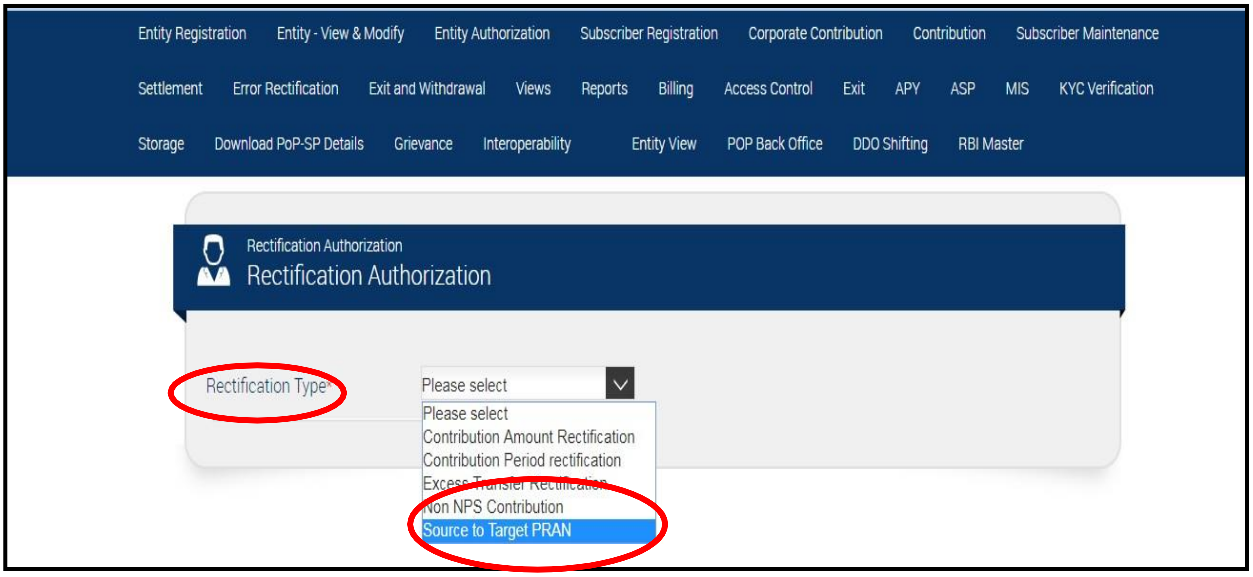
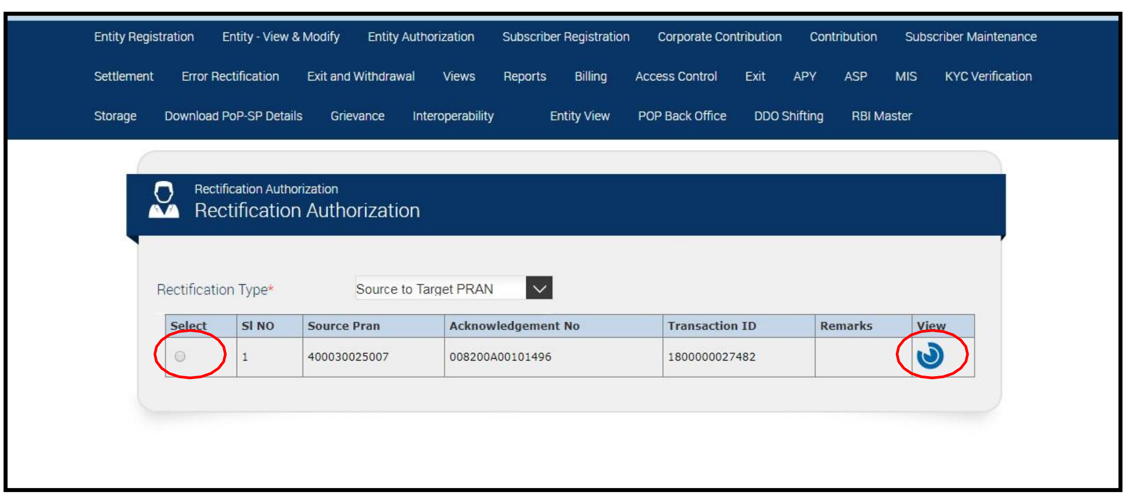


Figure2.7

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.



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.

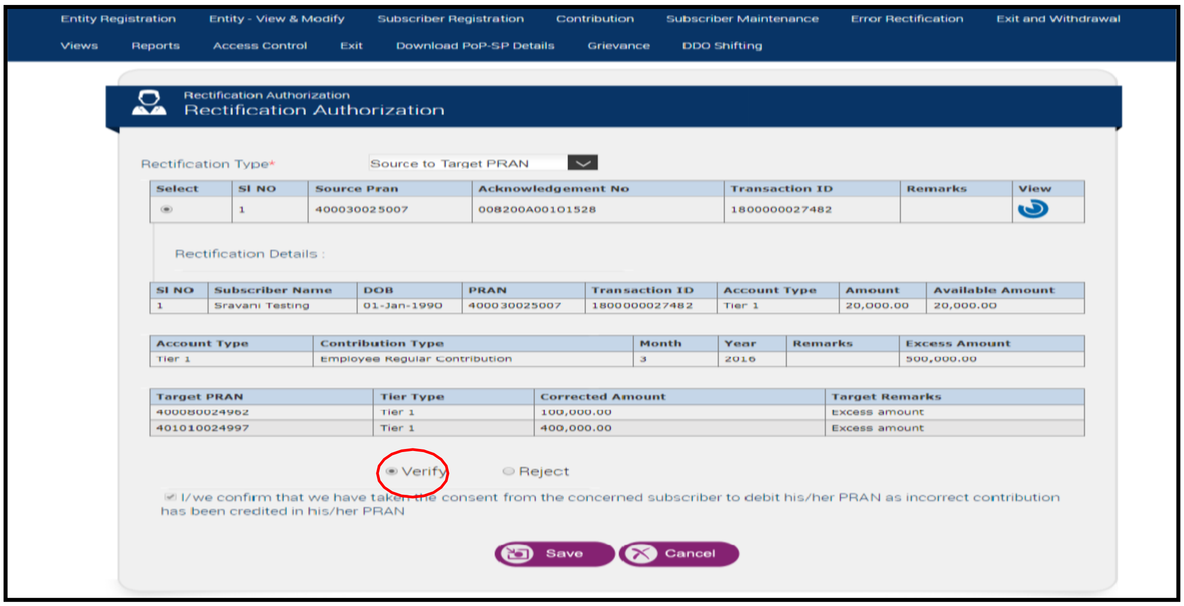


Figure2.9

VIII. When the User Verify the request, CRA system will displayed "verified successfully".

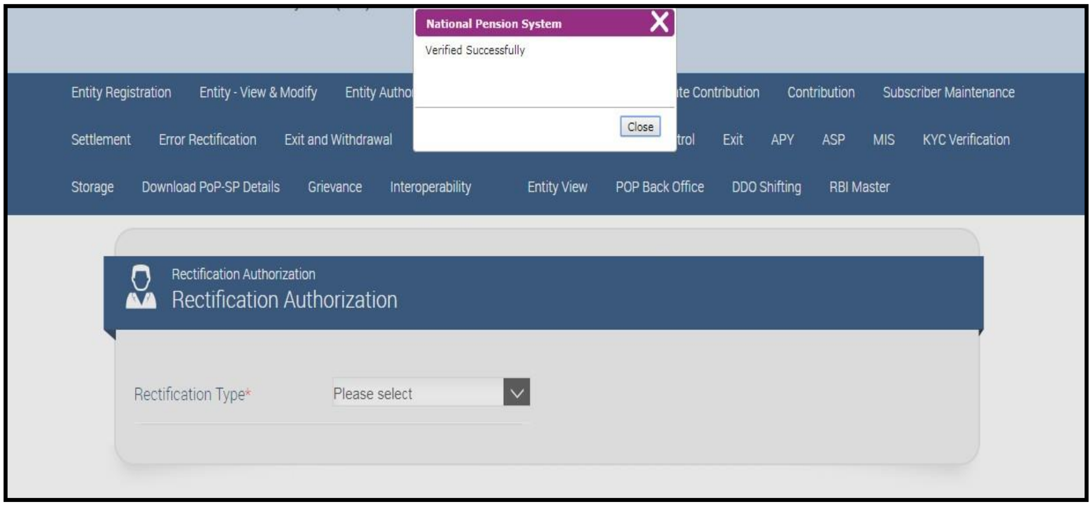

National Pension System
Verified Successfully
Close
Entity Registration
Entity - View & Modify
Entity Autho
te Contribution
Contribution
Subscriber Maintenance
Settlement
Error Rectification
Exit and Withdrawal
trol
Exit
APY
ASP
MIS
KYC Verification
Storage
Download PoP-SP Details
Grievance
Interoperability
Entity View
POP Back Office
DDO Shifting
RBI Master
Rectification Authorization
Rectification 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.

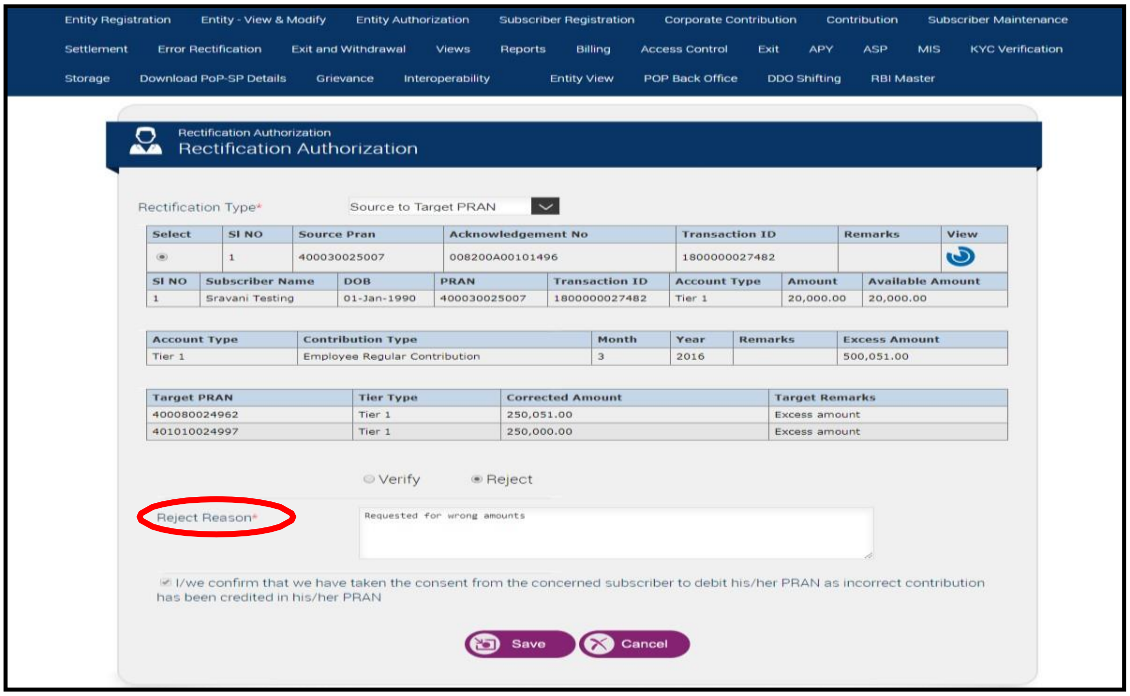


Figure2.11

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

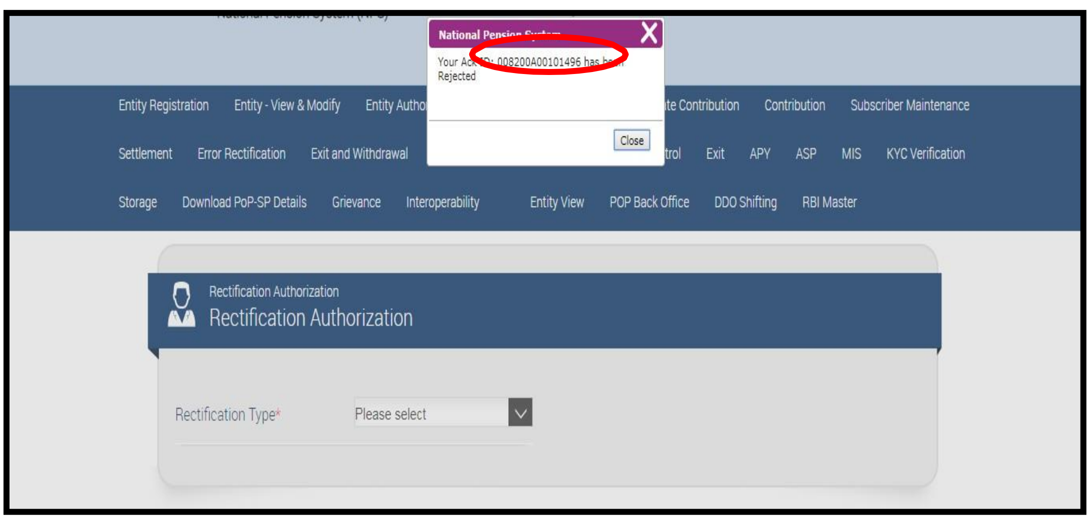


Figure2.12

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.

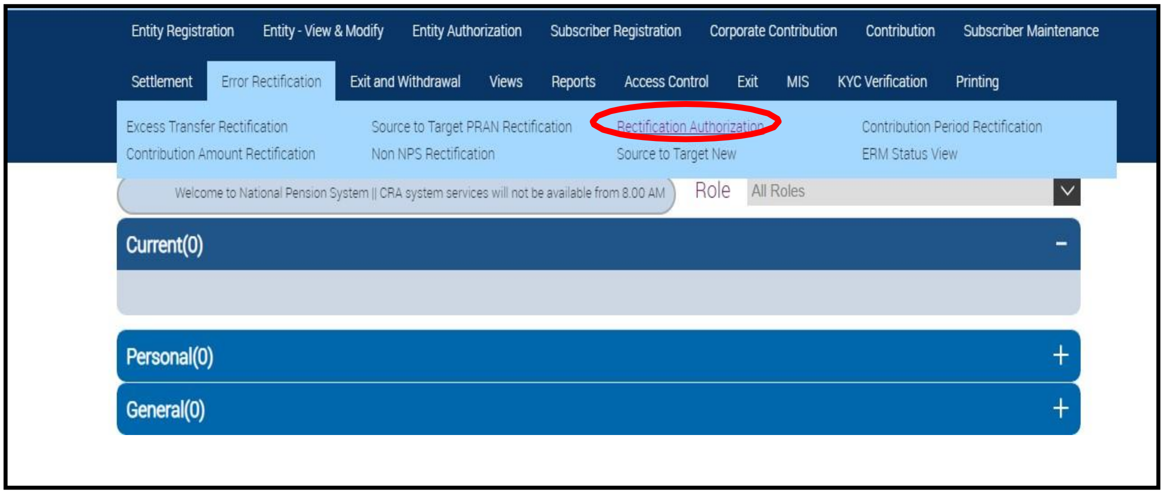


Figure2.13

2. User "Authorizer" has to select the ''Rectification type''from the dropdownoptionas 'Source to Target PRAN'to authorize the Excess Transfer request.

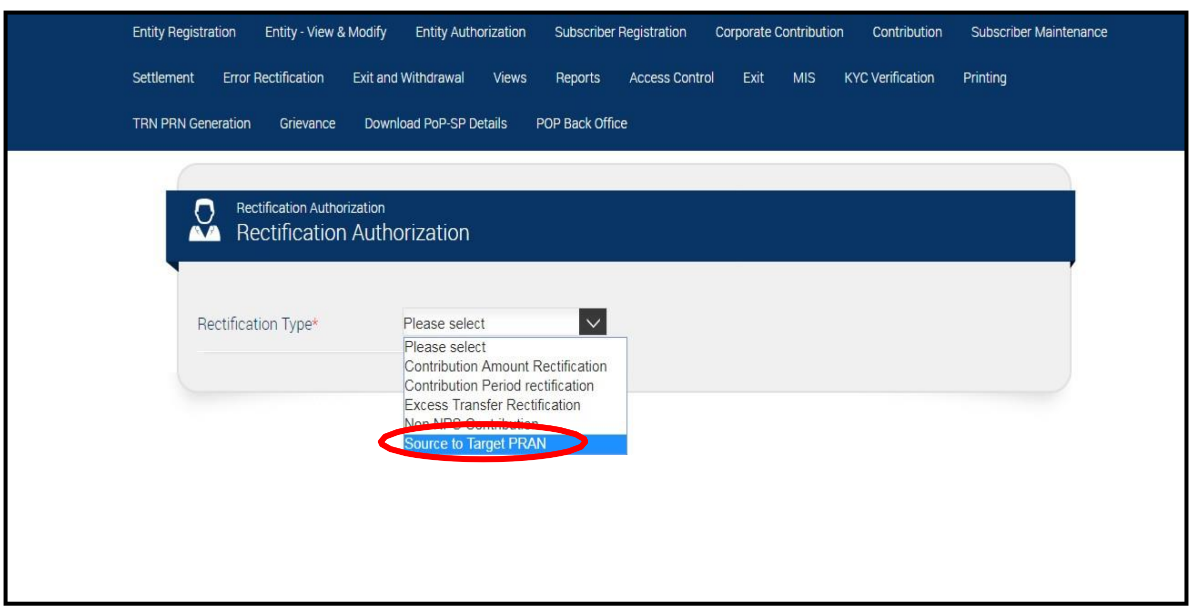


Figure2.14

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.

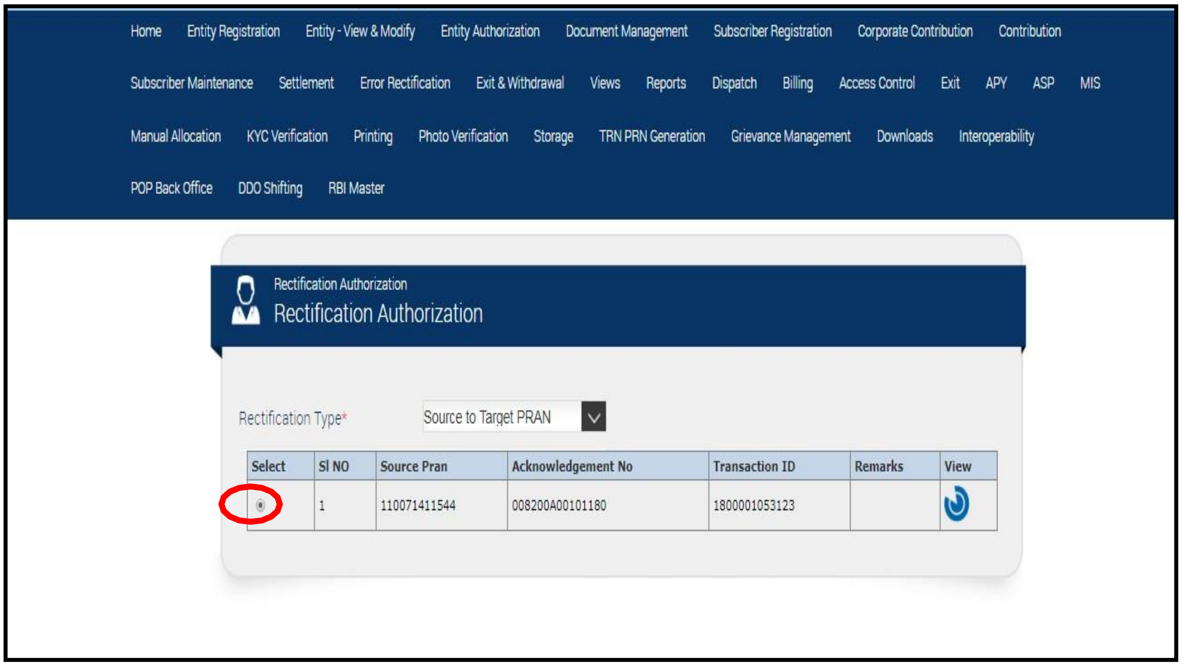


Figure2.15

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.

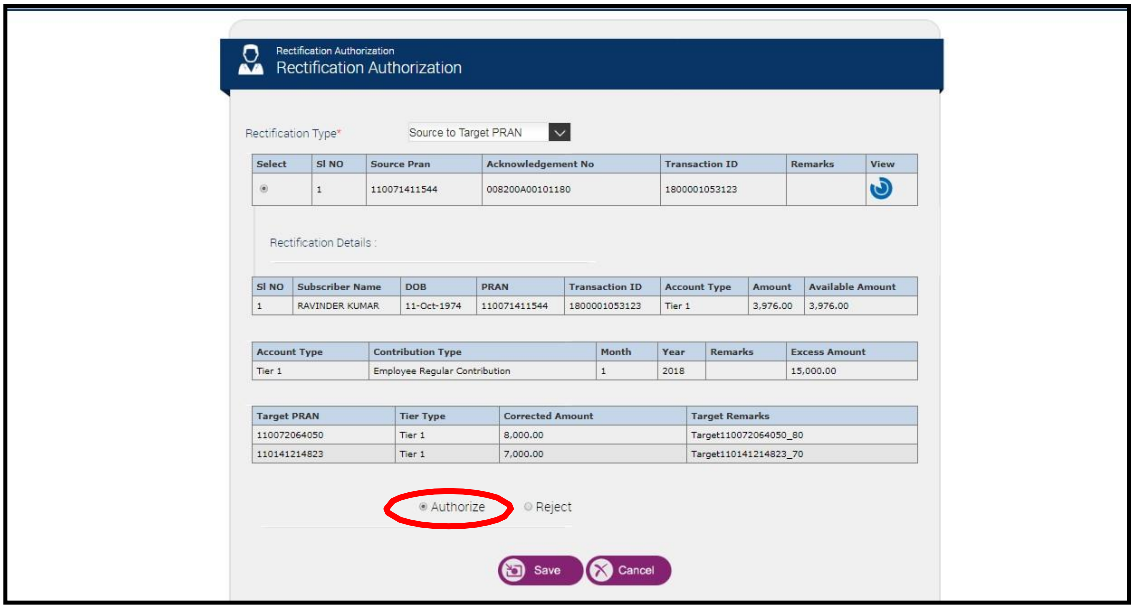


Figure2.16

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

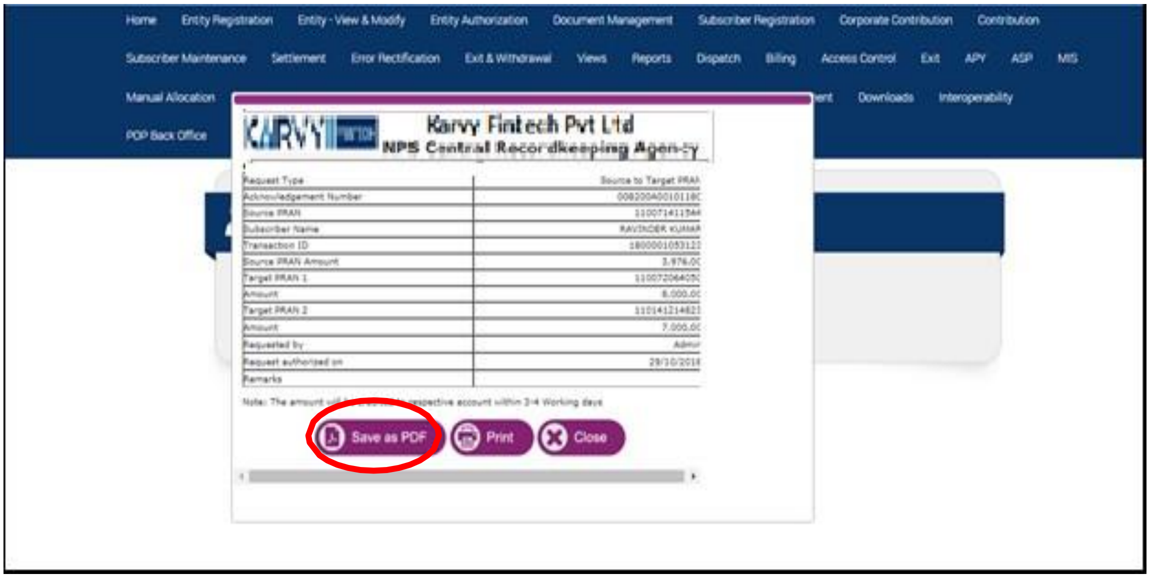


Figure2.17

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.

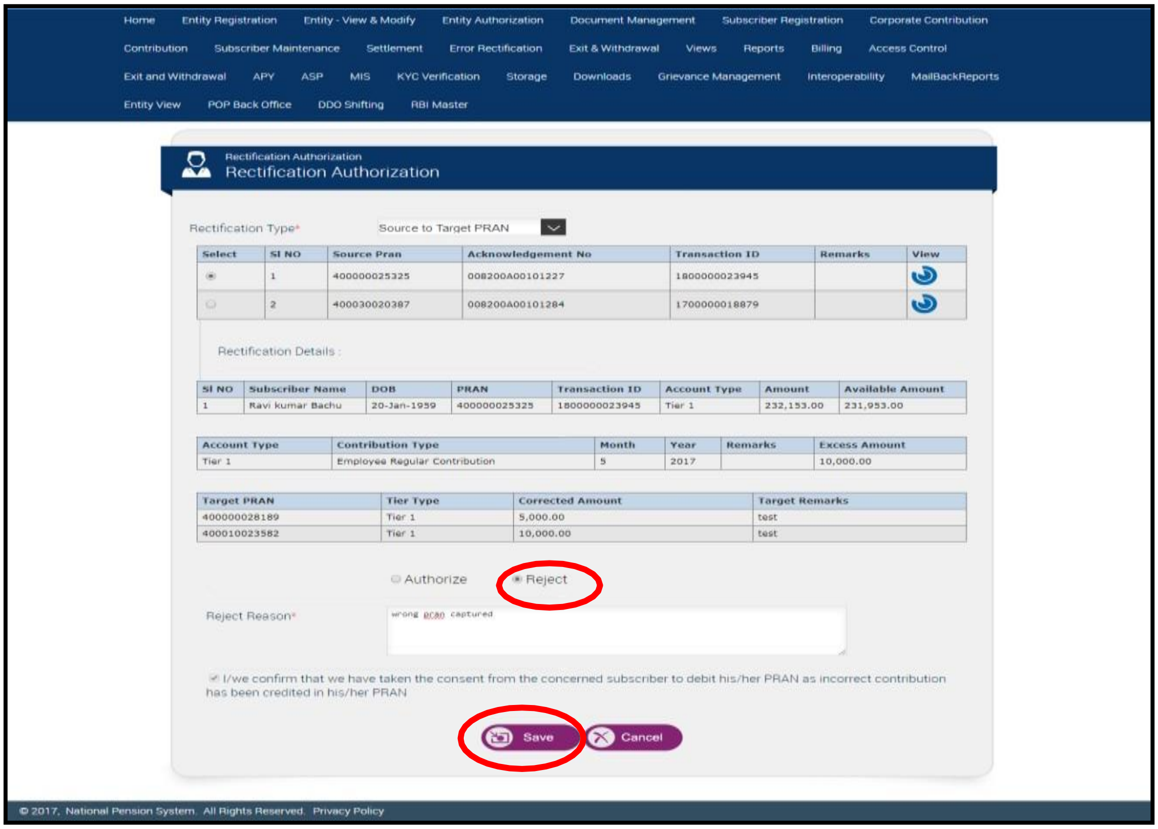

Home
Entity Registration
Entity - View & Modify
Entity Authorization
Document Management
Subscriber Registration
Corporate Contribution
Contribution
Subscriber Maintenance
Settlement
Error Rectification
Exit & Withdrawal
Views
Reports
Billing
Access Control
Exit and Withdrawal
APY
ASP
MIS
KYC Verification
Storage
Downloads
Grievance Management
Interoperability
MailBackReports
Entity View
POP Back Office
DDO Shifting
RBI Master
Rectification Authorization
Rectification Authorization
Rectification Type*
Source to Target PRAN
Select
Sl NO
Source Pran
Acknowledgement No
Transaction ID
Remarks
View
1
400000025325
008200A00101227
1800000023945
2
400030020387
008200A00101284
1700000018879
Rectification Details :
Sl 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 pran 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
© 2017, National Pension System. All Rights Reserved. Privacy Policy

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.

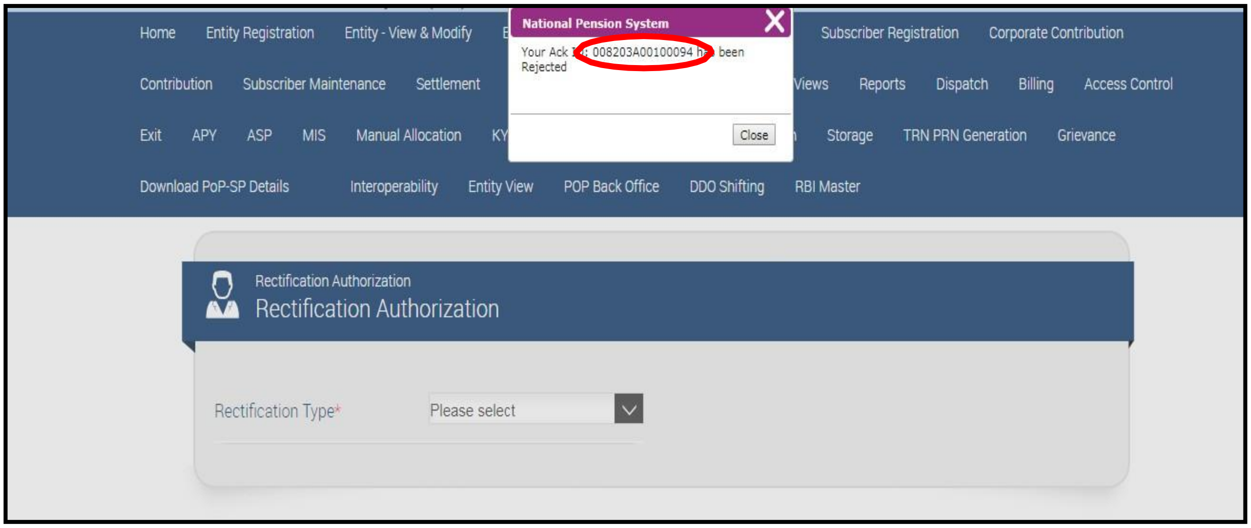


Figure2.19

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-SPcan 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-SPto 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.

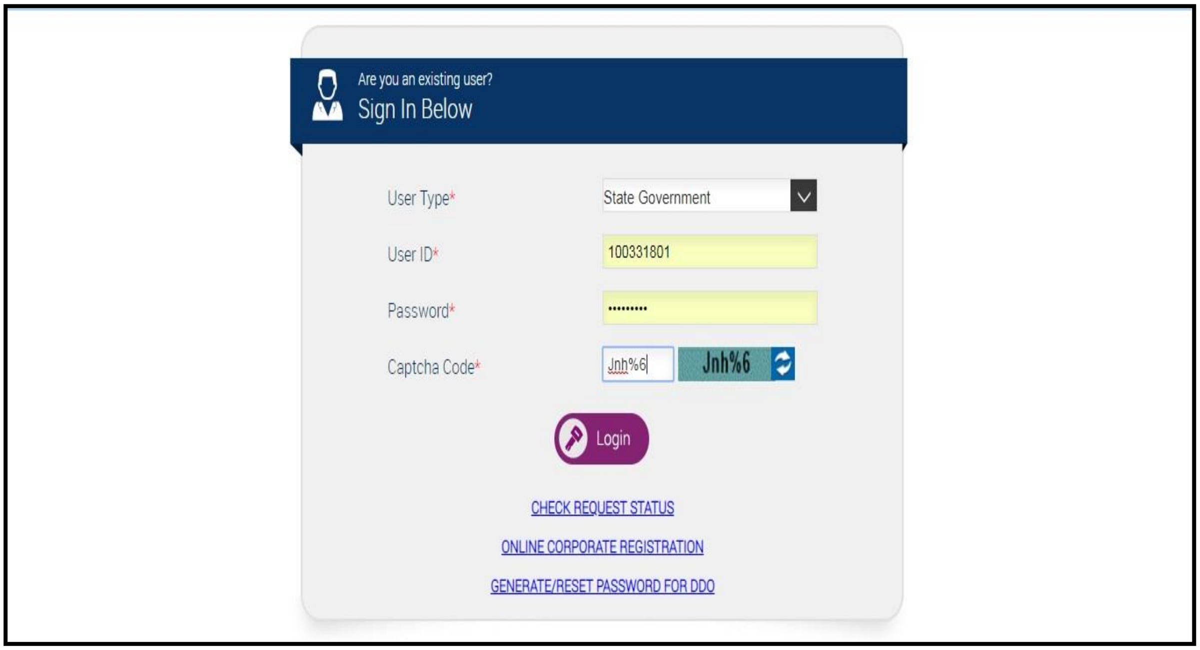


Figure3.0

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

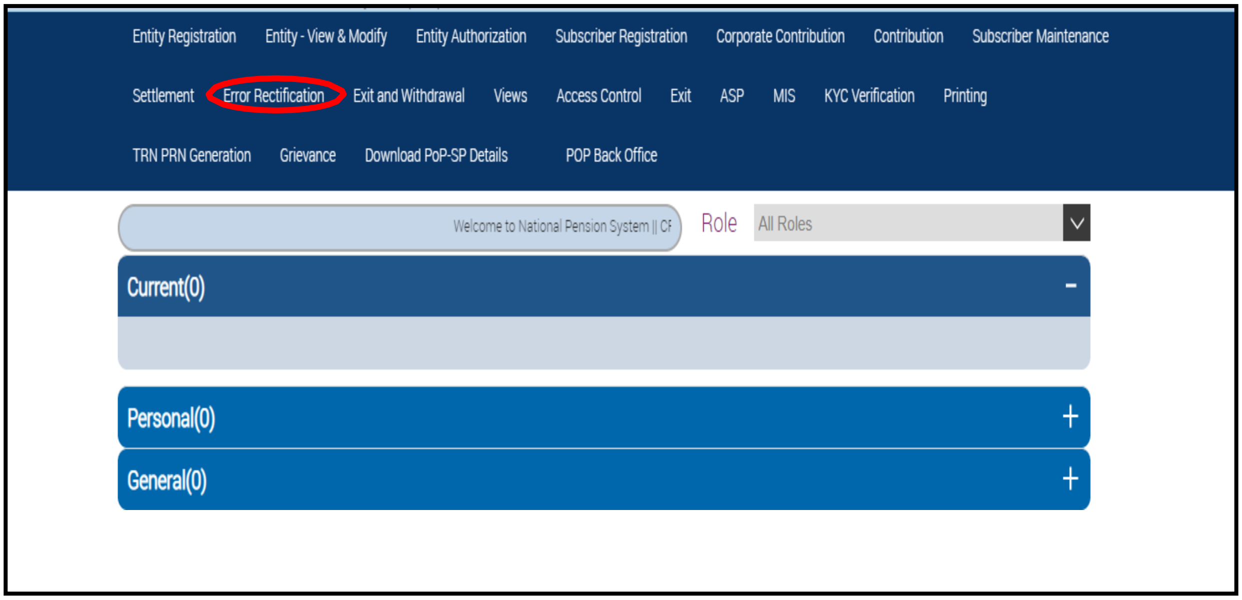


Figure3.1

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

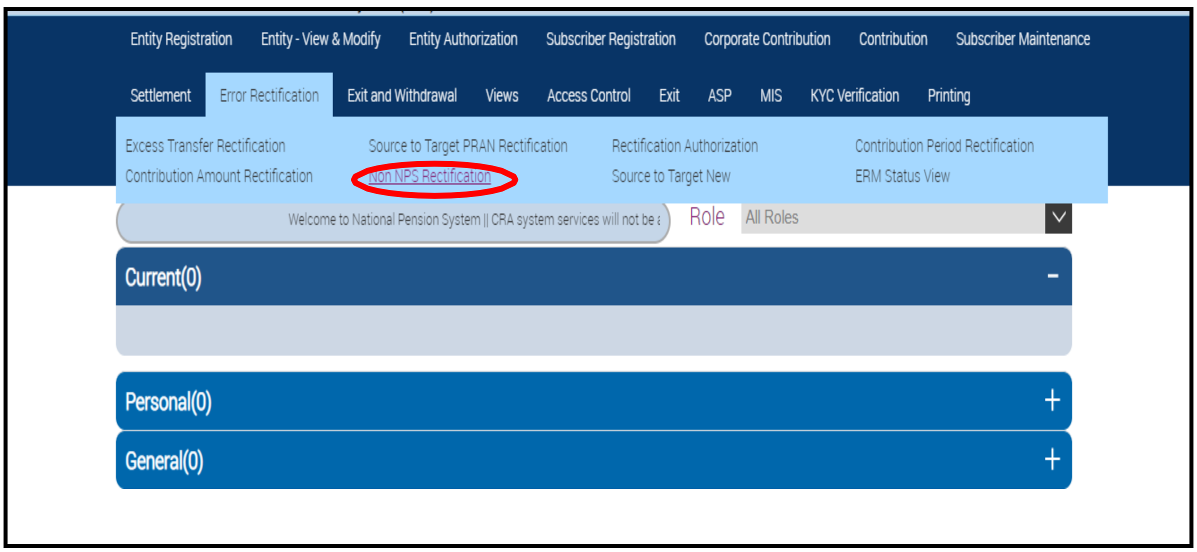


Figure3.2

4. User will be shown the Non NPS Rectificationscreen 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.

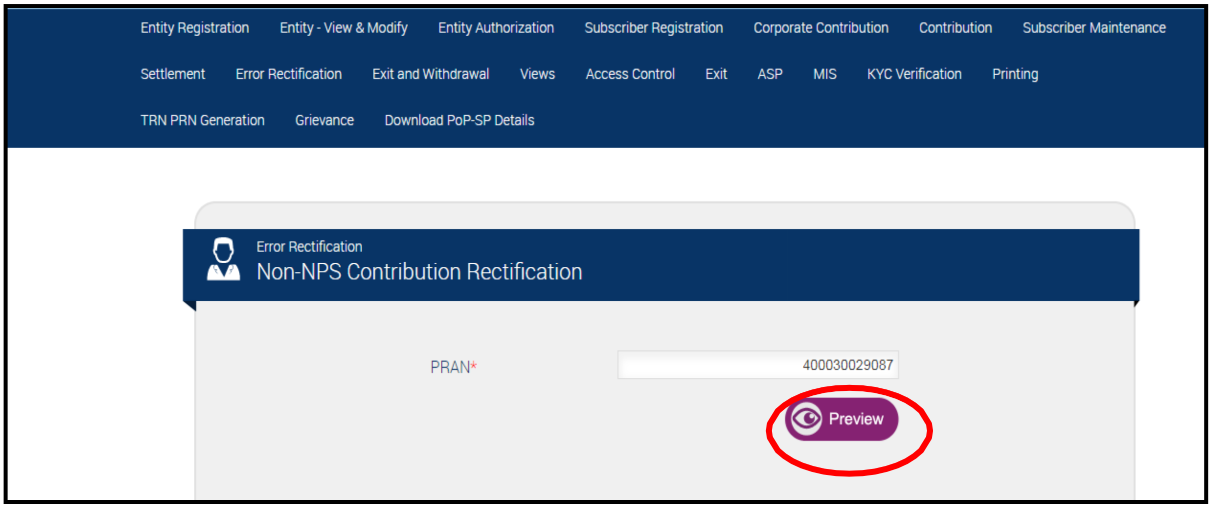


Figure3.3

5. User "Maker" will be shown the total amount under provided PRANalong 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 Officeshould mention the Bank account which needs to be credited by the Trustee Bank.

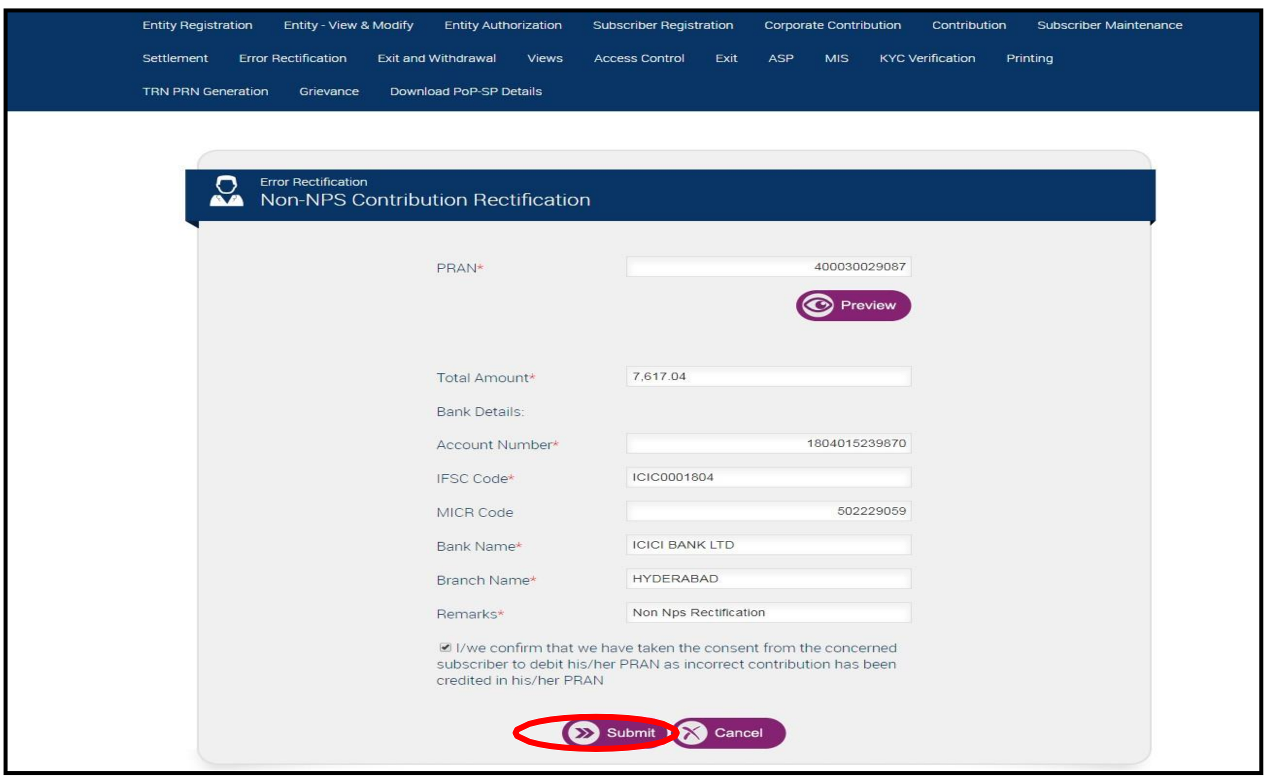


Figure3.4

6. When the User clicks the Submitbutton, confirmation messagewill be shown to the User. Nodal Office User should note down the acknowledgment number shown in the messagefor tracking the status of the request.

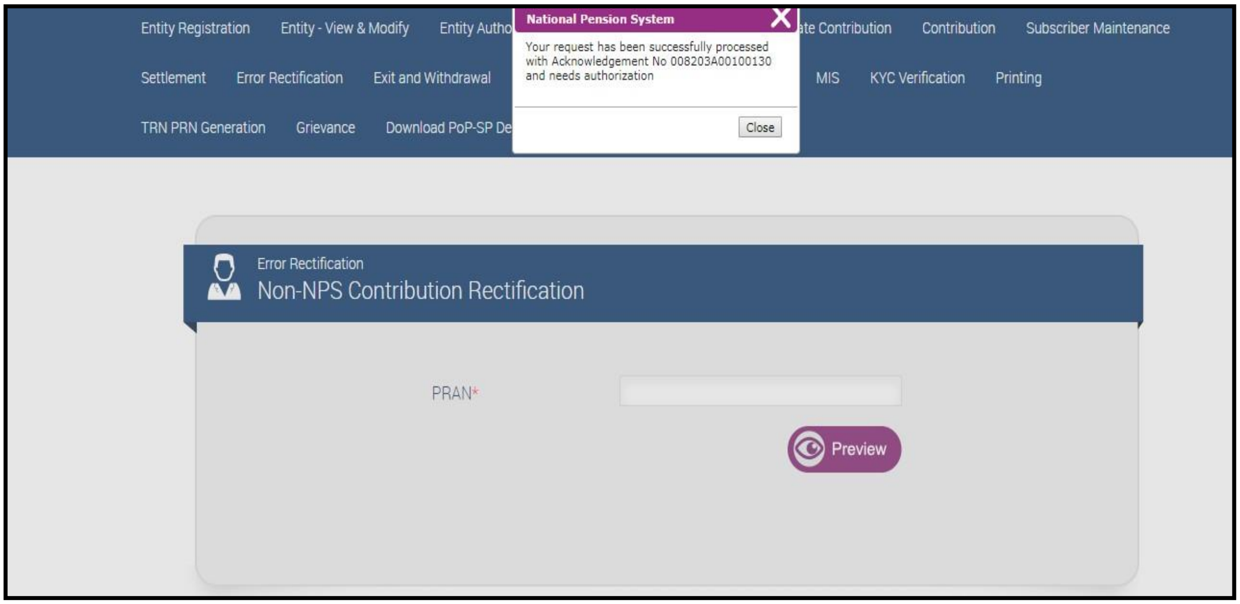


Figure3.5

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'


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
Excess Transfer Rectification
Source to Target PRAN Rectification
Rectification Authorization
Contribution Period Rectification
Contribution Amount Rectification
Non NPS Rectification
Source to Target New
ERM Status View
Subscriber ERM Verfication
Subscriber ERM Authorization
Dashboard
Welcome to Dashboard

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.

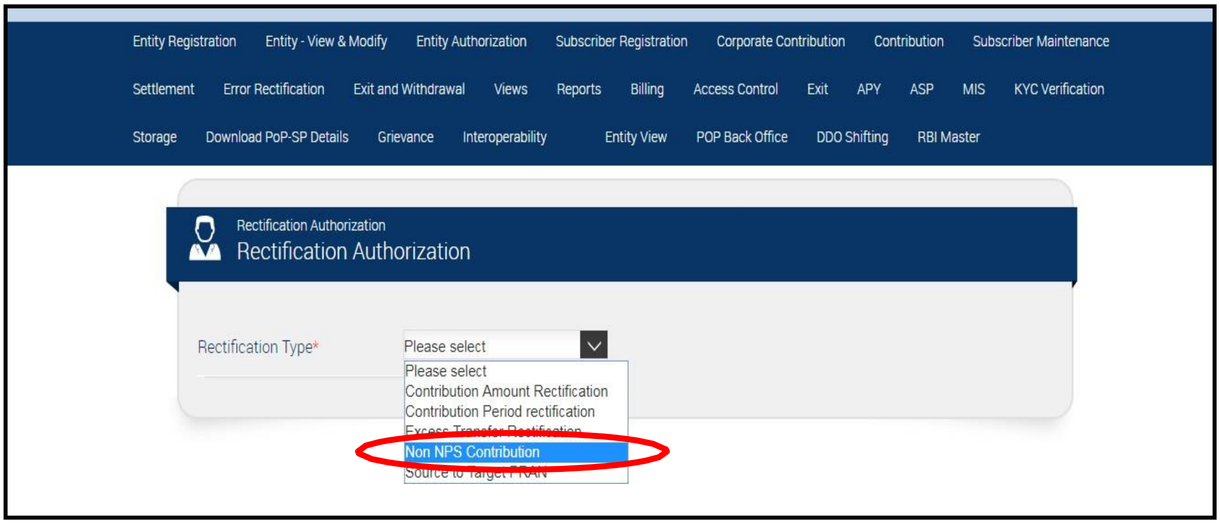


Figure3.7

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

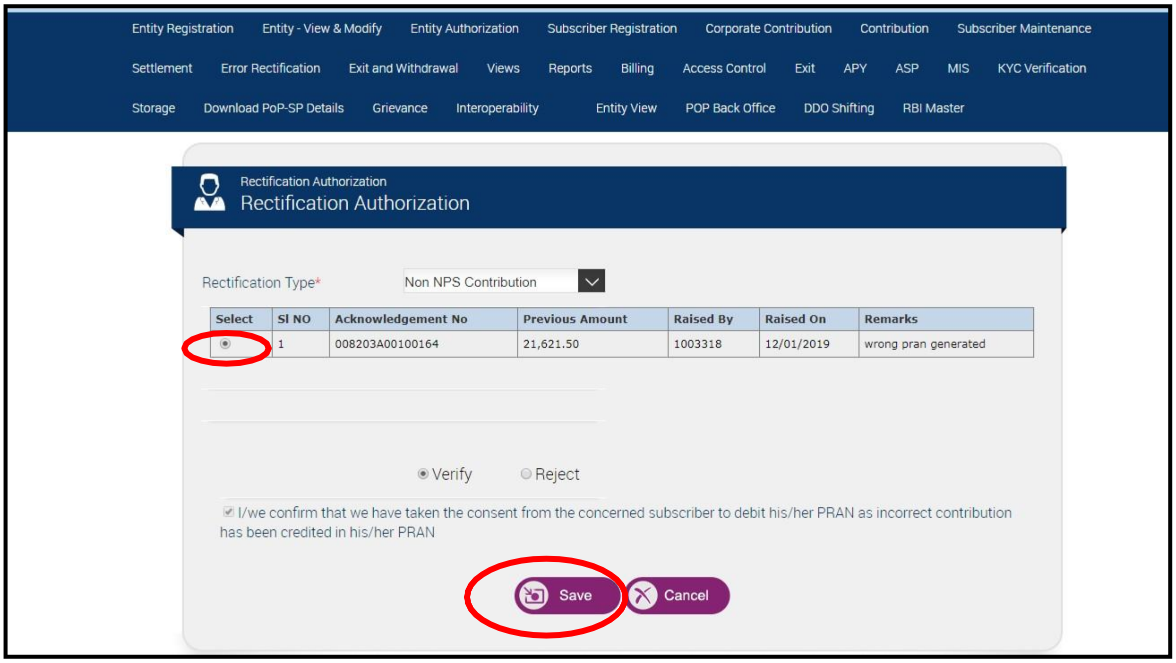

Entity Registration
Entity - View & Modify
Entity Authorization
Subscriber Registration
Corporate Contribution
Contribution
Subscriber Maintenance
Settlement
Error Rectification
Exit and Withdrawal
Views
Reports
Billing
Access Control
Exit
APY
ASP
MIS
KYC Verification
Storage
Download PoP-SP Details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

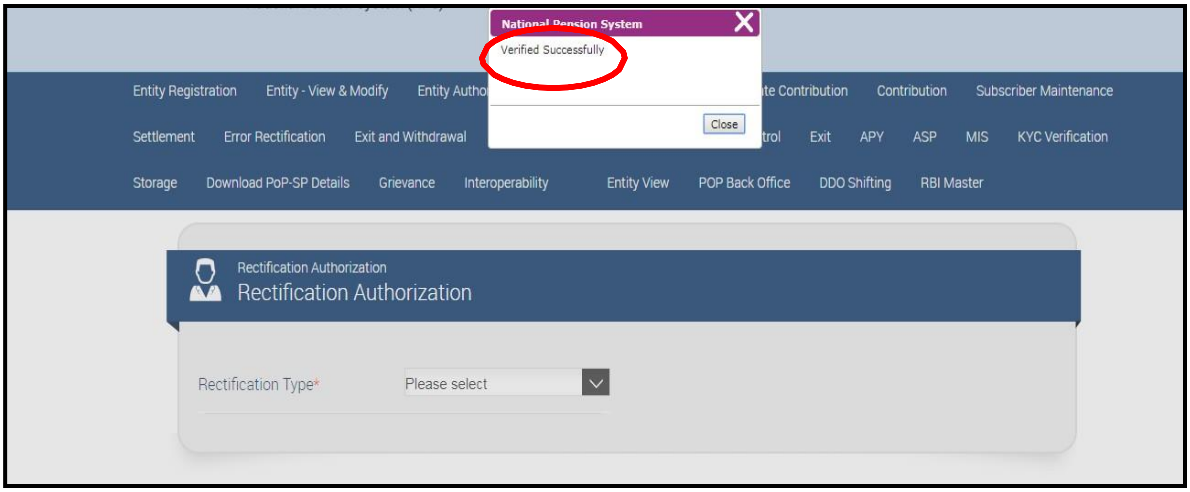


Figure3.9

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

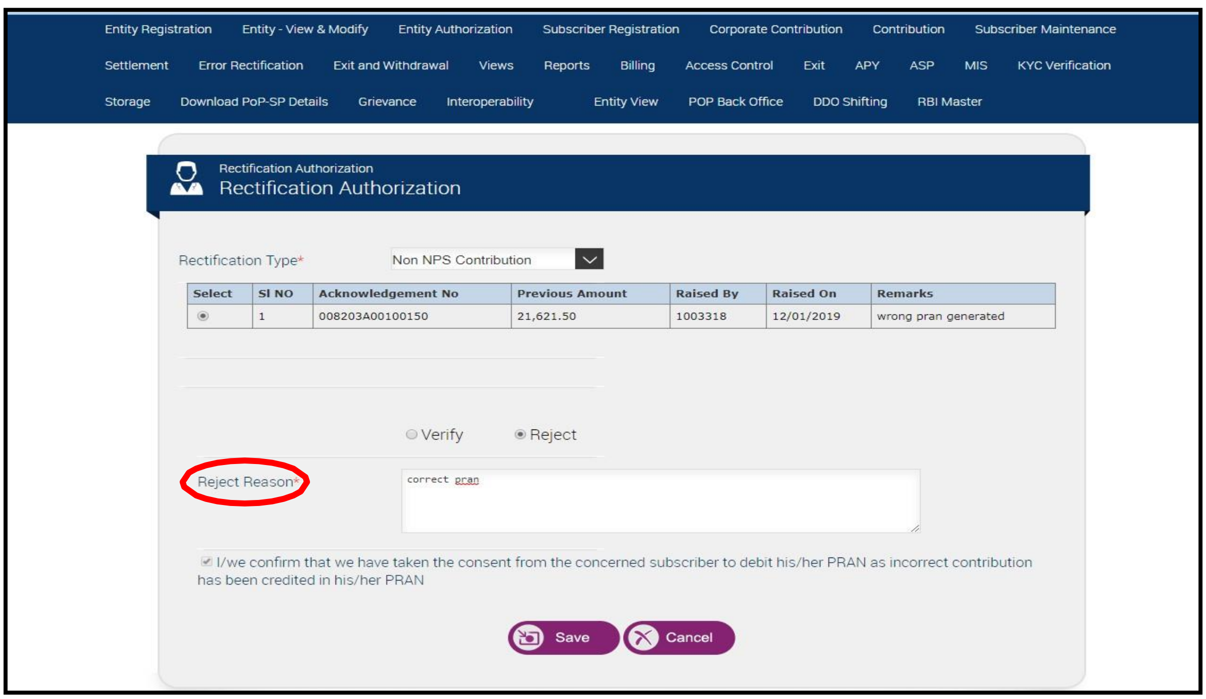


Figure3.10

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

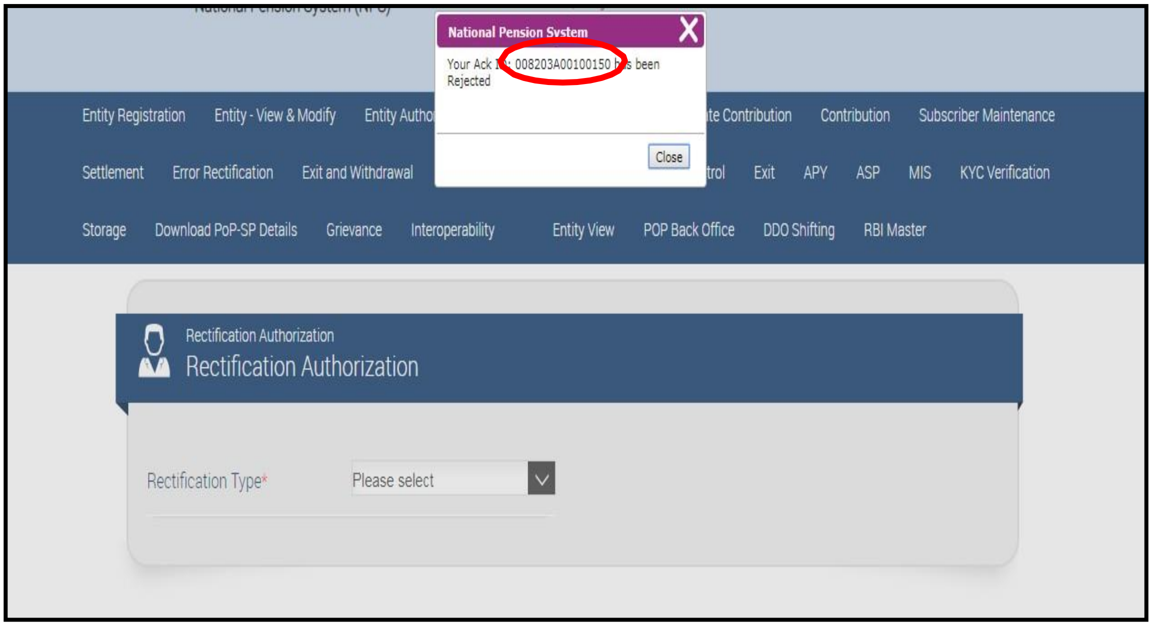


Figure3.11

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'.

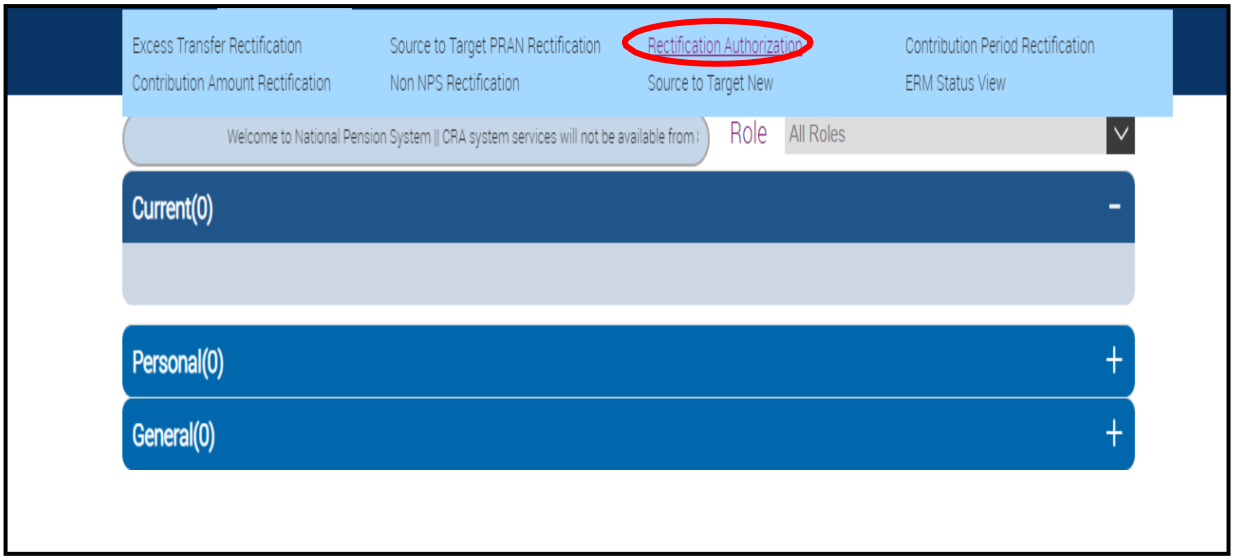

Excess Transfer Rectification
Source to Target PRAN Rectification
Rectification Authorization
Contribution Period Rectification
Contribution Amount Rectification
Non NPS Rectification
Source to Target New
ERM Status View
Welcome to National Pension System || CRA system services will not be available from
Role
All Roles
Current(0)
Personal(0)
General(0)

Figure3.12

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

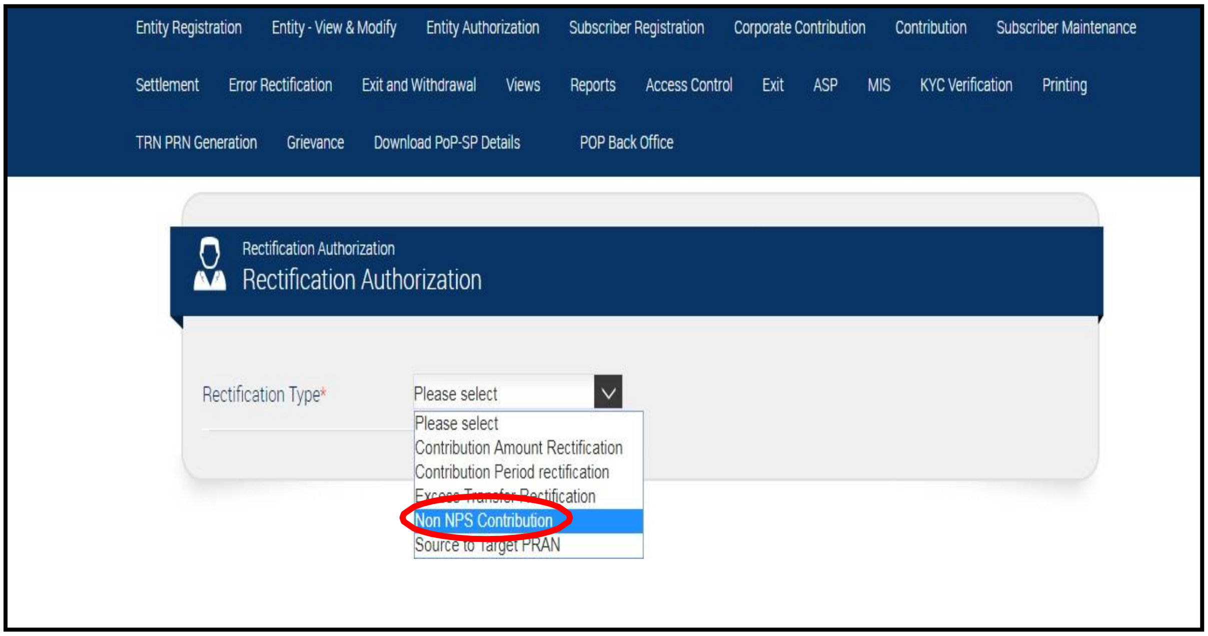


Figure3.13

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

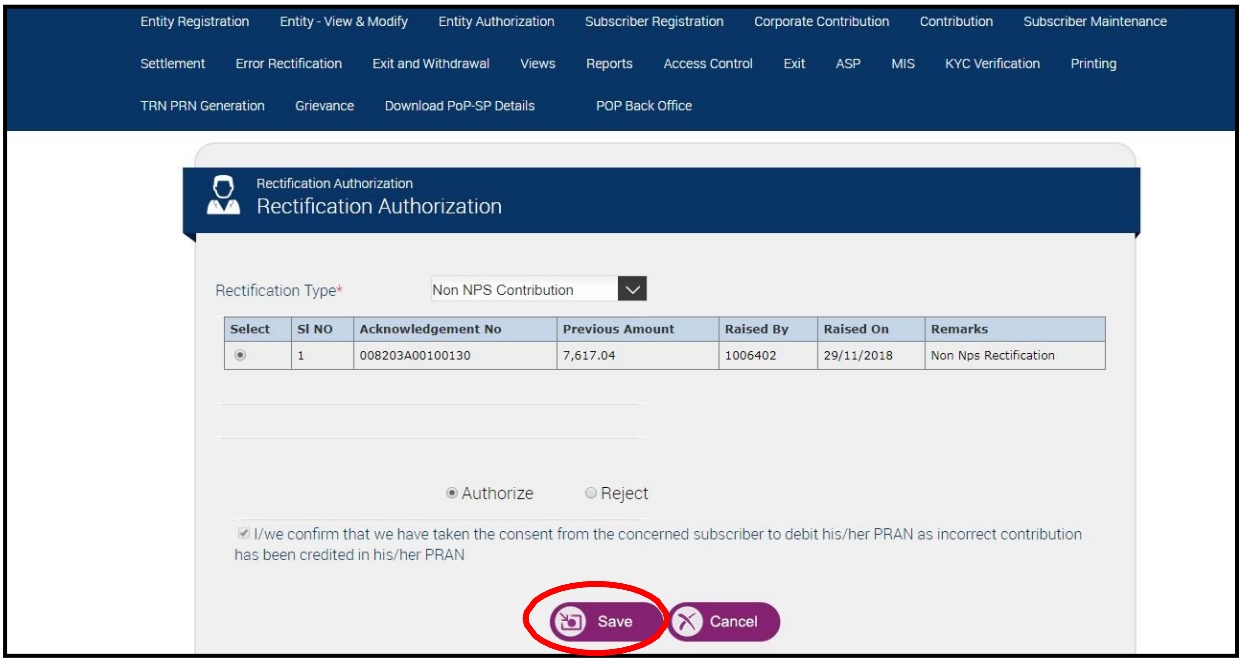

Entity Registration
Entity - View & Modify
Entity Authorization
Subscriber Registration
Corporate Contribution
Contribution
Subscriber Maintenance
Settlement
Error Rectification
Exit and Withdrawal
Views
Reports
Access Control
Exit
ASP
MIS
KYC Verification
Printing
TRN PRN Generation
Grievance
Download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

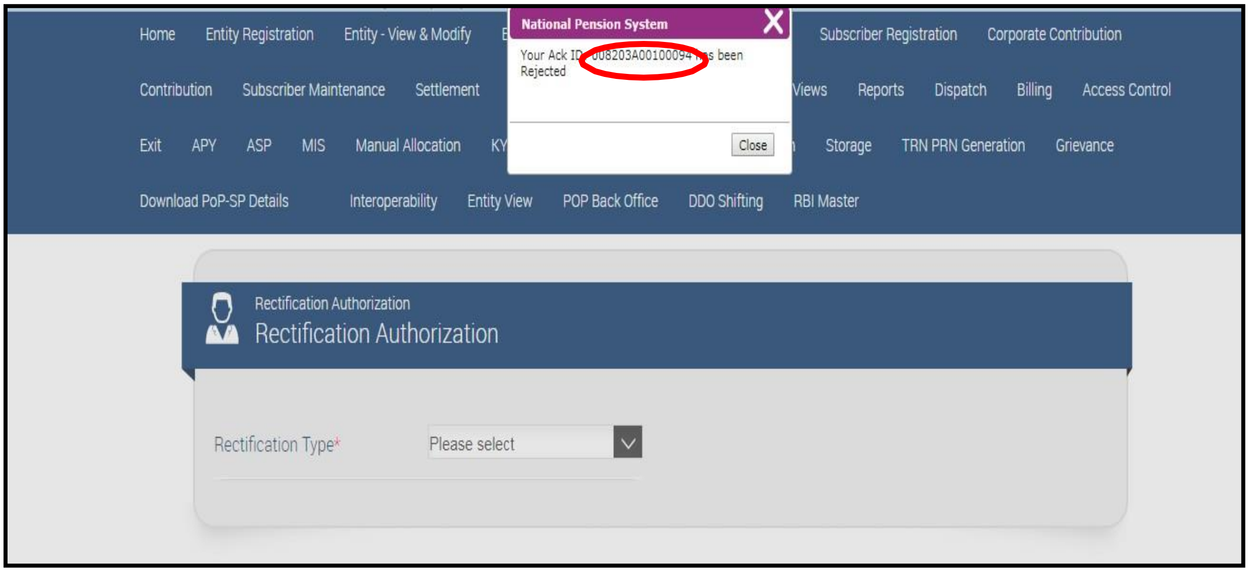


Figure3.15

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”.

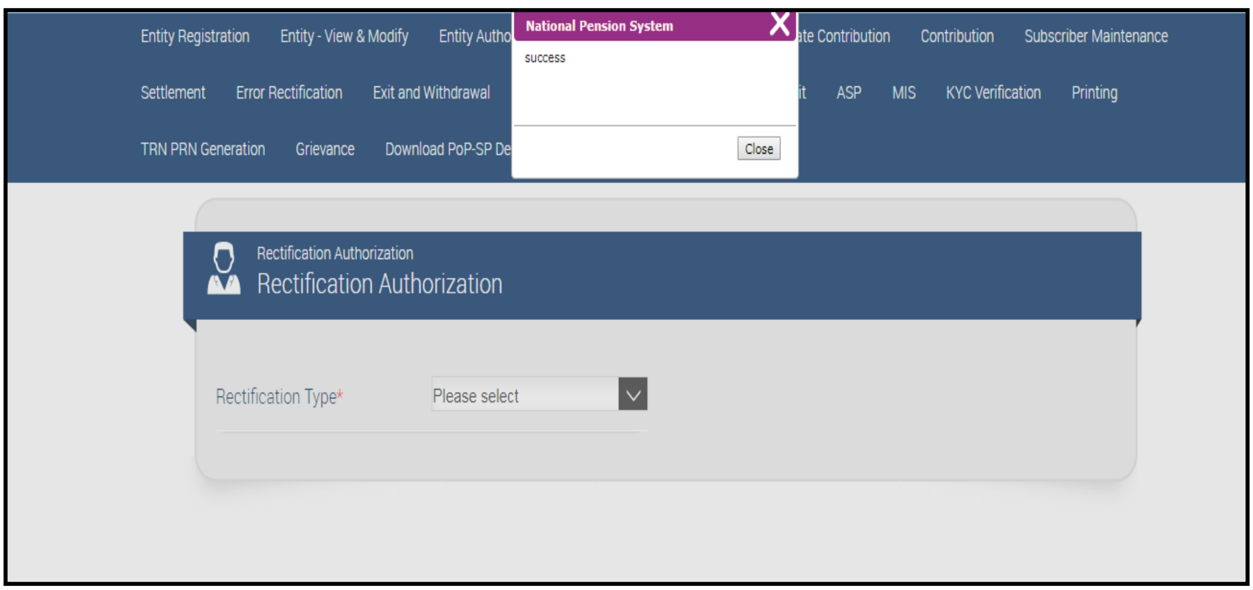


Figure3.16

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.

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