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75  
आज़ादी का  
अमृत महोत्सव

No. NPS/OV-MECH/VOL.III

Dated: 25.03.2024

To  
The Head Of Office  
All the Units/Establishments/Offices  
Sec'bad/Hyd'bad/Vizag.

**Sub:** - Securing NPS transactions through Aadhaar based User Authentication for Government Nodal Offices.

**Ref:** - HQrs Letter No. AT-NP/Govt Orders/NPS/E-49716, Dated: 18.03.2024.

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CGDA Office vide their letter dated No. AT-NPS/Govt. Orders/NPS/E-49716 Dated 18.03.2024 has forwarded a Circular bearing No. PFRDA/2024/05/Sup-CRA/02, dated 20.02.2024 and an email dated 14.03.2024 from Protean on the subject matter. As per instructions of the CRA, Aadhaar based login and authorization by Government nodal offices in CRA System is mandatory w.e.f. 1<sup>st</sup> April, 2024. Protean CRA (Central Record keeping Agency) vide their mail dated 07/03/2024 has issued a SOP (copy enclosed) for securing NPS Transaction through Aadhaar based user authentication for Government Nodal Office for reference.

2. In this connection, it is requested to direct the DDO/NPS Task Officials to **link all the NPS login ids** allotted your Office as per the laid down SOP. Necessary guidelines, SOP, FAQs issued by CRA are enclosed for your reference and guidance.

3. It is stated that concerned Officers/Officials may be directed to keep the necessary documents handy and the linking process can be done on 01.04.2024. After, linking the Aadhaar Numbers and Mobile numbers to login ids, the acknowledgement form generated may be mailed to your PAO (NPS) along with the names, and copies of Aadhaar cards of concerned Officials for completion of approval process at their end.

4. **It may be noted that w.e.f. 01.04.2024, the Nodal Office Users cannot access access the CRA SYSTEM without Aadhaar linking.**

Asst. Controller/Nodal Officer (NPS)



"हर काम देश के नाम"

## कार्यालय , रक्षा लेखा महानियंत्रक

उलान बटार रोड, पालम, दिल्ली छावनी-110010

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आज़ादी का  
अमृत महोत्सव

### OFFICE OF THE CONTROLLER GENERAL OF DEFENCE ACCOUNTS

Ulan Batar Road, Palam, Delhi Cantt.- 110010

Phone: 011-25665821

Fax:

email: nps.cgda@nic.in

No. AT-NPS/Govt. Orders/NPS/E-49716

Dated:18.03.2024

To

All Pr. AOs (Through E-mail )

Subject: Securing NPS transactions through Aadhaar based User Authentication for Government Nodal offices

Reference: Protean e-Gov e-mail dated 14.03.2024

Please find enclosed a copy of PFRDA Circular bearing No. PFRDA/2024/05/Sup-CRA/02 dated 20.02.2024, email dated 14.03.2024 from Protean e-Gov on the above subject intimating that an additional layer of security feature i.e Aadhaar based login is to be introduced mandatorily from 1st April, 2024 in order to enhance security measures and safeguard interest of subscribers and stakeholders in addition to the password login as per PFRDA guidelines.

2. As the same is effective from 1st April 2024, necessary action for on-boarding on Aadhaar based User Authentication for accessing CRA system may be completed in respect of all PAOs and DDOs under your organization, in addition to your own office, as per the SOP, as provided by Protean (copy attached), to avoid any complication and delay. A completion report may be furnished to HQrs office by 22.03.24.

3. This issues with the approval of Sr. Jt. CGDA(Systems/NPS).

Encl: As above.

Sr. AO (NPS)

Copy to:

The Protean

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For information w.r.t. their email dated 14.03.2024

Sr. AO (NPS)

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**Securing NPS transactions through Aadhaar based User Authentication for Government Nodal office**

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**From :** sunnyg@proteantech.in Thu, Mar 14, 2024 03:48 PM  
**Subject :** Securing NPS transactions through Aadhaar based User Authentication for Government Nodal office  8 attachments  
**To :** NPS CGDA <nps.cgda@nic.in>  
**Cc :** MadhusudanD@proteantech.in, KaustubhV@proteantech.in, PranavK@proteantech.in

Dear Sir,

Greetings!

This is in continuation of PFRDA Circular No: PFRDA/2024/05/Sup-CRA/02 dated 20th Feb 2024, which was intimated to your office during last week of February 2024.

As per PFRDA directives, your office is hereby informed that an Additional layer of security feature is being introduced for log in to CRA system, to enhance security measures and safeguard interest of subscribers and stakeholders.

Currently All the government user id in CRA system have password based login to access the CRA system. **The Aadhaar based login is being introduced mandatorily for all the users, in addition to the password-based login, to access the CRA system, effective from 1<sup>st</sup> April 2024.** It may be noted that effective from 1<sup>st</sup> April 2024, the Nodal Office users cannot access the CRA system without Aadhaar linking.

To enable smooth operation the following needs to be kept handy.

1. The Scan image of Employee ID card / The Scan image of Authority letter to access the CRA system / The Scan image of Appointment Letter
2. Aadhaar Number of the individuals accessing CRA system
3. Access to Mobile number mapped to Aadhaar for delivery of OTP

It is pertinent to note that

- Every user id linking with Aadhar shall be two step process of initiation by the user and authorisation by superseding office.
- The PrAO/DTA user id needs to be linked with Aadhaar on priority (say within 2 working day), so that CRA can authorise these Aadhaar linking
- The underlying PAO/DTO user id Linking with Aadhaar can be authorised by respective PrAO/DTA thereafter (say within next 2 working days)
- Similarly the underlying DDO user id linking with Aadhaar can be authorised by respective PAO/DTO subsequently.
- Till the time the Nodal office user id linking with Aadhaar is not authenticated, the same user will not be able to access the CRA system

The SOP for "Securing NPS transactions through Aadhaar based User Authentication for Government Nodal office" is attached for your reference. Protean CRA shall take all necessary initiatives to support your office in the process of Aadhar linking and additional creatives shall be circulated shortly.



For any further assistance you may write us on [cghelpdesk@proteantech.in](mailto:cghelpdesk@proteantech.in) / [sgcra@proteantech.in](mailto:sgcra@proteantech.in) / [abcra@proteantech.in](mailto:abcra@proteantech.in) with subject in email as "Aadhaar based login for Nodal Office" for ease of tracking and may contact the Nodal Office Call Center on 1800 2100 081.

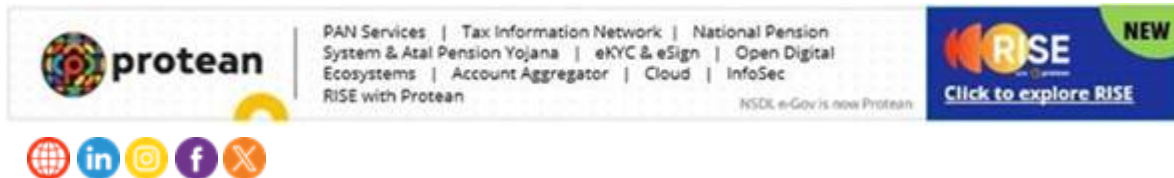
In case any further clarification is required, you may contact the undersigned.

Thank You & Regards,

**Sunny Gonsalves**

Manager | GH – Social Security & Welfare Department

Mobile: +91 8169429030 | Email : [sunnyg@proteantech.in](mailto:sunnyg@proteantech.in)



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 **Aadhaar\_Based\_Login\_for\_Nodal\_Office.PDF**  
906 KB

 **Circulr doe Aadhaar based login.pdf**  
2 MB

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CIRCULAR

Circular No: PFRDA/2024/05/Sup-CRA/02

20<sup>th</sup> Feb 2024

To

All Central and State Government Nodal Offices, CABs and SABs

**Subject: Securing NPS transactions through Aadhaar-based access of CRA system under the Government sector**

The Nodal Offices under Central and State Governments including their associated Autonomous Bodies currently utilize a password-based login to access the Central Recordkeeping Agency (CRA) for NPS transactions.

2. To enhance the security measures in accessing the CRA system and safeguard the interests of subscribers and stakeholders, it has been decided to bring in additional security features through Aadhaar-based authentication for login to the CRA system. The Aadhaar-based login authentication will be integrated with the current user id and password-based login process so as to make the CRA system accessible through 2 Factor Authentication.

3. The integration of Aadhaar-based login authentication is a proactive step to fortify the overall authentication and login framework. This initiative is designed to create a secure environment for all NPS activities carried out by Government Offices and Autonomous Bodies.

4. The development of the new system of login framework with these enhanced features is currently underway by the CRAs and is anticipated to go-live on 1<sup>st</sup> April 2024.

5. CRAs will disseminate a detailed Standard Operating Procedure (SOP) along with the process flow to Government Nodal Offices and engage extensively with Nodal Officers to make them aware of the changes thereby ensuring a seamless transition.

6. All offices under Government Sector and Autonomous Bodies are advised to note the same and put in place the necessary framework for implementation of the additional feature of Aadhaar-based login and authentication in CRA system to perform all NPS-related activities.

Yours sincerely,

Digitally signed by K  
MOHAN GANDHI

(Chief General Manager)

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## परिपत्र

परिपत्र संख्या : पीएफआरडीए/2024/05/एसयूपी-सीआरए/02

20 फ़रवरी 2024

प्रति,

केंद्र और राज्य सरकार के सभी नोडल कार्यालय, सीएबी और एसएबी

**विषय: सरकारी क्षेत्र के अंतर्गत सीआरए प्रणाली में आधार-आधारित पहुंच के माध्यम से एनपीएस लेनदेन का संरक्षण करने के सन्दर्भ में**

केंद्र और राज्य सरकारों एवं उनके सहयुक्त स्वायत्त निकायों के अंतर्गत नोडल कार्यालय, वर्तमान में एनपीएस लेनदेन के लिए केंद्रीय अभिलेखपाल अभिकरण (सीआरए) की वेबसाइट का उपयोग करने हेतु पासवर्ड-आधारित लॉगिन का उपयोग करते हैं।

2. सीआरए प्रणाली का उपयोग करने में सुरक्षा उपायों को उन्नत करने और अभिदाताओं और हितधारकों के हितों का संरक्षण करने के लिए, सीआरए प्रणाली में लॉगिन हेतु आधार-आधारित प्रमाणीकरण के माध्यम से एक अतिरिक्त सुरक्षा सुविधा को शुरू करने का निर्णय लिया गया है। आधार-आधारित लॉगिन प्रमाणीकरण को विद्यमान उपयोगकर्ता आईडी और पासवर्ड-आधारित लॉगिन प्रक्रिया के साथ एकीकृत किया जाएगा, ताकि सीआरए प्रणाली को 2-फैक्टर प्रमाणीकरण के माध्यम से सुलभ बनाया जा सके।

3. आधार-आधारित लॉगिन प्रमाणीकरण के एकीकरण की प्रक्रिया समग्र प्रमाणीकरण और लॉगिन संरचना को सशक्त करने हेतु एक सक्रिय कदम है। यह पहल, सरकारी कार्यालयों और स्वायत्त निकायों द्वारा की जाने वाली सभी एनपीएस गतिविधियों हेतु एक सुरक्षित वातावरण निर्मित करने के लिए डिज़ाइन की गई है।

4. इन उन्नत सुविधाओं के साथ लॉगिन संरचना की नई प्रणाली का विकास वर्तमान में सीआरए द्वारा जारी है तथा दिनांक 1 अप्रैल 2024 से इसके आरम्भ होने की संभावना है।

5. सभी सीआरए द्वारा सरकारी नोडल कार्यालयों को प्रक्रिया-प्रवाह (प्रोसेस-फ्लो) के साथ-साथ एक विस्तृत मानक संचालन प्रक्रिया (एसओपी) प्रदान की जाएगी तथा बड़े पैमाने पर इसमें नोडल अधिकारियों को भी शामिल किया जाएगा, ताकि उन्हें इन बदलावों के बारे में जागरूक किया जा सके, जिससे बदलाव की यह प्रक्रिया निर्बाध रूप से सुनिश्चित की जा सके।

6. सरकारी क्षेत्र के अंतर्गत सभी कार्यालयों और स्वायत्त निकायों को सलाह दी जाती है कि, वे इस पर ध्यान दें और एनपीएस से संबंधित सभी गतिविधियों के निष्पादन हेतु सीआरए प्रणाली में आधार-आधारित लॉगिन और प्रमाणीकरण की अतिरिक्त सुविधा को कार्यान्वित करने के लिए आवश्यक ढांचा स्थापित करें।

भवदीय,

Digitally signed by  
K MOHAN GANDHI

(मुख्य महाप्रबंधक)

Page 1 of 1



**Protean eGov Technologies Limited**

## **STANDARD OPERATING PROCEDURE (SoP)**

### **Securing NPS transactions through Aadhaar based User Authentication for Government Nodal offices**

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## Acronyms and Abbreviations

The following definitions, acronyms & abbreviations may have been used in this manual:

ACRONYM	DESCRIPTION
NPS	National Pension System
Protean	Protean eGov Technologies Limited
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
NPSCAN	National Pension System Contribution Accounting Network
CRA	Central Recordkeeping Agency
Pr.AO	Principal Accounts Office
DTA	Directorate of Treasury and Accounts
PAO	Pay and Accounts Office
DTO	District Treasury Office
DDO	Drawing and Disbursing Office
PAO Reg. No.	Unique PAO Registration Number allotted by CRA
DDO Reg. No.	Unique DDO Registration Number allotted by CRA
PAN	Permanent Account Number
I-PIN	Internet Personal Identification Number
T-PIN	Tele-query Personal Identification Number

## Overview

Government Nodal offices (PrAO/DTA /PAO/DTO/ DDO ) and Corporate Nodal offices are provided login access to the CRA system for executing the NPS related activities and generate/view/download various reports. As per PFRDA directives, 2-Factor Aadhaar based authentication, an additional layer of security feature, is being mandatorily introduced for all password based users while logging-in to CRA system, effective ,1<sup>st</sup> April 2024.

The Nodal Offices under Central and State Governments including their underlying Autonomous bodies currently utilize a password-based login to access the Central Recordkeeping Agency (CRA) for NPS transactions.

To enhance the security measures in accessing the CRA system and safeguard the interests of Subscribers and Stakeholders, it has now been decided to bring in additional security features through Aadhaar-based authentication for login to the CRA system. The Aadhaar-based login authentication will be integrated with the current User ID and password-based login process so as to make the CRA system accessible through 2- Factor Authentication.

The Nodal office User IDs under the Government Sector (Central/State/CAB/SAB) shall be allowed to login to CRA system (CRA & NPSCAN) with 2-Factor Authentication using Aadhaar OTP (One time password). The Oversight office (PrAO/DTA) needs to link their Aadhaar against their respective CRA User ID initially, so that the underlying users can initiate Aadhaar Mapping. Similarly PAO/DTO needs to link their Aadhaar against their respective CRA User ID, so that the underlying DDOs can initiate Aadhaar linking.

All offices under Government Sector and Autonomous Bodies have to implement the necessary framework for implementation of the additional feature of Aadhaar-based login and authentication in CRA system to perform all NPS related activities.

This document covers the process to be followed by the Nodal offices to link their Aadhaar and proceed with the functional activities using CRA system.

The following points are covered in the document:

- A. One time registration of Aadhaar number against Nodal Office User ID
- B. Authentication of Aadhaar Mapping to Nodal Office User ID
- C. Status view for Aadhaar Mapping
- D. Procedure for regular (Aadhaar based) access to CRA system

## A. One Time Linking of Aadhaar with Nodal Office User ID

1. Nodal Office User will login to the CRA system with existing Login ID and Password and will have to check in Password policy and enter Captcha and Submit as displayed in **Image 1**.

The screenshot shows the CRA system login interface. On the left is a sidebar with icons and labels for various services: Activate Tier II Account, FATCA Compliance, Annuity Quotes, Subscriber Consent to share contact details with ASP, Subscriber Registration/Photo-Signature Modification Request, Status using Receipt Number, My Withdrawal Utility, PRAN Card Dispatch Status, and Grievance / Enquiry Status. The main content area is titled 'Nodal Offices / Other Intermediaries'. It contains a login form with fields for User ID (123400) and Password (masked with dots). Below the password field is a captcha image showing '8 4 + 3 = 87'. There are checkboxes for 'I understand that' and a 'Submit' button. Links for 'Reset Password' and 'Help/Instructions for Login' are also present. A disclaimer box at the top right states: 'My User ID/PRAN & Password is confidential & not to be disclosed. Password should be complex and not commonly used text or number. I need to keep changing my password regularly.' The KYNA logo is in the bottom right corner, and the tagline 'Retired life ka sahara, NPS hamara' is at the bottom.

**Image 1**

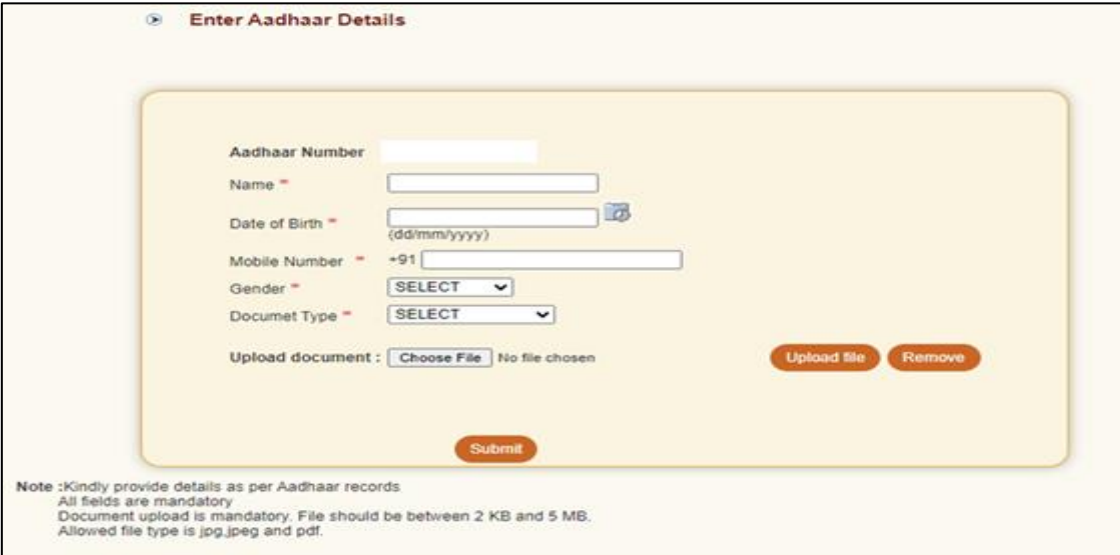
2. The CRA System shall prompt for the Aadhaar number as displayed in **Image 2**. The User will enter the Aadhaar number, check the declaration box and click on submit.

The screenshot shows a screen titled 'Kindly share below Aadhaar details'. It displays 'User ID: 1000985800'. Below this is a field for 'Aadhaar Number'. At the bottom, there is a checkbox labeled 'I hereby understand/authorize Protean eGov Technologies Ltd as CRA to' followed by three numbered points: 1. Use my Aadhaar details for National Pension System (NPS) and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder. 2. Use my Demographic details (Name, Gender and Date of Birth) and OTP for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI. 3. I understand that the Aadhaar details (physical and / or digital, as the case maybe) submitted for availing services under NPS will be maintained in NPS till the time the account/User ID is not inactive in NPS or the timeframe decided by PFRDA, the regulator of NPS, whichever is later.

**Image 2**

The following text shall be displayed and the User will have to place a check across the text after providing Aadhaar number:


- Use my Aadhaar details for National Pension System (NPS) and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder.
  - Use my Demographic details (Name, Gender and Date of Birth) and OTP for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI.
  - I understand that the Aadhaar details (physical and / or digital, as the case maybe) submitted for availing services under NPS will be maintained in NPS till the time the account/User ID is not inactive in NPS or the timeframe decided by PFRDA, the regulator of NPS, whichever is later.
  - I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Ltd till such time it is acting as CRA for NPS.
3. System will validate the Aadhaar number and ask for additional details (in case the same Aadhaar is not linked to the same User ID) as displayed in **Image 3**



**Enter Aadhaar Details**

Aadhaar Number

Name

Date of Birth    
(dd/mm/yyyy)

Mobile Number  +91

Gender

Document Type

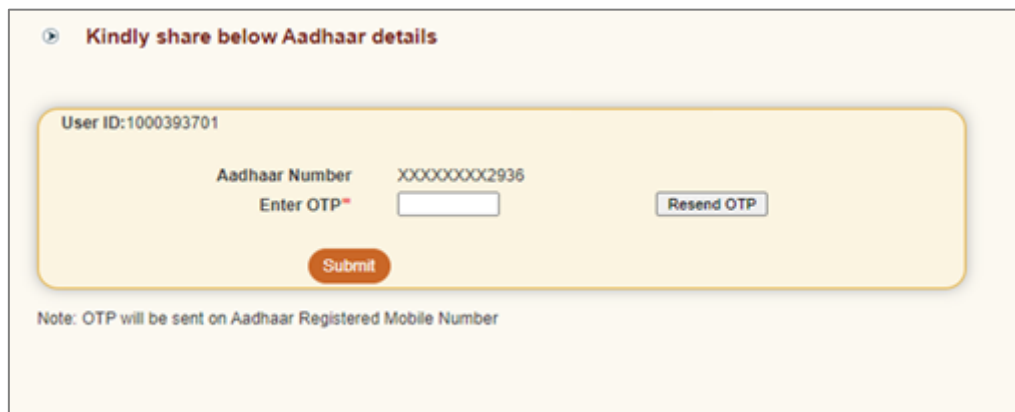
Upload document :  No file chosen

**Note :**Kindly provide details as per Aadhaar records.  
All fields are mandatory.  
Document upload is mandatory. File should be between 2 KB and 5 MB.  
Allowed file type is jpg,jpeg and pdf.

**Image 3**

The User shall enter the Name, Date of Birth, Mobile Number and Gender as recorded in Aadhaar. It is mandatory to upload at least one or all of the following documents (as per the requirement of the approving office) with maximum size of **5 MB**.

1. Appointment letter
  2. Authority letter
  3. Identity Card
4. On submission of details, an OTP shall be delivered to Aadhaar registered mobile number and the user needs to enter the OTP as displayed in **Image 4**



Kindly share below Aadhaar details

User ID: 1000393701

Aadhaar Number: XXXXXXXX2936

Enter OTP <sup>\*</sup>

Resend OTP

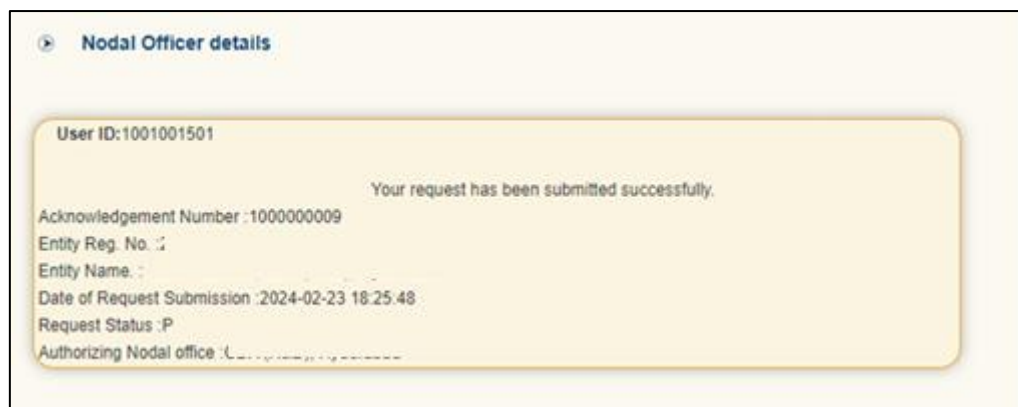
Submit

Note: OTP will be sent on Aadhaar Registered Mobile Number

**Image 4**

In case of delay in the delivery of OTP, the user can regenerate OTP by clicking on "Resend OTP" tab.

5. On submission of OTP and successful data verification, Acknowledgement number shall be generated and request shall be submitted for authorization (refer image 5).



Nodal Officer details

User ID: 1001001501

Your request has been submitted successfully.

Acknowledgement Number : 1000000009

Entity Reg. No. :

Entity Name. :

Date of Request Submission : 2024-02-23 18:25:48

Request Status : P

Authorizing Nodal office : L

**Image 5**



Once submitted the message will be displayed that *"Your request has been submitted successfully"*. Further, this request has to be authorized by the respective oversight office.

#### **B. Authentication of Aadhaar linking request submitted by Nodal Office:**

The oversight office needs to authorize the Aadhaar linking transaction for underlying offices.

<b>Aadhaar Linking for</b>	<b>Authorised by</b>
PrAO/DTA	CRA
PAO/DTO	PrAO/DTA
DDO	PAO/DTO

The underlying office cannot complete Aadhaar linking request till the time the authorizing Nodal officer has completed the Aadhaar linking for his/her User ID. Therefore it is required that the PrAO/DTA gets his/her Aadhaar linked prior to initiating any authorization of requests.

Further, it is important to note that the authorizing office needs to verify the documents uploaded by underlying office before authorizing any Aadhaar linking request.

1. On successful creation of Acknowledgement number for Aadhaar mapping, the nodal office initiating the request shall receive an intimation on registered email.
2. The Authorizer is required to login to the CRA system and authenticate his/her Aadhaar details using OTP and authorize the request under **"User Maintenance"** tab.
3. On selecting "Authorize Mapping Request", the list of pending Acknowledgement number's with related details shall be displayed as shown in **Image 6**, on entering the "Entity Registration number / Acknowledgement number / Date range"

**Nodal Officer Details**

☒ Authorize Mapping Request
 ☐ View Request Status

Entity Reg. No.

Ack No

From Date\*

DD/MM/YYYY

To Date\*

DD/MM/YYYY

Search

Reset

Sr No	Ack No.	User ID	User Name	Entity Reg. No.	Entity Name	Date of Initiation	Action
1	1000000020	1000048700	Rasika Sarang Gohwalkar	10000487	ABCName	28-Feb-2024	<a href="#">Accept/Reject</a>

1

2

Next

Image 6

- The details of the data entered by the User for Aadhaar linking shall be displayed with last four digits of the respective Aadhaar number (**Image 7**).

Authorize Aadhaar Mapping Request

Acknowledgement Number

1000000020

User ID

1000048700

Aadhaar Number

XXXXXXXXX2936

User Name

Rasika Sarang Gohwalkar

Date of Birth(dd/mm/yyyy)

Mobile Number

9820172918

Gender

Female

Entity Reg. No.

10000487

Entity Name

ABCName

Date of Initiation

28/02/2024

Uploaded Documents

Document Type

Download Attached File

Appointment letter

Authority Letter

Identity Card

☒ Accept
 ☐ Reject

Remarks

REQUEST ACCEPTED

Approve

Back

Image 7

- The authorizer can 'Accept' or 'Reject' the Acknowledgement. If request is accepted then the office needs to '**Approve**' and proceed further. If request is rejected then appropriate comments have to be provided.

6. On successful acceptance of request, the following screen is displayed (Image 8).

Authorize Aadhaar Mapping Request

Request has been successfully Accepted

Acknowledgement Number	9100000000
User ID	1000986801
Entity Reg. No.	10009868
Entity Name	ABCName
Date of Initiation(dd/mm/yyyy)	01/01/2024
Date of Authorization(dd/mm/yyyy)	
Request Status	Accepted
Authorizing Nodal Office	CRAUser

Close

Date of Initiation 01/01/2024

Image 8

### C. Status view for Aadhaar linking

The users can view the Status of the request created, by logging-in to the CRA system and providing Acknowledgement ID under the “User Maintenance” tab.

### D. Procedure for regular (Aadhaar based) access to CRA system

1. Nodal Office User will login to the CRA system with existing Login ID and Password and will have to check in Password policy and enter Captcha and Submit as shown in **Image 9**.

Activate Tier II Account Free !!

FATCA Compliance

Annuity Quotes

Subscriber Consent to share contact details with ASP

Subscriber Registration/Photo-Signature Modification Request

Status using Receipt Number

My Withdrawal Utility

PRAN Card Dispatch Status

Grievance / Enquiry Status

My User ID/PRAN & Password is confidential & not to be disclosed.  
Password should be complex and not commonly used text or number.  
I need to keep changing my password regularly.

Submit

[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ IPIN ☐ Digital Certificate

User ID 123400

Password \*\*\*\*\*

Enter Captcha 8 4 + 3 = 87

☒ I understand that.

My User ID/PRAN & Password is confidential & not to be disclosed.  
Password should be complex and not commonly used text or number.  
I need to keep changing my password regularly.

Submit

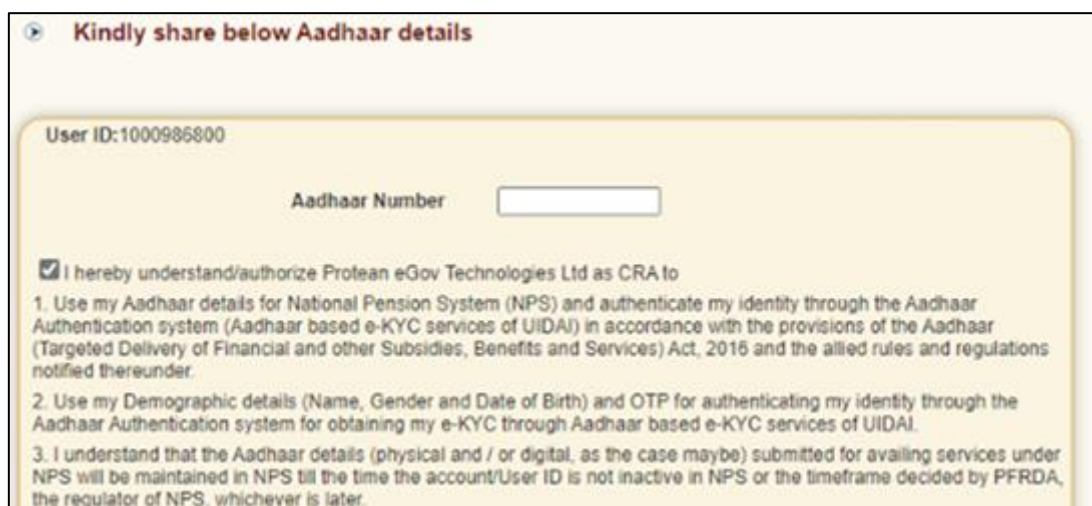
[Reset Password](#) [Help/Instructions for Login](#)

Retired life ka sahara, NPS hamara

NPS

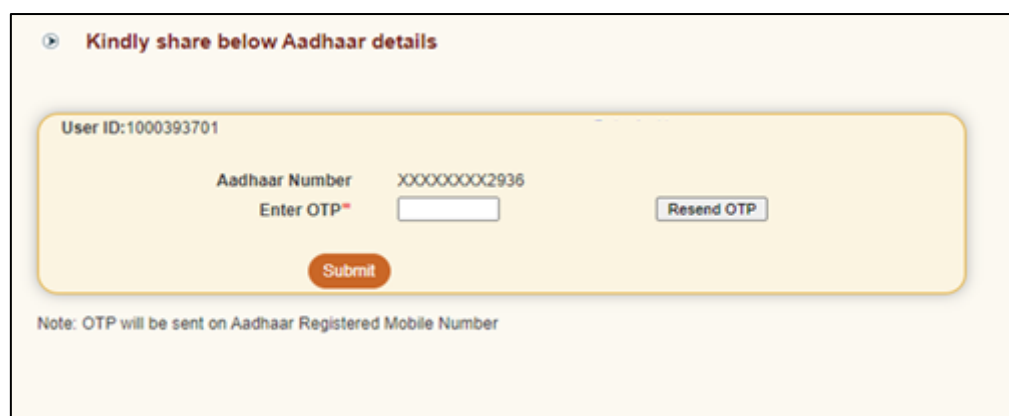
**Figure 9**

2. The system will ask for Aadhaar number as shown in **Image 10**. The user shall provide the Aadhaar number, check the declaration box and click on submit.



**Image 10**

3. On submission of details, an OTP shall be delivered to Aadhaar registered mobile number and the user shall be required to enter the OTP as displayed in **Image 11**



**Image 11**

In case of delay in delivery of OTP, the user can regenerate OTP by clicking on Resend OTP tab. Once, OTP is submitted, User will be able to login and perform required functions.

-----X-----X-----X-----



# protean

*Change is growth*

**Protean eGov Technologies Limited**

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **Securing NPS transactions through Aadhaar based User Authentication for Government Nodal offices**

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## FREQUENTLY ASKED QUESTIONS (FAQs)

### Securing NPS transactions through Aadhaar based User Authentication for Government Nodal offices

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#### **Q.1 What is the Aadhaar based User Authentication process for Nodal offices under NPS ?**

- A.** The Nodal offices under the Government Sector (Central/State/CAB/SAB) shall be allowed to login to the CRA system (CRA & NPSCAN) with a 2-Factor Authentication (*User ID and Aadhaar Number*) using Aadhaar OTP (*One time password shall be sent on Aadhaar registered Mobile number*). The Oversight office (PrAO/DTA) needs to link their Aadhaar (*concerned official designated as PrAO/DTA*) against their respective User ID initially, in order to authorize the requests placed by the underlying office.

#### **Q.2 Why is the Aadhaar based login process implemented?**

- A.** The 2-Factor Authentication process has been implemented, so as to ensure that the current security measures deployed are strengthened while accessing the CRA system by integrating it with the current User ID and password-based login process used by Nodal offices.

#### **Q.3 When will the Aadhaar based process Go-Live and is it mandatory to feed the Aadhaar details of the Nodal offices?**

- A.** The 2-Factor Authentication process shall Go-Live on April 1, 2024 and the Nodal office(s) shall not be able to access the CRA and the NPSCAN system, without mapping of their respective Aadhaar numbers with the respective user IDs, effective April 1, 2024.
- Further, it is mandatory for the respective nodal offices to ensure that the Aadhaar based authentication process is followed by all the 3 offices (PrAO/PAO/DDO) and

(DTA/DTO/DDO) under the NPS architecture.

**Q.4. Which details are required to link Aadhaar with the Nodal office User ID?**

- A. Details such as Name, Gender, Date of Birth & Mobile number shall be required to be captured by the User. Further, the supporting document (either Appointment letter or Authority letter or Identity Card) of size not more than **5MB** also will have to be uploaded by the respective nodal officer.

**Q.5. Who will authorize the Aadhaar linking requests?**

- A. The Aadhaar linking requests will be authorized by the respective offices as per the hierarchy provided in the table below:

<b>Aadhaar Linking for</b>	<b>Authorized by</b>
PrAO/DTA	CRA
PAO/DTO	PrAO/DTA
DDO	PAO/DTO

**Q.6. How can the User view the Status of the requests which have been placed by the respective nodal offices?**

- A. The Users who shall authorize the Aadhaar requests initiated by their respective underlying offices, will be able to view the Status under the “**User Maintenance**” tab under the CRA application.

**Q.7. Will email alerts be sent to the office on Authorization of request(s)?**

- A. Email alerts will be sent to the requesting Nodal office, on request for initiation and authorization.

**Q.8. How many Aadhaar number can be linked to one User ID ?**

- A. A maximum of 5 unique Aadhaar numbers can be linked to a Single user ID. If 5 Aadhaar numbers are already associated with a given user ID, then the 6<sup>th</sup> User with Aadhaar number A6 will not be allowed to login using the same User ID and

an error will be displayed on screen as *"Maximum number of Aadhaar numbers already associated with the user ID. Kindly contact CRA."*

**Q.9 Can one Aadhaar numbers be linked to Multiple User ID?**

**A.** The same Aadhaar number cannot be linked to multiple user IDs (e.g., for PAO entity ID 12345600 and 12345601 cannot have the same Aadhaar.)

**Q.10. If there a facility to the Nodal offices for addition/deletion of Users**

**A.** Yes, there is a facility to the nodal office to Add or Delete the Users. The Standard operating procedure is available on the following website at the URL provided below:

**{[www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in) (Visit Home >Central Government>Nodal Office Corner> Standard Operating Procedure)}**

**[Click here to download the SoP on "Aadhar based Login for Govt Nodal offices"](#)**

**Q.11 How shall the authorizing nodal office know about the Pending Authorization requests?**

**A.** The Authorizing Nodal office is required to login to the CRA system and authenticate his/her Aadhaar details using OTP and authorize the request under "User Maintenance" tab.

The authorizing nodal office can view all pending authorization requests by selecting the "View Request Status" tab under "Authorize Mapping Request" under "User Maintenance" tab. Pending requests can also be retrieved by entering the Acknowledgement ID or the Date range.

**Q. 12 Is the Aadhaar linking a one time activity?**

**A.** Yes, Aadhaar linking is a one time activity, to be executed by the Nodal offices.

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