



Standard Operating Procedure
For
Subscriber Maintenance
In
Mahatma Gandhi Pravasi Suraksha Yojana
Recordkeeping System (MRKS)

Introduction

The operating manuals for Service Provider and its associated branches of online registration & contribution processing provide the broad guidelines about the activities related to them. Along with registration, SP-Brs are also entrusted with the responsibility of processing the subscriber maintenance in MRKS. These maintenance activities are broadly classified into two categories named as:

- A. Modification of Bank and Payment details
- B. Modification of other subscriber details

This document provides the broad guidelines about the roles and responsibilities of SPBranches with respect to their activities related to processing of modification of Bank and Payment details in MRKS.

Steps to be followed by SP-Br for processing of request:

For the modification of Bank and Payment details, subscriber needs to approach any the SP-Br of the associated SP. Maker user needs to log into the MRKS using the password based user ID. Once the maker User will login to the MRKS, below mentioned welcome screen will appear:



Fig: 1

User needs to select the sub menu “Capture Modification Request” under menu “Subscriber details Modification” as shown in Fig: 2.

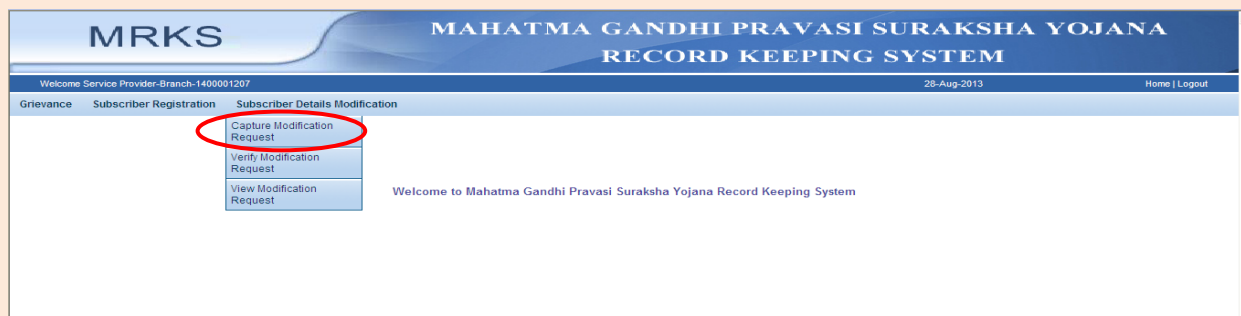


Fig: 2

Once the Maker user selects the option “Capture Modification Request”, two options will be displayed as ‘New Modification’ & ‘Existing Modification’ as shown below. Maker user has to click on ‘New Modification’ to process a new request (in case, any request in partially processed, then user needs to select “Existing Modification”).

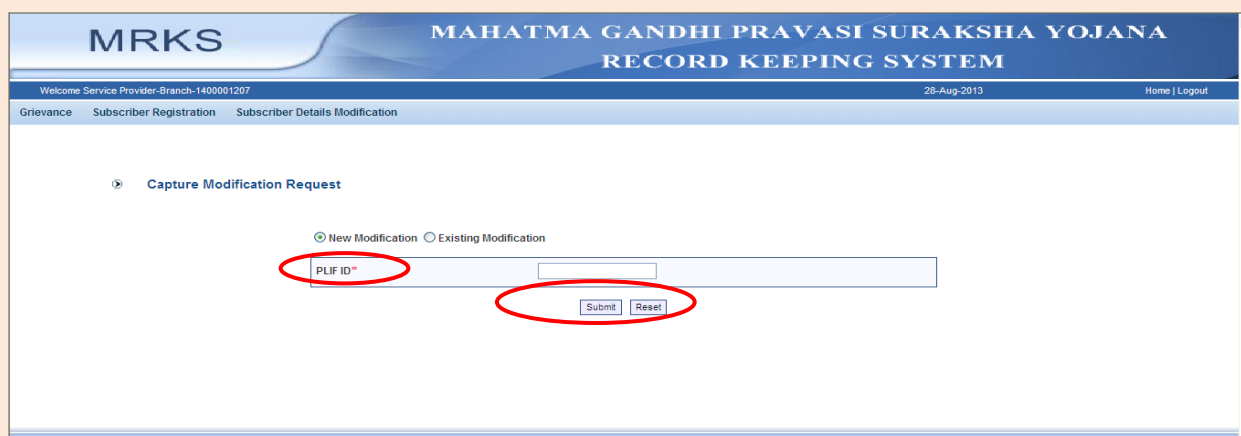


Fig: 3

After selection of “New modification”, PLIF ID needs to be entered in the field as shown above. Subsequent to this below mentioned screen will appear for modification.



Fig: 4

For the modification related to Bank & Payment details, Maker user needs to select the option “Bank & Payment Details”. For changing any other details like nomination, address etc., user needs to click on “Other Subscriber Details”.

Welcome Service Provider-Branch-1400001207 28-Aug-2013 Home | Logout

Grievance Subscriber Registration Subscriber Details Modification

➤ Capture Modification Request

Bank & Employment Details **Payment Details** Photo & Signature Details

PLIF ID: 1000040400
Subscriber Name: RADHIKA KHAN

Bank Details

Bank A/C Type *	NRE Account	Bank IFS Code *	01010101010
Bank Name *	HDFC	Bank A/C No. *	0202020202020
Bank Address *	AIROLI	Bank Branch *	AIROLI
Bank MICR Code *	030303030	Bank Address PIN *	400015
Bank City *	MUMBAI		

Employment Details

Subscriber Occupation	Overseas Indian Worker	Annual Income of Applicant	> = 1 Lac - < 5 Lacs
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Save Reset

Fig: 5a

Welcome to Mahatma Gandhi Pravasi Suraksha Yojana - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://172.19.65.109/MRKS/olSubModAckGenNumAction.do?ID=1076191150&getName=Online%20Subscriber%20Modification&ModType=M&backId=1000054101

➤ Capture Modification Request

Core Details **Contact Details** Bank & Employment Details Nominee Details Photo & Signature Details

PLIF ID: 1000054101
Subscriber Name: RAMESH CHALKE

Banking Partner ID 19000017

Core Details

Subscriber's Initials / Title *	Shri	First Name *	RAMESH	Middle Name		Last Name	CHALKE
Father's First Name *	SURESH	Father's Middle Name		Father's Last Name	CHALKE	Gender *	Male
Date of Birth *	01.02/1980	Marital Status	Married	PAN		PAN Verification Flag	No
Aadhaar UID Number		KYC Verification Flag	Yes	Enrollment Date / Activation Date		PBBY policy number	
Passport Number *	R654238742	Folio No.		Protector Of Emigrant *	OMN123	Transaction Type	FTI
PRAN	500000878443	Address of Employer *	OMAN	State of Health of Applicant *	Good		
Name of Employer in Overseas		Identification Mark of Subscriber *	ABCD				

Fig: 5b

Subsequent to this, under “Capture Modification Request” three Tabs will be displayed if the user clicks on ‘Bank& Payment Details” as shown in Fig: 5a. If the user clicks on “Other Subscriber Details” five Tabs will appear as shown in Fig: 5b.

Maker user can update any of the details available in the tab as requested by subscriber and “confirm” the request as shown below in the tab “Photo & Signature details”.

The screenshot shows a web application interface for 'Subscriber Details Modification'. The main heading is 'Capture Modification Request'. Below it, there are three tabs: 'Bank & Employment Details', 'Payment Details', and 'Photo & Signature Details'. The 'Photo & Signature Details' tab is active. It displays the following information:

- PLIF ID: 1000040400
- Subscriber Name: RADHIKA KHAN

Below this information, there are two preview sections:

- Preview Photo:** A placeholder box containing a photo of a woman with red hair. Below the photo is a label 'PHOTO'.
- Preview Signature:** A placeholder box containing a handwritten signature. Below the signature is a label 'SIGNATURE'.

At the bottom of the form, there are two buttons: 'Confirm' and 'Cancel'. The 'Confirm' button is highlighted with a red circle.

Fig: 6

Once the maker user will click on “confirm” the request will be successfully captured as shown below in Fig:7.

The screenshot shows a confirmation screen titled 'Online Subscriber Modification'. It displays the following information:

- PLIF ID: 1000052205
- Ack Number: 2000000077
- Subscriber Modification request has been successfully captured and is pending with Checker for authorization
- Captured Timestamp: 05-09-2013 17:13:36

Fig: 7

After successful capture of request, a new SI/ECS form will be generated from MRKS. UTI change request form, NPS-Lite change request form will also be generated by MRKS if the change details impact UTI and NPS Lite.

To view the forms, SP-Br needs to select the sub menu “View Modification Request”, under menu “Subscriber Details Modification” as shown below in Fig: 8.

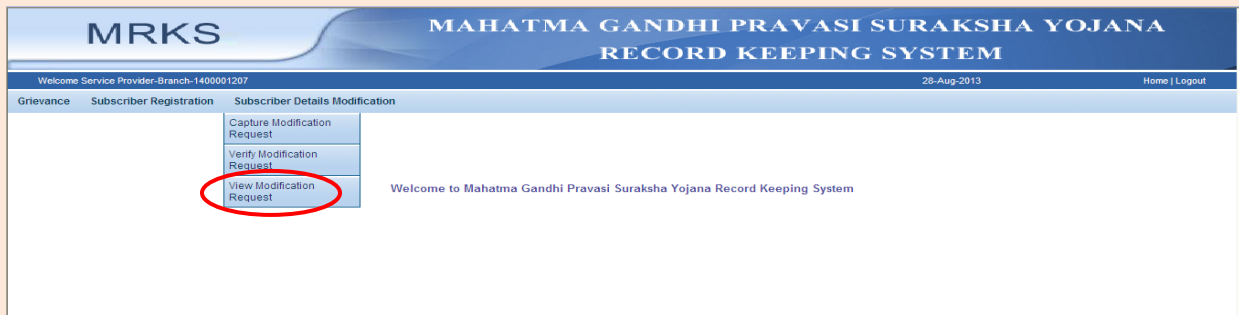


Fig: 8

SP-Br is required totake the print of generated forms which needs to be signed by the subscriber.

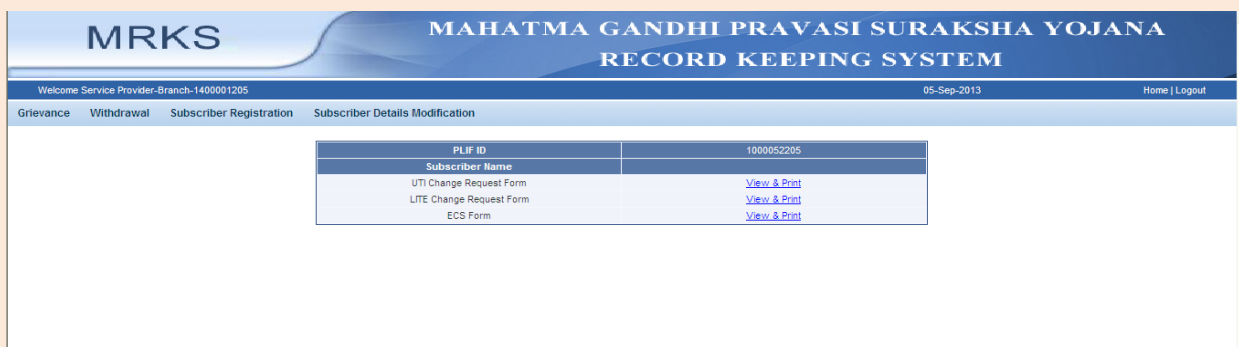


Fig: 9

After taking the signature from the subscriber, the forms are submitted to the checker,who needs to authorise the request.The user selects the sub menu “Verify Modification Request”, under menu “Subscriber Details Modification” as shown below in Fig: 10.



Fig: 10.

When the checker will click on “Verify Modification Request”, below mentioned screen will appear. Checker can search using the PLIF ID to verify as shown below in Fig: 11.

MRKS MAHATMA GANDHI PRAVASI SURAKSHA YOJANA
RECORD KEEPING SYSTEM

Welcome Service Provider-Branch-1400001206 17-Sep-2013 Home | Logout

Grievance Withdrawal Subscriber Registration View Statements Subscriber Details Modification

➤ **Verify Modification Request**

PLIF ID

Acknowledgement No.

Capture Date - From (dd/mm/yyyy)

Capture Date - To (dd/mm/yyyy)

Fig: 11.

Subsequent to submit the PLIF ID, below mentioned screen will appear.

MRKS MAHATMA GANDHI PRAVASI SURAKSHA YOJANA
RECORD KEEPING SYSTEM

Welcome Service Provider-Branch-1400001206 17-Sep-2013 Home | Logout

Grievance Withdrawal Subscriber Registration View Statements Subscriber Details Modification

➤ **Verify Modification Request**

PLIF ID

Acknowledgement No.

Capture Date - From (dd/mm/yyyy)

Capture Date - To (dd/mm/yyyy)

PLIF ID	Acknowledgement No.	Captured Date	Subscriber Name	Date of Birth	Status	Captured By
1000053507	2000000116	17/09/2013	SNEHA	12/09/1990	Captured	1400001205

Fig: 12.

Checker user needs to click on the hyperlink given on PLIF ID to verify the details with the documentary proof submitted (if required). Once the checker user verifies all the details captured, he needs to go to the "Photo & Signature Details" Tab to authorise the modification request. Checker user will get the three options in the screen as shown below in Fig: 13.

Verify Modification Request

Bank & Employment Details **Payment Details** **Photo & Signature Details**

PLIF ID: 1000053507
Ack Number: 2000000116
Subscriber Name: SNEHA

Preview Photo

PHOTO

Preview Signature

SIGNATURE

☒ Approve Request
☐ Re-Submit to Maker for Modification
☐ Reject Request

Remarks

☒ I certify that the details captured are correct and as per the application form submitted by the Subscriber. I also certify that the date of birth and employment details is as per employee records available with the Department.

Fig: 13.

To approve the request, checker user needs to select the check box on the bottom left side and click on submit. Once the request has been authorised, below mention screen will appear as shown in Fig: 14. Checker user can also Re-submit to maker for modification or reject the request.

MRKS **MAHATMA GANDHI PRAVASI SURAKSHA YOJANA**
RECORD KEEPING SYSTEM

Welcome Service Provider-Branch-1400001206 17-Sep-2013 Home | Logout

Grievance Withdrawal Subscriber Registration View Statements Subscriber Details Modification

Online Subscriber Modification

Acknowledgement No : 2000000116
Online Subscriber Modification request has been Authorized
Captured Timestamp 17-09-2013 10:26:02

Fig: 14.

After authorisation of request, SP-Br will send the MRKS generated form to SP. SP after consolidation of form will send it to the respective Key Stakeholder to process.
