Standard Operating Procedure

For

Subscriber Maintenance

In

Mahatma Gandhi PravasiSurakshaYojana 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 appears:

Fig: 1

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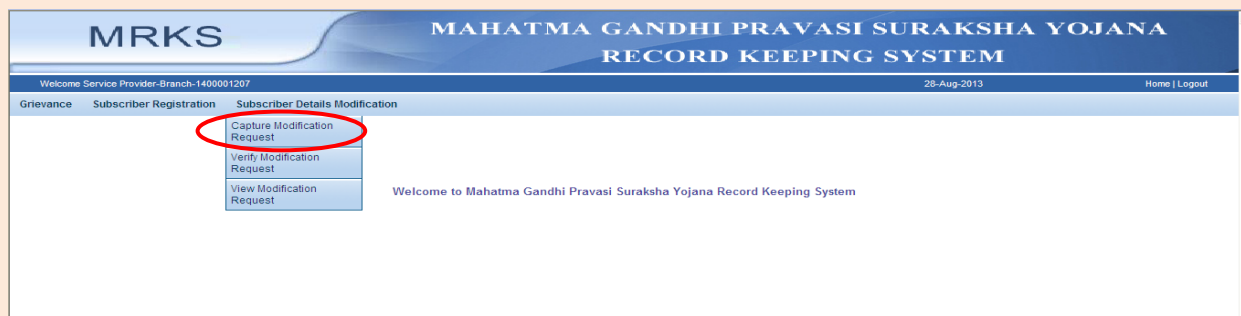
Fig: 2

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").
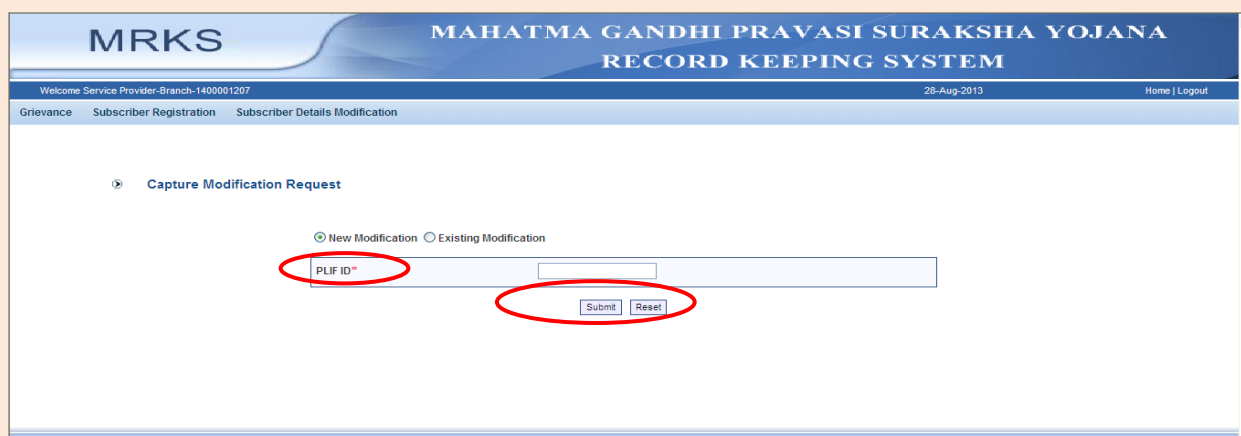

Fig: 3

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".

Fig: 5a

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".

Fig: 6

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

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.
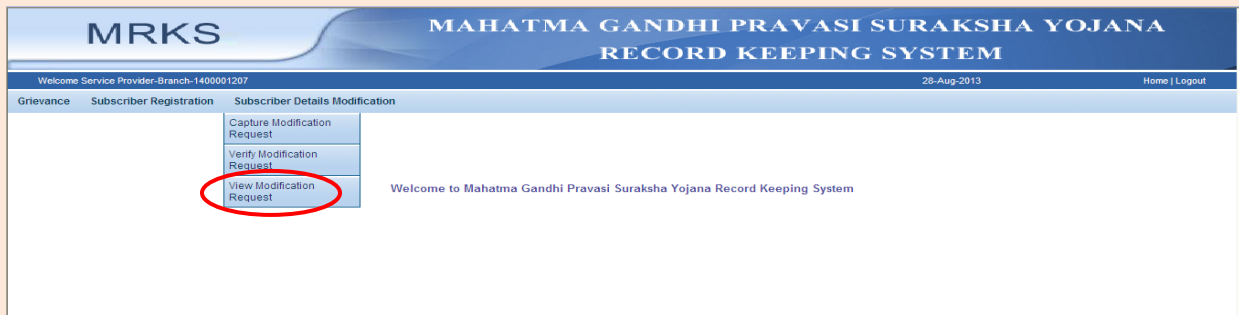
Fig: 8

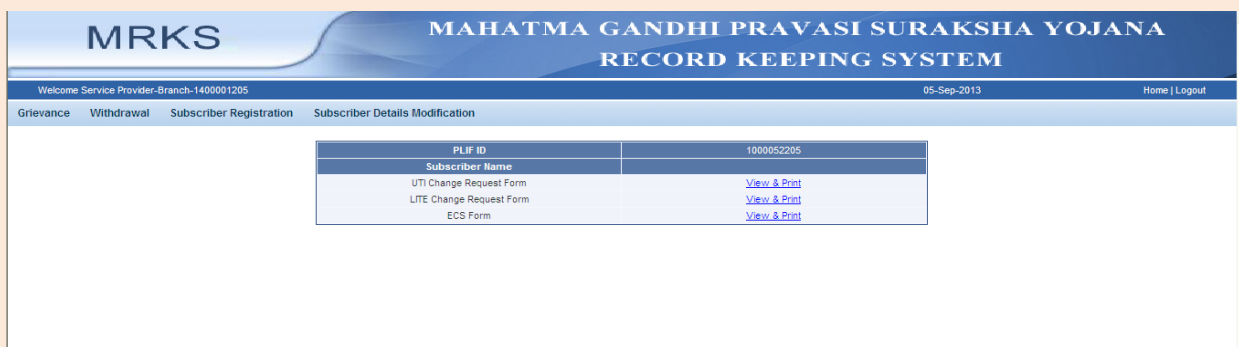SP-Br is required totake the print of generated forms which needs to be signed by the subscriber.

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.

Fig: 11.

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

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.

Fig: 13.

To approve the request, checker user needs to select the check box on the bottom left sideand 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.

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.

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