

Sahamati/Circular/Member-Success/2026-08/01

Dated: 13 Aug 2026

Dear All,

Subject: SPOC Details Format for New CR Onboarding Requests — Effective 17 August 2026

Further to our earlier circular ([Sahamati/Circular/Member-Success/2026-07/01 dated 17 July 2026](#)) on the Revised SPOC Structure, we are writing to share the specific format in which SPOC details must be submitted for all new CR onboarding requests.

Effective 17 August 2026, all Regulated Entities (REs) onboarding onto the Central Registry (CR) will be required to submit their SPOC details in the format below, covering both the Organization and Entity level roles as outlined in the revised structure.

1) Organisation SPOCs

Level	Role	Responsibilities	Email	Name & Mobile
Organization	Primary Support SPOC (Mandatory)	Manages organizational engagement for all entities associated with the Organization, including SPOC management for entities, and gets access to SahAAyak and sAAns Portal.		
	Secondary Support SPOC (Optional)	Acts as a backup to the Primary Support SPOC.		
	Primary Escalation SPOC (Mandatory)	Responsible for escalation management for issues arising on the AA for the Organization. Where the Escalation SPOC is a different individual from the Primary Support SPOC, this SPOC will additionally act as a checker for		

		the Support SPOC's engagement with Sahamati. Organizations are encouraged to assign a distinct individual to enable this checker function.		
	Secondary Escalation SPOC (Optional)	Alternative SPOC for escalation management.		
	Governance SPOC (Mandatory)	Coordinates policy and compliance matters.		

2) Entity SPOCs

Level	Role	Responsibilities	Email	Name & Mobile
Entity	Primary AA Program SPOC (Mandatory)	Responsible for entity management on the AA, including entity secret management for the assigned entity.		
	Secondary AA Program SPOC (Optional)	Alternative SPOC managing the entity. Gets access to SahAAyak and sAAns Portal.		
	Primary Implementation SPOC (Mandatory)	Manages the AA technology implementation for the entity, along with the TSP.		
	Secondary Implementation SPOC (Optional)	Alternative SPOC for AA implementation.		

Important Notes

- All **Primary SPOCs are mandatory** and must be submitted for both new and existing Organizations.
- At minimum, **2 distinct individuals** are required: the **Primary Support SPOC** (Organization level) and the **Primary AA Program SPOC** (Entity level).
- Apart from these 2 distinct SPOCs, the same individual may be assigned to multiple other SPOC roles.
- Going forward, **official Sahamati communication will be routed in line with this SPOC structure.**
- The entity level SPOCs are required for every entity ID request raised for your organization.
- There are no other format changes in the overall onboarding request email. Please refer to this [link](#) for details.

This format will apply to all new CR onboarding requests submitted from 17 August 2026 onwards. Incomplete submissions may result in delays to the onboarding process.

For any queries or clarifications, please reach out to the Member Services Team.

Regards,
Member Services Team
Sahamati