PROTEAN BHARATSETU

One Platform. Multiple Services. New Opportunities.

Subject: Launch of Protean BharatSetu – Migration of PAN/TIN Services, Changes in Login, Wallet Management, Transaction Processing and Operational Procedures

Dear Channel Partner,

This Diwali, Protean eGov Technologies Limited is introducing **BharatSetu**, a unified digital platform that brings together existing PAN and TIN services and opens up access to a wider range of services and business opportunities for our channel partners.

With BharatSetu, our TIN Facilitation Centres, PAN Centres, Distributors, Agents and branches will be able to access multiple services through a single platform, manage transactions more efficiently, access dashboards and reports, and explore new opportunities to grow their business.

Following the successful initiation of the Closed User Group (CUG) rollout on 30 September 2026, Protean is preparing to extend BharatSetu access across the wider network.

IMPORTANT – CHANGE IN PAAM/SAM ACCESS

All centres and branches covered under the notified migration will be required to access PAAM, SAM and Paperless PAN services through Protean BharatSetu.

The existing PAAM URL will redirect users to the BharatSetu login page. Direct login to PAAM through the earlier route will no longer be available for migrated users.

The existing PAN/TIN acceptance process and PAAM/SAM functionality will remain unchanged.

All centres and branches are requested to take note of the following operational changes.

1. How to Access BharatSetu

A. PAN Centres / TIN-FC Branches / Agents

Access the BharatSetu portal using:

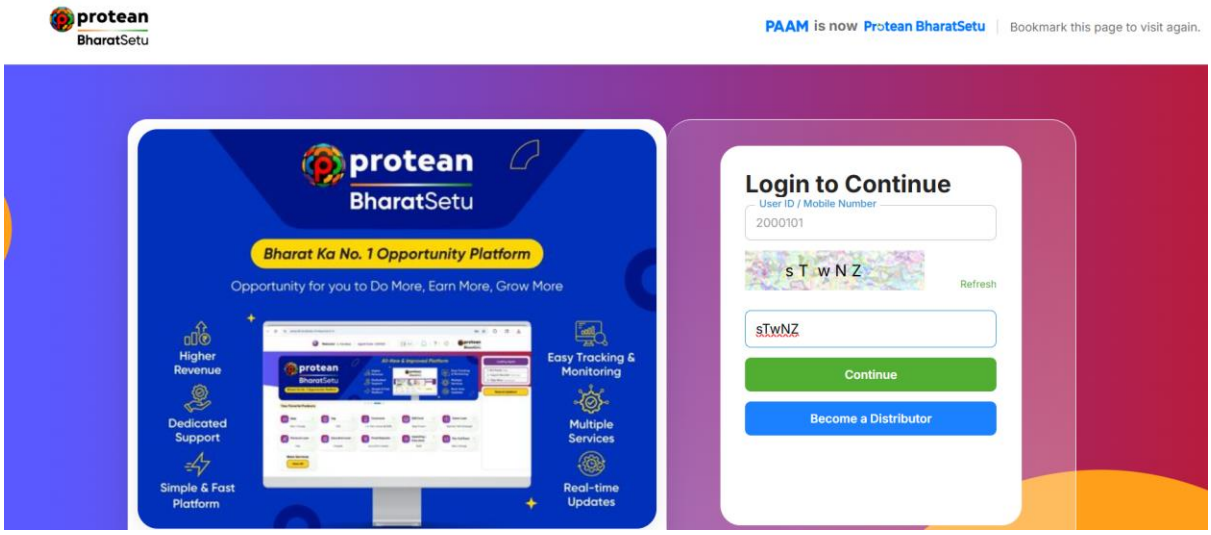
https://bharatsetu.proteantech.in/web-mpm/proteanlogin

Alternatively, users may visit:

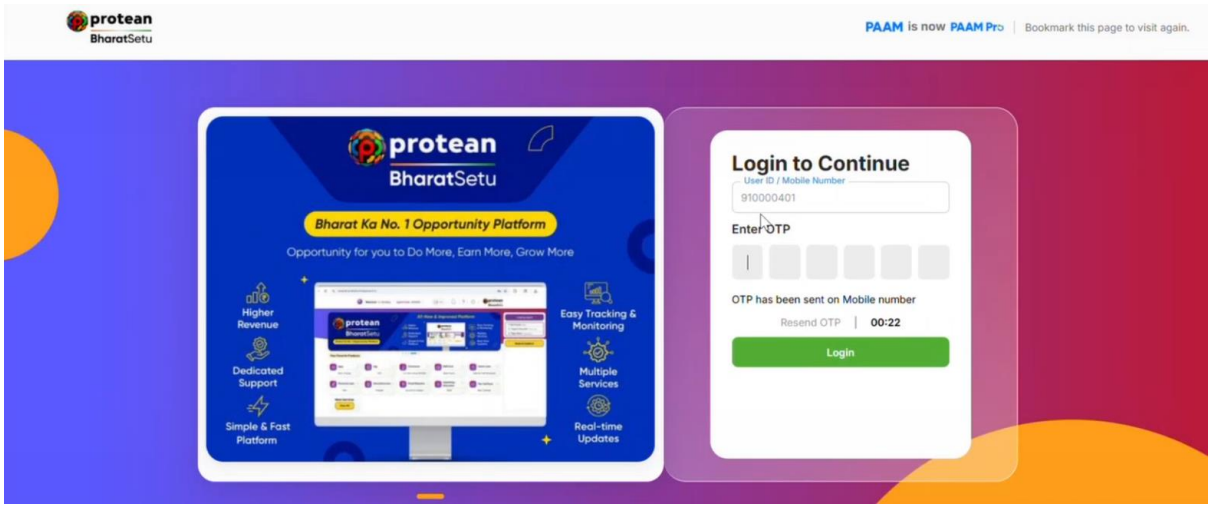
https://bharatsetu.proteantech.in/

Login procedure:

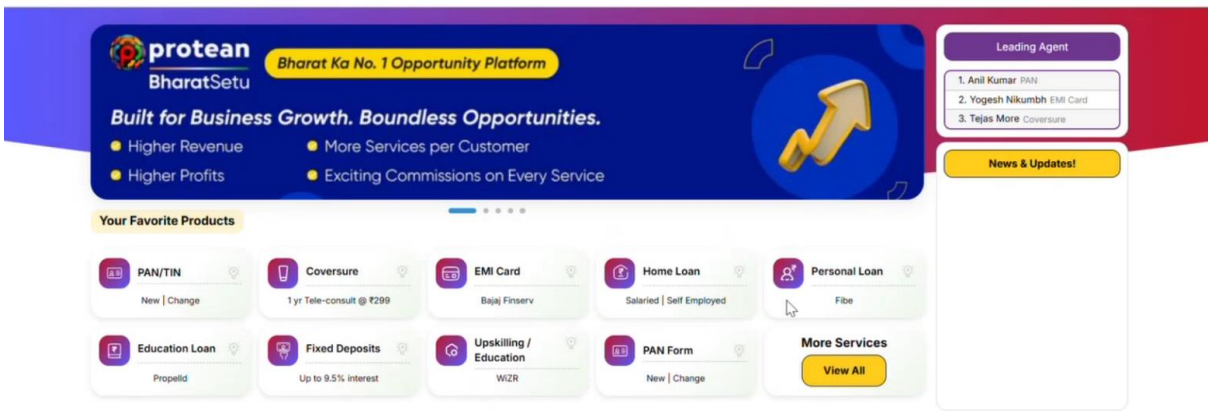
1. Enter your **PAAM User ID** and CAPTCHA.



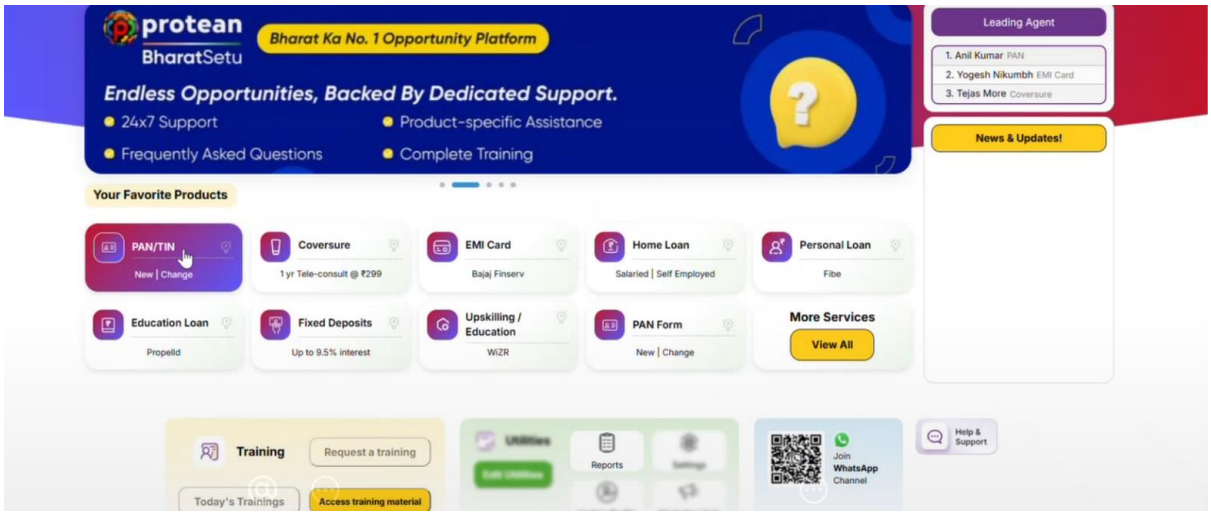
2. Authenticate using the OTP received on your registered mobile number



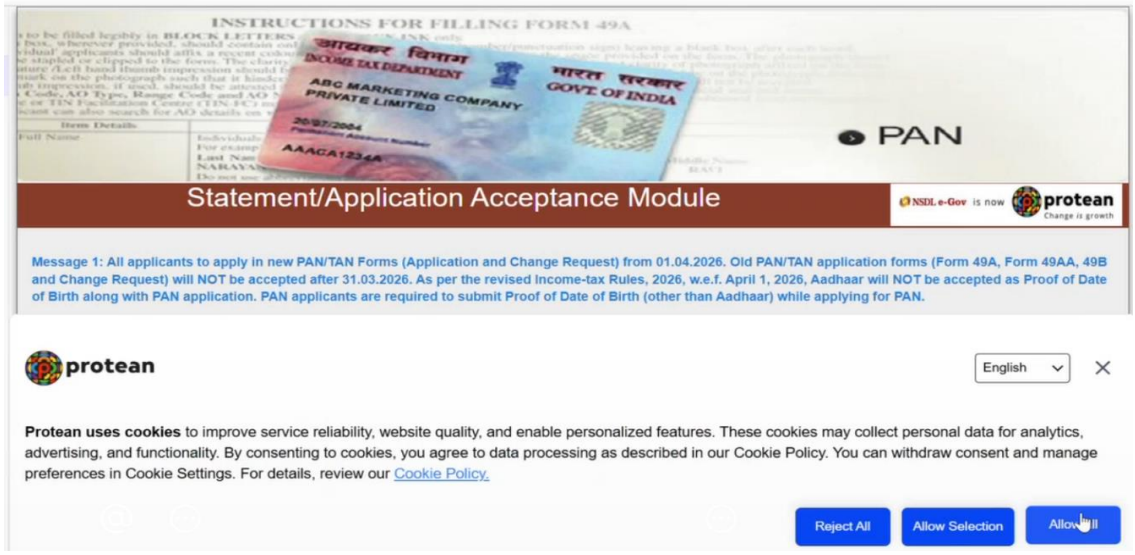
3. Upon successful authentication, the BharatSetu dashboard will be displayed.



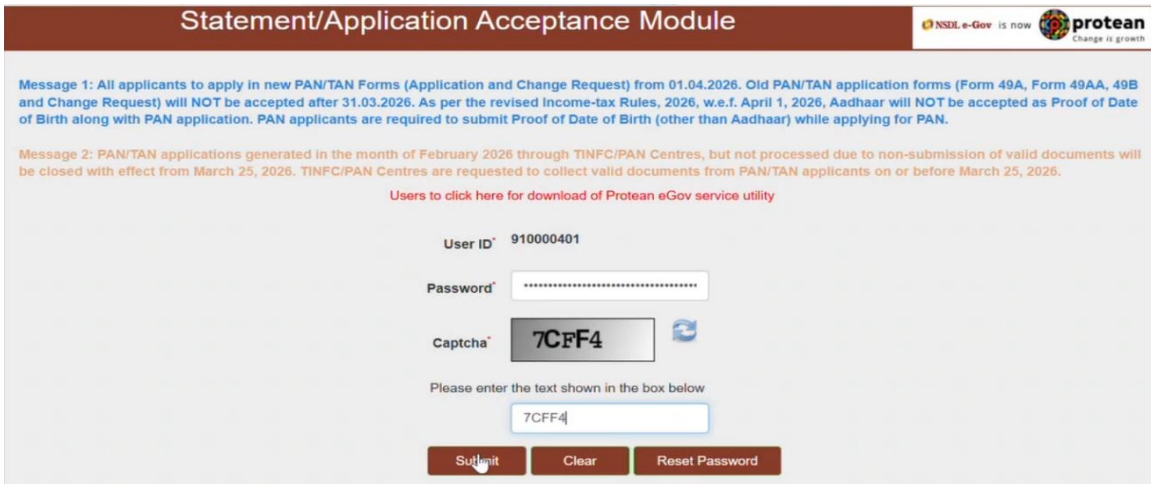
4. Select the PAN/TIN (New/Change) service tile.



5. You will be redirected to the existing PAAM application.



6. Enter your existing PAAM password and CAPTCHA to access the PAN Centre/TIN-FC interface.



7. Continue processing PAN, TIN, SAM and Paperless transactions as per the existing procedure.



No new PAAM User ID is required. Existing PAAM user credentials will continue to be used for the applicable PAN/TIN login journey.

2. Key Changes for Different User Groups

A. Master Distributor / TIN-FC Head Office / Admin

The HO will have a centralised view of its network and will be responsible for:

- Loading funds into the BharatSetu wallet.
- Allocating transaction limits to associated Agents and branches.
- Monitoring wallet balances and utilisation.
- Viewing transactions across its network.
- Accessing transaction and ledger reports.

- Reviewing Distributor margins and applicable commission information.
- Monitoring Agent-level transaction activity.
- Managing authorised access to non-PAN services, as applicable.

B. PAN Centres / TIN-FC Branches / Agents

For Agents and branches, the principal changes are:

- BharatSetu becomes the common login platform.
- PAN/TIN services will be accessed through BharatSetu and then PAAM.
- The BharatSetu dashboard will display Agent details and available services.
- Available transaction limits can be viewed through the Ledger.
- PAN/TIN transaction status and history can be accessed through Reports.
- Additional services can be accessed through the service catalogue, subject to activation.
- Training material, notifications and support features will be available on the platform.

C. Sub-Agents / Associated Branches

Sub-Agents and branches operating under a Master Distributor will continue to be associated with their respective Distributor/HO arrangements.

The HO will be responsible for ensuring appropriate transaction limits and access to enabled services.

All associated branches should verify that their existing Agent/User IDs are correctly mapped and that they can access the required services.

D. User Creation and Administration

Existing PAN user IDs will continue to be used.

PAN user addition, modification and deactivation will continue through the prescribed PAN user administration process.

The BharatSetu user creation facility will be used for onboarding users for non-PAN services, subject to the applicable authorisation and onboarding requirements.

New PAN users should not be created through the BharatSetu non-PAN user onboarding facility.

3. Changes in Wallet Management

BharatSetu introduces a **single, centralised wallet framework** for PAN and other enabled services.