Annexure-1

National Pension System (NPS)
Standard Operating Procedure
Functionality to Reset IPIN Online by Nodal Offices (PAOs/DTOs)

Background:

As per the existing process, Nodal Office (PAOs/Pr.AOs/DTO/DTA) submits a written request to CRA for generation of new IPIN. Upon receipt of the written request, CRA processes the request in the system. Once processed, the new IPIN is printed and the pin mailer is dispatched to the concerned nodal office.

CRA has now developed a new functionality wherein Nodal Offices can reset IPIN instantly of its choice. This functionality allows Nodal Office to reset IPIN by entering the IPIN and getting it authorized by the concerned PrAO/DTA. This functionality will ensure an efficient and faster issuance of IPIN. The IPIN is reset instantly and hence it saves the time required to reissue of physical IPIN in current process. As the IPIN is reset at Nodal Office end, the requirement of dispatching the physical IPIN by CRA does not exists.

Sections:

   A) **Nodal office initiating (capturing) the request for 'Instant Reset IPIN'**

   B) **PrAO/DTA authorizing the request of PAO/CDDO/DTO for Instant Reset IPIN**

Process:

A) Nodal Office initiating (capturing) the request for 'Instant Reset IPIN'.

1. Nodal Office needs to click on the '<u>Forgot Password?</u>' link on the home page (<u>www.cra-nsdl.com</u>) (*refer Image A.1.1*) and select the 'Instant Reset IPIN' Option (*refer Image A.1.2*). After selection, the Nodal Office will provide its User ID in the designated field.
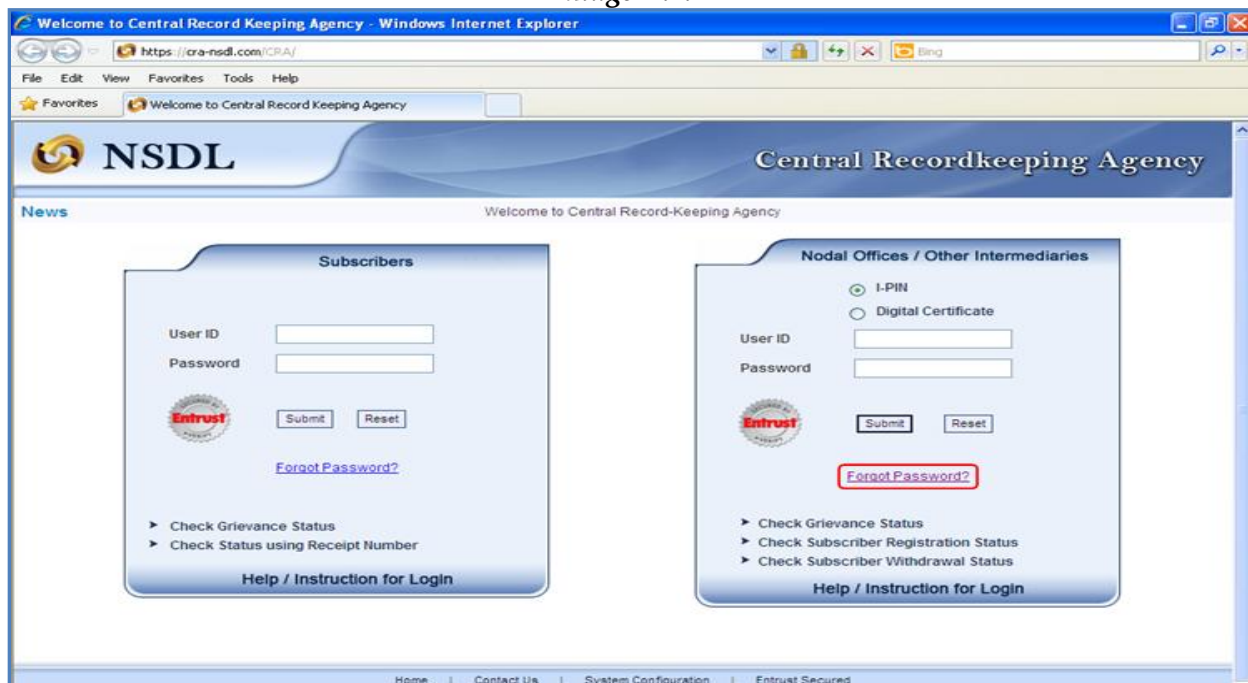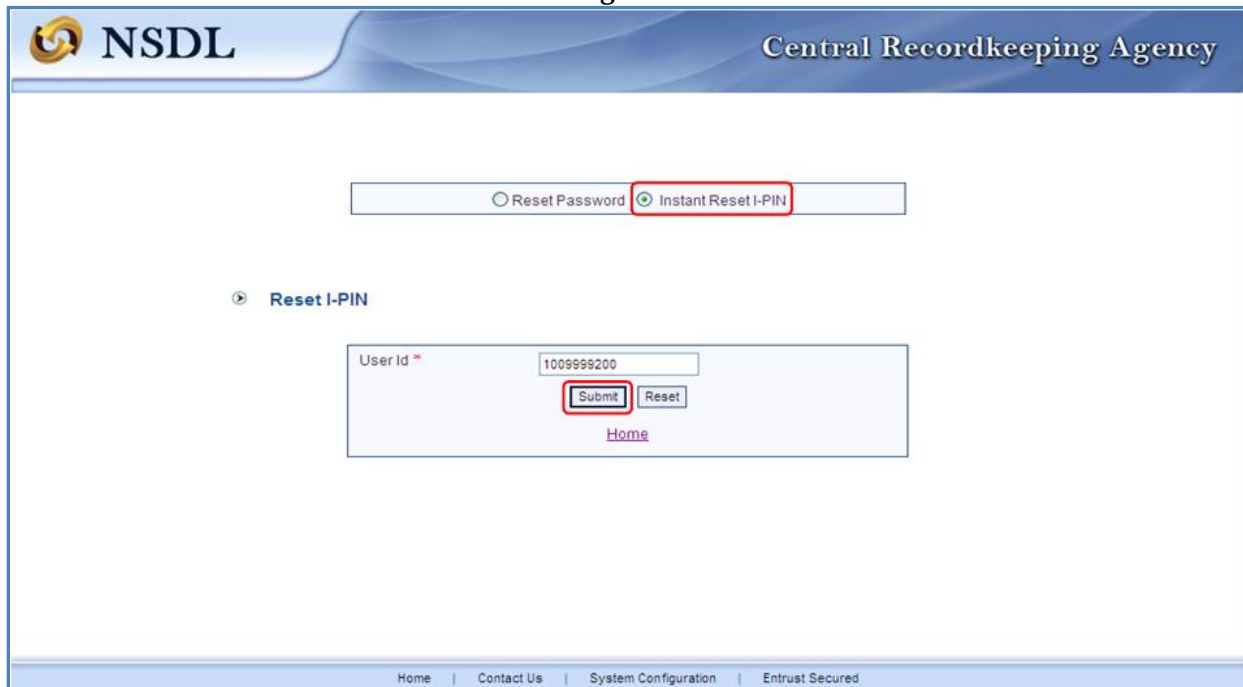
Image A.1.1
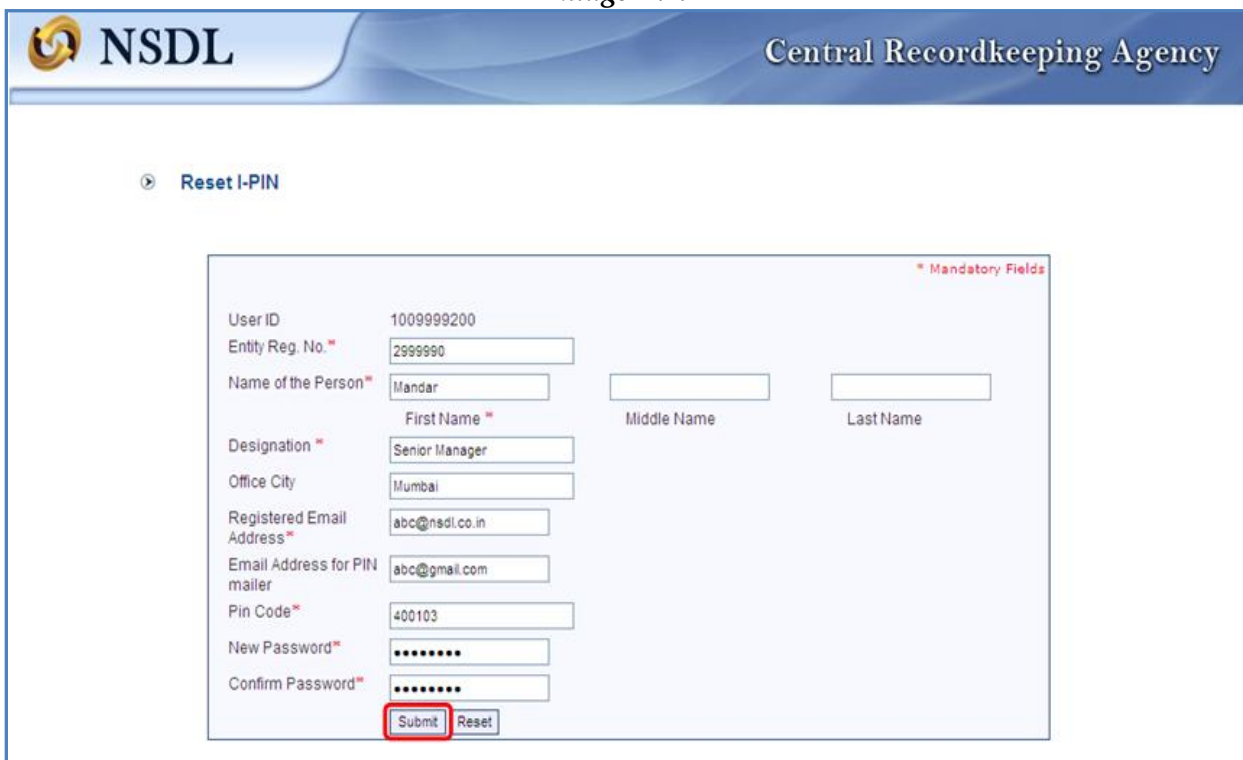
2. After providing the respective User ID, the user is required to provide certain mandatory details (star * marked fields) along with the new password (IPIN) as per own choice (*refer Image A.2.1*).

Image A.2.1

Nodal offices should ensure that the name and designation of the Authorised Contact person only is entered in the respective fields. Further, 'Office City' and 'Pin code' should be of the place where Nodal Office is situated and 'Registered Email Address' should be the e-mail ID currently registered in the CRA system. Nodal Offices should ensure that these details are matching with the details available in CRA system.

3. Once the details are submitted, a confirmation screen displays the details as entered. The user needs to confirm the same (*refer Image A.3.1*).

Image A.3.1

4. After confirmation, an acknowledgment number will be generated. A print option has been provided to print the Acknowledgement details as appearing in the screen (*refer Image A.4.1*). User needs to submit this printed acknowledgement to its associated monitoring office for 'Authorization'. Please Note that the 'Reset IPIN' requests which are not authorized within 15 days of capturing or initiation will be cancelled by the system.

Image A.4.1

B) PrAO/DTA authorizing the request of PAO/CDDO/DTO for Instant Reset IPIN:

1. After receiving the Acknowledgement for reset IPIN from its underlying PAO/CDDO/DTO, PrAO/DTA user will login in CRA system (www.cra-nsdl.com) and navigate to 'User Maintenance' and select 'Authorize Re-Issue of IPIN/TPIN' to authorize the same (*refer Image B.1.1*).

Image B.1.1
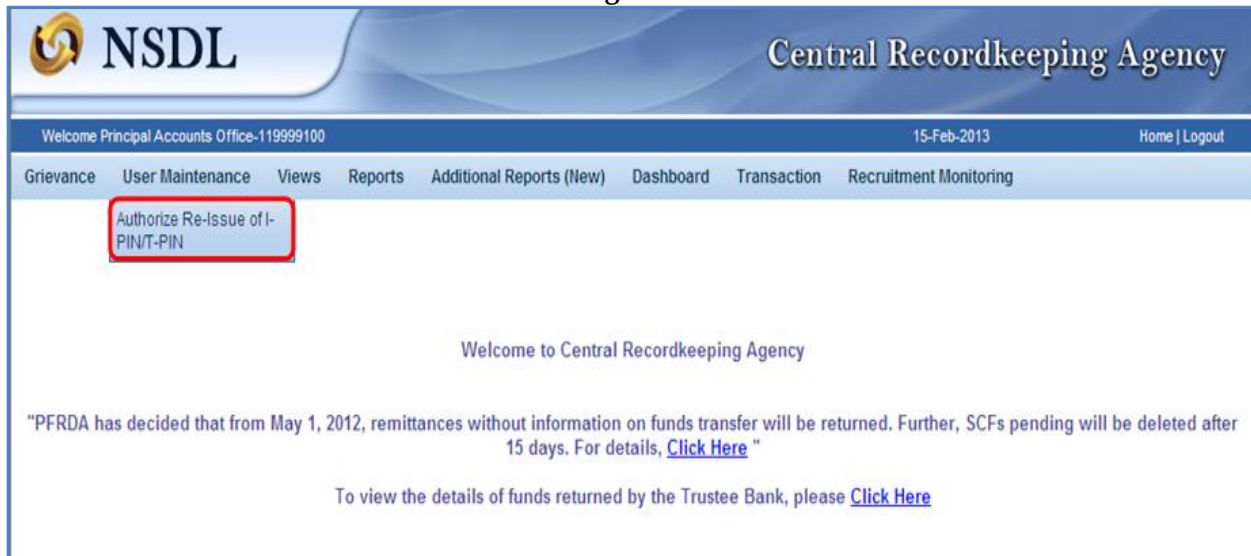
2. A search page will open up where the authorizer will be able to search the request based on User ID, Acknowledgement Number or Date Range. User should select the Transaction Type as 'Reset IPIN' (*refer Image B.2.1*). After providing the details as per any of the above mentioned search criteria, system will display the pending request for authorization. PrAO user needs to select the hyperlinked Acknowledgement for authorization (*refer Image B.2.2*).

Image B.2.1

Image B.2.2
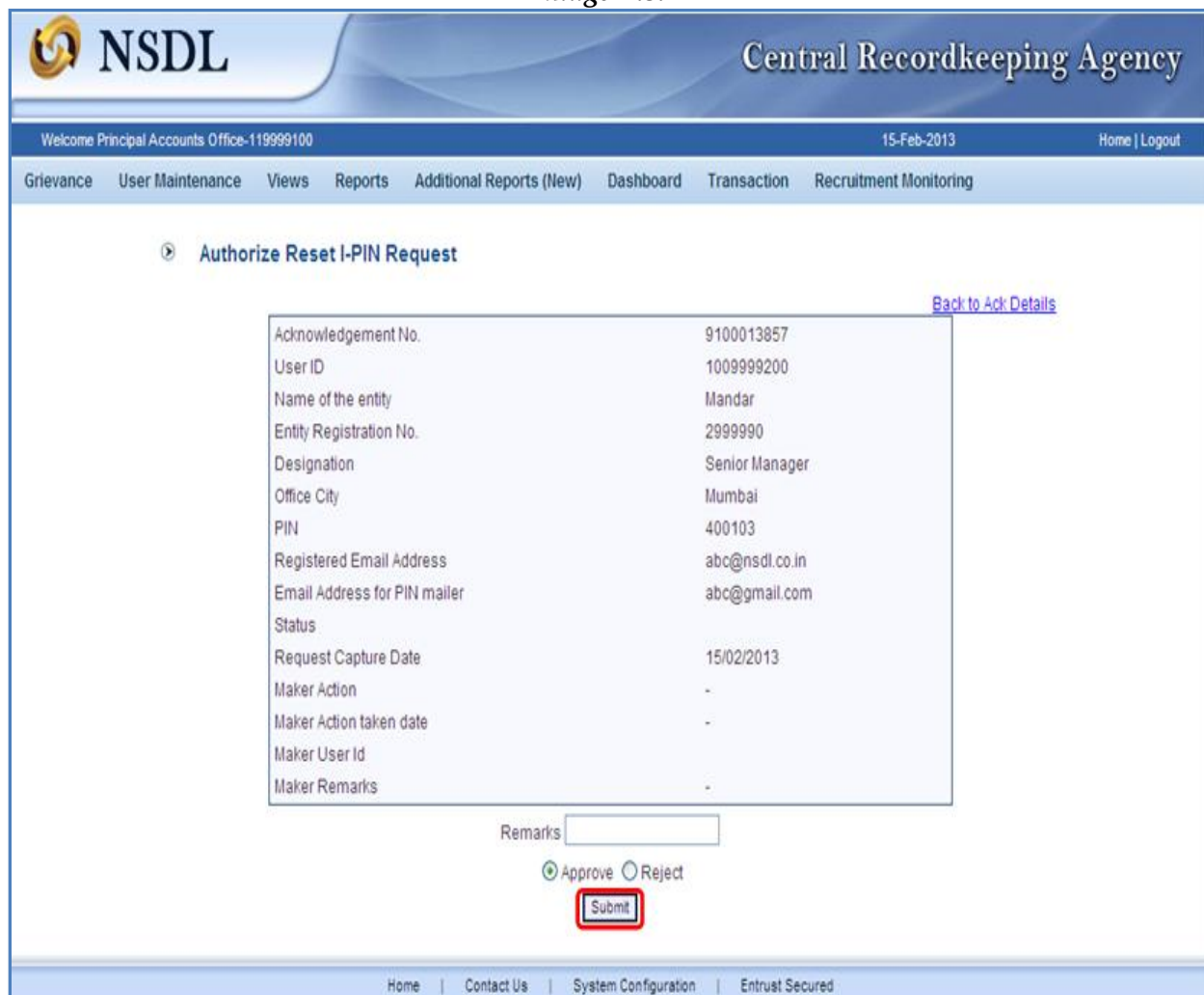
3. Once the PrAO/DTA user clicks on a particular Acknowledgement Number, the user will be navigated to the Request Details Screen where details of the request captured by PAO/CDDO/DTO user are displayed along with the 'Approve' and 'Reject' option (*refer Image B.3.1*). In case of 'Rejection', the user should provide the appropriate 'Remarks' in designated field.

Image B.3.1

4. On successful authorization, the Acknowledgement Number, Authorization Timestamp and an appropriate message will be displayed (*refer Image B.4.1*).

Image B.4.1

Once the request is authorized, an email confirming the activation of the IPIN will be sent to the registered e-mail ID as well as alternate e-mail ID provided by the PAO/CDDO/DTO at the time of capturing of the request.

Note:
* *Reset IPIN requests which are not authorized within 15 days of capturing or initiation, will be cancelled by the system.*

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