

## Facilities provided for DDO in CRA system

The Drawing and Disbursement Office (DDO) is the entity with whom the subscribers under Government Sector interface for NPS related activity. In order to allow the DDO to access necessary information, CRA have enabled DDO access to CRA system.

The DDOs can login to the CRA system using the User ID & I-PIN (password). The User ID is the 10-digit DDO Registration Number issued by CRA after successful registration. To generate the I-PIN, the user needs to go to the CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) and click on the “Forgot Password” link in the ‘Nodal Office / Other Intermediaries Section’. The User then needs to select ‘Instant Set/Reset I-PIN’, enter the User ID and click on submit. Subsequently, the User will be asked to set a password and initiate a request. Once the request is authorized by the associated Nodal Office (PAOs/DTOs), the passwords get activated and DDO can use the same to login to CRA system.

The DDO is registered in the CRA system, once the office forward the DDO registration form Annexure N3, (the form can be downloaded at [https://npscra.nsdl.co.in/download/government-sector/central-government/forms/Form-N3-DDO-Registration\\_NOR.pdf](https://npscra.nsdl.co.in/download/government-sector/central-government/forms/Form-N3-DDO-Registration_NOR.pdf)). The form Annexure N3 to be authorize by the PAO or the DDO has to submit the Annexure N4 (the form can be downloaded at [https://npscra.nsdl.co.in/download/government-sector/central-government/forms/N4\\_PAO-Covering-letter-for-DDO-registration.pdf](https://npscra.nsdl.co.in/download/government-sector/central-government/forms/N4_PAO-Covering-letter-for-DDO-registration.pdf)) along with DDO registration form N3. Once the form is received at CRA, post the verification a unique registration no is provided to the DDO in the CRA system. Once the registration is completed, the Nodal office is informed regarding the same.

The functionalities/menu available in CRA system for DDOs is listed below:

### I. **Security**

This option is for DDOs to manage their log in credentials. With the help of this option DDO offices can change password and change 'Secret Question and Answer' (required to reset password online in event of DDO forgetting password/password locked).

### II. **View:**

Following 'views' are available under this option

- a) **Subscriber details** - All the details of subscribers can be viewed.
- b) **Subscriber List** - The list of underlying subscribers can be downloaded
- c) **Statement of Transaction - New:** Financial year wise view and print of the underlying subscribers.
- d) **e- PRAN** -View and print exact replica of PRAN card of the subscriber.
- e) **Statement of Voluntary Contribution under NPS** - View the statement showing Voluntary Contributions made by the subscriber in Tier I account.

### III. **Grievance**

The DDO can raise the grievances against the any interfacing entities under NPS. Grievances raised against the them as well as the associated PAO can also be viewed through this option. Feedback can also be provided through this module to the concerned PAO for resolution of the grievances.

**For more details, please refer circular No. CRA/PO&RI/Master/2015/011 dated October 30, 2015.**

### **Processing Exit/ withdrawal Requests**

As per the guideline laid down by PFRDA, all withdrawal requests needs to be mandatorily processed through online platform from April 1, 2016. In view of this, options have been enabled in Subscriber login to initiate the withdrawal request online. However, if a Subscriber /claimant submits a physical form to the associated DDO, the request needs to be captured in the CRA system by the DDO based on the forms and documents submitted by the Subscriber/claimant.

After the request is processed the withdrawal form along with the documents need to be sent to the associated PAO/CDDO.

DDOs may refer the 'Demo' for online withdrawal request available under 'Withdrawal Request capturing by Nodal Office - Demo' option at CRA corporate website

[https://www.npscra.nsdl.co.in/download.php?path=download/&filename=Witdrawal\\_request\\_capturing\\_by\\_Nodal\\_Office\\_Demo.ppsx](https://www.npscra.nsdl.co.in/download.php?path=download/&filename=Witdrawal_request_capturing_by_Nodal_Office_Demo.ppsx)).

Once the withdrawal request initiated by the DDOs, the same needs to be verified and authorized by the associated PAOs/CDDOs. After authorization, the request will be processed in the CRA system.

**For more details, please refer circular No. CRA/PO&RI/Master/2016/008 dated August 3, 2016.**

#### **Points to remember:**

- 1. Post Exit request capture by DDO, PAO/CDDO has to check and verify the request**