







NPS Handbook (2023)

For Drawing & Disbursing office (DDO)

Quick links

All QR codes provided can be scanned using the google lens feature available in smart phones or QR code Scanner

How to get Pension from NPS	
NPS Transaction Statement	
Mobile Application	
Pension Plans in NPS	



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Facilities provided for DDO in CRA system (www.npscra.nsdl.co.in)

Drawing and Disbursing Office (DDO) is the entity with whom the Subscribers of Government Sector interact for NPS related activities. DDOs have access to CRA system for NPS related activities.

I. Registration of DDOs

For the purpose of registration as DDO, the concerned office is required to submit DDO registration form viz; Annexure N3 along with covering letter for DDO Registration application form viz; Annexure 4 (which is to be submitted by PAO/DTO).

For Central Government, the forms can be downloaded from the following link:

[Form-N3-DDO-Registration_NOR.pdf \(nsdl.co.in\)](#)



[N4_PAO-Covering-letter-for-DDO-registration.pdf \(nsdl.co.in\)](#)



For State government, these forms can be downloaded from the following link:

[Form-N3-DDO-Registration_NOR.pdf \(nsdl.co.in\)](#)



N4_PAO-Covering-letter-for-DDO-registration1.pdf (nsdl.co.in)



II. DDO Access to CRA system

Once DDO is registered in CRA system, CRA shall provide 10-digit registration number. The user id is the DDO registration number followed by "00" (for example- if the DDO registration number is SGV000000X then, the user id would be SGV000000X00).

To generate the I-PIN, the user needs to go to the CRA system (www.cra-nsdl.com) and click on the "Reset Password" link in the 'Nodal Office / Other Intermediaries' Section. The User then needs to select 'Instant Set/Reset IPIN', 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.

DDOs may refer the 'Standard Operating Procedure' for the process for IPIN reset, in 'Nodal Office Corner' Tab under Government Sector option at CRA corporate website:

https://www.npscra.nsdl.co.in/download/government-sector/central-government/Standard-Operarting-Procedures-for-Nodal-Offices/nodal-offices/SOP_on_IPIN_Reset_by_DDO.pdf

The DDO can also view the process for IPIN reset by scanning the following QR code:





Functionality given to DDOs in NPSCAN login (www.np-scan-cra.com):

The following functionalities are made available in NPSCAN system for the DDOs:

I. Transaction

This option is for DDOs to initiate the subscriber details updation request in the system. DDO can initiate PAN, email id, mobile number & nominee details updation request in the system. The initiated request will get completed only post approval of PAO/DTO.

Functionalities given to DDOs in CRA login (www.cra-nsdl.com):

The following functionalities are made available in CRA system for DDOs:

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 getting locked). DDOs need to ensure that user ID and Password is not shared with unauthorised person, to modify the passwords at frequent interval and in case there is a change/transfer of official authorised to access CRA system, all the digital safety practices as prescribed are followed.

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) DDO Views – The details of any DTO & DDO can be viewed based on their registration number.
- d) Statement of Transaction – New: Financial year wise viewing and printing of the transaction statement for underlying employees.
- e) e- PRAN – View, Download and print exact replica of PRAN card of the Subscriber.



f) Statement of Voluntary Contribution under NPS – View the statement showing Voluntary Contributions made by the Subscriber in Tier I account.

III. Grievance

DDO can raise the grievances against the any interfacing entities under NPS. Grievances raised against 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/DTA for resolution of the grievances.

IV. Transaction

Under this option the DDO can update the Subscriber Nomination & Bank details. DDO can also initiate conditional withdrawal under this functionality.

V. Authorise request

Under this option DDO can authorize the e-NPS request raised by Subscriber. This option is available only for those DDOs wherein the concern DTA has selected Subscriber registration through e-NPS.

VI. User Maintenance

The DDOs have given access to upload Form I and Form II as applicable for the Subscribers falling under CCS rule. (Applicable for Central Government)

VII.Processing Exit / withdrawal Requests

As per the guideline laid down by PFRDA, all withdrawal requests need 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 needs to be sent to the associated PAO/DTO.

DDOs may refer the 'Demo' for online withdrawal request available under 'Withdrawal

Request capturing by Nodal Office – Demo' option at CRA corporate website:

https://npscra.nsdl.co.in/download/Capturing_of_Withdrawal_request_by_Nodal_Office_State.ppsx

Alternately, DDO can scan following QR code to check the Demo;



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

Important Contact Details for Nodal office

Central Government : cghelpdesk@proteantech.in

Central Autonomous Bodies : cabcra@proteantech.in

State Government : sgcr@proteantech.in

Useful Links:



**NPS ki Pathshala-
YouTube channel**



**NPS ki Pathshala
(Podcasts)- Spotify channel**



NPS Journey Kit



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1800 222 081
Nodal Office Call Center



✓ 8 am to 8 pm
Monday to Friday

✓ 8 am to 2 pm
Saturday

✗ Sunday
Public Holidays



Please keep CRA allotted **Login ID** and **T-PIN** ready before calling.

If you are unaware of T-PIN, there is an option to reset it on above number





protean

Change *is* growth

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Tel.(022) 2499 3499

Toll-Free Number for Nodal Office : 1800 222 081

Toll-Free Number for Subscriber : 1800 222 080

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