

Protean eGov Technologies Limited

(Formerly known as NSDL e-Governance Infrastructure Limited)

Standard Operating Procedure (SOP)

Reset of IPin by Nodal Office (PrAO/DTA)

© 2022 Protean eGov Technologies Limited (Formerly known as NSDL e-Governance Infrastructure Limited), All rights reserved Property of Protean eGov Technologies Limited. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording, for any purpose, without the express written consent of Protean eGov Technologies Limited.

Background:

As per the existing process, Nodal Office (PrAOs/DTAs) 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 Office can reset IPIN instantly of its choice. This functionality allows Nodal Office to reset IPIN by entering the IPIN and getting it authorized by Central Recordkeeping Agency (CRA). This functionality will ensure 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.

Process:

PrAO/DTA initiating (capturing) the request for 'Instant Reset IPIN'.

1. PrAO/DTA needs to click on the 'Reset Password?' link on the home page (www.cransdl.com) (refer Image 1.1)

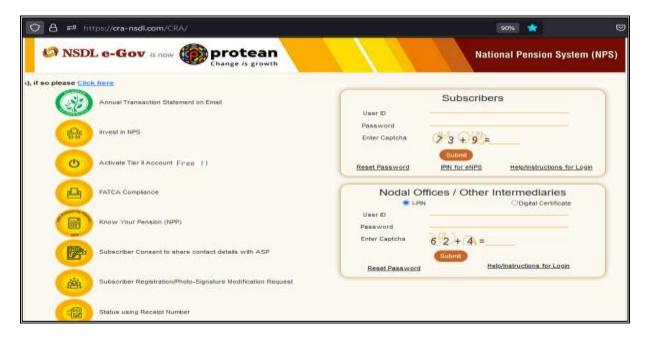
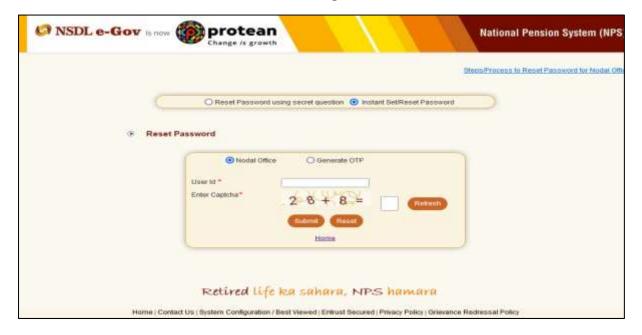


Image 1.1

2. Select the 'Instant Set/Reset password" Option and select the "Nodal Office" option (refer Image 2.1). After selection, the PrAO/DTA should provide its User ID in the designated field & enter the captcha

Image 2.1



3. After providing the respective User ID, the user is required to provide certain mandatory details (marked in red asterisk) along with the new password (IPIN) as per the choice of Nodal Office (*refer Image 3.1*).

Image 3.1



4. Nodal Offices should ensure that the details entered should match with the details available in ProCRA system. Click on "Submit Button" to process. (*refer Image 4.1*).

Image 4.1



5. Once the details are submitted, a confirmation screen will be displayed with the detail entered. The user needs to confirm the same (*refer Image 5.1*).

Image 5.1



6. 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 6.1).

User needs to submit this acknowledgement details to ProCRA for authorization through their email id which is registered in ProCRA system.

Image 6.1



Note:

On receiving the Acknowledgement from the respective PrAO/DTA, ProCRA will authorize the request. Once the request is authorized, an email confirming the activation of the IPIN will be sent to the registered e-mail ID provided by PrAO/DTA.
