



Protean eGov Technologies Limited

(Formerly known as NSDL e-Governance Infrastructure Limited)

Standard Operating Procedure (SOP)

Reset of I-PIN by Nodal Office (DDO)

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Background:

As per the existing process, Nodal Office User is required to submit 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 gets printed and the pin mailer gets 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 (DDO) to reset IPIN by entering the IPIN and getting it authorized by its mapped PAO/DTO. This functionality will ensure efficient and faster issuance of IPIN. The IPIN gets reset instantly and hence it saves the time required to reissue of physical IPIN.

Sections:

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

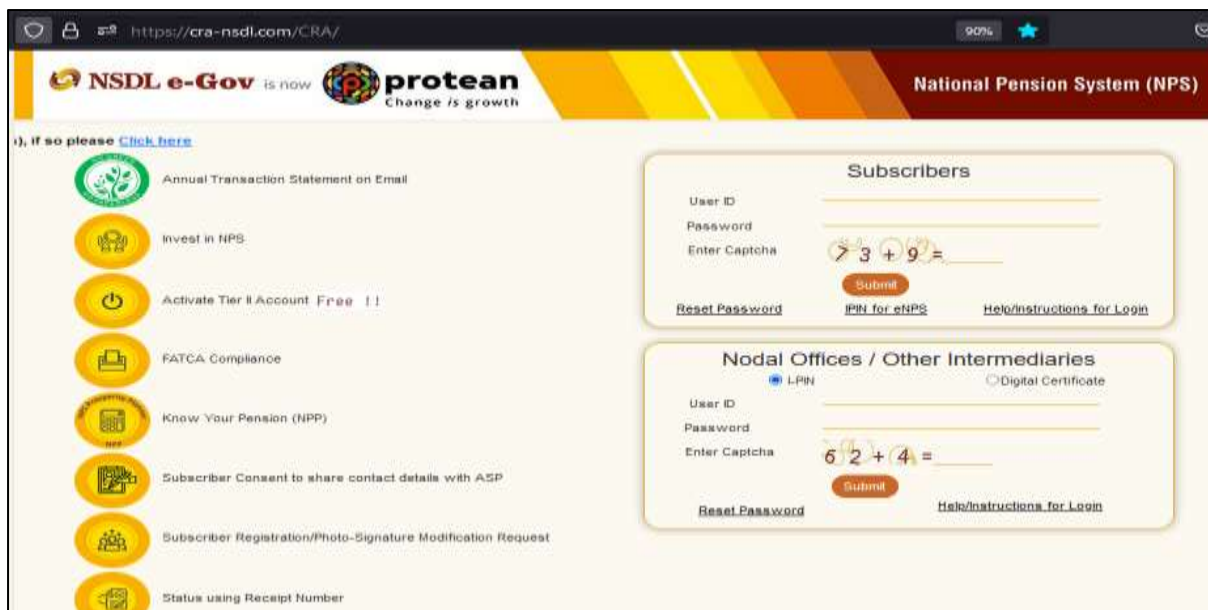
B) PAO/DTO office authorizing the request for Instant Reset IPIN of DDO

Process:

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

1. DDO needs to click on the 'Reset Password' link on the home page (www.cra-nsdl.com) (refer Image A.1.1)

Image A.1.1



2. Select the 'Instant Set/Reset Password' Option (*refer Image A.2.1*) and select the "Nodal Office" option. After selection, the DDO needs to provide its User ID in the designated field & enter the captcha

Image A.2.1

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[Steps/Process to Reset Password for Nodal Office](#)

Reset Password using secret question Instant Set/Reset Password

Reset Password

Nodal Office Generate OTP

User Id *

Enter Captcha * $2 * 8 + 8 =$

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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 A.3.1*).

Image A.3.1

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Reset I-PIN

* Mandatory Fields

User ID: SGV146890E00

Entity Reg. No. *

Name of the Person *

First Name * Middle Name Last Name

Designation *

Office City

Registered Email Address *

Email Address for PIS mailer

Pin Code *

New Password *

Confirm Password *

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4. DDO User should ensure that the details entered should match with the details available in PCRA system. DDO User shall click on “Submit Button” to process. (refer Image A.4.1).

Image A.4.1

The screenshot shows the 'Reset I-PIN' form on the NSDL e-Gov National Pension System (NPS) portal. The form includes the following fields and values:

- User ID: 5GV148890E00
- Entity Reg. No: 5GV148890E
- Name of the Person: (Three input fields for First Name, Middle Name, and Last Name)
- Designation: (Input field)
- Office City: (Input field)
- Registered Email Address: (Input field)
- Email Address for PIN mailer: (Input field)
- Pin Code: (Input field)
- New Password: (Input field with asterisks)
- Confirm Password: (Input field with asterisks)

Buttons: Submit, Reset

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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 A.5.1).

Image A.5.1

The screenshot shows the 'Reset Password Confirmation Screen' on the NSDL e-Gov National Pension System (NPS) portal. The form displays the following details for confirmation:

- User ID: 5GV190662A00
- Entity Reg. No: (Input field)
- Name of the person: (Input field)
- Designation: (Input field)
- Registered Email Address: (Input field)
- Pin Code: (Input field)

Buttons: Confirm, Cancel

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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 A.6.1*).

DDO User needs to submit this acknowledgement details to its mapped PAO/DTO office for authorization.

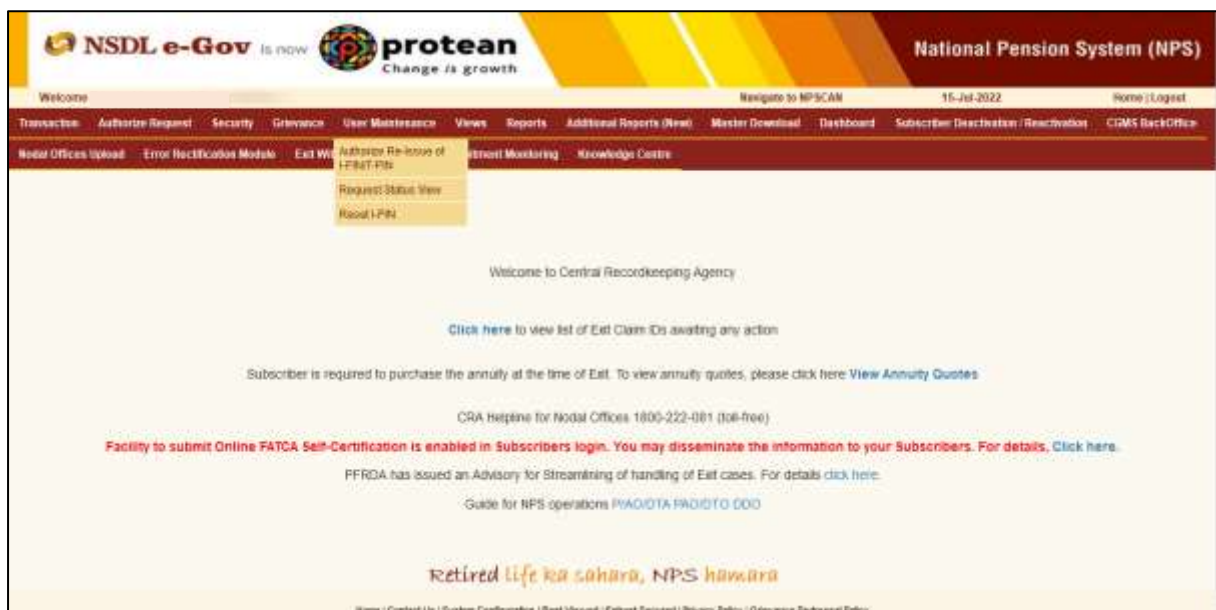
Image A.6.1



B) PAO/DTO office authorizing the request for Instant Reset IPIN of DDO

1. After receiving the Acknowledgement for reset IPIN from its underlying DDO, PAO/DTO 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. PAO/DTO user needs to select the hyperlinked Acknowledgement for authorization (refer Image B.2.2).

Image B.2.1

Authorize Reset Password/T-PIN

* Mandatory Fields

Transaction Type *

User ID (IPIN)

Acknowledgement No.

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Note
 > "Re-issue of Password" instructions which are not authorized within 15 days of capture will be cancelled by the system.

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Image B.2.1

Authorize Reset Password Request

Sr. No.	Acknowledgement No.	User ID (IPIN)	Captured Date	Maker Action	Maker Action Taken Date	Maker User ID
1	8121566718		15-07-2022	-		-

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3. Once the PAO/DTO user clicks on a particular Acknowledgement Number, the user will be navigated to the Request Details Screen wherein details of the request captured by DDO 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



Note: Once the request is authorized, an email confirming the activation of the IPIN will be sent to the registered e-mail of Nodal Office.
