Protean eGov Technologies Limited

Standard Operating Procedure (SOP)

Reset of I-PIN (DDO)

Version 1.0

REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1		1.0	-	Initial Version

Reset of I-PIN by Nodal Office (DDO)

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:

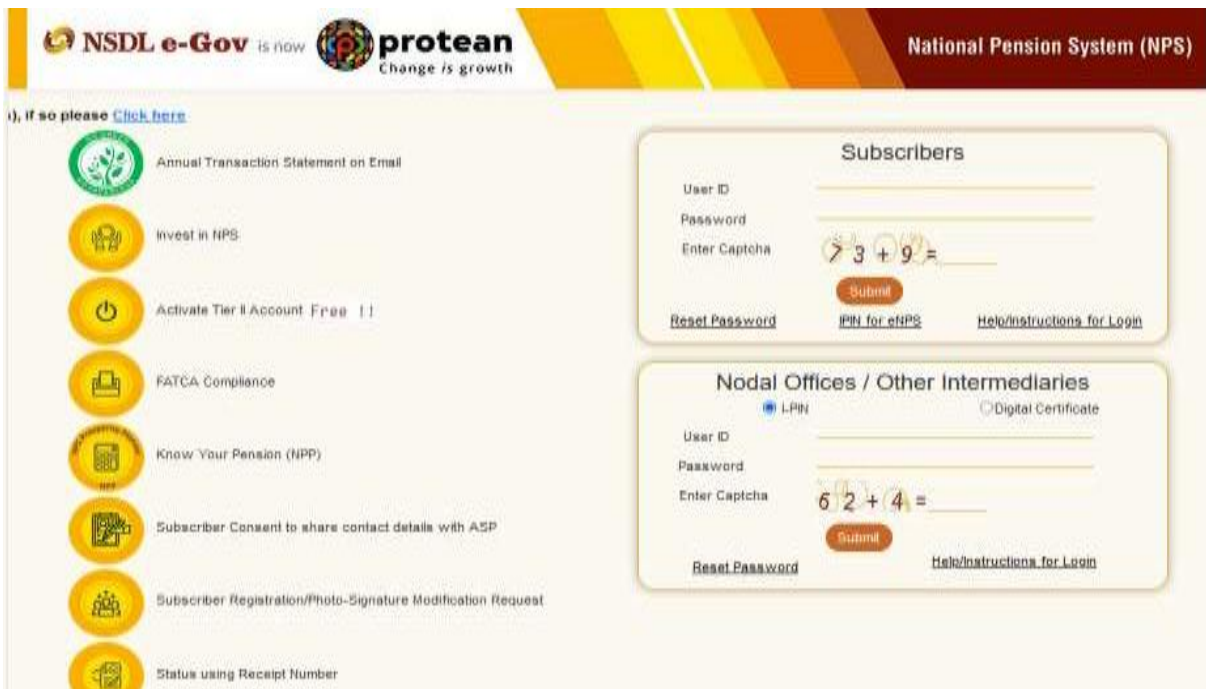**A) DDO office initiating (capturing) the request for 'Instant Reset IPIN'**

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

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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

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

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

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

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.
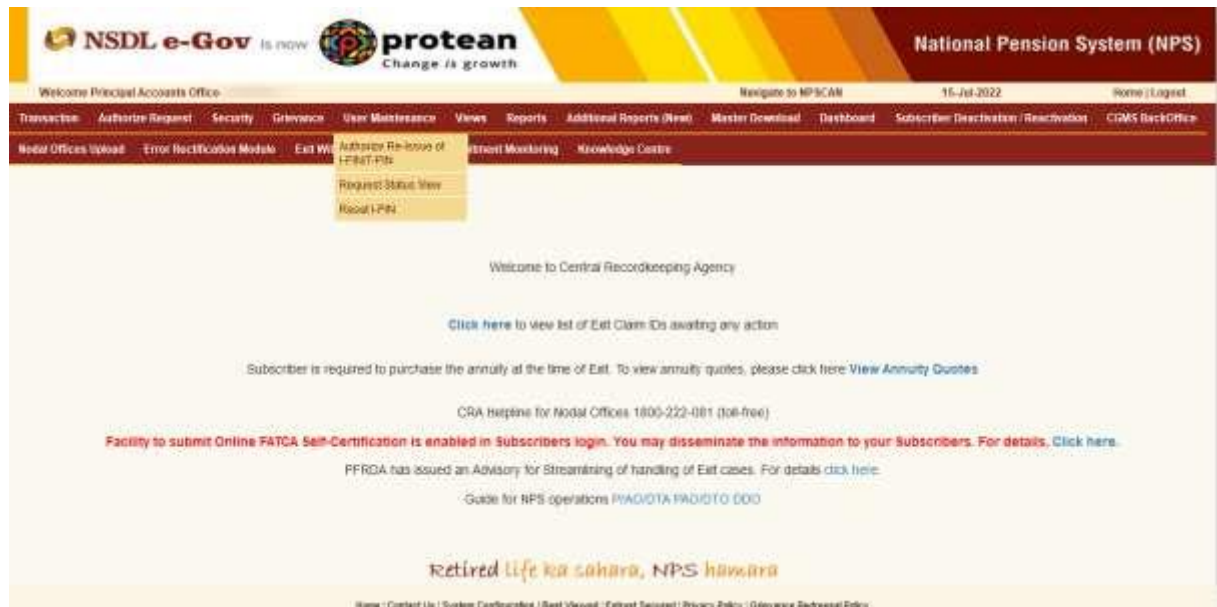
Image A.6.1

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 be opened up where the authorizer can able to search the request based on User ID, Acknowledgement Number or Date Range.

The 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, the system will display the pending requests for authorization. PAO/DTO user needs to click on Acknowledgement id for authorization (refer Image B.2.2).

Image B.2.1

Image B.2.2

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 will be 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 will be displayed with an appropriate message such as request has been authorised along with Timestamp (refer Image B.4.1).

Image B.4.1

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