

Protean eGov Technologies Limited



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Standard Operating Procedure (SOP)

Reset of I-PIN (DDO)

Version 1.0

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Reset of I-PIN by Nodal Office (DDO)**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'

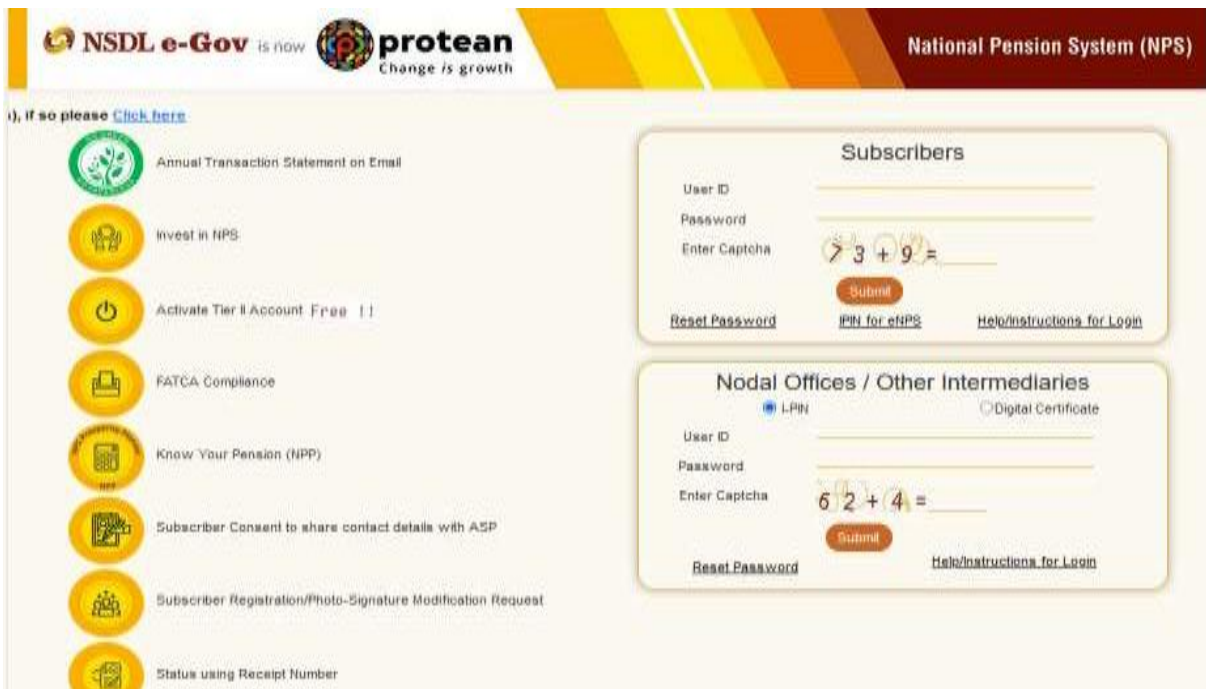
B) PAO/DTO office authorizing the request for Instant Reset IPIN of DDO

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



The screenshot shows the NSDL e-Gov website interface. At the top, there are logos for NSDL e-Gov, protean, and National Pension System (NPS). Below the logos, there is a navigation menu with various service icons and labels such as 'Annual Transaction Statement on Email', 'Invest in NPS', 'Activate Tier II Account Free !!', 'FATCA Compliance', 'Know Your Pension (NPP)', 'Subscriber Consent to share contact details with ASP', 'Subscriber Registration/Photo-Signature Modification Request', and 'Status using Receipt Number'. On the right side, there are two login panels. The top panel is for 'Subscribers' and the bottom panel is for 'Nodal Offices / Other Intermediaries'. Both panels have fields for 'User ID', 'Password', and 'Enter Captcha'. The captcha for Subscribers is $7 \times 3 + 9 =$ and for Nodal Offices is $6 \times 2 + 4 =$. Both panels have a 'Submit' button and links for 'Reset Password' and 'Help/Instructions for Login'.

Reset of I-PIN by Nodal Office (DDO)

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



The screenshot shows the 'Reset Password' form for Nodal Office. At the top, there are two radio buttons: 'Reset Password using secret question' (unselected) and 'Instant Set/Reset Password' (selected). Below this, there are two radio buttons: 'Nodal Office' (selected) and 'Generate OTP' (unselected). The form contains a 'User Id *' field, an 'Enter Capcha*' field with a captcha image showing '2 8 + 8 =', and a 'Refresh' button. There are 'Submit' and 'Reset' buttons at the bottom of the form. The page footer includes the slogan 'Retired life ka sahara, NPS hamara' and a navigation menu.

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*).



The screenshot shows the 'Reset I-PIN' form for Nodal Office. The form contains several fields, many of which are marked with a red asterisk (*) to indicate they are mandatory. The fields are: 'User ID' (pre-filled with 'SGV146890E00'), 'Entity Reg. No *', 'Name of the Person *' (split into 'First Name *', 'Middle Name', and 'Last Name'), 'Designation *', 'Office City', 'Registered Email Address*', 'Email Address for PTH mailer', 'Pin Code*', 'New Password*', and 'Confirm Password*'. There are 'Submit' and 'Reset' buttons at the bottom of the form. The page footer includes the slogan 'Retired life ka sahara, NPS hamara'.

Image A.3.1

Reset of I-PIN by Nodal Office (DDO)

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

Reset of I-PIN by Nodal Office (DDO)

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.

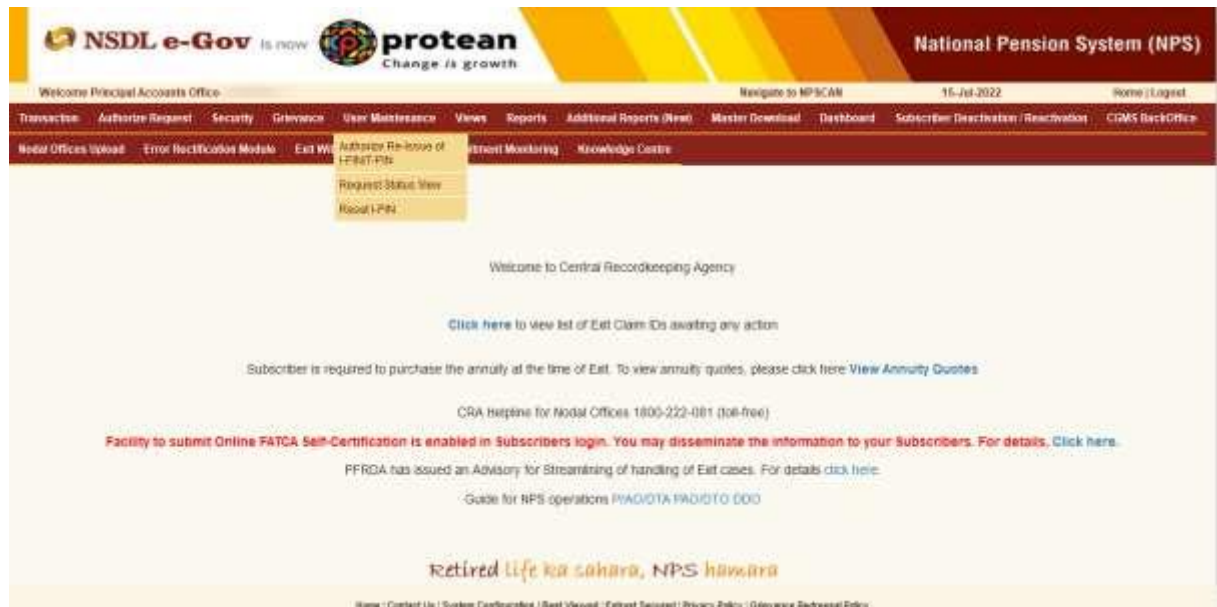
Image A.6.1

Reset of I-PIN by Nodal Office (DDO)

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



Reset of I-PIN by Nodal Office (DDO)

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



NSDL e-Gov is now **protean** Change is growth National Pension System (NPS)

Welcome Principal Accounts Office | Navigate to NPSCAN | 15-Jul-2022 | Home | Logout

Transaction | Authorize Request | Security | Grievance | User Maintenance | Views | Reports | Additional Reports (New) | Master Download | Dashboard | Subscriber Deactivation / Reactivation | CGMS BackOffice

Nodal Offices Upload | Error Rectification Module | Exit Withdrawal Request | Recruitment Monitoring | Knowledge Centre

Authorize Reset Password/IPIN

Transaction Type *

User ID (PRAN)

Acknowledgement No.

From Date

To Date

Note

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

Retired life ka sahara, NPS hamara

Image B.2.2



NSDL e-Gov is now **protean** Change is growth National Pension System (NPS)

Welcome Principal Accounts Office | Navigate to NPSCAN | 15-Jul-2022 | Home | Logout

Transaction | Authorize Request | Security | Grievance | User Maintenance | Views | Reports | Additional Reports (New) | Master Download | Dashboard | Subscriber Deactivation / Reactivation | CGMS BackOffice

Nodal Offices Upload | Error Rectification Module | Exit Withdrawal Request | Recruitment Monitoring | Knowledge Centre

Authorize Reset Password Request

Sr. No.	Acknowledgement No.	User ID (PRAN)	Captured Date	Maker Action	Maker Action When Date	Maker User ID
1	4121506718		15-07-2022	-		-

Retired life ka sahara, NPS hamara

Home | Contact Us | System Configuration | Best Viewed | Enquiry | Security | Privacy Policy | Grievance Redressal Policy

Reset of I-PIN by Nodal Office (DDO)

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