



Protean eGov Technologies Limited (Formerly known as NSDL e-Governance Infrastructure Limited)

STANDARD OPERATING PROCEDURE (SOP)

Reset of I-PIN (PAO/CDDO)

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Abbreviation	Expansion
ASP	Annuity Service Provider
CDDO	Cheque Drawing DDOs
CRA	Central Recordkeeping Agency
CRA-FC	Facilitation Centre
CGA	Controller General of Accounts
CSRF	Common Subscriber Registration Form
DDO	Drawing and Disbursing Office
DDO Reg. No.	Unique DDO Registration Number allotted by CRA
DTA	Directorate of Treasuries and Accounts
DTO	District Treasury Office
I-PIN	Internet Personal Identification Number
NPS	National Pension System
NPSCAN	National Pension System Contribution Accounting Network
Protean	Protean eGov Technologies Limited
PAN	Permanent Account Number
ΡΑΟ	Pay and Accounts Office
PAO/DTO Reg. No.	Unique PAO/DTO Registration Number allotted by CRA
PFM	Pension Fund Manager
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
Pr.AO	Principal Accounts Office
PPAN	Permanent Pension Account Number
PRN	Provisional Receipt Number
T-PIN	Tele-query Personal Identification Number



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Functionality to Reset IPIN Online by Nodal Offices (PAOs/DTOs)

Background: As per the existing process, Nodal Office (PAOs/Pr.AOs/DTO/DTA) 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 developed a new functionality wherein Nodal Offices can reset IPIN instantly of its choice. This functionality allows Nodal Office to reset IPIN by entering the IPIN and getting it authorized by the concerned PrAO/DTA. This functionality will ensure an 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. As the IPIN is reset at Nodal Office end, the requirement of dispatching the physical IPIN by CRA does not exists.



Sections:

A) Nodal office initiating (capturing) the request for 'Instant Reset <u>IPIN'</u>

B) PrAO/DTA authorizing the request of PAO/CDDO/DTO for Instant Reset IPIN

Process:

<u>A) Nodal Office initiating (capturing) the request for 'Instant Reset</u> <u>IPIN'.</u>

1. Nodal Office needs to click on the 'Forgot Password?' link on the home page (www.cra-nsdl.com) (*refer Image 1*) and select the 'Instant Reset IPIN' Option (*refer Image 2*). After selection, the Nodal Office will provide its User ID in the in the designated field with Captcha.

Image 1



S NSDL Technology, Trust & Reach	National Pension System (NPS)
Invest in NPS	Subscribers User ID Password
C Activate Tier Il Account	Enter Captcha
Check FATCA Compliance	Forgot Password? IPIN for eNPS Help/Instructions for Login
Check Annuity Quotes	Nodal Offices / Other Intermediaries
Check Grievance / Enquiry Status	Enter Captcha 2 8 + 4 =
Check Subscriber Registration Status	Submit Eorgot Password? Help/Instructions for Login

Image2

V NSDL Technology, Trust & Reach		National Pension System (NPS)
		Steps/Process to Reset Password for Nodal Offices
	O Reset Password using secret question Instant Set/Reset Password	
۲	Reset Password	
	Nodal Office Generate OTP User Id * Inter Captcha* Submit Reset Home	
	Retíred lífe ka sahara, NPS hamara	
	Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance R	edressal Policy

2. After providing the respective User ID, the user is required to provide certain mandatory details (star * marked fields) along with the new password (IPIN) as per own choice (refer Image 3).



NSDL				National Pension System (NPS
Reset I-PIN				
				* Mandatory Fields
User ID	1001001500			
Entity Reg. No.*	2000003		201	
Name of the Felson	First Name *	Middle Name	Last Nam	ne
Designation *	Accounts Officer			
Designation * Office City	Accounts Officer Hyderabad			
Designation * Office City Registered Email Address*	Accounts Officer Hyderabad ard-hyd.cgda@hub.nic.in			
Designation * Office City Registered Email Address* Email Address for PIN mailer	Accounts Officer Hyderabad ard-hyd.cgda@hub.nic.in			
Designation * Office City Registered Email Address* Email Address for PIN mailer Pin Code*	Accounts Officer Hyderabad ard-hyd.cgda@hub.nic.in			
Designation * Office City Registered Email Address* Email Address for PIN mailer Pin Code* New Password*	Accounts Officer Hyderabad ard-hyd.cgda@hub.nic.in 500050			
Designation * Office City Registered Email Address* Email Address for PIN mailer Pin Code* New Password* Confirm Password*	Accounts Officer Hyderabad ard-hyd.cgda@hub.nic.in 500050 			

Nodal offices should ensure that the name and designation of the Authorised Contact person only is entered in the respective fields. Further, 'Office City' and 'Pin code' should be of the place where Nodal Office is situated and 'Registered Email Address' should be the e-mail ID currently registered in the CRA system. Nodal Offices should ensure that these details are matching with the details available in CRA system.

3. Once the details are submitted, a confirmation screen displays the details as entered. The user needs to confirm the same (refer Image 4).

User ID 1010396801 Entity Reg. No. 204280 Name of the person 20420 Designation Regional Director Office Trivandrum Registered Email Address Trivandrum File Code 5500 Ontrol Confirm Confirm Cance	User ID 1010396801 Extity Reg. No. 204280 Name of the person 20420 Designation Regional Director Office Trivandrum Registered Email Address Trivandrum Fin Code 5502 Confirm Cance	Reset Pass	sword Confirmation Screen		
Designation 2044280 Name of the person ABC Designation ABC Office Trivandrum Registered Email Address Trivandrum Boson BS5002 Confirm Cancer	Designad 2044280 Name of the person ABC Designad Designad Director Office Trivandrum Regred Email Address Trivandrum 10 Code 05002 Image: Content Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Regressal Policy	(Haar	10	1010206901	
Name of the person ABC XYZ Designation Regional Director Trivandrum Registered Email Address rotrivandrum@gnou.ac.in Biological Pin Code Exposed Exposed Designation Contert Cancel Registered Email Address Exposed Exposed Pin Code Exposed Exposed Designation Exposed Exposed Registered Email Address Exposed Exposed Pin Code Exposed Exposed Exposed Exposed Exposed Registered Email Address Exposed Exposed Proced Exposed Exposed Registered Email Address Exposed Exposed Registered Email Add	Name of the person ABC YZ Designation Regional Director Trivandrum Trivandrum rotrivandrum@gnou.ac.in Bosto Pin Code Event Event Designation Content Gance Registered Email Address rotrivandrum@gnou.ac.in Pin Code Event Event Event Event Gance	Entity	Reg. No.	2044280	
Designation Rejactional Director Office Triviandrum Registered Email Address Triviandrum@ignou.ac.in Pin Code 05002 Confirm Cancel	Designation Registerice Office Trivandrum Registerice Email Address Trivandrum@ignou.ac.in Pin Code Growing Confirm Cancel	Name	e of the person	ABC XYZ	
Control Life ka sahara, NPS hamara	Control Life ka sahara, NPS hamara	Desig	Ination	Regional Director	
Registered Email Address Pin Code Confirm Cancel Retired Life ka sahara, NPS hamara	Registered Email Address Pin Code Confire Cancel Retired Life ka sahara, NPS hamara Home Contect Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressel Policy	Office		Trivandrum	
Pin Code Entired Life ka sahara, NPS hamara	Pin Code Confirm Cance Cance Retired life ka sahara, NPS hamara Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy	Regis	stered Email Address	rctrivandrum@ignou.ac.in	
Confirm Cancel Retired Life ka sahara, NPS hamara	Confirm Cancol Retired life ka sahara, NPS hamara Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy	Pin C	ode	695002	
Retired Life ka sahara, NPS hamara	Retired Life ka sahara, NPS hamara Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy			Confirm Cancel	
Retired Life ka sahara, NPS hamara	Retired life ka sahara, NPS hamara Home Contact Us System Configuration / Best Viewed Entrust Secured Privacy Policy Grievance Redressal Policy				
		Home (Retired Li-	fe ka sahara, NPS hama	Grievance Redressal Policy
		Home	Retired Li	fe ka sahara, NPS hami	Grievance Redressal Policy



4. 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 5*). User needs to submit this printed acknowledgement to its associated monitoring office for 'Authorization'.

🕑 R	eset Password Request		
,	Please ensure to take print of Acknowled	nement details before closing this window / session and submit it to	your Nodal Office/any POP-SP for
r	eset of Password.	generic details before closing this window / session and submit it to	your rodal onice/any for an for
	Acknowledgement No	9108967908	
	User ID	1010396801	
	Entity Reg. No.	2044280	
	Name of the person	ABC XYZ	
	Designation	Regional Director	
	Office	Trivandrum	
	Email Address	rctrivandrum@ignou.ac.in	
	Pin Code	695002	
	Reset Password request has been	en successfully initiated	
	Cantured Timestamp	10/12/2010 18:37	

B) <u>PrAO/DTA authorizing the request of PAO/CDDO/DTO for Instant</u> <u>Reset IPIN:</u>

1. After receiving the Acknowledgement for reset IPIN from its underlying PAO/CDDO/DTO, PrAO/DTA user will login in CRA system (<u>www.cra-nsdl.com</u>) and navigate to 'User Maintenance' and select 'Authorize Re-Issue of IPIN/TPIN' to authorize the same (*refer Image 6*)



Image 6



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 7*). After providing the details as per any of the above mentioned search criteria, system will display the pending request for authorization. PrAO user needs to select the hyperlinked Acknowledgement for authorization (*refer Image 8*).



Image 7

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Inage o

Constant Institution					National Pensi	ion System (NPS)
Welcome Principal Accounts Office-111006300			Navigat	te to NPSCAN	30-Dec-2019	Home Logout
Subscriber Registration Grievance User Maintenance View	s Reports Additional	Reports (New) Master Dov	wnload Dashboard	CGMS BackOffice	Nodal Offices Upload	Error Rectification Module
Transaction Recruitment Monitoring Exit Withdrawal Request	Knowledge Centre					
S Authorize Reset I	Password Request					
Sr. No. Acknowledgement No.	User ID/PRAN	Captured Date	Maker Action	Maker	Action taken date	Maker User Id
1 <u>9106454890</u>	1001001500	27-12-2019	5			
	Retíred	lífe ka sahara,	NPS haman	a		
He	ome Contact Us System Config	juration / Best Viewed Entrust Se	ecured Privacy Policy Grie	evance Redressal Policy		

3. Once the PrAO/DTA user clicks on a particular Acknowledgement Number, the user will be navigated to the Request Details Screen where details of the request captured by PAO/CDDO/DTO user are displayed along with the 'Approve' and 'Reject' option (*refer Image 9*). In case of 'Rejection', the user should provide the appropriate 'Remarks' in designated field.

Image 9

			Change is growth
Authorize Reset	Password Request		
Ackno User I Name Entity Desig PIN Regis Status Requi Make Make Make	owledgement No. ID e of the entity Registration No. gnation stered Email Address is uest Capture Date er Action F Action taken date er User Id	9106454890 1001001500 2000003 abc 500050 abc@nsdl.co.in 27/12/2019 -	Back to Ack Details
Make	Remarks Remarks Reject Submit Retired life ka sahara, NPS	: hamara	
	Home Contact Us System Configuration / Best Viewed Entrust Secured Pri	ivacy Policy Grievance Redressal Policy	

4. On successful authorization, the Acknowledgement Number, Authorization Timestamp and an appropriate message will be displayed (*refer Image10*).

Image 10				
Authorize Reset Password Request				
Acknowledgement No. Reset Password Request has been authorized	9106454890	Back to Results Page		
Authorization Timestamp	30/12/2019 19:27			

Once the request is authorized, an email confirming the activation of the IPIN will be sent to the registered e-mail ID as well as alternate e-mail ID provided by the PAO/CDDO/DTO at the time of capturing of the request.



"Information/data pertaining to NPS/APY not published by PFRDA/NPS Trust should not be provided to any third party without the approval/consent of PFRDA/NPS Trust."

CRA Personnel Contact details and Helpdesk numbers

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