Protean eGov Technologies Limited

(Formerly known as NSDL e-Governance Infrastructure Limited)

Subscriber Maintenance

By nodal office

Subscribers registered with CRA have an option to update the subscriber details in the CRA system. For the purpose of carrying out these changes, Subscriber has to submit a Subscriber Detail Change Request form (S2 form) to the concerned PAO/DTO. The forms are available at CRA website www.npscra.nsdl.co.in and www.nsdl.co.in. Subscriber can freely download the S2 form from the above mentioned website. In case the Subscriber require to change the photograph & Signature he/she needs to fill photo/signature change request form (Form S7) which will be submitted to CRA-FC by PAO/DTO.

The list of CRA-FCs are available at CRA website www.npscra.nsdl.co.in and www.nsdl.co.in.) The Changes like change in personal details, nomination etc. should be carried out by the concerned PAO/DTO through the NPSCAN system by using the User Id and I-Pin allotted by CRA. CRA has allotted two different User Id and I-Pin to the PAO which will enable it to carry out the changes using Maker-Authoriser activities. Updation of certain details requires only a maker activity, i.e. the changes will be accepted by NPSCAN, once the maker captures and confirms the request. However, some kind of requests such as nomination request, the request will require a Maker and Authoriser activity. i.e. once the maker has captured and confirmed the request, another user as an authoriser shall log in and authorise the request.

The maker and authoriser activity has to be carried out through separate User Ids. i.e., the User Id through which the request has been captured cannot authorise the request. A PAO/DTO can carry out the request for change in NPSCAN system only for the Subscriber associated with it. Once the details are successfully changed, intimation will be sent by email to the subscriber as well as PAO/DTO giving the details of the changes affected in his account.

Following are the subscriber details, which can be updated by a PAO/DTO User through NPSCAN system: -

Change in Subscriber details

i.   Personal Details
ii. Bank Details
iii. Nomination details
iv. Employment details

Other than the above, the following requests can also be updated by a PAO User through NPSCAN system.

i. Reissue of I-Pin and T-Pin
ii. Reprint of PRAN Card

Process for Change in Subscriber details Transaction

i. Authorize transaction
ii. Update subscriber detail
iii. Request status view

A. Update subscriber details

a) For update of subscriber details, PAO/DTO user has to select the sub menu 'update subscriber details' and has to enter the PRAN of the subscriber whose detail has to be updated.

b) On clicking the 'Edit' button as shown above, PAO/DTO User will be able to edit the fields where changes are required to be made. PAO/DTO User shall click on the respective sub menu where change is required to be made. In case PAO/DTO User wants to make changes in different sections such as Personal, Nominee detail, Employment details etc. PAO/DTO user can select multiple submenus in a single transaction.

c) After carrying out the necessary changes, PAO/DTO user shall click on the 'Submit' button. On submission of modified details, PAO/DTO user will see a confirmation screen reflecting the entire Subscriber details along with the modified details (which would be highlighted) with the option to confirm or cancel the modification.

d) PAO/DTO user shall verify modified details against the request submitted by Subscriber and if it is found to be in order, the PAO/DTO shall confirm the request. In case of any discrepancy, PAO/DTO user shall click the "Cancel" button and go back to the request capture screen to update the correct details and resubmit the request.

e) On successful confirmation of request, NPSCAN system will generate a ten digit acknowledgement number as shown above. PAO/DTO user shall mention the acknowledgement number on the change request form. PAO/DTO user can use this acknowledgement number to check the status of the change request.

B. Authorize transaction

a) Updation of subscriber details requires Maker – Authoriser activity, i.e. once the maker has captured and confirmed request, another user as an authoriser shall login and authorise the request. From the menu, PAO/DTO User shall select the option 'Transaction' and sub option 'Authorise Transaction'.

b) PAO/DTO user has to select the 'Subscriber Detail Change' from the drop down button Transaction Type and provide the PRAN or the acknowledgement number generated at the time of capturing the request.

c) In order to view the details of the change request, the PAO/DTO user shall click on the link 'View Details'.

d) The subscriber details will be displayed along with the option to 'Authorise or Reject' the request. The fields which have been modified will be highlighted. The Authoriser shall verify the details captured with the change request form and if found in order, authorise the request by clicking on the 'Authorise' button. On authorisation of the request, the status of the request will be updated as 'Accepted by NPSCAN'. Further, if the Authoriser observes any discrepancy; authoriser shall reject the request by clicking on the 'Reject' button. PAO User shall also mention the reason for rejection. On rejection, a message will be displayed indicating rejection of change request with the reason for rejection.

Summary:

A. Capturing the subscriber's details in NPSCAN:

1. PAO User shall log into NPSCAN with the User Id and the respective I-Pin.
2. From the menu, PAO User shall select the option 'Transaction' and sub option 'Update Subscriber Details'.
3. PAO User has to enter the PRAN for which he/she wants mark Deserter/Expired/Resigned etc.
4. 4. For the purpose of carrying out the required changes, PAO User shall click on the 'Edit' button.
5. After carrying out the necessary changes, PAO User shall click on the 'Submit' button.
6. PAO User shall verify modified details against the request submitted by Subscriber and if it is found to be in order, it shall 'Confirm' the request.
7. On successful capturing of the request a single acknowledgement number will be issued and the status of the request will be displayed as "Pending Authorisation". Only after the request is authorised by another user, the change request will be 'Accepted'.

B. Authorisation of the request

1. PAO User shall select the option 'Transaction' and sub menu 'Authorise Transaction'.
2. PAO User has to select the 'Transaction Type' and provide the PRAN or the acknowledgement number generated at the time of capturing of the request.
3. In order to view the details of the change request, the PAO User shall click on the link 'View Details'.
4. The Authoriser shall verify the details captured with the change request form and if found in order, authorise the request by clicking on the 'Authorise' button.