Protean eGov Technologies Limited

Standard Operating Procedure (SOP) for Modification of Subscriber details (Non core) by Subscriber

(Version 1.1)

REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	23/08/2024	1.1	-	SOP are updated as per new functionality released, New Screenshots are incorporated.

Background

Subscribers registered under NPS have an option to update certain details like mobile number, email ID etc. in the CRA System using the I-PIN provided to them by CRA. The following process describes updation of e-mail id /mobile number of the subscriber.

Register/ Update e-mail ID/Mobile

Subscriber will login into the PRO CRA website (www.cra-nsdl.com) using the credentials. Please refer Figure 1.
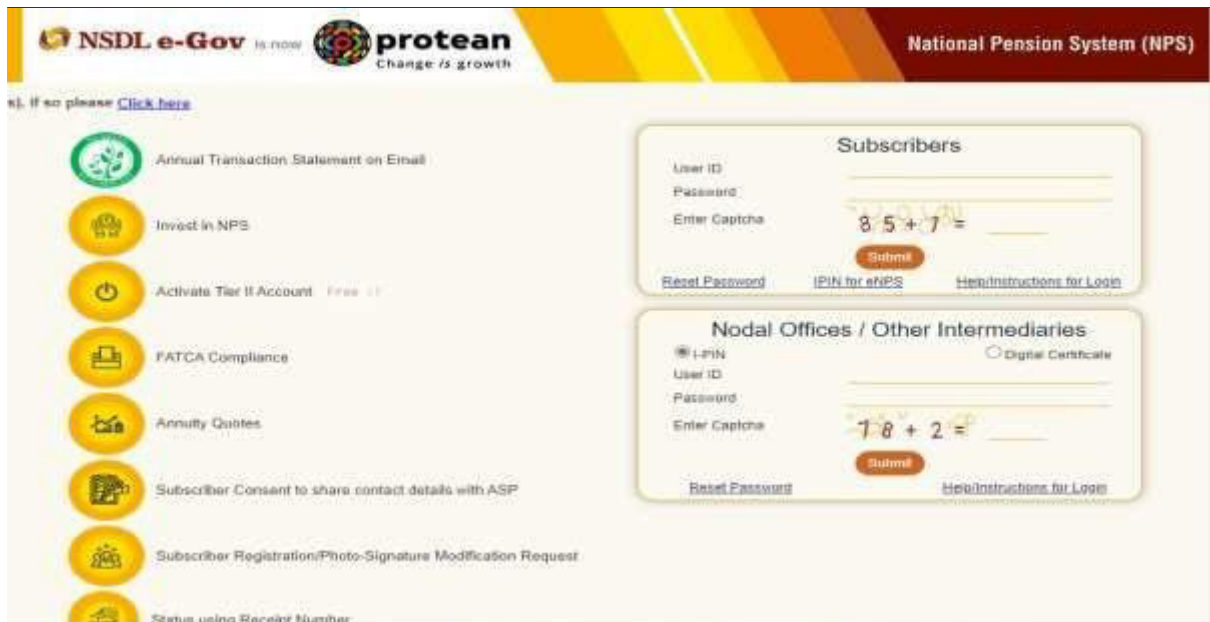

Figure 1

Once Subscriber login into the PROCRA website, 'Demographic Changes' menu will be shown. Subscriber will click the sub-menu 'Register/Update Email ID/Mobile'. Please refer Figure 2.

Figure 2

The existing Mobile Number, e-mail ID and Telephone number as registered in PCRA system will be reflected on Screen. In order to update/modify the same, the subscriber needs to click on Edit button. Please refer Figure 3.

Figure 3

The subscriber will update the required details on the screen itself. Subsequently, the subscriber will be shown current contact details as well as the updated contact details on screen. Please refer Figure 4.

Figure 4

The subscriber will click on the Confirm button and acknowledgment number will be provided to subscriber along with the message showing as 'Details have been successfully, please view changes through Subscriber Details View. Please refer Figure 5.

Figure 5

<u>Update Personal Details</u>

Once Subscriber login into the PCRA website, 'Demographic Changes' menu will be shown. Subscriber will click the sub-menu 'Update Personal Details'.

Please refer Figure 6.

Figure 6

Subscriber need to select 'Update Address Details'. Please refer Figure 7.

Figure 7

Subscriber need to select 'Through Online Aadhaar' and subscriber need to mention Aadhaar Number. Please refer Figure 8.

Figure 8

When Subscriber Clicks the confirm button, Aadhaar Consent will be shown the confirmation page as below. Please refer Figure 9.
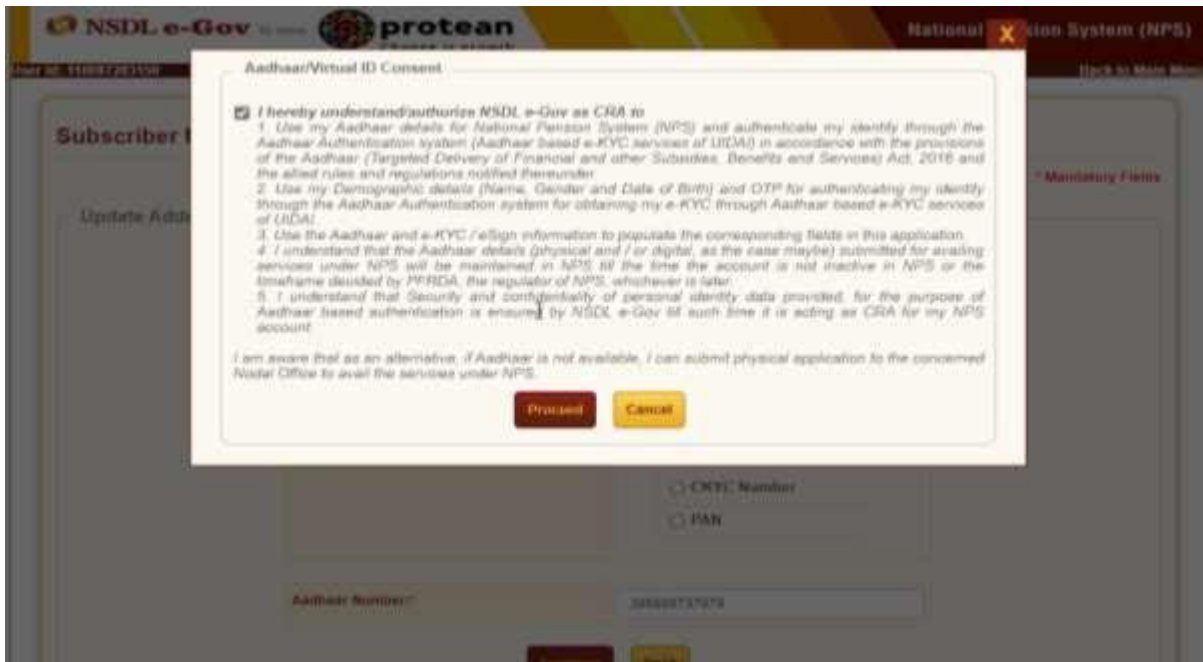
Figure 9

When Subscriber click on proceed button, OTP will be sent to Aadhaar registered mobile number.

Subscriber need to mention OTP received and click on Submit button. Please refer Figure 10.
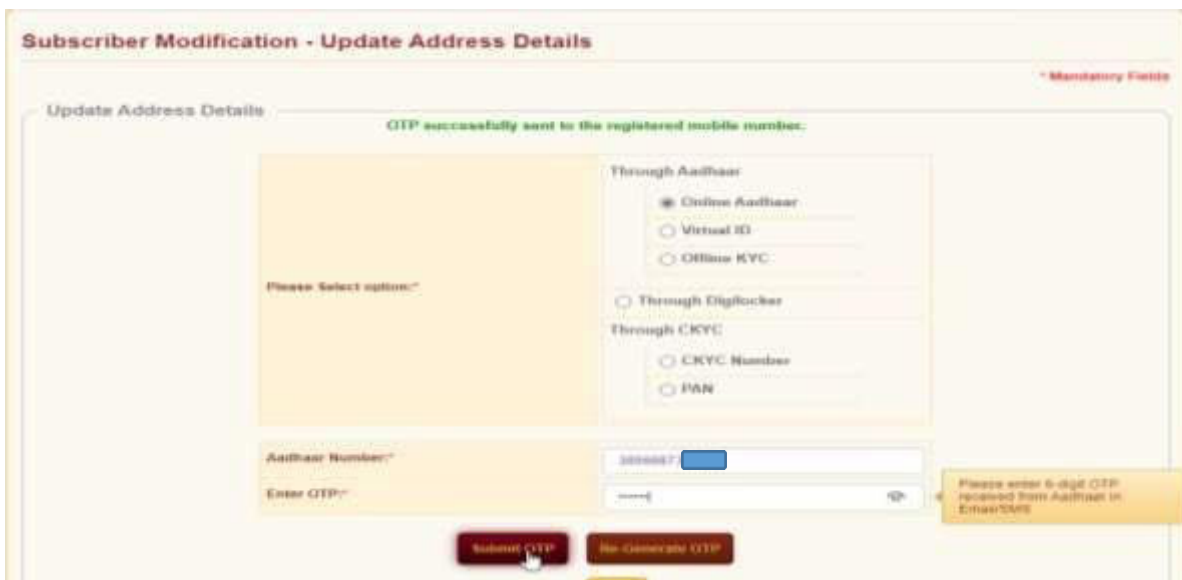

Figure 10

When Subscriber clicks the submit OTP, Subscriber will be shown the confirmation page as below. Current and New Contact details will display on screen. Please refer Figure 11.

Figure 11

Subscriber will have mentioned 2nd OTP and click on submit OTP button and Acknowledgment number will be provided to subscriber and message 'Address update request is successful in CRA'.

Please refer Figure 12.

Figure 12