

Protean eGov Technologies Limited



**protean**  
Change *is* growth

**Standard Operating Procedures  
For  
Upload to Photo & Signature by Subscriber**

**Version 1.1**

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### 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.

## Steps to upload to Photo & Signature

Step 1 – Login to your NPS account by visiting <https://cra-nsdl.com>

Step 2 – Go to menu “Demographic Changes” and click on “Update Personal Details”

Step 3 – Click on Upload Photo and Signature and follow the steps mentioned below.

The screenshot shows the NSDL National Pension System (NPS) Subscriber Modification page. The header includes the NSDL logo and the text "National Pension System (NPS)". Below the header, there is a "Subscriber Modification" section with a list of options:

- Aadhaar Update or Seed request for PRAN
- Upload Photo and Signature
- Bank Details Update
- Opt for an Email Annual Transaction Statement **Go Paperless**
- Add / Update Permanent Account Number (PAN)/ Form-60
- Add / Update Nominee details
- Update Address Details using Aadhaar Offline e-KYC
- eSign Download (Nomination Modification)

Step 4 – Click on Upload Photo & Signature and enter the details and click on Generate OTP.

The screenshot shows the NSDL National Pension System (NPS) Upload Photo and Signature page. The page has two radio buttons at the top: "Upload Photo and Signature" (selected) and "OTP Authenticate / eSign Subscriber Registration Form". Below the radio buttons, there is a form titled "Upload Photo and Signature" with the following fields:

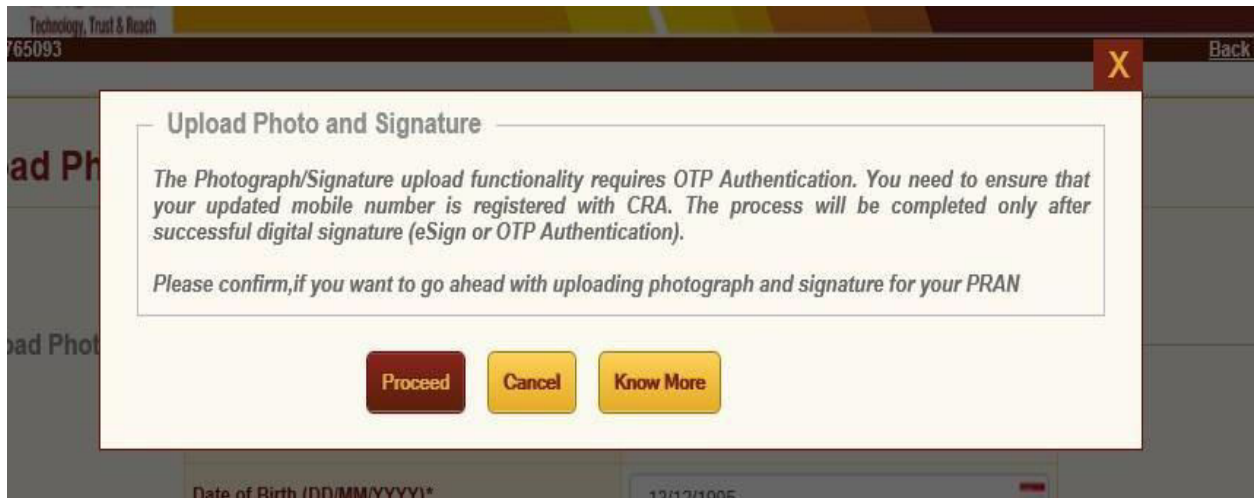
- Permanent Retirement Account Number (PRAN)\*: 1 [redacted] 3
- Date of Birth (DD/MM/YYYY)\*: 13/12/1995
- Add and Enter Captcha \*: 8 6 + 2 = 88

Below the form, there is a "Generate OTP" button. At the bottom of the page, there is a "Note" section with the following text:

**Note**

- This facility is enabled through OTP based authentication.
- Please ensure that your mobile number is registered in CRA and in Aadhaar database.
- The process will be complete after successful eSIGN of Subscriber Registration Form, through Aadhaar based authentication OR through dual OTP authentication.

Step 5 - Click on Proceed



Step 6 – Write OTP and Click on Submit OTP

**Upload Photo and Signature**

Upload Photo and Signature  OTP Authenticate / eSign Subscriber Registration Form

**Upload Photo and Signature**

Permanent Retirement Account Number (PRAN)*	11 [REDACTED] 02
Date of Birth (DD/MM/YYYY)*	01/07/1983
Enter OTP*	*****

OTP successfully sent to the registered mobile number. \*\*\*\*\* [REDACTED] 79

**Submit OTP** **Regenerate OTP** **Back**

Step 7 – Upload Photo & Signature and click on Save

### Photo & Signature Upload

Upload Photo and Signature

Photo

Preview Photo



C:\Users\sagars\Desktop Browse...

Signature

Preview Signature



C:\Users\sagars\Desktop Browse...

**Steps to Scan Signature**


**Note:** Photo and signature should be in .jpg format with file size between 4 KB and 12 KB.

Save


Step 8 – Click on Confirm

### Photo & Signature Preview

Preview Photo



Preview Signature



Confirm Edit

Step 9 – Proceed further to complete OTP Authentication/ eSign

### Photo & Signature Upload Confirmation

PRAN	110[REDACTED]02
Name of the Subscriber	TV[REDACTED]INGH
Acknowledgement Number	170[REDACTED]80
Captured Timestamp	11/09/2022 18:57:07

Photo and Signature have been successfully uploaded.

OTP Authenticate / eSign Subscriber Registration Form

Step 10 – Click on OTP Authentication of Subscriber Registration form oreSign Subscriber

**OTP Authentication / eSign / View Details**

Acknowledgement No: 17 [REDACTED]

OTP Authentication of Subscriber Registration Form  eSign Subscriber Registration Form  View Details

OTP Authenticate Upload Photo and Signature

Enter Captcha \*  $75 + 2 =$

**Generate OTP**

**Note**

- As per regulatory guideline, distinct OTPs will be sent on Email ID and Mobile No.
- Kindly Ensure both are accessible during the verification process.
- Please click on "Generate OTP" button if the Mobile number and Email ID are correct.

Step 11 – Click on Proceed

gement No: 17055380 X

**Alert!**

*As per regulatory guideline, distinct OTPs will be sent on Email ID and Mobile No.*

*Kindly Ensure both are accessible during the verification process.*

**Proceed** **Cancel**

**Generate OTP**

Step 12 – Verify the OTP

**OTP Authentication (Paperless) of Subscriber Registration Form**

OTP sent successfully to your registered Email ID s\*\*\*\*@\*\*\*\*.in and Mobile No. +919\*\*\*\*\*9

Email ID OTP *	<input type="text" value="****"/>
Mobile OTP *	<input type="text" value="****"/>
Enter Captcha *	<input type="text" value="7 0 9 0 + 6 = 77"/>

*I hereby authorize NSDL e-Governance Infrastructure Ltd (NSDL e-Gov) to:  
Use my distinct OTPs received on Mobile Number and Email ID for the purpose of eSigning/OTP  
Authenticating the registration document/service requests under National Pension System (NPS) for  
National Pension System Trust*

Step 13 – You will get below message on successful completion of process

**eSign Success - Photo Signature Upload**

eSign for Photo Signature Upload Form is Successful. Please download the eSign form and verify the Signature.

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