

Protean eGov Technologies Limited



**protean**  
Change *is* growth

Standard Operating Procedures

**For**

Subscriber Details Modification by POP

**Version 1.1**

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**REVISION HISTORY**

| <b>Sr. No.</b> | <b>Date of Revision</b> | <b>Ver</b> | <b>Section Number</b> | <b>Description of Change</b>                                  |
|----------------|-------------------------|------------|-----------------------|---|
| 1              |                         | 1.0        | -                     | Initial Version   |
| 2              | 23/08/2024              | 1.1        | -                     | Subscriber Details Modification Request for Name, DOB and DOR |

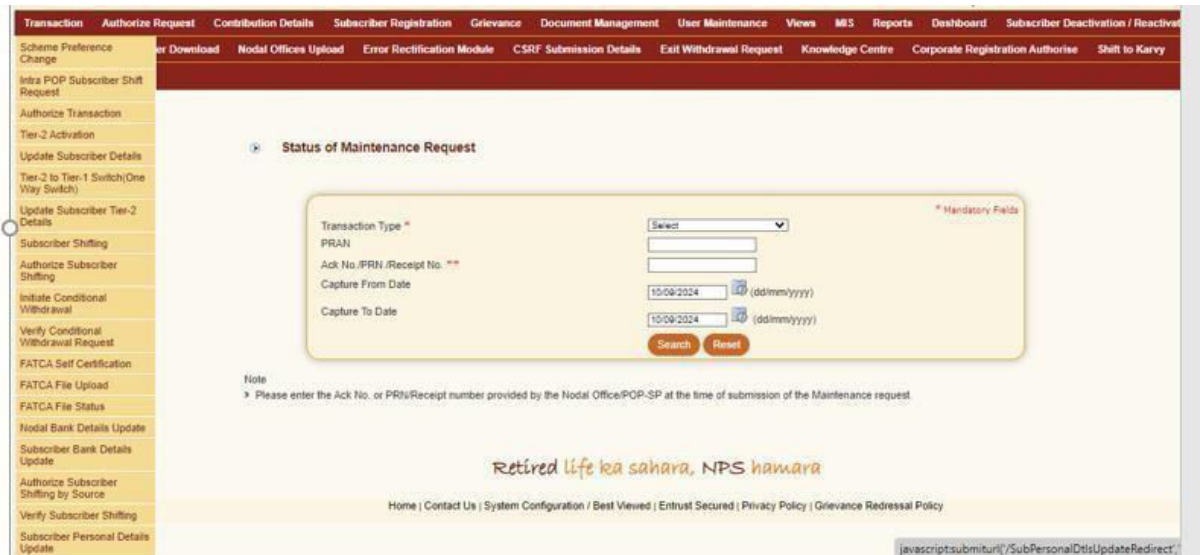
## Procedure for updating subscriber details of Subscribers

Modification is a two-step process:

- A. Capturing of Master details of Subscribers in CRA system by mapped POP.
- B. Authorization of the request in CRA system by mapped POP checker.

### A. Capturing of Master Details of Subscribers in CRA system by mapped POP.

From the available menus, POP user will have to click on 'Transaction' menu and further click on 'Subscriber Personal Details Update'

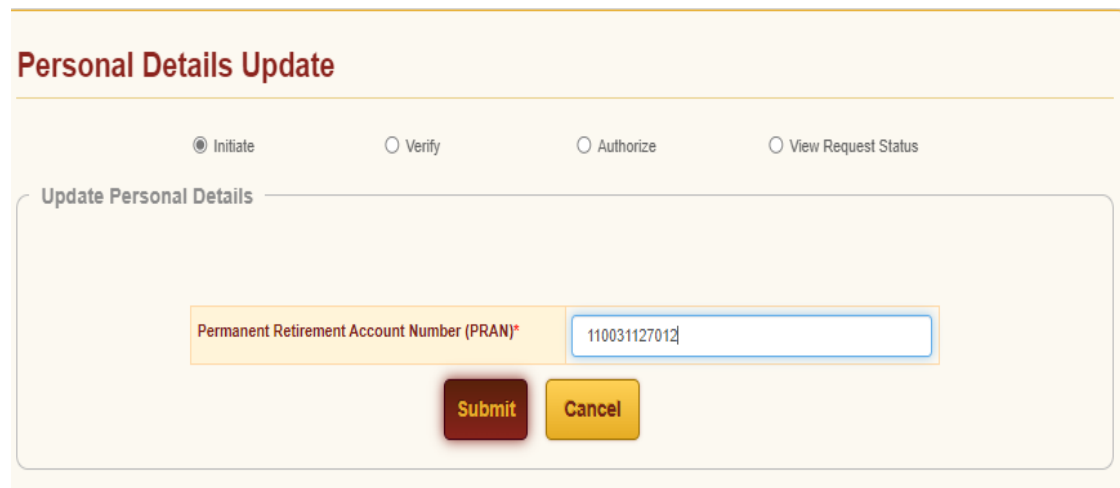


The screenshot shows the CRA system interface. The top navigation bar includes: Transaction, Authorize Request, Contribution Details, Subscriber Registration, Grievance, Document Management, User Maintenance, Views, MIS, Reports, Dashboard, and Subscriber Deactivation / Reactivate. A secondary navigation bar includes: Download, Nodal Offices Upload, Error Rectification Module, CSR Form Submission Details, Exit Withdrawal Request, Knowledge Centre, Corporate Registration Authorise, and Shift to Karvy. The main content area is titled 'Status of Maintenance Request' and contains a form with the following fields:

- Transaction Type: Select (dropdown menu)
- PRAN: [Text input field]
- Ack No./PRN /Receipt No. \*\*: [Text input field]
- Capture From Date: 10/09/2024 (calendar icon) (dd/mm/yyyy)
- Capture To Date: 10/09/2024 (calendar icon) (dd/mm/yyyy)

Buttons: Search, Reset. A note below the form states: "Please enter the Ack No. or PRN/Receipt number provided by the Nodal Office/POP-SP at the time of submission of the Maintenance request." The footer includes the slogan "Retired life ka sahara, NPS hamara" and navigation links: Home | Contact Us | System Configuration | Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy. A URL fragment "javascript:submiturl('/SubPersonalDetailsUpdateRedirect...'" is visible at the bottom right.

The next screen will further display four options : **Initiate, Verify, Authorize & View Request Status** for the purpose of carrying out modification/ update of Subscriber details, POP user will have to select the first option i.e. "Initiate" where POP will have to provide the Permanent Retirement Account Number (PRAN) and accordingly existing details will be auto fetched. Further, click on Edit button to proceed with modification.



The screenshot shows the 'Personal Details Update' form. It features four radio button options:  Initiate,  Verify,  Authorize, and  View Request Status. Below the options is a section titled 'Update Personal Details' containing a form with the following field:

- Permanent Retirement Account Number (PRAN)\*: 110031127012

Buttons: Submit, Cancel.

As shown in Figure, all the fields will become editable. The POP user shall edit the old details and enter the new details as per the change request submitted by subscriber.

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

Existing Personal Details

|                   |                                   |
|-------------------|-----------------------------------|
| PRAN              | 110031127012                      |
| Subscriber's Name | RAVIKIRAN MANOHAREBABU SUDDAPALLI |
| Date Of Birth     | 2001/1505                         |

**Note**

- All dates are in dd/mm/yyyy format

(For UOS Subscriber)

Initiate   
  Verify   
  Authorize   
  View Request Status

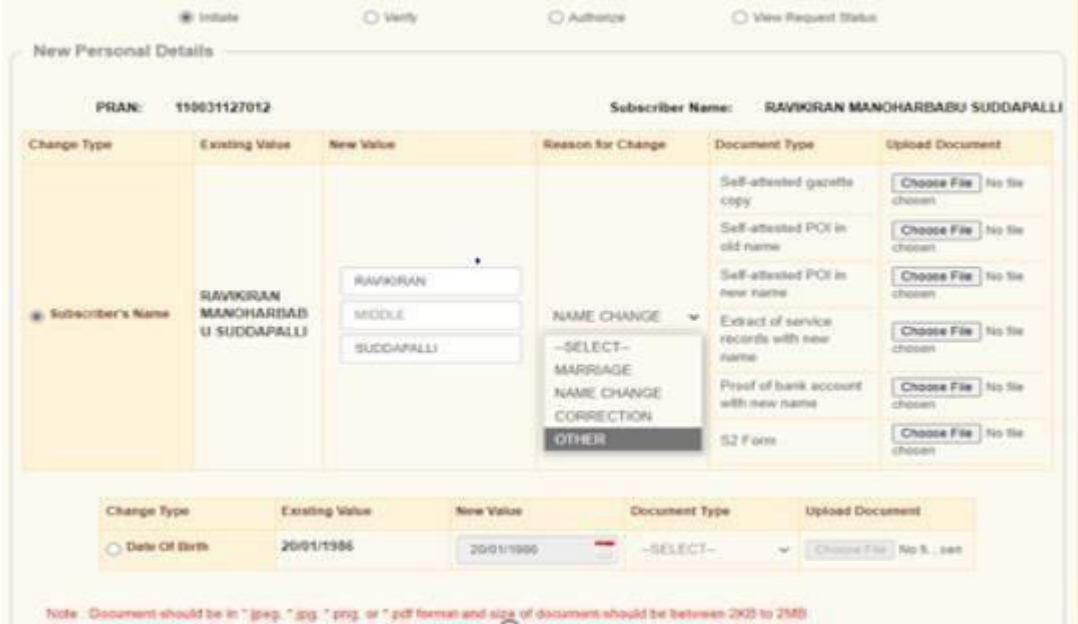
Existing Personal Details

|                    |                |
|--------------------|----------------|
| PRAN               | 110134678041   |
| Subscriber's Name  | THVDHNNH THNGH |
| Date Of Birth      | 21/05/1992     |
| Date Of Retirement | 31/05/2050     |

For Corporate Subscriber)

After entering the subscriber name change in CRA system, POP has to select **Reason for Change for name modification** and upload the supporting valid documents under **'Proof Document type and Upload Document'** for name change.



| Change Type       | Existing Value                  | New Value                        | Reason for Change   | Document Type  | Upload Document  |
|-------------------|---------------------------------|----------------------------------|---|--|--|
| Subscriber's Name | RAVIKRAN MANOHARBABU SUDDAPALLI | RAVIKRAN<br>MIDDLE<br>SUDDAPALLI | NAME CHANGE<br>--SELECT--<br>MARRIAGE<br>NAME CHANGE<br>CORRECTION<br>OTHER | Self-attested gazette copy<br>Self-attested POI in old name<br>Self-attested POI in new name<br>Extract of service records with new name<br>Proof of bank account with new name<br>S2 Form | Choose File No file chosen<br>Choose File No file chosen<br>Choose File No file chosen<br>Choose File No file chosen<br>Choose File No file chosen<br>Choose File No file chosen |
| Date of Birth     | 20/01/1986                      | 20/01/1986                       | --SELECT--  |  | Choose File No file chosen   |

Note: Document should be in \*.jpeg, \*.jpg, \*.png, or \*.pdf format and size of document should be between 2KB to 2MB

(Above screen for name modification)

Please note that if the subscriber is registered through Aadhaar, KYC, or Digilocker, modifications are not permitted via the POP login. In such cases, the Subscriber/POP is requested to raise a grievance through the following link:

<https://cra-nsdl.com/CRA/camsMenuOnloadForSub.do>

The request will be processed by the CRA only after receiving the necessary approval from NPS Trust.

**New Personal Details**

PRAN: 110031127012      Subscriber Name: RAVIKIRAN MANOHARBABU SUDDAPALLI

| Change Type                                    | Existing Value                         | New Value                              | Reason for Change | Document Type | Upload Document   |
|--|--|--|-------------------|---------------|---|
| <input type="radio"/> Subscriber's Name        | RAVIKIRAN<br>MANOHARBABU<br>SUDDAPALLI | RAVIKIRAN<br>MANOHARBABU<br>SUDDAPALLI | --SELECT--        |               |   |
| <input checked="" type="radio"/> Date Of Birth | 20/01/1986                             | 23/01/1986                             | --SELECT--        | --SELECT--    | <input type="button" value="Choose File"/> No file chosen |

Note: Document should be in \*.jpeg, \*.jpg, \*.png, or \*.pdf format and size of document should be less than 2 MB.

If we hereby certify/confirm that Subscriber is an existing KYC verified customer. The given details are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Physical PRAN Card Required? NO

Note:

- 1) Revised ePRAN Card can be downloaded after authorization from subscriber login.
- 2) Re-print of PRAN Card through this mode is a billable transaction and units pertaining to the charges will be redeemed from your PRAN. For details of charges, please visit <https://www.rpscra.nadi.co.in>

(Above screen for DOB modification)

PRAN: 100134678041      Subscriber Name: THYDHNH THNGH

| Change Type   | Existing Value   | New Value                  | Reason for Change | Document Type | Upload Document   |
|---|------------------|----------------------------|-------------------|---------------|---|
| <input type="radio"/> Subscriber's Name             | THYDHNH<br>THNGH | THYDHNH<br>MIDDLE<br>THNGH | --SELECT--        |               |   |
| <input type="radio"/> Date Of Birth                 | 25/05/1992       | 25/05/1992                 | --SELECT--        | --SELECT--    | <input type="button" value="Choose File"/> No file chosen |
| <input checked="" type="radio"/> Date Of Retirement | 31/05/2050       | 31/05/205                  | --SELECT--        | --SELECT--    | <input type="button" value="Choose File"/> No file chosen |

Note: Document should be in \*.jpeg, \*.jpg, \*.png, or \*.pdf format and size of document should be less than 2 MB.

It is certified that Subscriber is employed with Nodal Office/Corporate and the details given are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

(Screen for DOR modification)

Once the documents are successfully uploaded, the POP has to click on declaration box along with physical PRAN card reprint for UOS PRAN & click on 'Submit button'.

Subscriber's Name: RAVIKIRAN MANOHARBABU SUDDAPALLI

| Change Type   | Existing Value | New Value  | Document Type | Upload Document       |
|---------------|----------------|------------|---------------|-----------------------|
| Date Of Birth | 20/01/1986     | 23/01/1986 | -SELECT-      | Choose File No 0 .sen |

Note: Document should be in \*.jpg, \*.png, or \*.pdf format and size of document should be between 2KB to 5MB

I we hereby certify/confirm that Subscriber is an existing KYC verified customer. The given details and the documents are verified by this office

Physical PRAN Card Required? NO

Note:  
1) Revised ePRAN Card can be down  
2) Re-print of PRAN Card through this mode is a billable transaction and units pertaining to the charges will be redeemed from your PRAN. For details of charges, please visit <http://www.npscra.nadl.co.in>

Submit Cancel

Note

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field
- Date of Birth, Date of Joining and Date of Retirement documents should be in \*.jpg, \*.png, or \*.pdf format. Size of document should be between 2

Clicking on submit button, system will take to other page where POP has to click on confirm button.

### Personal Details Update

Initiate  Verify  Authorize  View Request Status

New Personal Details

PRAN : 110031127012 Subscriber Name : RAVIKIRAN MANOHARBABU SUDDAPALLI

Date Of Birth : 20/01/1986 Date Of Joining : 31/12/9999

Date Of Retirement : 31/12/9999

| Change Type   | Existing Details | New Details | Uploaded Document |
|---------------|------------------|-------------|-------------------|
| Date Of Birth | 20/01/1986       | 14/01/1986  |                   |

I we hereby certify/confirm that Subscriber is an existing KYC verified customer. The given details and the documents are verified by this office.

Confirm Cancel

Note

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

On clicking confirm button, system will generate an acknowledgement number. POP can save the acknowledgment number for future reference and for authorization of the request.

The screenshot displays a confirmation dialog box titled "Request has been successfully initiated." The dialog contains two main sections: "Request Raised For" and "Maker Details".

| Request Raised For |                                  |
|--------------------|----------------------------------|
| PRAN               | 110031127012                     |
| Subscriber Name    | RAVIKIRAN MANOHARSABU SUDDAPALLI |

| Maker Details           |                                      |
|-------------------------|--------------------------------------|
| Acknowledgement Number  | 0409202418051507                     |
| Status                  | Initiated By Nodal Entity            |
| Date of Initiation      | 04-09-2024                           |
| Initiated By - Reg. No. | 5099085                              |
| Initiated By - Name     | UTI Asset Management Company Limited |

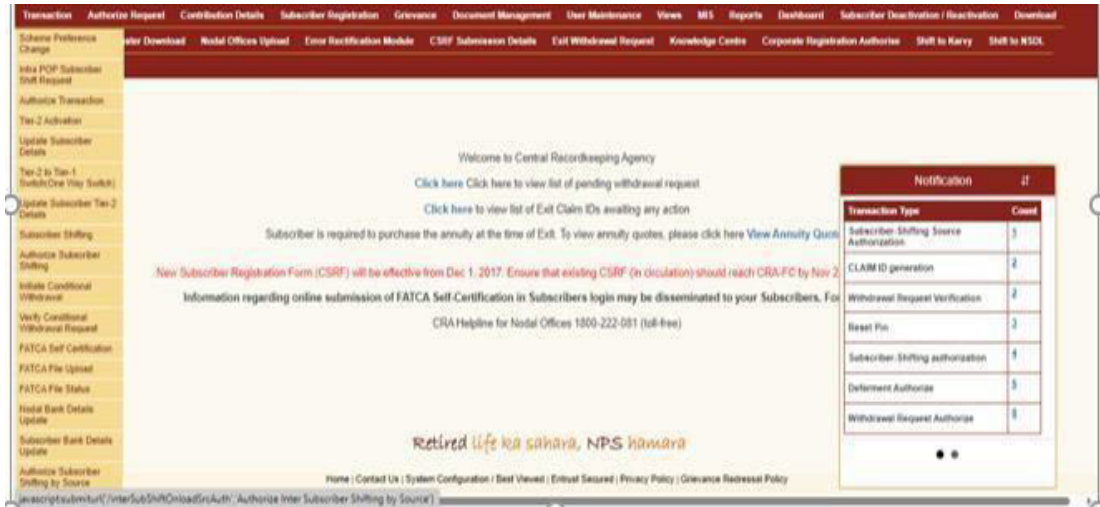
At the bottom of the dialog, there is a red "OK" button.

Background text visible in the screenshot includes: "NSDL e-Gov", "protean", "National Pension System (NPS)", "User id: 13000402", "Personal", "New Person", "PRAN : 11003", "Date Of Birth", "Change Ty", "Date Of B", "I wa her", "Back to Main Menu", "SUDDAPALLI", "by this office", "Note", "All data are in dd/mm/yyyy format", "Document upload is mandatory for updated form".



**B. Authorization of the request in CRA system by mapped POP checker.**

For authorization of the request, the POP checker will have to login into the CRA system with the second User ID, click on 'Transaction' menu and further click on 'Subscriber Personal Details Update'



On the next screen, POP checker will have to select "Authorize" option and enter any one of the search parameters - Acknowledgement Number or PRAN and click on Submit button.

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

**Authorize Personal Details**

|                        |   |
|------------------------|---|
| Acknowledgement Number | <input type="text"/>                      |
| PRAN                   | <input type="text" value="110031127012"/> |
| From Date*             | <input type="text" value="DD/MM/YYYY"/>   |
| To Date*               | <input type="text" value="DD/MM/YYYY"/>   |

**Note**

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days



On selecting of radio button, POP will be taken to other screen where POP Will click on confirm and request will be submitted and acknowledgement number will be shown on screen.

## Personal Details Update

Initiate     
  Verify     
  Authorize     
  View Request Status

### Personal Details to be Updated


PRAN : 110031127012

Subscriber Name : RAVIKIRAN MANOHARBABU SUDDAPALLI

Date Of Birth : 20/01/1986

Date Of Joining : 31/12/9999

Date Of Retirement : 31/12/9999

| Change Type   | Existing Details | New Details | Uploaded Document   |
|---------------|------------------|-------------|---|
| Date Of Birth | 20/01/1986       | 14/01/1986  |  |

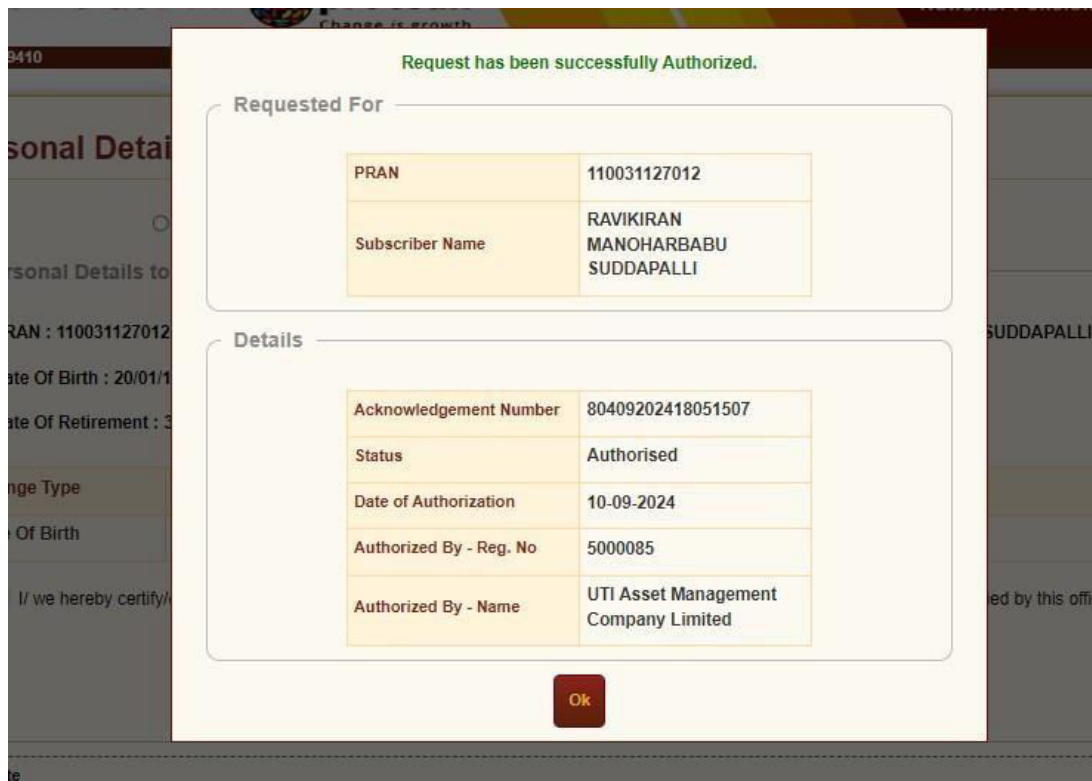
I/ we hereby certify/confirm that Subscriber is an existing KYC verified customer. The given details and the documents are verified by this office.

Confirm

Cancel

#### Note

- All dates are in dd/mm/yyyy format



**Request has been successfully Authorized.**

**Requested For**

|                 |  |
|-----------------|--|
| PRAN            | 110031127012                           |
| Subscriber Name | RAVIKIRAN<br>MANOHARBABU<br>SUDDAPALLI |

**Details**

|                         |   |
|-------------------------|---|
| Acknowledgement Number  | 80409202418051507                       |
| Status                  | Authorised                              |
| Date of Authorization   | 10-09-2024                              |
| Authorized By - Reg. No | 5000085                                 |
| Authorized By - Name    | UTI Asset Management<br>Company Limited |

**Ok**