Protean eGov Technologies Limited

Standard Operating Procedure for password reset by the subscriber

(Version 1.0)

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	13/09/2024	1.0	-	Initial Version

1. Introduction:

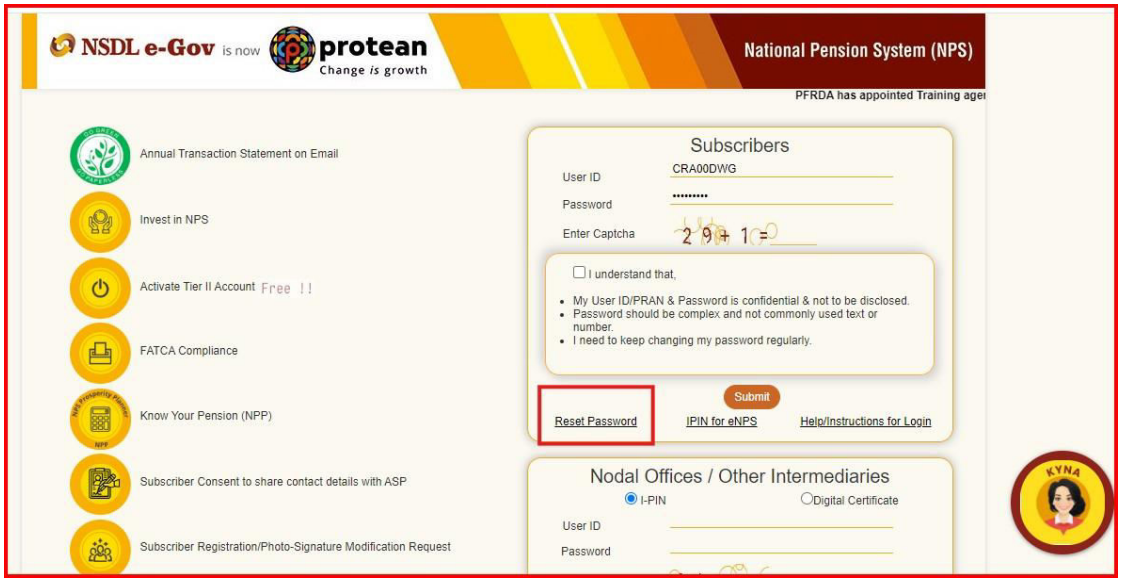
Subscribers of 'NPS-All citizens of India' (referred as UoS) & Government subscribers (mandatorily covered under NPS and having tier II account) can login into CRA website through login Credentials I.e PRAN and IPIN (Password).

Password Reset by subscriber

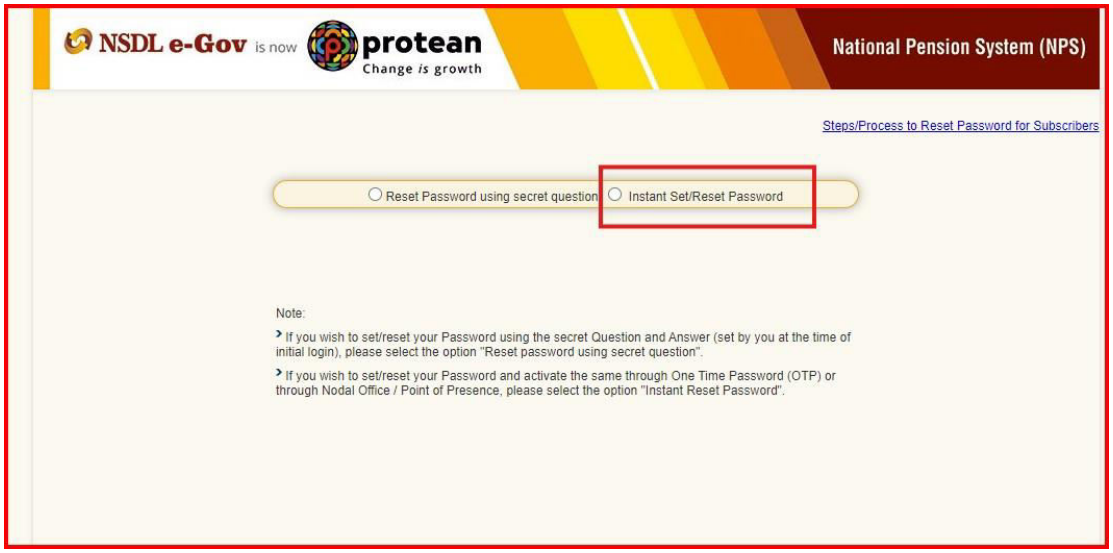
Subscriber have the option to reset the password using OTP instantly if the mobile number and email ID is registered. If Mobile number and email ID is not registered, then the subscriber can initiate password rest using Nodal office option.

Password Reset by OTP

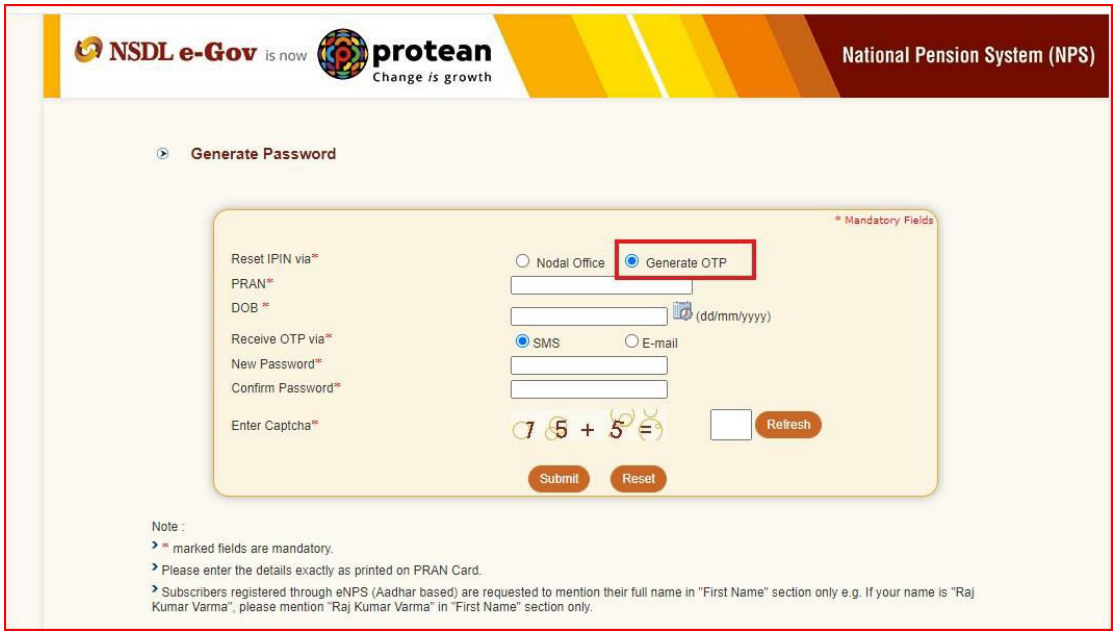
Step 1 - To reset password the subscriber can visit www.cra-nsdl.co.in click on Reset Password



Step 2 – Tick radio button "Instant Set/Reset Password"



Step 3 – Tick radio button "Generate OTP" and fill the required details. After filling the details and new password, click on "Submit"



Step 4 – OTP will be received on registered Mobile/email through SMS or email as selected by subscriber. Reset of password will be successfully completed after submitting OTP.

Step 5 - Acknowledgement number will be generated for subscriber's record purpose.

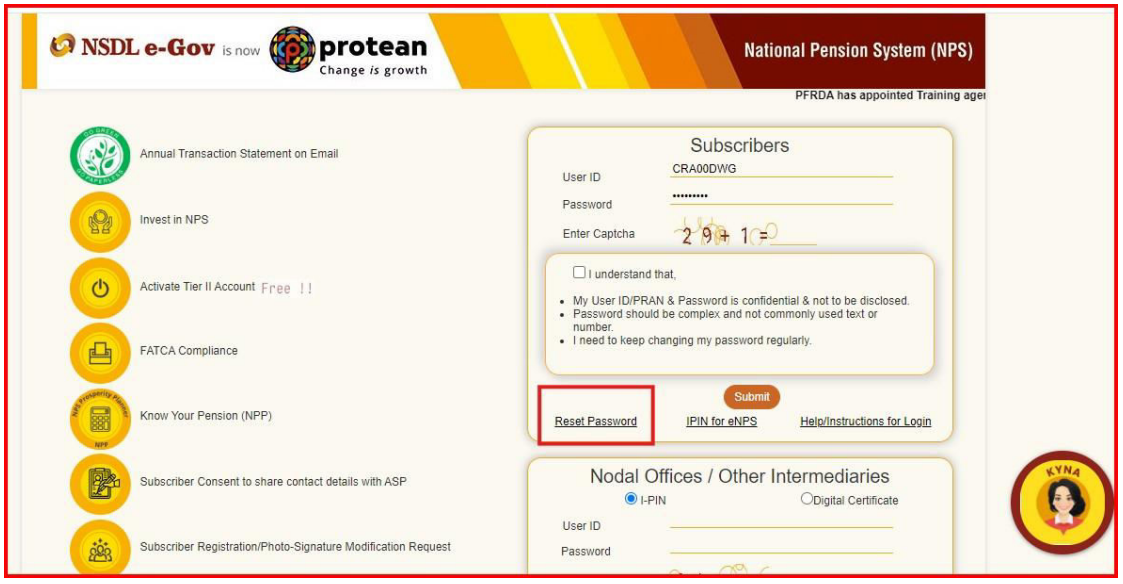
The subscriber may login with the new password generated.

Password Rest by Nodal Office option

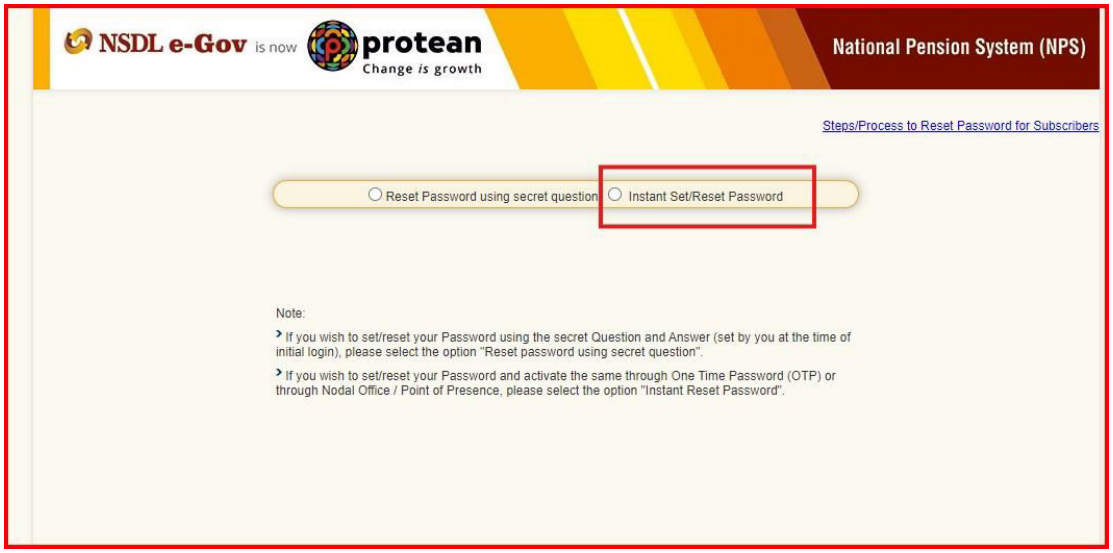
This option can be opted by subscriber whose mobile and email id is not registered.

Password Reset by OTP

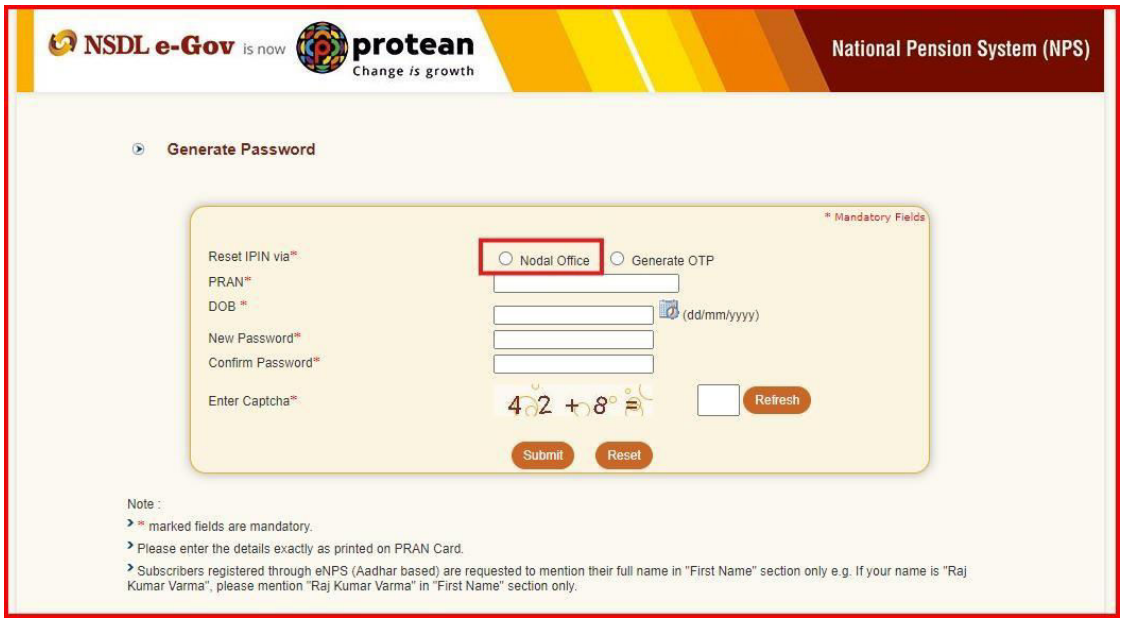
Step 1 - To reset password the subscriber can visit www.cra-nsdl.co.in click on Reset Password



Step 2 - Tick radio button "Instant Set/Reset Password"



Step 3 - Tick radio button "Nodal Office" and fill the required details.



An acknowledgement will be generated after submitting the request. The subscriber needs to approach to associate POP to get the request authorized. POP will do KYC verification before authorizing the request. Hence, the subscriber shall carry KYC document such as Identity Proof and other documents. Subscriber will be able to use the new password after the POP authorizes the request.