

Protean eGov Technologies Limited



protean
Change *is* growth

**Standard Operating Procedure (SOP) for
Nomination details updations 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.

Subscriber can update Nomination Details, through his login. The detailed process is as follows.

Subscriber will login into the PCRA 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 'Update Personal Details'. Please refer Figure 2.



Figure 2

Subscriber need to select 'Add/Update Nominee details'. Please refer Figure 3.



Figure 3

Subscriber need to select radio button 'Update Nominee Details' and subscriber need to select Tier Type. Please refer Figure 4.

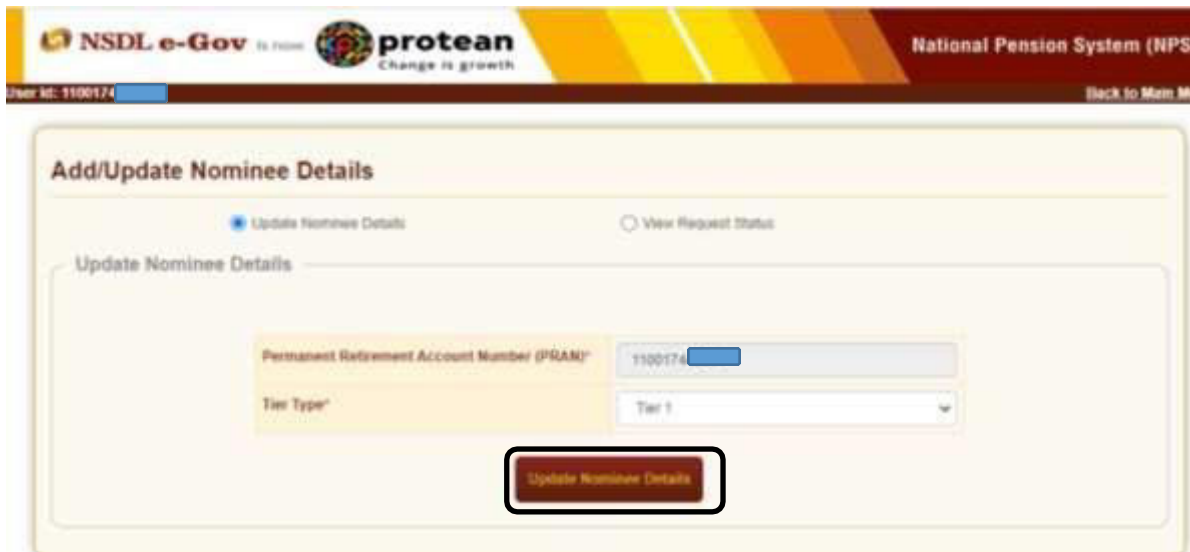


Figure 4

When Subscriber Clicks the update Nominee Details button, OTP authentication Consent will be shown the confirmation page as below. Please refer Figure 5.



Figure 5

Subscriber need to update all details of Nominee mentioned as below and accept the declaration. Subscriber need to select relationship from given dropdown only. Please refer Figure 6.

A screenshot of a web form titled 'Update Tier I Nominee Details'. The form is divided into two main sections. The top section is for personal details, including: 'First Name', 'Middle Name', 'Last Name / Surname', 'Major/Minor', 'Date of Birth', 'Nominee Age (Years)', 'Existing Relationship', 'Relationship' (with a dropdown menu open showing options like 'SPOUSE', 'SON', 'DAUGHTER', etc.), 'Percentage Share', 'Guardian First Name (in case of a minor)', and 'Guardian Middle Name (in case of a minor)'. The bottom section is for address details, including: 'Flat/Room/Door/Block no.', 'Premises/Building/Village', 'Area/Locality/Taluka', 'PIN Code', 'City', 'State/U.T.', and 'Country'. At the bottom right of the form is a red 'Add' button. Below the form is a checkbox with the text: 'I understand and consent to that nomination being made by me now shall be invalid ab initio if it is not consistent with Regulation 32 of PFRDA (Exit and Withdrawals) Regulations, 2015 and amendments.' The Windows taskbar is visible at the bottom of the screen.

Figure 6.

When Subscriber clicks the Save, Subscriber will be shown the confirmation page as below. Modified details will display on screen Red font, Verify and Submit your request. Please refer Figure 7.

The screenshot shows a form titled "Nominee 1" with various fields. The fields and their values are as follows:

First Name *	S
Middle Name	AS
Last Name / Surname	DI
Date of Birth	
Nominee Age (Years)*	37
Relationship*	SP
Major/Minor *	Major
Percentage Share *	100%
Guardian First Name (in case of a minor) *	
Guardian Middle Name (in case of a minor)	
Guardian Last Name (in case of a minor)	
Flat/Room/Door/Block no.	A/3
Premises/Buidling/Village	N
Area/Locality/Taluka	CH
PIN Code	400

Below the form, there are fields for City (MUMBAI), State/U.T. (MAHARASHTRA), and Country (INDIA). A consent checkbox is checked, with the text: "I understand and consent to that nomination being made by me now shall be invalid ab initio if it is not consistent with Regulation 32 of PFRDA (Exit and Withdrawals) Regulations, 2015 and amendments." At the bottom, there are two buttons: "Modify" and "Submit". The "Submit" button is highlighted with a red border.

Figure 7

Subscriber need to mentioned OTP received on registered mobile number and click on submit OTP. Please refer Figure 8.

The screenshot shows an OTP verification screen. At the top, there is a consent checkbox with the text: "I understand and consent to that nomination being made by me now shall be invalid ab initio if it is not consistent with Regulation 32 of PFRDA (Exit and Withdrawals) Regulations, 2015 and amendments." Below this, there is a prompt: "Please enter the OTP sent to the mobile number 900****2". There is an input field for the OTP. Below the input field, there are three buttons: "Submit OTP", "Regenerate OTP", and "Reset". The "Submit OTP" button is highlighted with a red border.

Figure 8

Subscriber is having two option of authentication, request can authentic either through OTP or e-Sign. Select appropriate option and mention Captcha. Please refer Figure 9.



Figure 9

Subscriber will receive alert regarding OTP sent on registered e-mail ID and Mobile No. Click on Proceed. Please refer Figure 10.

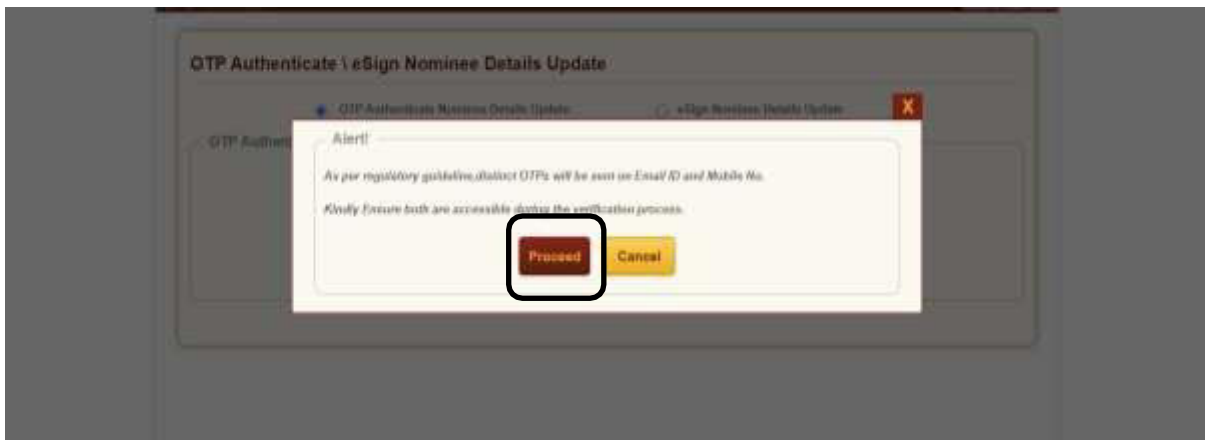


Figure 10

Subscriber need to mentioned OTP received on registered e-mail ID as well as Mobile number. Click on Verify OTP. Please refer Figure 11.

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User ID: 110017

OTP Authentication of Nominee Details Update Form

OTP sent successfully to your registered Email Id a***@****.com and Mobile No. 900****2

Email ID OTP *

Mobile OTP *

Enter Captcha *

I hereby authorize Protean eGov Technologies Ltd for:
Use my distinct OTPs received on Mobile Number and Email ID for the purpose of signing/OTP
Authenticating the registration documents/service requests under National Pension System (NPS) for
National Pension System Trust

Verify OTP Regenerate OTP Cancel

Figure 11

Successfully nominee details updated in CRA system and Acknowledgment number will be provided to subscriber. Please refer Figure 12.

NSDL e-Gov protean National Pension System (NPS)

User ID: 110017

eSign Success - Subscriber Modification

eSign for Subscriber Modification Form is Successful. Please download the e-Sign Form and verify the signature.
The modification request for PRAN 110017442504 has been executed on 25-06-2023 09:18:11.
Acknowledgement ID for the request is 2302257876

Download e-Sign file

Best viewed in Google Chrome, Mozilla & Internet Explorer 10+ with a resolution of 1024 X 768 Privacy Policy

Figure 12