Protean eGov Technologies Limited

Standard Operating Procedure (SOP) for Nomination details updations 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.

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.
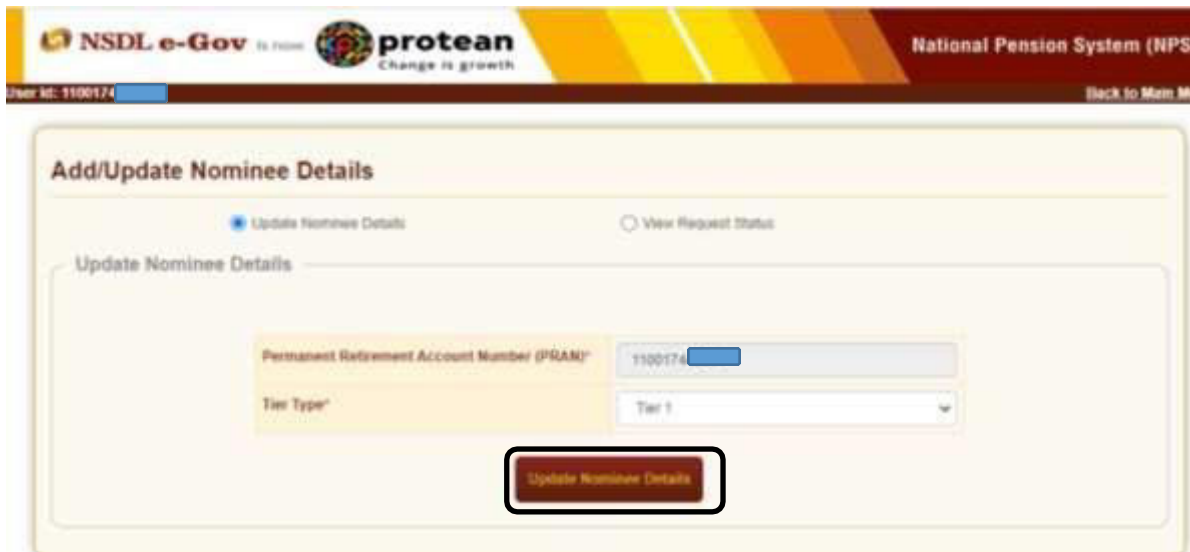

Figure 4

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.

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.

Figure 7

Subscriber need to mentioned OTP received on registered mobile number and click on submit OTP.

Please refer Figure 8.

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.
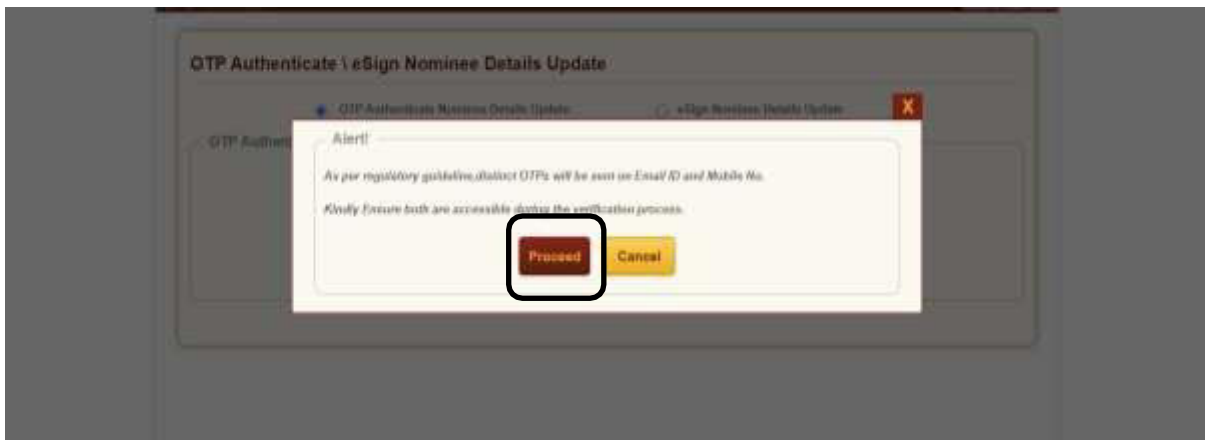

Figure 10

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

Figure 11

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

Figure 12