

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

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
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:

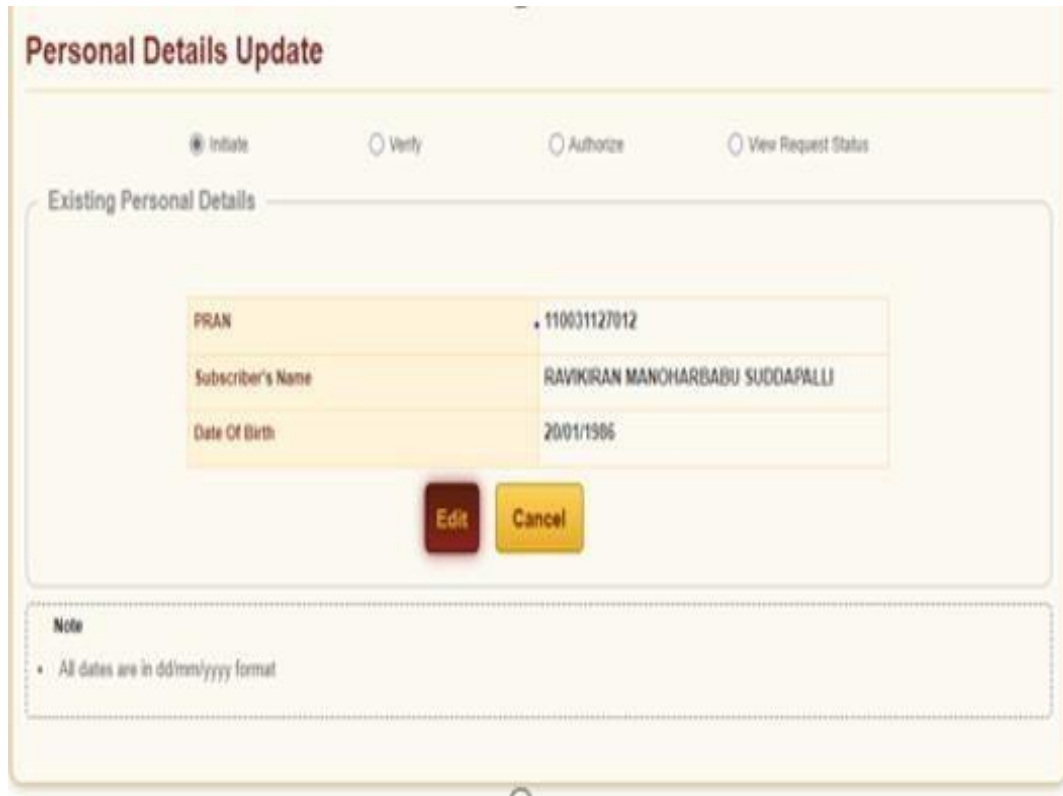
- A. Capturing of Master details of Subscribers in CRA system by mapped POP.
- B. Authorization of the request in CRA system by mapped POP checker.

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 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.

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

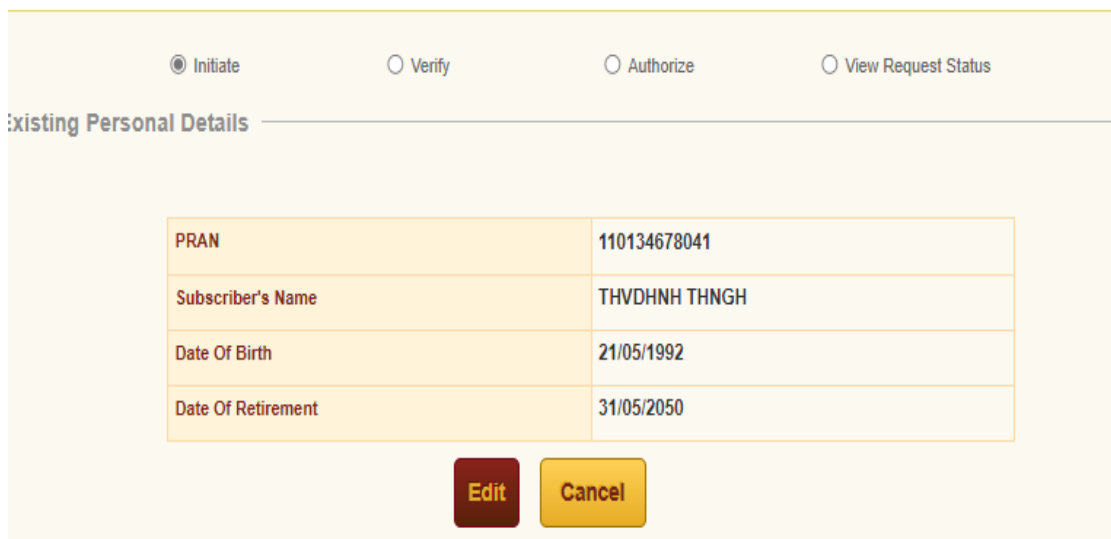
PRAN	110031127012
Subscriber's Name	RAVIKIRAN MANOHARABABU SUDDAPALLI
Date Of Birth	20/01/1986

Edit **Cancel**

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

Edit **Cancel**

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.

(Above screen for name modification)

Please note that if the subscriber is registered through Aadhaar, CKYC, 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/cgmsMenuOnloadForSub.do>

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

(Above screen for DOB modification)

SOP on Subscriber Details Modification by POP

PRAN: 100134678041 Subscriber Name: THVDHNH THNGH

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	THVDHNH THNGH	<input type="text" value="THVDHNH"/> <input type="text" value="MIDDLE"/> <input type="text" value="THNGH"/>	-SELECT-		
<input type="radio"/> Date Of Birth	21/05/1992	<input type="text" value="21/05/1992"/>	-SELECT-		<input type="button" value="Choose File"/> No file chosen
<input checked="" type="radio"/> Date Of Retirement	31/05/2050	<input type="text" value="31/05/205"/>	-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 between 2KB to 5MB

It is certified that Subscriber is employed with Nodal Office/Corporate and the details 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.

APPOINTMENT/OFFER LETTER
 EMPLOYEE ID CARD

(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
<input checked="" type="radio"/> Date Of Birth	20/01/1986	<input type="text" value="23/01/1985"/>	-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 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.

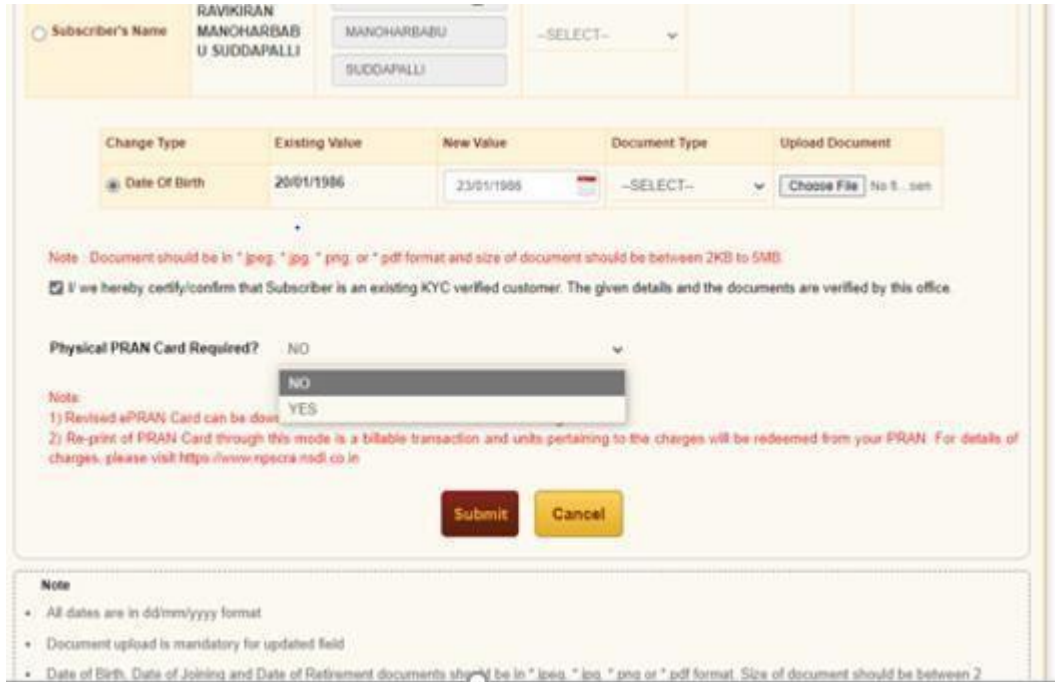
Physical PRAN Card Required?

Note:
 1) Revised ePRAN Card can be done
 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.rpscra.ndia.co.in>

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 ".jpeg", ".jpg", ".png" or ".pdf" format. Size of document should be between 2

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'.



Change Type	Existing Value	New Value	Document Type	Upload Document
Date Of Birth	20/01/1986	23/01/1986	-SELECT-	Choose File No 1... .sen

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

I 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

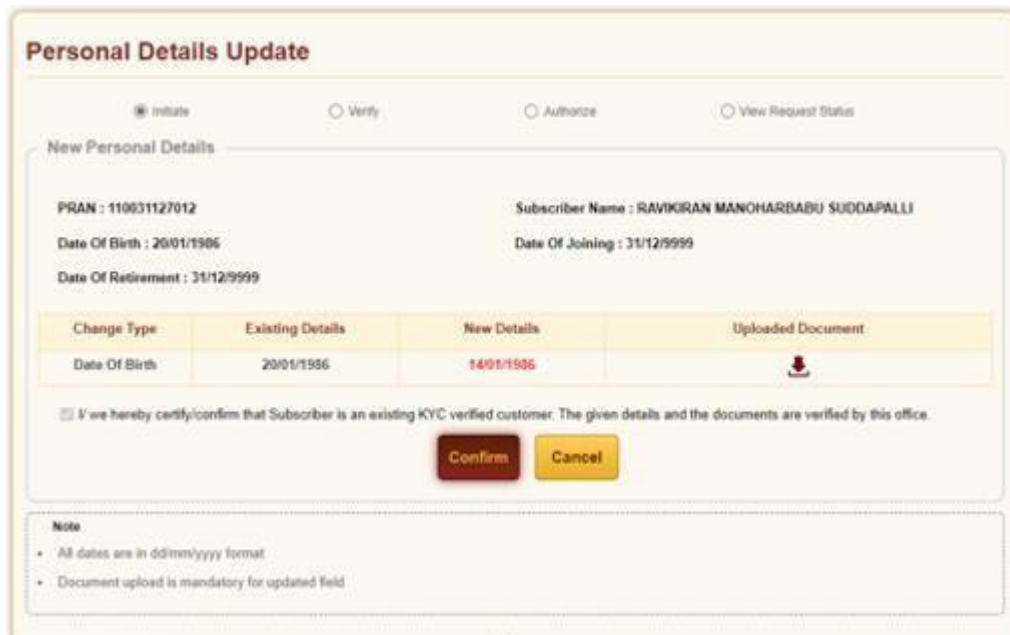
Note:
 1) Revised ePRAN Card can be down
 2) Re-print of PRAN Card through this mode is a billable transaction and units pertaining to the charges will be redeemed from your PRAN. For details of charges, please visit <https://www.npsra.nsi.co.in>

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 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

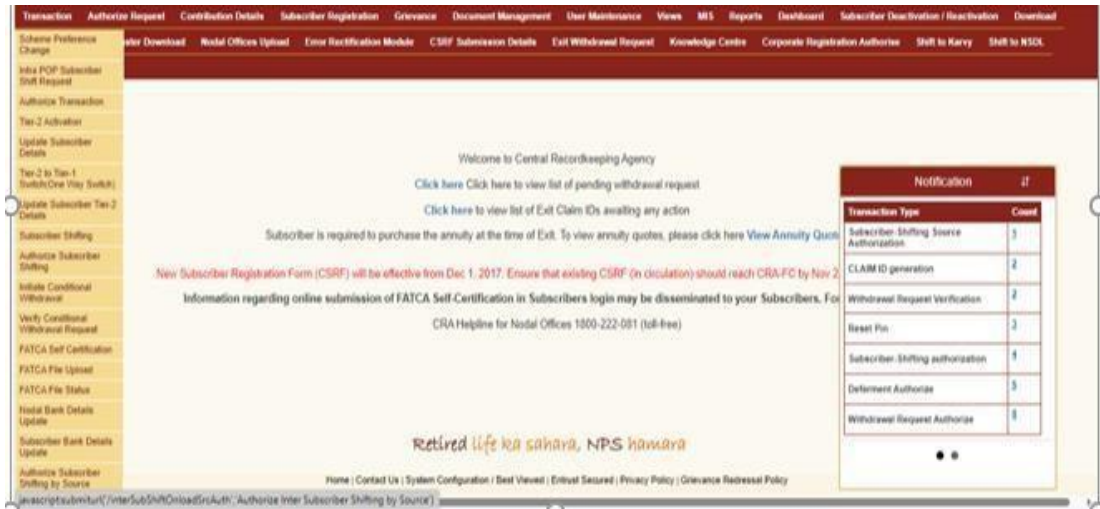
- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

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



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.

Note

- All dates are in dd/mm/yyyy format

Request has been successfully Authorized.

Requested For

PRAN	110031127012
Subscriber Name	RAVIKIRAN MANOHARBABU SUDDAPALLI

Details

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