

Protean eGov Technologies Limited



protean
Change *is* growth

Standard Operating Procedures
For
Upload of Photo & Signature by Subscriber

Version 1.1

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SOP on Upload of Photo & Signature by Subscriber

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.

SOP on Upload of Photo & Signature by Subscriber

Steps to upload to Photo & Signature

Step 1 – Login to your NPS account by visiting <https://cra-nsdl.com>

Step 2 – Go to menu “Demographic Changes” and click on “Update Personal Details”

Step 3 – Click on Upload Photo and Signature and follow the steps mentioned below.

Subscriber Modification

- Aadhaar Update or Seed request for PRAN
- Upload Photo and Signature
- Bank Details Update
- Opt for an Email Annual Transaction Statement **Go Paperless**
- Add / Update Permanent Account Number (PAN)/ Form-60
- Add / Update Nominee details
- Update Address Details using Aadhaar Offline e-KYC
- eSign Download (Nomination Modification)

Step 4 – Click on Upload Photo & Signature and enter the details and click on Generate OTP.

Upload Photo and Signature

Upload Photo and Signature OTP Authenticate / eSign Subscriber Registration Form

Upload Photo and Signature

Permanent Retirement Account Number (PRAN)* 1[REDACTED]93

Date of Birth (DD/MM/YYYY)* 13/12/1995

Add and Enter Captcha * 86 + 2 = 88

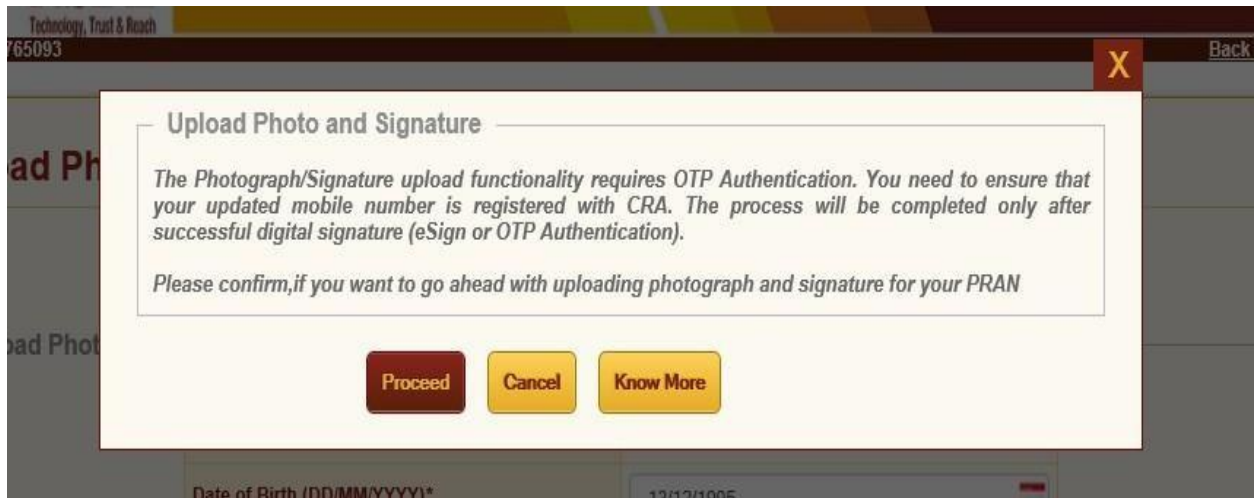
Generate OTP

Note

- This facility is enabled through OTP based authentication.
- Please ensure that your mobile number is registered in CRA and in Aadhaar database.
- The process will be complete after successful eSIGN of Subscriber Registration Form, through Aadhaar based authentication OR through dual OTP authentication.

SOP on Upload of Photo & Signature by Subscriber

Step 5 - Click on Proceed



Step 6 – Write OTP and Click on Submit OTP

The screenshot shows the "Upload Photo and Signature" form. At the top, there are two radio buttons: "Upload Photo and Signature" (selected) and "OTP Authenticate / eSign Subscriber Registration Form". Below this is a section titled "Upload Photo and Signature" containing three input fields:

Permanent Retirement Account Number (PRAN)*	11 [REDACTED] 02
Date of Birth (DD/MM/YYYY)*	01/07/1983
Enter OTP*	*****

Below the input fields, a green message states: "OTP successfully sent to the registered mobile number. ***** [REDACTED] 79". At the bottom of the form are three buttons: "Submit OTP" (dark red), "Regenerate OTP" (dark red), and "Back" (yellow).

SOP on Upload of Photo & Signature by Subscriber

Step 7 – Upload Photo & Signature and click on Save

Photo & Signature Upload

Upload Photo and Signature

Photo

Preview Photo



C:\Users\sagars\Desktop Browse...

Signature

Preview Signature



C:\Users\sagars\Desktop Browse...

Steps to Scan Signature

Note: Photo and signature should be in .jpg format with file size between 4 KB and 12 KB.

Save


Step 8 – Click on Confirm

Photo & Signature Preview

Preview Photo



Preview Signature



Confirm **Edit**

Step 9 – Proceed further to complete OTP Authentication/ eSign

Photo & Signature Upload Confirmation

PRAN	110[REDACTED]02
Name of the Subscriber	TV[REDACTED]INGH
Acknowledgement Number	170[REDACTED]80
Captured Timestamp	11/09/2022 18:57:07

Photo and Signature have been successfully uploaded.

OTP Authenticate / eSign Subscriber Registration Form

SOP on Upload of Photo & Signature by Subscriber

Step 10 – Click on OTP Authentication of Subscriber Registration form or eSign Subscriber

OTP Authentication / eSign / View Details

Acknowledgement No: 17 [REDACTED]

OTP Authentication of Subscriber Registration Form eSign Subscriber Registration Form View Details

OTP Authenticate Upload Photo and Signature

Enter Captcha * $785 + 20 =$

Generate OTP

Note

- As per regulatory guideline, distinct OTPs will be sent on Email ID and Mobile No.
- Kindly Ensure both are accessible during the verification process.
- Please click on "Generate OTP" button if the Mobile number and Email ID are correct.

Step 11 – Click on Proceed

gement No: 17055380 X

Alert!

As per regulatory guideline, distinct OTPs will be sent on Email ID and Mobile No.

Kindly Ensure both are accessible during the verification process.

Proceed **Cancel**


Generate OTP

SOP on Upload of Photo & Signature by Subscriber

Step 12 – Verify the OTP

OTP Authentication (Paperless) of Subscriber Registration Form

OTP sent successfully to your registered Email ID s***@****.in and Mobile No. +919*****9

Email ID OTP *	<input type="text" value="...."/>
Mobile OTP *	<input type="text" value="...."/>
Enter Captcha *	

I hereby authorize NSDL e-Governance Infrastructure Ltd (NSDL e-Gov) to:
Use my distinct OTPs received on Mobile Number and Email ID for the purpose of eSigning/OTP
Authenticating the registration document/service requests under National Pension System (NPS) for
National Pension System Trust

[Verify OTP](#) [Regenerate OTP](#) [Cancel](#)

Step 13 – You will get below message on successful completion of process

eSign Success - Photo Signature Upload

eSign for Photo Signature Upload Form is Successfull. Please download the eSign form and verify the Signature.

[Download e-Sign file](#)
