

# **Central Recordkeeping Agency Protean eGov Technologies Limited**

**Protean eGov Technologies Limited  
(Formerly NSDL e-Governance Infrastructure Limited)**



**Standard Operating Procedure for Subscriber Maintenance by  
POP - Service Providers (POP-SP)  
Version 1.0**

## 1. Introduction:

This manual is intended for the personnel in the POP/POP-SP who shall be responsible for processing the requests received from Subscriber for updating any changes in the Subscribers account. The SOP lays down the rules and procedures to be followed by POP-SPs to ensure timely updation of Subscribers requests in CRA, as a part of the Subscriber Maintenance. This document also details the usage of the CRA system and the functionalities to be used by the POP/POP-SPs while processing the requests of the Subscribers.

Subscribers registered with CRA have an option to update their personal/nomination/Bank/Employment details in the CRA system. POP-SP shall carry out all such requests of the Subscriber as part of the Subscriber Servicing.

Subscriber shall submit modification form “UOS S2 : Subscriber Details Change” (the form is available on [www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in)) to the associated POP-SP. POP-SP shall verify the request and issue a 17 digit Receipt Number as an acknowledgment to the Subscriber. POP shall login to CRA using the DSC based user IDs (allotted by CRA) and update the Subscribers requests. However, in case of Request for change in signature and /or photograph, POP-SP shall accept the request and forward the same to CRA-FC for further processing.

For the Subscribers requests which are rejected by CRA, an email will be sent by CRA to the Subscribers as well as the concerned POP-SP giving the reason for rejection to enable them to carry out necessary rectifications and update the requests once again in CRA.

### **POP-SP shall process following requests as part of Subscriber maintenance:**

- Request for Change in Subscriber Details o Personal Details o Nomination details
- Request for change in Signature and photograph
- Request for reissue of I-PIN, T-PIN
- Request for reprint of PRAN Card
- Request for change in Scheme Preference
- Withdrawal Request
- Subscriber Shifting
- Request for change in photograph and Signature
- Request for Transaction Statements

All requests mentioned above shall be submitted by the parent POP-SP except ,Shifting of Subscriber. In case of subscriber Shifting the request has to be submitted at the Target entity only except for change in POP-SP where the request for the shifting request can be submitted at either the parent or the source POP-SP.

### **Summary**

- ✓ **POP-SP shall accept the Subscriber request for a Subscriber who is associated with it in CRA except for shift request.**
- ✓ **POP-SP shall issue 17 digit receipt number as an acknowledgment for accepted request.**
  - **MIS for all types of requests have to be uploaded in the system before processing any change request**
- ✓ **POP/ POP-SP shall process the request at CRA by using DSC base user ids allotted by CRA.**
- ✓ **All Subscriber requests except change in Signature and /or Photograph can be updated by POP-SP in CRA system.**
- ✓ **Request for change in Signature and/or Photograph has to be forwarded to CRAFC by the POP-SP after mentioning the receipt no.**
- ✓ **In case of change in core details/ change in details which requires supporting documents as prescribed by PFRDA, the supporting documents have to be forwarded to CRA-Facilitation Centre.**

## **2. Change in Subscriber Details (Personal & Nomination Details):**

### **2.1. Submission of request by the Subscriber:**

Subscriber shall submit duly filled physical request as per the format prescribed by CRA **(Form-UOS-S2)** at the POP-SP for updating his/her personal/nomination details in CRA system. POP-SP shall accept the request only from the Subscribers associated with it as each Subscriber is linked to a particular POP-SP in CRA system. POP-SP shall also collect a copy of PRAN card along with every request. The Subscriber shall fill the details that need to be changed. POP-SP shall collect the relevant supporting documents such as proof of identity, proof of address, etc depending on the nature of change as required by the Subscriber.

The list of data fields that can be changed and corresponding documents required to be collected by POP-SP are:

- **Name/Father's name/Date of birth:** Appropriate supporting documents like copy of PAN card, voter ID etc. as per the list provided in change request form (**Form-UOSS2**), plus copy of PRAN card.
- **Address:** Appropriate supporting documents i.e., Bank statement mentioning new address, voter ID etc as per the list provided in change request form (**Form-UOSS2**), plus copy of PRAN card.
- **Phone/mobile number/email ID:** No document is required to be collected.
- **Subscriber bank details:** As a matter of good practice, appropriate supporting documents can be collected i.e., copy of bank statement, copy of bank pass book etc along with a copy of PRAN card.
- **Value added services (email and SMS alerts):** There are two types of value added services provided by CRA as mentioned above. In case of email alerts the Subscriber has to mention email ID and this service can be activated from day 1 and its free of cost. In case of SMS alerts, the Subscriber has to provide his/her mobile number. This service shall be made available in due course of time and will be chargeable to Subscriber
- **Change in nomination details:** Copy of PRAN card to be collected.

**POP-SP shall carry out following checks while accepting the change request form pertaining to changes in personal and nomination details. It shall check whether:**

- All relevant fields including PRAN are filled by the applicant. In case of any incomplete information, the form shall be rejected.
- Request form is duly signed by the Subscriber.
- PRAN provided by the Subscriber is valid.
- PRAN (Subscriber) is associated with the concerned POP-SP.
- POP-SP shall collect photocopy of the appropriate supporting documents after verification with the original. POP-SP shall verify all the appropriate supporting documents as the part of KYC verification norms as prescribed by PFRDA. It will be the sole responsibility of the POP-SP to verify the genuineness of the documents submitted by the subscribers. As a matter of good practice, POP-SP may affix a stamp of 'Verified with Originals' on the photocopies of the documents along with the date, name and signature of official who has carried out the verification.

- The documents collected as proof of identity and address should be valid at the time of acceptance e.g. Further, periodic documents such as bank statement/electricity bill etc. should not be more than six months old on the date of receipt of request.
- In case request for change in nomination details, the percentage distribution among nominee(s) should be a whole number only, and sum total of the distributions shall be equal 100%. PFRDA has not prescribed any additional documents in support of nomination other than the details provided in the application form. In case the percentage of distribution is not equal to 100%, the change request shall be rejected. The nominee mentioned should be different from the Subscriber.
- In case of minor nominee, Subscriber has to provide the date of birth of minor nominee and complete details of the Guardian.
- In all the above cases the POP-SP shall verify the signature of the Subscriber on the change request form with the signature currently present in the system.

## **2.2. Issuance of receipt by POP-SP:**

- On successful verification of the change request form, POP-SP shall accept the same and shall issue a 17 digit Receipt Number as an acknowledgement to the Subscriber. POP-SP shall generate this receipt from their back office system containing this 'Receipt Number' as per the algorithm specified by CRA as mentioned below.

**First 2 digits** (from left) – Type of request e.g., 17 for Subscriber Modification)

**Next 7 digits** - Registration Number of POP-SP e.g., 6000002

**Next 8 digits** - Running sequence number eg.00000001

For Example: 17 digit receipt number will be 17600000200000001'

**First two digits for the receipt number in respect of various request types are mentioned below:**

Withdrawal - 14,

Scheme Preference Change - 15,

Subscriber Modification – 17

IPIN-TPIN request – 18

Subscriber Shifting – 19

PRAN Card Reprinting – 20  
Tier II Activation-21  
One way switch-22  
Change in photograph and signature-24  
Switch - 13

POP-SP shall handover the acknowledgment to the Subscriber as receipt of the acceptance of the change request. The POP-SP shall affix the seal as well as the user shall sign the acknowledgment before providing the same to the Subscriber. (POP-SP may refer the 'suggested format of receipt', given in Standard Operating Procedures for registration available on CRA website [www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in)).

### **2.1.2. Uploading MIS and Capturing of request:**

#### **Preparing and Uploading of MIS:-**

POP shall prepare MIS for the receipt number allotted to subscriber and upload the same in CRA system. A separate SOP is available and can be referred by POP by clicking on link [SOP-MIS Upload.pdf \(nsdl.co.in\)](#).

POP shall login to CRA system with DSC based Operational User ID allotted by CRA.

POP shall Upload the MIS in the CRA system under the option of MIS – File Upload for all the maintenance request received. POP will receive reference number for each MIS uploaded in CRA system.

POP may check the status of the MIS upload by selecting the option File status View and entering the reference number.

Modification can be carried out by POP only if the MIS file status is accepted in CRA system.

### **2.3 Capturing the request in the system:**

- POP/POP-SP shall login to CRA system with DSC based Operational User ID allotted by CRA as given below (Figure. 1)

**Figure 1**

**Figure 2**

- From the menu, POP/POP-SP shall click on the 'Transaction' menu and select the option **,Update Subscriber Details'** as shown above in **Figure 2** for updating the Subscriber's details.
- CRA system will prompt the POP/POP-SP user to capture the PRAN for which change request is to be updated in the system as shown below in **Figure 3**:

Figure 3

Transaction: Authorize Request, Confirmation Details, Security, User Maintenance, Views, Grievance, Document Management, Reports, MIS, Dashboard, Subscriber Deactivation / Reactivation, Annual Freezing, Knowledge Centre, Subscriber Registration, Exit Withdrawal Request, Shift to NSDL

Subscriber Details View

PRAN \*  \* Mandatory Fields

Submit

- POP/POP-SP user shall enter the PRAN mentioned in the change request form and click on the '**Submit**' button. Once the '**Submit**' button is clicked, a screen as shown below in **Figure 4** will be displayed to the POP/POP-SP user.



Subscriber Details

PRAN	110007910225	[Status: Active]
Name	SHRI SHARATH K	
PRAN activation date	15/11/2021	

[For Bank Details modification - Use New link 'Update Bank details'](#)

**Edit**

- Personal Details
- Nomination Details
- Bank Details
- Scheme Preference Details
- Employment Details
- KYC Details

- POP/POP-SP user shall click the **'Edit'** button shown in order to update the details.
- For the purpose of carrying out the required changes, POP/POP-SP user shall click on the respective sub menu. Once the user clicks the required sub menu, a screen as shown below in **Figure 6** will be shown to the user.

**Personal Details**

Title *	SHRI	Orphan		Last Name	
First Name *	SHARATH K	Middle Name		Father's Last Name	KUMAR
Father's First Name *	VINOD	Father's Middle Name		Mother's Last Name	T
Mother's First Name *	SOBHANA	Mother's Middle Name		Last 4 digits of Aadhaar	
Mother's Name Flag	Mother Name ▼	SOT Language	ENGLISH ▼		
Subscriber's Maiden Name					
Marital Status *	MARRIED ▼	Spouse Middle Name		Spouse Last Name	A
Spouse First Name *	ANU	Country of Birth *	India ▼		
Place of Birth *	KOZHIKODE	Date of Birth *	10/01/1992 (dd/mm/yyyy)		
LandLine (Office)		CERSAI ID			
Retirement Advisor					
PAN	IIFPK0994G	<a href="#">Click for Pan Verification</a>			
Gender *	MALE ▼	Mobile No. *	+9191	Email Id *	SHARATHKARAY108@GMAIL.COM
Telephone with STD Code		SMS Subscription Flag *	YES ▼	Email Subscription Flag *	YES ▼
Fax No.		Nationality *	India ▼	Residential Status	RESIDENT INDIAN ▼
Cancelled Cheque Flag	YES ▼	NRI Flag	RI ▼		
US Person Flag	NO ▼	Reason for no Evidence			
Document evidencing Citizenship Flag	SELECT ▼				
KYC Verification Flag	YES ▼	PAN Seed Flag	YES ▼		
Form 60 Flag	SELECT ▼				
Permanent Address:					
Address Line 1 *	AIISWARYAM				

- As shown above in **Figure 5** all the fields will become editable. The POP/POP-SP user shall delete the old details and enter the new details as per the change request submitted.
- After carrying out the necessary changes, POP/POP-SP user shall click on the **'Submit'**. Once the **'submit'** button is clicked, the POP/POP-SP user will be shown a confirmation screen reflecting changes done. The changes done would be highlighted (shown in a different colour) **Figure 6**. The POP/POP-SP user shall click on the **'confirm'** option. The POP/POP-SP user also has an option to cancel the changes by clicking on the **'cancel'** button.

## Subscriber Details

PAN: 110007910225 [Status: Active]

### Personal Details

PAN	110007910225 [Status: Active]	PAN	IIFPK6994D
Name	SHRI SHARATH Kumar	Mother's Name Flag	YES
Father's Name	Volbhav K	SOT Language	ENGLISH
Mother's Name	SOBHANA T	Last 4 digits of Aadhaar	
Orphan	NO	Date of Birth	10/01/1992
Gender	MALE	Spouse Name	ANU A
Subscriber's Maiden Name		LandLine (Office)	
Marital Status	MARRIED	Country of Birth	India
Place of Birth	KOZHIKODE		
Retirement Advisor T1			
POP Consent Flag	NO		
CERSAI ID			
Nationality	India	Residential Status	RI
Cancelled cheque Flag	YES	NRI Flag	NO
US Person Flag	NO		
Document evidencing Citizenship Flag		Reason for no Evidence	
KYC Verification Flag	YES		
Form 60 Flag		PAN Seed Flag	YES
Permanent Address:			
Address Line 1	AISSWARYAM		
Address Line 2	NEAR STEEL COMPLEX,ARAKKINAR PO,		
City/Town/Village			

- POP/POP-SP user shall verify the modified details against the request submitted by Subscriber and if it is found to be in order, the POP/POP-SP user shall confirm the request by clicking on the **'Confirm'** button. In case of any discrepancy, user shall click the **'Cancel'** button and go back to request capture screen to update the correct details and re-submit the request.
- On successful confirmation of request, CRA system will generate a ten digit acknowledgement number as shown below in **Figure 7**. POP/ POP-SP user shall mention the acknowledgement number on the change request form. POP/POP-SP user can use this 17 acknowledgement number to check the status of the change request. The status of the request will be **'Accepted at CRA'**.

Figure 7

The screenshot displays a web interface for 'Subscriber Details Modification'. It features a yellow header bar with a play icon and the title. Below this is a white box with a yellow border containing a success message and a table of details.

PRAN	110007910225
The Subscriber Details Change request has been Accepted.	
PENDING AUTHORIZATION	
Acknowledgement No.	2302573278
Capture Timestamp	2023-06-26 12:38:50

- To carry out any modification in CRA system, Maker & Checker is mandatory. Change in Core/Non Core data and nomination details will follow a Maker and Checker concept i.e., the maker user shall capture the request and Checker (verifier) user (other than capturer) shall be required to verify the request. POP/POP-SP user who has captured the request will not be able to authorise the same request. On successful confirmation by the maker user an acknowledgement number will be generated by the system and a message shall be displayed to the maker user as **'Pending for Authorisation'** as shown below in **Figure 7**. Only after the request is verified by Checker user, the change request will be accepted at CRA. Till such time status of the request will be **'Captured at CRA'**.

## 2.4. Authorisation of the Subscriber details change request in CRA:

Changes in core data (Personal Details) and Nomination Details require Maker and Checker activity. For verifying the change requests, POP/POP-SP verifier user shall login to CRA system with the DSC based User ID. POP/POP-SP user shall select the option '**Transaction- Authorise Transaction**' from the main menu. The user can refer screen as shown in **Figure 9, 10 & 11**.

**Figure 9**



Figure 10

This screenshot shows the 'Authorize Transaction' form. The 'Transaction Type' dropdown menu is open, displaying a list of transaction types: Select, Switch Scheme, Scheme Preference Change Request, Withdrawal Request, Subscriber Details Change (highlighted), One Way Switch, Tier-2 Modification Request, and Subscriber Tier-2 Registration Request. The form also includes fields for PRAN, Ack No/PRN, From Date, and To Date, along with 'Search' and 'Reset' buttons. A red asterisk indicates mandatory fields.

Figure 11

This screenshot shows the 'Authorize Transaction' form with the 'Transaction Type' dropdown menu set to 'Subscriber Details Change'. The 'PRAN' field is filled with '110007910225'. The 'Ack No/PRN' field is empty. The 'From Date' and 'To Date' fields are empty, with date format icons (dd/mm/yyyy) next to them. The 'Search' and 'Reset' buttons are visible at the bottom. A red asterisk indicates mandatory fields.

- In above **Figure 10** POP/POP-SP user shall select the **'Transaction Type'** as **'Subscriber Details change'** and provide the PRAN or the acknowledgement number generated at the time of capturing of the request. User also has the option to search the request by providing the required date range. After entering the details as shown above, POP/ POP-SP user shall click on the **'Search'** button. Once the search button is clicked, a screen as shown below in **Figure 12** will be displayed:

**Figure 12**

Acknowledgement No.	Subscriber Name	Date Of Request Capture	DDO Approved	DDO Approval Date	Link to Details
2362573278	SHARATH K	26/06/2023			<a href="#">View Details</a>

- In order to view the details of the change request, the user shall click on the link **'View Details'** provided under the head **'Link to Details'**. The Subscriber details will be displayed along with the option to **'Authorise'** or **'Reject'** the request. The fields which have been modified will be highlighted and shall be displayed to the POP-SP user as shown in **Figure 13**:

Figure 13

**Personal Details**

PRAN	110007910225	PAN	IIFPK8994G
Name	SHRI. SHARATH Kumar	Mother's Name Flag	Mother Name
Father's Name	Vaibhav K	SOT Language	ENGLISH
Mother's Name	SOBHANA T	Last 4 digits of Aadhaar	
Orphan	NO	Date of Birth	10-Jan
Gender	MALE	Subscriber's Maiden Name	
Spouse Name	ANUJA	Place of Birth	KOZHIKODE
Marital Status	MARRIED	Retirement Advisor	
Country of Birth	India	CERSAI ID	
POP Consent Flag	NO	Residential Status	RESIDENT INDIAN
Nationality	India	NRI Flag	NO
Cancelled Cheque Flag	YES	Reason for no Evidence	
US Person Flag	NO	PAN Seed Flag	YES
Document evidencing Citizenship Flag			
KYC Verification Flag	YES		
Form 60 Flag			
<b>Permanent Address:</b>			
Address Line 1	AISHWARYAM,		
Address Line 2	NEAR STEEL COMPLEX, ARAKKINAR PO.,		
Landmark			
Road / Street			
District	KOZHIKODE		
Pincode	673028		
State/Union Territory	KERALA		
Country	INDIA		
Address Type	RESIDENTIAL		
Landline (Office)		Fax No.	
Telephone with STD Code			
Mobile No.	+91.....		
SMS Subscription Flag	YES	Email Subscription Flag	YES
Email Id	SHARATHKUMAR@GMAIL.COM	Aadhar Seeding Flag	NO
Voter Id		Passport Number	
PAN Verification Flag	YES		
SIP Flag	NO		
POP SE Code		POP SE Agent Name	
POP SE Employee ID			

**Nomination Details**

**Employment Details**

**KYC Details**

☒ Authorize ☐ Reject

- The verifier user shall verify the details captured with the change request form and if found in order, shall authorise the request by selecting the '**Authorise**' option and click on the '**Submit**' button. On authorisation of the request, the status of the request will be updated as '**Accepted by CRA**'.
- If the verifier observes any discrepancy; verifier shall reject the request by clicking on the '**Reject**' button. POP/POP-SP user shall also mention the reason for rejection. On rejection, a message will be displayed indicating rejection of change request with the reason for rejection entered by the verifier.
- Where the request captured contains change in personal details along with change in nomination details and if the same (nomination details) is rejected by the verifier, then the changes to be carried out for personal details will also be rejected. E.g. POP/POP-SP user has changed the address details of the Subscriber and name of the nominee. Since change in nomination details requires a maker checker concept, entire request will be updated only after authorisation of the request. If at the time of authorisation, the authoriser rejects the request; both the change in address details and nomination details will be rejected.

- CRA system will send an e-mail to the Subscriber about the successfully accepted change request.(No email is sent to the POP/ POP-SP)

## **2.5. Conditions for change request updation**

- Change request for a Subscriber will not be allowed to be captured, if any previous request is pending for authorisation or is captured and authorised but pending acknowledgement from CRA. E.g. POP/ POP-SP User has updated the nomination details for Subscriber A and the acknowledgment number issued is 1000000170, user cannot update any further change request for the same Subscriber till the earlier request is Authorised and accepted in CRA system. The system will not generate any new acknowledgement number for the new request captured.
- In case of change in nomination details, request will not be accepted if the percentage share across all nominees is not equal to 100 or percentage share value of the nominees is not an integer etc. Similarly, same nominee details cannot be captured more than once.
- If 'Withdrawal request has been captured and authorised (updated in the CRA system) for a Subscriber, POP/POP-SP will not be allowed to update any changes other than Nominee details. .
- If 'Withdrawal request has been captured and authorised (updated in the CRA system) for a Subscriber, POP-SP will not be allowed to update any changes other than Nominee details
- 

## **2.6. Forwarding of documents to CRA-FC:**

Once the change request is successfully carried out, POP/POP-SP shall not forward the documents to CRA/CRA-FC for storage purpose. The documents shall be stored at POP office either in physical or digital form.



## **Summary**

- **Subscriber will submit a request for change in details in the form prescribed by PFRDA along with necessary supporting documents.**
- **Change in core data in Personal Details and Nomination Details will require Maker and Authoriser activity.**
- **No change request for a PRAN can be updated if previous change request is pending for authorization by Authoriser user.**
- 
- **In case of change in Nomination details, sum of percentage share across all Nominees should be equal to 100.**
- **No change request (except nomination) can be updated if withdrawal request is authorised for a Subscriber.**

## **Nomination Details Change**

### **Preparing and Uploading of MIS :-**

POP shall prepare MIS for the receipt number allotted to subscriber and upload the same in CRA system. A separate SOP is available and can be referred by POP by clicking on link [SOP-MIS Upload.pdf \(nsdl.co.in\)](#).

### **Capturing the Nominee change request in the system:**

Updating/Changing Nominee details is Maker & Checker concept. POP user shall capture the request using one DSC ID and it can be authorized by other DSC ID.

**Step 1** – Login using DSC ID on [www.cra-nsdl.com](http://www.cra-nsdl.com)

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National Pension System (NPS)

Are you a subscriber interested in undergoing online training on NPS/APY (Including Central/state/Autonomous body subscribers), if so please [Click](#)

**Subscribers**

User ID  
Password  
Enter Captcha: 6 9 + 3 = 12  
[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

**Nodal Offices / Other Intermediaries**

☒ I-PIN ☐ Digital Certificate

User ID  
Password  
Enter Captcha: 5 3 + 8 = 13  
[Reset Password](#) [Help/Instructions for Login](#)

Left sidebar menu items:  
 Annual Transaction Statement on Email  
 Invest in NPS  
 Activate Tier II Account [Free !!]  
 FATCA Compliance  
 Know Your Pension (NPP)  
 Subscriber Consent to share contact details with ASP  
 Subscriber Registration/Photo-Signature Modification Request

**Step 2** – From the menu, POP/POP-SP shall click on the 'Transaction' menu and select the option **,Update Subscriber Details'** as shown above in **Figure 2** for updating the Subscriber's details.

**Figure 2**

NSDL e-Gov is now **protean** Change is growth

National Pension System (NPS)

Welcome CRA Operators-CRA8800G 26-Jun-2022 Home | Logout

Transaction | Authorize Request | Contribution Details | Security | User Maintenance | Views | Grievance | Document Management | Reports | MIS | Dashboard | Subscriber Deactivation / Reactivation | Annual Freezing

Subscriber Registration | Exit Withdrawal Request | Shift to NSDL

Update Subscriber Details (highlighted)

Welcome to Central Recordkeeping Agency

Left sidebar menu items:  
 Scheme Portfolios Change  
 New POP Subscriber Shift Request  
 Tier-2 Activation  
 Update Subscriber Tier-2 Details  
 Subscriber Staffing  
 Authorize Subscriber Staffing  
 Capture DDO Shift Request  
 Authorize DDO Shift Request  
 DDO Staffing Request Status View  
 Initiate Conditional Withdrawal  
 FATCA File Upload  
 FATCA File Status  
 Upload Photo Signature

- CRA system will prompt the POP/POP-SP user to capture the PRAN for which change request is to be updated in the system as shown below in **Figure 3**:

### Step 3 – Enter PRAN Number click on Submit

Figure 3

The screenshot shows the 'Subscriber Details View' page. At the top, there is a navigation bar with various links. Below the navigation bar, the page title 'Subscriber Details View' is displayed. The main content area contains a form with a label 'PRAN \*' and a text input field containing the value '110007910225'. To the right of the input field, there is a red asterisk and the text 'Mandatory Field'. Below the input field, there is a red 'Submit' button.

### Step 4 – Click on edit button & then click on Nomination Details as highlighted below.

The screenshot shows the 'Subscriber Details' page. At the top, there is a navigation bar. Below the navigation bar, the page title 'Subscriber Details' is displayed. The main content area contains a form with the following details:

PRAN	110007910225	[Status: Active]
Name	SHRI SHARATH K	
PRAN activation date	16/11/2021	

Below the table, there is a red text link: 'For Bank Details modification - Use New link 'Update Bank details''. Below this link, there is a red 'Edit' button.

Below the 'Edit' button, there is a list of sections, each with a red plus icon:

- Personal Details
- Nomination Details
- Bank Details
- Scheme Preference Details
- Employment Details
- KYC Details

**Subscriber Details**

PRAN 110007910225 [Status: Active] \* Mandatory Fields

[View Signature](#)

Personal Details +

**Nomination Details** +

Employment Details +

KYC Details +

Submit

Step 5 - Nominee Details will be editable now. The user can add/change nominee and percentage exposure as requested by subscriber.

Personal Details +

**Nomination Details** -

**Add**

Nominee 1

First Name \* SHOBHANA Middle Name Last Name T

Date of Birth Relationship \* MOTHER Relationship Other

(dd/mm/yyyy)

Percentage Share \* 100 %

Major/Minor \* MAJOR Nominee Age \* 0

Guardian First Name Guardian Middle Name Guardian Last Name

Flat/room/Door/Block No SAME Premises/Building/Village Area/Locality/Taluka

City KOZHIKODE State Kerala Country India

PinCode 673028 Nominee Invalid Condition

Employment Details +

KYC Details +

**Step 6 - All the edited details will be highlighted as per below screenshot.**

PRAN 110007910225 [Status: Active]

**Personal Details**

**Nomination Details**

Nominee 1			
Name	SHOBHANA T	Date Of Birth	
Relationship	MOTHER	Relationship Other	
Percentage Share	50	Nominee Age	55
Major/Minor	MAJOR	Guardian Name	
Flat/Room/Door/Block no.	SAME	Premises/Building/Village	
Area/Locality/Taluka		City	KOZHIKODE
State	Kerala	Country	India
Pin	673026	Nominee Invalid Condition	

Nominee 2			
Name	ABCD	Date Of Birth	22/10/1990
Relationship	SON	Relationship Other	
Percentage Share	50	Nominee Age	33
Major/Minor	MAJOR	Guardian Name	
Flat/Room/Door/Block no.		Premises/Building/Village	
Area/Locality/Taluka		City	
State		Country	
Pin		Nominee Invalid Condition	

**Employment Details**

**Step 7 - Acknowledgement number will be generated after the maker Submit/Confirm the request.**

► **Subscriber Details Modification**

PRAN 110007910225

The Subscriber Details Change request has been Accepted.

PENDING AUTHORIZATION

Acknowledgement No. 2302573524

Capture Timestamp 2023-06-26 15:18:00

## Checker

Step 1 - To complete the authorization, the user shall login through DSC ID other than the maker ID.

**NSDL e-Gov** is now **protean** Change is growth **National Pension System (NPS)**

Are you a subscriber interested in undergoing online training on NPS/APY (Including Central/state/Autonomous body subscribers), if so please [Click Here](#)

Annual Transaction Statement on Email  
 Invest in NPS  
 Activate Tier II Account Free !!  
 FATCA Compliance  
 Know Your Pension (NPP)  
 Subscriber Consent to share contact details with ASP  
 Subscriber Registration/Photo-Signature Modification Request

### Subscribers

User ID \_\_\_\_\_  
 Password \_\_\_\_\_  
 Enter Captcha **6 9 + 3 =** \_\_\_\_\_  
[Reset Password](#) [Submit](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

### Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID \_\_\_\_\_  
 Password \_\_\_\_\_  
 Enter Captcha **5 3 + 8 =** \_\_\_\_\_  
[Reset Password](#) [Submit](#) [Help/Instructions for Login](#)

Step 2 – Click on Authorize Request > Subscriber and select the Transaction Type and enter PRAN or Acknowledgement number

Transaction Authorize Request Contribution Details Security User Maintenance Views Grievance Document Management Reports MIS Dashboard Subscriber Declaration / Reactivation Annual Pricing

Knowledge Center Subscriber **Enter** Exit Withdrawal Request Shift to MSDL

Authorize Funds/Quality Pension Request

Welcome to Central Recordkeeping Agency

▶ **Authorize Transaction**

Transaction Type \*  \* Mandatory Fields

PRAN \_\_\_\_\_

Ack No/PRN \*\*

From Date \_\_\_\_\_

To Date \_\_\_\_\_

[Search](#) [Reset](#)

## Authorize Transaction

**\* Mandatory Fields**

Transaction Type \*

PRAN

Ack No/PRN \*\*

From Date  (dd/mm/yyyy)

To Date  (dd/mm/yyyy)

Step 2 – The request will be visible for authorization as per below screenshot.

**Authorize Transaction**

**\* Mandatory Fields**

Transaction Type \*

PRAN

Ack No/PRN \*\*

From Date  (dd/mm/yyyy)

To Date  (dd/mm/yyyy)

→ \*\* Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.

Acknowledgement No	Subscriber Name	Date Of Request Capture	DDO Approved	DDO Approval Date	Link to Details
2302573524	ISHARATH K	26/06/2023			<a href="#">View Details</a>

Step 3 – User may click on View details and click on Nominee Details. The modified details will be visible in highlighted colour..

Personal Details

Nomination Details

Nominee 1			
Name	SHOBHANA T	Date Of Birth	
Relationship	MOTHER	Percentage Share	50%
Relationship Other		Nominee Age	55
Major/Minor	Major	Guardian Name	
Flat/Room/Door/Block no.	SAME	Premises/Building/Village	
Area/Locality/Taluka		City	KOZHIKODE
State	Kerala	Country	India
Pin Code	673028	Nominee Invalid Condition	
Nominee 2			
Name	ABCD	Date Of Birth	22-Oct-1990
Relationship	SON	Percentage Share	50%
Relationship Other		Nominee Age	33
Major/Minor	Major	Guardian Name	
Flat/Room/Door/Block no.		Premises/Building/Village	
Area/Locality/Taluka		City	
State		Country	
Pin Code		Nominee Invalid Condition	

Employment Details

KYC Details

☒ Authorize
 ☐ Reject

Submit

Step 4 – The verifier user shall verify the details captured with the change request form and if found in order, shall authorise the request by selecting the **‘Authorise’** option and click on the **‘Submit’** button. On authorisation of the request, the status of the request will be updated as **‘Accepted by CRA’**.

If the verifier observes any discrepancy; verifier shall reject the request by clicking on the **‘Reject’** button. POP/POP-SP user shall also mention the reason for rejection. On rejection, a message will be displayed indicating rejection of change request with the reason for rejection entered by the verifier.

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