

NSDL e-Governance Infrastructure Limited

**Subscriber Maintenance
and
Grievance Management
For
POP-SP under Centralized Role A**



NSDL
Technology, Trust & Reach

Centralised – Role A

Functionality	Uploading/Capturing entity
	Role A
Contribution Upload/Fund transfer	POP
MIS Upload	POP
Subscriber Details Update (Both Tiers)	POP
IPIN-TPIN / PRAN Request	POP
Withdrawal Request	POP
Subscriber Shifting Request	POP
TIER 2 Activation	POP
Grievance Raising/Resolving	POP / POP-SP
SOT /SOH	POP-SP

Changes in Subscriber Details

- Personal, Nomination
- Subscriber shifting

Transactions

- Request for SOT
- Requests for Scheme preference change
- Request for Reissue of T-PIN/I-PIN and PRAN Card
- Change in Subscriber photograph & signature



Type of requests:

- Change in subscriber details in Tier II
- Change in nomination, bank details
- Change in scheme preference

Withdrawal

- Partial as well as complete
- Unlimited number of withdrawals
- No restriction on amount



Process Flow

- Submission of physical form by associated subscriber to POP-SP .
- POP-SP should not accept the application if copy of PRAN card is not attached.
- Issuance of Contribution Receipt No. is mandatory



Processing of Maintenance request

- Generation and submission of Receipt Number by the POP-SP to the subscriber according to the request submitted.
- Address, Tier II activation and bank details and Core details change requests to be forwarded to the nearest CRA-FC for storage after submitting the copy to the POP for processing the request.
- Scheme details change, nomination, withdrawal requests to be maintained by POP/POP-SPs



Types of Requests & first two digits of receipt

Subscriber Registration - 11

Contribution - 12

Withdrawal - 14

Scheme Preference Change - 15

Dishonoured Cheque - 16

Subscriber Details Modification - 17

IPIN-TPIN request - 18

Subscriber Shifting - 19

PRAN Card Reprinting - 20

Subscriber Tier 2 Activation - 21

Subscriber -change of photograph and/or signature - 24

- Raising Grievance:
 - Mode of raising the grievance
 - CRA website – www.cra-nsdl.co.in using I-Pin
 - POP / POP-SP can raise grievance on behalf of
 - Itself
 - Subscriber
 - POP / POP-SP can raise grievance
 - Against CRA
 - Against Trustee Bank
- Resolving Grievance:
 - POP-SP to resolve grievance raised against it using its password based user ids within the stipulated timeline.



Statements of Transaction / Holding

- The POP-SP can log on to CRA website using its password based user id for view or generation of Statement of Transaction (SoT) for its subscribers.
- The POP-SP can also view the Statement of Holding (SoH) of its associated subscribers.

THANK YOU

Contact Us:

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