

NSDL e-Governance Infrastructure Limited

**Subscriber Maintenance  
and  
Grievance Management  
For  
POP-SP under Centralized Role B&C**



**NSDL**  
Technology, Trust & Reach

# Centralised Model – Role B and C



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

## 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

- **For Centralised Role C – MIS will be uploaded by POP-SP whereas for Centralised Role B Mis will be uploaded by the POP only.**
- 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.
- DSC based user id is mandatory for all the branches for processing of any request.
- Processing of the request by POP-SP in the CRA system.

# 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 by POP-SP to the nearest CRA-FC for storage after processing in the CRA system
- 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

# Grievance Management

- **Raising Grievance:**

- Mode of raising the grievance
  - CRA website – [www.cra-nsdl.co.in](http://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 and to post resolution details in CRA system within the stipulated timeline.



# Statement 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

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