

O/o The Director of Treasuries and Accounts,  
Andhra Pradesh, Amaravati @ Mangalagiri.

**Cir. Memo. No. FIN02-14056/2/2021-F SEC-DTA**      **Dated: 01/11/2024**

Sub: **National Pension System** - Functionality for updation of  
- Name, DOB, DOJ, and DOR for Govt. Subscriber in the PRAN  
Account are enabled at nodal office level in the CRA system  
- Procedural instructions issued - Reg.

Ref:      1. Cir.Memo.No FIN02-14056/2/2021-F SEC-  
-            DTA,Dated:09/08/2023 of the DTA.  
            2. Lr. No. FIN02-14056/2/2021-F SEC-DTA , Dated:  
                 11/01/2024 of the DTA.  
            3. Mail received from Protean-CRA, Dated 03/09/2024.

\*\_\*\_\*

Attention of all the District Treasury and Accounts Officers of District Treasuries in the State is invited to the reference in 1<sup>st</sup> cited, where this office has issued procedural instructions for modifying Name, Date of Birth, Date of Joining and Date of Retirement details of the NPS subscribers PRAN Accounts under GoAP. However, the said procedure was stopped by the Protean-CRA.

Further, the ProCRA vide reference 3<sup>rd</sup> cited has informed this office that, the functionality for updation/modification of Name, DOB, DOJ, and DOR of Government employees was enabled in the CRA system and the said facility can be utilized by referring to Standard Operating Procedure (SOP).

The process flow of new functionality enabled in the CRA system is as follows based on type of the request.

## 1 . **Name Change Request**

i). Type of Request: **Name Change (Ex: Name Change from XXXXX to YYYYY)**

The DDOs / Treasury Officers / PAOs are allowed to initiate the name change request duly uploading the following supporting documents at respective fields enabled.

- a). Self-attested gazette copy
- b). Self-attested POI (Proof of Identity) in old name
- c). Self-attested POI (Proof of Identity) in new name
- d). Extract of service register / records with new name
- e). Proof of bank account with new name
- f). S2 Form

ii). Type of Request: **Name change after Marriage**

The DDOs / Treasury Officers / PAOs are allowed to initiate the name change request duly uploading the following supporting documents at respective fields enabled.

- a). Self-attested gazette copy/Marriage Certificate
- b). Self-attested POI (Proof of Identity) in old name
- c). Self-attested POI (Proof of Identity) in new name
- d). Extract of service register / records with new name
- e). Proof of bank account with new name
- f). S2 Form.

iii). Type of Request: **Corrections and other**

The DDOs / Treasury Officers / PAOs are allowed to initiate the name change request duly uploading the following supporting documents at respective fields enabled.

- a). Self-attested POI (Proof of Identity)
- b). Extract of service register / records
- c). S2 Form

Name Change Request can be authorized accordingly; (a) In case of Subscriber name change request is initiated by the DDO, the Treasury office / PAO office has to verify and after

accepting the request, it has to be authorized at the DTA office.  
 (b) In case PAO/DTO nodal office has initiated change request directly, the DTA office has to authorize the same. If the uploaded supporting documents are not satisfied, the Treasury Office/PAO Office/DTA office can reject such request.

## **2. Modification in Date of Birth (DoB), Date of Joining (DoJ) and Date of Retirement (DoR)**

The Treasury Officers/PAOs are further informed that, without Authorization at the DTA office, the CRA facilitates for modifying the following change requests .

The DDOs / Treasury Officers / PAOs are allowed to initiate DoB/DoJ /DoR change request duly uploading anyone of the below said documents as proof.

<b>Request Type</b>	<b>Modification in Date of Birth (DoB)</b>	<b>Modification in Date of Joining (DoJ)</b>	<b>Modification in Date of Retirement (DoR)</b>
Documents to be uploaded as proof	i). Aadhaar Card (Containing DoB) ii). Voters Identity Card. iii). High School Mark Sheet (SSC Certificate) iv). Passport v). Driving License vi). PAN Card.	I).Appointment Letter/Offer Letter II). Employee ID card	I).Appointment Letter/Offer Letter II). Employee ID card

If change request is initiated by the DDO, the Treasury office / PAO office has to verify and authorize the request in their logins. In case PAO/DTO office has initiated change request in maker login, the checker user of same office will take authorize the request.

In this regard, all Treasury Officers are instructed to follow the above said procedure for modifying/changing Name, DoB, DoJ and DoR details in PRAN Account of the subscriber.

Therefore, all DTAOs in the State are requested to take necessary action to communicate these instructions to all the Divisional Sub Treasuries / Sub Treasuries / Drawing and Disbursing Officers under their jurisdiction.

N. Mohana Rao

Encl: SOP

Director of Treasuries & Accounts

To,

- 1). All District Treasury and Accounts Officers in the state.
- 2). The Pay and Accounts Officer, Mangalagiri, Andhra Pradesh, **with a request to communicate the same to all the Drawing and Disbursing Officers under their jurisdiction.**
- 3). The Pay and Accounts Officer, Andhra Bhavan, New Delhi for information and necessary action.

Protean eGov Technologies Limited



**protean**

Change *is* growth

**STANDARD OPERATING PROCEDURE (SOP)**

**Change in Subscriber's Personal Details by Nodal Office**

**Version 1.1**

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## Change in Subscriber's Personal Details by Nodal Office

**REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Ver</b>	<b>Section Number</b>	<b>Description of Change</b>
1		1.0	-	Initial Version
2	30-08-2024	1.1	1 ( C )	<ul style="list-style-type: none"><li>• Name change requiring PrAO /DTA authorization.</li><li>• Authorisation by NPS Trust user for subsequent name change</li></ul>

# Index

Sr No.	Content	Page Number
Background	Existing Process	4
	Revised Process	5
	Documents required for Subscriber Name/DoB/DoR/DoJ Change	6
<b>1</b>	<b>Modification in Subscriber Name</b>	
1 (A)	Name change request <b>Initiation</b> by PAO/DTO/DDO	07-12
1 (B)	Name change request <b>Verification</b> PAO/DTO office	13-18
1 (C)	Name change request <b>Authorization</b> PrAO/DTA office	19-23
<b>2</b>	<b>Modification in Date of Birth (DoB)</b>	
2 (A)	DoB change request <b>Initiation</b> by PAO/DTO	24-28
2 (B)	DoB change request <b>Authorization</b> by PAO/DTO/PrAO/DTA Office	29-33
<b>3</b>	<b>Modification in Date of Joining (DoJ)</b>	
3 (A)	DoJ Change Request <b>Initiation</b> by PAO/DTO/DDO	34-37
3 (B)	DoJ Change Request <b>Authorization</b> by PAO/DTO/PrAO/DTA	38-41
<b>4</b>	<b>Modification in Date of Retirement (DoR)</b>	
4 (A)	DoR Change Request <b>Initiation</b> by PAO/DTO/DDO	42-45
4 (B)	DoR Change Request <b>Authorization</b> by PAO/DTO/PrAO/DTA	46-49

## Change in Subscriber's Personal Details by Nodal Office

### **Background:**

### **Existing Process:**

The subscriber intends to update any of the below mentioned details is required to submit duly filled and signed S2 form and supporting proofs to concerned DDO

- Name
- Date of Birth
- Date of Joining
- Date of Retirement.

Post checking, DDO forwards subscriber details change request along with the documents to concerned PAO/DTO office for verification at PAO/DTO level and onward submission to DTA/Pr AO office.

Pr AO/ DTA office forwards the said request to CRA along with its letter. The same can be submitted either through physical mode or through email by way of scanned copies of documents duly sent through registered email id of PrAO /DTA).

At CRA end, the official verifies the documents provided and processes the subscriber details change request through maker/ checker concept if there is no discrepancy in the same. In case of any discrepancy, the same is informed to the concern Nodal office.



Change in Subscriber's Personal Details by Nodal Office

**Revised Process:**

The existing process involves submission of documents to CRA and processing of the same through CRA end through its login.

As the offices are engaged with its employees, it would be convenient if the said modification can be able to process by offices through their login at nodal office end.

In view of the same, a new functionality is developed wherein subscriber modification can get processed through office end.

The new functionality allows Nodal Office to **Initiate Request, Authorize pending request and view request status** for above mentioned four type of subscriber details in CRA.

- Name,
- Date of Birth,
- Date of Joining
- Date of Retirement.

This functionality will be available in both CRA and NPSCAN website.

The Matrix for above mentioned updation is as follows:

Flow Matrix for Name Change Request		
Request Initiation by	Verification	Authorization
DDO	PAO/DTO	PrAO/DTA
PAO/DTO	-	PrAO /DTA
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)

Flow Matrix for (Subsequent) Name Change Request				
Request Initiation	Verification	Authorization	Authorization	Authorization
DDO	PAO/DTO	PrAO/DTA	NPS Trust (User 1)	NPS Trust (User 2)
PAO/DTO	-	PrAO/DTA	NPS Trust (User 1)	NPS Trust (User 2)
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)	NPS Trust (User 1)	NPS Trust (User 2)

Flow Matrix for DoB/DoJ/DoR Change Request		
Request Initiation	Verification	Authorization
DDO	PAO/DTO	PAO/DTO
PAO/DTO (User 1)	-	PAO/DTO (User 2)
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)

Change in Subscriber's Personal Details by Nodal Office

**Documents required for Subscriber Name Change:**

*(Allowed document type:- \*.jpeg, \*.jpg, \*.png, or \*.pdf format and size of each document should be between 2KB to 2MB.*

Type of Request	Name change	Marriage	Correction and Other
Document to be uploaded	Self-attested gazette copy	Self-attested gazette copy/Marriage certificate	Self-attested POI
	Self-attested POI in old name	Self-attested POI in old name	Extract of service records
	Self-attested POI in new name	Self-attested POI in new name	S2 Form
	Extract of service records with new name	Extract of service records with new name	
	Proof of bank account with new name	Proof of bank account with new name	
	S2 Form	S2 Form	

**Documents required for Subscriber Date of Birth: (any one from the list)**

*(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)*

- Passport
- Driving License
- PAN card
- Voter ID card
- AADHAAR
- High School Mark sheet

**Documents required for Subscriber Date of Joining: (any one from the list)**

*(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)*

- Appointment/Offer Letter
- Employee ID card

**Documents required for Subscriber Date of Retirement: (any one from the list)**

*(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)*

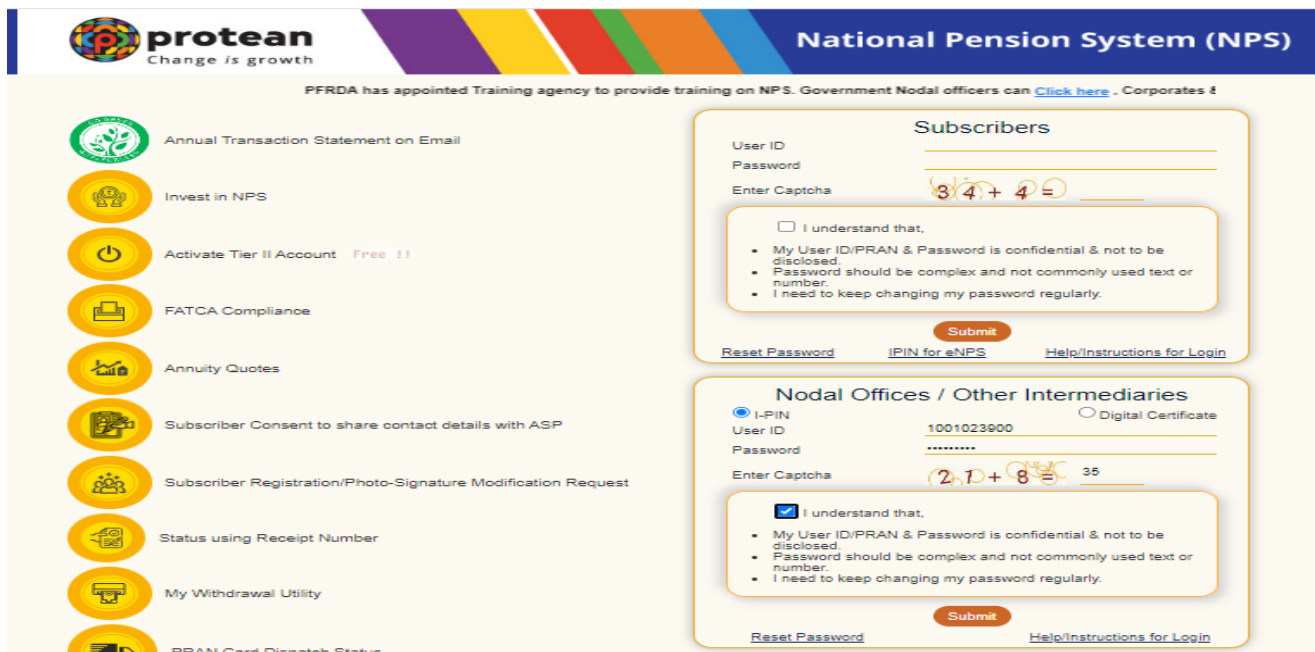
- Appointment/Offer Letter
- Employee ID card

## Change in Subscriber's Personal Details by Nodal Office

### 1. Modification in Subscriber Name

#### A. Name Change Request initiation by PAO/DTO/DDO

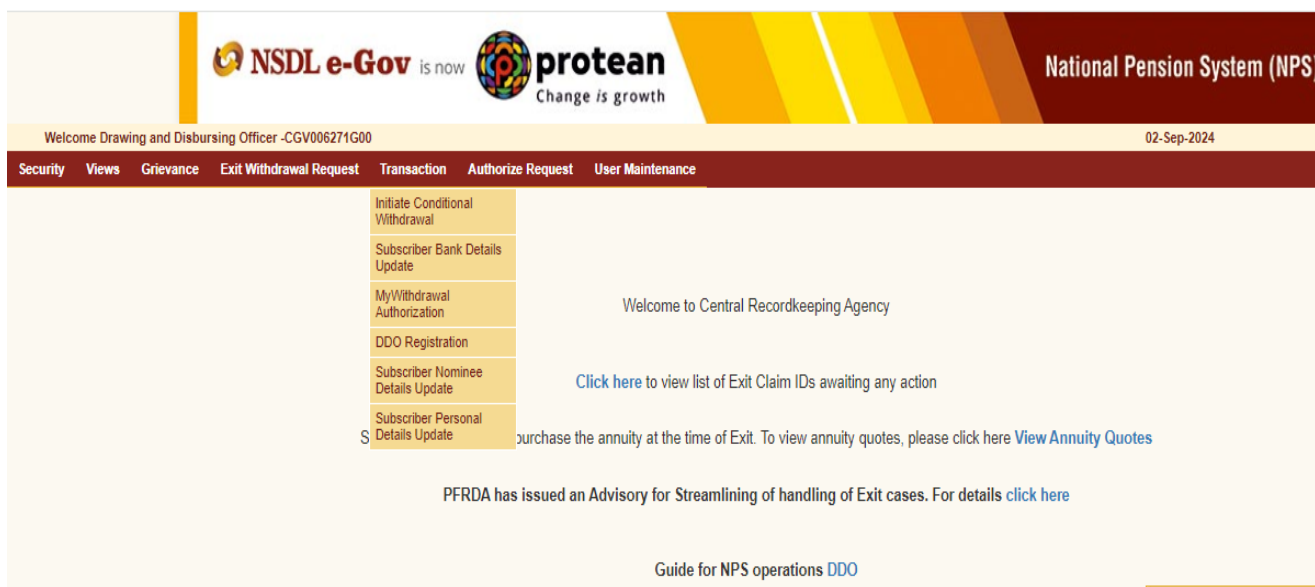
- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 1)



The screenshot shows the National Pension System (NPS) CRA portal. The header includes the Protean logo and the text 'National Pension System (NPS)'. Below the header, there is a navigation menu with icons for services like 'Annual Transaction Statement on Email', 'Invest in NPS', 'Activate Tier II Account', 'FATCA Compliance', 'Annuity Quotes', 'Subscriber Consent to share contact details with ASP', 'Subscriber Registration/Photo-Signature Modification Request', 'Status using Receipt Number', 'My Withdrawal Utility', and 'PRAN Card Dispatch Status'. The main content area has two login sections: 'Subscribers' and 'Nodal Offices / Other Intermediaries'. Both sections have fields for 'User ID', 'Password', and 'Enter Captcha', a 'Submit' button, and links for 'Reset Password' and 'Help/Instructions for Login'. The 'Subscribers' section also includes a checkbox for 'I understand that...' and a list of terms and conditions.

Figure 1

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 2)

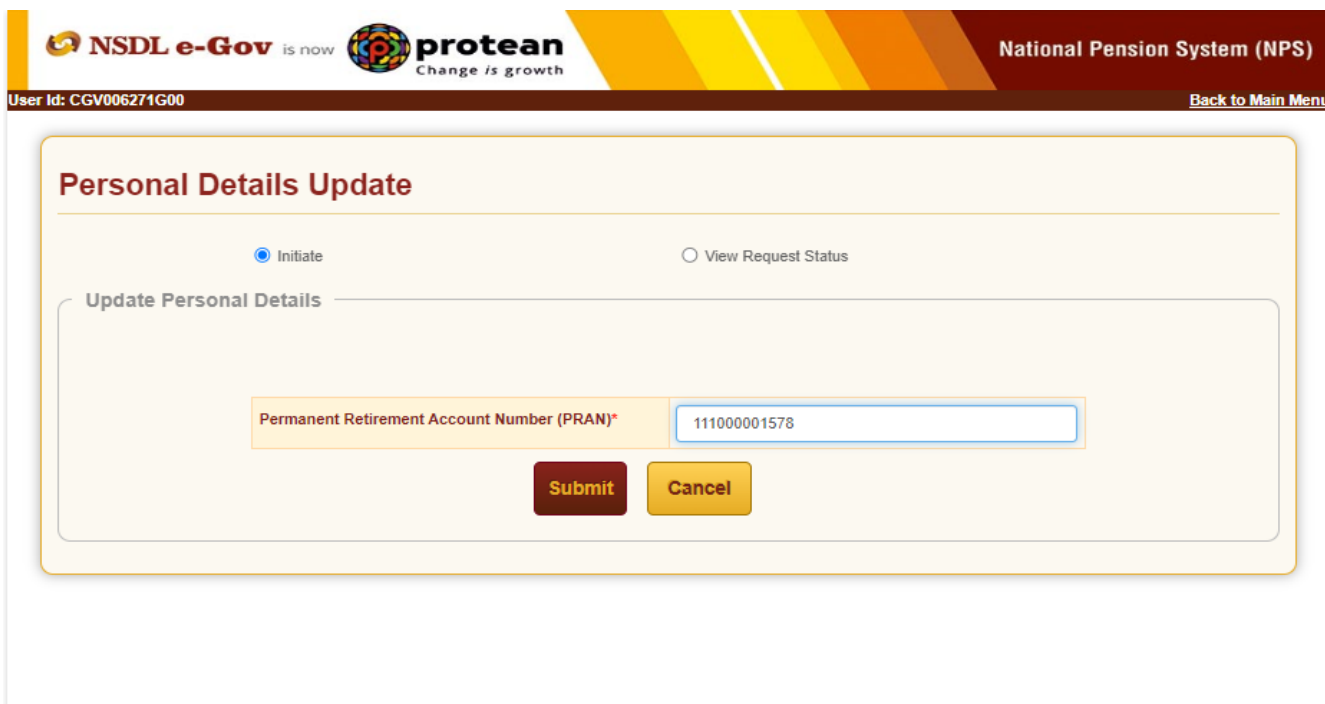



The screenshot shows the NSDL e-Gov portal. The header includes the NSDL e-Gov logo and the Protean logo. The main content area has a navigation menu with options like 'Security', 'Views', 'Grievance', 'Exit Withdrawal Request', 'Transaction', 'Authorize Request', and 'User Maintenance'. The 'Transaction' menu is expanded, showing options like 'Initiate Conditional Withdrawal', 'Subscriber Bank Details Update', 'MyWithdrawal Authorization', 'DDO Registration', 'Subscriber Nominee Details Update', and 'Subscriber Personal Details Update'. The 'Subscriber Personal Details Update' option is highlighted. The page displays a welcome message from the Central Recordkeeping Agency and a link to view a list of Exit Claim IDs. The footer includes the text 'PFDA has issued an Advisory for Streamlining of handling of Exit cases. For details click here' and a link to 'Guide for NPS operations DDO'.

Figure 2

## Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 3)



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User Id: CGV006271G00 [Back to Main Menu](#)

### Personal Details Update

Initiate
  View Request Status

Update Personal Details


Permanent Retirement Account Number (PRAN)\*

**Submit** **Cancel**

Figure 3

- Existing subscriber details available in CRA will be displayed on screen. (Please refer Figure 4). Click on **"Edit"**



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User Id: CGV006271G00 [Back to Main Menu](#)

### Personal Details Update

Initiate
  View Request Status

Existing Personal Details

PRAN	111000001578
Subscriber's Name	CVTHPVD THNGH
Date Of Birth	06/02/1980
Date Of Joining	24/03/2006
Date Of Retirement	28/02/2040

**Edit** **Cancel**

**Note**

- All dates are in dd/mm/yyyy format

Activat  
Go to

Figure 4

### Change in Subscriber's Personal Details by Nodal Office

- Select the Change Type, **"Subscriber Name"**. Select reason for name change request from available list. (Please refer Figure 5).

#### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**New Personal Details**

PRAN: 100005968882      Subscriber Name: ABC DEF GHI

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input checked="" type="radio"/> Subscriber's Name	ABC DEF GHI	<input type="text" value="ABC"/> <input type="text" value="MIDDLE"/> <input type="text" value="LAST"/>	--SELECT-- --SELECT-- MARRIAGE NAME CHANGE CORRECTION OTHER		
<input type="radio"/> Date Of Birth	12/11/1999	<input type="text" value="12/11/1999"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen
<input type="radio"/> Date Of Joining		<input type="text" value="DD/MM/YYYY"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen
<input type="radio"/> Date Of Retirement	01/01/2064	<input type="text" value="01/01/2064"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen

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

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.

PRAN Card Options:

Note : Revised PRAN Card will be sent after authorization of request as per PRAN Card option selected.

Figure 5

- Upload the supporting document proof for name change and tick on the declaration. Select PRAN card option and click on **"Submit"** (Please refer Figure 6 and 7).

Change in Subscriber's Personal Details by Nodal Office

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

**New Personal Details**

PRAN: 100005968882      Subscriber Name: ABC DEF GHI

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input checked="" type="radio"/> Subscriber's Name	ABC DEF GHI	<input type="text" value="AAAAA"/> <input type="text" value="MIDDLE"/> <input type="text" value="LAST"/>	OTHER <input type="button" value="v"/> <input type="text"/>	Self-attested POI	<input type="button" value="Choose File"/> 814062024...TIFICATE (1).jpg
				Extract of service records	<input type="button" value="Choose File"/> 814062024...ICATE.jpg
				S2 Form	<input type="button" value="Choose File"/> 824062024...ICATE.jpg

Figure 6

Change Type	Existing Value	New Value	Document Type	Upload Document
<input type="radio"/> Date Of Birth	12/11/1999	<input type="text" value="12/11/1999"/>	--SELECT-- <input type="button" value="v"/>	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining		<input type="text" value="DD/MM/YYYY"/>	--SELECT-- <input type="button" value="v"/>	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Retirement	01/01/2064	<input type="text" value="01/01/2064"/>	--SELECT-- <input type="button" value="v"/>	<input type="button" value="Choose File"/> No fi...osen

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

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.

PRAN Card Options

**Note :** Revised PRAN Card will be sent after authorization of request as per PRAN Card option selected.

**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 KB to 5 MB.

Figure 7

- New details as captured in CRA system will be visible on screen" (Please refer Figure 8). Click on **"Confirm"**



Change in Subscriber's Personal Details by Nodal Office

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User Id: CGV006271G00 [Back to Main Menu](#)

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="111000001578"/>
Status	--SELECT--
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Figure 10

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

User Id: CGV006271G00 [Back to Main Menu](#)

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="111000001578"/>
Status	--SELECT--
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">80209202418051504</a>	02-09-2024	111000001578	Modification	120071717	Sr DPO	Pending	Initiated by DDO	Nodal Verifier

Figure 11



## Change in Subscriber's Personal Details by Nodal Office

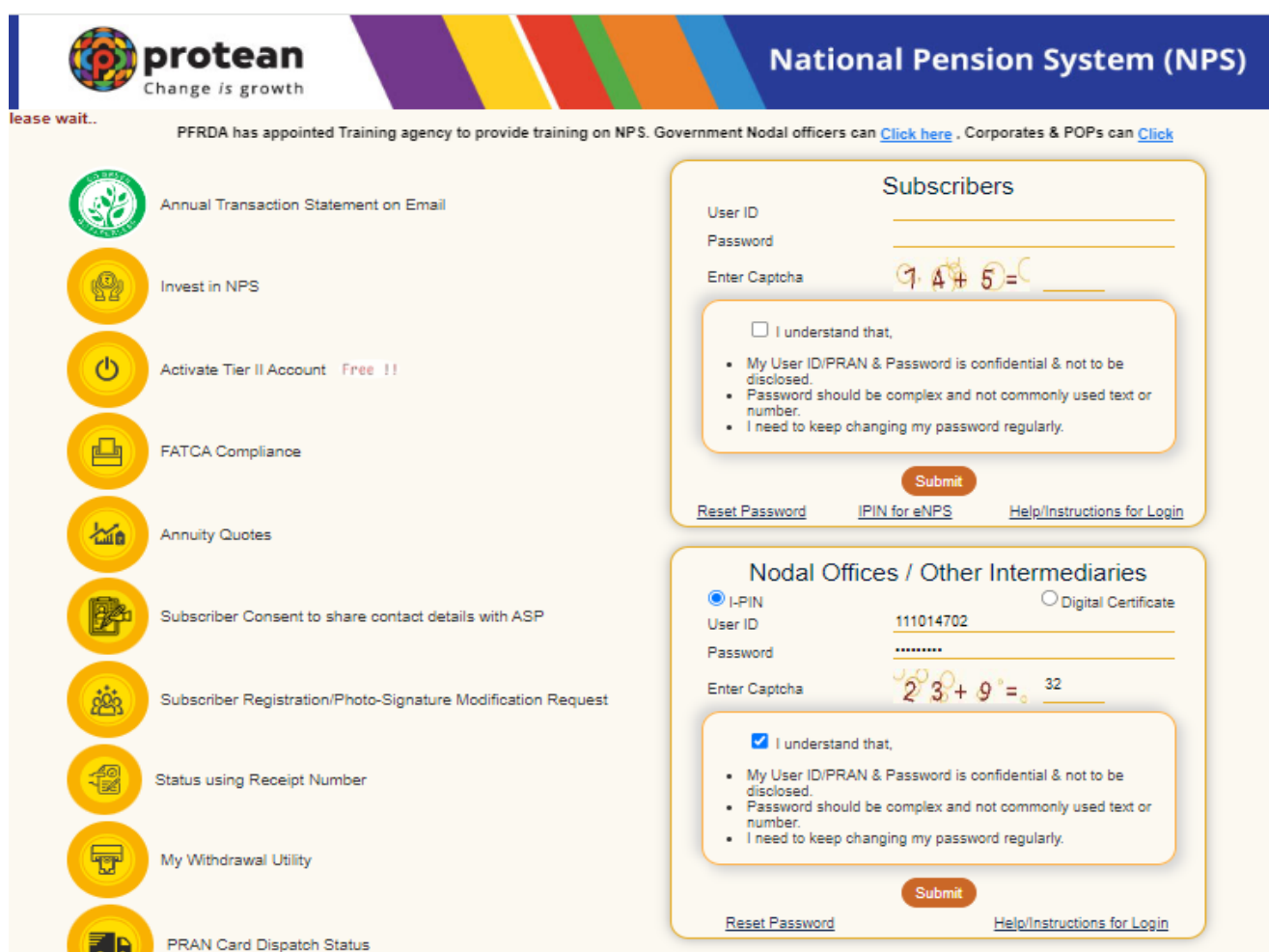
### B. Name Change Request Verification PAO/DTO office

Subscriber name change request Initiated by DDO nodal office needs to be **verified by PAO/DTO nodal office** for further authorization by PrAO/DTA office.

In case PAO/DTO nodal office has initiated change request, PrAO office will be able to authorize the request.

#### Verification of request by PAO /DTO:

- PrAO nodal office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 12)



The screenshot displays the Protean National Pension System (NPS) portal. The header includes the Protean logo and the text "National Pension System (NPS)". A message states: "PFRDA has appointed Training agency to provide training on NPS. Government Nodal officers can [Click here](#) . Corporates & POPs can [Click](#)".

On the left, there is a vertical menu of services:

- Annual Transaction Statement on Email
- Invest in NPS
- Activate Tier II Account **Free !!**
- FATCA Compliance
- Annuity Quotes
- Subscriber Consent to share contact details with ASP
- Subscriber Registration/Photo-Signature Modification Request
- Status using Receipt Number
- My Withdrawal Utility
- PRAN Card Dispatch Status

Two login forms are visible on the right:

#### Subscribers

User ID: \_\_\_\_\_  
 Password: \_\_\_\_\_  
 Enter Captcha:  $9 + 4 + 5 =$  \_\_\_\_\_

I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

**Submit**

[Reset Password](#)   [IPIN for eNPS](#)   [Help/Instructions for Login](#)

---

#### Nodal Offices / Other Intermediaries

I-PIN    Digital Certificate

User ID: **111014702** \_\_\_\_\_  
 Password: \_\_\_\_\_  
 Enter Captcha:  $2 + 3 + 9 =$  **32** \_\_\_\_\_

I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

**Submit**

[Reset Password](#)   [Help/Instructions for Login](#)

Figure 12

### Change in Subscriber's Personal Details by Nodal Office

- Click on option Transaction--> Subscriber Personal Details Update--> **“Verify”**. Enter PRAN/acknowledgement ID. Click on **“Submit.”**

(Please refer Figure 13 and 14)



Figure 13

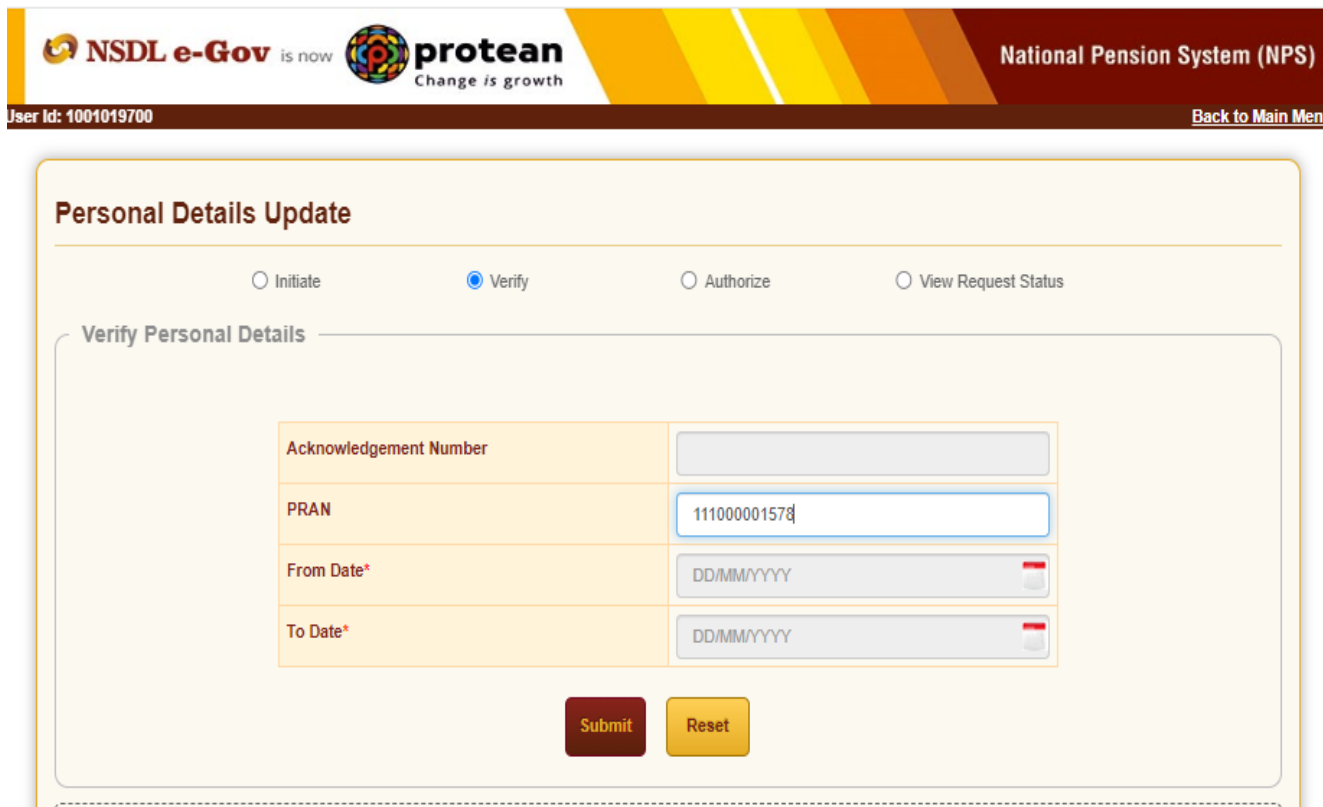




Figure 14

### Change in Subscriber's Personal Details by Nodal Office

- Details of pending request will be visible on screen. (Please refer Figure 15,16 and 17). To check and verify the details entered by PAO office, click of hyperlink "Acknowledgement number".


is now


**National Pension System (NPS)**

User Id: 1001019700
[Back to Main Menu](#)

#### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**Verify Personal Details**

Acknowledgement Number	<input type="text"/>
PRAN	111000001578
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Submit
Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
<a href="#">80209202418051504</a>	02-09-2024	111000001578	Modified	120071717	Sr DPO	Pending	Initiated by DDO	<a href="#">Approve/Reject</a>

Figure 15

#### Requested For

PRAN	111000001578
Subscriber Name	CVTHPVD THNGH

#### Details

Acknowledgement Number	80209202418051504
Status	Initiated by DDO
Date of Initiation	02-09-2024
Initiated By - Reg. No	CGV006271G
Initiated By - Name	Sr DPO

[Click Here to Check Details](#)

#### Flow View

✔  
DDO Initiator

Nodal Verifier

Nodal Authorizer

Completed

User Name	User ID	Date	Action Taken	Remarks
Sr DPO	CGV006271G00	02-09-2024	-	REQUEST RAISED

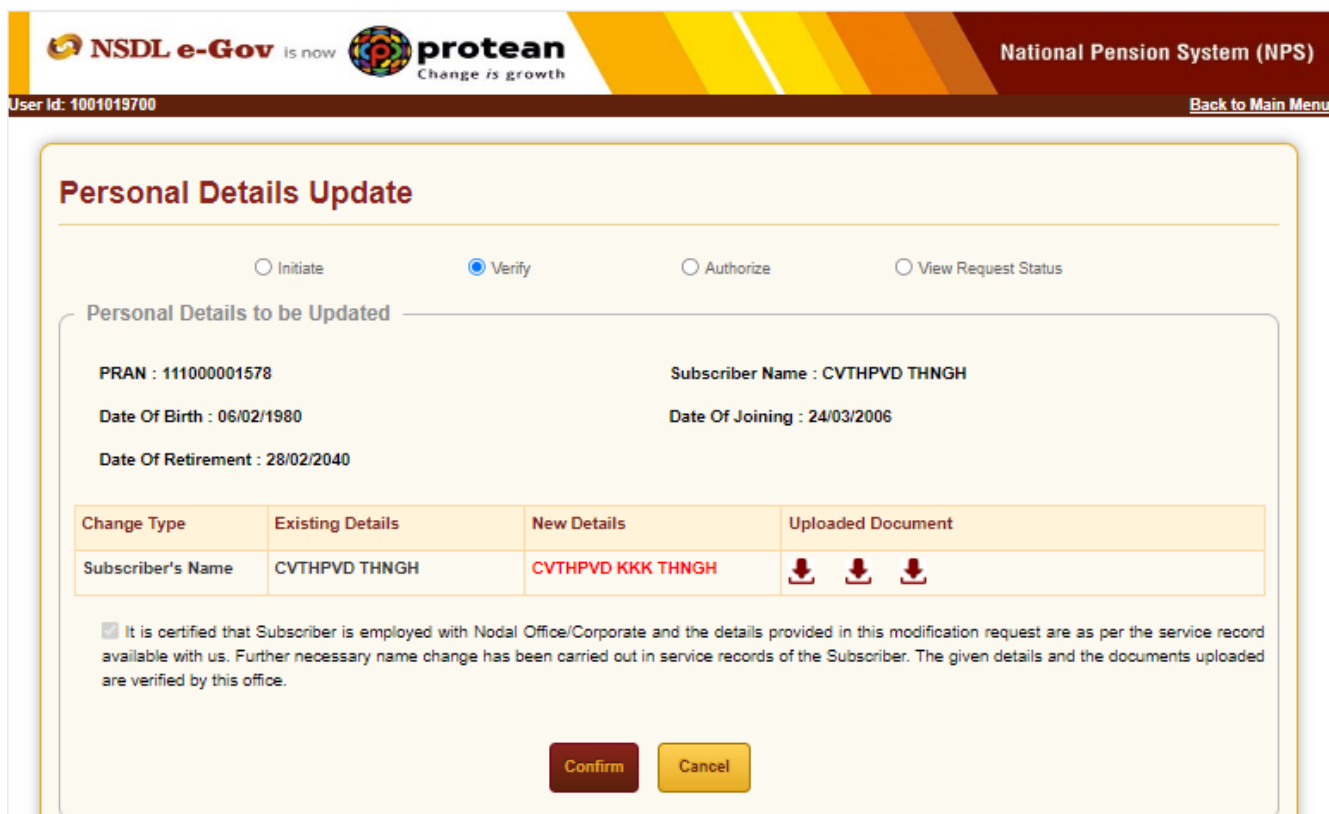
Close

Figure 16



## Change in Subscriber's Personal Details by Nodal Office

- Click on **"Confirm"** to submit the details. *(Please refer Figure 19).*






**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**Personal Details to be Updated**

PRAN : 111000001578                      Subscriber Name : CVTHPVD THNGH  
 Date Of Birth : 06/02/1980              Date Of Joining : 24/03/2006  
 Date Of Retirement : 28/02/2040

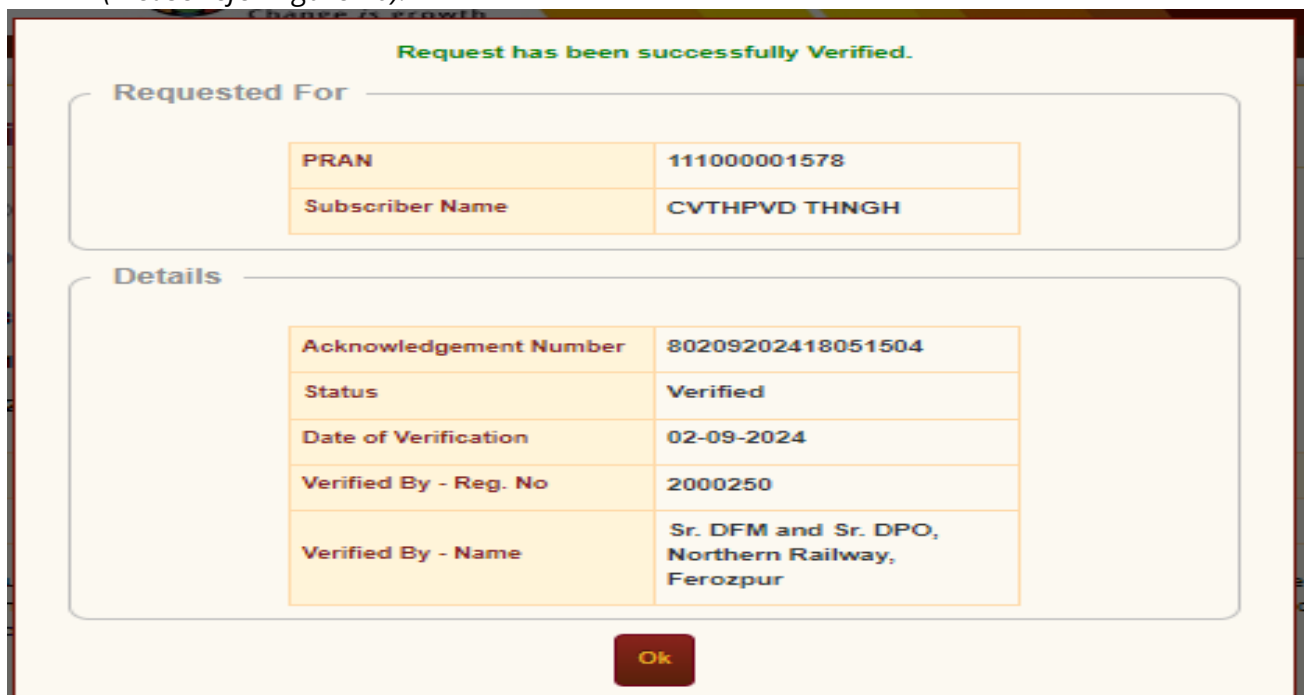
Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.

Figure 19

- On successful authorization of request acknowledgement details will be visible on screen. *(Please refer Figure 20).*



**Request has been successfully Verified.**

**Requested For**

PRAN	111000001578
Subscriber Name	CVTHPVD THNGH

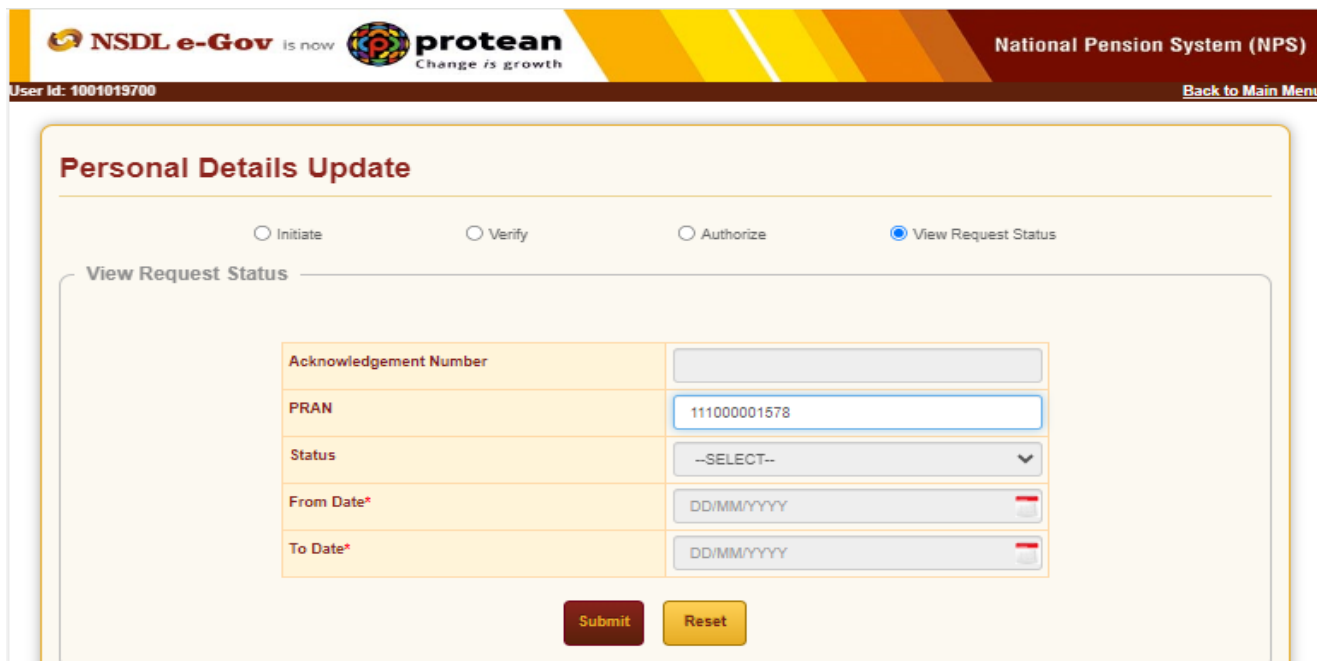
**Details**

Acknowledgement Number	80209202418051504
Status	Verified
Date of Verification	02-09-2024
Verified By - Reg. No	2000250
Verified By - Name	Sr. DFM and Sr. DPO, Northern Railway, Ferozpur

## Change in Subscriber's Personal Details by Nodal Office

Figure 20

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" (Please refer Figure 21 and 22).



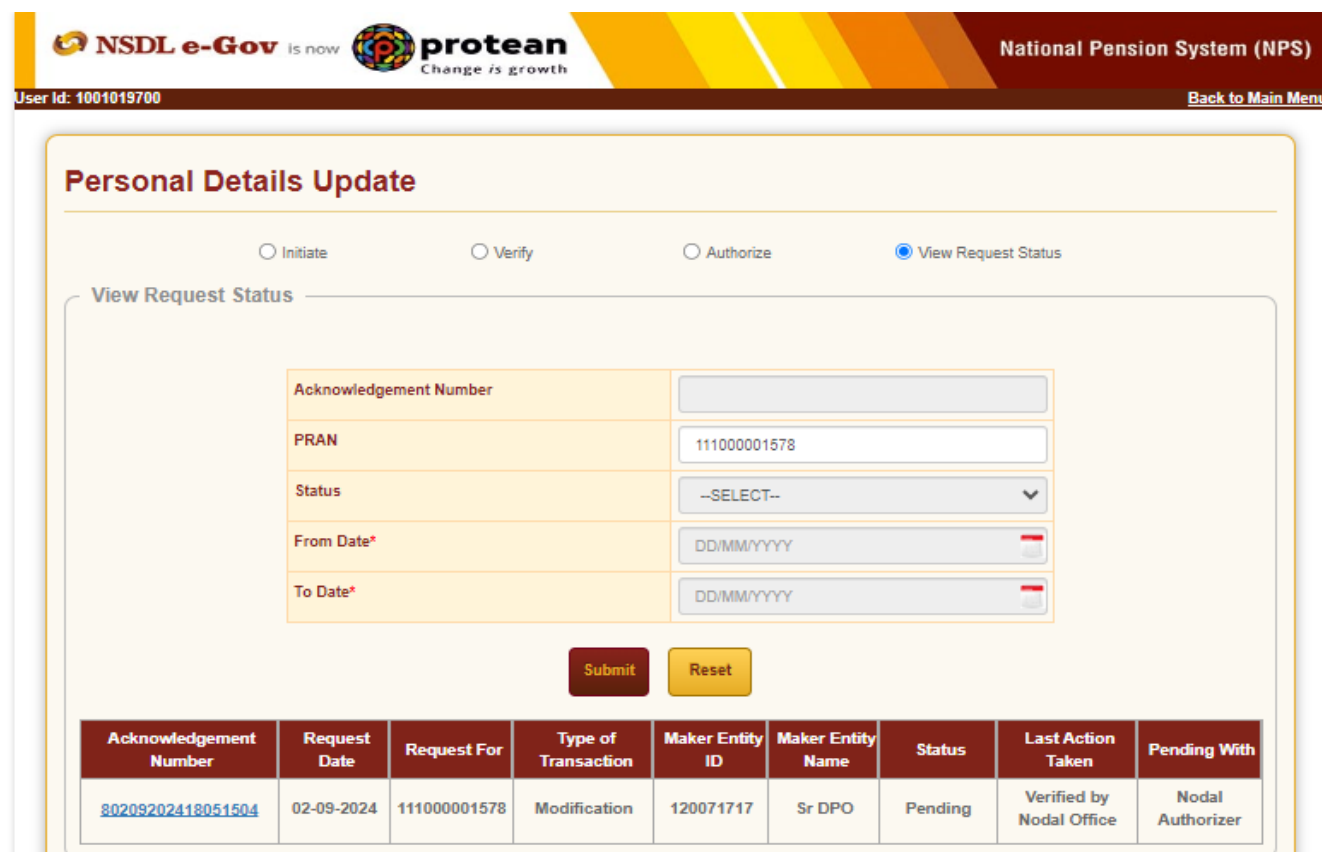
**Personal Details Update**

Initiate
  Verify
  Authorize
  View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	111000001578
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Figure 21



**Personal Details Update**

Initiate
  Verify
  Authorize
  View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	111000001578
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

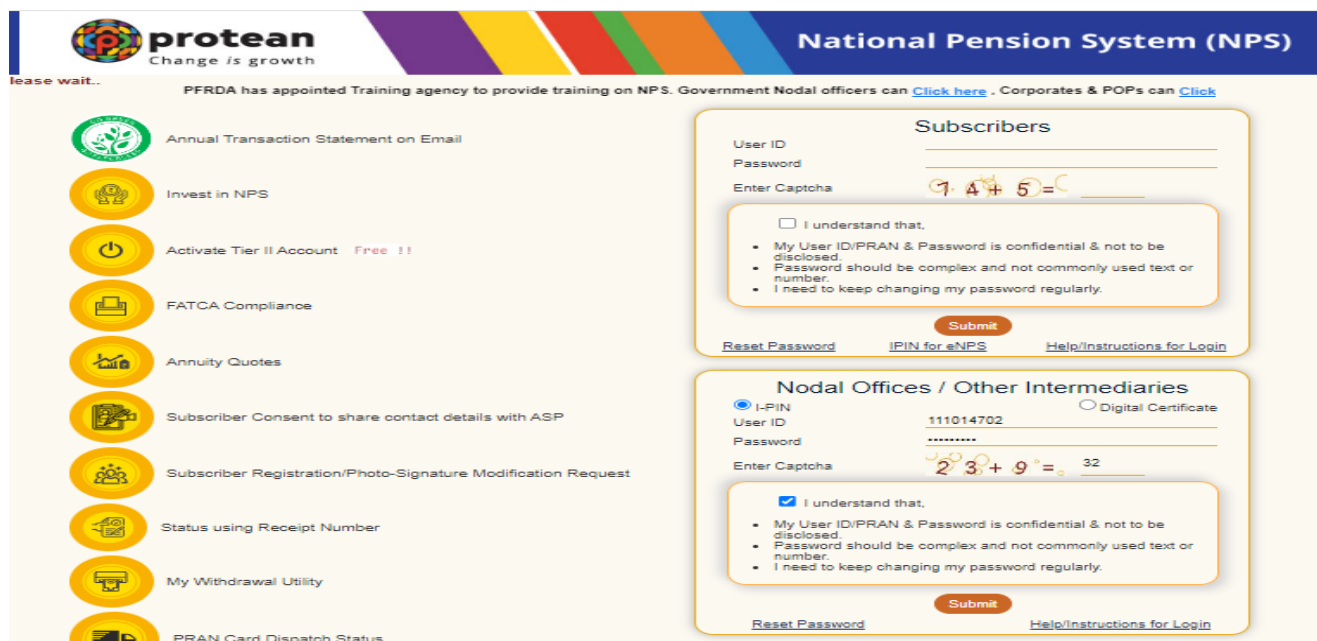
Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">80209202418051504</a>	02-09-2024	111000001578	Modification	120071717	Sr DPO	Pending	Verified by Nodal Office	Nodal Authorizer

Figure 22

## Change in Subscriber's Personal Details by Nodal Office

### C. Name Change Request Authorization PrAO/DTA office

- PrAO nodal office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 23)



The screenshot shows the Protean National Pension System (NPS) portal. The header includes the Protean logo and the text "National Pension System (NPS)". Below the header, there is a navigation menu with various service icons and labels. The main content area is divided into two sections: "Subscribers" and "Nodal Offices / Other Intermediaries".

**Subscribers Login:**

- User ID: \_\_\_\_\_
- Password: \_\_\_\_\_
- Enter Captcha: 7 4 + 5 = \_\_\_\_\_
- I understand that,
  - My User ID/PRAN & Password is confidential & not to be disclosed.
  - Password should be complex and not commonly used text or number.
  - I need to keep changing my password regularly.
- Submit** button
- Links: [Reset Password](#), [IPIN for eNPS](#), [Help/Instructions for Login](#)

**Nodal Offices / Other Intermediaries Login:**

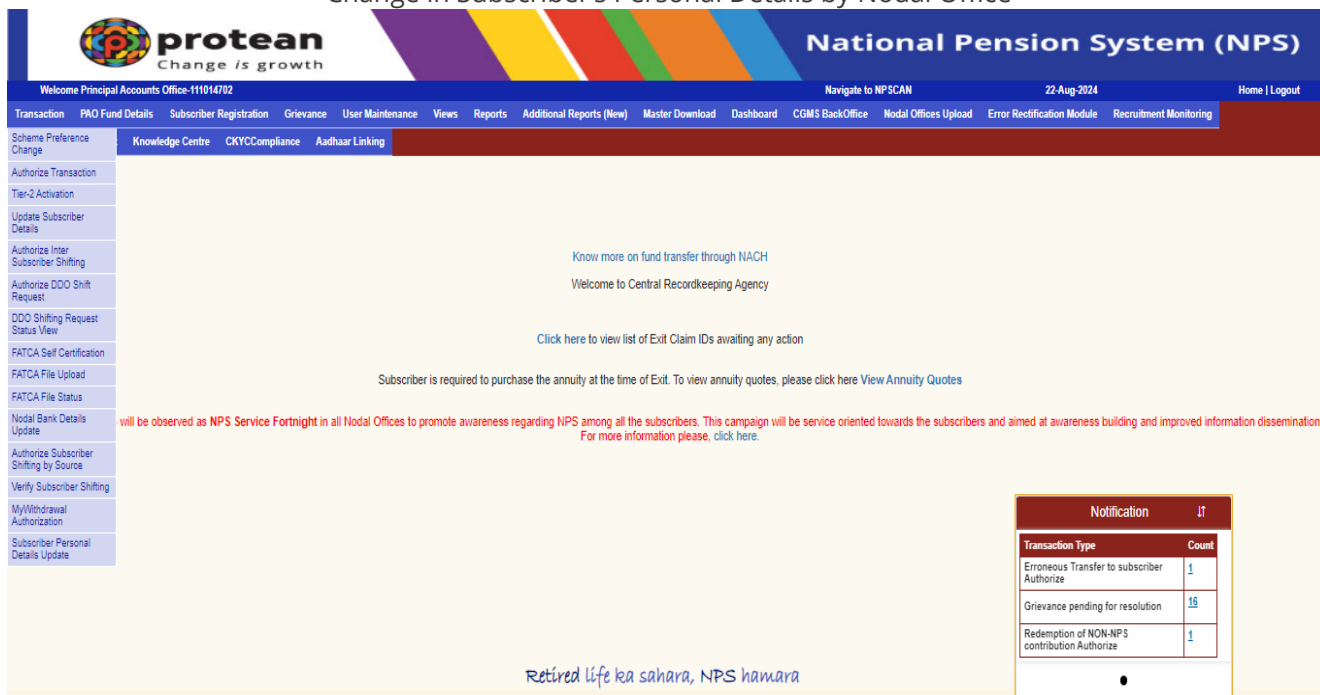
- I-PIN  Digital Certificate
- User ID: 111014702
- Password: .....
- Enter Captcha: 2 3 + 9 = 32
- I understand that,
  - My User ID/PRAN & Password is confidential & not to be disclosed.
  - Password should be complex and not commonly used text or number.
  - I need to keep changing my password regularly.
- Submit** button
- Links: [Reset Password](#), [Help/Instructions for Login](#)

Figure 23

- Click on option Transaction--→ Subscriber Personal Details Update--→ **"Authorize"**. Enter PRAN/acknowledgement ID. Click on **"Submit."**

(Please refer Figure 24 and 25)

## Change in Subscriber's Personal Details by Nodal Office



[Scheme Preference Change](#)  
[Authorize Transaction](#)  
[Tier-2 Activation](#)  
[Update Subscriber Details](#)  
[Authorize Inter Subscriber Shifting](#)  
[Authorize DDO Shift Request](#)  
[DDO Shifting Request Status View](#)  
[FATCA Self Certification](#)  
[FATCA File Upload](#)  
[FATCA File Status](#)  
[Nodal Bank Details Update](#)  
[Authorize Subscriber Shifting by Source](#)  
[Verify Subscriber Shifting](#)  
[MyWithdrawal Authorization](#)  
[Subscriber Personal Details Update](#)

[Knowledge Centre](#) [CKYCCompliance](#) [Aadhaar Linking](#)

Welcome Principal Accounts Office-111014702      Navigate to NPSCAN      22-Aug-2024      Home | Logout

[Transaction](#) [PAO Fund Details](#) [Subscriber Registration](#) [Grievance](#) [User Maintenance](#) [Views](#) [Reports](#) [Additional Reports \(New\)](#) [Master Download](#) [Dashboard](#) [CGMS BackOffice](#) [Nodal Offices Upload](#) [Error Rectification Module](#) [Recruitment Monitoring](#)

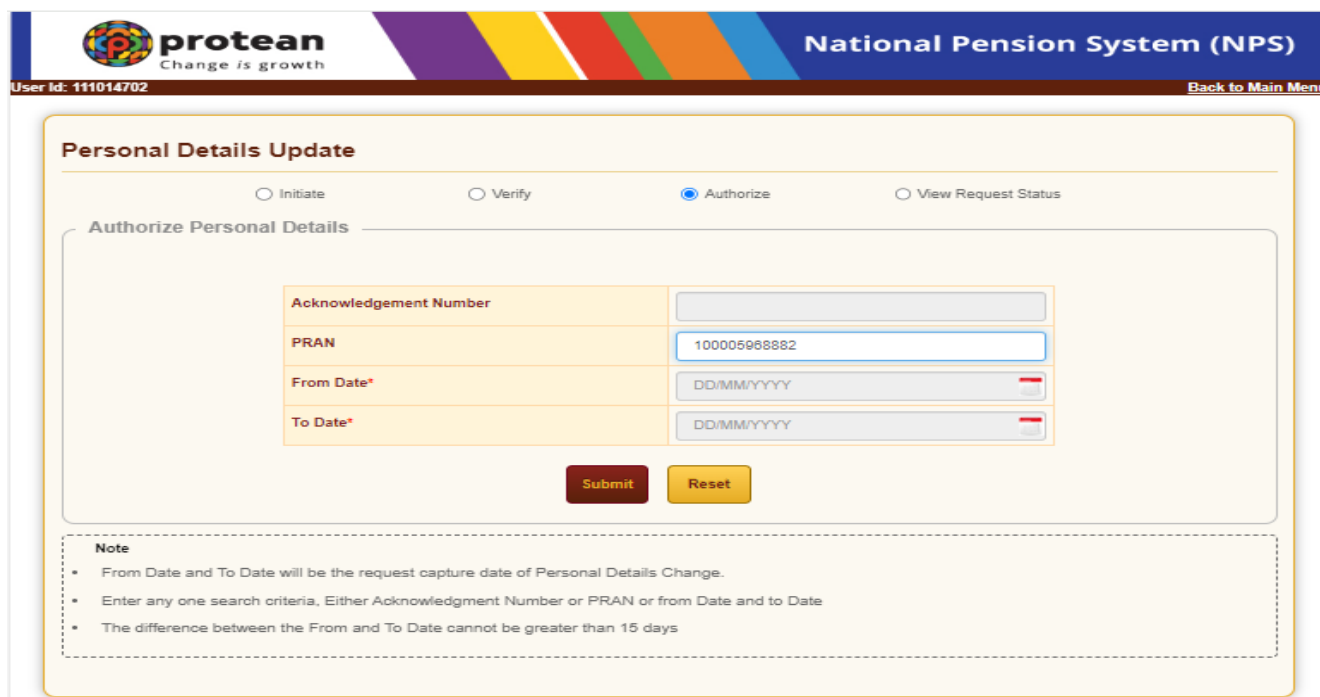
Know more on fund transfer through NACH  
 Welcome to Central Recordkeeping Agency  
[Click here to view list of Exit Claim IDs awaiting any action](#)  
 Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

will be observed as NPS Service Fortnight in all Nodal Offices to promote awareness regarding NPS among all the subscribers. This campaign will be service oriented towards the subscribers and aimed at awareness building and improved information dissemination. For more information please, [click here](#).

Transaction Type	Count
Erroneous Transfer to subscriber Authorize	1
Grievance pending for resolution	15
Redemption of NON-NPS contribution Authorize	1

Retired life ka sahara, NPS hamara

Figure 24



User Id: 111014702      Back to Main Menu

### Personal Details Update

Initiate     Verify     Authorize     View Request Status

#### Authorize Personal Details

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="100005968882"/>
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


Figure 25

- PrAO nodal office can Approve/Rejet the request based on details entered and documents uploaded in CRA system. To see the upoded documents click on **“Uploaded document”** icon.

Office can mention reason for rejection/acceptance of request while authorization. (Please refer Figure 26).



## Change in Subscriber's Personal Details by Nodal Office


National Pension System (NPS)

User Id: 111014702
Back to Main Menu

---

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**Personal Details to be Updated**

PRAN : 100005968882

Date Of Birth : 12/11/1999

Count : 1

Subscriber Name : ABC DEF GHI

Date Of Retirement : 01/01/2064

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.


Accept
 Reject

Remarks

AAAA

Figure 26

- Click on **"Confirm"** to submit the details. (Please refer Figure 27).


National Pension System (NPS)

User Id: 111014702
Back to Main Menu

---

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**Personal Details to be Updated**

PRAN : 100005968882

Date Of Birth : 12/11/1999

Count : 1

Subscriber Name : ABC DEF GHI

Date Of Retirement : 01/01/2064

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.

**Note**

- All dates are in dd/mm/yyyy format

Figure 27

- On successful authorization of request acknowledgement details will be visible on screen. (Please refer Figure 28).

## Change in Subscriber's Personal Details by Nodal Office

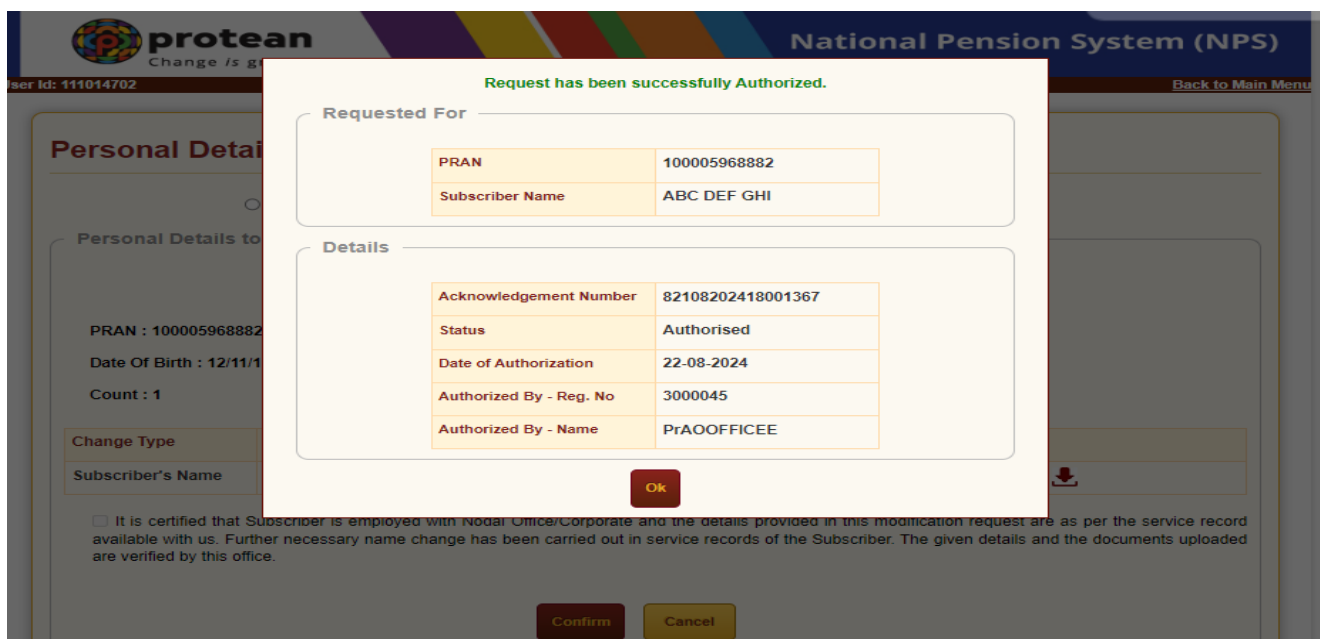


Figure 28

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" (Please refer Figure 29 and 30).

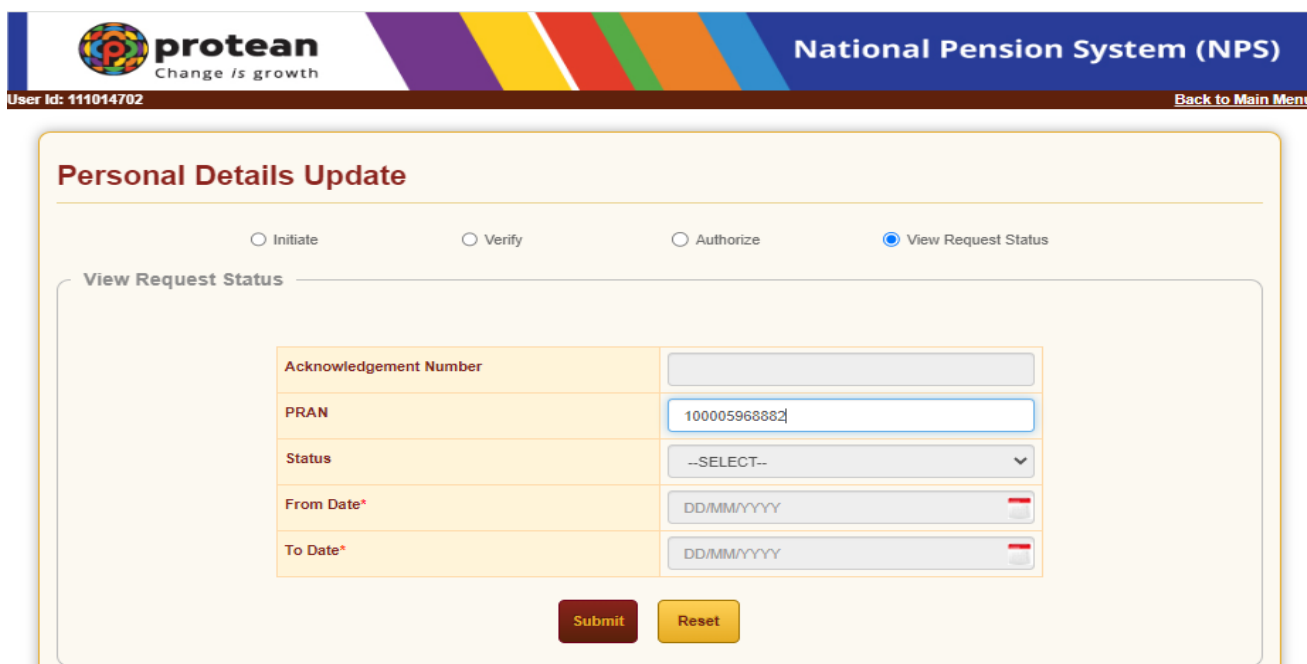


Figure 29

### Personal Details Update

Initiate     
  Verify     
  Authorize     
  View Request Status

#### View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	100005968882
Status	--SELECT--
From Date*	DD/MM/YYYY <input type="text"/>
To Date*	DD/MM/YYYY <input type="text"/>

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">80208202418001313</a>	02-08-2024	100005968882	Modification	10010239	PAOFFEECE	Accepted	Authorized by NPS Trust	NA
<a href="#">82108202418001367</a>	21-08-2024	100005968882	Modification	10010239	PAOFFEECE	Pending	Authorized by Nodal Office	NPS-Trust Verifier

Figure 30

**Any subsequent name change request received for the same subscriber:**

In case if name change is request is received again for the same subscriber, the said request is required to be verified and authorised by NPS trust user. The initial process will remain the same as mentioned above. Once the request is authorised by PrAO/DTA, the name will be updated only the same is verified and authorised by NPS Trust user.

The Status of such request can be seen in CRA on clicking acknowledgement number hyperlink.” (Please refer Figure 31).

### Change in Subscriber's Personal Details by Nodal Office

**Request Raised For**

<b>PRAN</b>	100005968882
<b>Subscriber Name</b>	ABC DEF GHI

**Details**

<b>Acknowledgement Number</b>	82108202418001367
<b>Status</b>	Authorized by Nodal Office
<b>Date of Initiation</b>	21-08-2024
<b>Initiated By - Reg. No</b>	2000191
<b>Initiated By - Name</b>	PAOFFEECE

[Click Here to Check Details](#)

**Flow View**

✔  
Nodal Initiator

✔  
Nodal Authorizer

●  
NPS-Trust Verifier

●  
NPS-Trust Authorizer

●  
Completed

User Name	User ID	Date	Action Taken	Remarks
PAOFFEECE	1001023900	21-08-2024	-	REQUEST RAISED
PrAOFFEECE	111014702	22-08-2024	Accepted	AAAA

Close

Figure 31

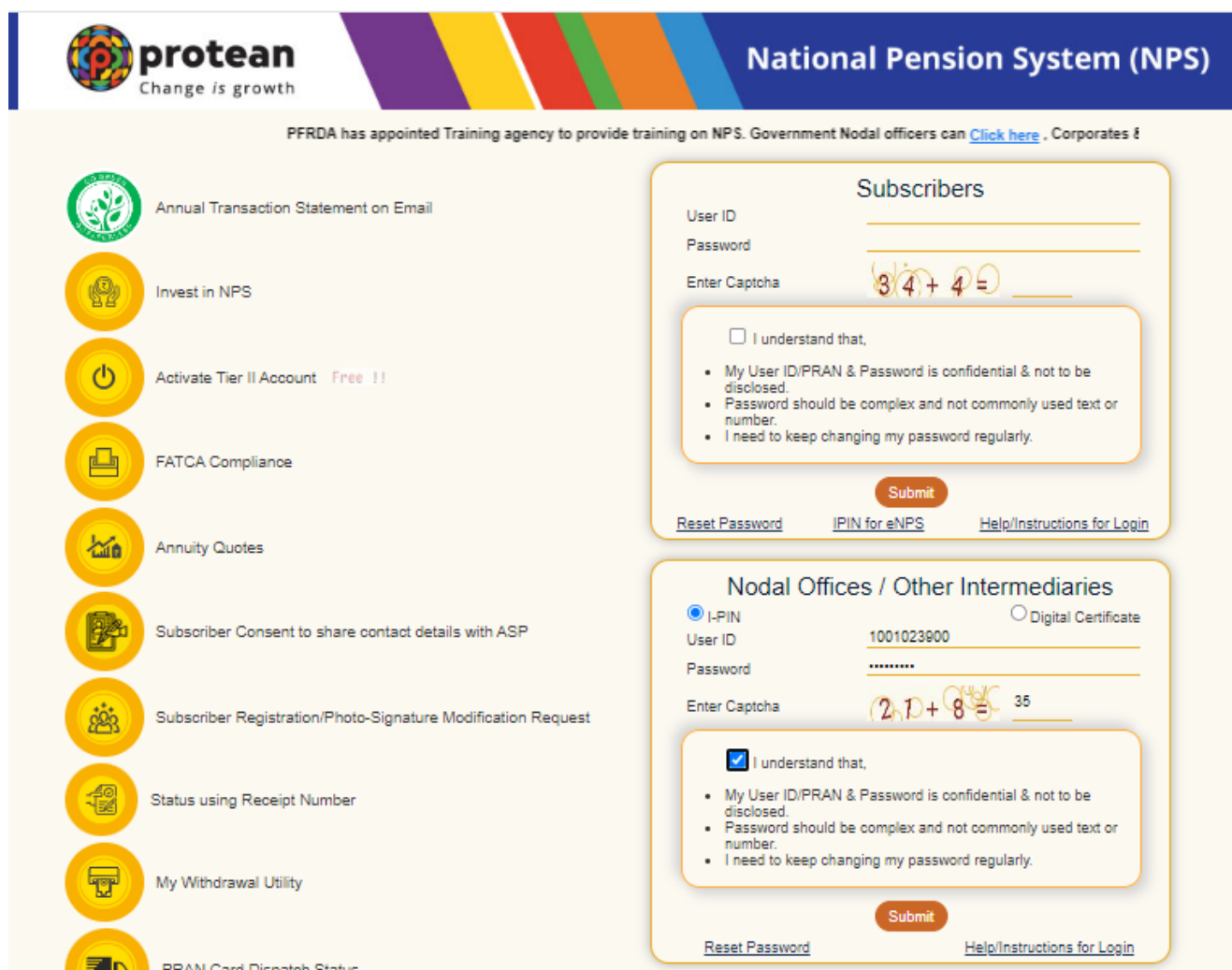
## 2. Modification in Date of Birth (DoB)

- Date of Birth (DoB) change request Initiated by **DDO** nodal office need to be **verified and authorized** by PAO/DTO nodal office.
- Date of Birth (DoB) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

### A) Date of Birth Change Request initiation by PAO/DTO

## Change in Subscriber's Personal Details by Nodal Office

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 32)



The screenshot displays the Protean National Pension System (NPS) portal. The header includes the Protean logo and the text "National Pension System (NPS)". Below the header, a notification states: "PFRDA has appointed Training agency to provide training on NPS. Government Nodal officers can [Click here](#), Corporates &".

On the left side, there is a vertical menu of services, each with an icon and a label:

- Annual Transaction Statement on Email
- Invest in NPS
- Activate Tier II Account **Free !!**
- FATCA Compliance
- Annuity Quotes
- Subscriber Consent to share contact details with ASP
- Subscriber Registration/Photo-Signature Modification Request
- Status using Receipt Number
- My Withdrawal Utility
- PRAN Card Dispatch Status

On the right side, there are two main login sections:

### Subscribers

User ID: \_\_\_\_\_  
 Password: \_\_\_\_\_  
 Enter Captcha:  $34 + 4 =$  \_\_\_\_\_

I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

**Submit**

[Reset Password](#)   [IPIN for eNPS](#)   [Help/Instructions for Login](#)

---

### Nodal Offices / Other Intermediaries

I-PIN    Digital Certificate

User ID: 1001023900  
 Password: \_\_\_\_\_  
 Enter Captcha:  $27 + 8 =$  35

I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

**Submit**

[Reset Password](#)   [Help/Instructions for Login](#)

Figure 32

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 33)

## Change in Subscriber's Personal Details by Nodal Office

protean  
Change is growth

Welcome Principal Accounts Office-111014702

Transaction PAO Fund Details Subscriber Registration Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard CGMS BackOffice Nodal Offices Upload Error Rectification Module Recruitment Monitoring

Knowledge Centre CKYCCompliance Aadhaar Linking

Scheme Preference Change

Authorize Transaction

Tier-2 Activation

Update Subscriber Details

Authorize Inter Subscriber Shifting

Authorize DDO Shift Request

DDO Shifting Request Status View

FATCA Self Certification

FATCA File Upload

FATCA File Status

Nodal Bank Details Update

Authorize Subscriber Shifting by Source

Verify Subscriber Shifting

MyWithdrawal Authorization

Subscriber Personal Details Update

Know more on fund transfer through NACH

Welcome to Central Recordkeeping Agency

Click here to view list of Exit Claim IDs availing any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

will be observed as NPS Service Fortnight in all Nodal Offices to promote awareness regarding NPS among all the subscribers. This campaign will be service oriented towards the subscribers and aimed at awareness building and improved information dissemination. For more information please, click here.

Transaction Type	Count
Erroneous Transfer to subscriber Authorize	1
Grievance pending for resolution	18
Redemption of NON-NPS contribution Authorize	1

Retired life ka sahara, NPS hamara

Figure 33

- Click on option **“Initiate”** and Enter PRAN. Click on **“Submit”** (Please refer Figure 34)

protean  
Change is growth

National Pension System (NPS)

User Id: 1001023900 [Back to Main Menu](#)

### Personal Details Update

Initiate
  Verify
  Authorize
  View Request Status

Update Personal Details

Permanent Retirement Account Number (PRAN)\*

**Submit** **Cancel**

Figure 34

- Select the Change Type, **“Date of Birth”**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **“Submit”** (Please refer Figure 35 and 36).







## Change in Subscriber's Personal Details by Nodal Office

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**View Request Status**

<b>Acknowledgement Number</b>	<input type="text"/>
<b>PRAN</b>	<input type="text" value="110070199900"/>
<b>Status</b>	<input type="text" value="--SELECT--"/>
<b>From Date*</b>	<input type="text" value="DD/MM/YYYY"/>
<b>To Date*</b>	<input type="text" value="DD/MM/YYYY"/>

Submit
Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">82708202418051441</a>	27-08-2024	110070199900	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Nodal Authorizer

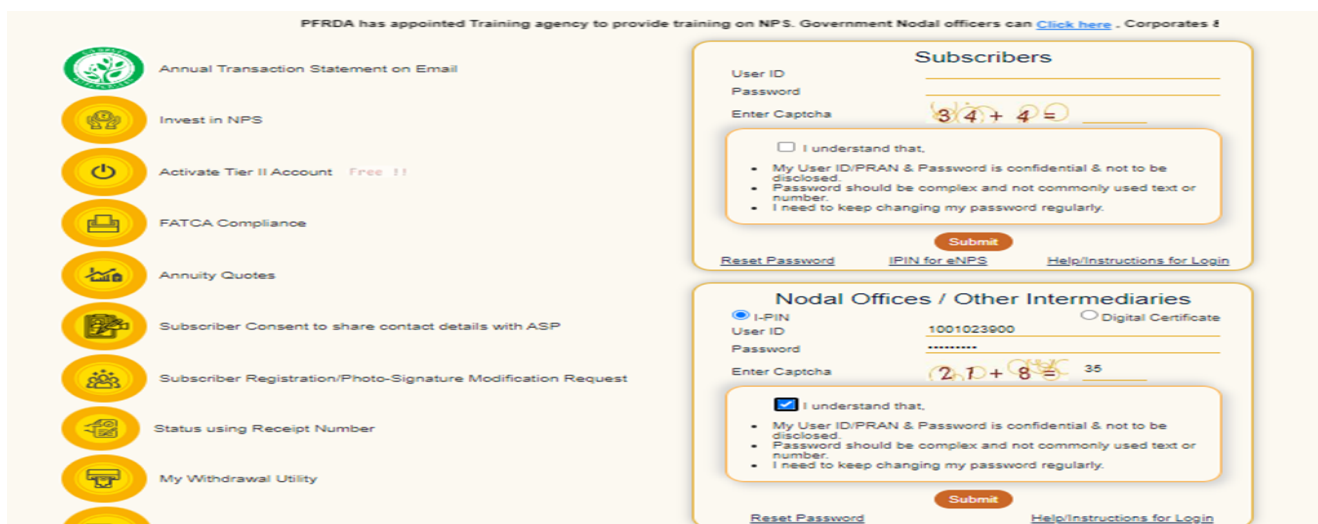
Figure 39

## Change in Subscriber's Personal Details by Nodal Office

### B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Birth (DoB) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

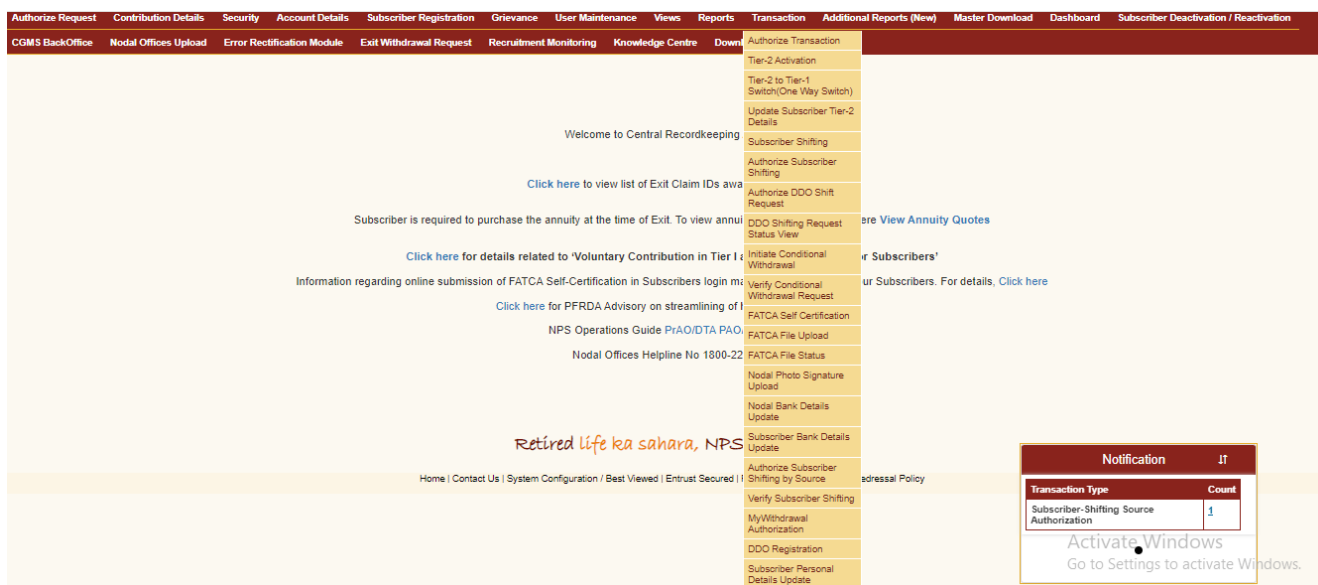
- PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter “User ID” and password click on “Submit” (Please refer Figure 40)



The screenshot shows the CRA portal login interface. On the left is a sidebar with various service icons. The main content area has two login forms. The top form is for 'Subscribers' and the bottom form is for 'Nodal Offices / Other Intermediaries'. Both forms require a User ID, Password, and a Captcha. The 'Subscribers' form has a Captcha of '34 + 4 = 5'. The 'Nodal Offices' form has a Captcha of '2 + 8 = 35'. Both forms include a 'Submit' button and links for 'Reset Password' and 'Help/Instructions for Login'. There is also a checkbox for 'I understand that...' with a list of terms and conditions.

Figure 40

- Click on option “Transaction” and sub menu “Subscriber Personal Details Update” (Please refer Figure 41)



The screenshot shows the CRA portal navigation menu. The 'Transaction' menu item is selected, and a dropdown menu is displayed. The dropdown menu contains the following items: Authorize Transaction, Tier-2 Activation, Tier-2 to Tier-1 Switch(One Way Switch), Update Subscriber Tier-2 Details, Subscriber Shifting, Authorize Subscriber Shifting, Authorize DDO Shift Request, DDO Shifting Request Status View, Initiate Conditional Withdrawal, Verify Conditional Withdrawal Request, FATCA Self Certification, FATCA File Upload, FATCA File Status, Nodal Photo Signature Upload, Nodal Bank Details Update, Subscriber Bank Details Update, Authorize Subscriber Shifting by Source, Verify Subscriber Shifting, MyWithdrawal Authorization, DDO Registration, and Subscriber Personal Details Update. The 'Subscriber Personal Details Update' item is highlighted. A notification box is visible in the bottom right corner, showing a table with the following data:

Transaction Type	Count
Subscriber-Shifting Source Authorization	1

Figure 21

## Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Authorize"**, enter PRAN details and click on **"Submit"** (Please refer Figure 42)  
(In case request is initiate by DDO office PAO/DTO office needs to verify the same before authorization)

User Id: 111014700 Back to Main Menu

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

**Authorize Personal Details**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110070199900"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Figure 42

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. (Please refer figure 43)

User Id: 111014700 Back to Main Menu

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

**Authorize Personal Details**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110070199900"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
<a href="#">82708202418051441</a>	27-08-2024	110070199900	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	<a href="#">Approve/Reject</a>

Figure 43

## Change in Subscriber's Personal Details by Nodal Office

- The following details will appear on the screen (Refer figure 44)

**Requested For**

PRAN	110070199900
Subscriber Name	GXCZEET THNGH

**Details**

Acknowledgement Number	82708202418051441
Status	Initiated By Nodal Entity
Date of Initiation	27-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Click Here to Check Details

**Flow View**

✔  
Nodal Initiator

●  
Nodal Authorizer

●  
Completed

User Name	User ID	Date	Action Taken	Remarks
Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	1001025401	27-08-2024	-	REQUEST RAISED

Close

Figure 44

- Nodal office can download and see document uploaded by maker to check the details entered. Click on **"Confirm"**. (Please refer Figure 45 and 46)

User Id: 111014700
Back to Main Menu

**Personal Details Update**

Initiate
 Verify
 Authorize
 View Request Status

**Personal Details to be Updated**

PRAN : 110070199900

Date Of Birth : 01/08/1990

Date Of Retirement : 31/05/2031

Subscriber Name : GXCZEET THNGH

Date Of Joining : 13/01/2007

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.

Confirm
Cancel

Figure 45

### Change in Subscriber's Personal Details by Nodal Office

User Id: 111014700

[Back to Main Menu](#)

#### Personal Details Update

Initiate    
  Verify    
  Authorize    
  View Request Status

##### Personal Details to be Updated


PRAN : 110070199900

Subscriber Name : GXCZEET THNGH

Date Of Birth : 01/08/1990

Date Of Joining : 13/01/2007

Date Of Retirement : 31/05/2031

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.

Accept    
  Reject

Remarks	
---------	--

Approve

Back

Figure 46

➤ The following screen will appear on successful authorization. (Please refer Figure 47)

Request has been successfully Authorized.

**Requested For**

PRAN	110070199900
Subscriber Name	GXCZEET THNGH

**Details**

Acknowledgement Number	82708202418051441
Status	Authorised
Date of Authorization	27-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	FA and CAO, Northen Railway, New Delhi

Ok

Confirm    Cancel

Figure 47

## Change in Subscriber's Personal Details by Nodal Office

➤ Status of request can be seen in CRA log in. *(Please refer Figure 48).*

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**View Request Status**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110070199900"/>
Status	<input type="text" value="--SELECT--"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Submit
Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">82708202418051441</a>	27-08-2024	110070199900	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Completed	NA

Figure 48

## Change in Subscriber's Personal Details by Nodal Office

### 3. Date of Joining Change Request initiation by PAO/DTO/DDO

Date of Joining (DoJ) change request Initiated by **DDO** nodal office need to be **authorized** by PAO/DTO nodal office.

Date of Joining (DoJ) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

#### A. Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 49)

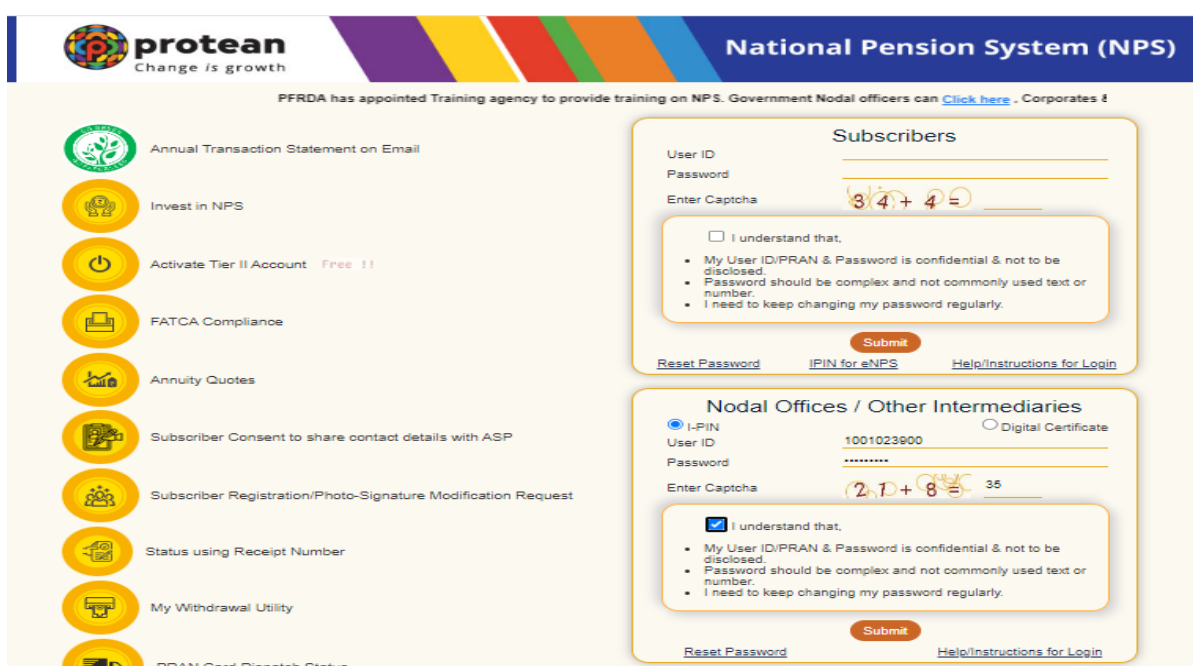
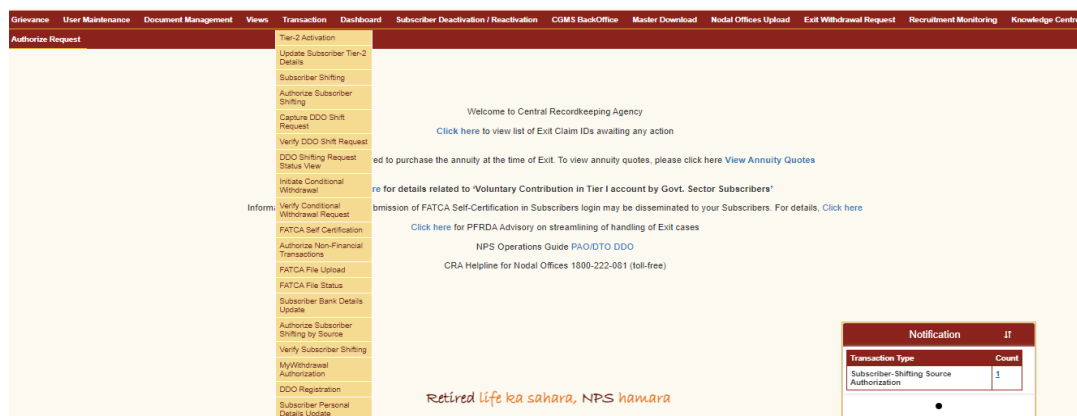


Figure 49

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 50)

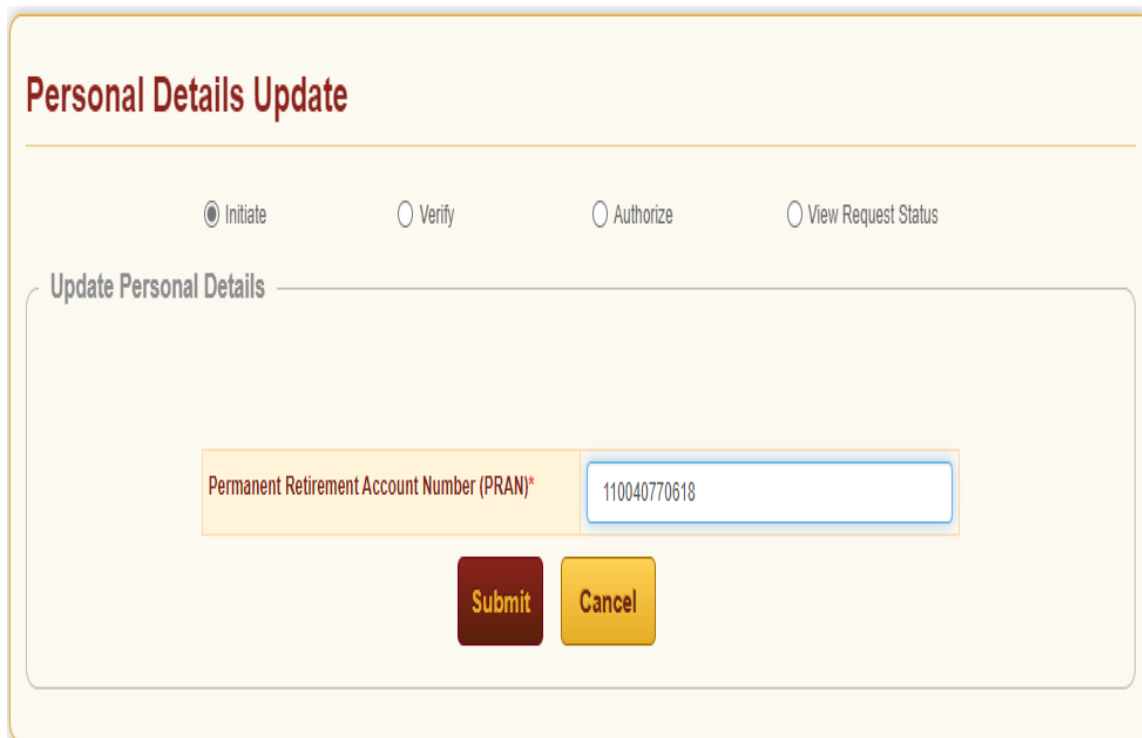


Transaction Type	Count
Subscriber-Shifting Source Authorization	1

## Change in Subscriber's Personal Details by Nodal Office

Figure 50

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 51)



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

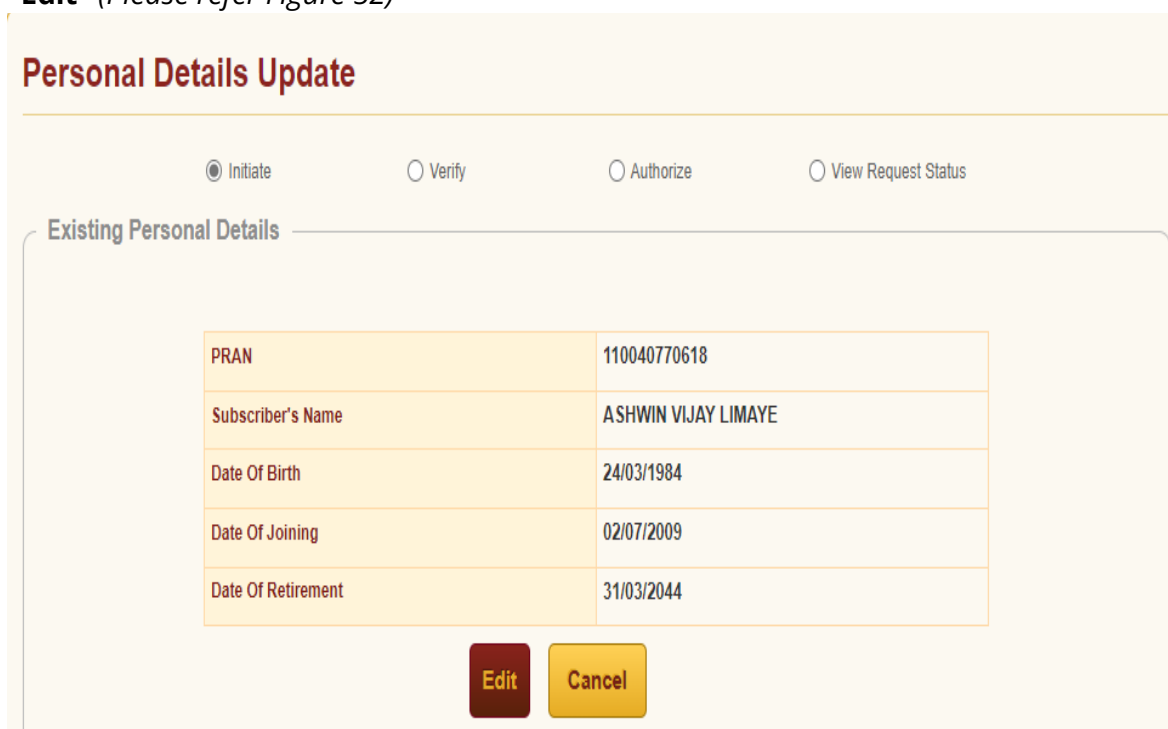
Update Personal Details

Permanent Retirement Account Number (PRAN)\*

**Submit** **Cancel**

Figure 51

- CRA system will display current details present in given PRAN and to edit the same click on **"Edit"** (Please refer Figure 52)



**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

Existing Personal Details

PRAN	110040770618
Subscriber's Name	ASHWIN VIJAY LIMAYE
Date Of Birth	24/03/1984
Date Of Joining	02/07/2009
Date Of Retirement	31/03/2044

**Edit** **Cancel**







### Change in Subscriber's Personal Details by Nodal Office

- Details will be saved successfully and acknowledgement number will be visible on screen. (Please refer Figure 56).

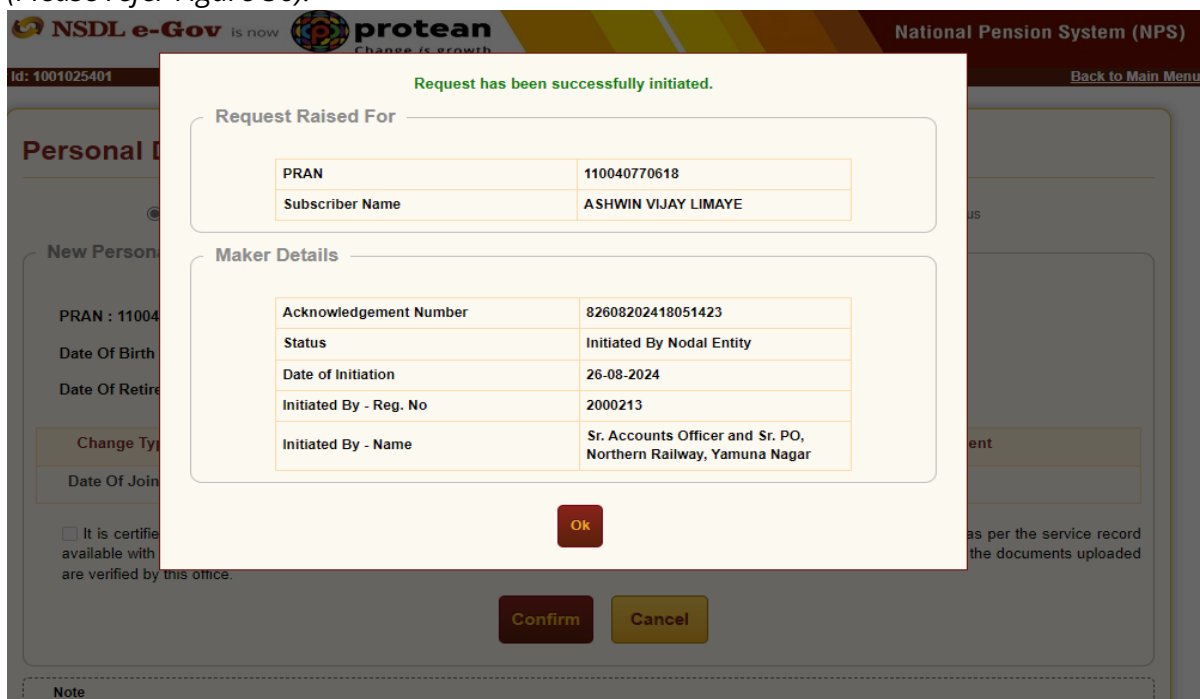
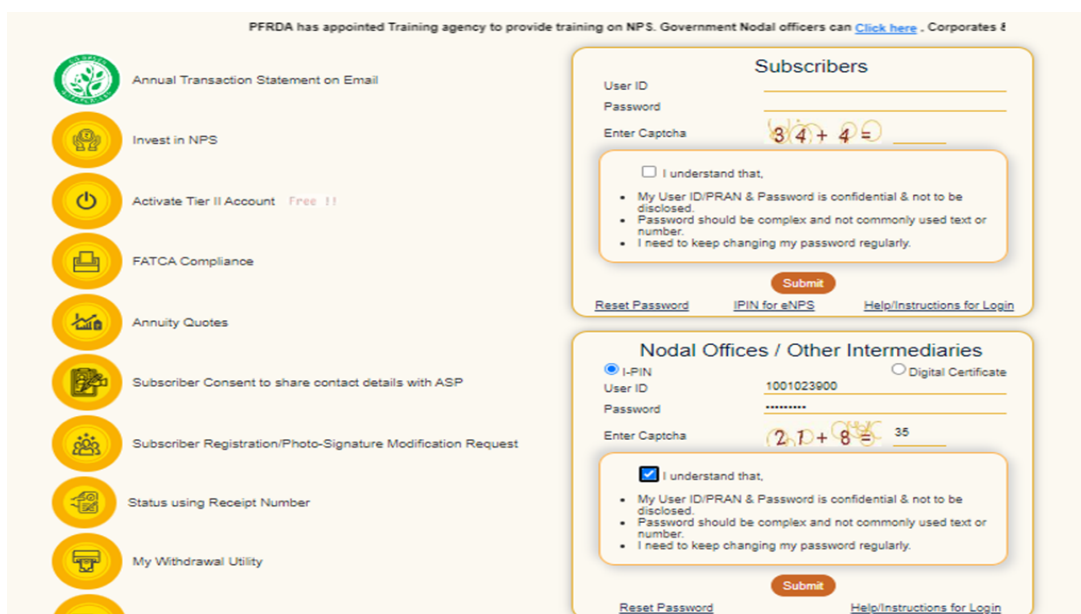


Figure 56

## B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Joining (Doj) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2. PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter "User ID" and password click on "Submit" (Please refer Figure 57)



## Change in Subscriber's Personal Details by Nodal Office

Figure 57

Click on option **“Transaction”** and sub menu **“Subscriber Personal Details Update”** (Please refer Figure 58)

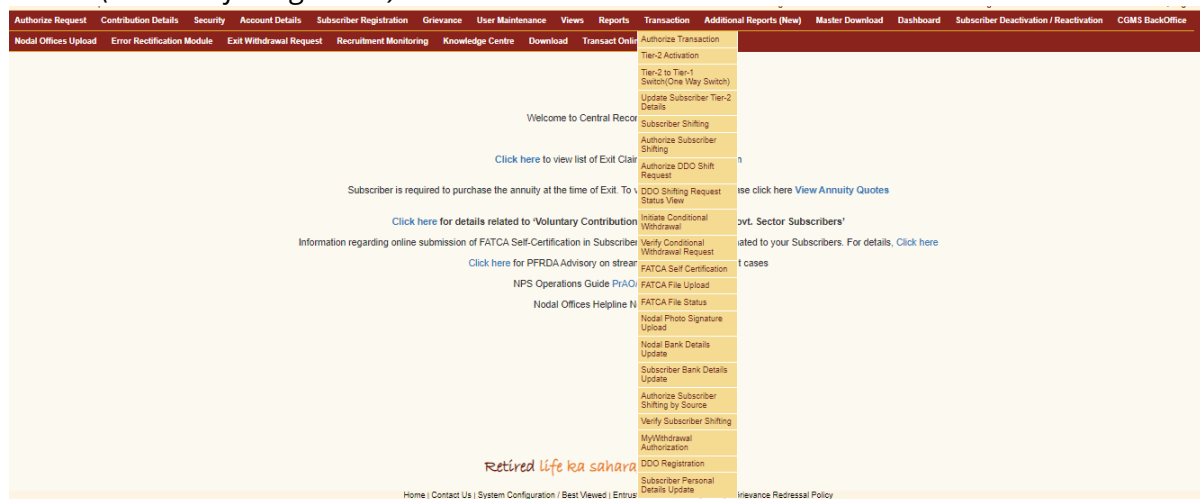


Figure 58

- Click on option **“Authorize”**, enter PRAN details and click on **“Submit”** (Please refer Figure 59)

### Personal Details Update

Initiate     
  Verify     
  Authorize     
  View Request Status

**Authorize Personal Details**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110040770618"/>
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

Figure 59

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. Nodal office can download and see document uploaded by maker to check the details entered. Click on **“Accept”**. Also tick declaration (Please refer figure 60 and 61)



## Change in Subscriber's Personal Details by Nodal Office

- Nodal office needs to verify confirmation screen and Click on "Confirm" (Please refer figure 62)

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

**Personal Details to be Updated**


PRAN : 110040770618

Date Of Birth : 24/03/1984

Date Of Retirement : 31/03/2044

Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Joining : 02/07/2009

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.

Confirm
Cancel

Figure 62

- The following screen will appear on successful authorization. (Please refer Figure 63)

NSDL e-Gov
protean
National Pension System (NPS)

Request has been successfully Authorized.

Requested For

PRAN	110040770618
Subscriber Name	ASHWIN VIJAY LIMAYE

Details

Acknowledgement Number	82608202418051423
Status	Authorised
Date of Authorization	26-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	FA and CAO, Northern Railway, New Delhi

Ok

Confirm
Cancel

Figure 63

### Change in Subscriber's Personal Details by Nodal Office

- Status of request can be seen in CRA log in. (Please refer Figure 64).

**View Request Status**

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110040770618"/>
Status	--SELECT--
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
<a href="#">82308202418051326</a>	23-08-2024	110040770618	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Authorized by Nodal Office	NA
<a href="#">82608202418051423</a>	26-08-2024	110040770618	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Completed	NA

**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

Figure 64

#### 4. Modification in Date of Retirement:

Date of Retirement (DoR) change request Initiated by **DDO** nodal office need to be **authorized** by PAO/DTO nodal office.

Date of Retirement (DoR) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

##### A. Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 65)

## Change in Subscriber's Personal Details by Nodal Office

The screenshot shows the Protean National Pension System (NPS) portal. On the left is a navigation menu with icons for various services. The main content area is divided into two sections:

- Subscribers:** A login form with fields for User ID, Password, and Enter Captcha (34 + 4 =). It includes a 'Submit' button, a 'Reset Password' link, and a 'Help/Instructions for Login' link. A checkbox for 'I understand that' is followed by a list of terms: 'My User ID/PRAN & Password is confidential & not to be disclosed', 'Password should be complex and not commonly used text or number', and 'I need to keep changing my password regularly'.
- Nodal Offices / Other Intermediaries:** A login form with radio buttons for 'I-PIN' (selected) and 'Digital Certificate'. It has fields for User ID (1001023900) and Password (\*\*\*\*\*), and an Enter Captcha (2 + 1 + 8 = 35). It also features a 'Submit' button, a 'Reset Password' link, and a 'Help/Instructions for Login' link. A checkbox for 'I understand that' is followed by the same list of terms as the Subscribers section.

Figure 65

- Click on option **“Transaction”** and sub menu **“Subscriber Personal Details Update”** (Please refer Figure 66)

The screenshot shows the Protean portal's 'Transaction' menu. The menu items are:

- Tier-2 Activation
- Update Subscriber Tier-2 Details
- Subscriber Shifting
- Authorize Subscriber Shifting
- Capture DDO Shift Request
- Verify DDO Shift Request
- DDO Shifting Request Status View
- Initiate Conditional Withdrawal
- Verify Conditional Withdrawal Request
- FATCA Self Certification
- Authorize Non-Financial Transactions
- FATCA File Upload
- FATCA File Status
- Subscriber Bank Details Update
- Authorize Subscriber Shifting by Source
- Verify Subscriber Shifting
- MyWithdrawal Authorization
- DDO Registration
- Subscriber Personal Details Update

The main content area displays a welcome message from the Central Recordkeeping Agency (CRA) and provides links for various services. A notification box in the bottom right corner shows:

Transaction Type	Count
Subscriber Shifting Source Authorization	1

Figure 66



Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 67)

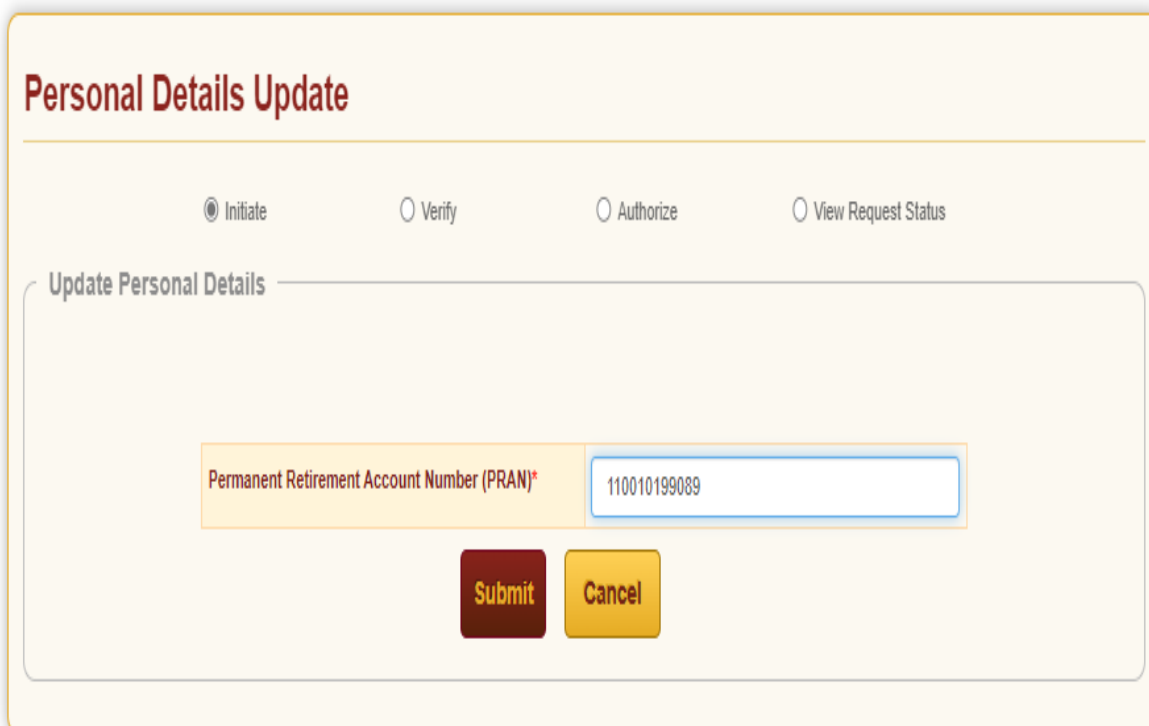
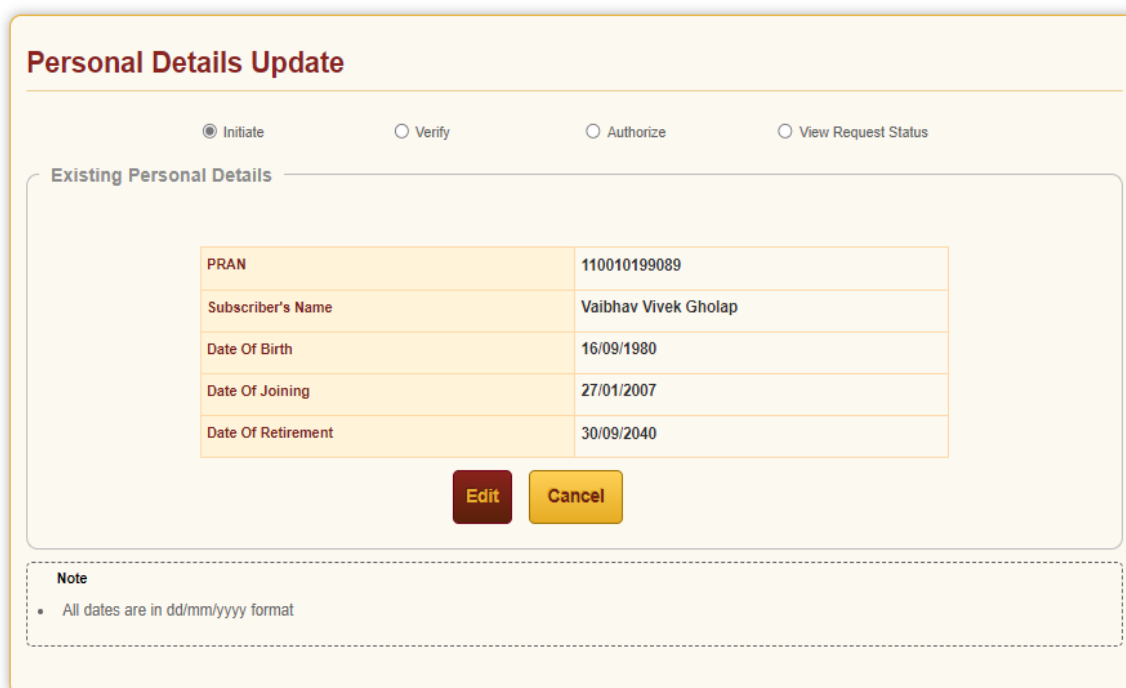


Figure 67

- CRA system will display current details present in given PRAN and to edit the same click on **"Edit"** (Please refer Figure 68)



PRAN	110010199089
Subscriber's Name	Vaibhav Vivek Gholap
Date Of Birth	16/09/1980
Date Of Joining	27/01/2007
Date Of Retirement	30/09/2040

Figure 68

## Change in Subscriber's Personal Details by Nodal Office

- Select the Change Type as **"Date of Retirement"**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **"Submit"** (Please refer Figure 69 and 70).

### Personal Details Update

Initiate   
  Verify   
  Authorize   
  View Request Status

---

**New Personal Details**

**PRAN:** 110010199089                     
 **Subscriber Name:** Vaibhav Vivek Gholap

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	Vaibhav Vivek Gholap	<input type="text" value="VAIBHAV"/> <input type="text" value="VIVEK"/> <input type="text" value="GHOLAP"/>	--SELECT--		

Change Type	Existing Value	New Value	Document Type	Upload Document
<input type="radio"/> Date Of Birth	16/09/1980	<input type="text" value="16/09/1980"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining	27/01/2007	<input type="text" value="27/01/2007"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen
<input checked="" type="radio"/> Date Of Retirement	30/09/2040	<input type="text" value="30/09/2044"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen

**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 provided in this modification request are 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.

Figure 69

**New Personal Details**

**PRAN:** 110010199089                     
 **Subscriber Name:** Vaibhav Vivek Gholap

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	Vaibhav Vivek Gholap	<input type="text" value="VAIBHAV"/> <input type="text" value="VIVEK"/> <input type="text" value="GHOLAP"/>	--SELECT--		

Change Type	Existing Value	New Value	Document Type	Upload Document
<input type="radio"/> Date Of Birth	16/09/1980	<input type="text" value="16/09/1980"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining	27/01/2007	<input type="text" value="27/01/2007"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen
<input checked="" type="radio"/> Date Of Retirement	30/09/2040	<input type="text" value="30/09/2044"/>	EMPLOYEE ID CARD	<input type="button" value="Choose File"/> pus...1).pdf

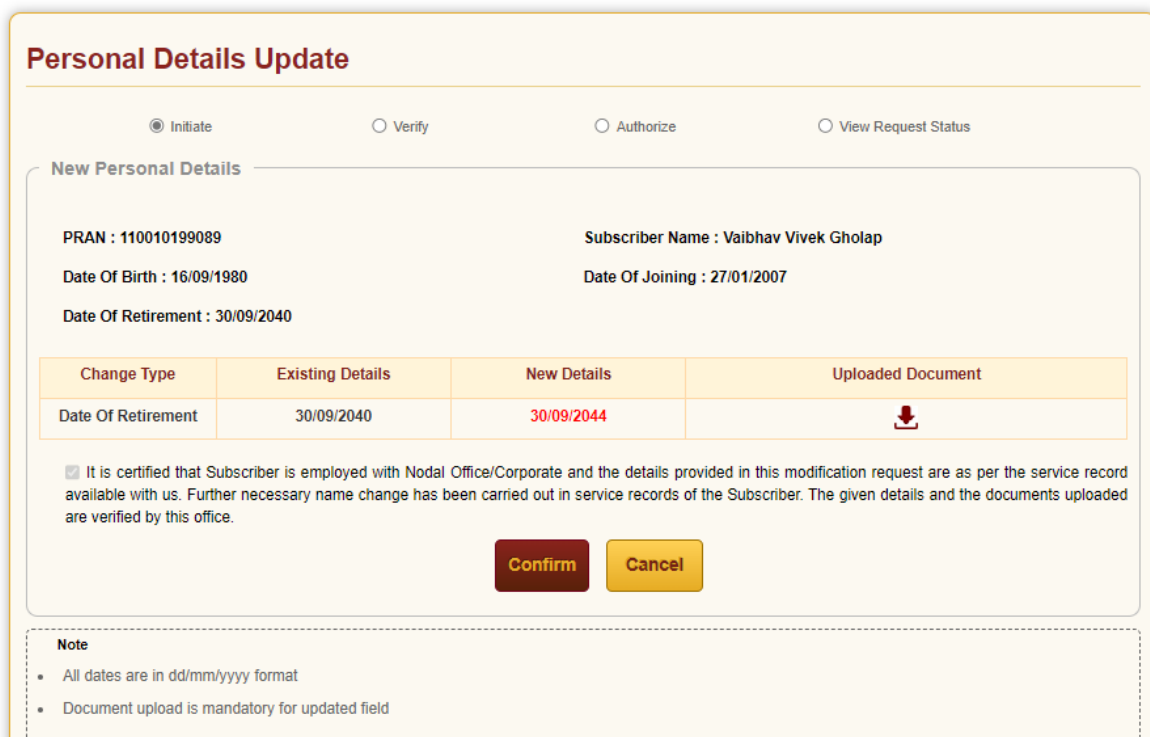
**Note :** Document should be in \*.jpeg, \*.jpg, \*.png, or \*.pdf format and size of document should be between 2KB to 5MB.

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.

Figure 70

### Change in Subscriber's Personal Details by Nodal Office

- Updated DoR will be visible on screen click on "Confirm" to proceed. (Please refer Figure 71).




**Personal Details Update**

Initiate   
  Verify   
  Authorize   
  View Request Status

**New Personal Details**

PRAN : 110010199089                      Subscriber Name : Vaibhav Vivek Gholap  
 Date Of Birth : 16/09/1980                      Date Of Joining : 27/01/2007  
 Date Of Retirement : 30/09/2040

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/09/2040	30/09/2044	

It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are 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.

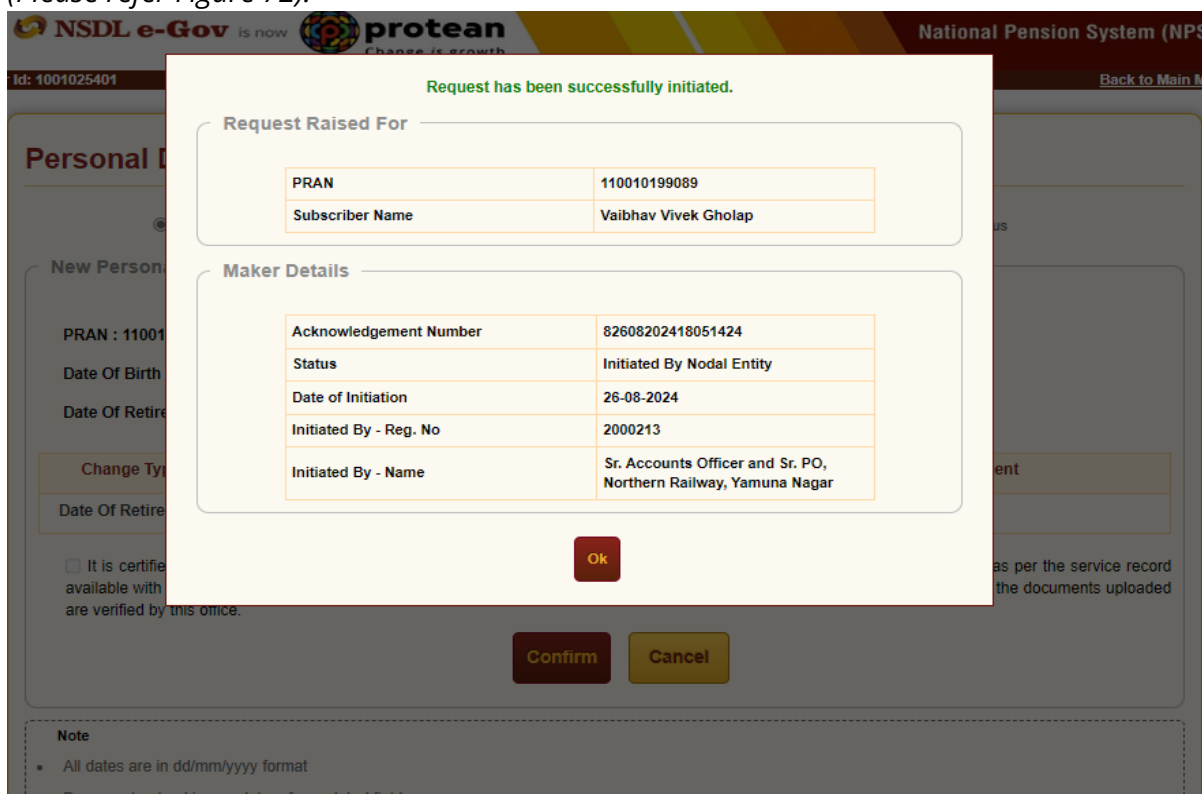
  

**Note**

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

Figure 71

- Details will be saved successfully and acknowledgement number will be visible on screen. (Please refer Figure 72).



Request has been successfully initiated.

**Request Raised For**

PRAN	110010199089
Subscriber Name	Vaibhav Vivek Gholap

**Maker Details**

Acknowledgement Number	82608202418051424
Status	Initiated By Nodal Entity
Date of Initiation	26-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

**Note**

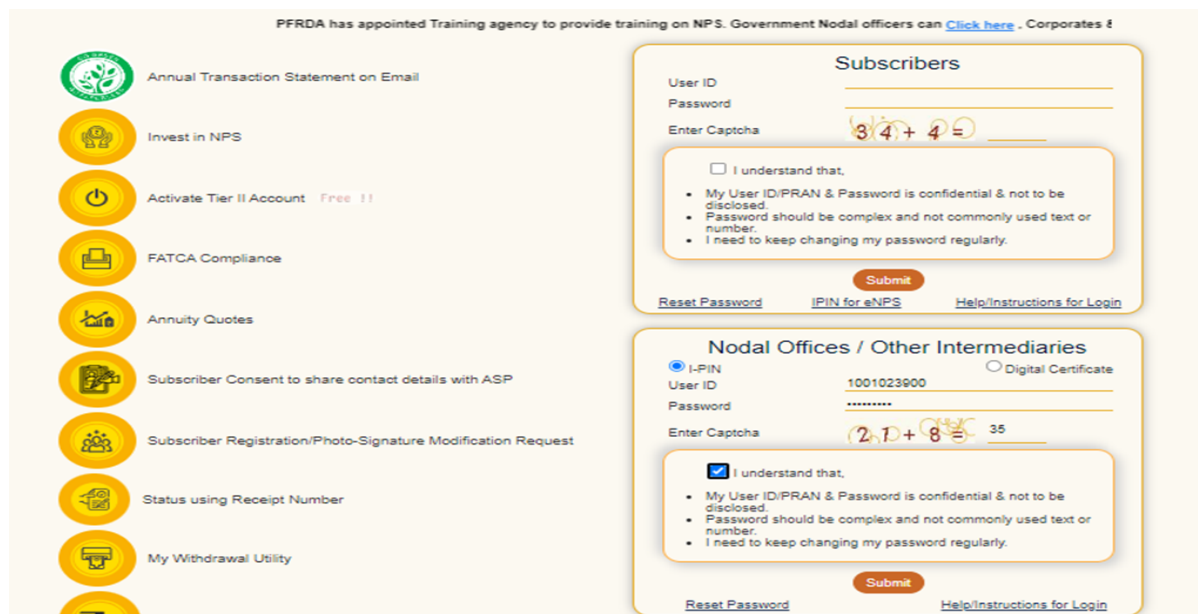
- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

Figure 72

## Change in Subscriber's Personal Details by Nodal Office

### B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Retirement (DoR) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO/PrAO/DTA nodal office User 2. PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 73)

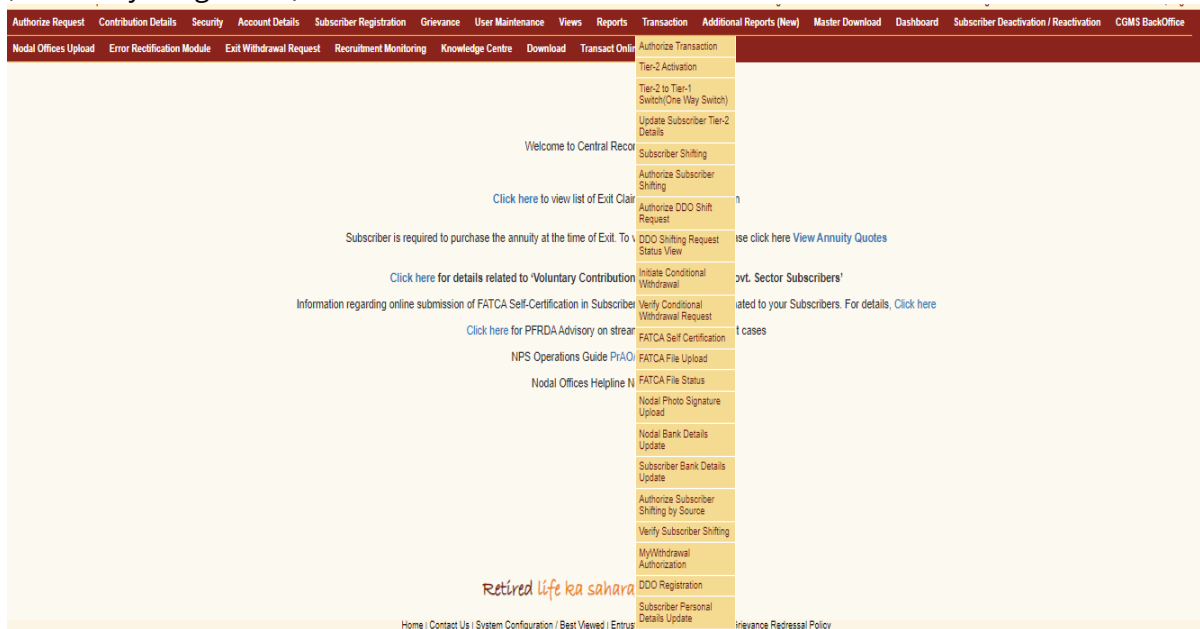


The screenshot shows the CRA portal interface. On the left is a sidebar with various service icons. The main content area has two login forms:

- Subscribers:** Fields for User ID, Password, and Enter Captcha (3/4 + 4 =). Includes a "Submit" button and links for "Reset Password", "IPIN for eNPS", and "Help/Instructions for Login".
- Nodal Offices / Other Intermediaries:** Fields for I-PIN, User ID (1001023900), Password, and Enter Captcha (2 + 8 = 35). Includes a "Submit" button and links for "Reset Password" and "Help/Instructions for Login".

Figure 73

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 74)



The screenshot shows the CRA portal navigation menu. The 'Transaction' menu item is expanded, and 'Subscriber Personal Details Update' is highlighted. Other visible menu items include 'Authorize Request', 'Contribution Details', 'Security', 'Account Details', 'Subscriber Registration', 'Grievance', 'User Maintenance', 'Views', 'Reports', 'Additional Reports (New)', 'Master Download', 'Dashboard', 'Subscriber Deactivation / Reactivation', 'CGMS BackOffice', 'Nodal Offices Upload', 'Error Rectification Module', 'Exit Withdrawal Request', 'Recruitment Monitoring', 'Knowledge Centre', 'Download', 'Transact Online', 'Authorize Transaction', 'Tier-2 Activation', 'Tier-2 to Tier-1 Switch (One Way Switch)', 'Update Subscriber Tier-2 Details', 'Welcome to Central Record', 'Subscriber Shifting', 'Authorize Subscriber Shifting', 'Click here to view list of Exit Claims', 'Authorize DDO Shift Request', 'Subscriber is required to purchase the annuity at the time of Exit. To view details click here View Annuity Quotes', 'DDO Shifting Request Status View', 'Click here for details related to 'Voluntary Contribution Withdrawal'', 'Initiate Conditional Withdrawal', 'Information regarding online submission of FATCA Self-Certification in Subscriber', 'Verify Conditional Withdrawal Request', 'Click here for PFRDA Advisory on streamlining cases', 'NPS Operations Guide (PrAO)', 'FATCA Self-Certification', 'FATCA File Upload', 'Nodal Offices Helpline Number', 'FATCA File Status', 'Nodal Photo Signature Upload', 'Nodal Bank Details Update', 'Subscriber Bank Details Update', 'Authorize Subscriber Shifting by Source', 'Verify Subscriber Shifting', 'My Withdrawal Authorization', 'DDO Registration', 'Subscriber Personal Details Update', 'Home | Contact Us | System Configuration | Best Viewed | Entrance | Grievance Redressal Policy'.

Figure 74

## Change in Subscriber's Personal Details by Nodal Office

Click on option **“Authorize”**, enter PRAN details and click on **“Submit”** (Please refer Figure 75)

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

#### Authorize Personal Details

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110010199089"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Submit
Reset

**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

Figure 75

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. Nodal office can download and see document uploaded by maker to check the details entered. Click on **“Accept”**. Also tick declaration (Please refer figure 76 and 77)

### Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

#### Authorize Personal Details

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="110010199089"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Submit
Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
<a href="#" style="color: blue; text-decoration: underline;">82608202418051424</a>	26-08-2024	110010199089	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	<a href="#" style="color: blue; text-decoration: underline;">Approve/Reject</a>

**Note**

- From Date and To Date will be the request capture date of Personal Details Change.

Figure 76



## Change in Subscriber's Personal Details by Nodal Office

- The following screen will appear on successful authorization. *(Please refer Figure 79)*

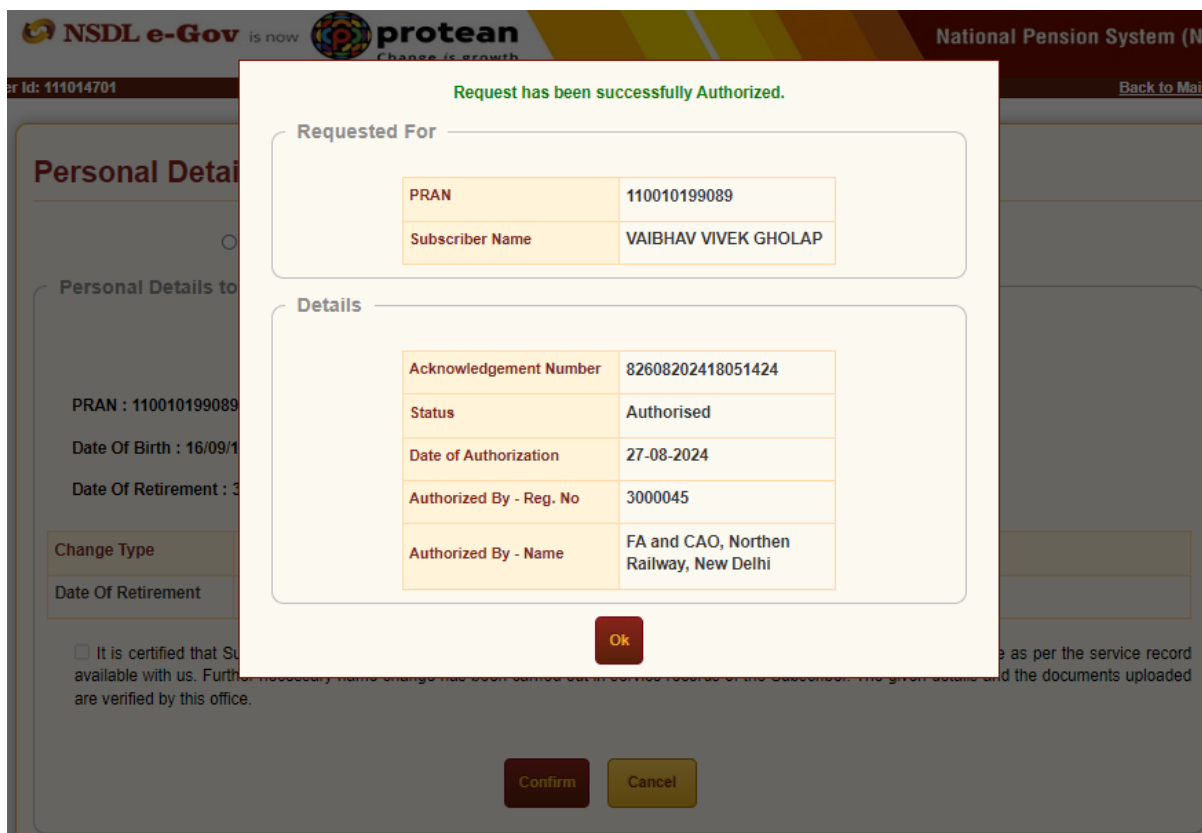


Figure 79