

Protean eGov Technologies Limited



protean

Change is growth

STANDARD OPERATING PROCEDURE (SoP)

Reset of password (IPIN) for PAO/DTO

Version 1.0

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REVISION HISTORY

Sr. No.	Date of Revision	Version No.	Section Number	Description of Change
1	22-12-2024	1.0	-	Initial Version

Abbreviation	Expansion
ASP	Annuity Service Provider
CDDO	Cheque Drawing DDOs
CRA	Central Recordkeeping Agency
CRA-FC	Facilitation Centre
CGA	Controller General of Accounts
CSRF	Common Subscriber Registration Form
DDO	Drawing and Disbursing Office
DDO Reg. No.	Unique DDO Registration Number allotted by CRA
DTA	Directorate of Treasuries and Accounts
DTO	District Treasury Office
I-PIN	Internet Personal Identification Number
NPS	National Pension System
NPSCAN	National Pension System Contribution Accounting Network
Protean	Protean eGov Technologies Limited
PAN	Permanent Account Number
PAO	Pay and Accounts Office
PAO/DTO Reg. No.	Unique PAO/DTO Registration Number allotted by CRA
PFM	Pension Fund Manager
PFRDA	Pension Fund Regulatory & Development Authority
PRAN	Permanent Retirement Account Number
Pr.AO	Principal Accounts Office
PPAN	Permanent Pension Account Number
PRN	Provisional Receipt Number
T-PIN	Tele-query Personal Identification Number

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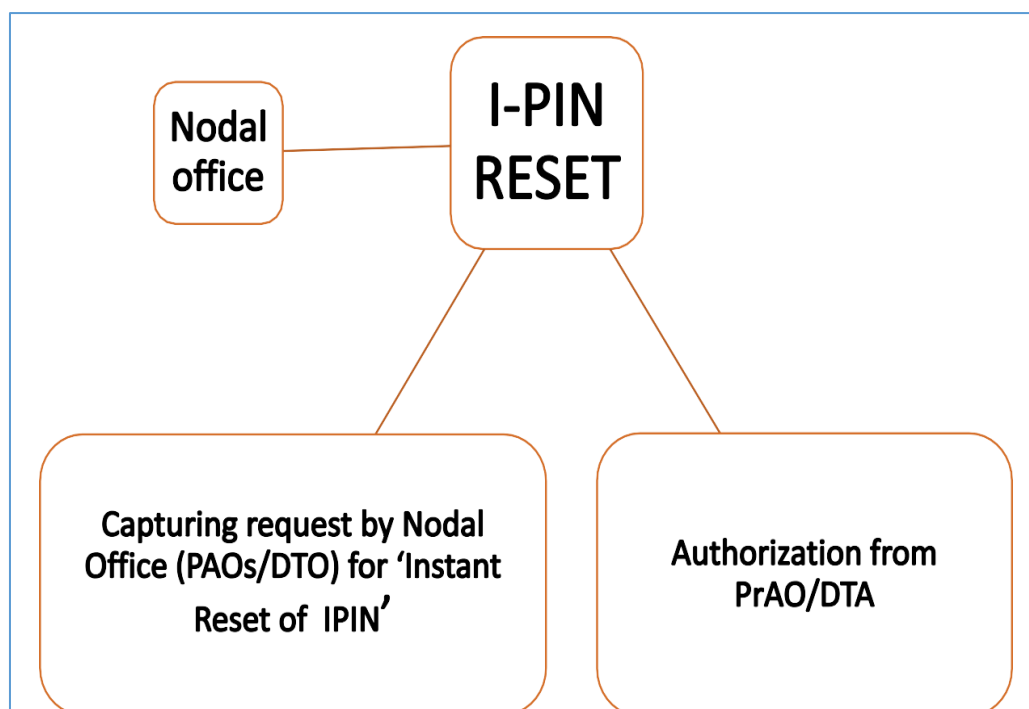
Sr No	Topic
1.	Background
2.	A) Nodal office initiating (capturing) the request for 'Instant Reset IPIN'
3.	B) PrAO/DTA authorizing the request of PAO/CDDO/DTO for Instant Reset IPIN

Functionality to Reset IPIN Online by Nodal Offices (PAOs/DTOs)

Background: As per the existing process, Nodal Office (PAOs/Pr.AOs/DTO/DTA) submits a written request to CRA for generation of new IPIN. Upon receipt of the written request, CRA processes the request in the system. Once processed, the new IPIN is printed and the pin mailer is dispatched to the concerned nodal office

CRA has developed a new functionality wherein Nodal Offices can reset IPIN instantly of its choice. This functionality allows Nodal Offices (PAO/DTO) to reset IPIN by entering the IPIN and getting it authorized by the concerned PrAO/DTA. This functionality will ensure an efficient and faster issuance of IPIN. The IPIN is reset instantly and hence it saves the time required to reissue of physical IPIN in current process. As the IPIN is reset at Nodal Office end, the requirement of dispatching the physical IPIN by CRA does not exist.

Steps to be followed for IPIN reset for DTO/PAO



Sections:

- A) Nodal office initiating (capturing) the request for 'Instant Reset IPIN'**
- B) PrAO/DTA authorizing the request of PAO/CDDO/DTO for Instant Reset IPIN**

Process:

A) Nodal Office initiating (capturing) the request for 'Instant Reset IPIN'.

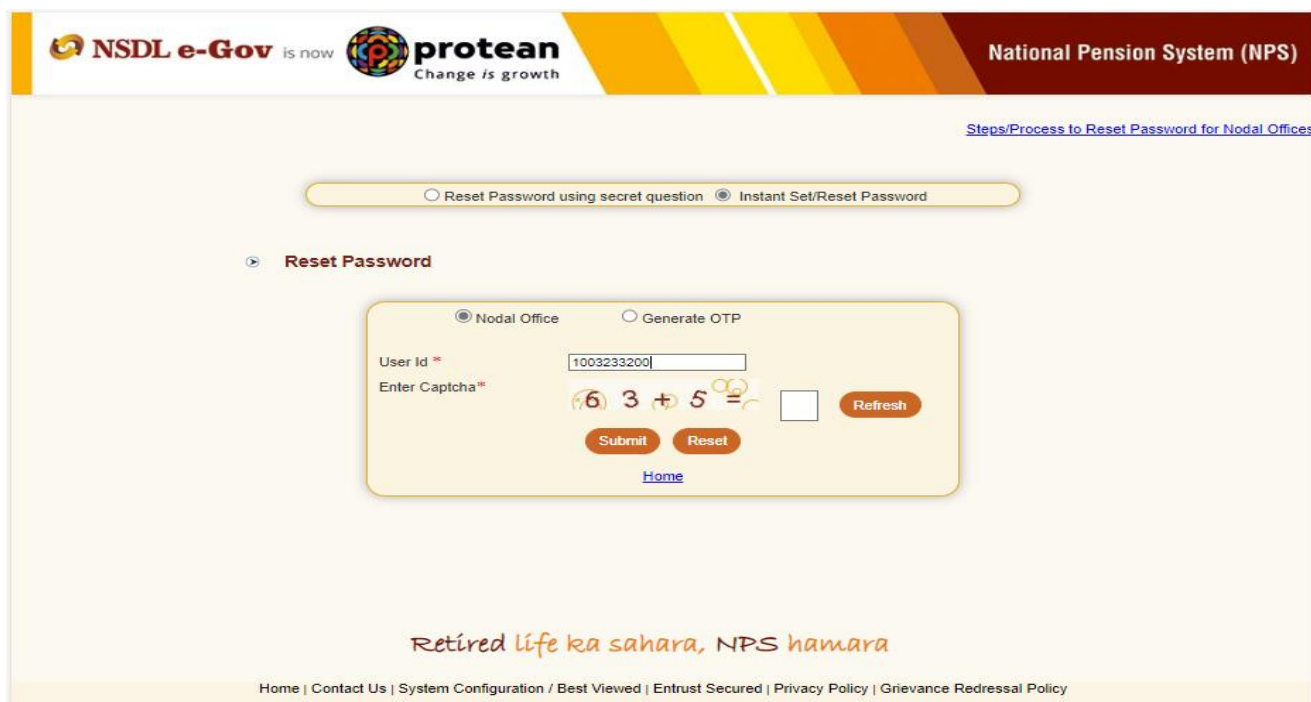
1. Nodal Office needs to click on the 'Reset Password' link on the home page (www.cra-nsdl.com) (refer Image 1) and select the 'Instant Reset IPIN' Option (refer Image 2). After selection, the Nodal Office will provide its User ID in the in the designated field with Captcha.

Image 1



The screenshot shows the NSDL e-Gov website interface. The header includes the NSDL e-Gov logo, the protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. Below the header, there is a navigation menu on the left with various service icons and labels. The main content area is divided into two sections: 'Subscribers' and 'Nodal Offices / Other Intermediaries'. The 'Subscribers' section contains fields for User ID, Password, and Enter Captcha, along with a 'Submit' button and a 'Reset Password' link. The 'Nodal Offices / Other Intermediaries' section contains fields for User ID, Password, and Enter Captcha, along with a 'Submit' button and a 'Reset Password' link. A large black arrow points to the 'Reset Password' link in the 'Nodal Offices / Other Intermediaries' section.

Image 2



- After providing the respective User ID, the user is required to provide certain mandatory details (star * marked fields) along with the new password (IPIN) as per own choice (refer Image 3).

Image 3



Nodal offices should ensure that the name and designation of the Authorised Contact person only is entered in the respective fields. Further, 'Office City' and 'Pin code' should be of the place where Nodal Office is situated and 'Registered Email Address' should be the e-mail ID currently registered in the CRA system. Nodal Offices should ensure that these details are matching with the details available in CRA system.

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- Once the details are submitted, a confirmation screen displays the details as entered. The user needs to confirm the same (refer Image 4).

Image 4



The screenshot shows the 'Reset Password Confirmation Screen' of the National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the Protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. The main content area displays a confirmation box with the following details:

User ID	10XXXXXX01
Entity Reg. No.	2000132
Name of the person	ANIKET
Designation	Deputy Controller of Defence Accounts
Registered Email Address	abc@gmail.com
Pin Code	411001

At the bottom of the confirmation box are two buttons: 'Confirm' and 'Cancel'. Below the confirmation box, the text 'Retired Life ka sahara, NPS hamara' is displayed. The footer contains links: Home | Contact Us | System Configuration | Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy.

- After confirmation, an acknowledgment number will be generated. A print option has been provided to print the Acknowledgement details as appearing in the screen (refer Image 5). User needs to submit this printed acknowledgement to its associated monitoring office for 'Authorization'.

Image 5



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

Reset Password Request

Please ensure to take print of Acknowledgement details before closing this window / session and submit it to your Nodal Office/any POP-SP for reset of Password.

Acknowledgement No	9200000371
User ID	1001014801
Entity Reg. No.	2000132
Name of the person	ANIKET
Designation	Deputy Controller of Defence Accounts
Email Address	abc@gmail.com
Pin Code	411001
Reset Password request has been successfully initiated	
Captured Timestamp	09/08/2024 14:21

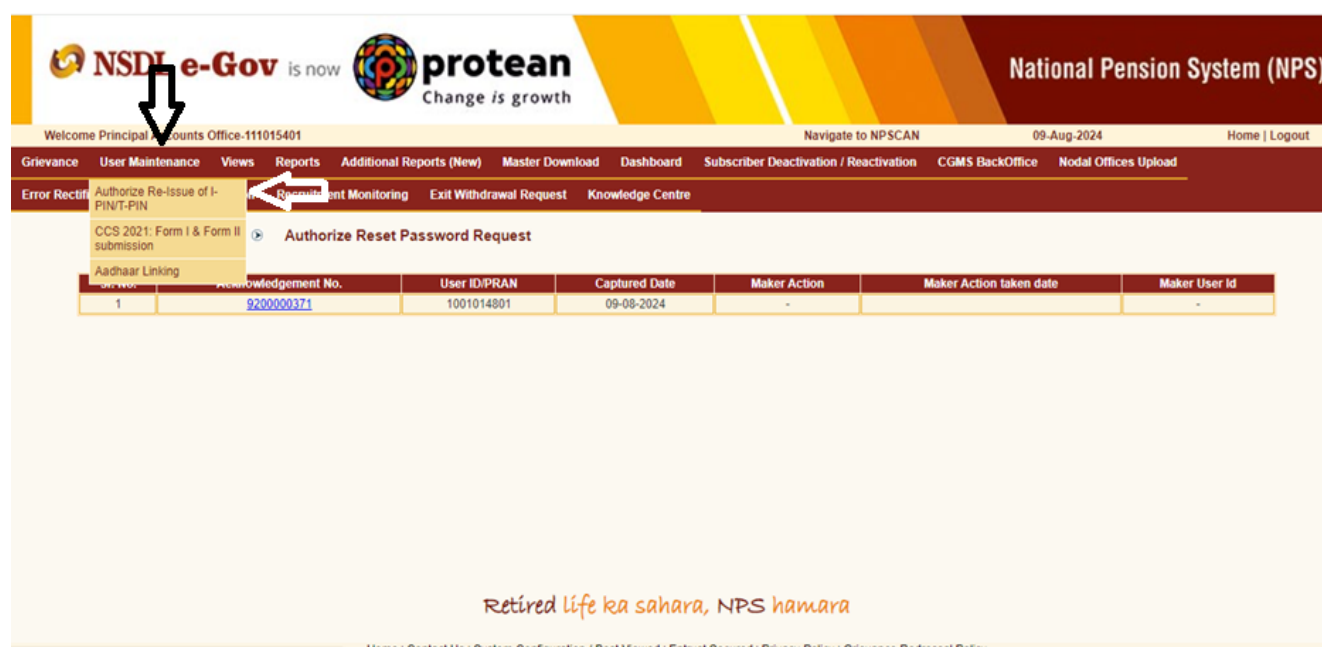
Retired life ka sahara, NPS hamara

B) PrAO/DTA authorizing the request of PAO/CDDO/DTO for Instant Reset IPIN:

1. After receiving the Acknowledgement for reset IPIN from its underlying PAO/CDDO/DTO, PrAO/DTA needs to authorise the said Ack id.

PrAO/DTA will login into CRA system (www.cra-nsdl.com) and navigate to 'User Maintenance' and select 'Authorize Re-Issue of IPIN/TPIN' to authorize the same (refer Image 6)

Image 6



2. A search page will open up where the authorizer will be able to search the request based on User ID, Acknowledgement Number or Date Range. User should select the Transaction Type as 'Reset IPIN' (refer Image 7) and provide the details as per any of the above-mentioned search criteria.

On clicking the search button, the system will display the request pending for authorization. PrAO user needs to select the hyperlinked Acknowledgement for authorization (refer Image 8).

Image 7



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

National Pension System (NPS)

Welcome Principal Accounts Office-111015401

Navigate to NPSCAN 09-Aug-2024 Home | Logout

Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice Nodal Offices Upload

Error Rectification Module Transaction Recruitment Monitoring Exit Withdrawal Request Knowledge Centre

Authorize Reset Password/T-PIN

* Mandatory Fields

Transaction Type ^{*}

User ID/PRAN

Acknowledgement No.

From Date

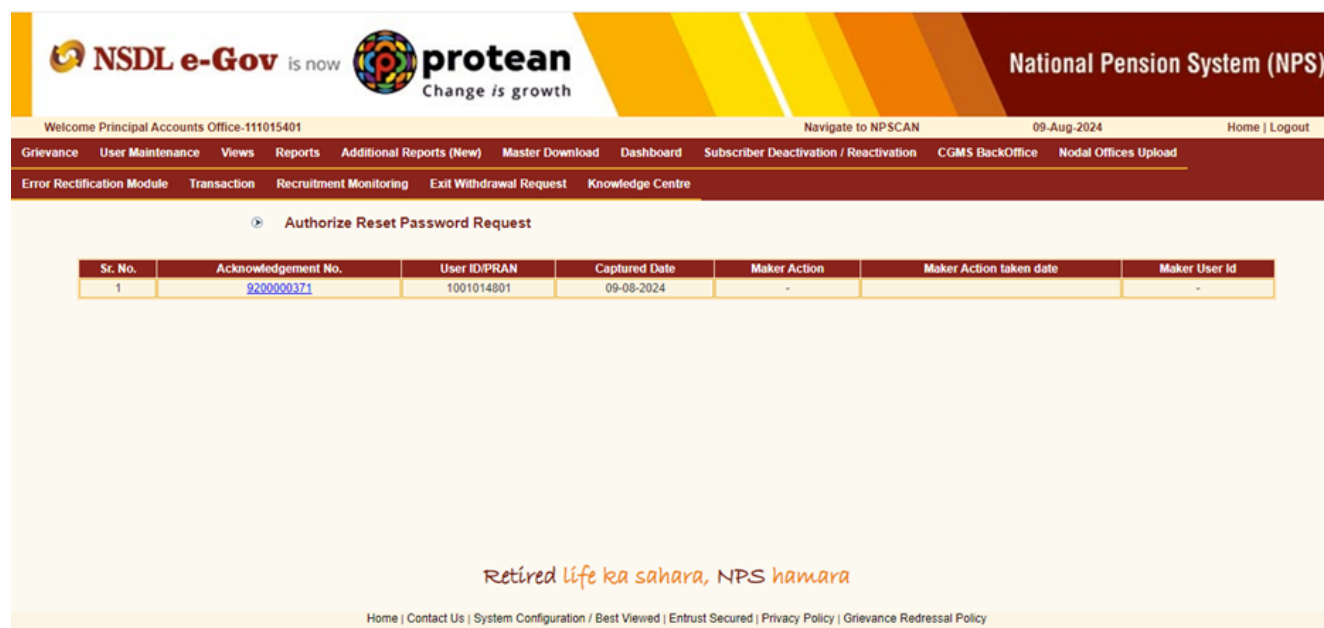
To Date

Search Reset

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Image 8



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

National Pension System (NPS)

Welcome Principal Accounts Office-111015401

Navigate to NPSCAN 09-Aug-2024 Home | Logout

Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice Nodal Offices Upload

Error Rectification Module Transaction Recruitment Monitoring Exit Withdrawal Request Knowledge Centre

Authorize Reset Password Request

Sr. No.	Acknowledgement No.	User ID/PRAN	Captured Date	Maker Action	Maker Action taken date	Maker User id
1	9200000371	1001014801	09-08-2024	-		-

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- Once the PrAO/DTA user clicks on a particular Acknowledgement Number, the user will be navigated to the Request Details Screen where details of the request captured by PAO/CDDO/DTO user are displayed along with the 'Approve' and 'Reject' option (refer Image 9). In case of 'Rejection', the user should provide the appropriate 'Remarks' in designated field.

Image 9



Authorize Reset Password Request	
Acknowledgement No.	9200000371
User ID	1001014801
Name of the entity	
Entity Registration No.	2000132
Designation	Deputy Controller of Defence Accounts
PIN	411001
Registered Email Address	abc@gmail.com
Status	
Request Capture Date	09/08/2024
Maker Action	-
Maker Action taken date	-
Maker User Id	-
Maker Remarks	-

Remarks:

☒ Approve ☐ Reject

[Back to Ack Details](#)

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- On successful authorization, the Acknowledgement Number, Authorization Timestamp and an appropriate message will be displayed (refer Image10).

Image 10



Authorize Reset Password Request	
Acknowledgement No.	9200000371
Reset Password Request has been authorized	
Authorization Timestamp	09/08/2024 15:59

[Back to Results Page](#)

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