

Protean eGov Technologies Limited



protean
Change *is* growth

Reset of I-PIN (PrAO/DTA)

Version 1.1

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REVISION HISTORY

Sr. No.	Date of Revision	Version	Section Number	Description of Change
1	NA	1.0	-	Initial Version
2	31.12.2025	1.1	-	<ul style="list-style-type: none">• Change in login domain from cra-nsdl.com to cra.nps-proteantech.in• Revised screenshots are provided

Abbreviation	Expansion
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

Standard Operating Procedure for Reset IPIN by Nodal office (PrAO/DTA)

Background:

As per the existing process, Nodal Office (PrAOs/DTAs) 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 Nodal Office concerned.

CRA has now developed a new functionality wherein Nodal Office can reset IPIN instantly of its choice. This functionality allows Nodal Office to reset IPIN by entering the IPIN and getting it authorized by Central Recordkeeping Agency (CRA). This functionality will ensure efficient and faster issuance of IPIN. The IPIN is reset instantly and hence it saves the time required to reissue physical IPIN in current process.

Process:

PrAO/DTA initiating (capturing) the request for 'Instant Reset IPIN'.

1. PrAO/DTA needs to click on the 'Reset Password?' link on the home page (<https://cra.nps-proteantech.in/>) (refer Image 1.1)

Image 1.1

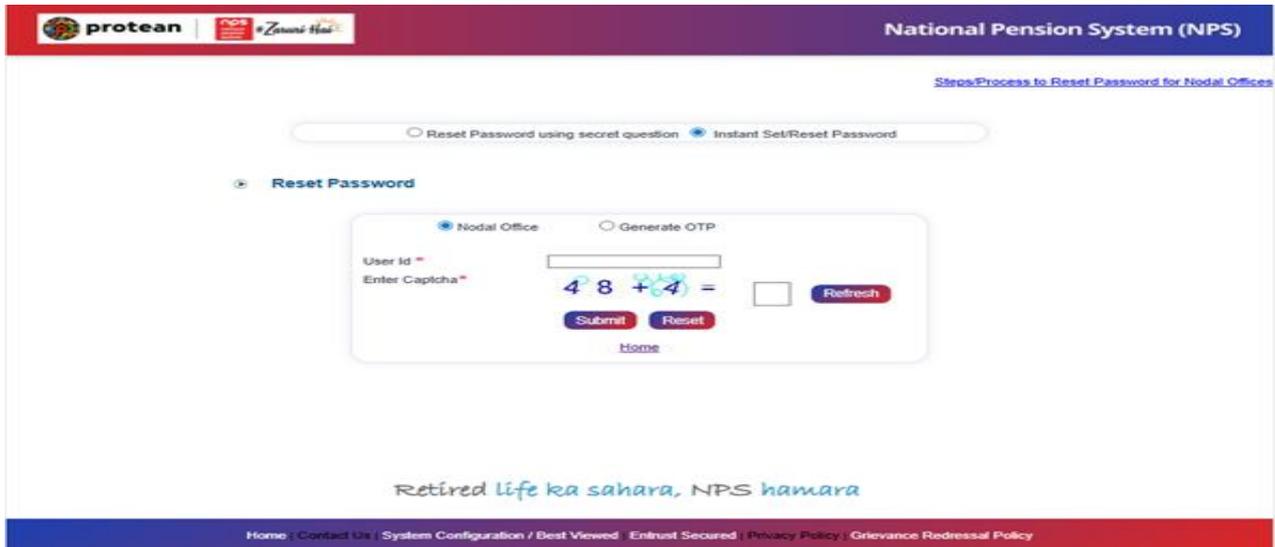
The screenshot displays the National Pension System (NPS) portal interface. The header includes the Protean logo, the NPS logo with the tagline '#Zanshi Hai', and the text 'National Pension System (NPS)'. Below the header, there are navigation links for 'Annual Transaction Statement on Email', 'My Withdrawal Utility', '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', and 'Status using Document Number'.

The main content area is divided into two sections:

- Subscribers:** This section contains a login form with fields for 'User ID', 'Password', and 'Enter Captcha'. The captcha is '39 + 4 ='. There are radio buttons for 'NPS' and 'UPS'. Below the form, there is a 'Submit' button and a 'Reset Password' link. A disclaimer states: '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.'
- Nodal Offices / Other Intermediaries:** This section contains a login form with fields for 'User ID', 'Password', and 'Enter Captcha'. The captcha is '52 + 6 ='. There are radio buttons for 'I-PIN' and 'Digital Certificate'. Below the form, there is a 'Submit' button and a 'Reset Password' link. A disclaimer states: '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.'

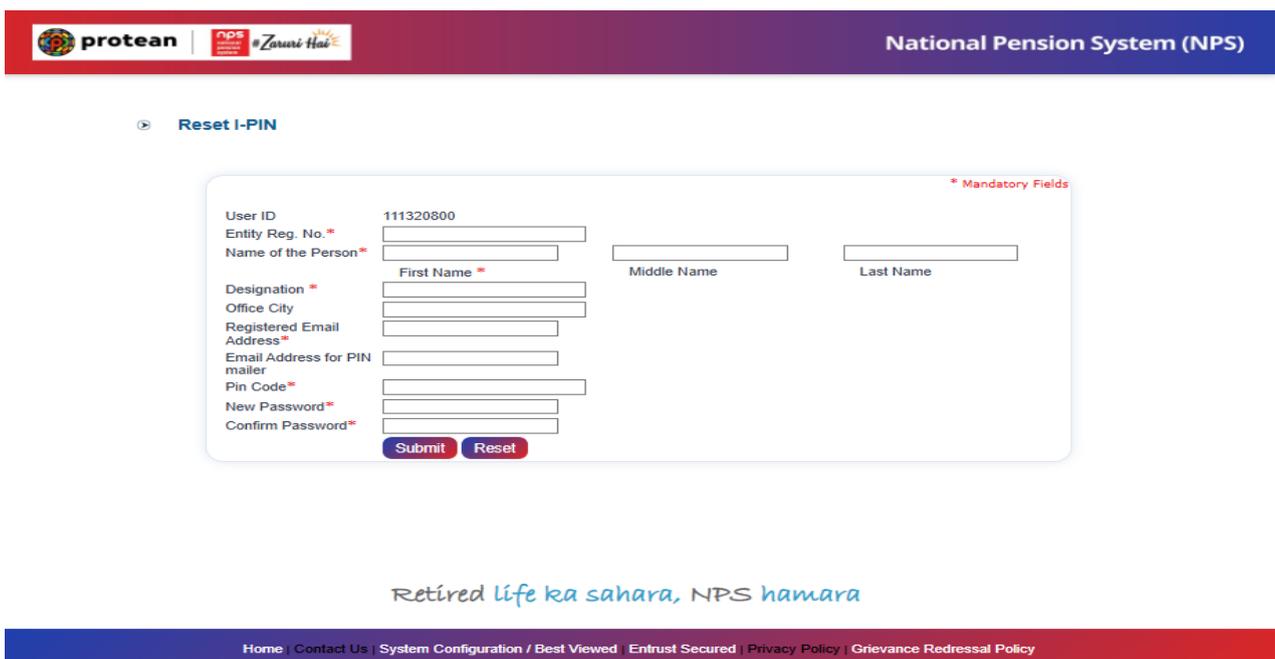
2. Select the 'Instant Set/Reset password' Option and select the "Nodal Office" option (refer Image 2.1). After selection, the PrAO/DTA should provide its User ID in the designated field & enter the captcha

Image 2.1



3. After providing the respective User ID, the user is required to provide certain mandatory details (marked in red asterisk) along with the new password (IPIN) as per the choice of Nodal Office (refer Image 3.1).

Image 3.1



4. Nodal Offices should ensure that the details entered should match the details available in PCRA system. In case the details entered are not matching with the details available with CRA, error message will be shown to the office.

After entering the details, click on "Submit Button" to process. (refer Image 4.1).

Image 4.1

Reset I-PIN

* Mandatory Fields

User ID	111320800		
Entity Reg. No.*	3100160		
Name of the Person*	SG	SG	SG
	First Name *	Middle Name	Last Name
Designation *	Director of Accounts		
Office City			
Registered Email Address*	abc@nsdl.co.in		
Email Address for PIN mailer			
Pin Code*	403001		
New Password*		
Confirm Password*		

Submit **Reset**

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5. Once the details are submitted, a confirmation screen will be displayed with the details entered. The user needs to confirm the same (refer Image 5.1).

Image 5.1

Reset Password Confirmation Screen

User ID	111320800
Entity Reg. No.	3100160
Name of the person	SG SG SG
Designation	Director of Accounts
Registered Email Address	abc@nsdl.co.in
Pin Code	403001

Confirm **Cancel**

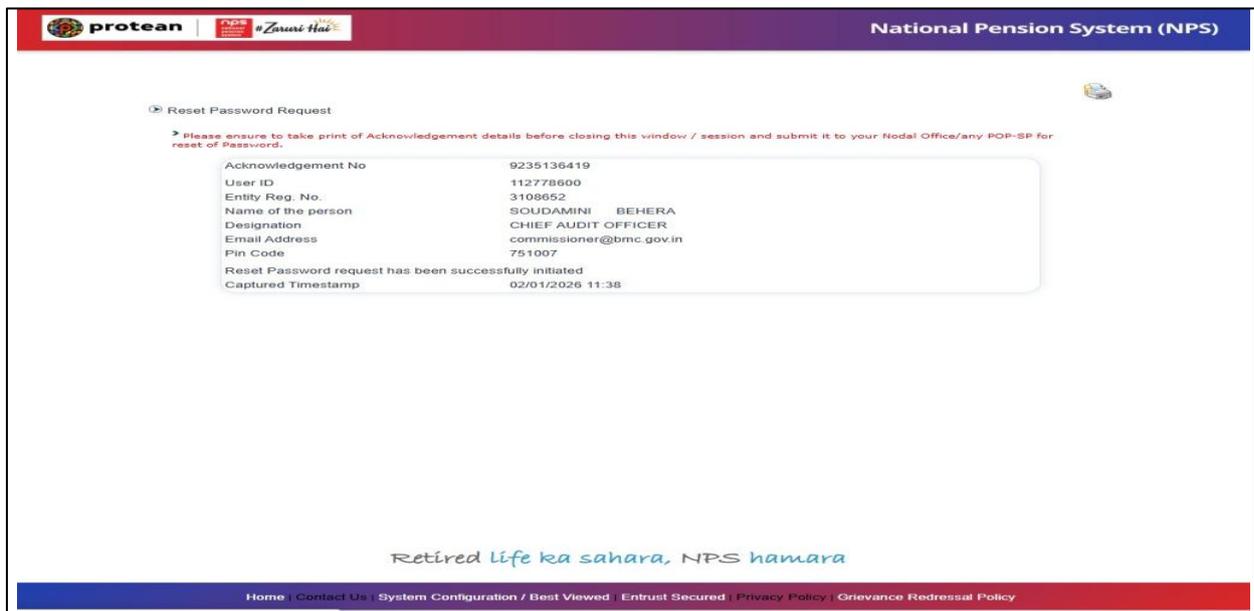
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6. After confirmation, an acknowledgment number will be generated. A print option has been provided to print the Acknowledgement details as appearing on the screen (refer Image 6.1).

The office needs to submit these acknowledgement details to PCRA for authorization through registered email id of the concern entity or letter from the concern DTA/ PrAO.

Image 6.1



Note:

On receiving the Acknowledgement from the respective PrAO/DTA, PCRA will authorize the request. Once the request is authorized, an email confirming authorisation of IPIN will be sent to the registered e-mail ID of nodal office.
