

Protean eGov Technologies Limited



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STANDARD OPERATING PROCEDURE (SoP)

Reset of I-PIN (PrAO/DTA)

Version 1.0

REVISION HISTORY

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

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 concerned Nodal Office.

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 of 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 ([www.cra-nsdl.com](https://cra-nsdl.com)) (refer Image 1.1)

Image 1.1



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



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National Pension System (NPS)

[Steps/Process to Reset Password for Nodal Office](#)

☐ Reset Password using secret question
 ☒ Instant Set/Reset Password

☒ Reset Password

☒ Nodal Office
 ☐ Generate OTP

User Id *

Enter Capcha *

2 8 + 8 =

Submit Reset Refresh

[Home](#)

Retired life ka sahara, NPS hamara

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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

The screenshot displays the 'Reset I-PIN' interface on the NSDL e-Gov 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 heading is 'Reset I-PIN'. A red asterisk indicates mandatory fields. The form contains the following fields: User ID (pre-filled with 1115E2381), Entity Reg. No. (mandatory), Name of the Person (mandatory) with sub-fields for First Name, Middle Name, and Last Name, Designation (mandatory), Office City, Registered Email Address (mandatory), Email Address for PIN mailer, Pin Code (mandatory), New Password (mandatory), and Confirm Password (mandatory). At the bottom of the form are 'Submit' and 'Reset' buttons. A footer message reads 'Retired life ka sahara, NPS hamara'.

4. Nodal Offices should ensure that the details entered should match with the details available in PCRA system. Click on “Submit Button” to process. (*refer Image 4.1*).

Image 4.1



The screenshot shows the 'Reset i-PIN' form on the NSDL e-Gov portal. The form includes the following fields:

- User ID: 111562301
- Entity Reg. No.: 3100742
- Name of the Person: (First Name, Middle Name, Last Name)
- Designation: *
- Office City: *
- Registered Email Address: *
- Email Address for PIN mailer: *
- Pin Code: *
- New Password: *
- Confirm Password: *

Buttons: Submit, Reset

Footer: Retired life ka sahara, NPS hamara

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

Image 5.1



The screenshot shows the 'Reset Password Confirmation Screen' on the NSDL e-Gov portal. The form displays the following details for confirmation:

- User ID: 111562301
- Entity Reg. No.: 3100742
- Name of the person: *
- Designation: *
- Registered Email Address: *
- Pin Code: *

Buttons: Confirm, Cancel

Footer: Retired life ka sahara, NPS hamara

6. 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 6.1).

The office needs to submit this acknowledgement details to PCRA for authorization through its registered email id only.

Image 6.1

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 Officer/ny PCD-SP for reset of Password.

Acknowledgement No	9129778348
User ID	111582301
Entity Reg. No	3100742
Name of the person	
Designation	
Email Address	
Pin Code	
Reset Password request has been successfully initiated	
Captured Timestamp	27/06/2023 15:27

Retired Life ka Sahara, NPS hamara

Note:

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