

Protean eGov Technologies Limited



protean

Change *is* growth

STANDARD OPERATING PROCEDURE (SoP)

**Change in Subscriber's Personal core Details by Nodal Office
Version 1.4**

© 2024 Protean eGov Technologies Limited (Formerly known as NSDL e-Governance Infrastructure Limited), All rights reserved.
Property of Protean eGov Technologies Limited.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording, for any purpose, without the express written consent of Protean eGov Technologies Limited.

REVISION HISTORY

Sr. No.	Date of Revision	Version	Section Number	Description of Change
1		1.0	-	Initial Version
2	30-08-2024	1.1	1 (C)	<ul style="list-style-type: none"> • Name change requires PrAO /DTA authorization. • Authorisation by NPS Trust user for subsequent name change
3	24-12-2024	1.2	1 (D)	<ul style="list-style-type: none"> • Authorisation by CRA user for subsequent name change instead of NPS Trust.
4	18-04-2025	1.3	1 (D)	<ul style="list-style-type: none"> • Second time name change request to be processed by CRA based on PAN Verification or Penny drop Verification (as instructed by PFRDA)
5	31-12-2025	1,4	-	<ul style="list-style-type: none"> • Menu Realignment: Options have been reorganized into logical, task-based categories for smoother navigation

Index

Sr No.	Content	Page Number
Background	Existing Process	4
	Revised Process	5
	Documents required for Subscriber Name/DoB/DoR/DoJ Change	6
1	Modification in Subscriber Name	
1 (A)	Name change request Initiation by PAO/DTO/DDO	07-11
1 (B)	Name change request Verification PAO/DTO office	12-17
1 (C)	Name change request Authorization PrAO/DTA office	18-22
1 (D)	Subsequent name change request received for the same subscriber	23-23
2	Modification in Date of Birth (DoB)	
2 (A)	DoB change request Initiation by PAO/DTO	24-28
2 (B)	DoB change request Authorization by PAO/DTO/PrAO/DTA Office	29-33
3	Modification in Date of Joining (DoJ)	
3 (A)	DoJ Change Request Initiation by PAO/DTO/DDO	34-37
3 (B)	DoJ Change Request Authorization by PAO/DTO/PrAO/DTA	38-40
4	Modification in Date of Retirement (DoR)	
4 (A)	DoR Change Request Initiation by PAO/DTO/DDO	41-45
4 (B)	DoR Change Request Authorization by PAO/DTO/PrAO/DTA	46-50

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 scanning 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 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 their 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 types of subscriber details in CRA.

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

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

The Matrix for the 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)

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

Note:

The Ack ids generated needs to be authorised within 15 days of initiation otherwise the Ack id gets auto-cancelled.

1. Modification in Subscriber Name

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

- DDO/PAO office will log in to CRA <https://cra.nps-proteantech.in/CRA/>. Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 1). Enter Aadhaar ID details and OTP for Aadhaar based login.

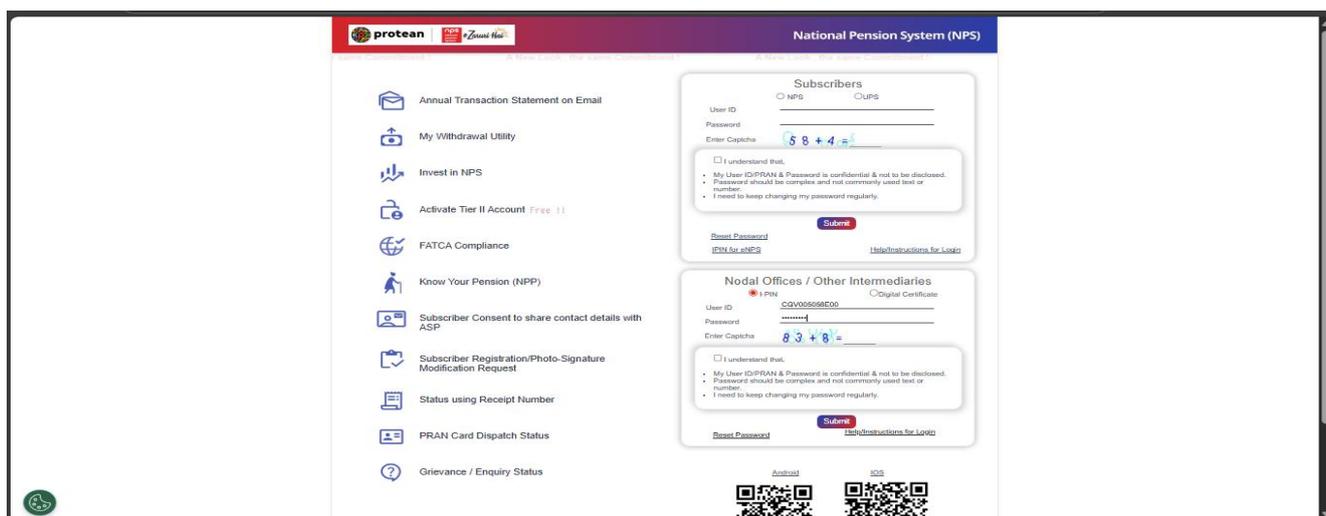


Figure 1

- Click on option **“Subscribe maintenance”** and sub menu **“ Update Name_DoB_DoR_DoJ”** (Please refer Figure 2)

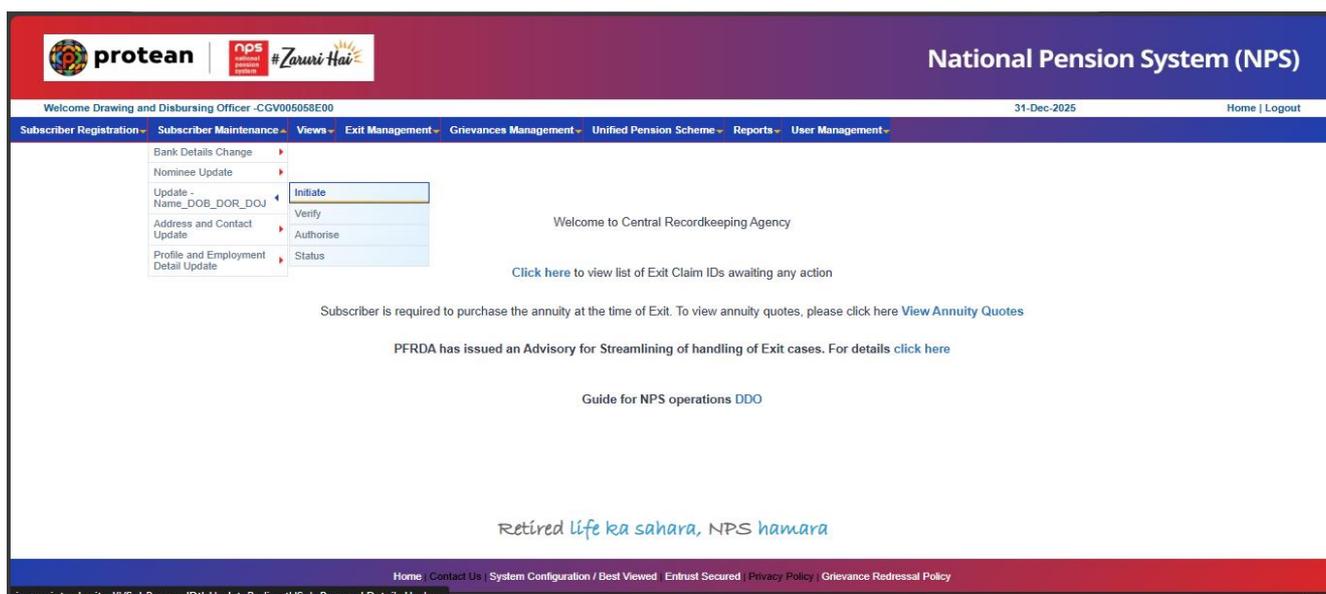


Figure 2

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

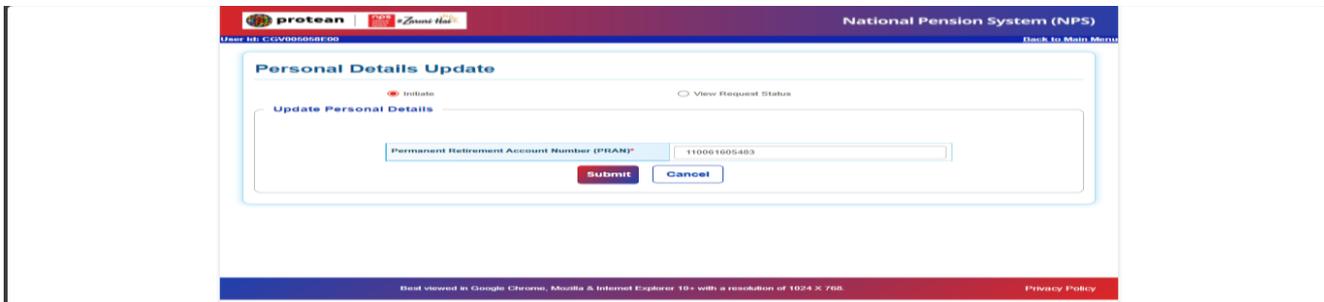


Figure 3

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

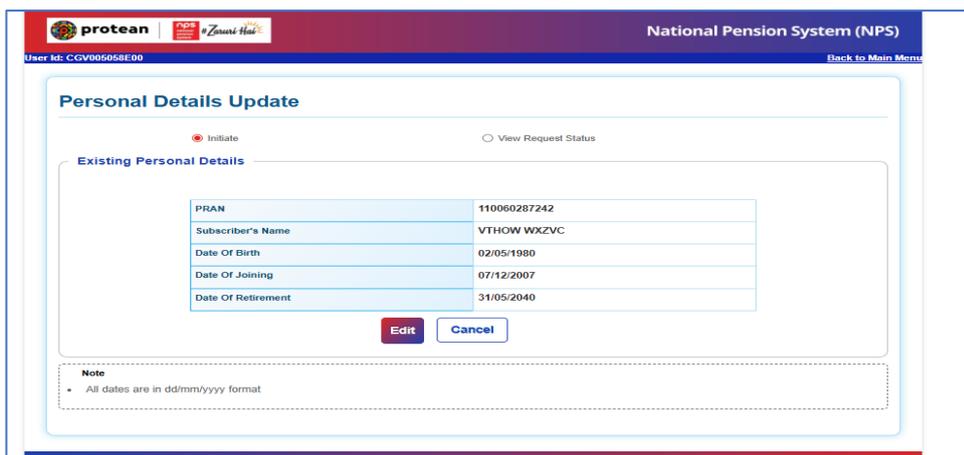


Figure 4

- Select the Change Type, **“Subscriber Name”**. Select a name change request form available list. (Please refer Figure 5).

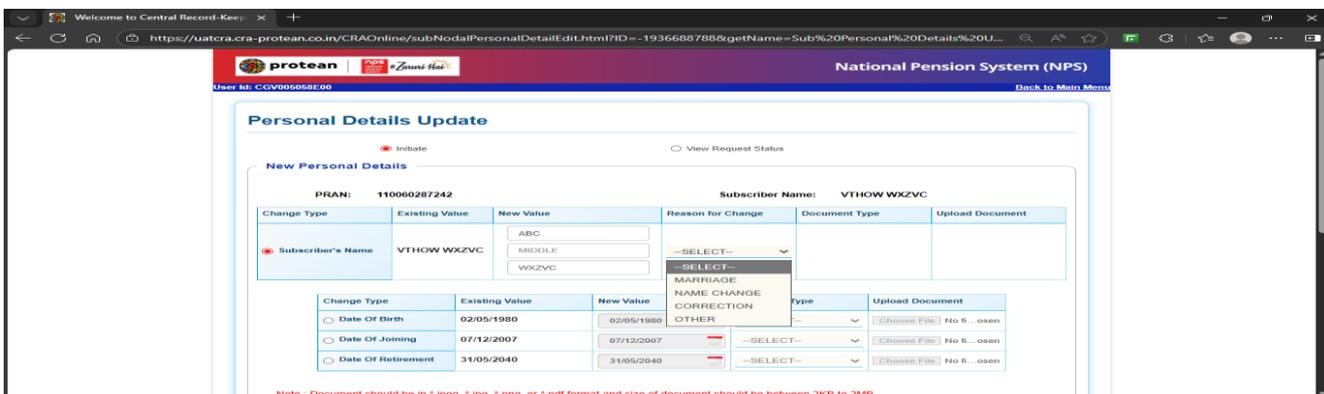


Figure 5

- Upload the supporting documents as a proof for name change and tick on the declaration. Select for physical card PRAN card option in case new card is required and click on "Submit" (Please refer Figure 6 and 7).

Personal Details Update

Initiate | View Request Status

New Personal Details

PRAN: 110060287242 | Subscriber Name: VTHOW WXZVC

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input checked="" type="radio"/> Subscriber's Name	VTHOW WXZVC	<input type="text" value="ABC"/> <input type="text" value="MIDDLE"/> <input type="text" value="WXZVC"/>	OTHER	Self-attested POI Extract of service records S2 Form	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Choose File"/> No file chosen <input type="button" value="Choose File"/> No file chosen
<input type="radio"/> Date Of Birth	02/05/1980	<input type="text" value="02/05/1980"/>	--SELECT--	--SELECT--	<input type="button" value="Choose File"/> No file chosen
<input type="radio"/> Date Of Joining	07/12/2007	<input type="text" value="07/12/2007"/>	--SELECT--	--SELECT--	<input type="button" value="Choose File"/> No file chosen
<input type="radio"/> Date Of Retirement	31/05/2040	<input type="text" value="31/05/2040"/>	--SELECT--	--SELECT--	<input type="button" value="Choose File"/> No file chosen

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.

Physical PRAN Card Required?

Note:
 1) Revised ePRAN Card can be downloaded after authorization from subscriber login.
 2) Re-print of PRAN Card through this mode is a billable transaction and units pertaining to the charges will be redeemed from your PRAN. For details of charges, please visit <https://www.npsra.nsdli.co.in>

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.
- Name change documents should be in *.jpeg, *.jpg, *.png or *.pdf format. Size of document should be between 2 KB to 2 MB.

Best viewed in Google Chrome, Mozilla & Internet Explorer 10+ with a resolution of 1024 X 768. [Privacy Policy](#)

Figure 6 & Figure 7

It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that the name to be updated is as per service record of the office. (The office needs to tick on the box confirming the same as mentioned above in figure 7)

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

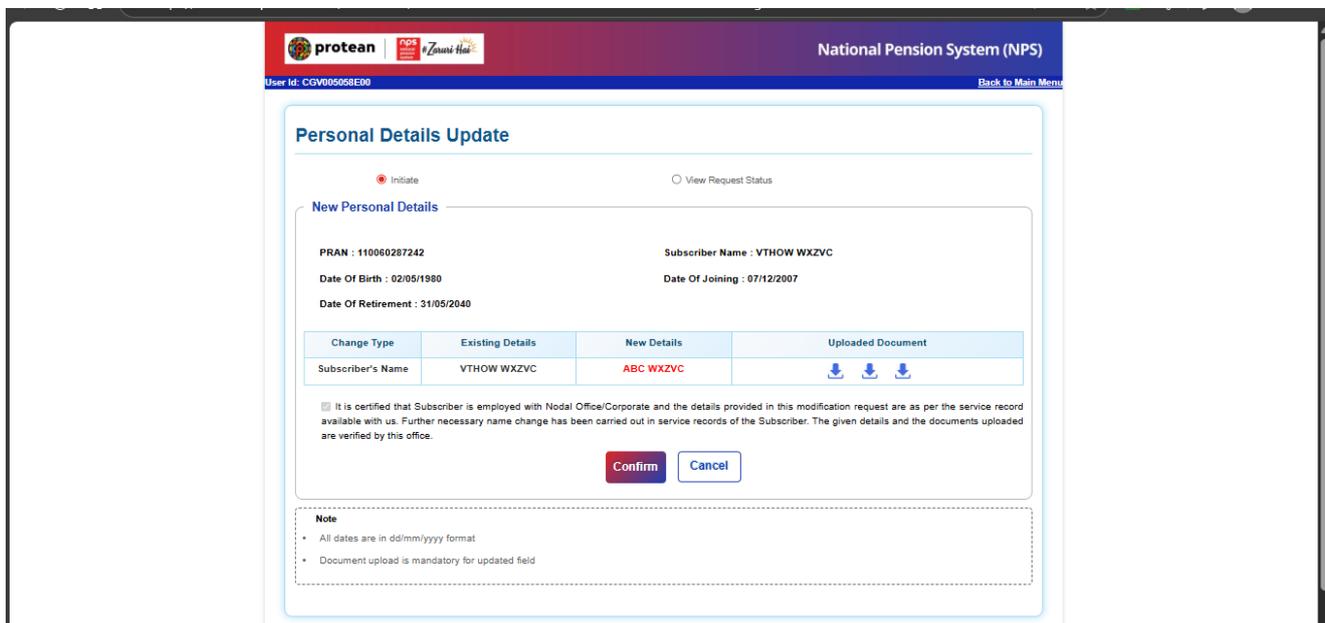


Figure 8

- The request will be captured successfully, and acknowledgement number (ACK ID) will be displayed on screen. (Please refer Figure 9).

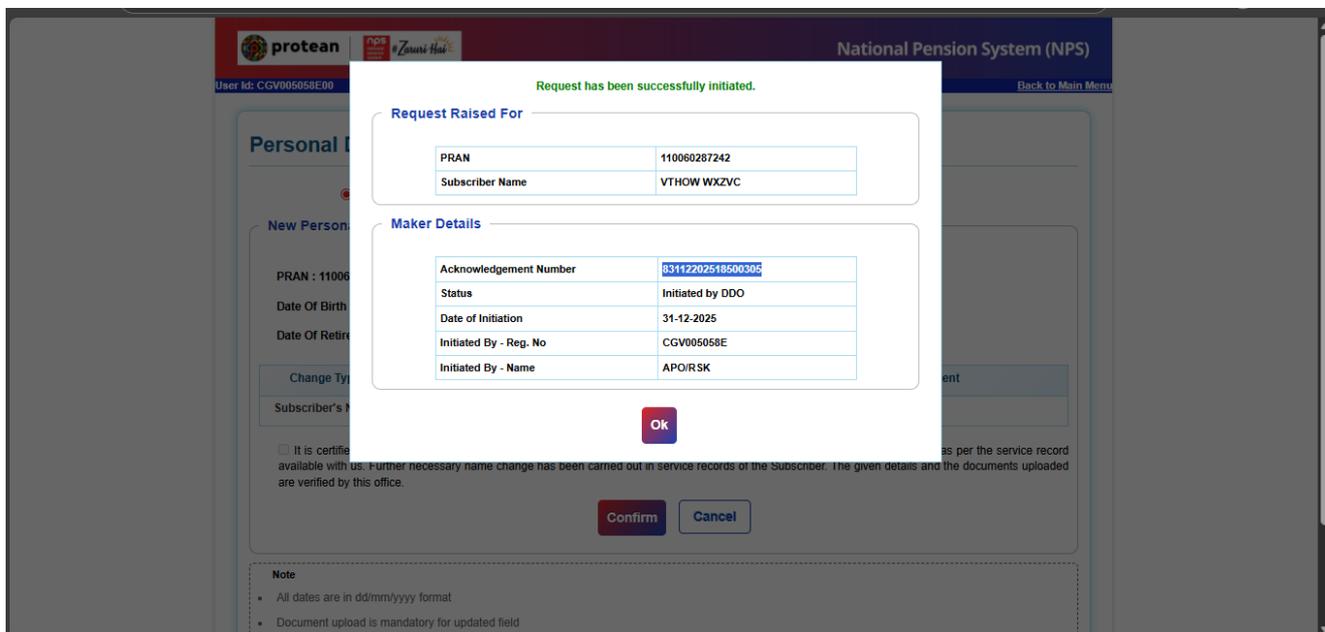


Figure 9

- The office can check the status of the ACK ID in its login. To view the status of a request, click on "Subscribe maintenance" → and sub menu " **Update Name_DoB_DoR_DoJ**" → "**View Request Status**" → "**Submit**" Please refer Figure 10 and 11).

Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	110060287242
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	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 90 days

Figure 10

Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	110060287242
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	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
83112202518500385	31-12-2025	110060287242	Modification	120060249	APOIRSK	Pending	Initiated by DDO	Nodal Verifier

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

Figure 11

B. Name Change Request Verification PAO/DTO office

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 the change request, PrAO/DTA office needs to authorize the request. (There is no verification for such requests).

Verification of request by PAO /DTO:

- PAO/DTO nodal office will log in to CRA portal CRA: <https://cra.nps-proteantech.in/CRA/> Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 12). Enter Aadhaar ID details and OTP for Aadhaar based login.

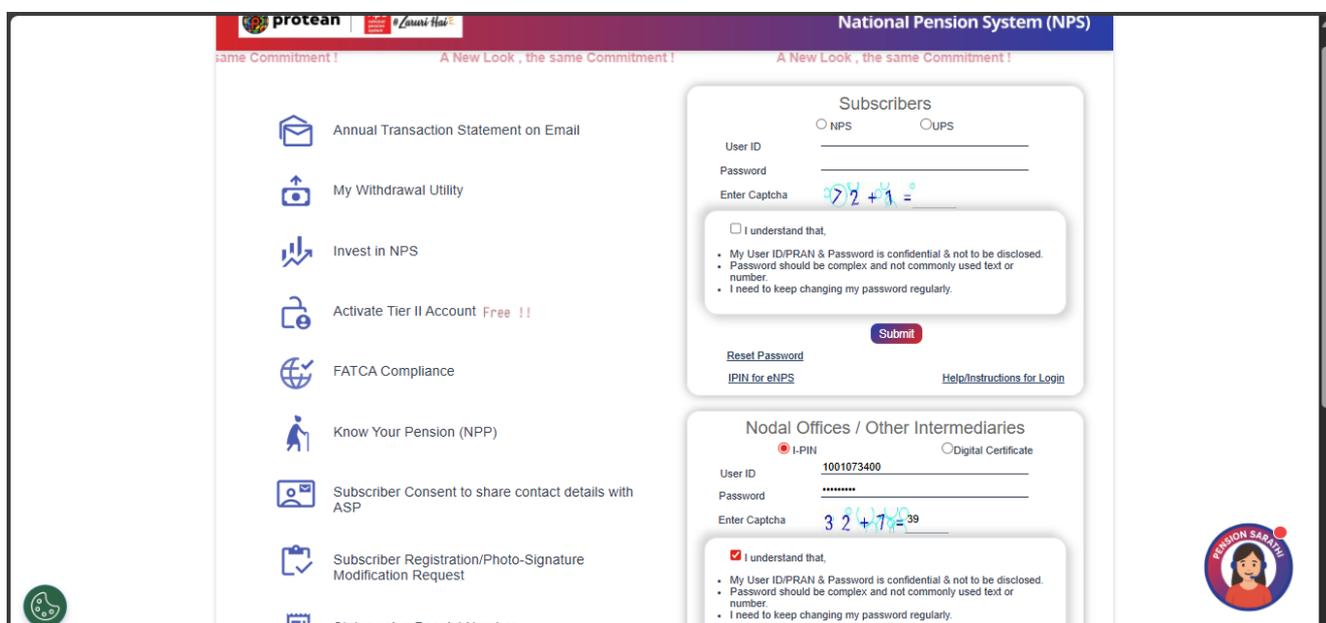


Figure 12

- Click on option **"Subscribe maintenance"**--> and sub menu **"Update Name_DoB_DoR_DoJ"**--> **"Verify"**. Enter PRAN/acknowledgement ID. Click on **"Submit."**

(Please refer Figure 13 and 14)

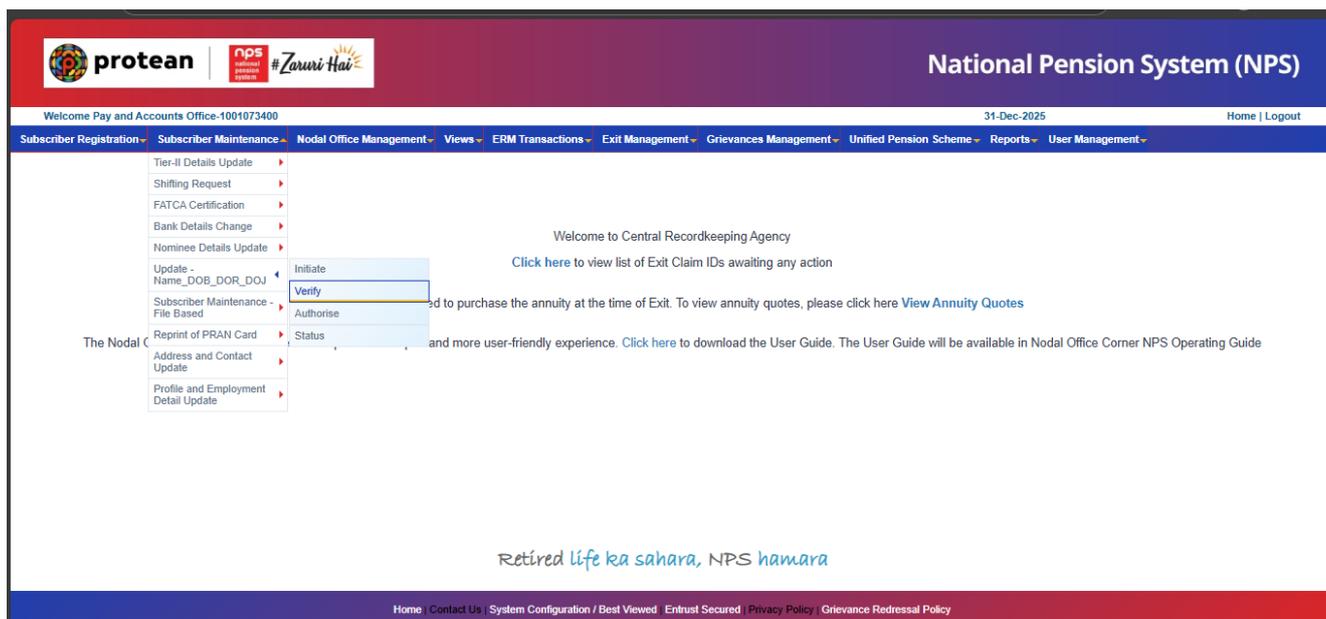


Figure 13

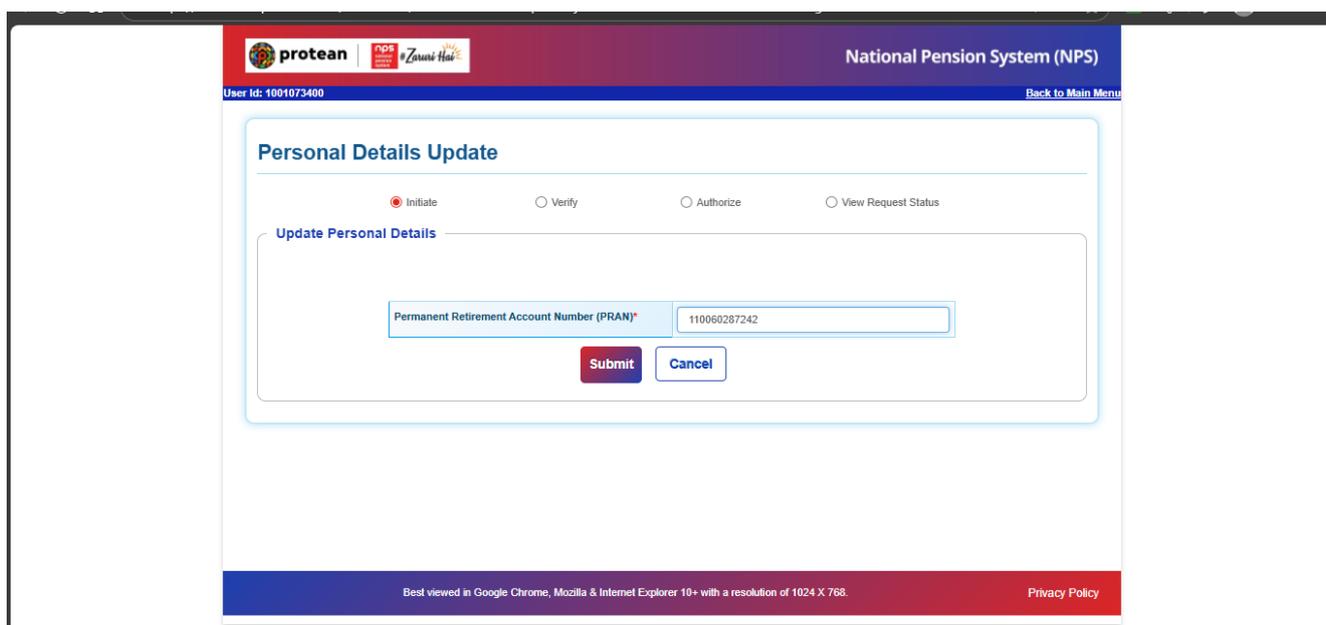


Figure 14

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

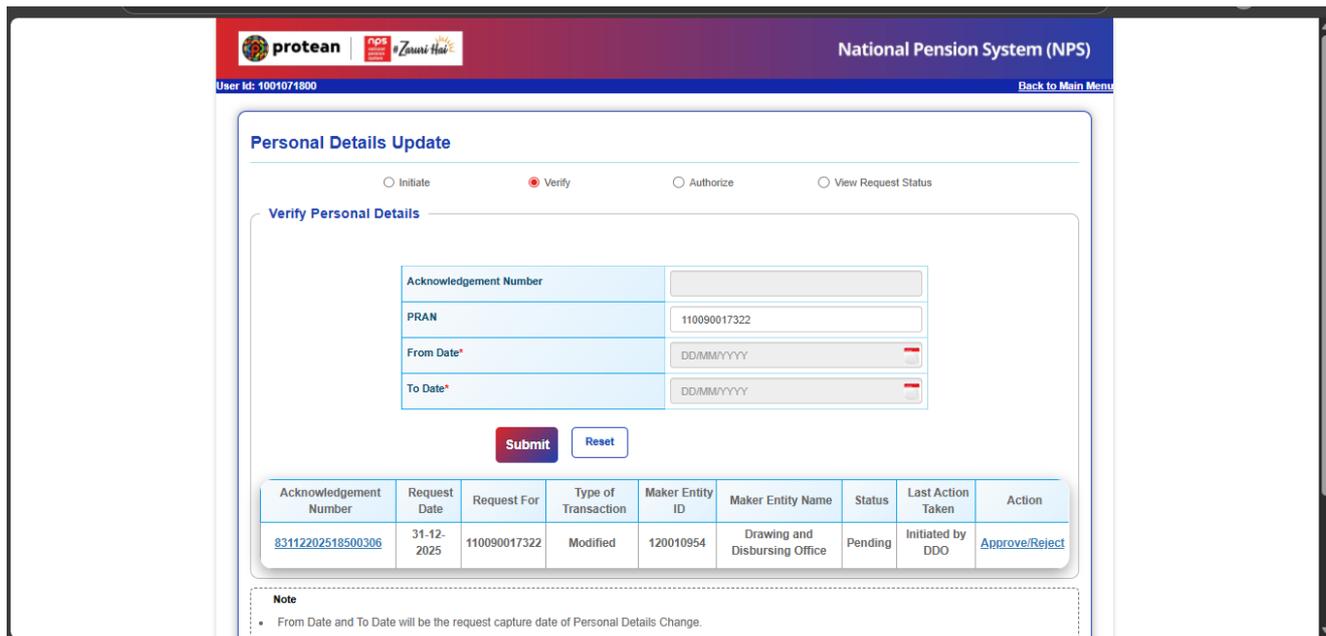


Figure 15

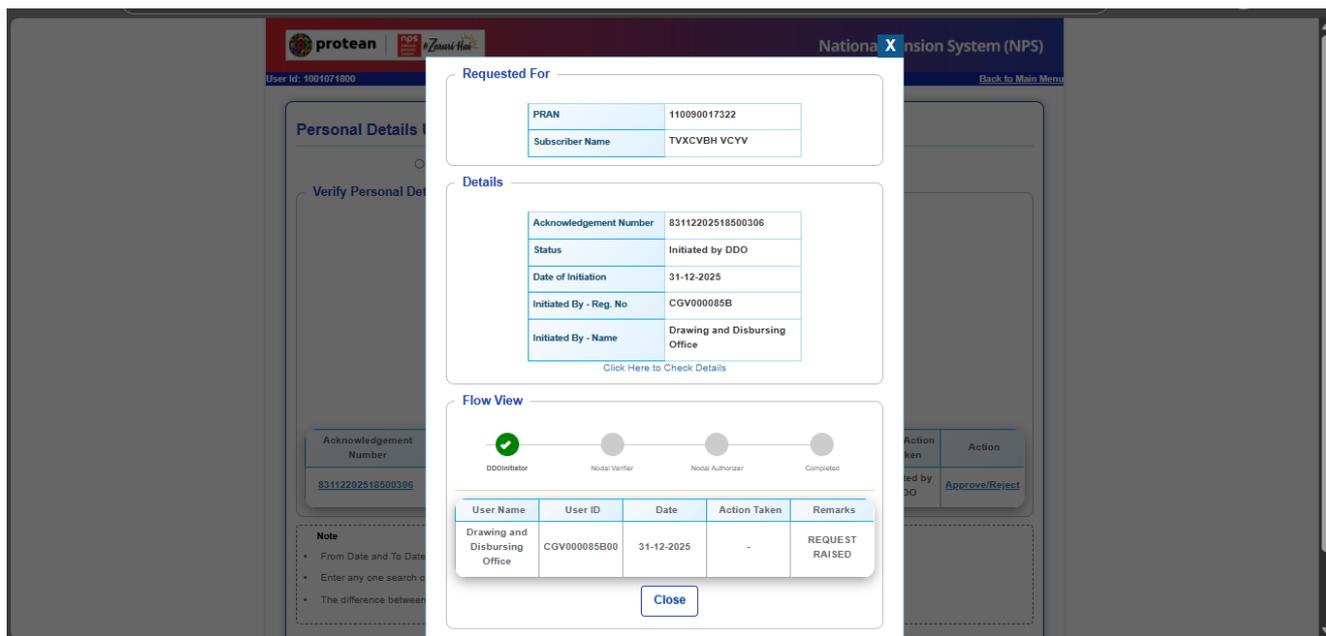


Figure 16

- PAO/DTO 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 (Please refer Figure 17)

Personal Details Update

Initiate Verify Authorize View Request Status

Personal Details to be Updated

PRAN : 110090017322 Subscriber Name : TVXCVBH VCVY
 Date Of Birth : 02/04/1982 Date Of Joining : 30/03/2006
 Date Of Retirement : 30/04/2042

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	TVXCVBH VCVY	ABCD VCVY	

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

[Back](#)

Note

- All dates are in dd/mm/yyyy format

Figure 17a

It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that the name to be updated is as per service record of the office. (The office needs to tick on the box confirming the same as mentioned above in figure 17a)

- Click on **“Accept/ reject”** and click on **“Approve”** the details. (Please refer Figure 17b).

Personal Details Update

Initiate Verify Authorize View Request Status

Personal Details to be Updated

PRAN : 110090017322 Subscriber Name : TVXCVBH VCVY
 Date Of Birth : 02/04/1982 Date Of Joining : 30/03/2006
 Date Of Retirement : 30/04/2042

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	TVXCVBH VCVY	ABCD VCVY	

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](#)

Figure 17b

In case of rejection, it is necessary to enter the reason for rejection in the Remarks section.

- The system will request to confirm the request once again wherein the officer needs to click on confirm button. The officer can click on cancel to go back to previous menu. (Please refer Figure 18).

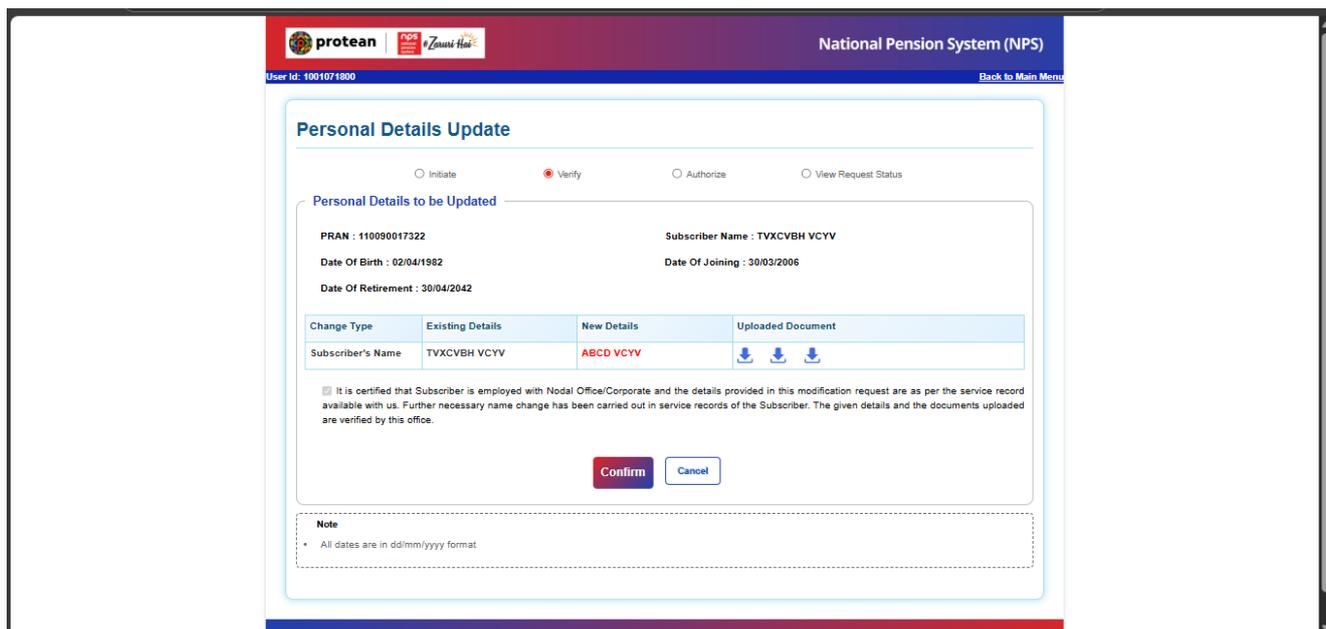


Figure 18

- On successful verification of request, the acknowledgment details will be visible on screen, finally click on "OK" (Please refer Figure 19).

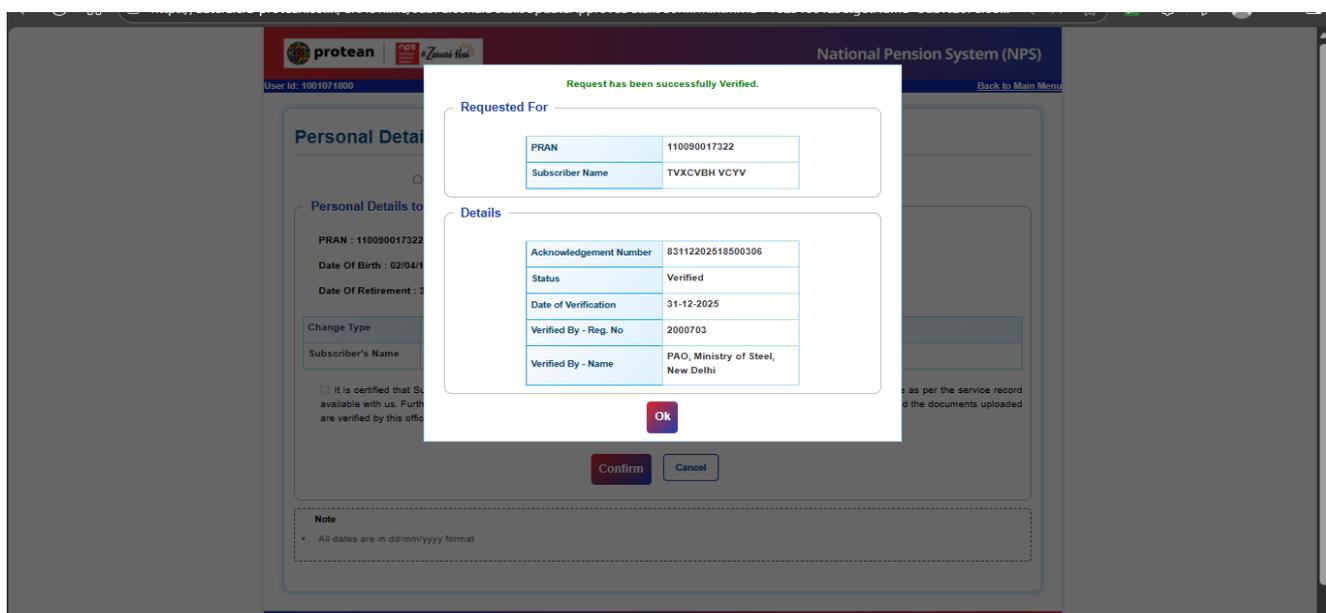


Figure 19

- To view status of request, click on "Subscribe maintenance" → and sub menu "Update Name_DoB_DoR_DoJ" → "View Request Status"-> "Submit" (Please refer Figure 20 & 21).

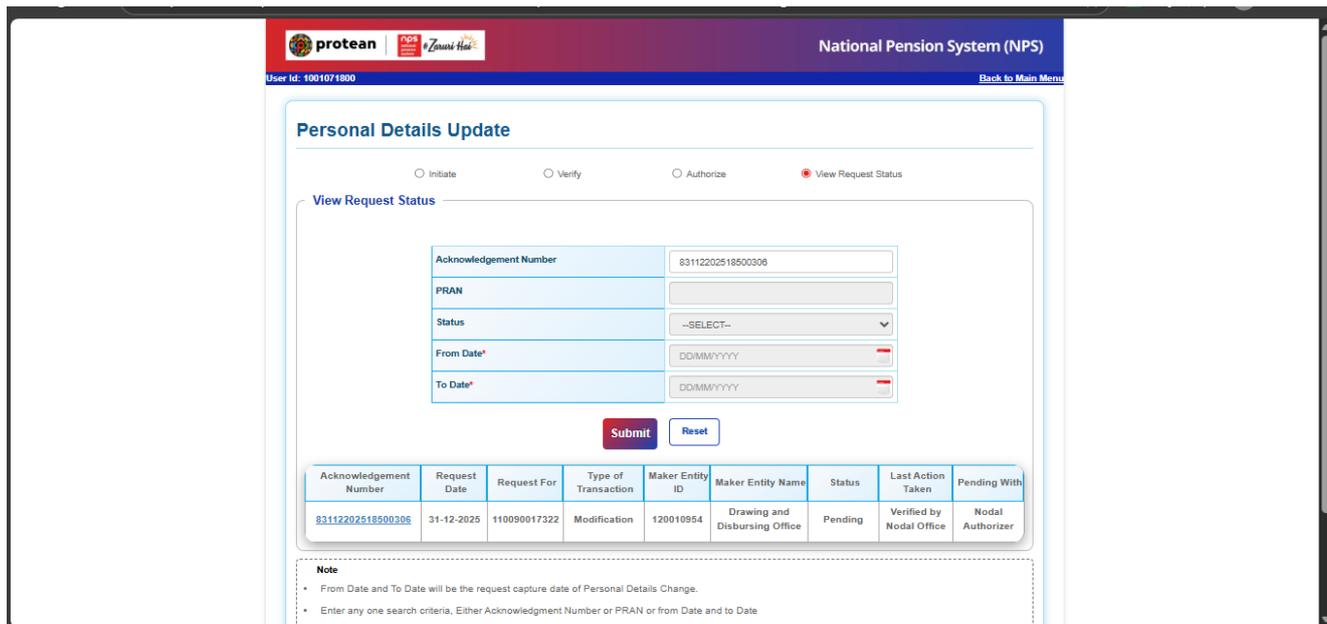


Figure 20

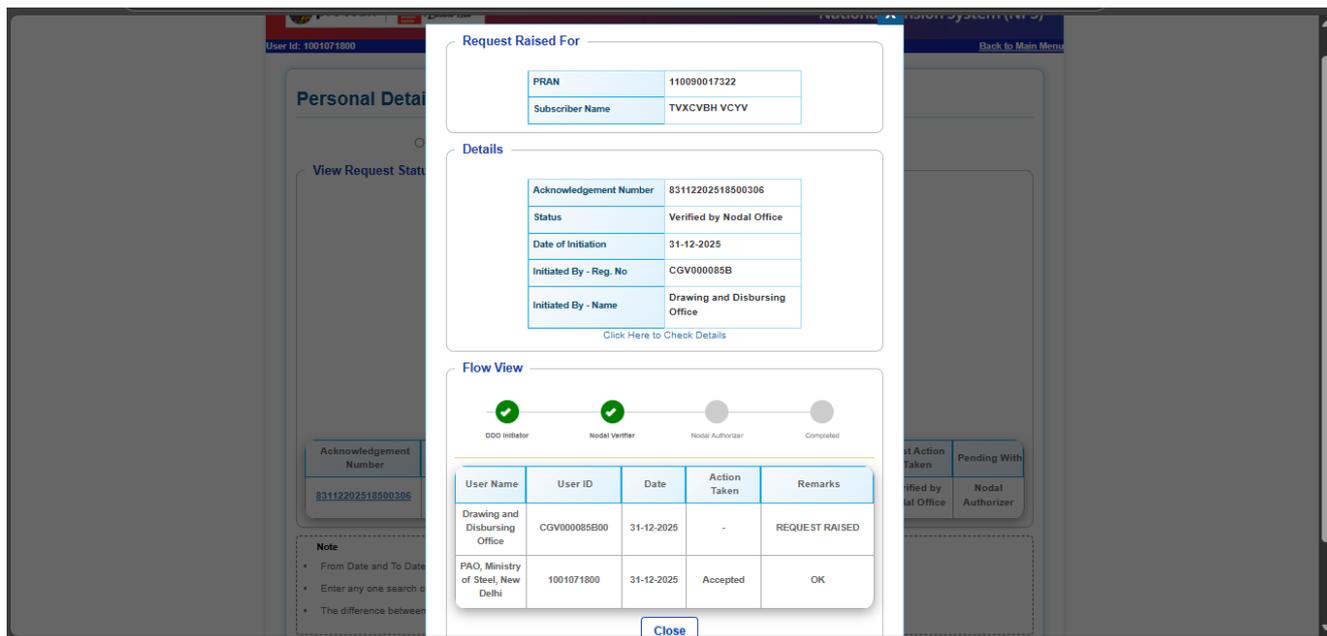


Figure 21

C. Name Change Request Authorization PrAO/DTA office

- PrAO/ DTA nodal office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 22). Enter Aadhaar ID details and OTP for Aadhaar based login.

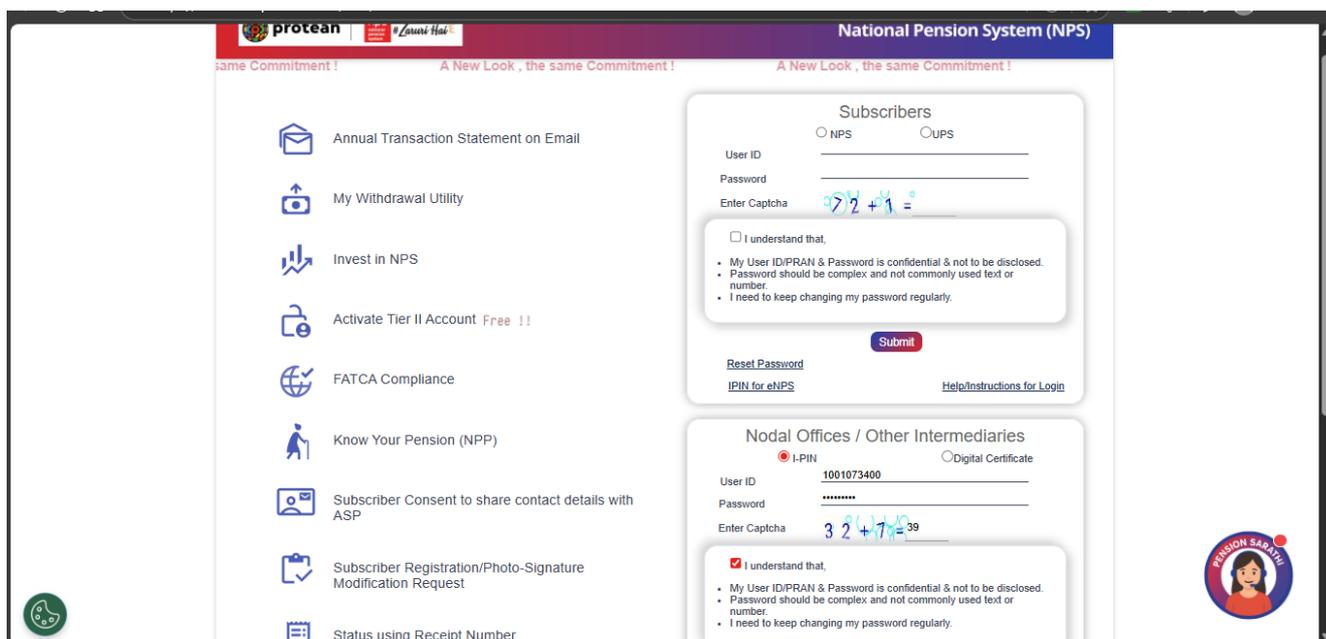


Figure 22

- Click on option **Subscribe maintenance** → and sub menu **"Update Name_DoB_DoR_DoJ"** → **"Authorize"**. Enter PRAN/acknowledgement ID. Click on **"Submit."**

(Please refer Figure 23 and 24)

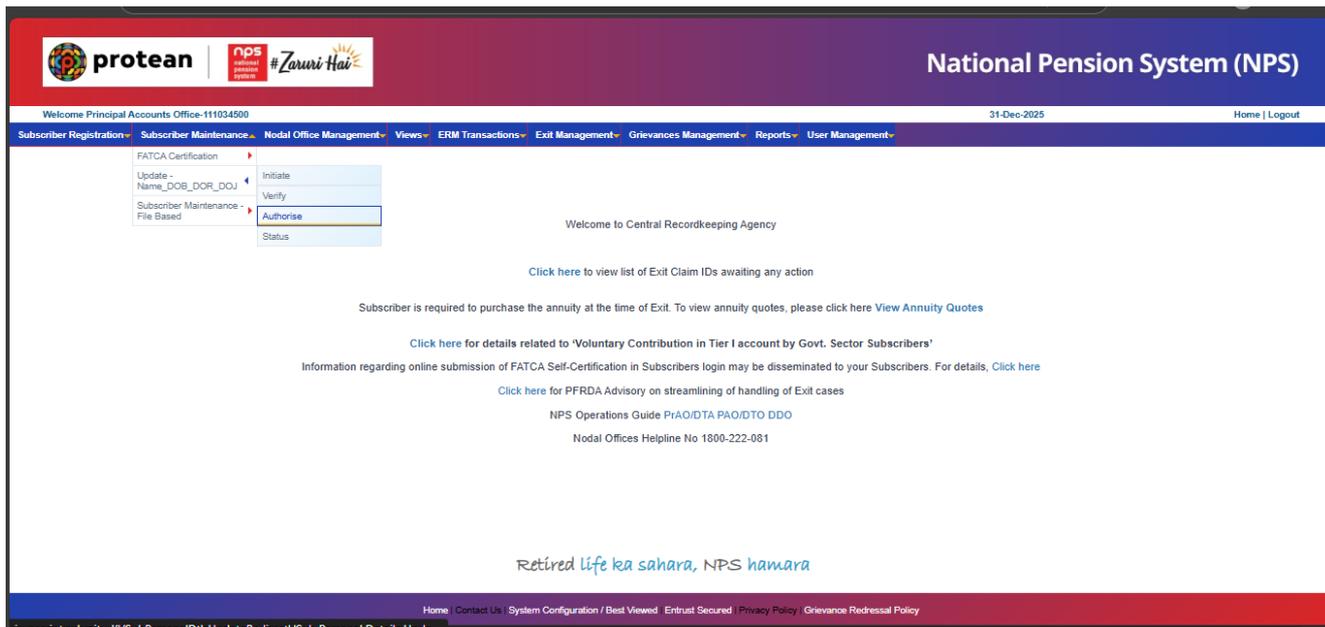


Figure 23

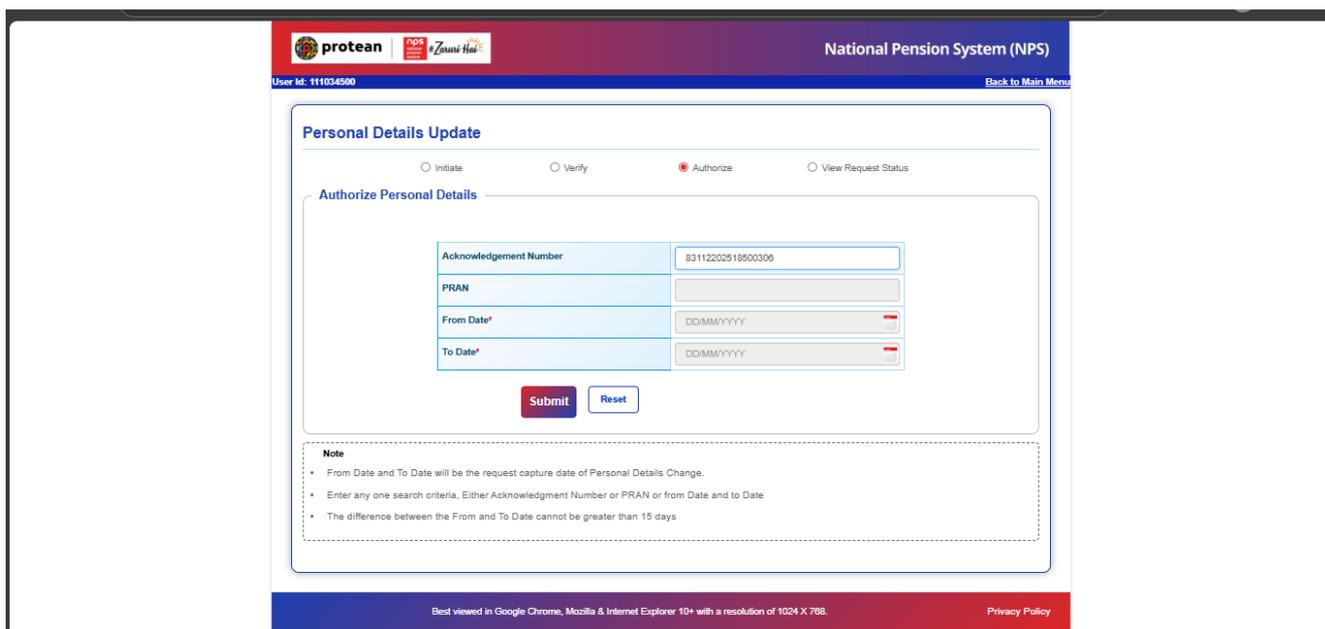


Figure 24

- The official needs to click on Approve/Reject hyperlink so that the changes made in subscriber name will appear on the screen along with uploaded documents icon (refer figure 25).

- The office needs to confirm the request once again wherein the officer needs to click on confirm button. The officer can click on cancel to go back to previous menu. (refer figure 27).

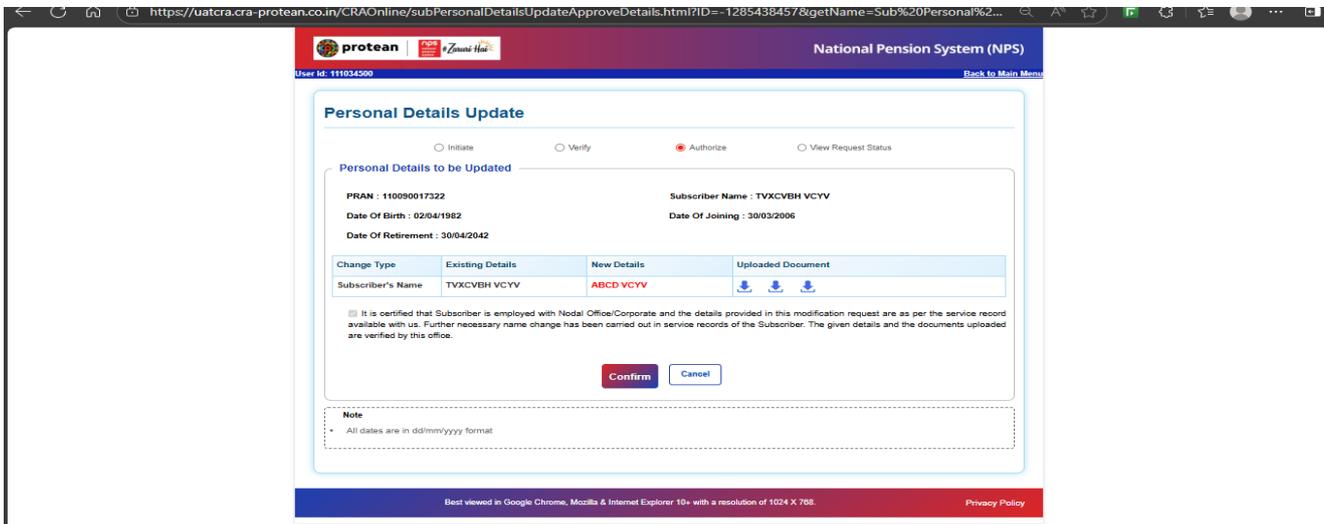


Figure 27

It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that the name to be updated is as per service record of the office. (The office needs to tick on the box confirming the same as mentioned above in figure 28)

- On successful authorization of request, the acknowledgement details will be visible on screen then Click OK. (Please refer Figure 29).

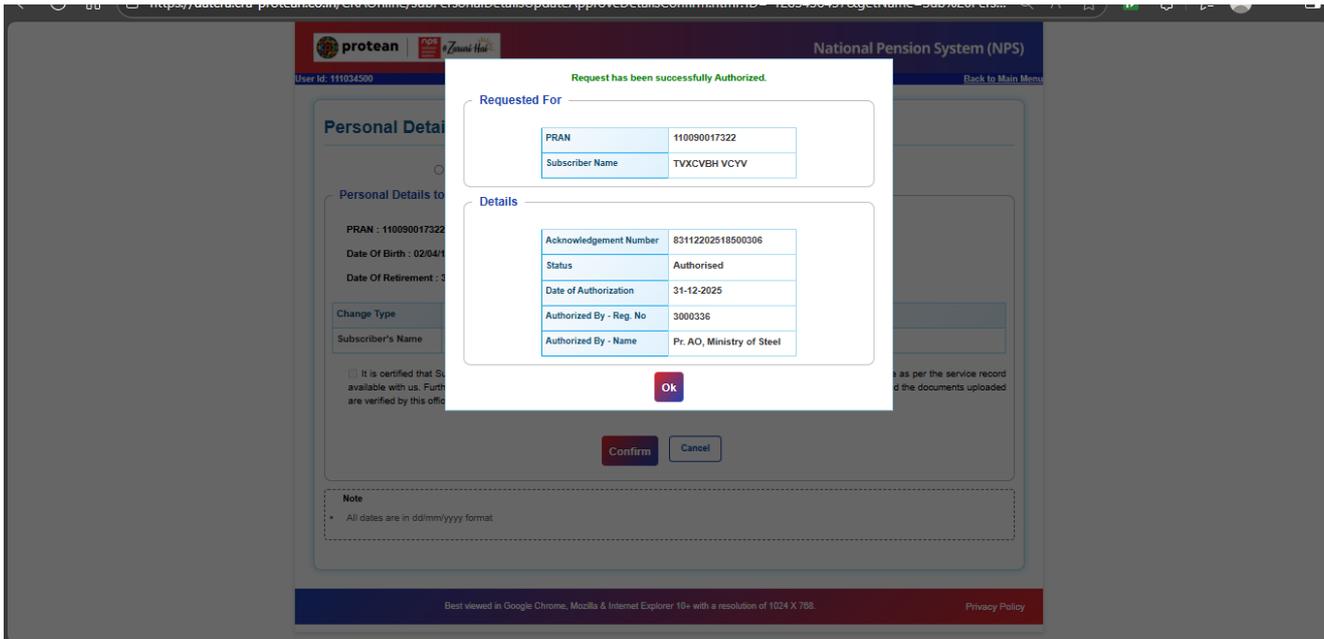


Figure 28

- To view status of request, click on "Subscriber maintenance" → "And sub menu " Update Name_DoB_DoR_DoJ" → "View Request Status" → "Submit" (Please refer Figure 29/30).

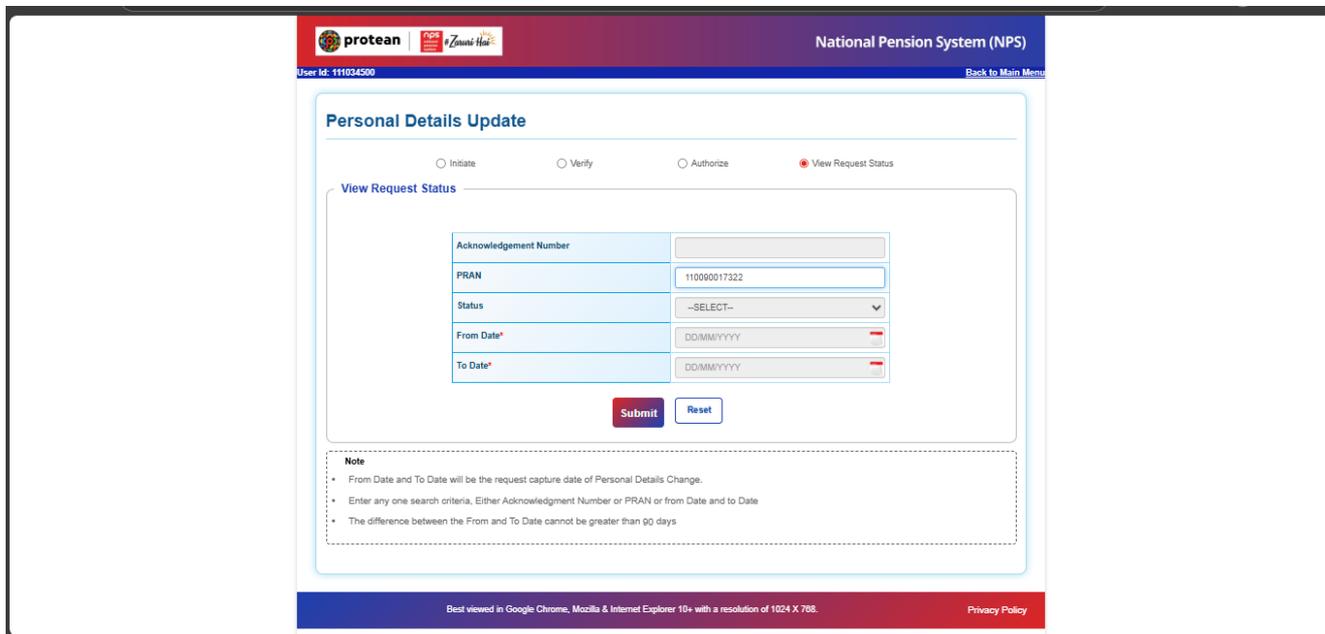


Figure 29

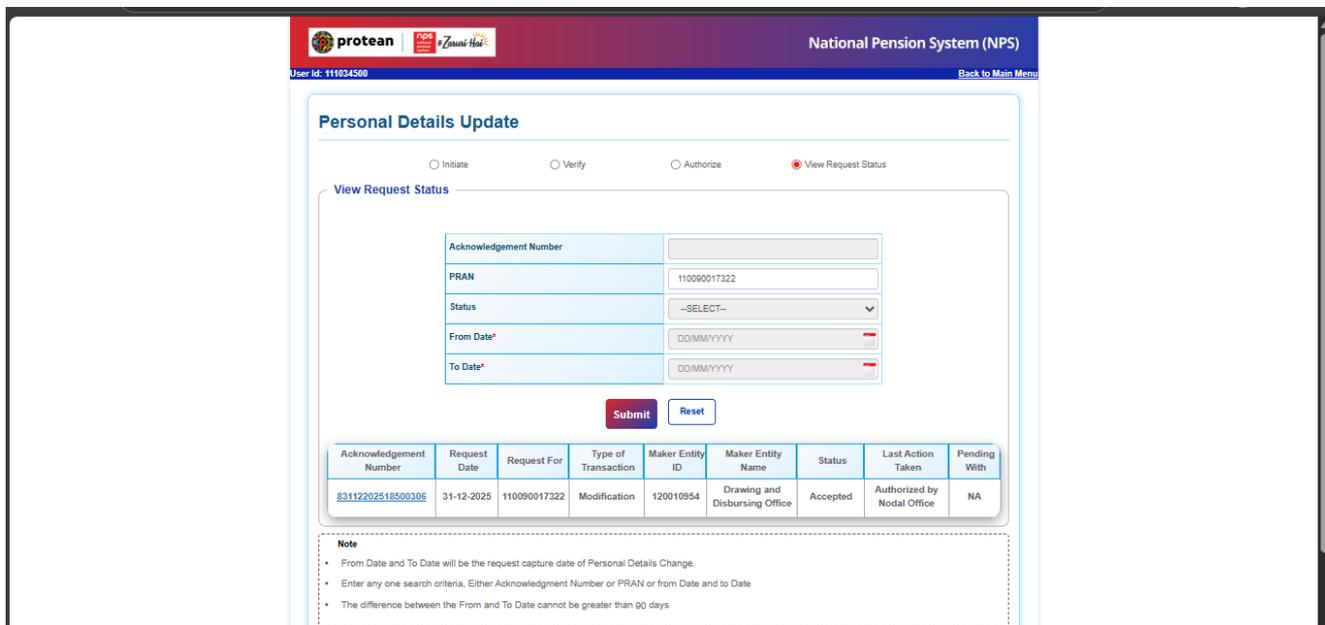


Figure 30

D. Subsequent name change request received for the same subscriber:

In case if name change request is received again second time for same subscriber, the said request is required to be verified and authorised by CRA user once authorisation is done through PrAO/DTA.

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 CRA user.

PrAO/DTA office is requested to send scan copy of name change request letter to CRA for processing.

The second time (and subsequent) name change request will be processed by CRA after carrying out verification of Subscriber's name either,

- Through Online PAN verification process [i.e. with name registered in PAN with Income Tax Department (ITD)] or
- By carrying out penny drop verification with name matching on the basis of registered bank details in the PRAN.

In case Subscriber's name to be updated does not match with ITD or in the bank account, then the request will be rejected by CRA.

Nodal Office is requested to ensure that Subscriber's Bank Account Details and/or PAN are registered in PRAN before processing second time (and subsequent) name change request in CRA

2. Modification in Date of Birth (DoB)

- Date of Birth (DoB) change request Initiated by PAO/DTO nodal office through user 1 can be authorized by PAO/DTO nodal office through User 2.
(In case request is initiated by DDO office, the same is to be verified by PAO/DTO office through user id one and authorised by PAO/DTO office through user id 2).

In this SOP, we have explained the process of request initiated by PAO/DTO user ID 1 and authorised by PAO/DTO through user ID 2.

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

- PAO/DTO office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 31). Enter Aadhaar ID details and OTP for Aadhaar based login.

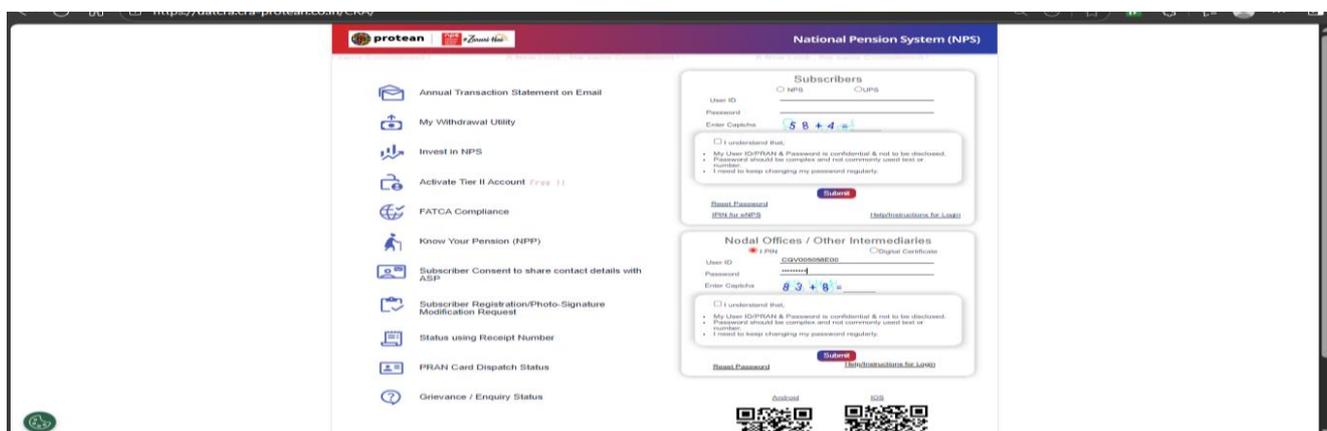


Figure 31

- Click on option **“Subscribe maintenance”** and sub menu **and sub menu “Update Name_DoB_DoR_DoJ”** (Please refer Figure 32)

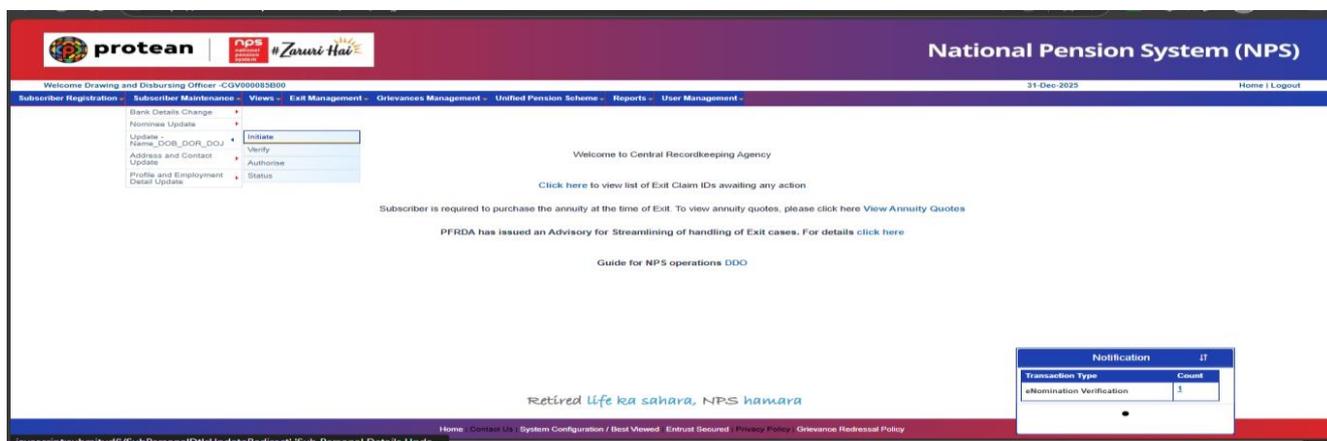


Figure 32

- Click on option **“Initiate”** and Enter PRAN. Click on **“Submit”** (Please refer Figure 33)

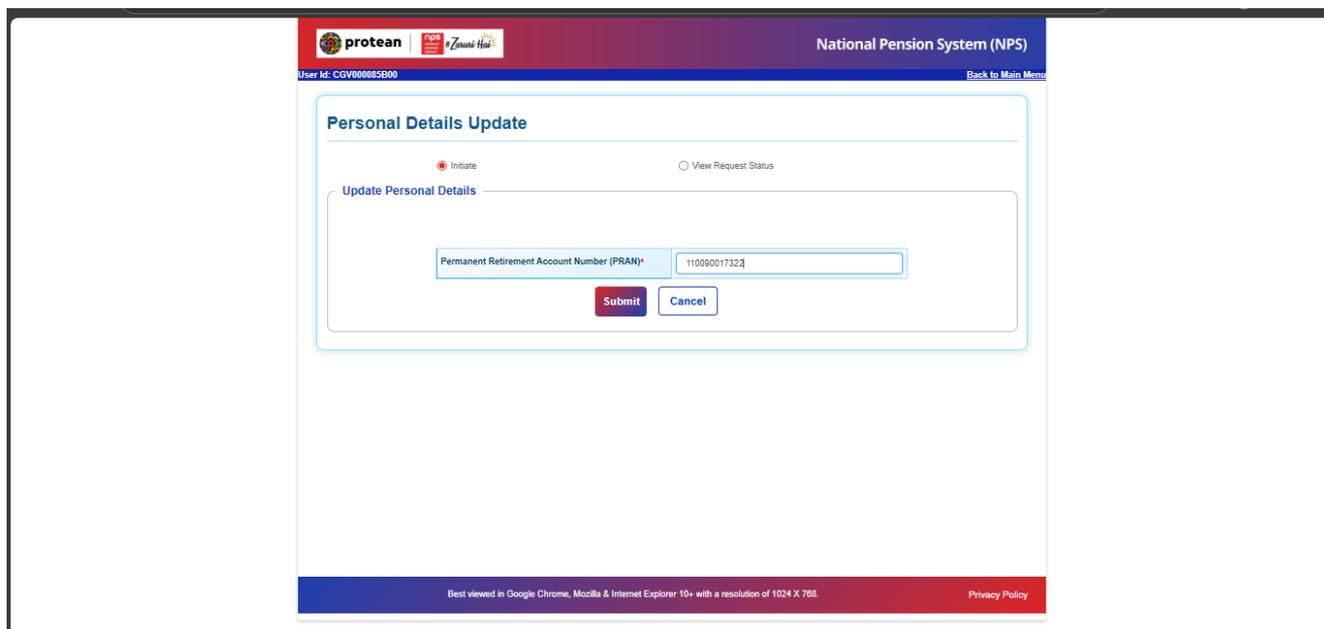


Figure 33a

- Existing subscriber details available in CRA will be displayed on screen. The office needs to click on **Edit button (refer figure 33b)**

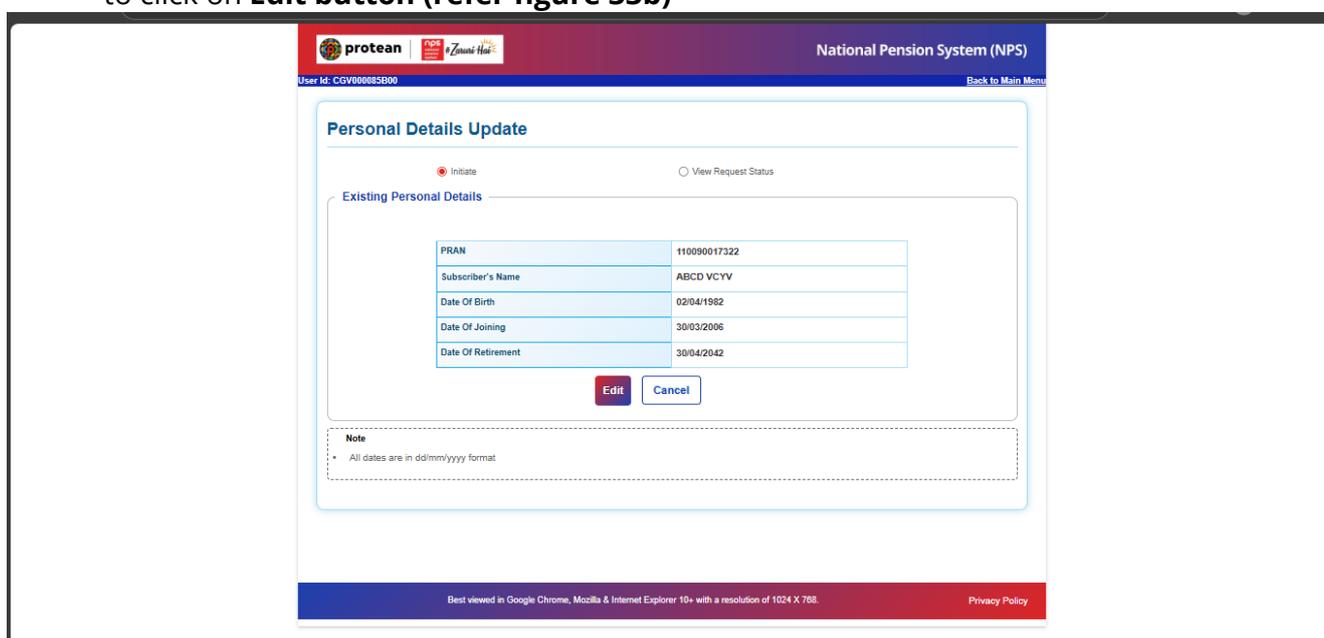


Figure 33b

- Select the Change Type as **“Date of Birth”**. Select supporting proof form as available in the list and Upload the document. Tick the declaration. Click on **“Submit”** (Please refer Figure 34 and 35).

Personal Details Update

PRAN: 110090017322 Subscriber Name: ABCD VCYV

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
Subscriber's Name	ABCD VCYV	ABCD MIDDLE VCYV	--SELECT--		
Date Of Birth	02/04/1982	02/04/1983		AADHAAR CARD /	[Choose File] No R. sen
Date Of Joining	30/03/2006	30/03/2008		--SELECT--	
Date Of Retirement	30/04/2042	30/04/2042		--SELECT--	

Document Type dropdown options:
 --SELECT--
 PASSPORT
 DRIVING LICENSE
 PAN CARD
 AADHAAR CARD / LETTER ISSUED BY UNIQUE IDENTIFICATION AUTHORITY OF INDIA
 VOTERS IDENTITY CARD
 HIGH SCHOOL MARK SHEET

Physical PRAN Card Required? NO

Submit **Cancel**

Figure 34& 35

The subscriber is having option to receive PRAN card either through e-PRAN or can opt for physical copy of the same. The office can click on the option of the physical PRAN card required as Yes if the subscriber intends to receive physical PRAN card and submit accordingly.

➤ Updated DoB will be visible on screen click on "Confirm" to proceed. (Please refer Figure 37).

Personal Details Update

PRAN: 110090017322 Subscriber Name: ABCD VCYV

Date Of Birth: 02/04/1982 Date Of Joining: 30/03/2006

Date Of Retirement: 30/04/2042

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	02/04/1982	02/04/1983	[Upload Icon]

Confirm **Cancel**

Figure 36

It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that the details are updated in service record of the office. (The office needs to tick on the box confirming the same as mentioned above in figure 27)

- Once the office clicks on confirm button, the details will be saved successfully, and acknowledgement number (ACK ID) will be visible on screen. (Please refer Figure 37).

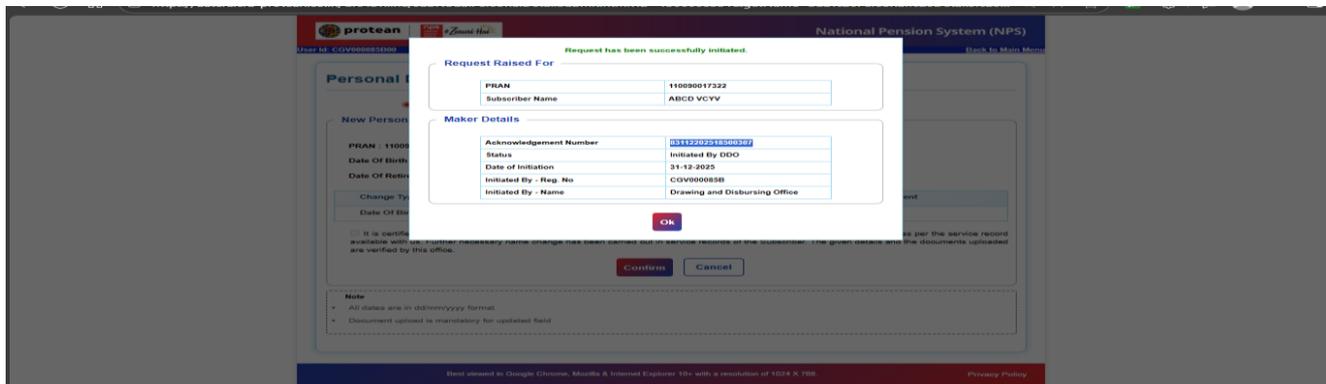


Figure 37

- Status of request can be seen in CRA log in. (Please refer Figure 38).

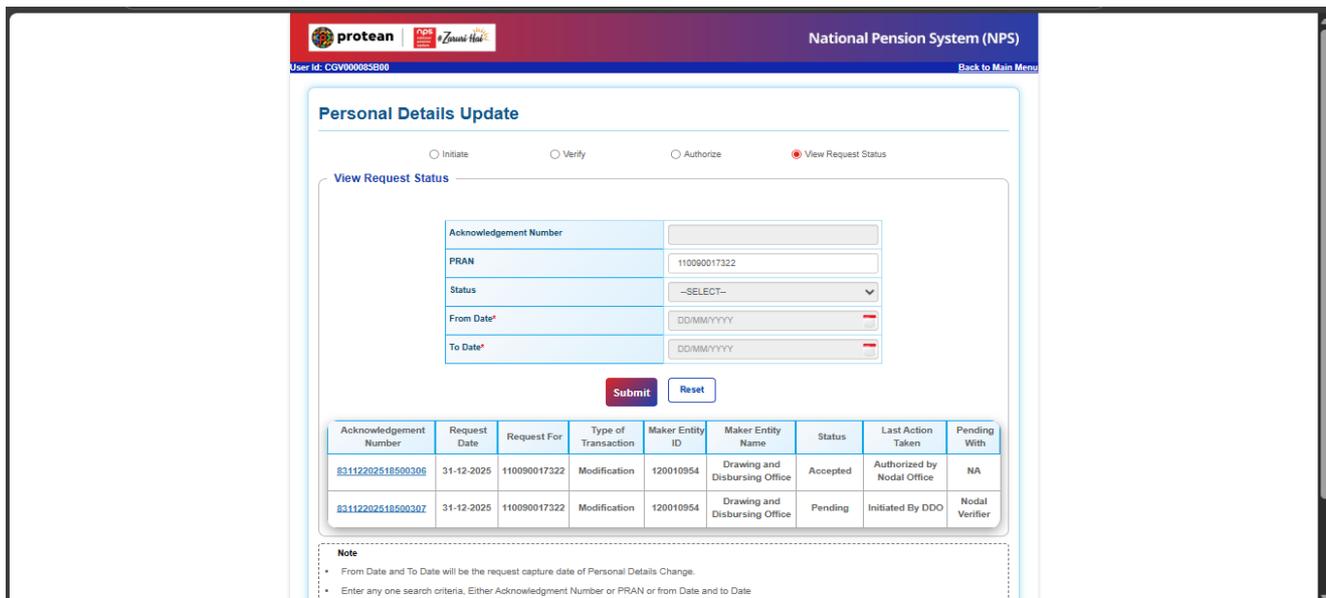


Figure 38

B. DoB change request Authorization by PAO/DTO Office

Date of Birth (DoB) change request Initiated by nodal office PAO/DTO user 1 needs to be Authorised by PAO/DTO nodal office through another User id i.e. user 2.

- PAO/DTO office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 39). Enter Aadhaar ID details and OTP for Aadhaar based login.

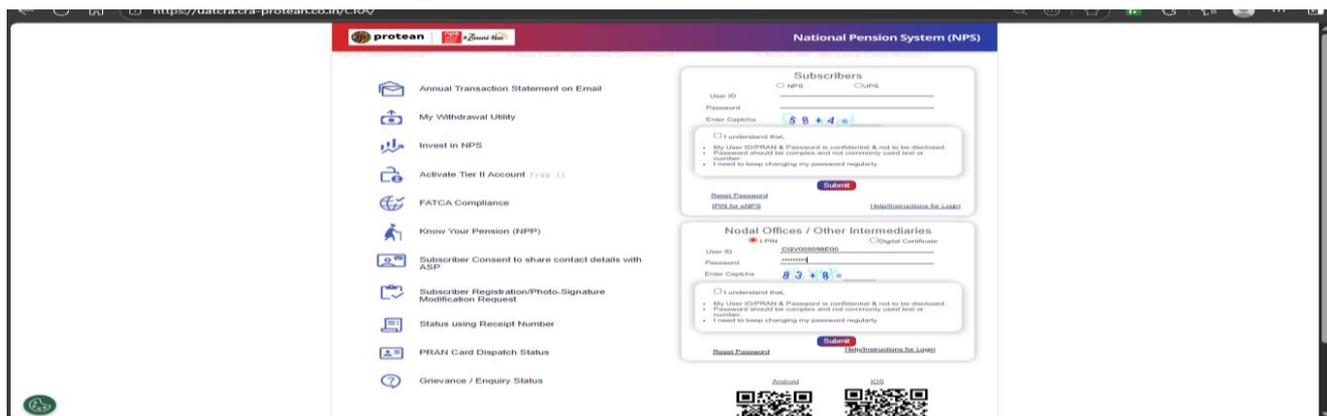


Figure 39

- Click on option **Subscribe maintenance** and sub menu **and sub menu “Update Name_DoB_DoR_DoJ”** (Please refer Figure 40)

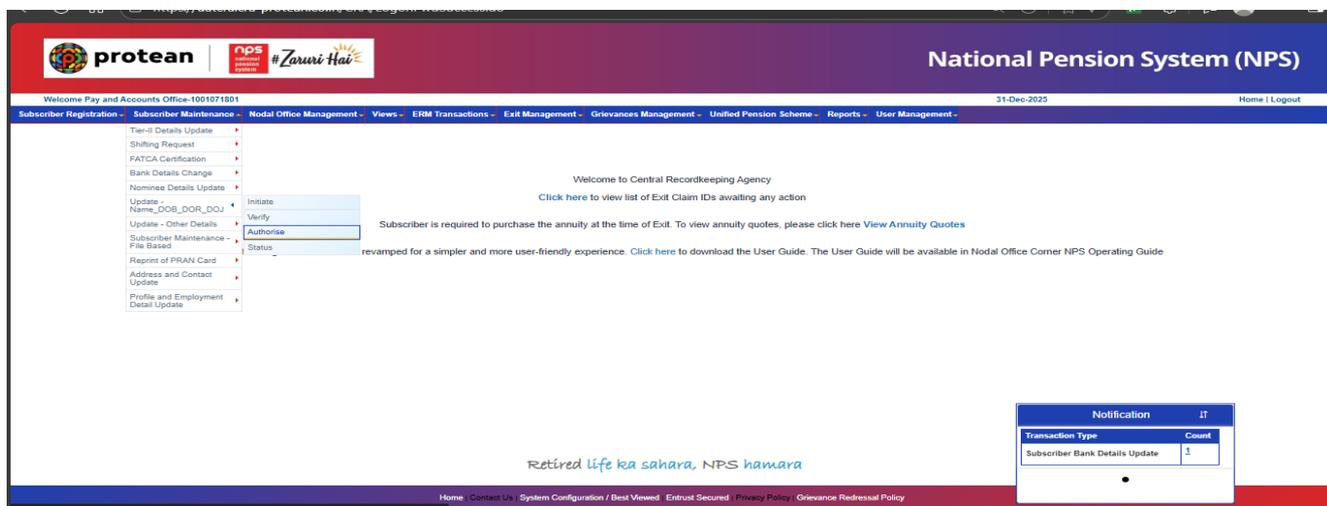


Figure 40

- Click on the option **“Authorization”** and enter either PRAN or ACK ID details and click on submit button. The request pending for verification will appear on the screen (Please refer Figure 41).

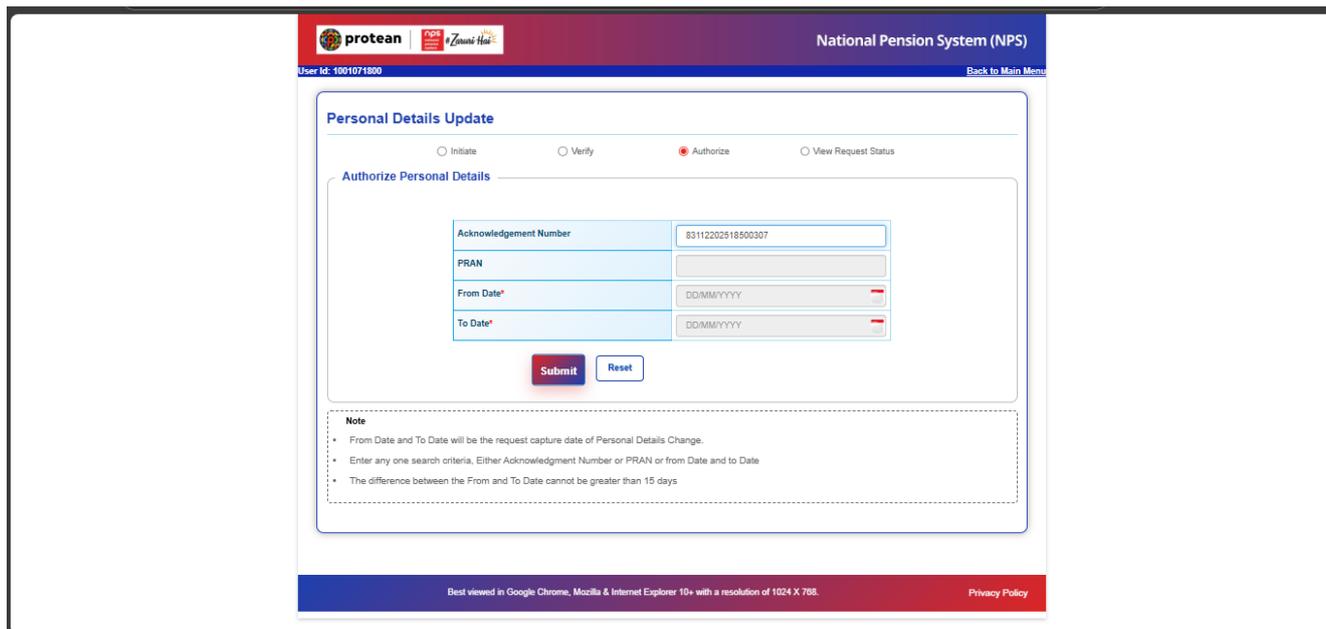


Figure 41

- 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 42)

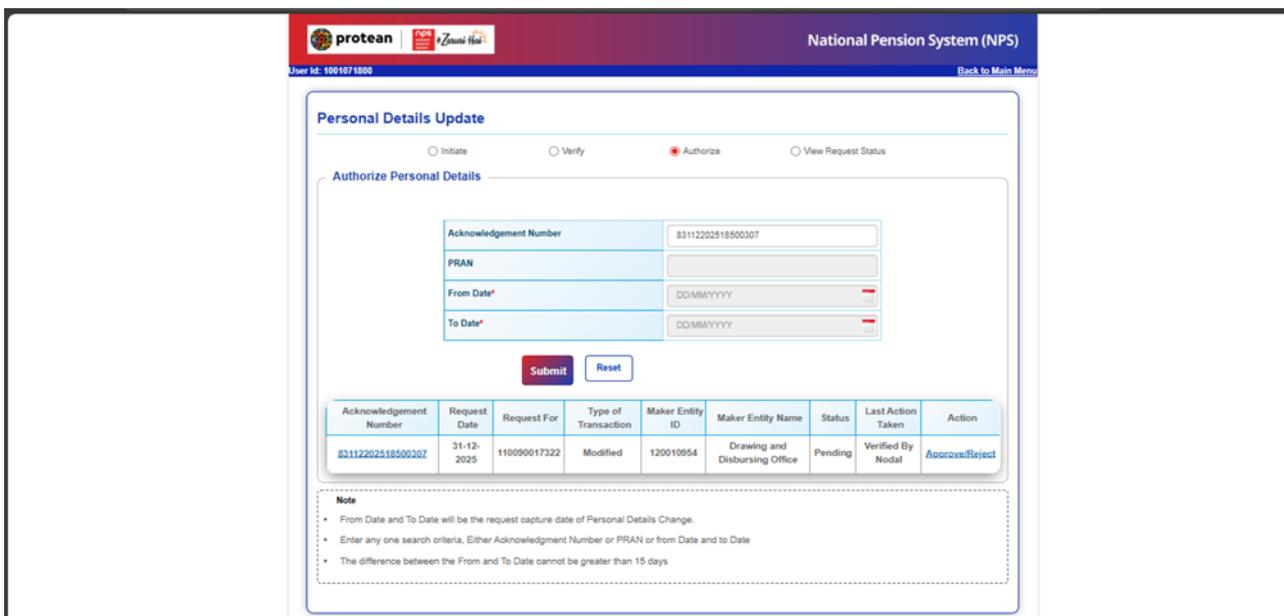


Figure 42

It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that the details are updated in service record of the office. (The office needs to tick on the box confirming the same as mentioned above in figure 43).

The following details will appear on the screen here the user have to click on accept/reject need to put the Remarks and then click on approve or Back (Refer figure 43)

Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

Personal Details to be Updated

PRAN : 110090017322 Subscriber Name : ABCD VCVY
 Date Of Birth : 02/04/1982 Date Of Joining : 30/03/2006
 Date Of Retirement : 30/04/2042

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	02/04/1982	02/04/1983	

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:

Figure 43

Nodal office can download and see document uploaded by maker to check the details entered. Click on "Confirm". (Please refer Figure 44/45)

Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

Personal Details to be Updated

PRAN : 110090017322 Subscriber Name : ABCD VCVY
 Date Of Birth : 02/04/1982 Date Of Joining : 30/03/2006
 Date Of Retirement : 30/04/2042

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	02/04/1982	02/04/1983	

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

Best viewed in Google Chrome, Mozilla & Internet Explorer 10+ with a resolution of 1024 X 768. [Privacy Policy](#)

Figure 44

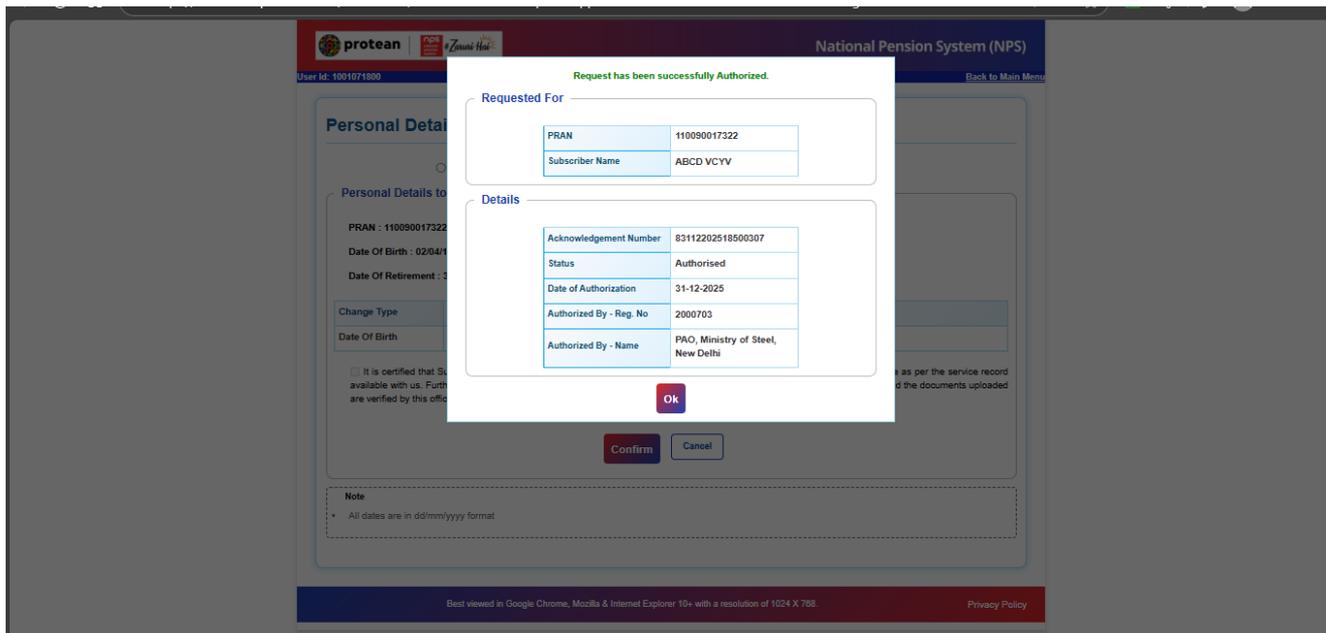


Figure 45

- Status of request can be seen in CRA log in. (Please refer Figure 46/47).

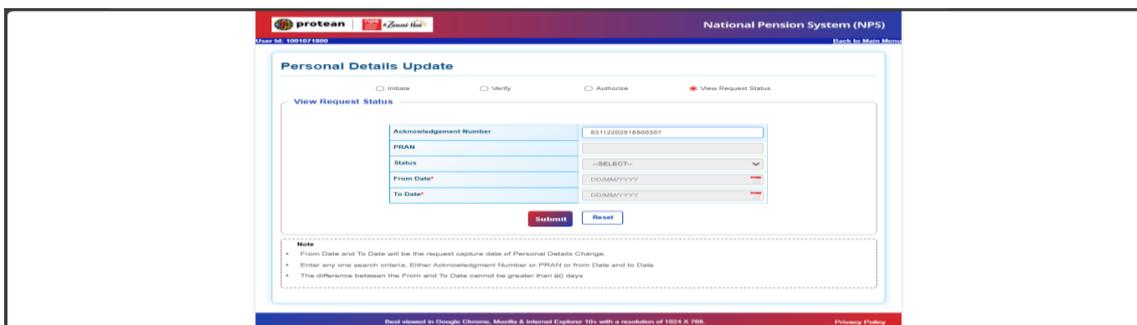


Figure 46

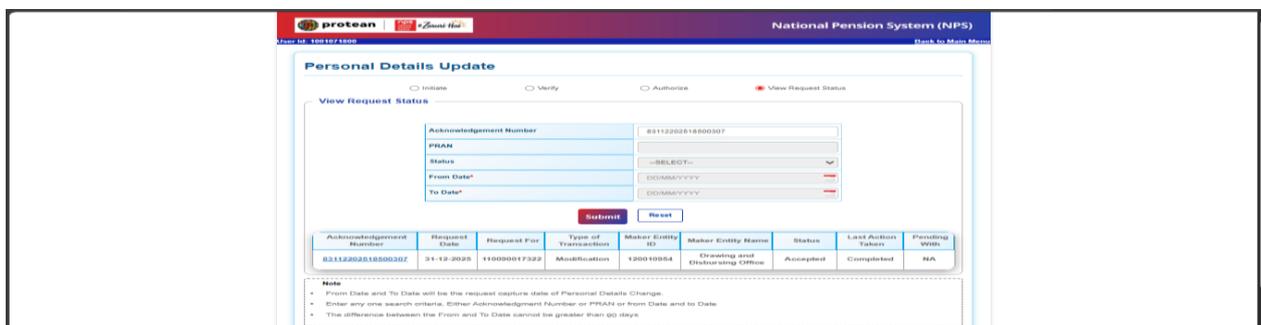


Figure 47

3. Modification in Date of Joining (Doj)

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

(In case request is initiated by DDO office, the same is to be verified by PAO/DTO office through user id one and authorised by PAO/DTO office through user id 2).

A. Change Request initiation by PAO/DTO nodal office

- PAO/DTO office will log in to CRA <https://cra.nps-proteantech.in/CRA/>. Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 1). Enter Aadhaar ID details and OTP for Aadhaar based login. (Please refer Figure 48)

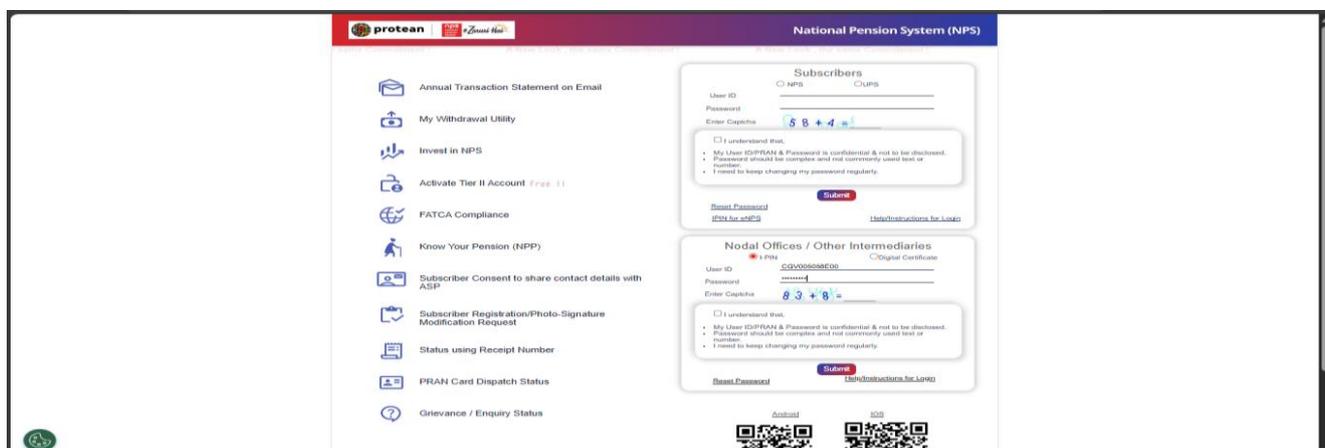


Figure 48

- Click on option **“Subscribe maintenance”** and sub menu **and sub menu “Update Name_DoB_DoR_DoJ”** (Please refer Figure 49)

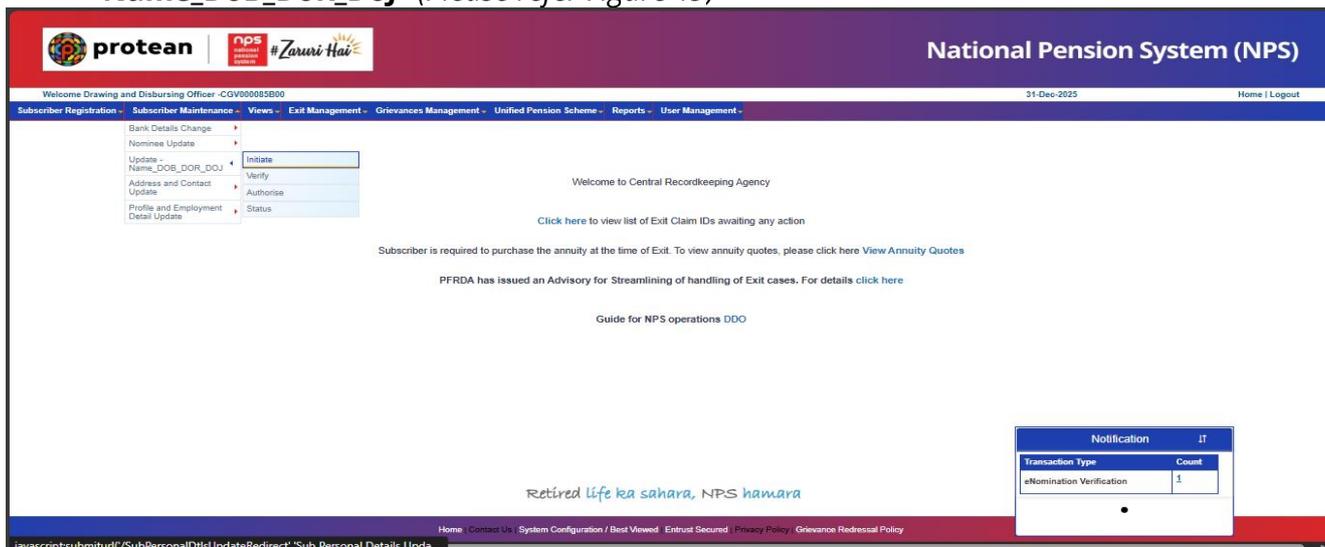


Figure 49

- Click on option **“Initiate”** and Enter PRAN. Click on **“Submit”** (Please refer Figure 50)

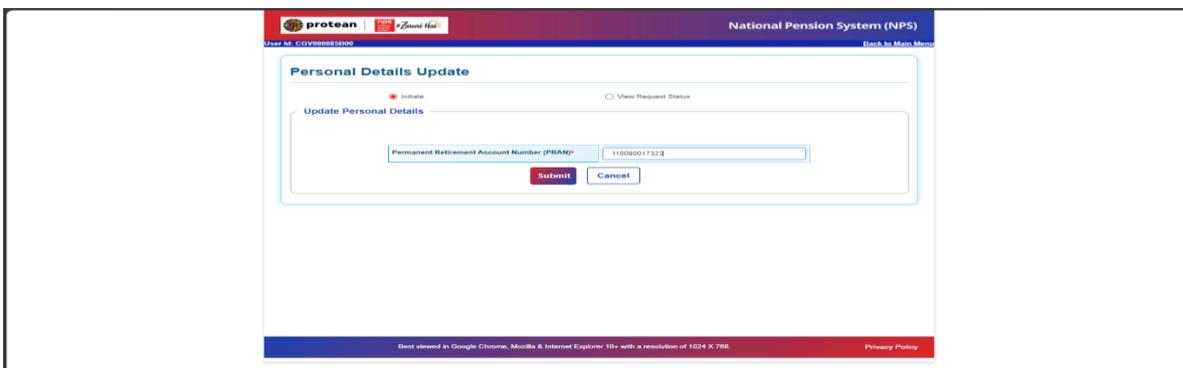


Figure 50

- Existing subscriber details available in CRA will be displayed on screen. The office needs to click on **Edit button** (Please refer Figure 51)

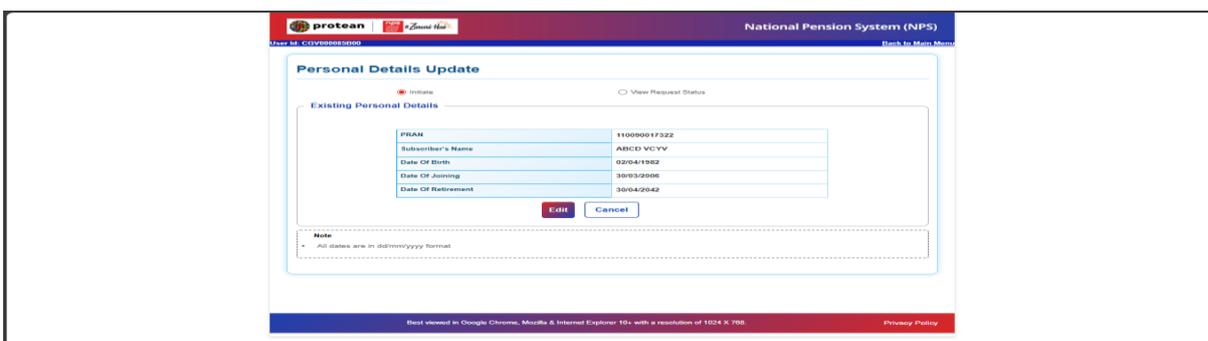


Figure 51

- Select the Change Type, **“Date of Joining”** and upload the supporting documents as a proof for Date of Joining. Tick on the declaration and click on **“Submit”** (Please refer Figure 52).

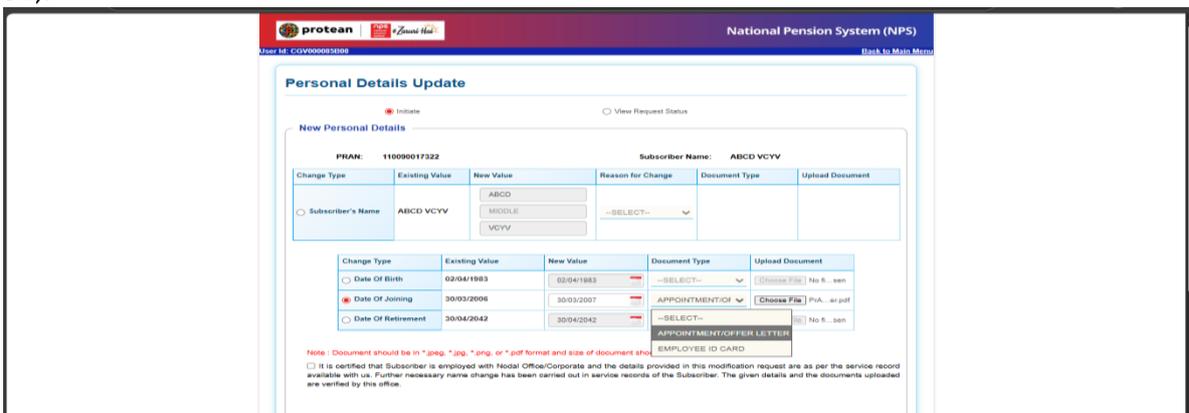


Figure 52

- Updated Doj will be visible on screen click on "Confirm" to proceed. (Please refer Figure 53).

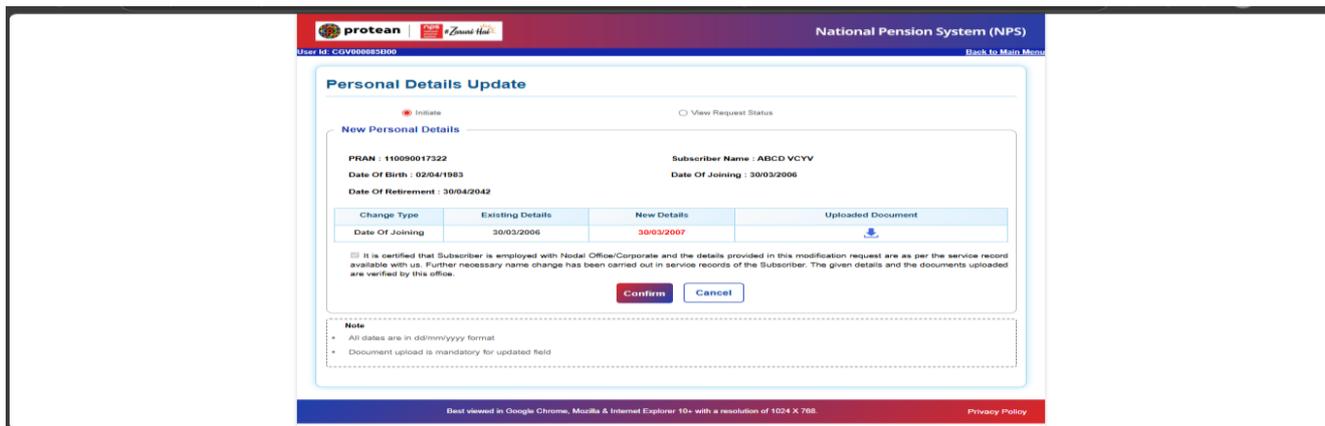


Figure 53

- Details will be saved successfully, and acknowledgement number (ACKID) will be visible on screen. (Please refer to Figure 54).

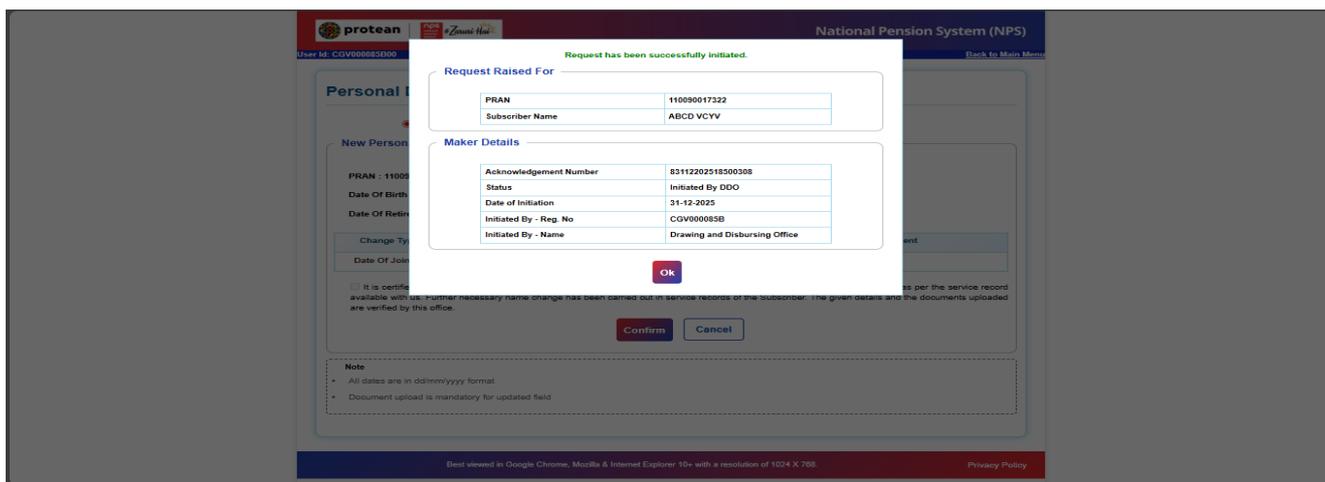


Figure 54

- Status of request can be seen in CRA log in. (Please refer Figure 55).

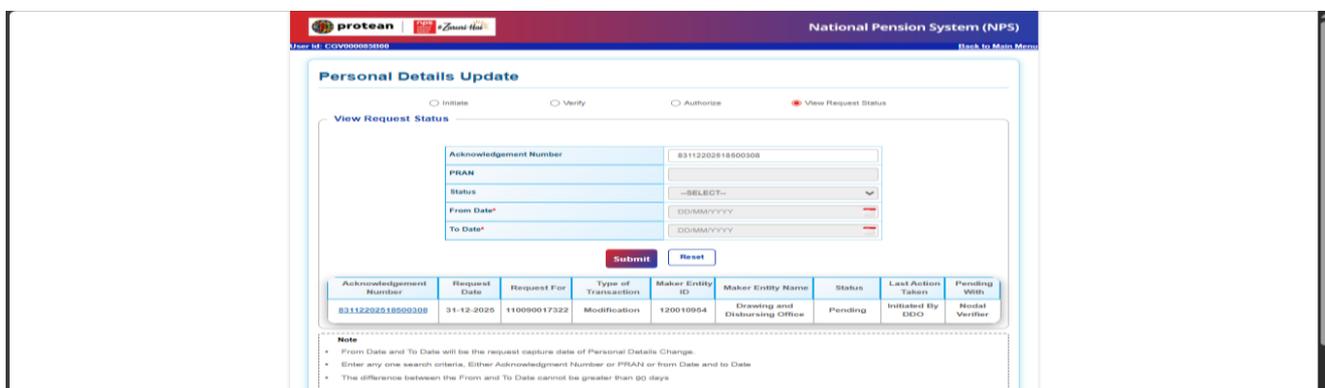


FIGURE 55

B. Authorization by PAO/DTO Office

Date of Joining (DoJ) change request Initiated by nodal office (PAO/DTO) needs to be authorized by PAO/DTO through another ID.

- PAO/DTO office will log in to CRA <https://cra.nps-proteantech.in/CRA/>. Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 1). Enter Aadhaar ID details and OTP for Aadhaar based login. (Please refer Figure 56)

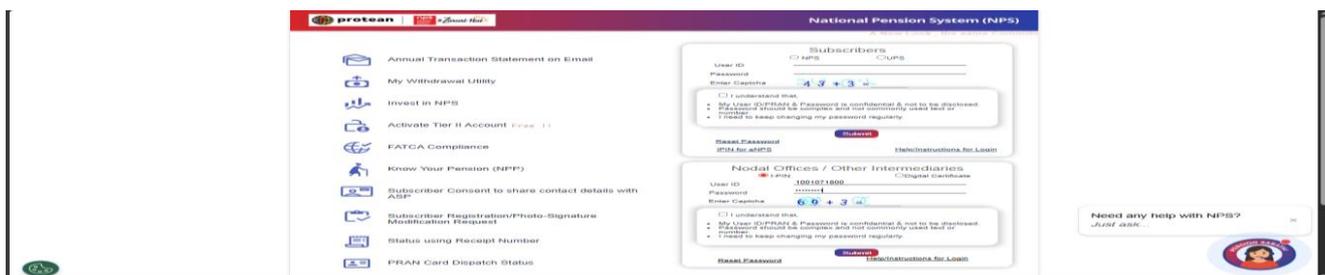


Figure 56

- Go to the option **“Subscribe maintenance”** and sub menu **sub menu “Update Name_DoB_DoR_DoJ”** and click on **authorise tab** (Please refer Figure 57a).



Figure 57a

- Enter PRAN/acknowledgement ID and click on **“Submit.”**(refer figure 57b)

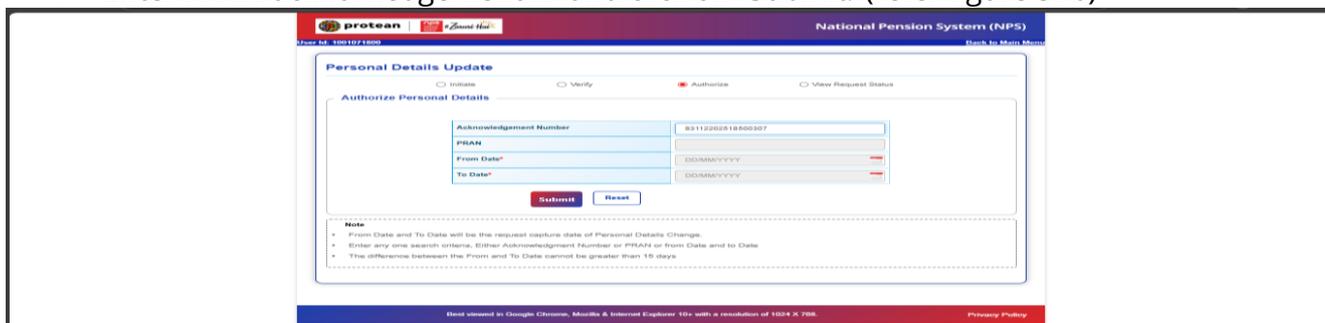


Figure 57b

- 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 58)

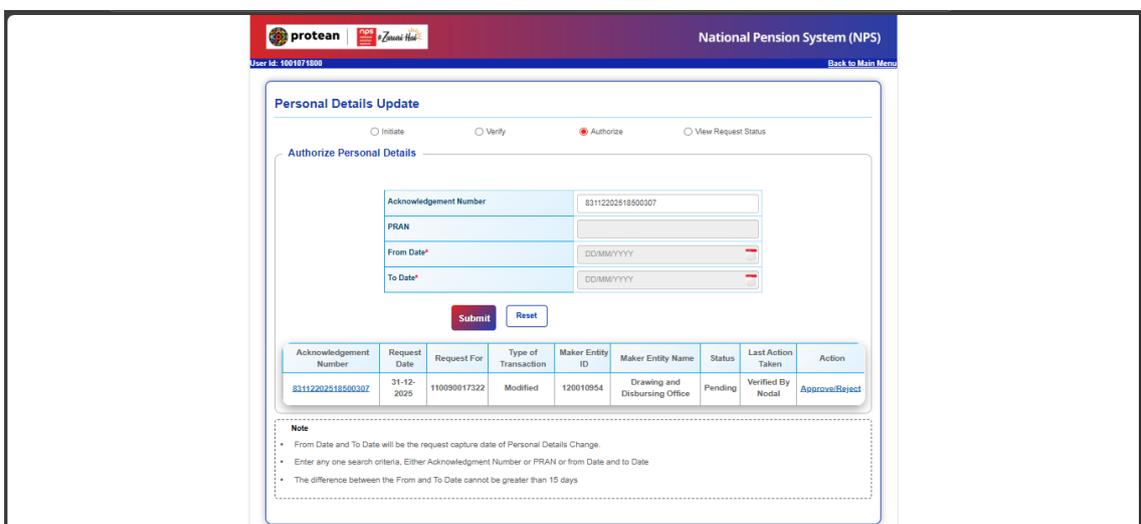


Figure 58

- The official needs to click on Approve/Reject hyperlink so that the changes made in date of joining will appear on the screen along with uploaded documents icon (refer figure 59).

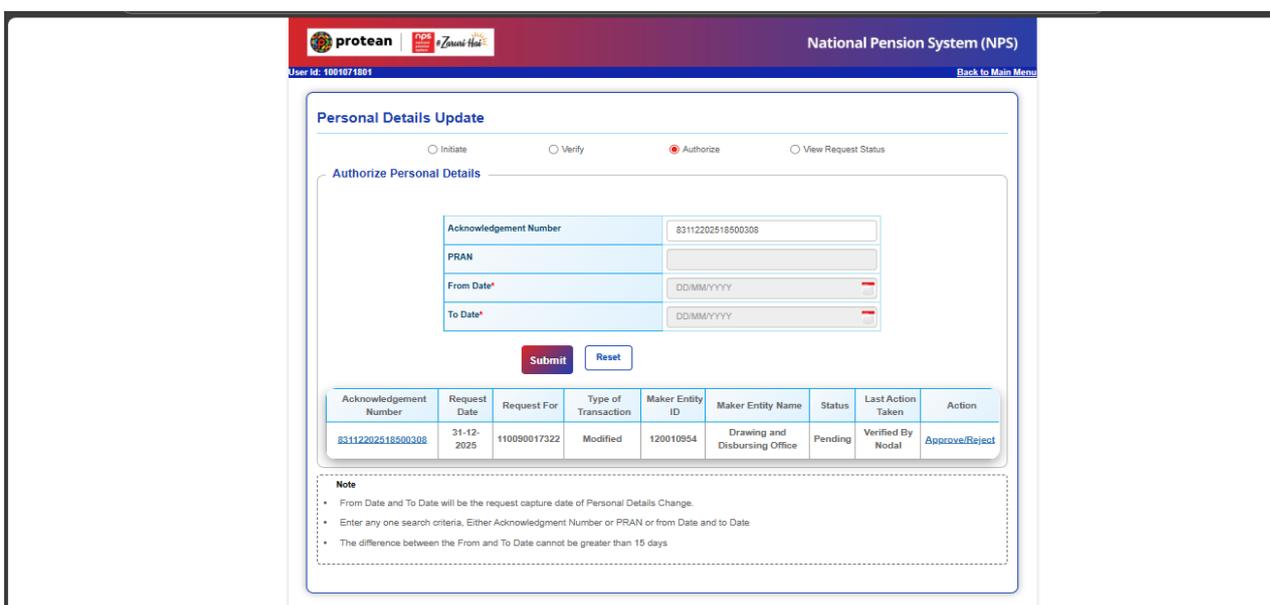


Figure 59

- PAO/DTO nodal office can Approve/Reject the request based on details entered and documents uploaded in CRA system. To see the upoded documents, click on **“Uploaded document”** icon. Nodal office needs to download and check document as uploaded by the initiator. Click on **“accept/reject>put remarks and Approve”** and then confirm. (Please refer Figure 60/61)

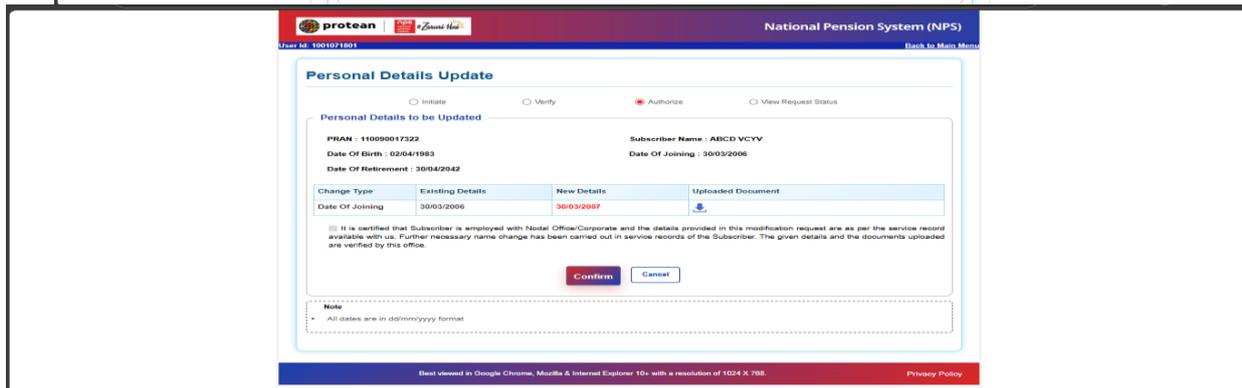
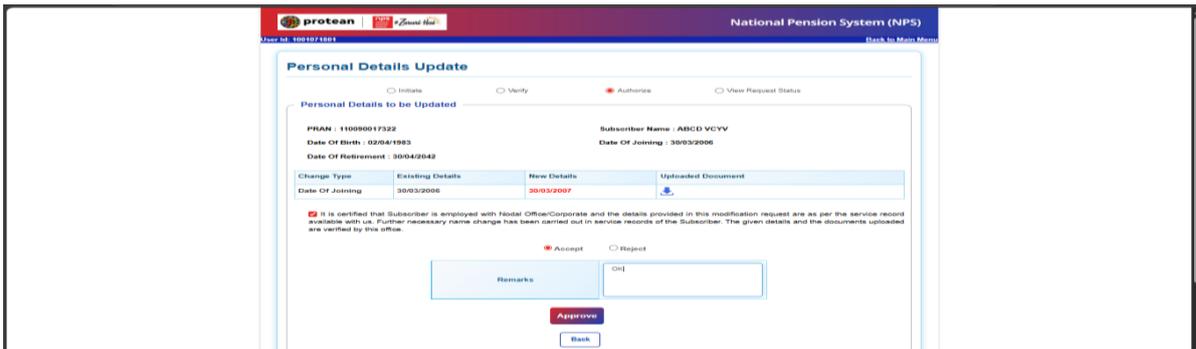


Figure 60/61

- Details will be saved successfully, and acknowledgement number will be visible on screen. Nodal office can check the status of the request. (Please refer Figure 62/63).

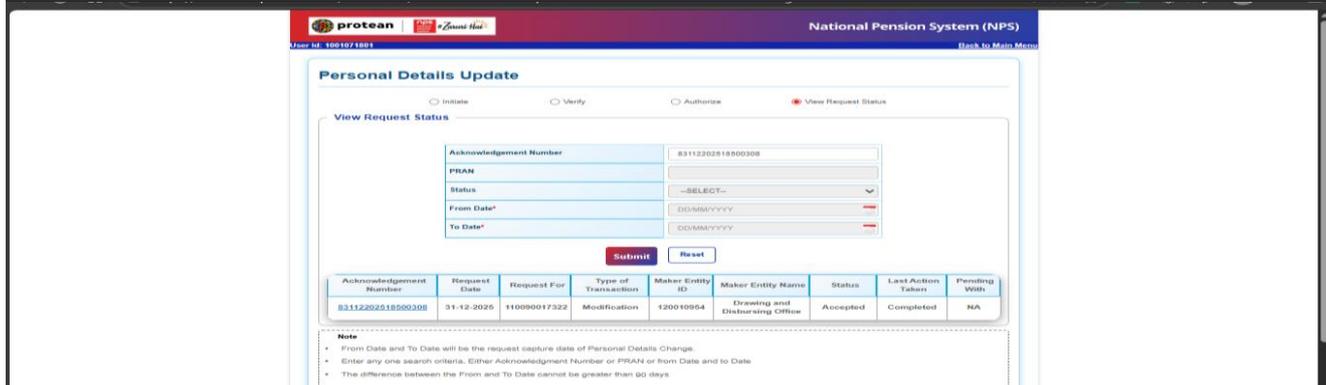
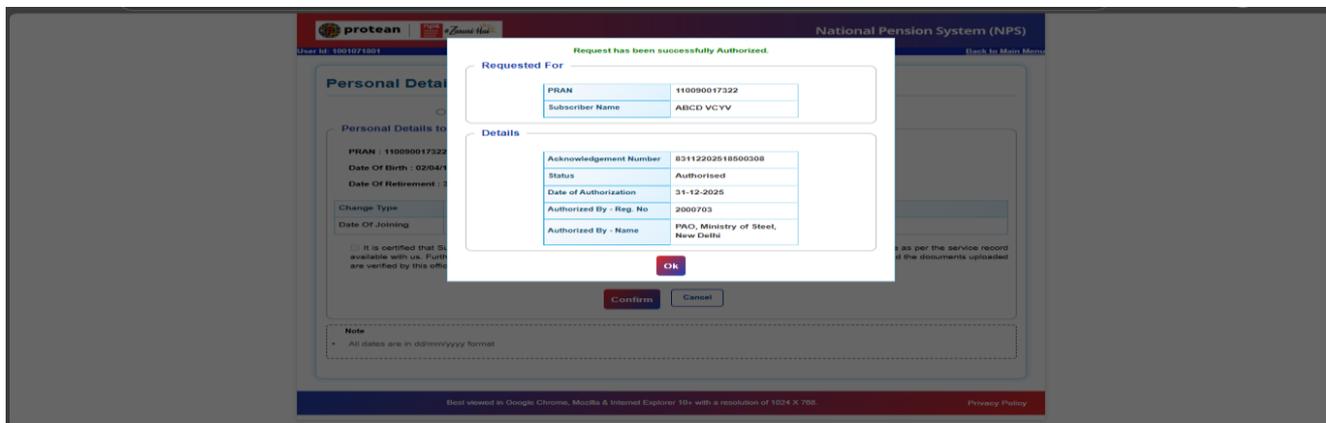


Figure 62/6

4. Modification in Date of Retirement:

Date of Retirement (DoR) change request Initiated by nodal office PAO/DTO through user ID 1 can be authorized by PAO/DTO nodal office User through user ID 2.
(In case request is initiated by DDO office, the same is to be verified by PAO/DTO office through user id one and authorised by PAO/DTO office through user id 2).

A. DoR Change Request Initiation by PAO/DTO

- DTO/PAO office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter **“User ID”** and password click on **“Submit”** *(Please refer Figure 64)*

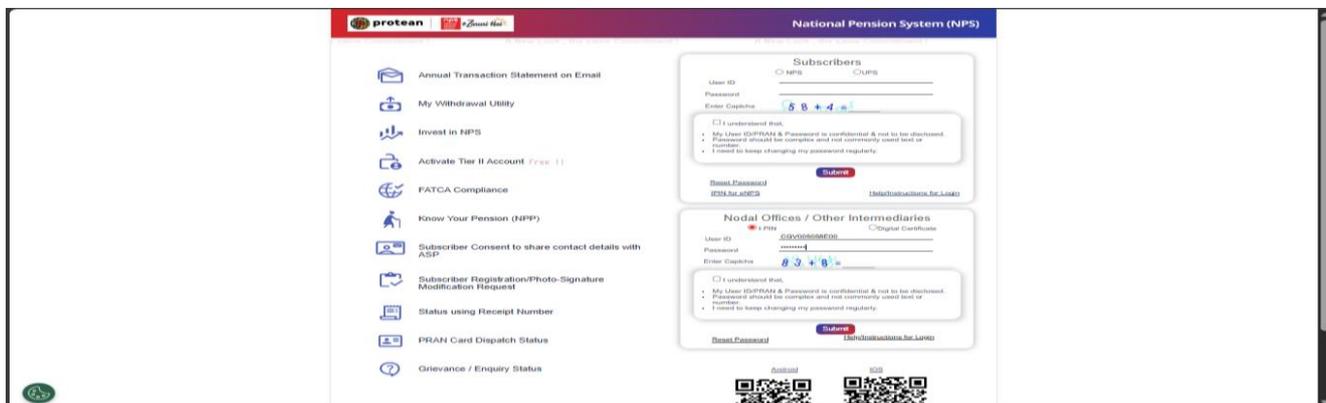


Figure 64

- Click on option **“Subscribe maintenance”** and sub menu **and sub menu “ Update Name, dob,dor,dor,”** *(Please refer Figure 65)*

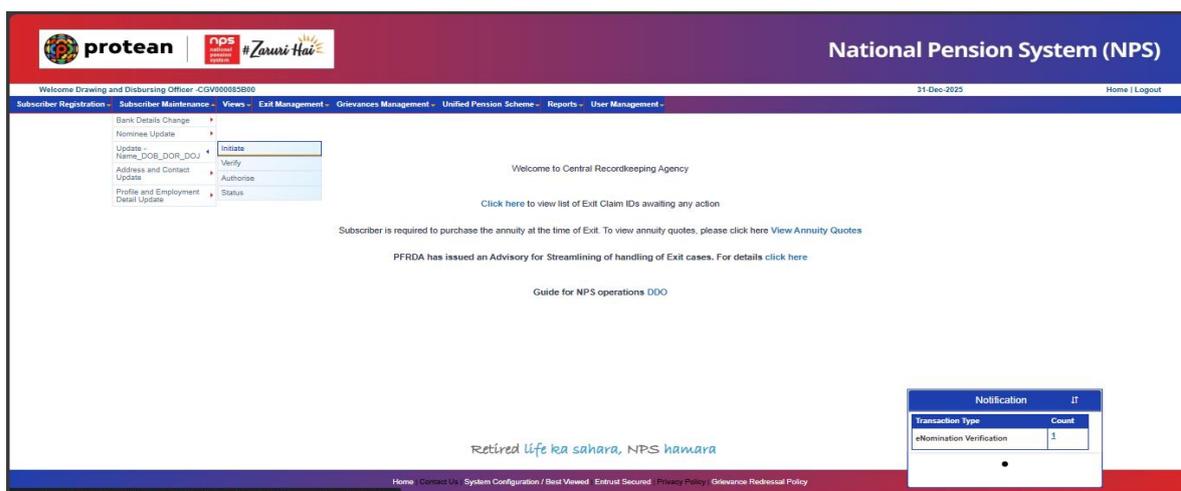


Figure: 65

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 66/67)

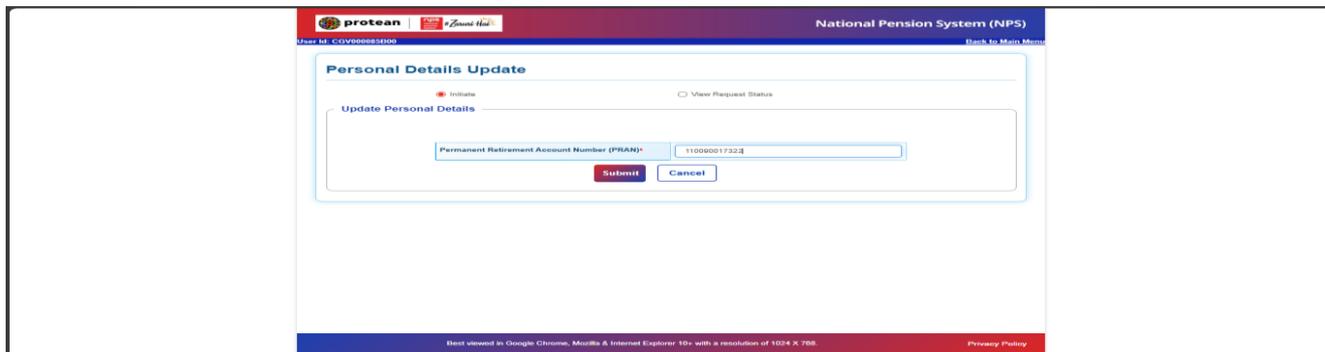


Figure 66

Then Click on **Edit** :

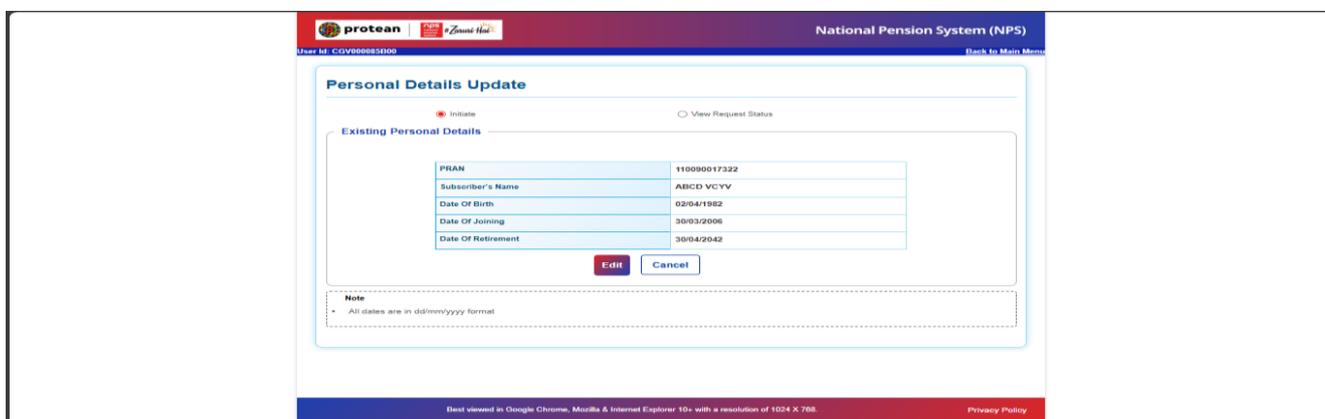


Figure: 67

- Select the Change Type, **"Date of Retirement"**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **"Submit"** (Please refer Figure 68/69).

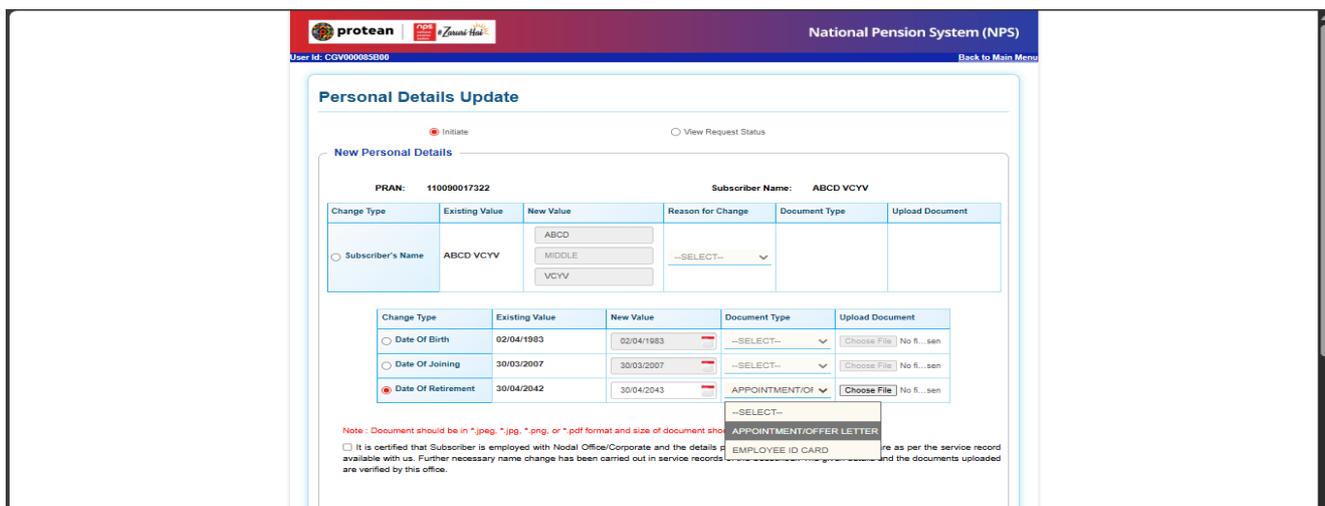


Figure: 68

Change Type	Existing Value	New Value	Document Type	Upload Document
<input type="radio"/> Date Of Birth	02/04/1983	02/04/1983	--SELECT--	<input type="button" value="Choose File"/> No 5... seen
<input type="radio"/> Date Of Joining	30/03/2007	30/03/2007	--SELECT--	<input type="button" value="Choose File"/> No 5... seen
<input checked="" type="radio"/> Date Of Retirement	30/04/2042	30/04/2043	APPOINTMENT/OF	<input type="button" value="Choose File"/> No 5... seen

Note: Document should be in *.jpeg, *.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.

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, *.png or *.pdf format. Size of document should be between 2 KB to 5 MB.
 • Name change documents should be in *.jpeg, *.png or *.pdf format. Size of document should be between 2 KB to 2 MB.

Figure: 69

- Updated DoR will be visible on screen click on "Confirm" to proceed. (Please refer Figure70).

Personal Details Update

Initiate View Request Status

New Personal Details

PRAN : 110090017322 Subscriber Name : ABCD VCVV
 Date Of Birth : 02/04/1983 Date Of Joining : 30/03/2007
 Date Of Retirement : 30/04/2042

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/04/2042	30/04/2043	<input type="button" value="Download"/>

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: 70

- Details will be saved successfully and acknowledgement number will be visible on screen than click on OK. (Please refer Figure 71).

Request has been successfully initiated.

Request Raised For

PRAN : 110090017322
 Subscriber Name : ABCD VCVV

Maker Details

Acknowledgement Number : 831120251800309
 Status : Initiated by DDO
 Date of Initiation : 31-12-2025
 Initiated By - Reg No : CGV0000838
 Initiated By - Name : Drawing and Disbursing Office

Figure: 71

➤ Status of request can be seen in CRA log in. (Please refer Figure 72).

Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

View Request Status

Acknowledgement Number: 83112202518500309
 PRAN:
 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
83112202518500309	31-12-2025	110090017322	Modification	120010954	Drawing and Disbursing Office	Pending	Initiated By DDO	Nodal Verifier

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 90 days

Figure: 72

4 (B). DoR Change Request Authorization by PAO/DTO.

Date of Birth (DoJ) change request Initiated by nodal office (PAO/DTO user 1) needs to be authorized by PAO/DTO user 2.

- DTO/PAO office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter "User ID" and password click on "Submit" (Please refer Figure 73)

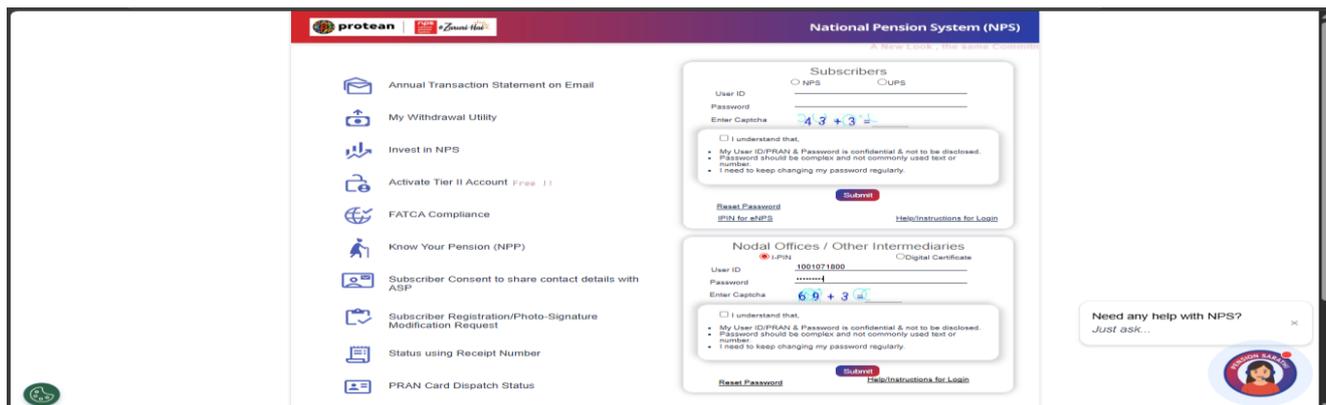


Figure: 73

- Click on option "Subscribe maintenance" and sub menu "Update Name, dob,dor,dof," "Authorise". Enter PRAN/acknowledgement ID. Click on "Submit." (Please refer Figure 74).

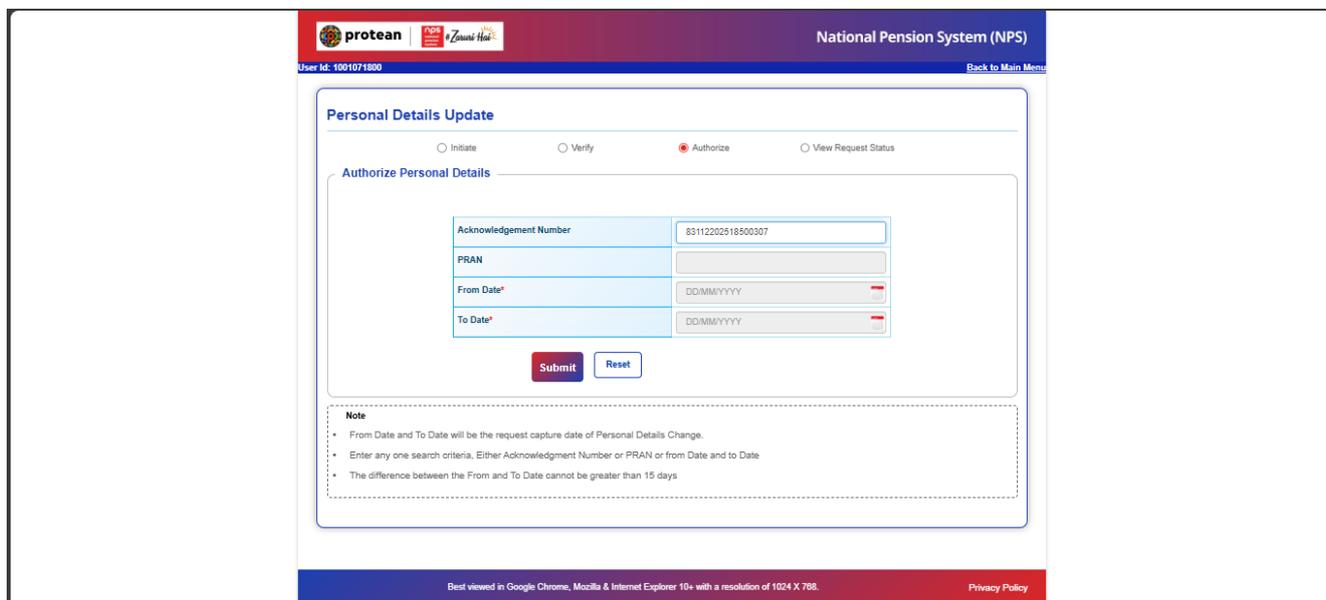


Figure: 74

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

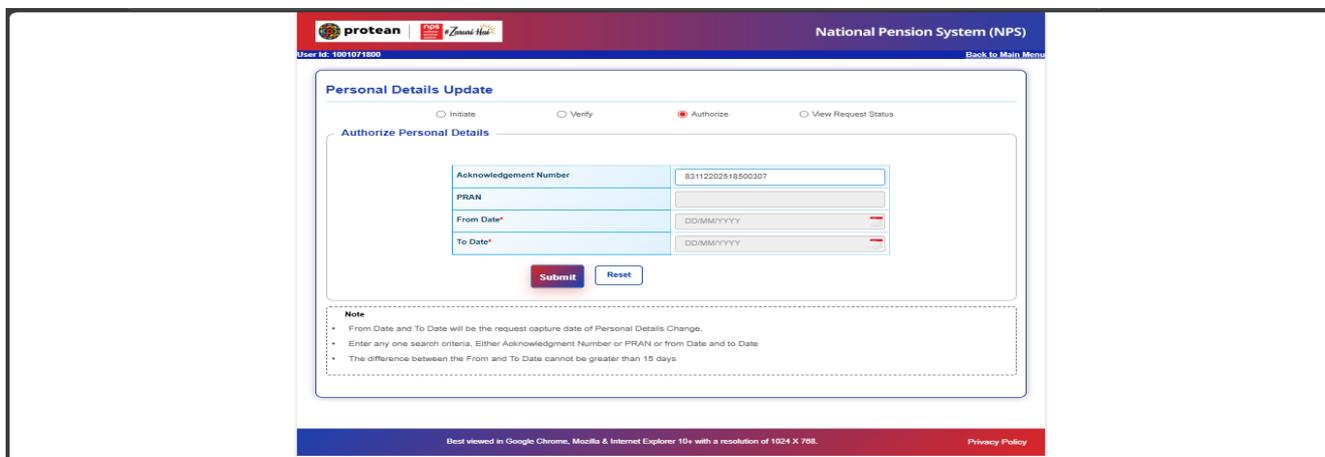


Figure: 75

- 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 76)

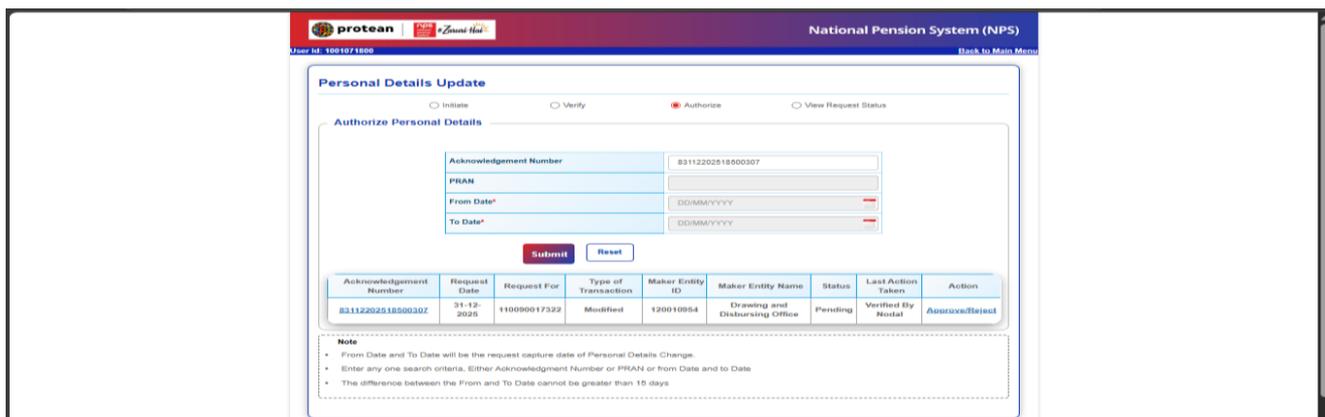


Figure: 76

- The following details will appear on the screen here the user have to click on accept/reject need to put the Remarks and then click on approve or Back (Refer figure 77)

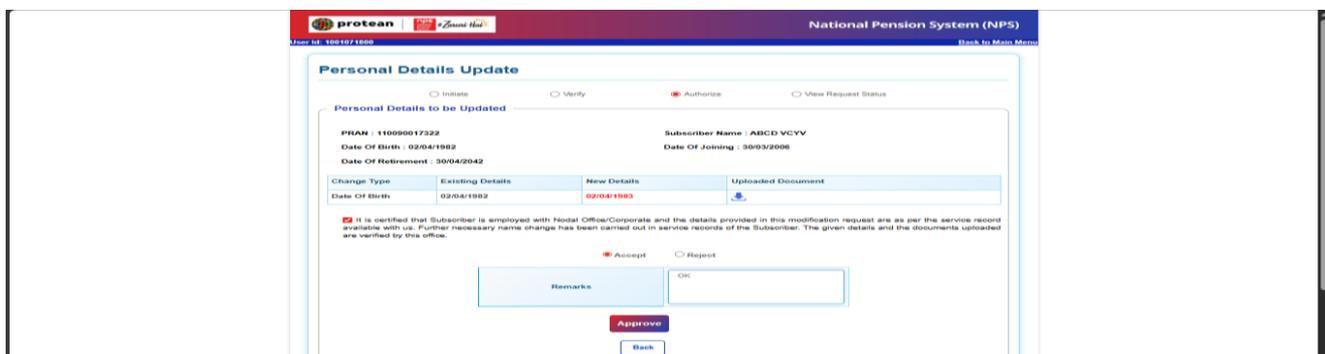


Figure: 77

➤ Status of request can be seen in CRA log in. (Please refer Figure 80/81).

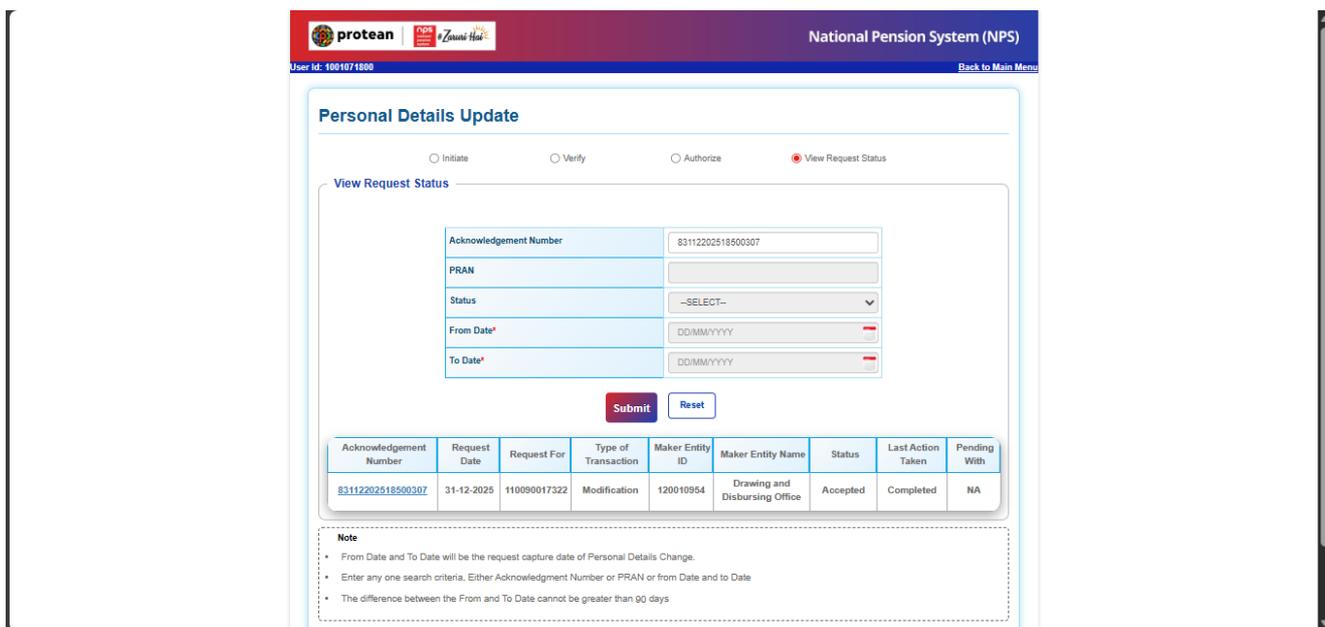
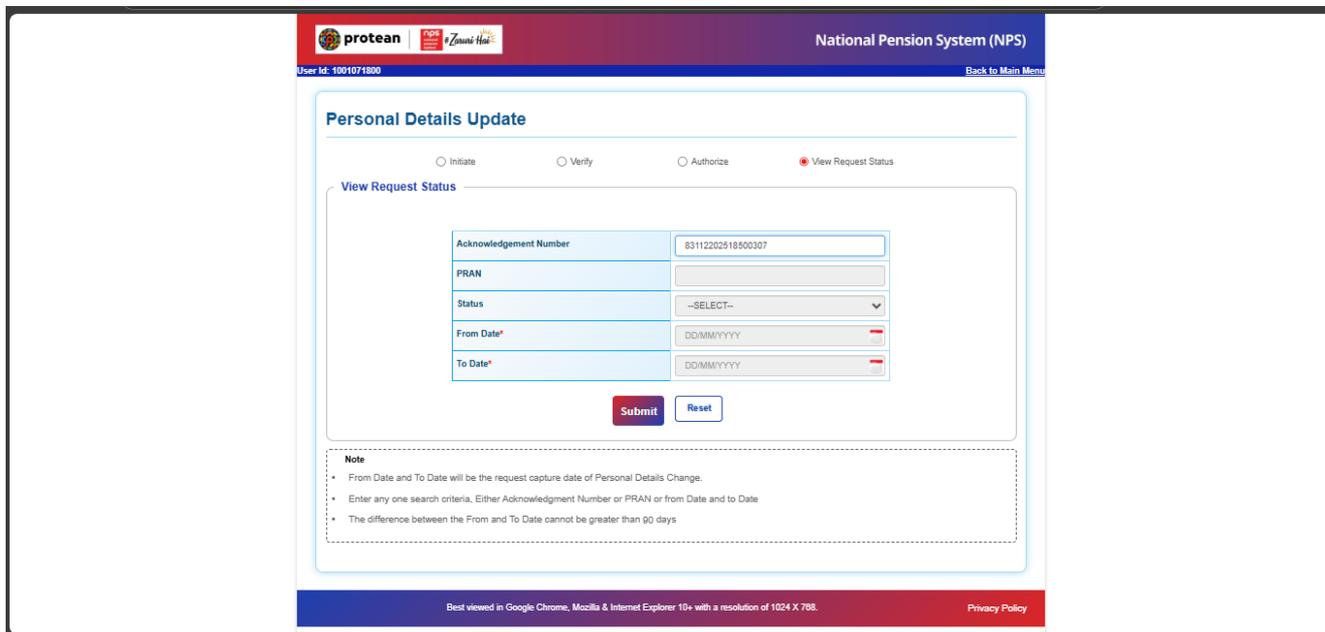


Figure: 80/81
