Protean eGov Technologies Limited



Standard Operating Procedure (SOP)

Name Change request initiated by Subscriber And processed by Nodal office

Version 1.0

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Revision History

Sr. No.	Date of Revision	Ver.	Section Number	Description of Change
1	27.10.2026	1.0	NA	Initial Version

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1. Name Change - Background

Employees of Central Government (excluding Armed Forces) / State Government / State Autonomous Bodies and Central Autonomous Bodies who are covered under the National Pension System (NPS) are allocated a Permanent Retirement Account Number (hereafter termed as "PRAN"). Subscriber name is recorded against the PRAN in the Central Recordkeeping Agency (CRA) system while PRAN generation.

There can be requirement for change in subscriber name on account of either correction in name as registered in CRA or change in name of the subscriber (on account of marriage or the subscriber has changed the name). The said change in subscriber name can be carried out by 2 ways either the subscriber can initiate the same online through his/her login or can submit the required documents to the concern nodal office for updating the same.

The current SOP specifies the process for name change request initiated by the subscriber and processed by nodal office. There is separate SOP for name change wherein the subscriber submit the documents to nodal office and the office process the same and the same is available on CRA website (SOP Subscriber Details Update Version 1.4)

2. Pre-requisites

At subscriber level

The subscriber needs to have the following ready before raising the Name Change request:

- Login Credentials - Active PRAN and Password for the CRA Subscriber login.
- Identity Verification - Aadhaar number (or Virtual ID) with the mobile number linked to Aadhaar accessible for Online Aadhaar. Offline KYC, DigiLocker or CKYC (CKYC Number / PAN) can also be used.
- Registered Email ID and Mobile No. - Distinct OTPs are sent to the Email ID and mobile number registered in the CRA system. Both must be active and accessible.
- Supporting Document - Self-attested proof of identity (POI) in the old name, in .jpeg, .jpg, .png or .pdf format, with a file size between 2 KB and 5 MB.

At Nodal Office level

The DDO, PAO / DTO and PRAO / DTA offices need to ensure the following:

- Active CRA login IDs (User ID and Password) with access to Subscriber Maintenance → Update – Name_DOB_DOR_DOJ.
- The name change has been carried out in the service records of the subscriber, as the DDO certifies the same while verifying the request.

Documents required for Subscriber Name Change:

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	

NOTE

Document upload is mandatory for the updated field. The request cannot be submitted without the supporting document.
All dates are in dd/mm/yyyy format.

*(Allowed document type:- *.jpeg, *.jpg, *.png, or *.pdf format and size of each document should be between 2KB to 5MB.*

3. Process Flow for Name Change

The diagram below summarises the end-to-end flow of a Name Change request - from the subscriber raising the request to its authorisation by the PRAO / DTA. (Refer Figure 3.1.)

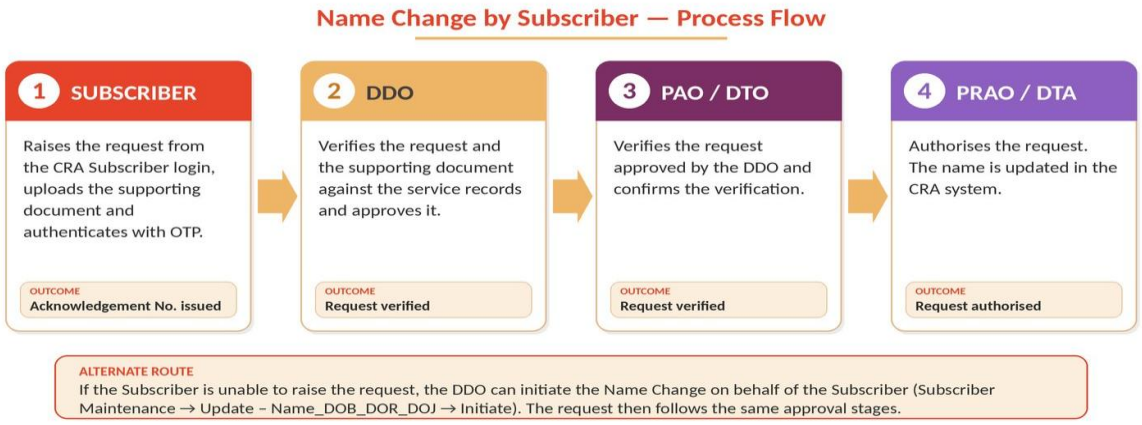


Figure 3.1

The Matrix for the above-mentioned updation is as follows:

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

4. Name Change Request - Subscriber Activity

The subscriber Initiate the Name Change request from the CRA Subscriber login, provides the reason for the change, uploads the supporting document and authenticates the request using OTP.

4.1 Log in to the CRA Portal

Go to https://cra.nps-proteantech.in/CRA/ Under 'Subscribers', select 'NPS', enter the PRAN and Password and the Captcha, tick 'I understand that…' and click 'Submit'. (Refer Figure 4.1.)

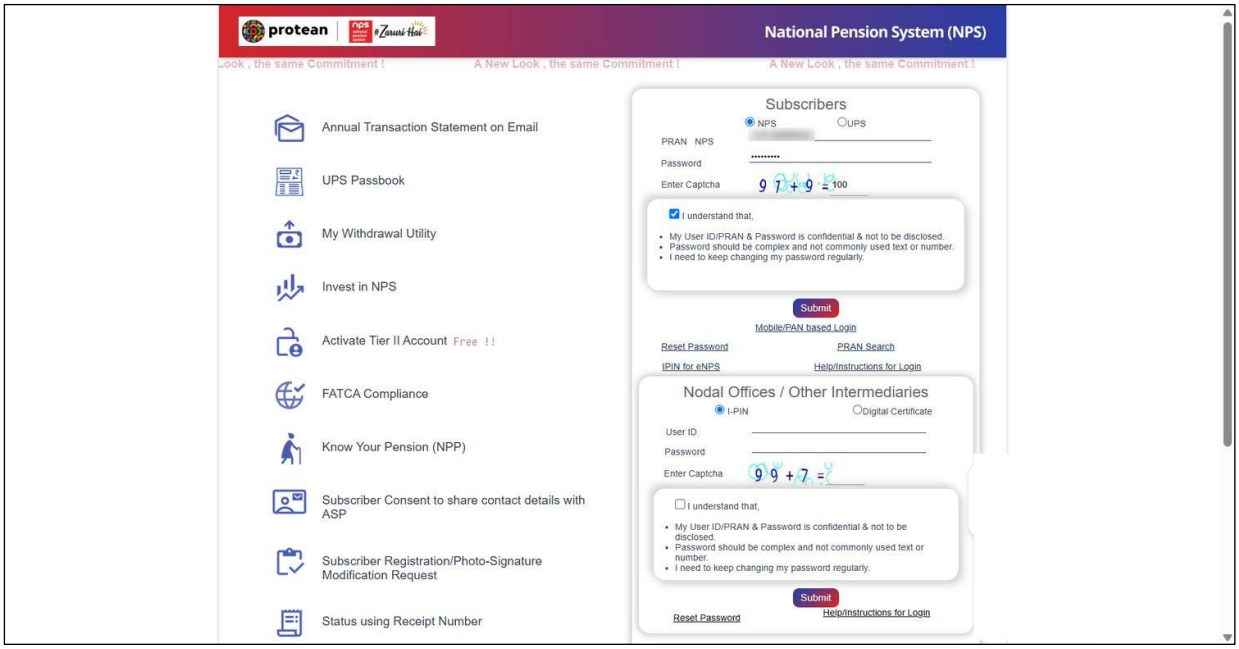


Figure 4.1

4.2 Go to Update Name

After logging in, go to Manage My Account → Update My Profile → Update Name. (Refer Figure 4.2.)

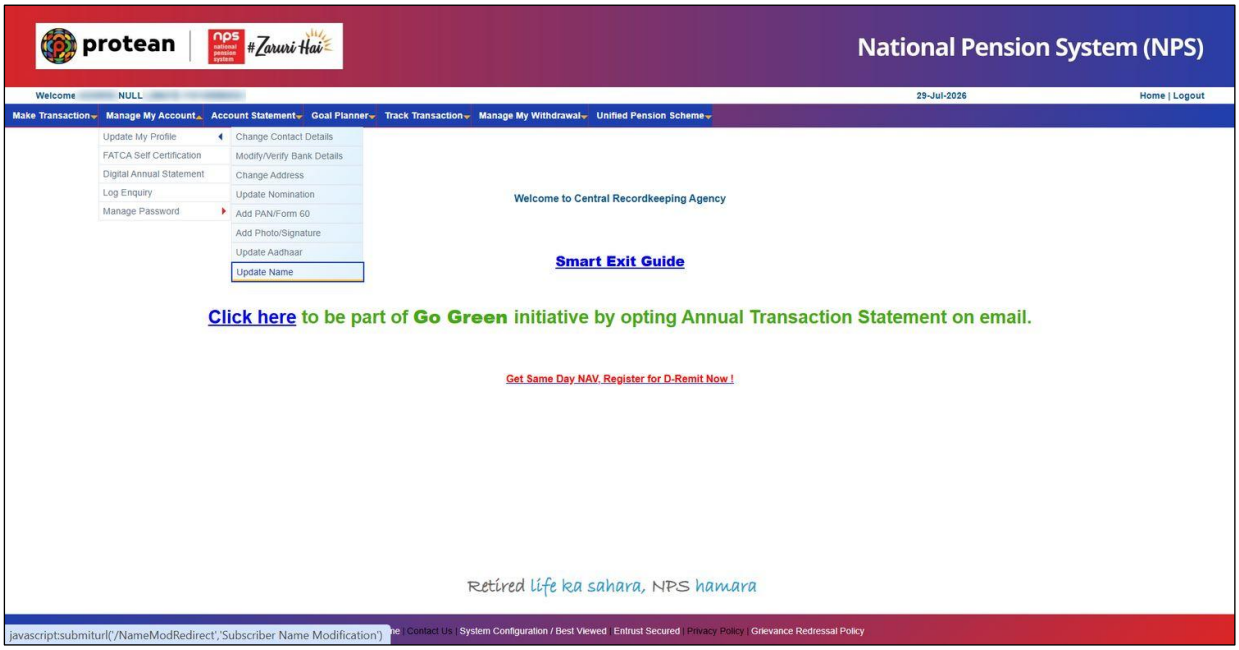


Figure 4.2

4.3 Initiate the Name Change

The 'Subscriber Name Change' page displays the PRAN and the Existing Name. With 'Initiate' selected, click 'Edit'. (Refer Figure 4.3.)

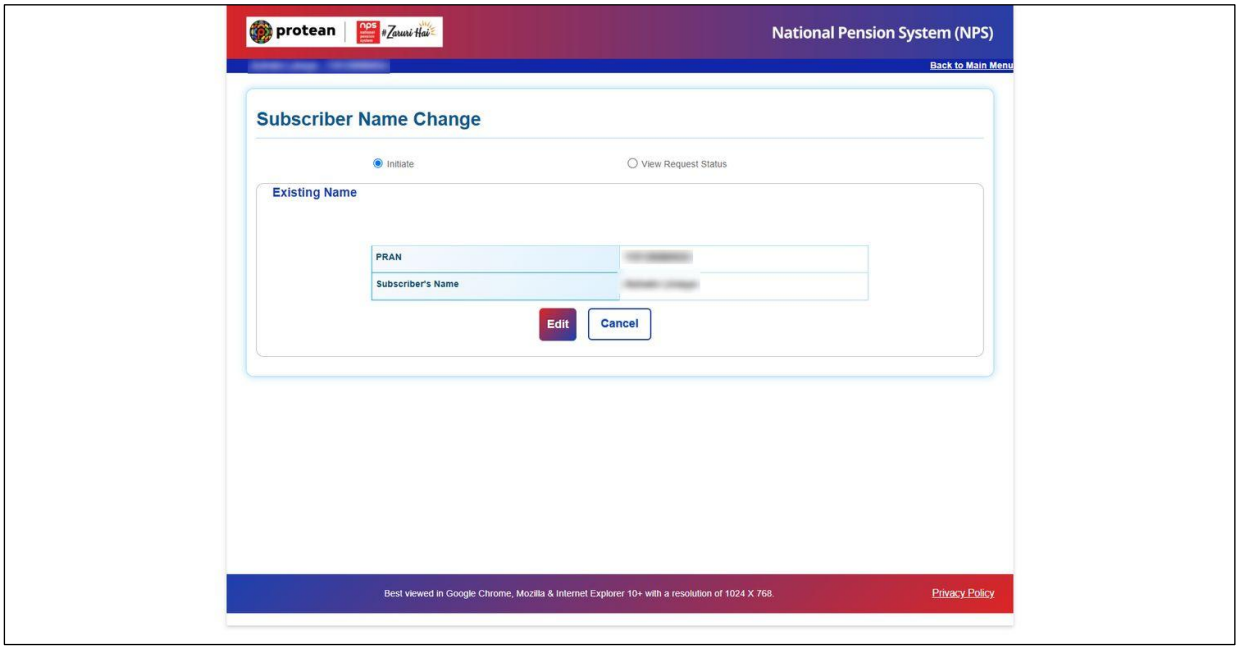


Figure 4.3

4.4 Select the Reason for Change

Select the 'Reason for Change' from drop down menu as available. The name change can be either on account of Marriage, Name Change, Correction or Other. After the reason for name change is selected, the subscriber needs to 'Select option', for verification of the subscriber identity. There are 3 options either verification through Aadhaar (Online Aadhaar / Virtual ID / Offline KYC) or through DigiLocker, or through CKYC (CKYC Number / PAN). (Refer Figure 4.4.)

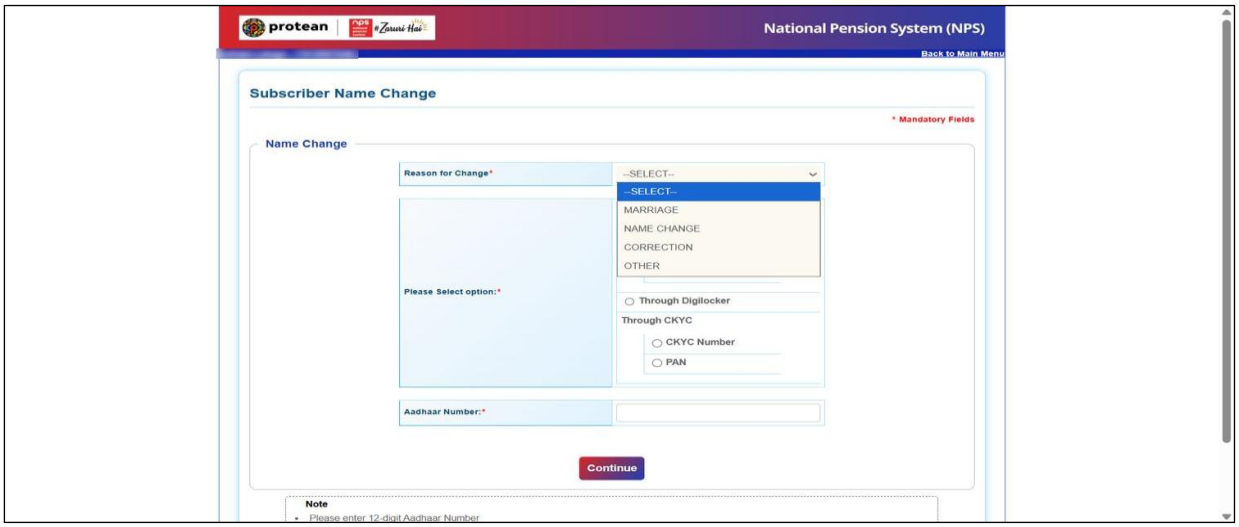


Figure 4.4

4.5 Enter the Reason & Aadhaar Details

In case, the subscriber mentions the reason for change as 'Other', the subscriber is required to enter the reason for name change in the 'Reason Message' box and proceed with identity verification with one of 3 options as mentioned in point no 4.4.

In SOP, the process is explained by selecting 'Online Aadhaar' option. The subscriber needs to enter the 12-digit Aadhaar Number and click 'Continue'. (Refer Figure 4.5.)

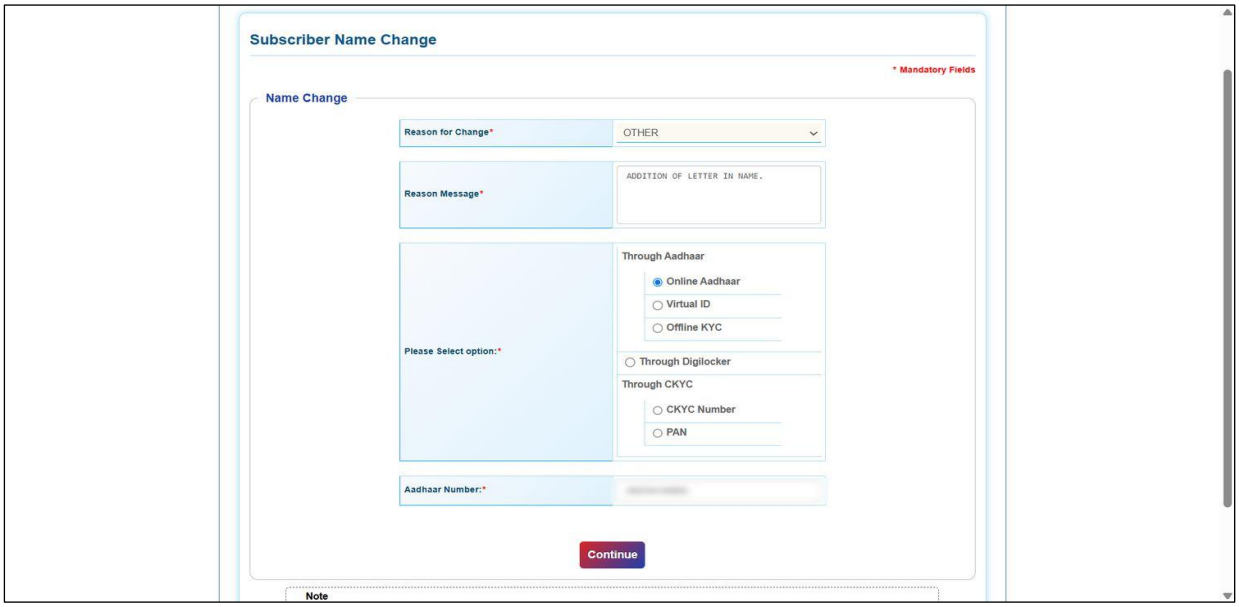


Figure 4.5

4.6 Give the Aadhaar Consent

Read the 'Aadhaar/Virtual ID Consent', tick the checkbox authorising NSDL e-Gov as CRA, and click 'Proceed'. The language of the consent can be changed from the drop-down. (Refer Figure 4.6.). The subscriber needs to enter OTP as received on mobile number as registered in Aadhaar.

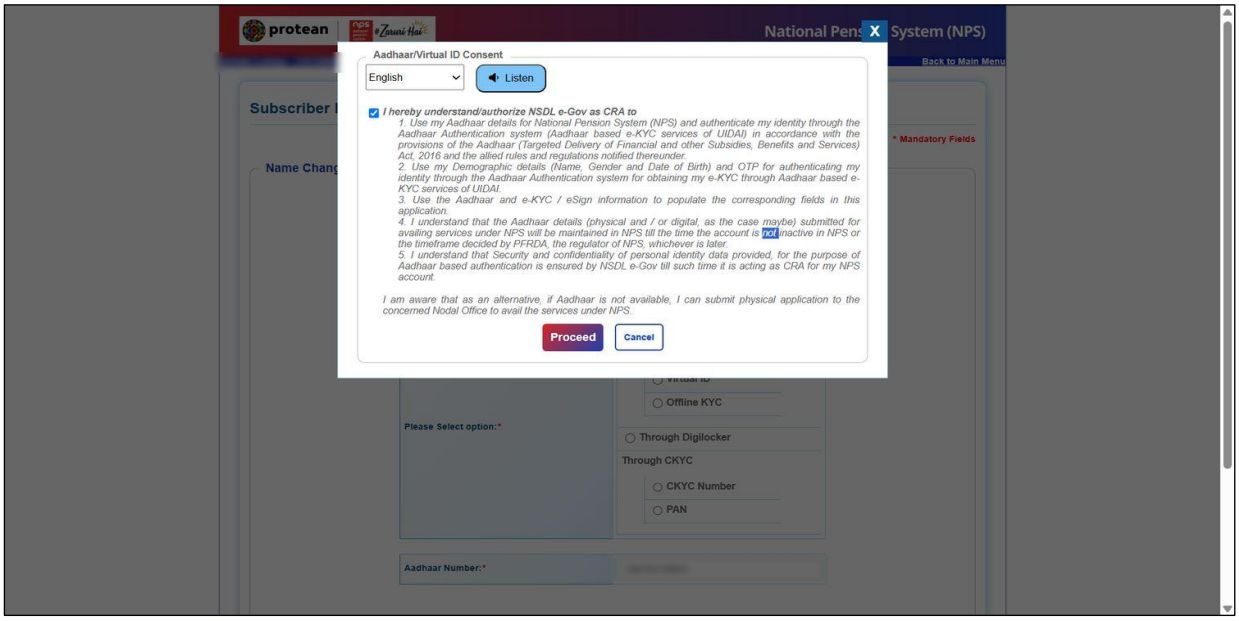


Figure 4.6

4.7 Review the Name Change Details

The 'Personal Details Update' page displays the PRAN, the Subscriber Name, the Existing Value and the New Value (in red), the Reason for Change and the Digital KYC mode (Online Aadhaar). Check that the New Value is correct. (Refer Figure 4.7.)

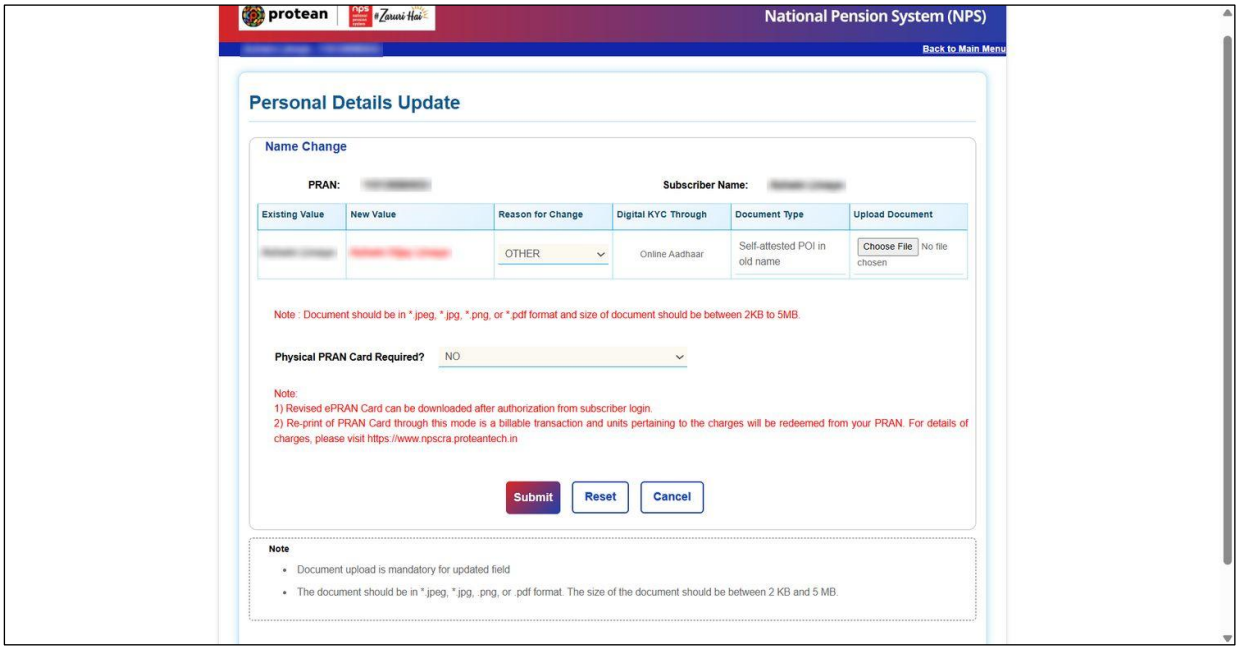


Figure 4.7

4.8 Upload the Supporting Document

Click 'Choose File' and upload the supporting document (Document Type: Self-attested POI in old name). The document must be in .jpeg, .jpg, .png or .pdf format and between 2 KB and 5 MB. Select whether a physical PRAN card is required and click 'Submit'. (Refer Figure 4.8.)

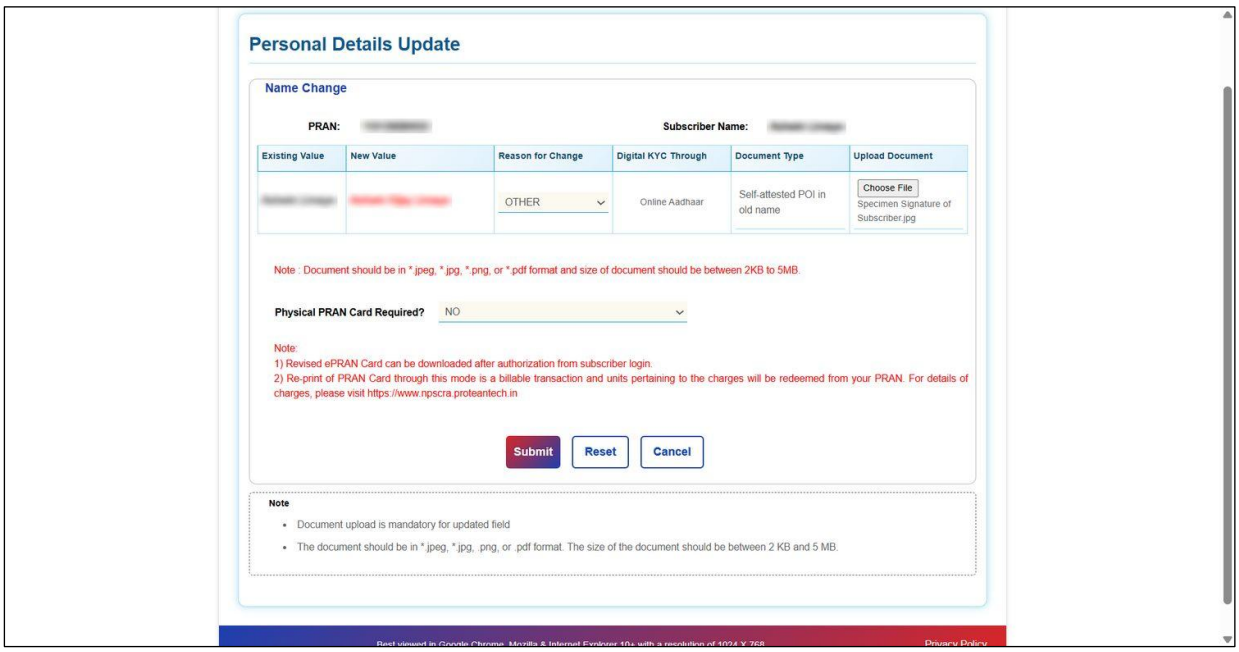


Figure 4.8

REVISED ePRAN & PRAN CARD

1) The revised ePRAN Card can be downloaded from the Subscriber login after authorisation.

2) Re-print of the PRAN Card through this mode is a billable transaction and the units pertaining to the charges will be redeemed from the PRAN. For details of charges, please visit https://www.npscra.proteantech.in

4.9 Confirm the Details

Review the details on the confirmation page and click 'Confirm'. To make any changes, click on 'Modify'. The uploaded document can be downloaded using the download icon. (Refer Figure 4.9.)

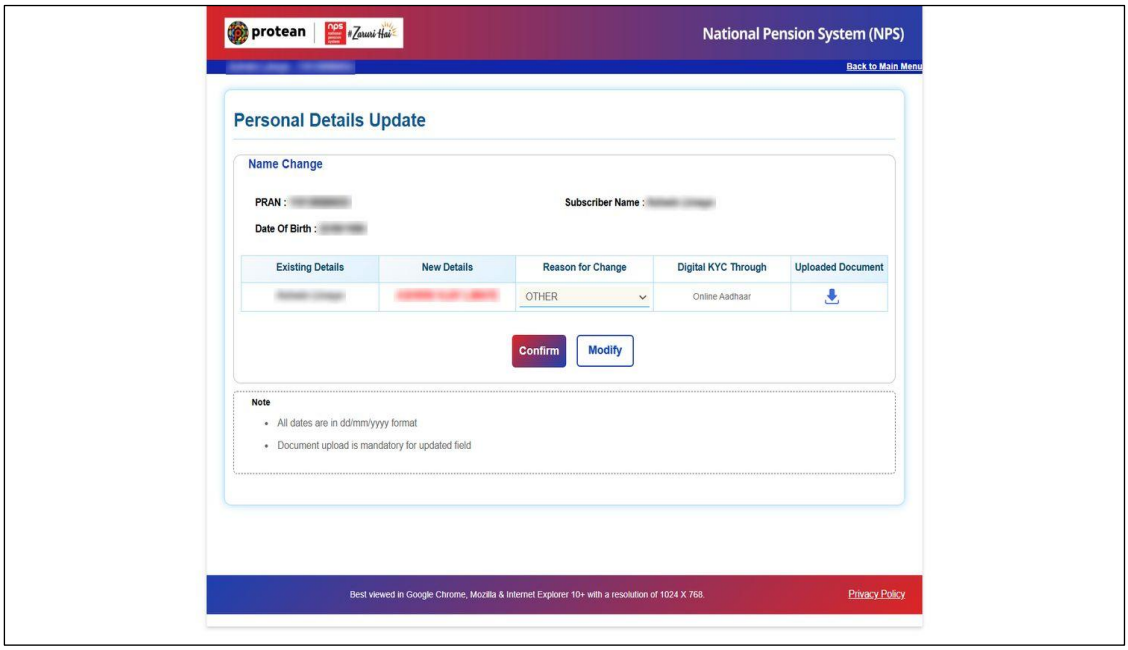


Figure 4.9

4.10 Choose OTP Authentication

Once the subscriber confirms the name change request, the same is to be authenticated either through 'OTP Authenticate \ eSign for Name Change'. Here, it is selected 'OTP Authenticate Name Change', enter the Captcha and click 'Generate OTP'. (Refer Figure 4.10.)

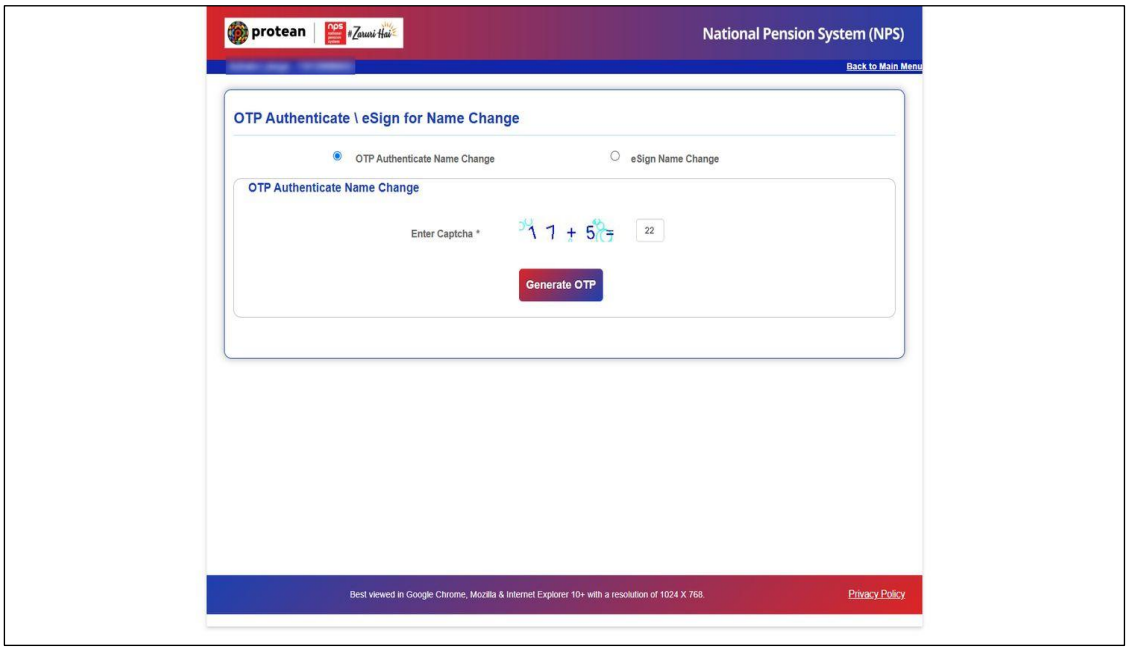


Figure 4.10

4.11 Read the OTP Alert

The system displays the alert: “As per regulatory guideline, distinct OTPs will be sent on Email ID and Mobile No. Kindly ensure both are accessible during the verification process.” Click ‘Proceed’. (Refer Figure 4.11.)

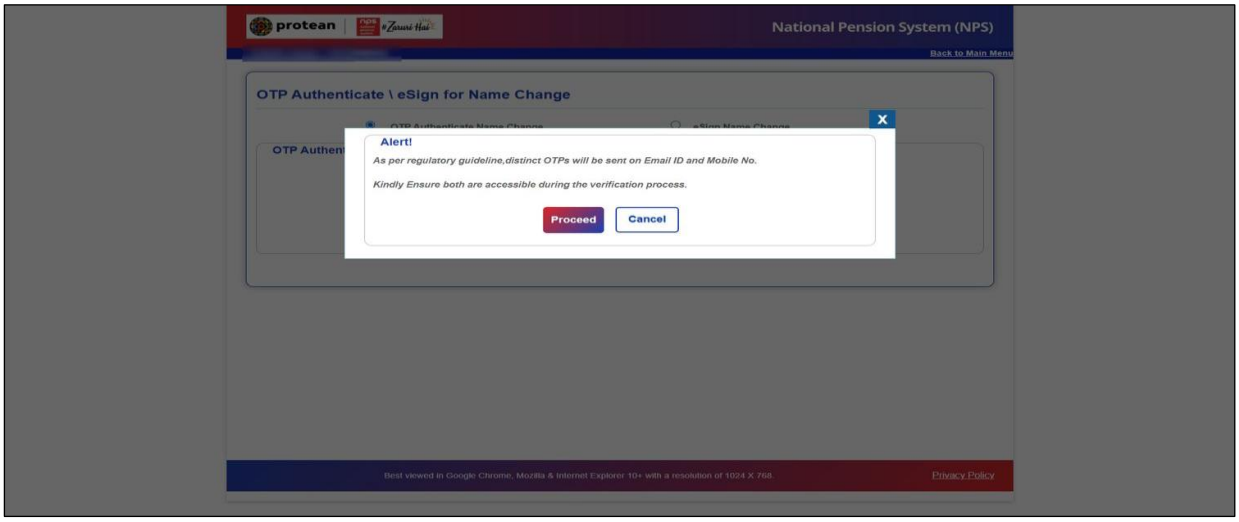


Figure 4.11

4.12 Enter the OTPs & Verify

Enter the ‘Email ID OTP’ and the ‘Mobile OTP’, enter the Captcha and click ‘Verify OTP’. If an OTP is not received, click ‘Regenerate OTP’. (Refer Figure 4.12.)

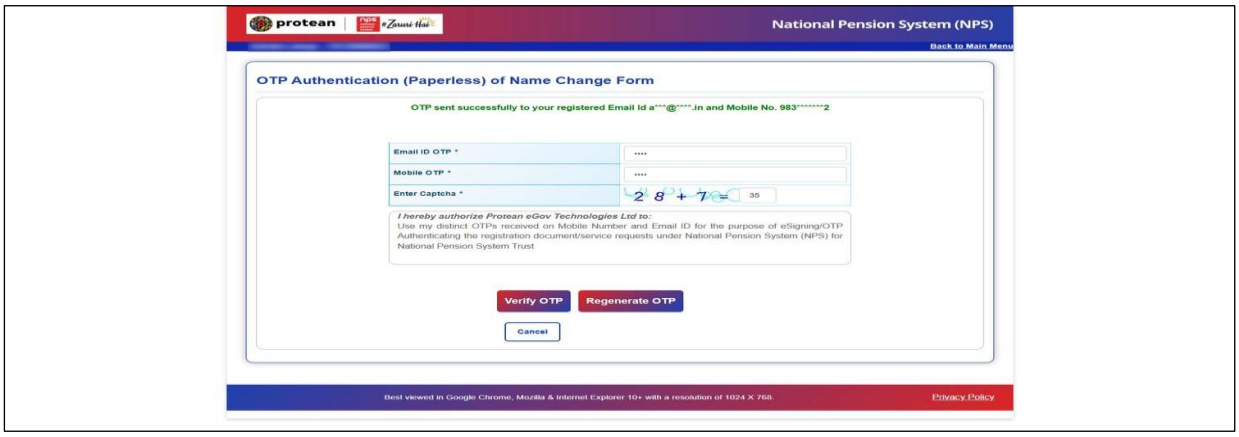


Figure 4.12

In case, authentication through e-Sign is selected by the subscriber, OTP will be sent on the mobile number as registered in Aadhaar. The subscriber needs to enter the same and proceeds accordingly.

4.13 Note the Acknowledgement Number

On successful authentication, the system displays 'Name Change Initiation – Complete' with the PRAN, Acknowledgement No. and Captured Date. Note the Acknowledgement Number and, if required, download the e-Signed system generated form and the uploaded documents using the button provided. (Refer Figure 4.13.)

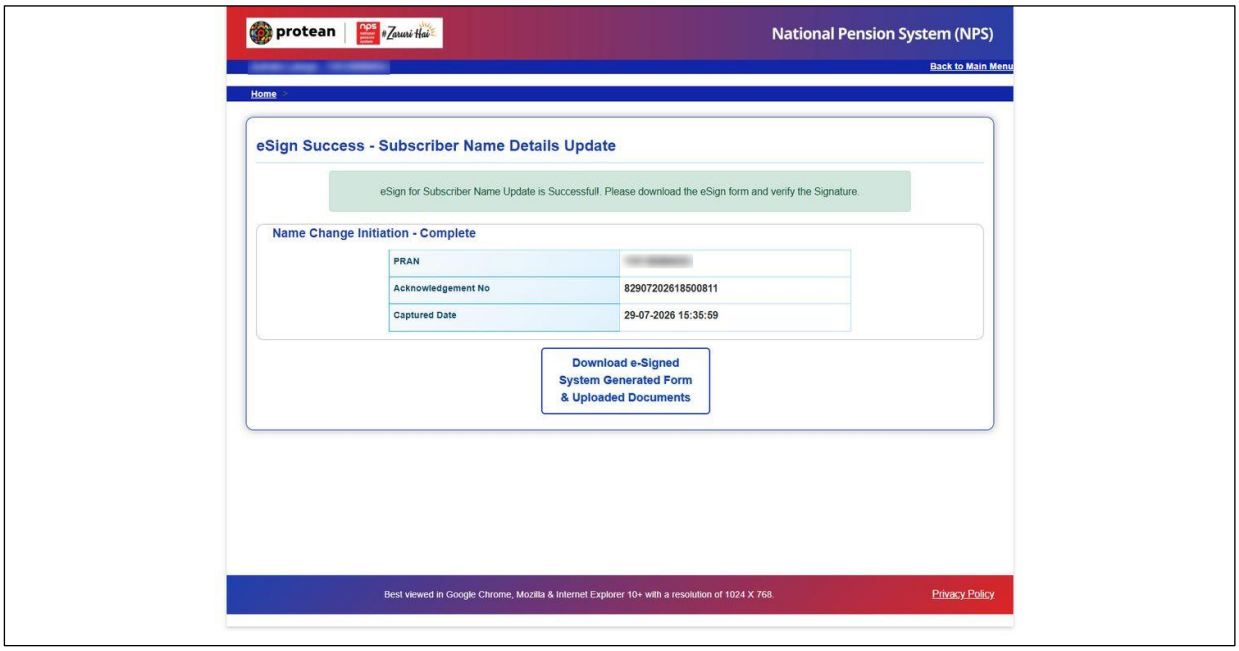


Figure 4.13

WHAT HAPPENS NEXT

The request is now pending with the DDO for verification (see Section 5).

The subscriber can track the request using 'View Request Status' on the Subscriber Name Change page.

5. Name Change - Verification by DDO

The DDO verifies the Name Change request raised by the subscriber against the service records and the supporting document uploaded by the subscriber and approves it for the next level.

DDO ON BEHALF OF THE SUBSCRIBER

If the subscriber is unable to raise the Name Change request, the DDO can request it on behalf of the subscriber.

To do so, go to Subscriber Maintenance → Update – Name_DOB_DOR_DOJ and click 'Initiate' (Refer Figure 5.2).

Once initiated, the request follows the same approval stages - PAO / DTO and PRAO / DTA - described in Sections 6 and 7.

5.1 Log in to the CRA Portal

Go to https://cra.nps-proteantech.in/CRA/ and log in with the DDO User ID and Password under 'Nodal Offices / Other Intermediaries'. Enter the Captcha, tick 'I understand that…' and click 'Submit'. (Refer Figure 5.1.)

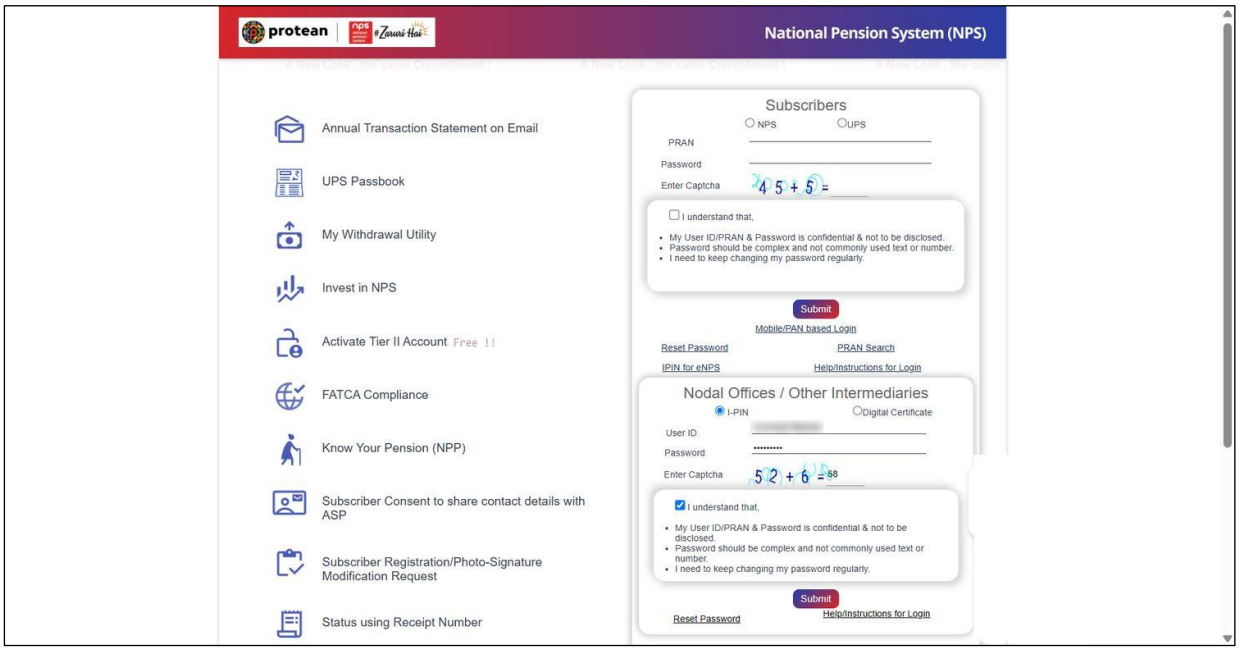


Figure 5.1

5.2 Go to Verify

Go to Subscriber Maintenance → Update – Name_DOB_DOR_DOJ and click 'Verify'. (Refer Figure 5.2.)

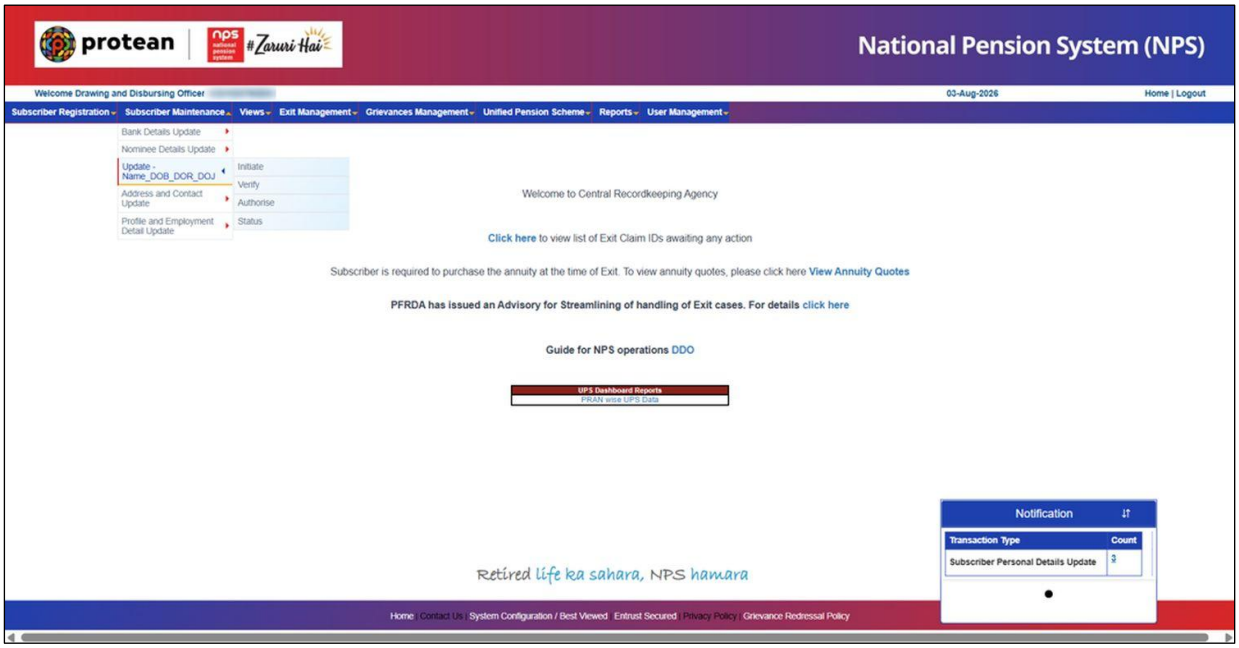


Figure 5.2

5.3 Search the Request

Select 'Verify', enter the Acknowledgement Number or PRAN - or the From Date and To Date (the difference cannot be greater than 15 days) - and click 'Submit'. The request is listed with Status 'Pending' and Last Action Taken 'Esigned by Subscriber'. Click 'Approve/Reject'. (Refer Figure 5.3.)

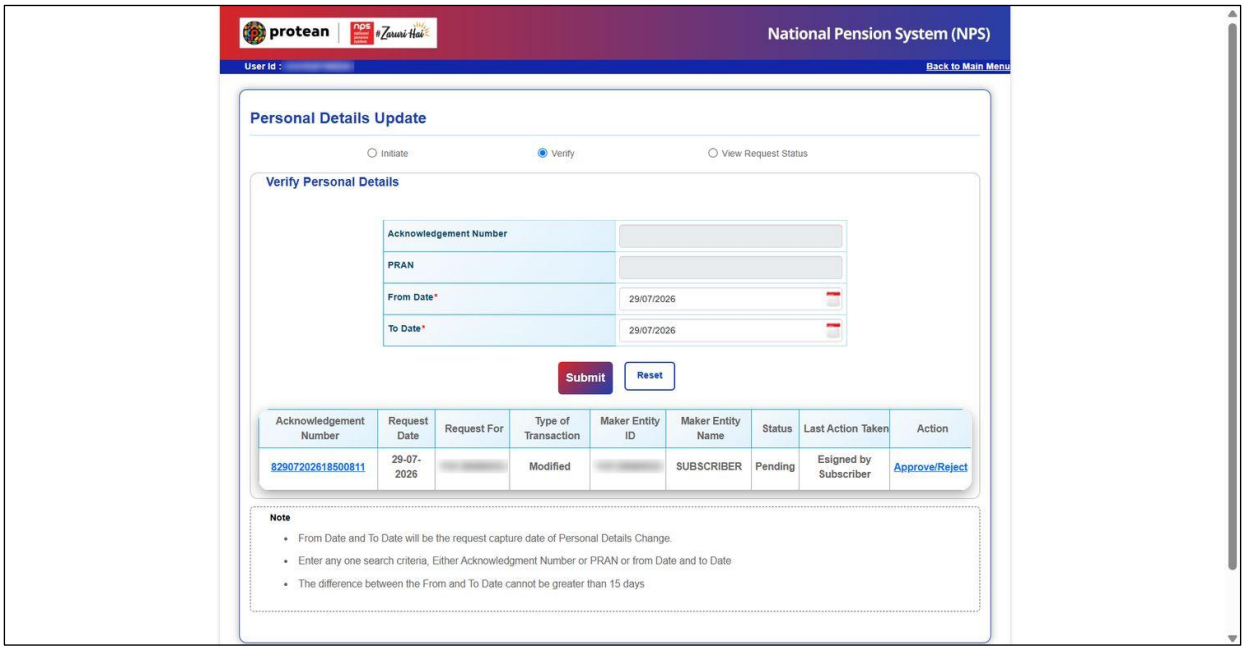


Figure 5.3

5.4 Review & Approve the Request

Review the personal details, the Existing and New details and the uploaded document (use the download icon). Tick the Self Declaration check box: "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." Select 'Accept', enter Remarks, if any, and click 'Approve'. (Refer Figure 5.4.)

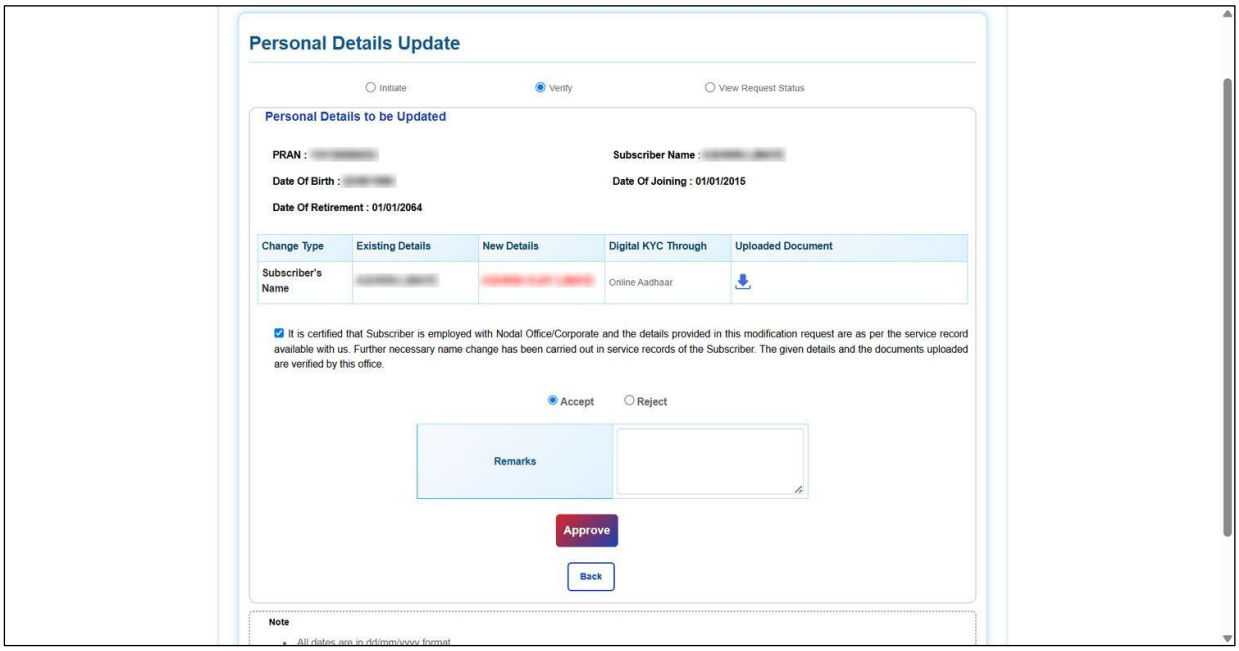


Figure 5.4

5.5 Verification Confirmation

The system confirms “Request has been successfully Verified” and displays the PRAN, Subscriber Name, Acknowledgement Number, Status, Date of Verification and the Verified By details. Click ‘Ok’. The request now moves to the PAO / DTO. (Refer Figure 5.5.)

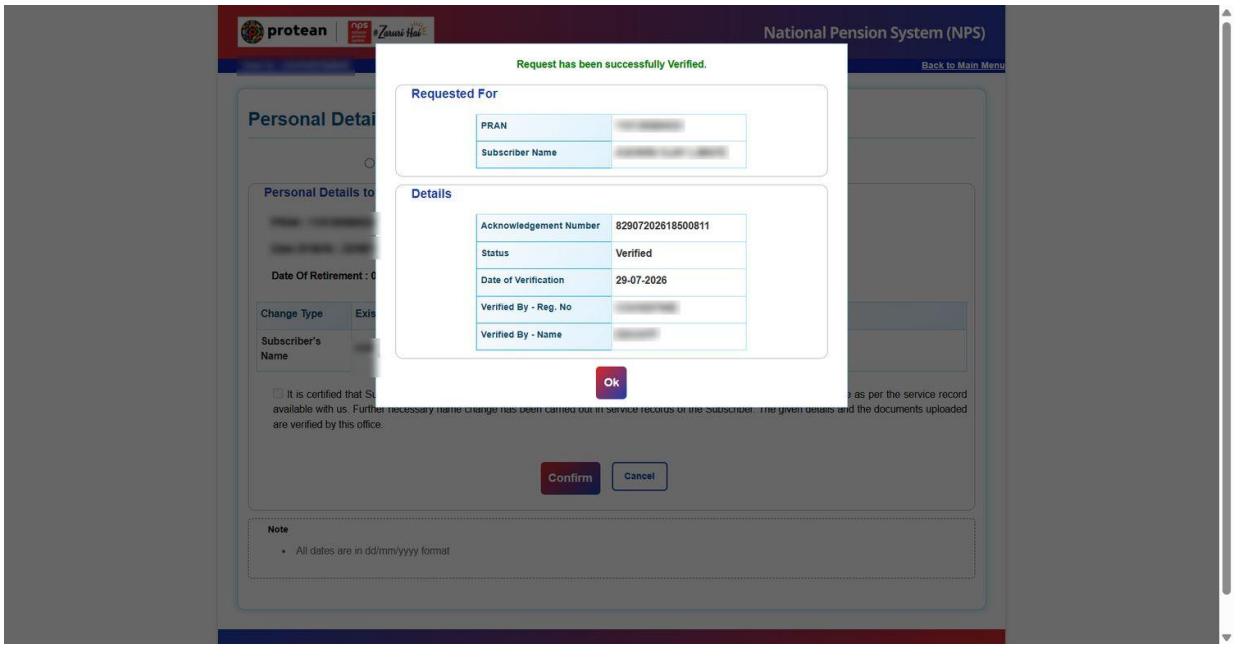


Figure 5.5

DDO - IMPORTANT POINTS

Verify the new name against the supporting document and the service records before approving the request.

If the details or the document is incorrect, select ‘Reject’ and mention the reason under Remarks.

6. Name Change - Verification by PAO / DTO

The PAO / DTO office verifies the Name Change request that has been verified by the DDO.

6.1 Log in to the CRA Portal

Go to https://cra.nps-proteantech.in/CRA/ and log in with the PAO / DTO User ID and Password under 'Nodal Offices / Other Intermediaries'. Enter the Captcha, tick 'I understand that…' and click 'Submit'. (Refer Figure 6.1.)

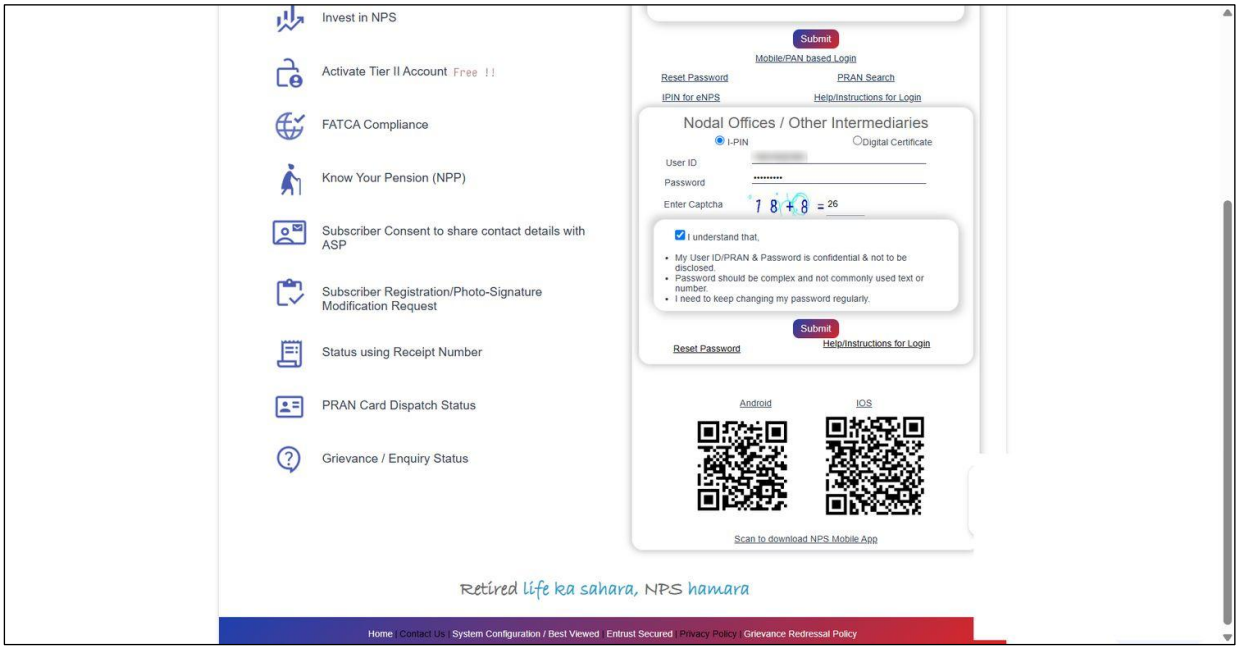


Figure 6.1

6.2 Go to Verify

Go to Subscriber Maintenance → Update – Name_DOB_DOR_DOJ and click 'Verify'. (Refer Figure 6.2.)

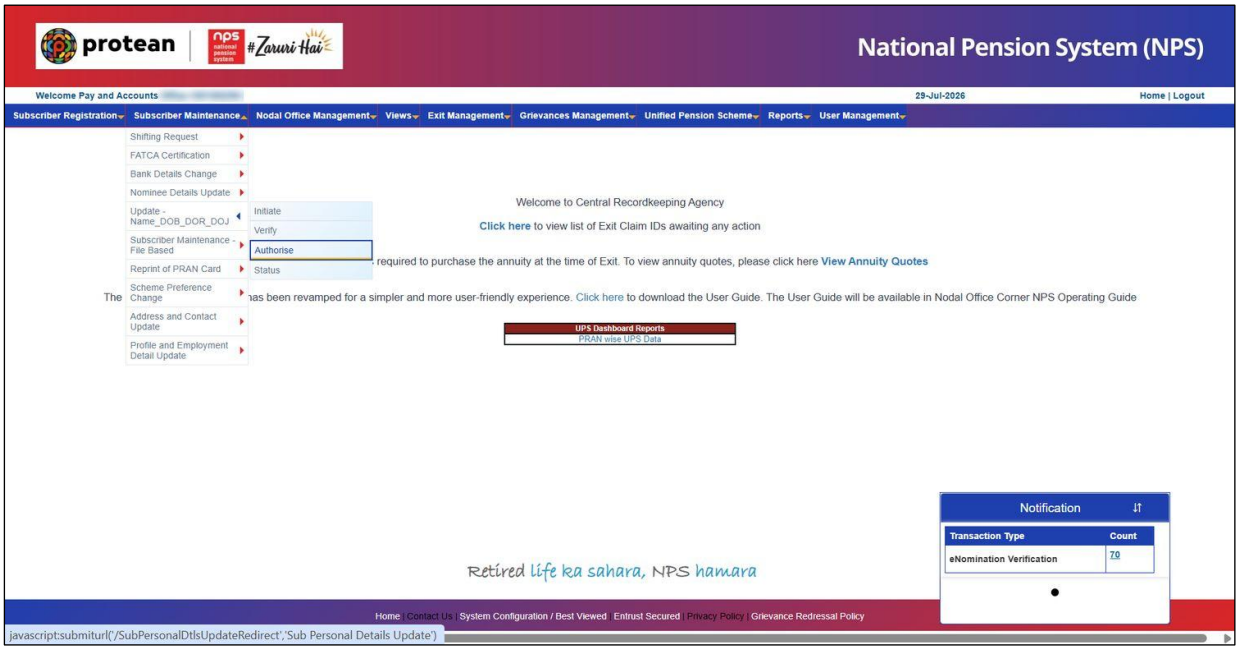


Figure 6.2

6.3 Search the Request

Select 'Verify', enter the Acknowledgement Number or PRAN - or the From Date and To Date - and click 'Submit'. The request is listed with Last Action Taken 'Verified by Nodal Office'. Click 'Approve/Reject'. (Refer Figure 6.3.)

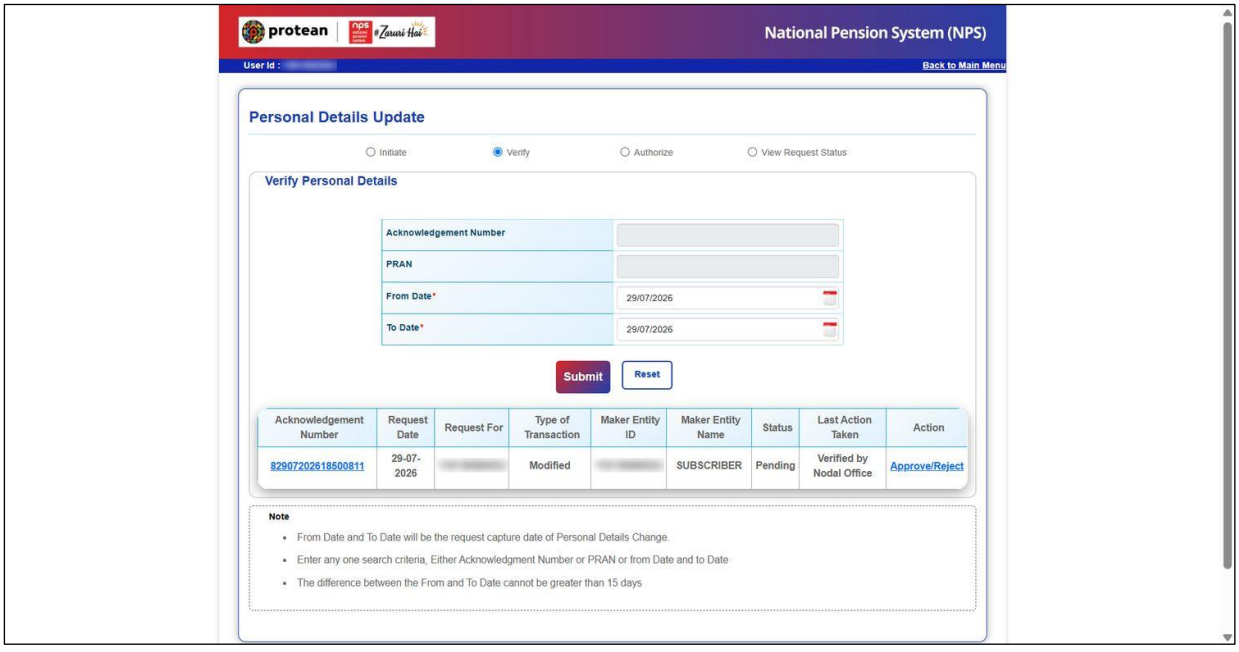


Figure 6.3

6.4 Review & Approve the Request

Review the personal details, the Existing and New details and the uploaded document. Tick the certification statement, select 'Accept' (or 'Reject'), enter Remarks, if any, and click 'Approve'. (Refer Figure 6.4.)

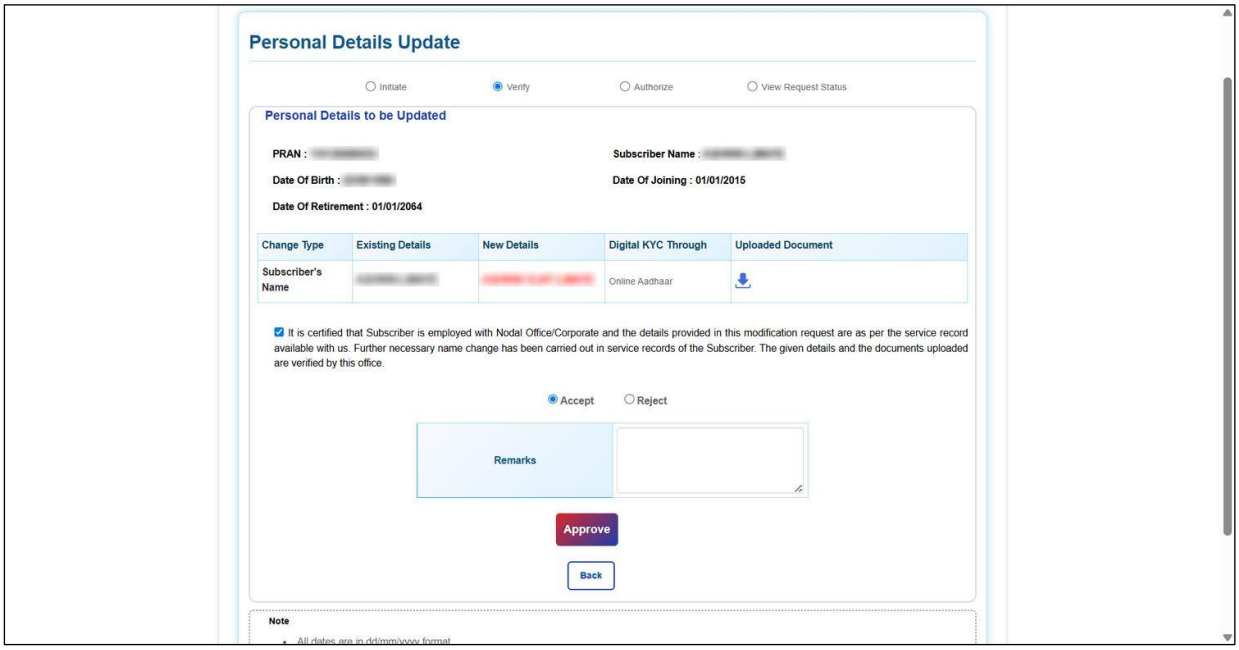


Figure 6.4

6.5 Confirm the Verification

Review the details once more and click 'Confirm' to complete the verification. Click 'Cancel' to go back without verifying. (Refer Figure 6.5.)

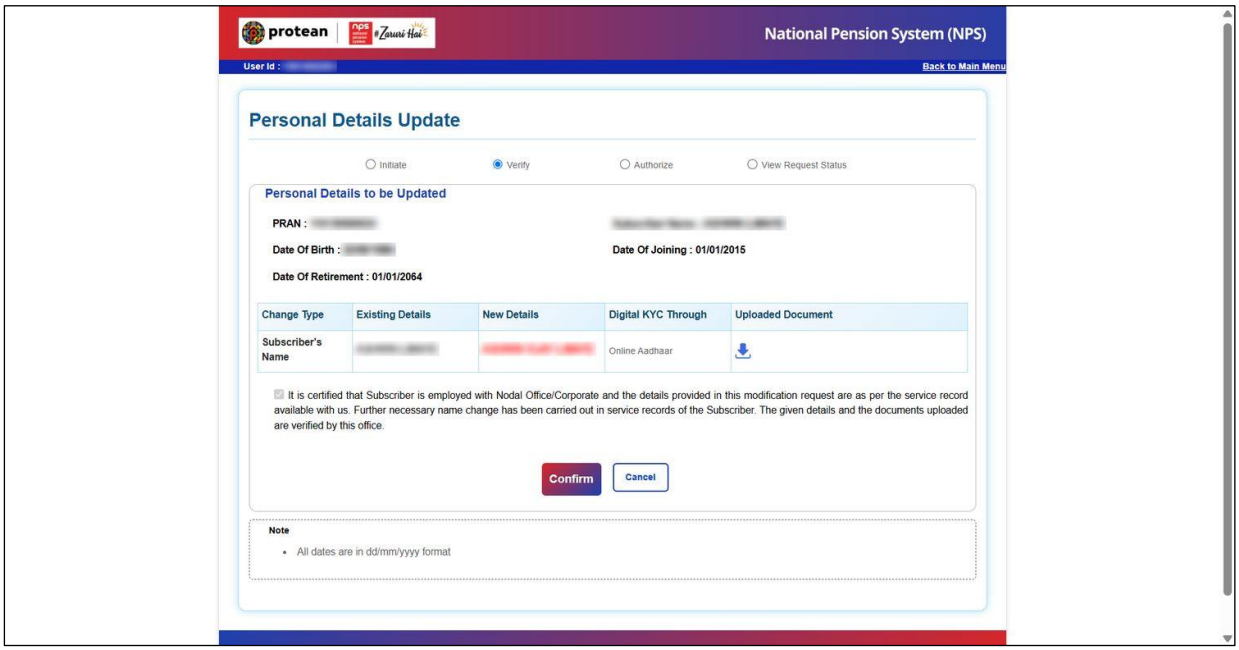


Figure 6.5

6.6 Verification Confirmation

The system confirms “Request has been successfully Verified” and displays the Status, Date of Verification and the Verified By details. Click ‘Ok’. The request now moves to the PRAO / DTA for authorisation. (Refer Figure 6.6.)

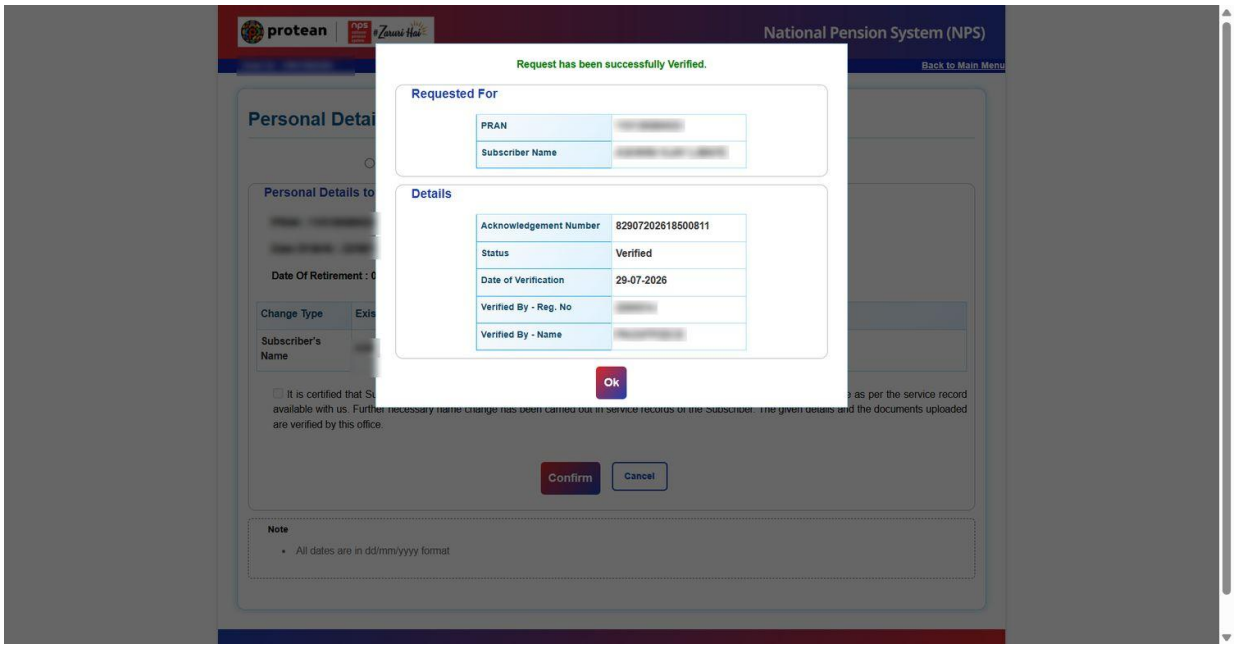


Figure 6.6

7. Name Change - Authorisation by PRAO / DTA

The PRAO / DTA office authorises the Name Change request that has been verified by the PAO / DTO. On authorisation, the name is updated in the CRA system.

7.1 Log in to the CRA Portal

Go to https://cra.nps-proteantech.in/CRA/ and log in with the PRAO / DTA User ID and Password under 'Nodal Offices / Other Intermediaries'. Enter the Captcha, tick 'I understand that…' and click 'Submit'. (Refer Figure 7.1.)

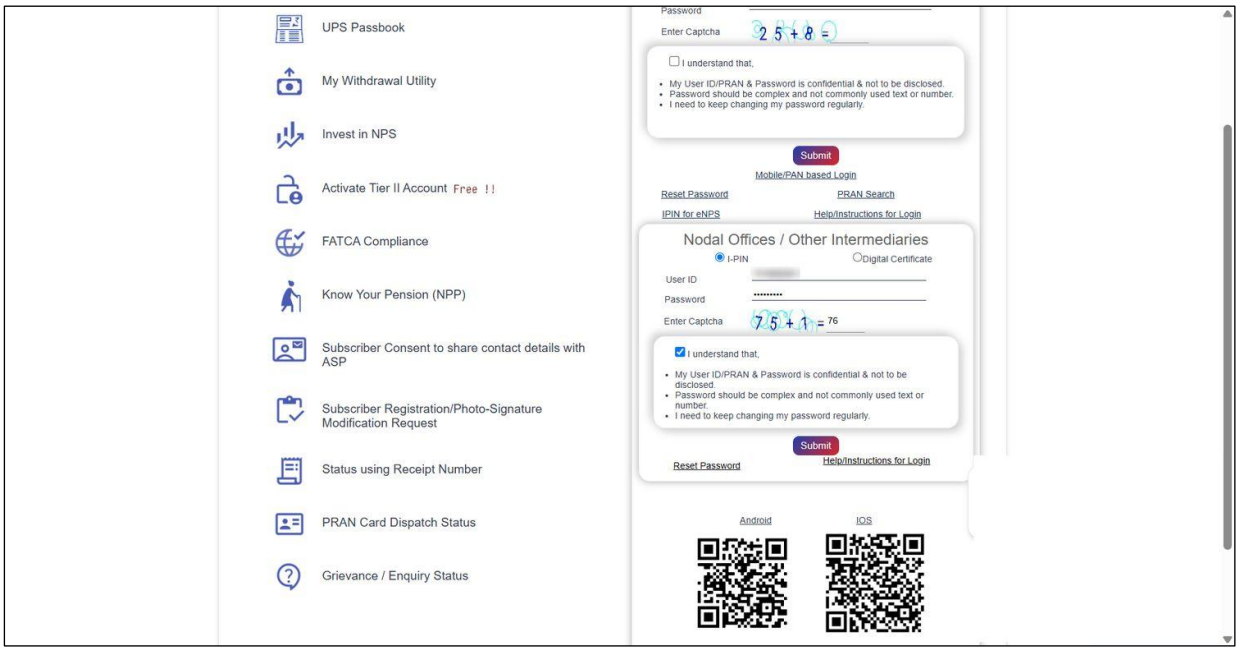


Figure 7.1

7.2 Go to Authorise

Go to Subscriber Maintenance → Update – Name_DOB_DOR_DOJ and click 'Authorise'. (Refer Figure 7.2.)

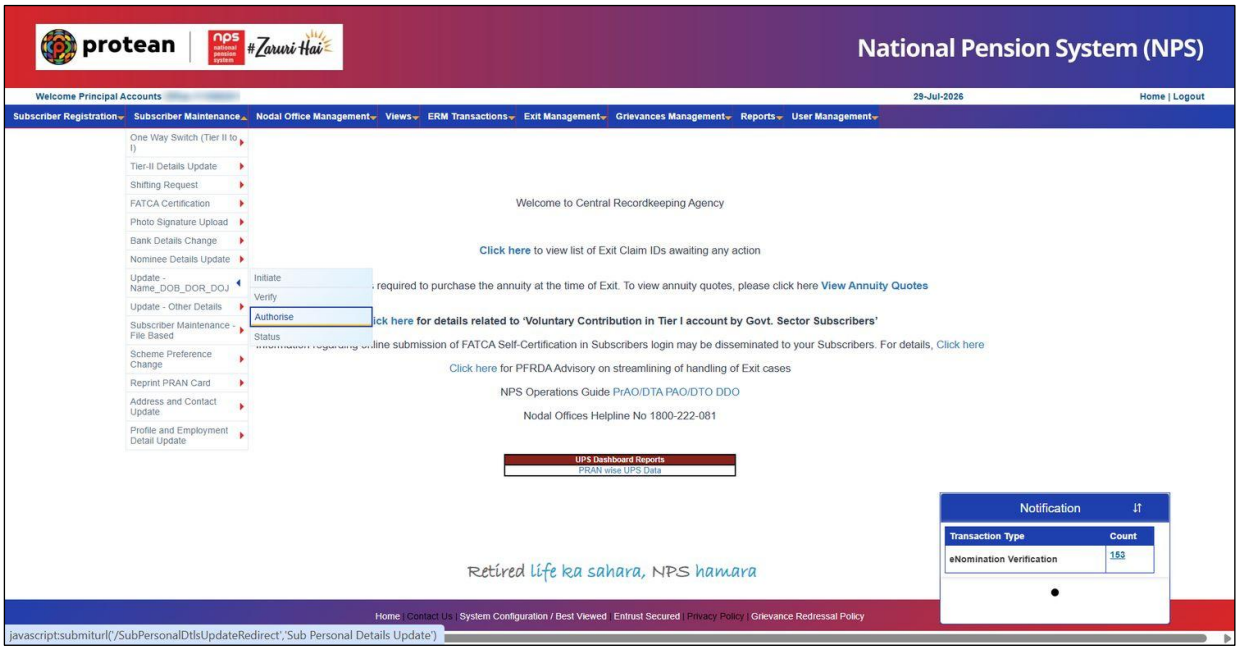


Figure 7.2

7.3 Search the Request

On the 'Authorize Personal Details' page, enter the Acknowledgement Number or PRAN - or the From Date and To Date - and click 'Submit'. Click 'Approve/Reject' against the relevant request. (Refer Figure 7.3.)

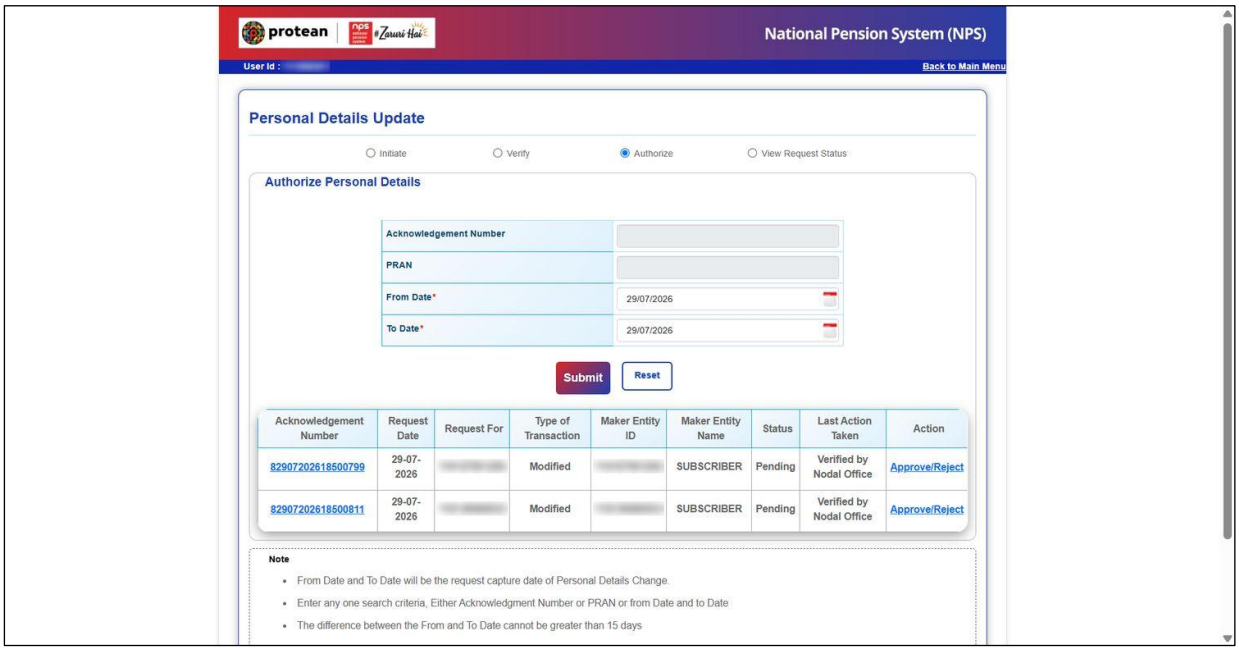


Figure 7.3

7.4 Review & Approve the Request

Review the personal details, the Existing and New details and the uploaded document. Tick the certification statement, select Accept/Reject, enter Remarks, if any, and click 'Approve'. (Refer Figure 7.4.)

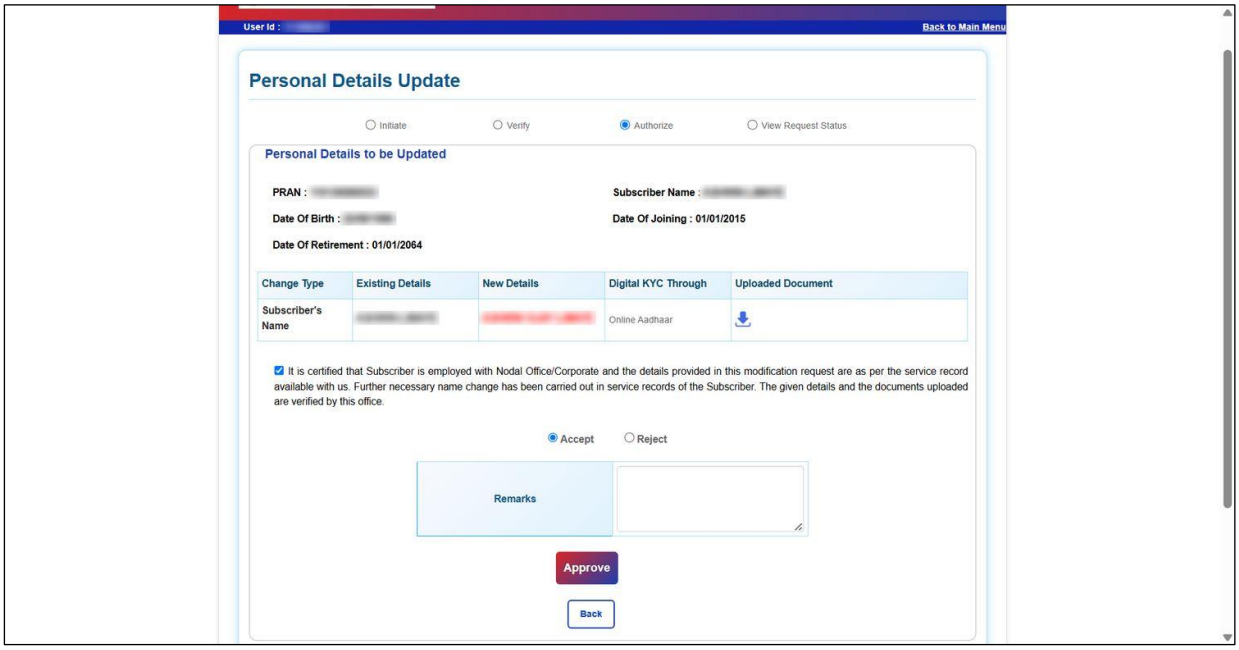


Figure 7.4

7.5 Confirm the Authorisation

Review the details once more and click 'Confirm' to complete the authorisation. Click 'Cancel' to go back without authorising. (Refer Figure 7.5.)

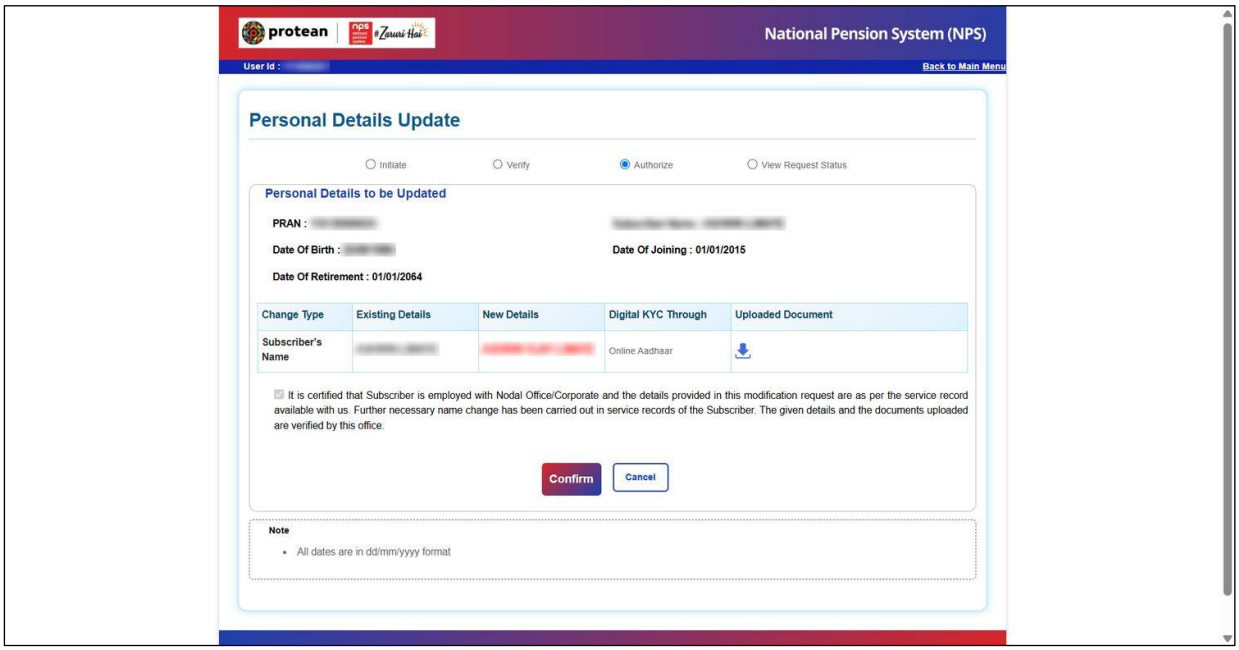


Figure 7.5

7.6 Authorisation Confirmation

The system confirms "Request has been successfully Authorized" and displays the Status (Authorised), the Date of Authorization and the Authorized By details. Click 'Ok'. (Refer Figure 7.6.)

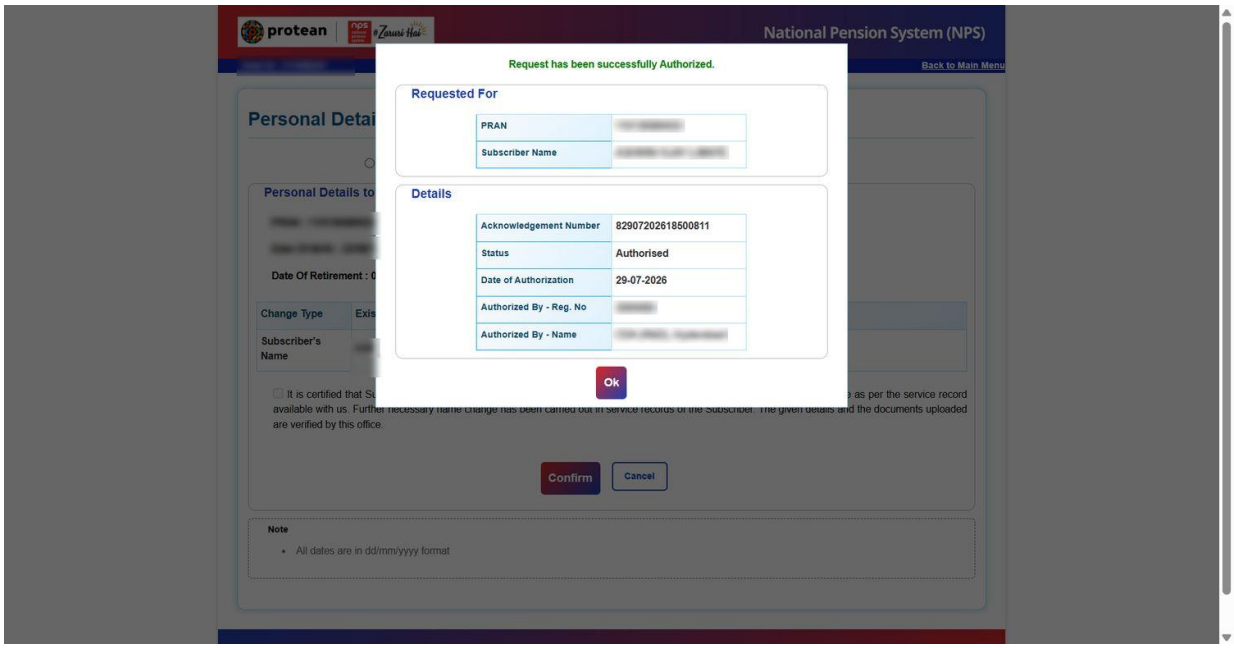


Figure 7.6

AFTER AUTHORISATION

The Name Change request is complete and the name is updated in the CRA system.
The subscriber can download the revised ePRAN from the Subscriber login.