

Protean eGov Technologies Limited



protean
Change *is* growth

STANDARD OPERATING PROCEDURE (SOP)

Subscriber Maintenance by Nodal Office for Govt. Subscriber

Part II

Employee Profile and Contact details update

Version 1.4

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REVISION HISTORY

| Sr. No. | Date of Revision | Version | Section Number | Description of Change |
|----------------|-------------------------|----------------|-----------------------|--|
| 1 | - | 1.0 | - | Initial Version |
| 2 | 15-12-2024 | 1.1 | - | New Screenshots provided |
| 3 | 05-02-2025 | 1.2 | - | Addition of subscriber journey |
| 4 | 16-09-2025 | 1.3 | 5 | Change in menu option for Nominee Details updation |
| 5 | 27-04-2026 | 1.4 | | Change in menu for employee profile/ contact details |

Index

| Sr. No. | Content | Page Number |
|----------|--|--------------|
| 1 | Background | 4 |
| 2 | Subscriber Journey | 6 |
| 3 | Process to Update Subscriber-Email ID/Mobile Number/Address Details | 7-15 |
| 3.1 | Request initiation by PAO/DTO office Nodal Office User 1 | 7-11 |
| 3.2 | Request Authorization by PAO/DTO office Nodal Office User 2 | 12-15 |
| 4 | Process to Update Profile Details | 16-24 |
| 4.1 | Request initiation by PAO/DTO office Nodal Office User 1 | 16-19 |
| 4.2 | Request Authorization by PAO/DTO office Nodal Office User 2 | 20-24 |

***Note:**

The request can be initiated by DDO or by PAO/DTO (through one user id). In case, the request is initiated by DDO, the same can be authorised by PAO/DTO by any of the user id and if the request is initiated by PAO/DTO through user 1, the same is to be authorised by the concern PAO/DTO through user 2.

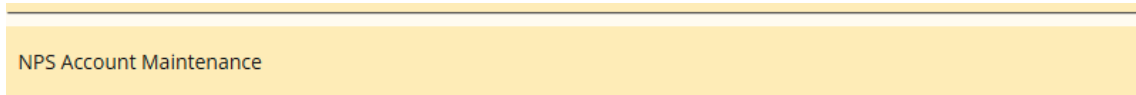
1. Background:

Subscribers registered with CRA are allowed to update the existing details in the available CRA system. For the purpose of carrying out these changes, Subscriber has to submit a Subscriber Detail Change Request form (S2 form) to the concerned PAO/DTO. The said form is available at CRA website wherein the subscriber can download the S2 form.

Link for site is: <https://cra.nps-proteantech.in/CRA>

The subscriber is required to go through below mentioned option

Home -- → Central Government/State Government -- → Forms -- → NPS Account Maintenance -- → Form S2: Subscriber Details Change



- Form S2 : Subscriber Details Change
- Form S7 : Subscriber's Photo and Signature Change
- Form S8 : Covering Letter of DDO for Change in Photo and Signature of Subscriber
- PAN & Aadhaar Updation Form
- Form ISS - Inter Sector Shifting

Nodal office can update below mentioned details of subscriber in the CRA system by through login its User IDs.

- Email ID and Mobile number
- Address details
- Employee profile update

| Flow Matrix for Processing Change Request (Email ID/Mobile Number/ Address Details /Nomination and Bank Details) | |
|--|----------------------|
| Request Initiation | Authorization |
| PAO/DTO (User 1) | PAO/DTO (User 2) |

The subscribers can submit the documents for change request to concerned DDO office. Based on the availability of option, DDO office may initiate the subscriber details change request in CRA log in and forward to DTO/PAO office for further verification/authorization. If DDO has no access for processing any modification, the office needs to send the request the concern DTO/PAO.

It is the responsibility of the office to check veracity of documents as provided by the subscriber before processing any modification in the system.

Updation of core details in PRAN

For updation in core details i.e. Name/DoB/ DoJ and DoR, the same can be updated by Nodal office only through its login. For the same, a separate SOP is available namely [8. SOP Subscriber Details Update Version 1.4](#) The offices are requested to refer the same for updation of core details.

2. Subscriber based Journey:

Subscribers registered under NPS also have an option to initiate the request for updation of their personal details such as address, mobile number, email ID, bank account and nominee details in CRA System using the I-PIN provided to them by CRA. Alternatively, the subscriber can provide the request to nodal office and nodal office would initiate the request on behalf of its subscribers based on documents received.

The steps for modification of these details through subscriber end are mentioned below.

(Please note for updation of address/contact details/ mobile, these details can get updated through self authorisation based on OTP/e-sign and in case of bank /nominee details, the modification request is required to be verified and authorised by nodal office as mentioned in SOP).

➤ Steps for updation of contact/email details of subscriber

- Login into CRA using user id & password
- Under Manage my Account, Click on Update my Profile
- Click on Change contact details
- Subscriber can update : Email id or Mobile no
- Click in Email id/Mobile no, enter the new details
- Click on Submit button, Click on Proceed button
- OTP will be sent to New Mail id/Mobile no.
- After entering the OTP, the details will be updated

In case, if newly updated email id or mobile no is already exist in CRA system, error will be shown to the subscriber about duplicity.

➤ Steps for updation of address details of subscriber

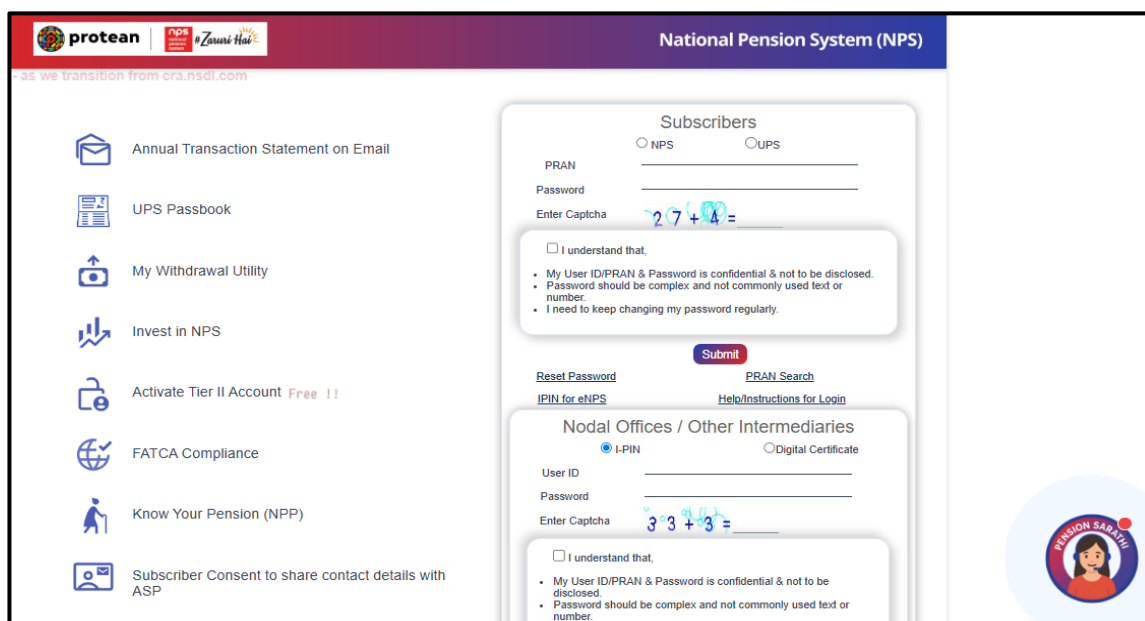
- Login into CRA using user id & password
- Under Manage my Account, Click on Update my Profile and click on Change Address
- Subscriber can update the address through Aadhaar number or PAN no. (in case of PAN no, CKYC details should be updated)
- Enter the Aadhaar Number & click continue.
- OTP will be sent to registered Mobile no. once the OTP is entered Old & new address will be show to subscriber
- Click on generate OTP, enter the OTP.

3. Process to Update Subscriber i.e. Email ID/Mobile Number/Address Details

3.1 Request initiation by PAO/DTO office Nodal Office User 1 (Maker)

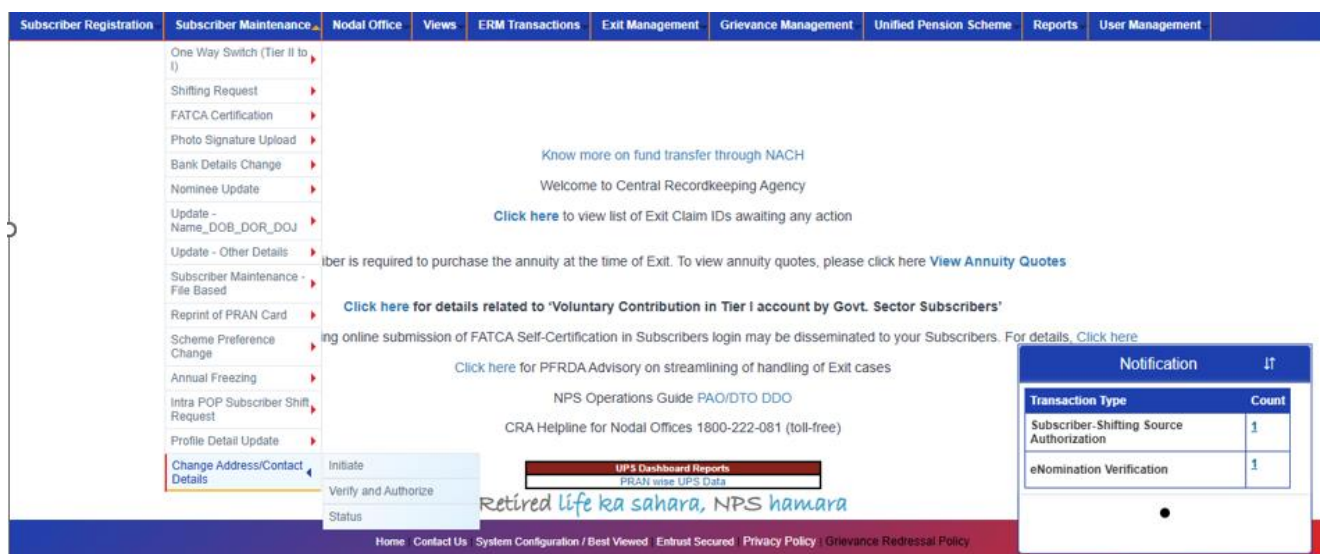
1. Log in to <https://cra.nps-proteantech.in/CRA>. Enter PAO/DTO office user Id and password. Click on **“Submit”** (Refer figure 1)

Figure 1



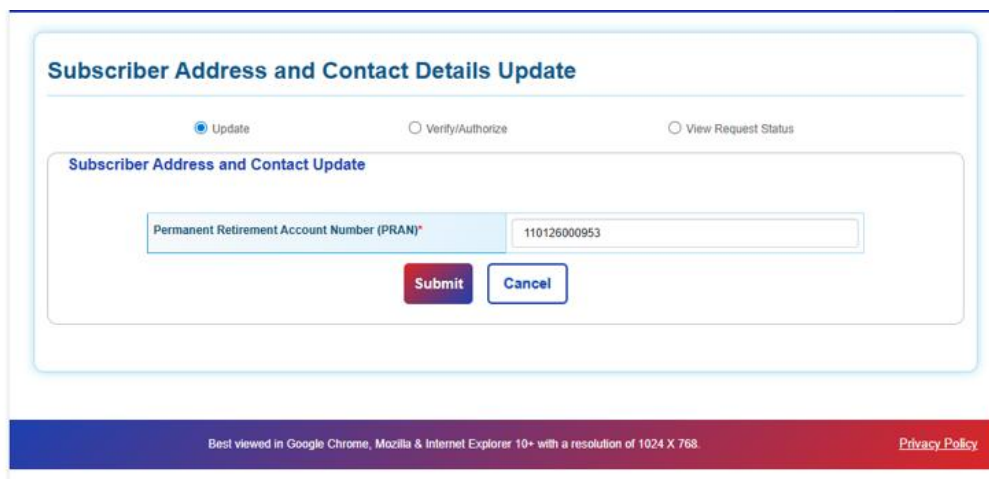
2. Click on menu **“Subscriber Maintenance”** → **“Change Address/Contact Details”** (Refer figure 2)

Figure 2



3. Click on **“Update”** Enter PRAN of subscriber and click on **“Submit”** (Refer figure 3)

Figure 3



4. Please enter new detail in respective field and click on **“Submit”**. In case mobile number/email ID details already exists in CRA records, system will prompt an error **“Duplicate Mobile Number Already Exists in CRA system.”** The office needs to check with the subscriber for the said duplicity and request for another mobile number for updation if available. (Refer figure 4).

Nodal office is required to **Upload supporting Proof i.e.** S2 Form signed by subscriber along with supporting documents. Uploaded Attachment/Allowed file types: pdf/xls/png/doc/xlsx/jpeg/docx/zip/jpg.

- Maximum File Size Limit: 5MB.
- Only 1 document can be uploaded.
- File Name should not have special characters or space.

It is the responsibility of the office to check veracity of documents provided by the subscriber.

Figure 4

Current Address

Existing Address

| | |
|----------------------------|-------------|
| Address Type | UNSPECIFIED |
| Flat/Room/Door/Block No.* | ADD1 |
| Premises/Building/Village* | ADD2 |
| Area/Locality/Taluka* | ADD3 |
| City/Town/Village* | ADD4 |
| Pincode* | 416602 |
| State/Union Territory* | Maharashtra |
| Country* | India |

New Address

| | |
|----------------------------|---|
| Address Type | UNSPECIFIED |
| Flat/Room/Door/Block No.* | ADD1 |
| Premises/Building/Village* | ADD2 |
| Area/Locality/Taluka* | ADD3 |
| City/Town/Village* | ADD4 |
| Pincode* | 416602 <input type="text"/> |
| State/Union Territory* | Maharashtra |
| Country* | India |
| Proof of Address* | Select <small>(only jpeg, jpg, png, & pdf formats are allowed with maximum size of 2MB)</small> <input type="button" value="Choose File"/> No file chosen |
| S2 Form* | <input type="button" value="Choose File"/> No file chosen |

| | |
|-------------------|---|
| Proof of Address* | Select <small>(only jpeg, jpg, png, & pdf formats are allowed with maximum size of 2MB)</small> <input type="button" value="Choose File"/> No file chosen |
| S2 Form* | <input type="button" value="Choose File"/> No file chosen |

Contact Details

Existing Contact Details

| | |
|-------------------------|----------------|
| Telephone with STD Code | +54541515156 |
| Mobile No. | 1234567899 |
| Email Id | abc@nsdl.co.in |

New Contact Details

| | |
|-------------------------|---|
| Telephone with STD Code | +54541515156 |
| Mobile No.* | 1234567899 |
| Email Id* | ABC@NSDL.CO.IN |
| S2 Form* | <input type="button" value="Choose File"/> No file chosen |

5. Updated details entered in CRA system will be highlighted in red text. Office needs to verify the details and click on **“Submit”** option. (Refer figure 5)

Figure 5

Subscriber Address and Contact Details Update

PRAN: 110126000953
SUBSCRIBER NAME: RUDHIRACGBOTH KANT TIWARI





Current Address

Existing Address

| | |
|----------------------------|-------------|
| Address Type | UNSPECIFIED |
| Flat/Room/Door/Block No.* | ADD1 |
| Premises/Building/Village* | ADD2 |
| Area/Locality/Taluka* | ADD3 |
| City/Town/Village* | ADD4 |
| Pincode* | 416602 |
| State/Union Territory* | Maharashtra |
| Country* | India |

| | |
|----------|-------|
| Country* | India |
|----------|-------|

New Address


| | |
|---|---|
| Address Type | RESIDENTIAL |
| Flat/Room/Door/Block No.* | ROOM NO 25 |
| Premises/Building/Village* | TIMES TOWER |
| Area/Locality/Taluka* | LOWER PAREL |
| City/Town/Village* | MUMBAI |
| Pincode* | 400013 |
| State/Union Territory* | Maharashtra |
| Country* | India |
| Proof of Address* <small>(only jpeg, jpg, png, & pdf formats are allowed with maximum size of 2MB)</small> | Aadhaar Card / Letter issued by UIDAI  |
| S2 Form* |  |
| Proof of Address* <small>(only jpeg, jpg, png, & pdf formats are allowed with maximum size of 2MB)</small> | Aadhaar Card / Letter issued by UIDAI  |
| S2 Form* |  |

Contact Details

Existing Contact Details

| | |
|-------------------------|----------------|
| Telephone with STD Code | +54541515156 |
| Mobile No. | 1234567899 |
| Email Id | abc@nsdl.co.in |

New Contact Details

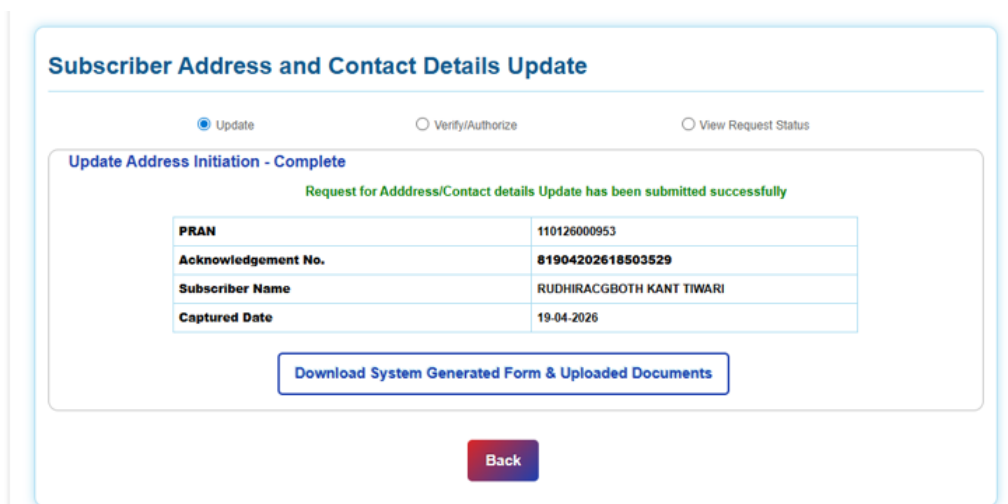
| | |
|-------------------------|---|
| Telephone with STD Code | |
| Mobile No.* | 9833981362 |
| Email Id* | ASHWINL@PROTEANTECH.IN |
| S2 Form* |  |

Submit
Edit

5. Message will be displayed on screen once subscriber details change request are captured successfully.

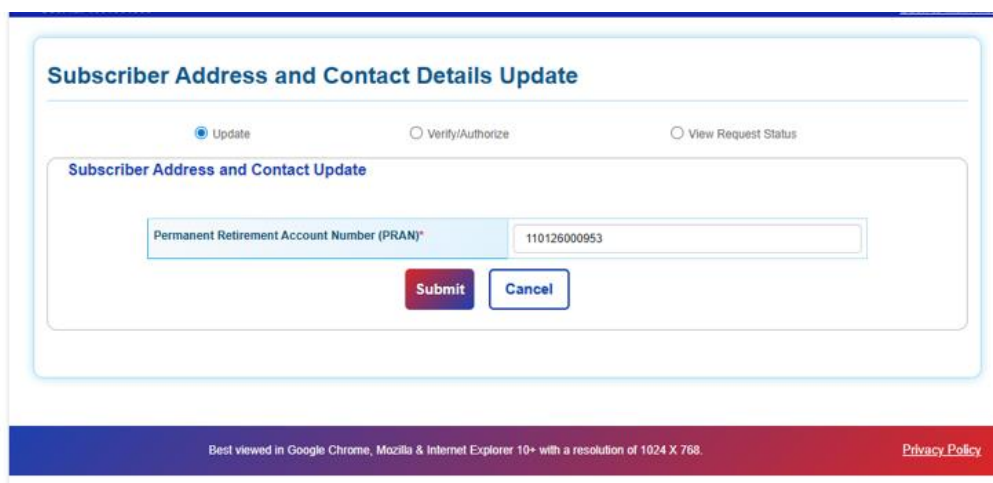
Acknowledgment number will be displayed on screen. (Refer figure 6)

Figure 6



6. Status of request can be checked under option: View Request Status → Enter PRAN/ Acknowledgment number (Refer figure 7)

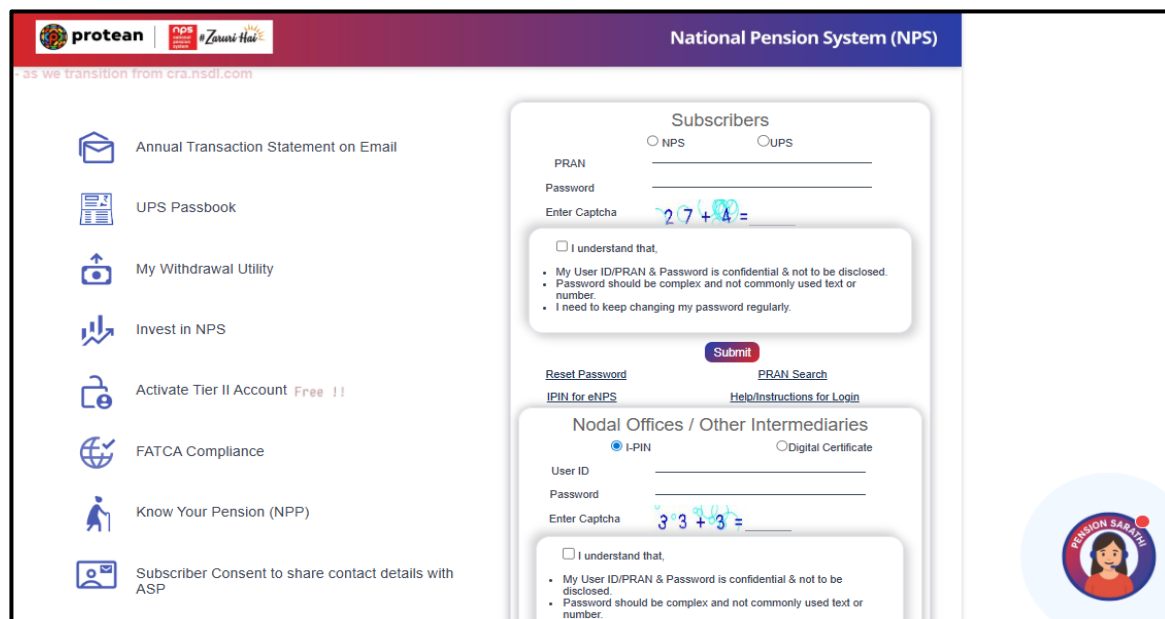
Figure 7



3.2 Request Authorization by PAO office Nodal Office User 2 (Checker/Authorizer)

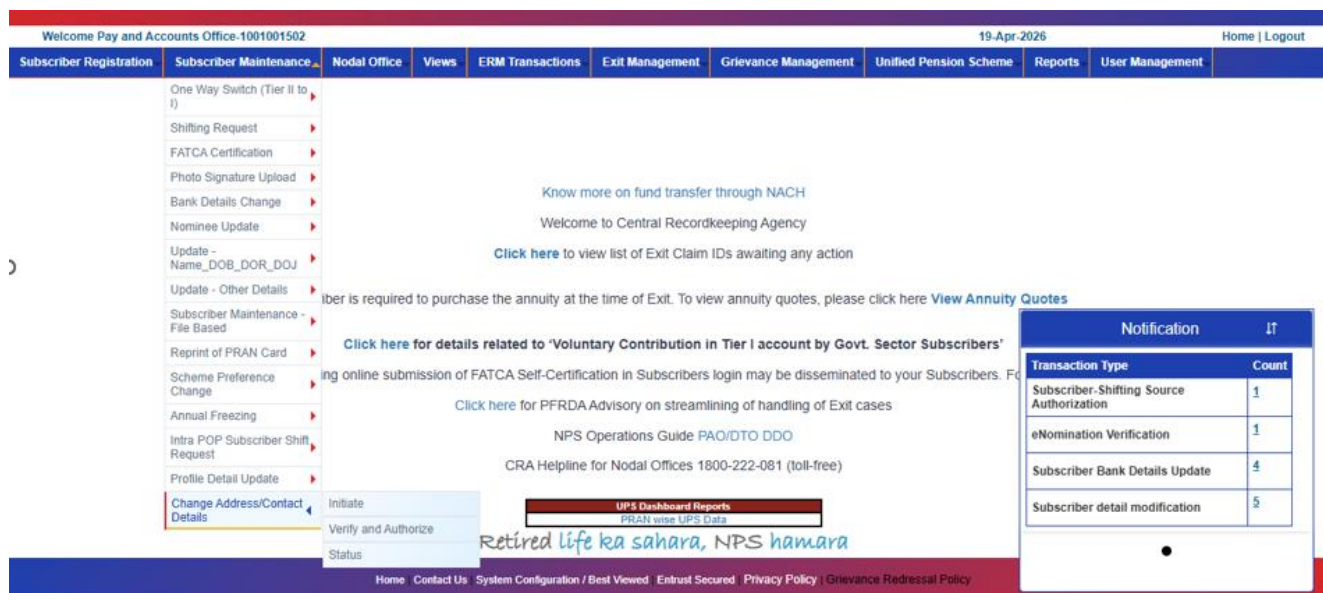
1. Log in to <https://cra.nps-proteantech.in/CRA> and enter PAO/DTO user Id and password. Click on **“Submit”** (Refer figure 8)

Figure 8



2. Click on menu “Subscriber Maintenance”→ **“Change Address/Contact details”** →Verify and Authorize (Refer figure 9)

Figure 9



3. Click on Verify/Authorize Enter "PRAN/ACK ID" and Click "Submit" (Refer figure 10)

Figure 10

Subscriber Address and Contact Details Update

Initiate
 Verify/Authorize
 View Request Status

[Download Pending List](#)

| | |
|------------------------|--------------|
| Acknowledgement Number | |
| PRAN | 110126000953 |
| From Date* | DD/MM/YYYY |
| To Date* | DD/MM/YYYY |

Note

4. Click on Hyperlink "Acknowledgement ID" to check the new details entered by maker user. (Refer figure 11)

In case of authorization, the office needs to click on hyperlink "Approve/Reject"

Figure 4

Subscriber Address and Contact Details Update

Initiate
 Verify/Authorize
 View Request Status

[Download Pending List](#)

| | |
|------------------------|--------------|
| Acknowledgement Number | |
| PRAN | 110126000953 |
| From Date* | DD/MM/YYYY |
| To Date* | DD/MM/YYYY |

| Acknowledgement Number | Request Date | Request For | Tier Type | Type of Transaction | Maker Entity ID | Maker Entity Name | Status | Last Action Taken | Action |
|-----------------------------------|--------------|--------------|-----------|---------------------|-----------------|-------------------------------------|---------|--------------------|--------------------------------|
| 81904202618503529 | 19-04-2026 | 110126000953 | T1 | Modified | 10010015 | Admin Section, CDA (R&D), Hyderabad | Pending | INITIATED BY NODAL | Approve/Reject |

5. Click on personal details tab to check new updated details. Updated details are highlighted in **Red Color** Text. (Refer figure 12)

Figure 12

Acknowledgement Number: 81904202618503529 STATUS: ACTIVE
 PRAN: 110126000953 SUBSCRIBER NAME: RUDHIRACGBOTH KANT TIWARI

Authorize/Verify Subscriber's Address

Existing Address

| | |
|----------------------------|-------------|
| Address Type | UNSPECIFIED |
| Flat/Room/Door/Block No.* | ADD1 |
| Premises/Building/Village* | ADD2 |
| Area/Locality/Taluka* | ADD3 |
| City/Town/Village* | ADD4 |
| Pincode* | 416602 |
| State/Union Territory* | Maharashtra |
| Country* | India |

New Address

| | |
|----------------------------|---------------------------------------|
| Address Type | RESIDENTIAL |
| Flat/Room/Door/Block No.* | ROOM NO 25 |
| Premises/Building/Village* | TIMES TOWER |
| Area/Locality/Taluka* | LOWER PAREL |
| City/Town/Village* | MUMBAI |
| Pincode* | 400013 |
| State/Union Territory* | Maharashtra |
| Country* | India |
| Proof of Address* | Aadhaar Card / Letter issued by UIDAI |
| S2 Form* | |

6. Office may **Authorize/Reject** the request after checking supporting documents are details updated by maker user. (Refer figure 13)

It is the responsibility of the office to check veracity of documents as provided by the subscriber.

Figure 13

Authorize/Verify Subscriber's Contact Details

Existing Contact Details

| | |
|-------------------------|----------------|
| Telephone with STD Code | +54541515156 |
| Mobile No. | 1234567899 |
| Email Id | abc@nsdl.co.in |

New Contact Details

| | |
|--------------------------|------------------------|
| Telephone with STD Code* | |
| Mobile No.* | 9833981362 |
| Email Id* | ASHWINL@PROTEANTECH.IN |
| S2 Form* | |

Accept Reject


Remarks

Authorize/Verify Subscriber's Contact Details

Existing Contact Details

| | |
|-------------------------|----------------|
| Telephone with STD Code | +54541515156 |
| Mobile No. | 1234567899 |
| Email Id | abc@nsdl.co.in |

New Contact Details

| | |
|--------------------------|---|
| Telephone with STD Code* | |
| Mobile No.* | 9833981362 |
| Email Id* | ASHWINL@PROTEANTECH.IN |
| S2 Form* |  |

Accept Reject

Remarks

Reject
Back

7. Message will be displayed on screen once subscriber details change request is authorized successfully. (Refer figure 14)

Figure 14

PRAN: 110126000953 SUBSCRIBER NAME: RUDHIRACGBOTH KANT TIWARI

Authorize/Verify Subscriber's Address

Existing Address

| | |
|---------------------------|--|
| Address Type | |
| Flat/Room/Door/Block | |
| Premises/Building/Village | |
| Area/Locality/Taluka | |
| City/Town/Village* | |
| Pincode* | |
| State/Union Territory | |
| Country* | |

New Address X

Request for Address/Contact details Update has been accepted.

| | |
|---------------------------------|---------------------------|
| Acknowledgement Number | 81904202618503529 |
| PRAN | 110126000953 |
| Subscriber Name | RUDHIRACGBOTH KANT TIWARI |
| Verification/Authorization Date | 19-04-2026 |
| Remarks | |

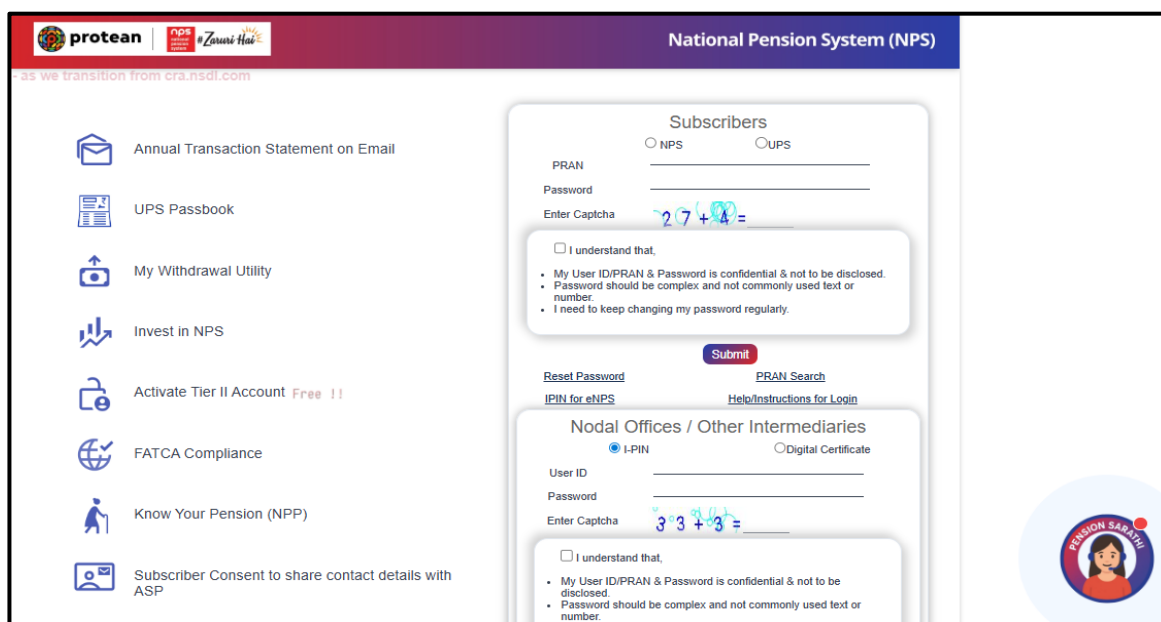
OK

4. Process to update Profile:-

4.1 Request initiation by PAO/DTO office Nodal Office User 1 (Maker)

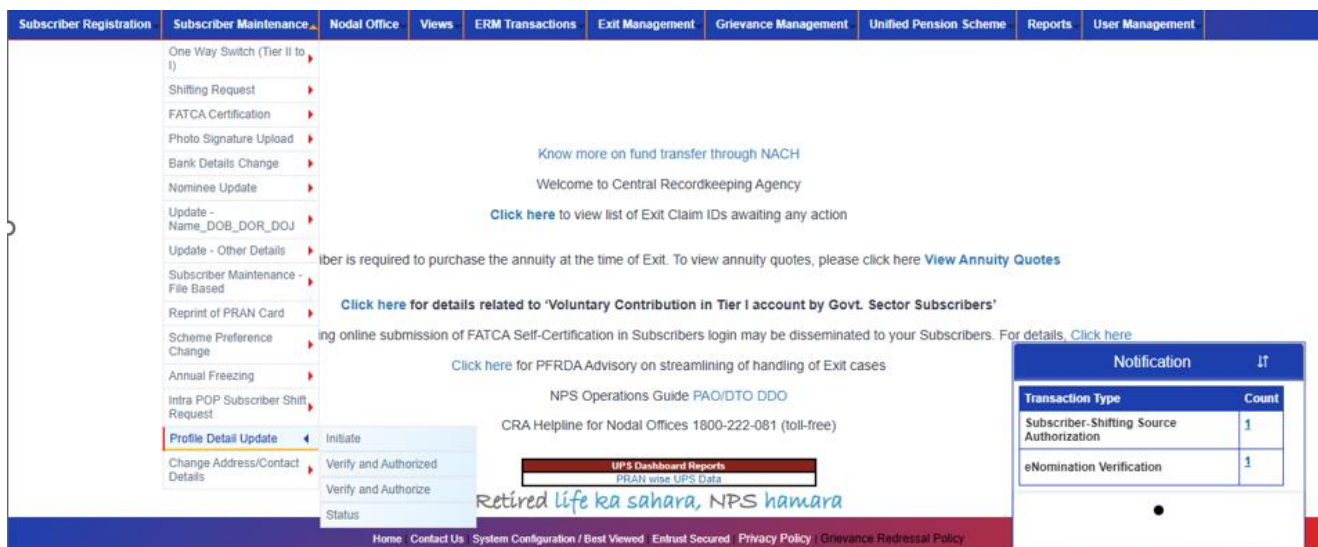
1. Log in to <https://cra.nps-proteantech.in/CRA> Enter PAO office user Id and password. Click on **“Submit”** (Refer figure 15)

Figure 15



2. Click on option **“Subscriber Maintenance”** → **“Profile Detail update”** → **Initiate** (Refer figure 16)

Figure 16



3. Click on Initiate → **“Enter PRAN”** → **“Submit”** (Refer figure 17)

Figure 17

5. Existing details in CRA can be viewed. (Refer figure 18)

Profile details are inclusive of PAN/Nationality/Annual Income Range etc

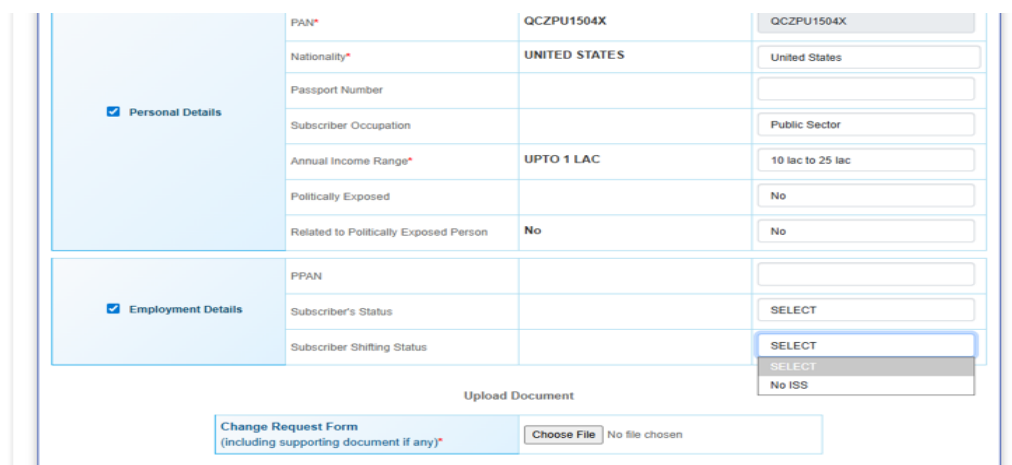
Figure 18

| Profile Update | | | |
|---------------------------------------|----------------|--|--|
| PRAN: 110146000949 | | Subscriber Name: RUDHIRACGBOTH KANT TIWARI | |
| Change Type | Existing Value | New Value | |
| PAN* | QCZPU1504X | QCZPU1504X | |
| Nationality* | UNITED STATES | United States | |
| Passport Number | | | |
| Subscriber Occupation | | | |
| Annual Income Range* | UPTO 1 LAC | Upto 1 lac | |
| Politically Exposed | | | |
| Related to Politically Exposed Person | No | No | |

5. Check Personal Details/Employment Details Check Box. Make Changes as requested by Subscriber and Upload Supporting Documents

It is the responsibility of the office to check veracity of documents provided by the subscriber.

Figure 19



| | | | |
|--|---------------------------------------|---------------|----------------------------|
| <input checked="" type="checkbox"/> Personal Details | PAN* | QCZPU1504X | QCZPU1504X |
| | Nationality* | UNITED STATES | United States |
| | Passport Number | | |
| | Subscriber Occupation | | Public Sector |
| | Annual Income Range* | UPTO 1 LAC | 10 lac to 25 lac |
| | Politically Exposed | | No |
| | Related to Politically Exposed Person | No | No |
| <input checked="" type="checkbox"/> Employment Details | PPAN | | |
| | Subscriber's Status | | SELECT |
| | Subscriber Shifting Status | | SELECT SELECT No ISS |

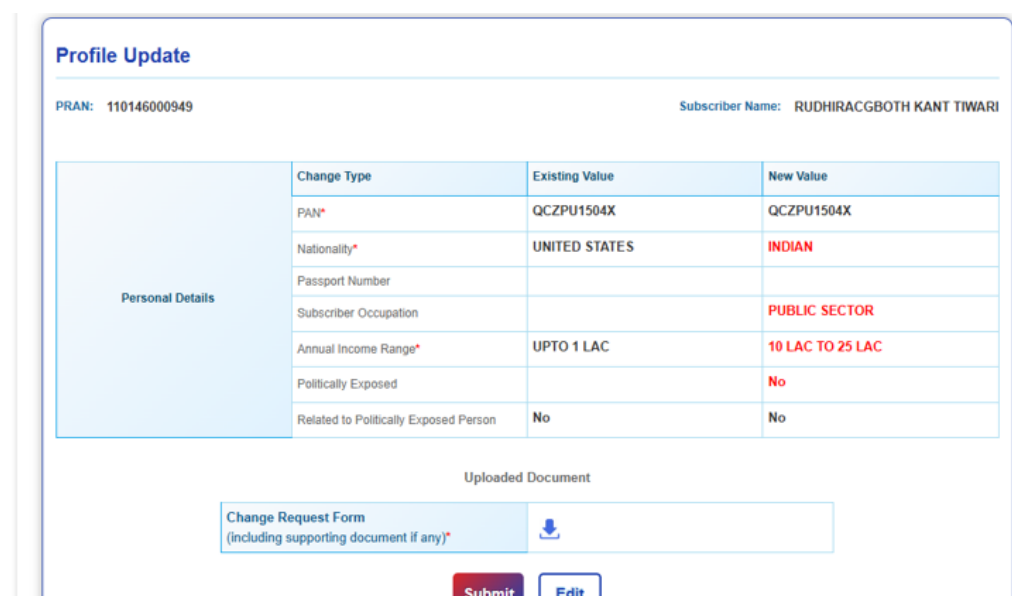
Upload Document

Change Request Form (including supporting document if any)*

No file chosen

6. Verify new updated details and click on **"Submit"** (Refer figure 20)

Figure 20



Profile Update

PRAN: 11014600949 Subscriber Name: RUDHIRACGBOTH KANT TIWARI

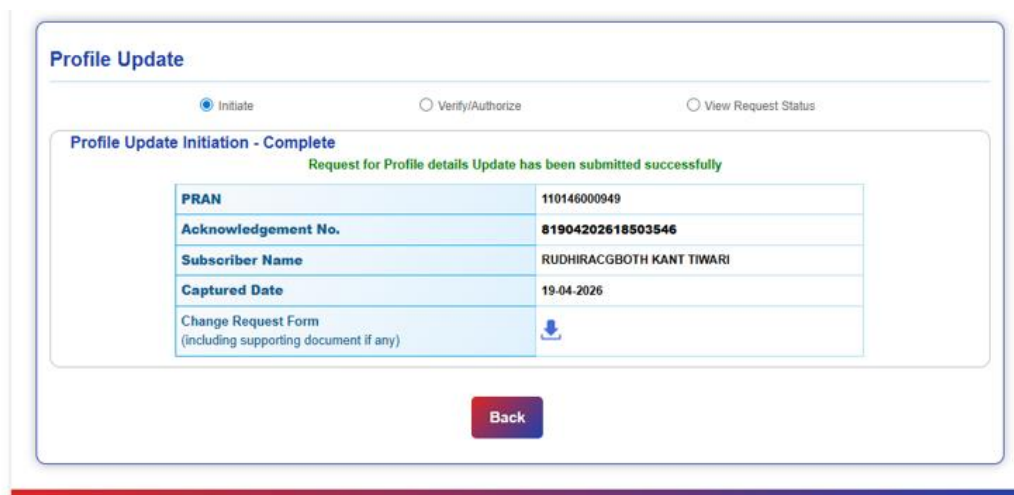
| | Change Type | Existing Value | New Value |
|------------------|---------------------------------------|----------------|------------------|
| Personal Details | PAN* | QCZPU1504X | QCZPU1504X |
| | Nationality* | UNITED STATES | INDIAN |
| | Passport Number | | |
| | Subscriber Occupation | | PUBLIC SECTOR |
| | Annual Income Range* | UPTO 1 LAC | 10 LAC TO 25 LAC |
| | Politically Exposed | | No |
| | Related to Politically Exposed Person | No | No |

Uploaded Document

Change Request Form (including supporting document if any)*

7. On successful initiation of request, Confirmation message will be displayed, and Acknowledgement number will be generated. (Refer figure 21)

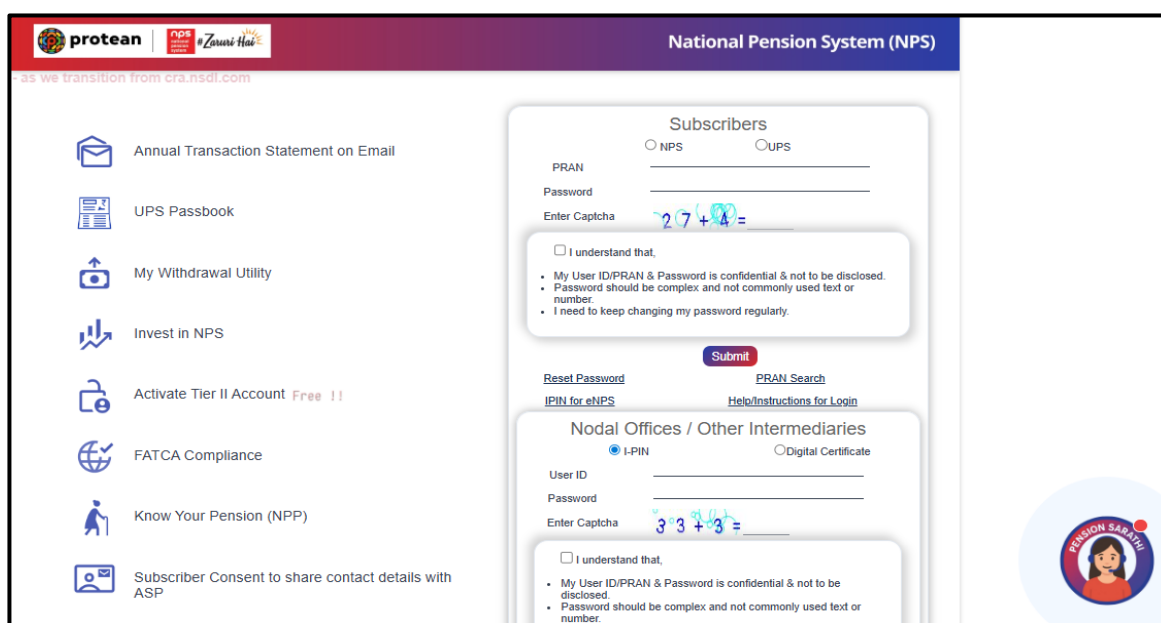
Figure 21



4.2 Request Authorization by PAO/DTO office Nodal Office User 2 (Checker/Authorizer)

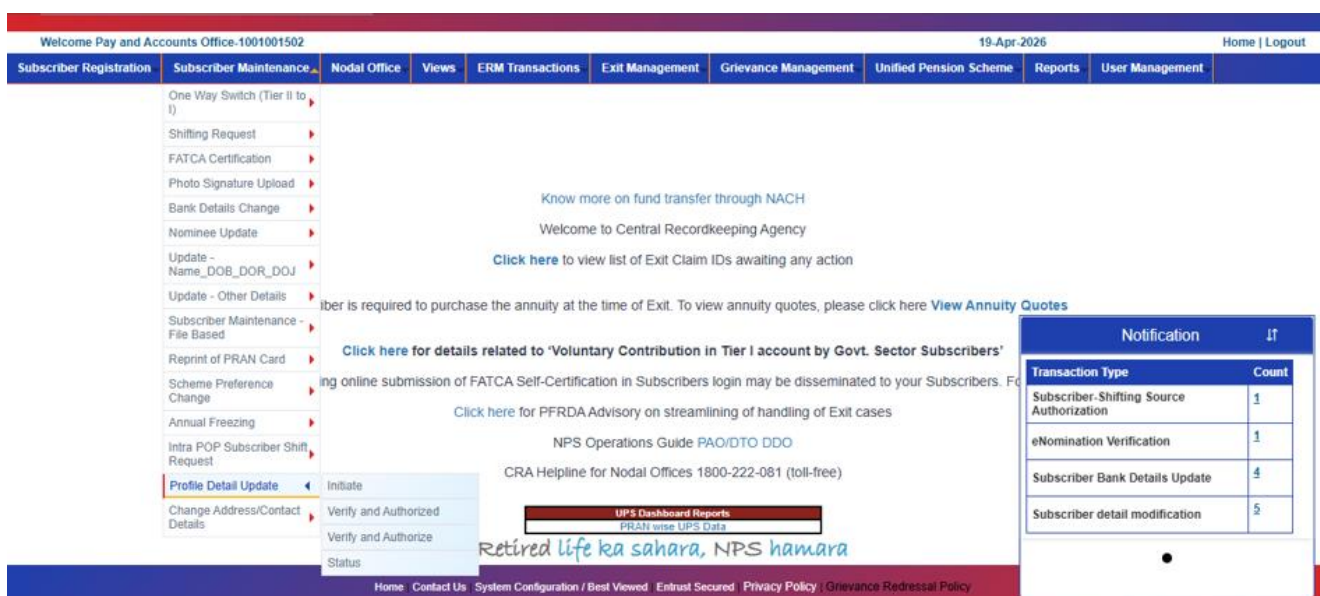
1. Nodal office will log in to CRA (<https://cra.nps-proteantech.in/CRA>) with user ID 2 (Checker/Authorizer) (Refer figure 22)

Figure 22



2. Click on option Subscriber Maintenance → **“Profile Detail Update”** → Verify and Authorize (Refer figure 23)

Figure 23



3. Enter PRAN/Acknowledgement details → **Search** (Refer figure 24)

Figure 24

Profile Update

Initiate
 Verify/Authorize
 View Request Status

Verify/Authorize Profile Update [Download Pending List](#)

| | |
|------------------------|---------------------------------|
| Acknowledgement Number | <input type="text"/> |
| PRAN | 110146000949 |
| From Date* | DD/MM/YYYY <input type="text"/> |
| To Date* | DD/MM/YYYY <input type="text"/> |

Note

From Date and To Date will be the request capture date of Details Change

4. Click on Hyperlink **“Acknowledgement Number”** to check and verify the details. (Refer figure 25)

In case of authorization, the office needs to click on hyperlink **“Approve/Reject”**

Figure 25

Profile Update

Initiate
 Verify/Authorize
 View Request Status

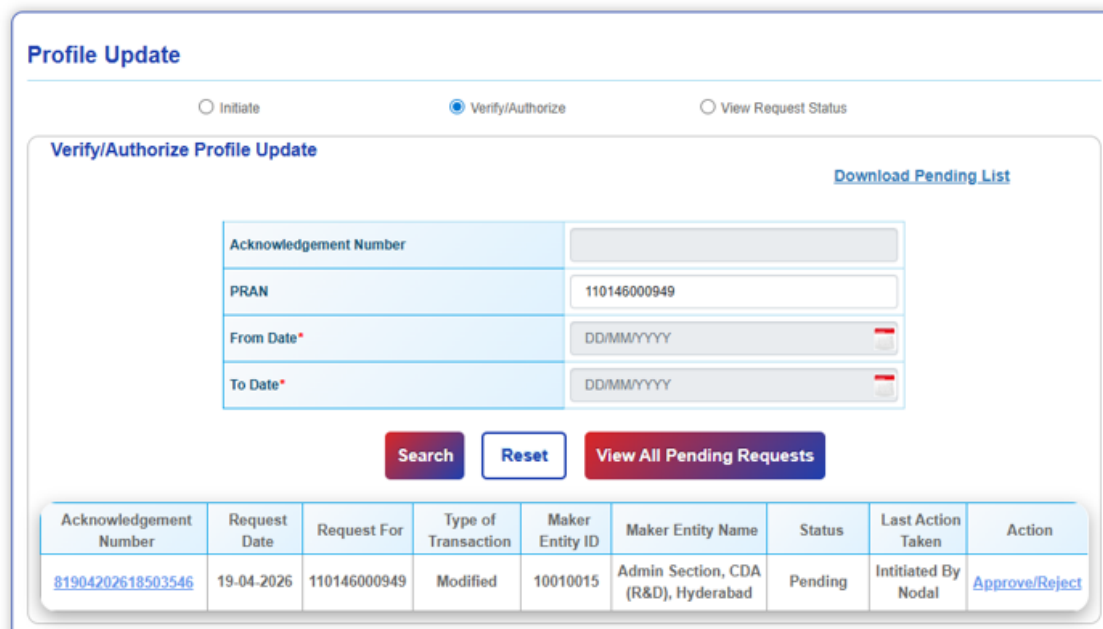
Verify/Authorize Profile Update [Download Pending List](#)

| | |
|------------------------|---------------------------------|
| Acknowledgement Number | <input type="text"/> |
| PRAN | 110146000949 |
| From Date* | DD/MM/YYYY <input type="text"/> |
| To Date* | DD/MM/YYYY <input type="text"/> |

| Acknowledgement Number | Request Date | Request For | Type of Transaction | Maker Entity ID | Maker Entity Name | Status | Last Action Taken | Action |
|-----------------------------------|--------------|--------------|---------------------|-----------------|-------------------------------------|---------|--------------------|--------------------------------|
| 81904202618503546 | 19-04-2026 | 110146000949 | Modified | 10010015 | Admin Section, CDA (R&D), Hyderabad | Pending | Initiated By Nodal | Approve/Reject |

5. To approve /reject the request, select click on hyperlink under tab **“Action”** (Refer figure 26)

Figure 26



Profile Update

Initiate
 Verify/Authorize
 View Request Status

Verify/Authorize Profile Update [Download Pending List](#)

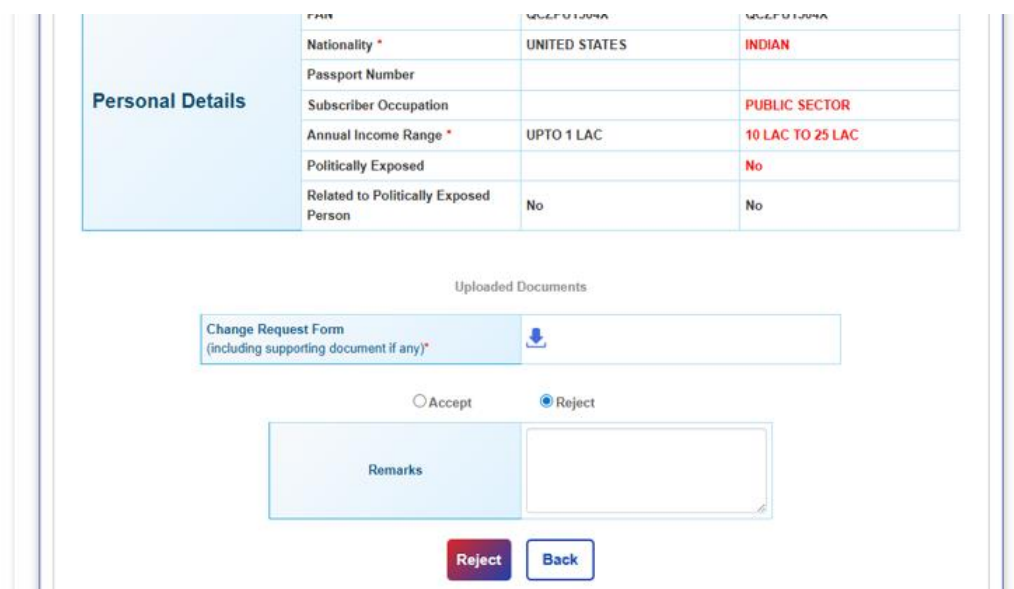
| | |
|------------------------|---------------------------------|
| Acknowledgement Number | <input type="text"/> |
| PRAN | 110146000949 |
| From Date * | DD/MM/YYYY <input type="text"/> |
| To Date * | DD/MM/YYYY <input type="text"/> |

| Acknowledgement Number | Request Date | Request For | Type of Transaction | Maker Entity ID | Maker Entity Name | Status | Last Action Taken | Action |
|-----------------------------------|--------------|--------------|---------------------|-----------------|-------------------------------------|---------|--------------------|--------------------------------|
| 81904202618503546 | 19-04-2026 | 110146000949 | Modified | 10010015 | Admin Section, CDA (R&D), Hyderabad | Pending | Initiated By Nodal | Approve/Reject |

6. Remarks can be entered into while authorization of request if any. Click on **“Approve/Reject” → Proceed** (Refer figure 27 and 28)

It is the responsibility of the office to check veracity of documents provided by the subscriber.

Figure 27



Personal Details

| | | |
|---------------------------------------|---------------|------------------|
| Nationality * | UNITED STATES | INDIAN |
| Passport Number | | |
| Subscriber Occupation | | PUBLIC SECTOR |
| Annual Income Range * | UPTO 1 LAC | 10 LAC TO 25 LAC |
| Politically Exposed | | No |
| Related to Politically Exposed Person | No | No |

Uploaded Documents


Accept
 Reject

Figure 28

PRAN: 110146000949

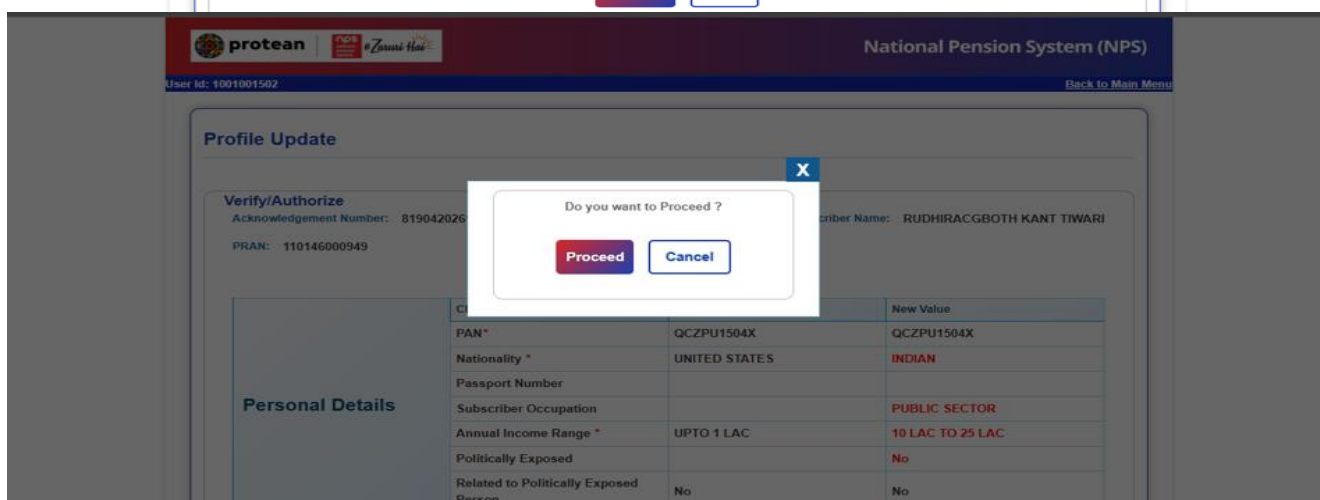
| Change Type | Existing Value | New Value |
|---------------------------------------|----------------|------------------|
| PAN* | QCZPU1504X | QCZPU1504X |
| Nationality * | UNITED STATES | INDIAN |
| Passport Number | | |
| Subscriber Occupation | | PUBLIC SECTOR |
| Annual Income Range * | UPTO 1 LAC | 10 LAC TO 25 LAC |
| Politically Exposed | | No |
| Related to Politically Exposed Person | No | No |

Uploaded Documents

Change Request Form (including supporting document if any)* 

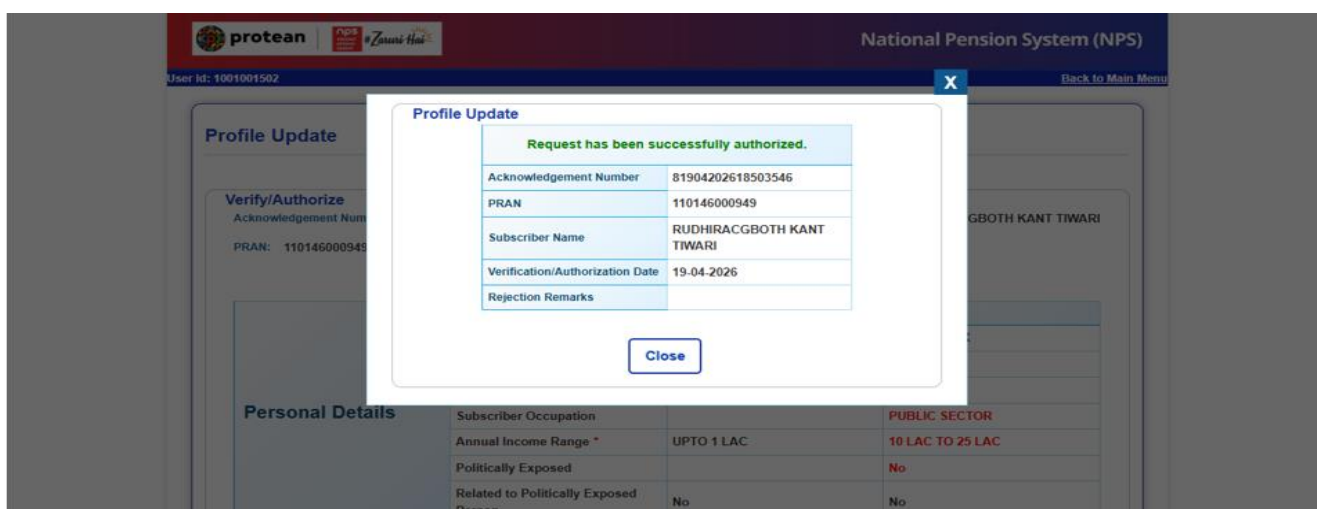
Accept Reject

Approve **Back**



7. On successful authorization, the details will be update and below message will be displayed on screen. (Refer figure 29)

Figure 29



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