

Protean eGov Technologies Limited



protean
Change *is* growth

STANDARD OPERATING PROCEDURE (SoP)

Subscriber Maintenance by Nodal Office for Govt. Subscriber

Version 1.3

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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

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***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://npscra.nsdl.co.in/>

The subscriber is required to go through below mentioned option

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

NPS Account Maintenance

- 🔍 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
- Nomination details
- Bank Details

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 "[SOP for updating Subscriber details V 1.2](#)". The offices are requested to refer the same for updation of core details.

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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 thorough 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.

➤ Steps for updation of Nominee details of subscriber

- Login into CRA using user id & password
- Under Manage my Account, Click on Update my Profile, Click on update nomination
- Click on update nominee details.
- Update the nominee details, click on submit.
- On submission, OTP will be sent to registered mobile no. on submission of OTP ack id will generated & same need to be verify/ authorize by nodal office.

➤ **Steps for updation of Bank details of subscriber**

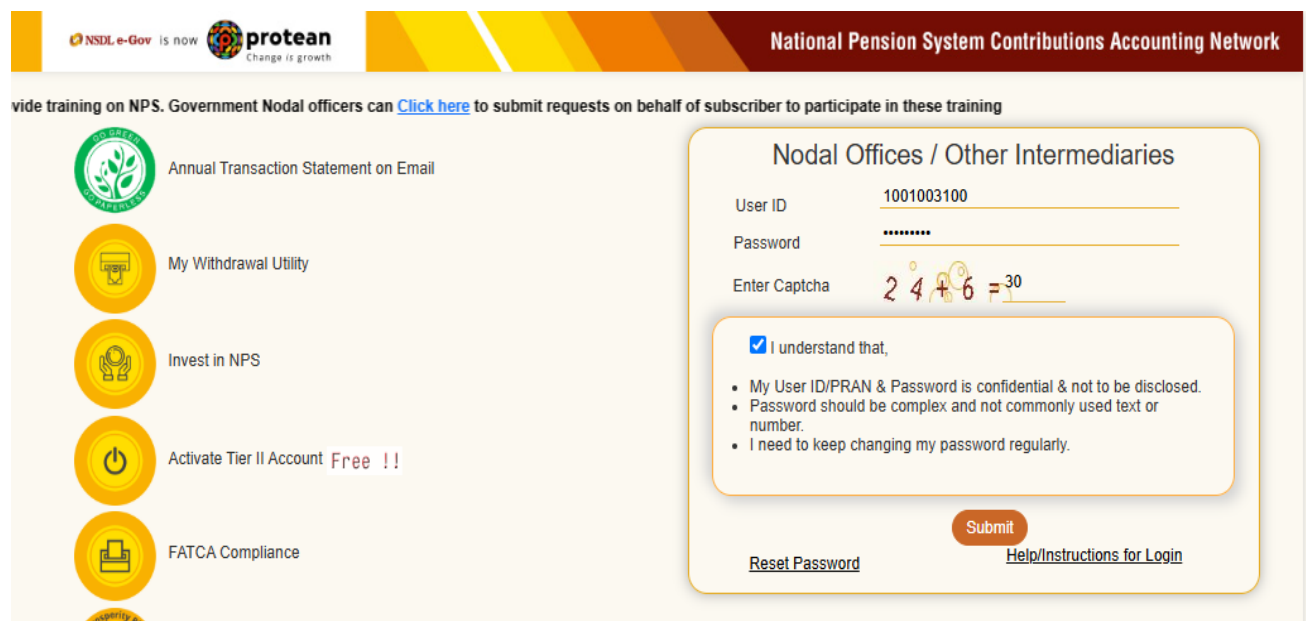
- Login into CRA using user id & password
- Under Manage my Account, Click on Update my Profile,
- Click on update Bank details - Tier 1 / Tier 2
- Select Type of Transaction - Modify Bank Details
- The existing bank details will be shown to the subscriber. Also, the subscriber is requested to enter new bank details.
- The Govt. subscriber need to tick on the following declaration
"I hereby declare that my NPS Bank account is my salary bank account and atleast one salary has been credited"
- The subscriber is required to do penny drop for updated bank account.
- On successful penny drop, Ack id will get generated and the same need to be verify/ authorize by nodal office.

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)

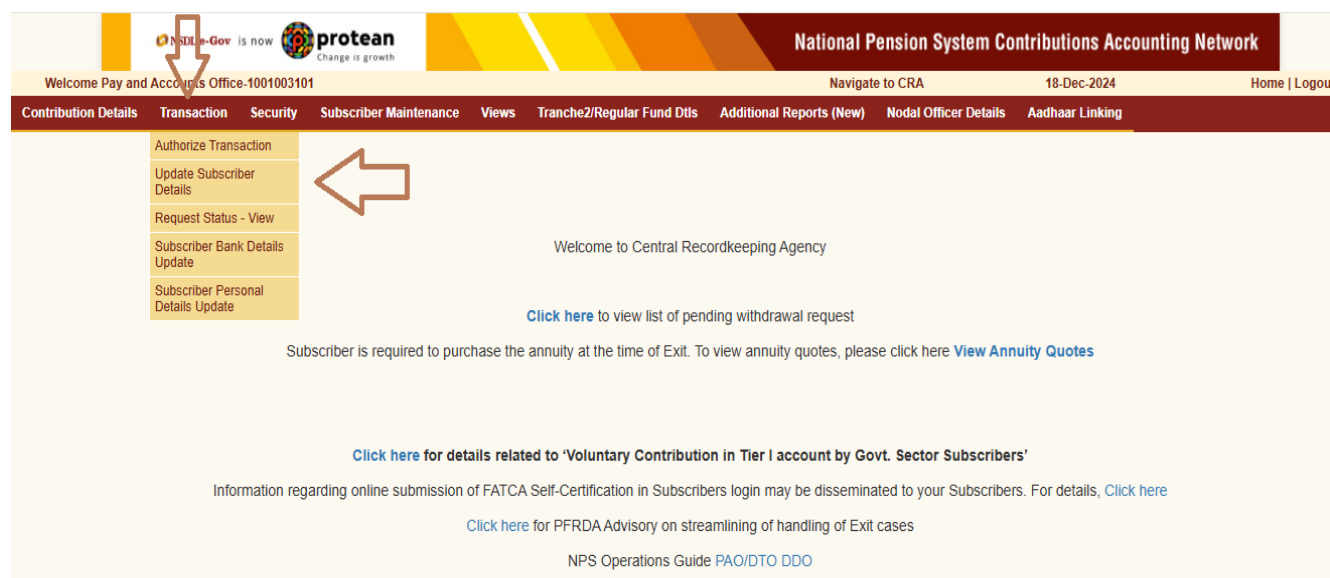
1. Log in to <https://npscan-cra.com/CRA/>. Enter PAO/DTO office user Id and password. Click on **“Submit”** (Refer figure 1)

Figure 1



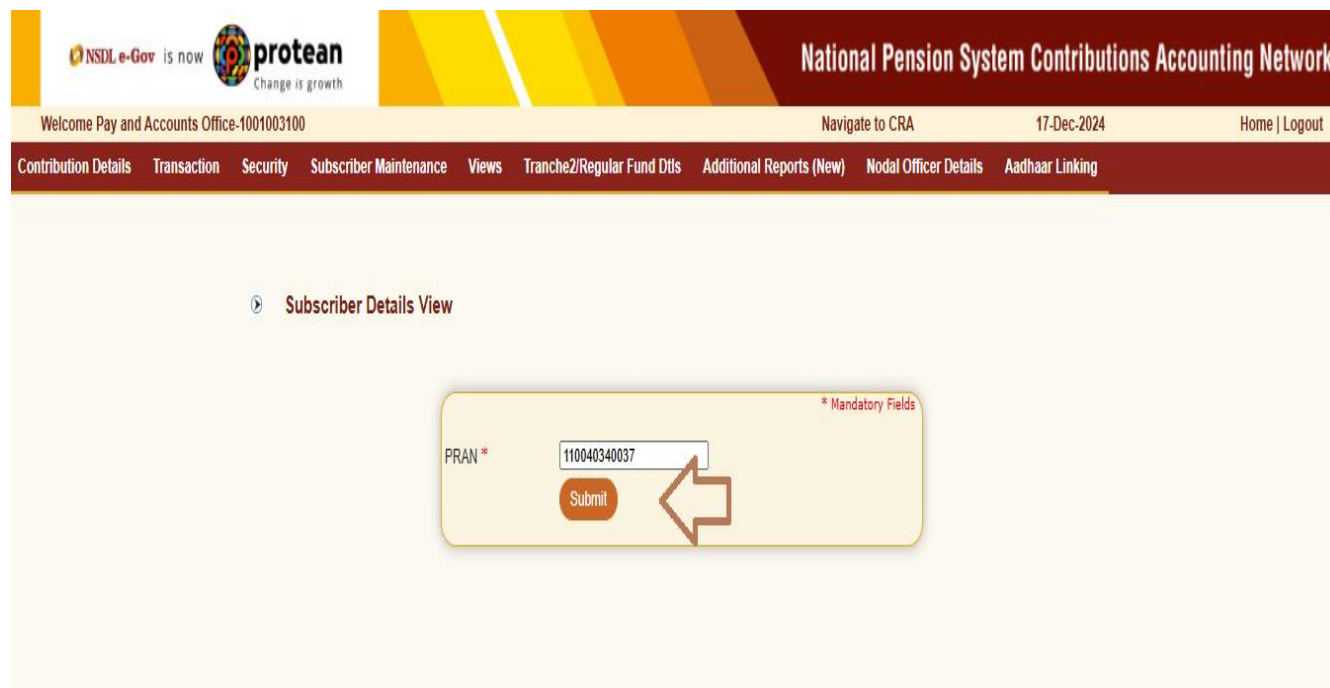
2. Click on menu “Transaction”→ **“Update Subscriber Details”** (Refer figure 2)

Figure 2



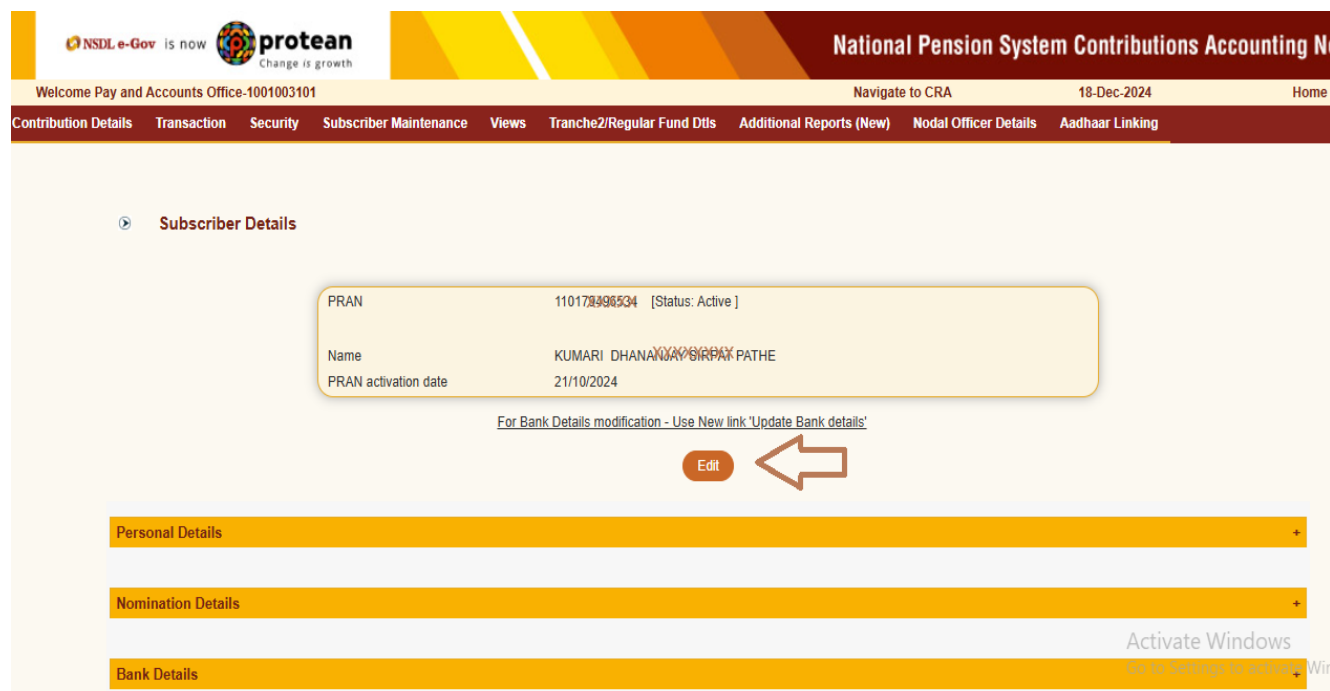
- Enter PRAN of subscriber under **"Subscriber Details View"** option. Click on **"Submit"** (Refer figure 3)

Figure 3



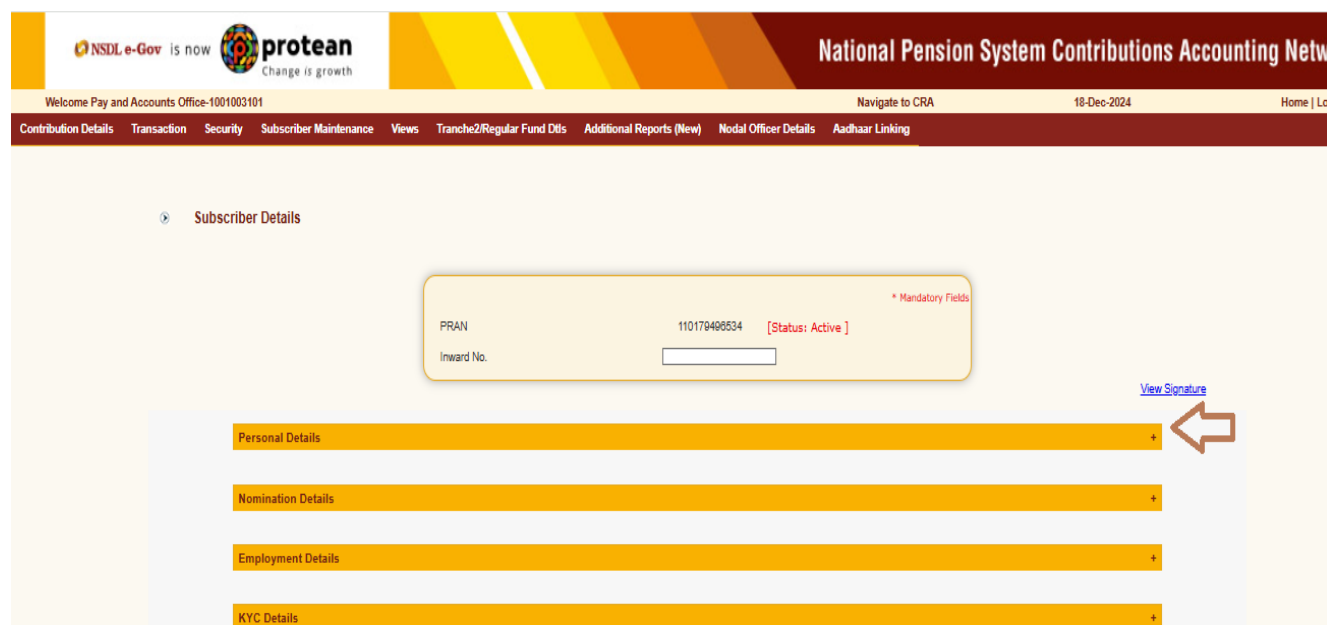
- Click of **"Edit"** option to enter **New details**. (Refer figure 4)

Figure 4



5. To check the existing personal details please click on **Personal Details** tab. (Refer figure 5)

Figure 5



NSDL e-Gov is now **protean** Change is growth

Welcome Pay and Accounts Office-1001003101

Navigate to CRA 18-Dec-2024 Home | Log

Contribution Details Transaction Security Subscriber Maintenance Views Tranche2/Regular Fund Dtls Additional Reports (New) Nodal Officer Details Aadhaar Linking

Subscriber Details

PRAN 110179496534 [Status: Active] * Mandatory Fields

Inward No.

[View Signature](#)

Personal Details +

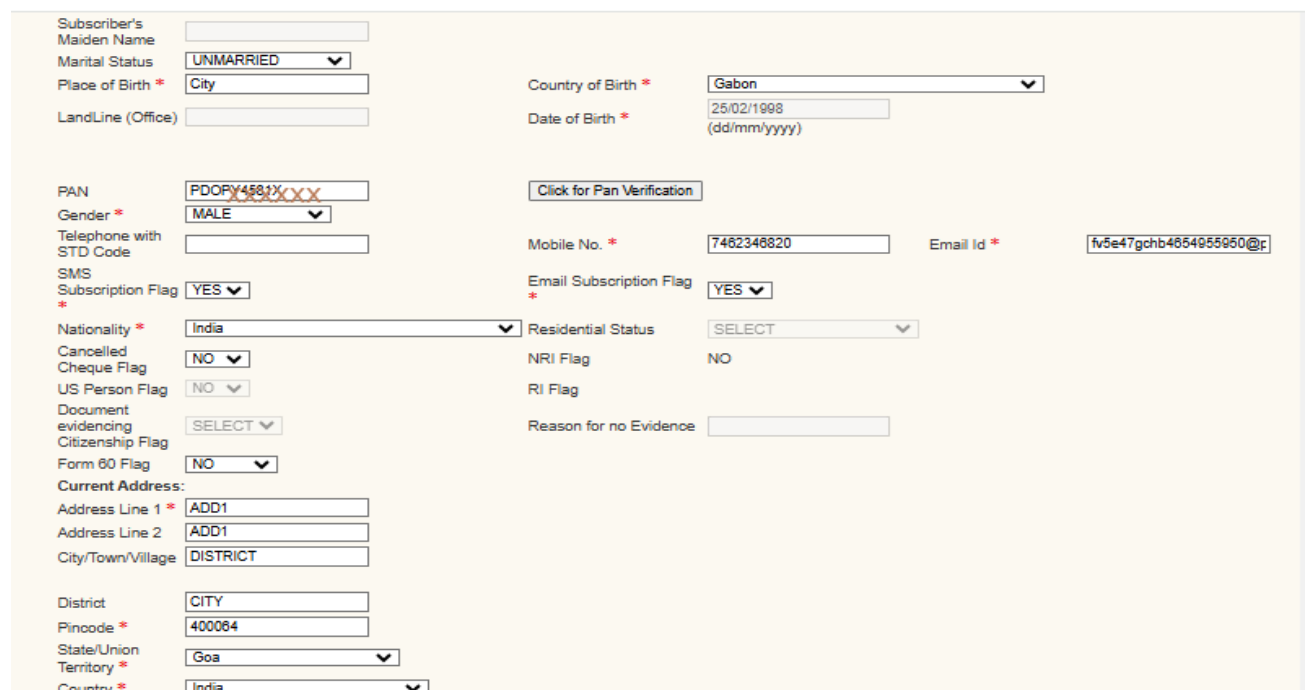
Nomination Details +

Employment Details +

KYC Details +

6. Existing personal details can be viewed under **Personal Details** tab (Refer figure 6)

Figure 6



Subscriber's Maiden Name

Marital Status

Place of Birth *

LandLine (Office)

Country of Birth *

Date of Birth * (dd/mm/yyyy)

PAN

Gender *

Telephone with STD Code

Mobile No. *

Email Id *

SMS Subscription Flag *

Email Subscription Flag *

Nationality *

Residential Status

Cancelled Cheque Flag

NRI Flag

US Person Flag

RI Flag

Document evidencing Citizenship Flag

Reason for no Evidence

Form 60 Flag

Current Address:

Address Line 1 *

Address Line 2

City/Town/Village

District

Pincode *

State/Union Territory *

Country *

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7. 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 7 & 8)

Figure 7

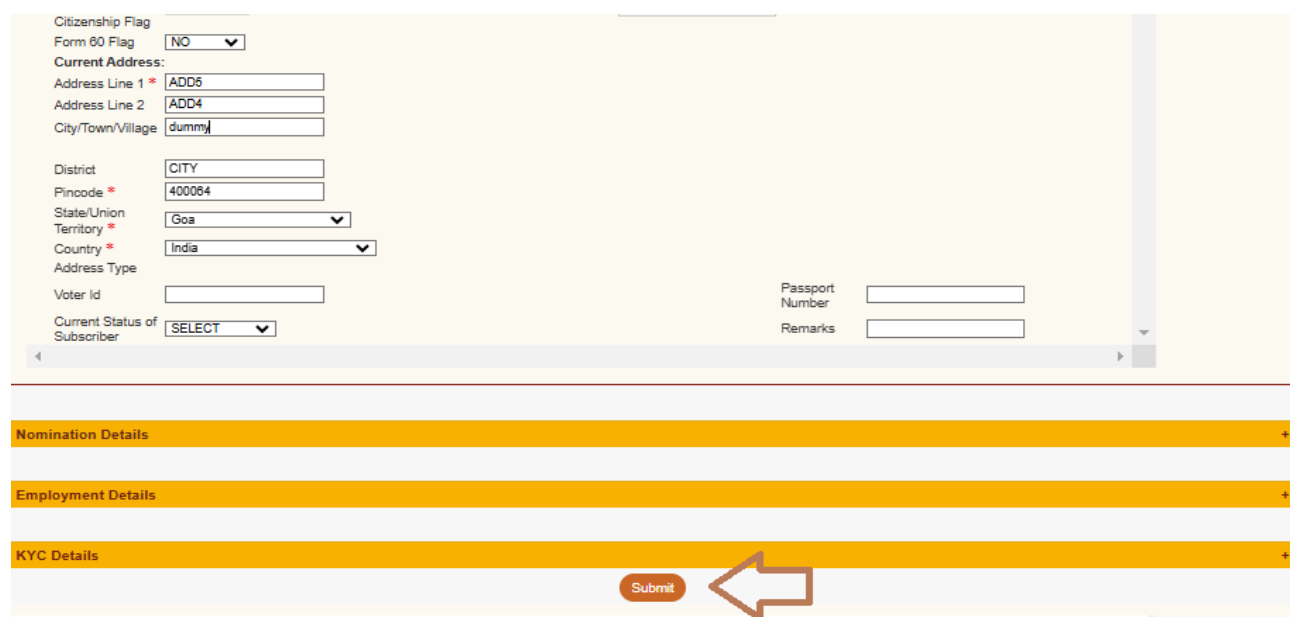
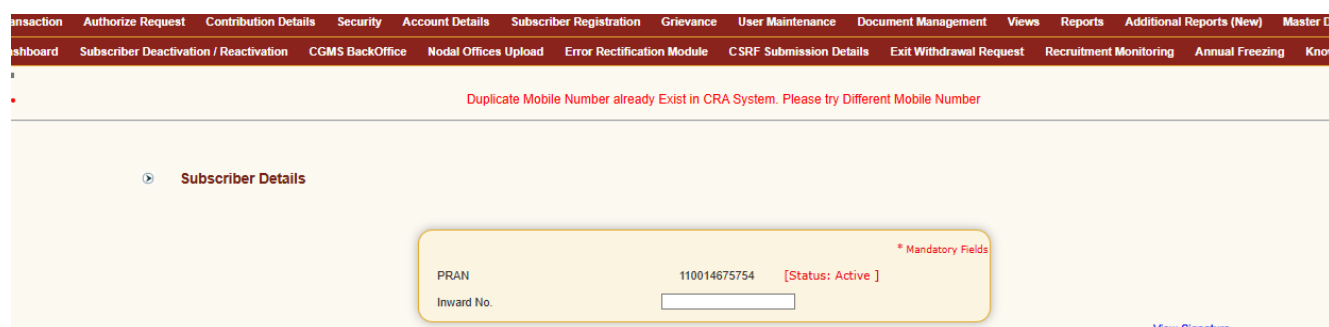


Figure 8



8. Nodal office is required to **Upload supporting Proof i.e.** S2 Form signed by subscriber along with supporting documents. (Refer figure 9 & 10)

- 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 as provided by the subscriber.

Figure 9

NSDL e-Gov is now **protean**
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Welcome Pay and Accounts Office-1001003101

Navigate to CRA 18-Dec-2024 Home | Lo

Contribution Details Transaction Security Subscriber Maintenance Views Tranche2/Regular Fund Dtls Additional Reports (New) Nodal Officer Details Aadhaar Linking

Subscriber Details

PRAN 110170490534 [Status: Active]
Inward No.

Personal Details +

Nomination Details +

Employment Details +

KYC Details +

Document Upload +

Select File to upload * Choose File No file chosen Upload

(Note : Uploaded Attachment/Allowed file types : pdf,xls,png,doc,xlsx,jpeg,docx,zip,jpg.
Maximum File Size Limit : 5MB. Number of Files can be uploaded 1)
Kindly upload S2 Form. Form upload is mandatory for Subscriber Modification request.

Submit Cancel

Activate Windows
Go to Settings to activate Windows

Figure 10

NSDL e-Gov is now **protean**
Change is growth

Welcome Pay and Accounts Office-1001003101

Navigate to CRA 18-Dec-2024

Contribution Details Transaction Security Subscriber Maintenance Views Tranche2/Regular Fund Dtls Additional Reports (New) Nodal Officer Details Aadhaar Linking

Subscriber Details

PRAN 110170490534 [Status: Active]
Inward No.

Personal Details +

Nomination Details +

Employment Details +

KYC Details +

Document Upload +

File uploaded successfully
OK

Select File to upload * Choose File Officield.jpeg Upload Remove

(Note : Uploaded Attachment/Allowed file types : pdf,xls,png,doc,xlsx,jpeg,docx,zip,jpg.
Maximum File Size Limit : 5MB. Number of Files can be uploaded 1)
Kindly upload S2 Form. Form upload is mandatory for Subscriber Modification request.

Submit Cancel

Activate Windows
Go to Settings to activate Windows

9. Updated details entered in CRA system will be highlighted in red color text. Office may verify the details and click on **“Submit”** option. (Refer figure 11)

Figure 11

Subscriber Details

PRAN
Inward No.
110162887572 [Status: Active]

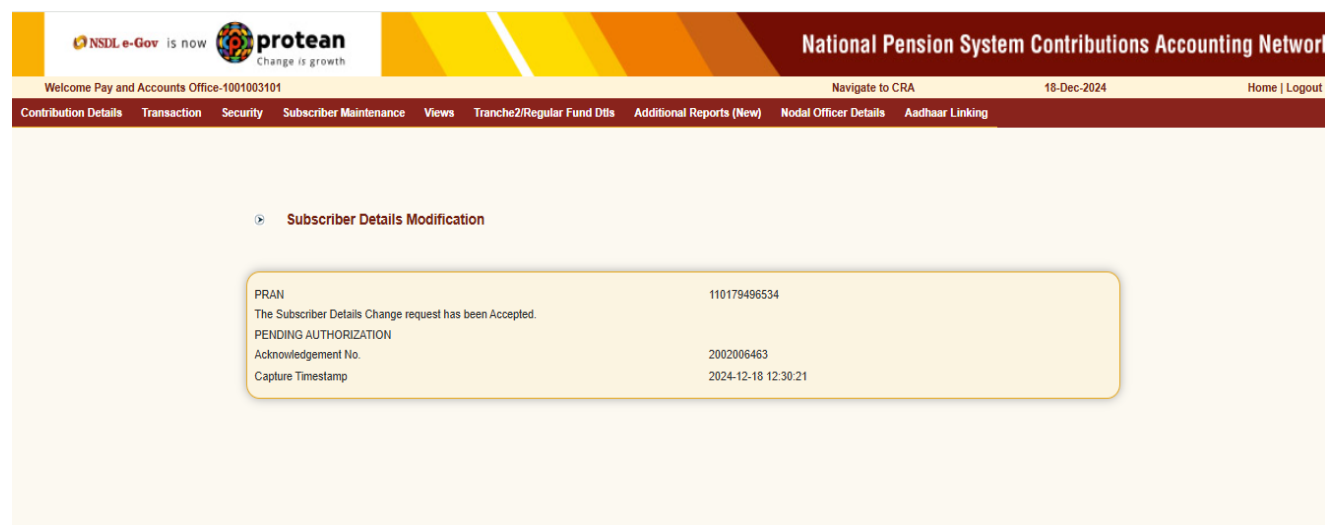
Personal Details

PRAN	110162887572 [Status: Active]	PAN	EZGPW6585W
Name	SHRI CVVH WXZVC	Mother's Name Flag	NO
Father's Name	ZVHENDEC WXZVC	SOT Language	ENGLISH
Mother's Name	TEEZV DEVH	Last 4 digits of Aadhaar	
Orphan	NO		
Gender	MALE	Date of Birth	17/10/1996
Subscriber's Maiden Name		Spouse Name	
Marital Status	MARRIED	LandLine (Office)	
Place of Birth	ATELI	Country of Birth	India
POP Consent flag	NO		
CERSAI ID			
Nationality	India	Residential Status	RI
Cancelled cheque Flag	YES		
US Person Flag	NO		
Document evidencing Citizenship Flag	Y	Reason for no Evidence	Y
RI Flag		PAN Seed Flag	YES
Form 60 Flag			
Current Address:			
Address Line 1	VPO-hisijpxz .		
Address Line 2	xakxZ .		
City/Town/Village			
District	REWARI		
PinCode	123103		
State/Union Territory	HARYANA		
Country	INDIA		
Address Type	RESIDENTIAL		
Telephone with STD Code			
Mobile No.	+919887854310		
SMS Subscription Flag	YES	Email Subscription Flag	YES
Email Id	efgc@nsdl.co.in		
Vehicle Id		Document Number	

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

Acknowledgment number will be displayed on screen. (Refer figure 12)

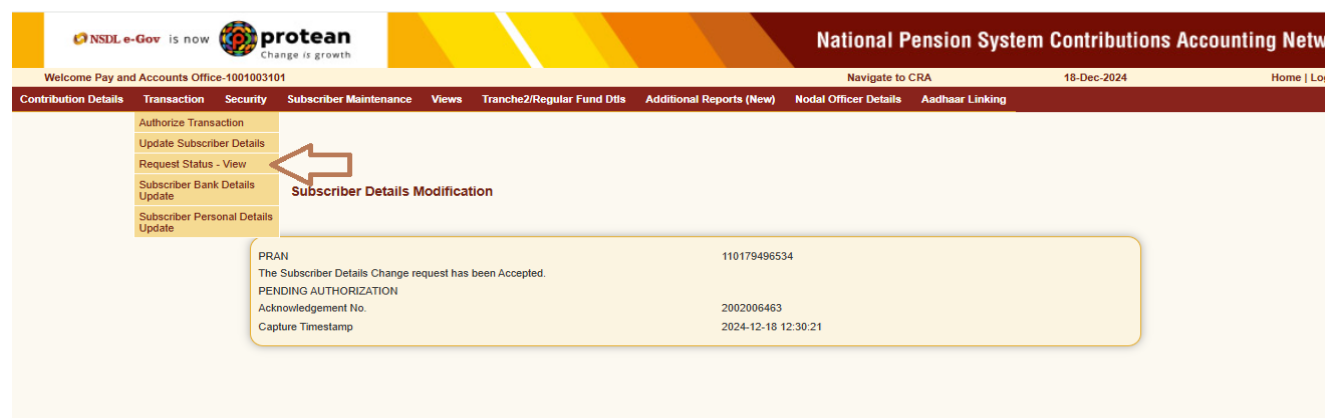
Figure 12



The screenshot shows the Protean National Pension System Contributions Accounting Network interface. The header includes the NSDL e-Gov logo and the Protean logo. The main navigation bar contains links for Contribution Details, Transaction, Security, Subscriber Maintenance, Views, Tranche2/Regular Fund Dtls, Additional Reports (New), Nodal Officer Details, and Aadhaar Linking. The user is logged in as 'Welcome Pay and Accounts Office-1001003101' on '18-Dec-2024'. The 'Subscriber Maintenance' menu is expanded, showing options like 'Authorize Transaction', 'Update Subscriber Details', 'Request Status - View', 'Subscriber Bank Details Update', and 'Subscriber Personal Details Update'. The 'Request Status - View' option is selected, leading to the 'Subscriber Details Modification' screen. This screen displays a confirmation message: 'PRAN 110179496534. The Subscriber Details Change request has been Accepted. PENDING AUTHORIZATION. Acknowledgement No. 2002006463. Capture Timestamp 2024-12-18 12:30:21'.

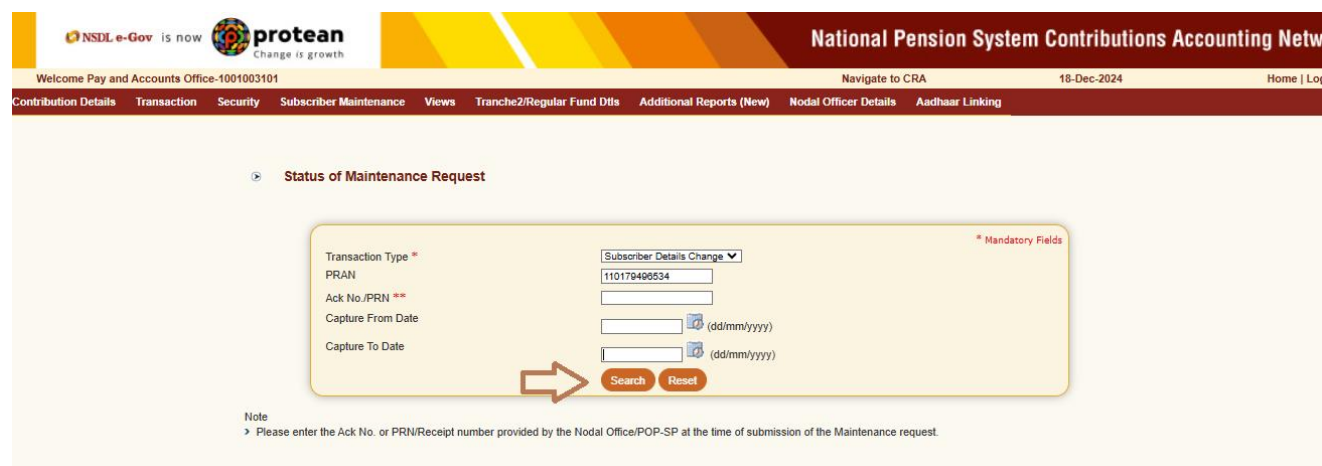
11. Status of request can be checked under option: View--→ Request Status -View→ Transaction Type→ Enter PRAN/ Acknowledgment number (Refer figure 13 ,14 & 15)

Figure 13



This screenshot is similar to Figure 12, showing the 'Subscriber Details Modification' screen. A red arrow points to the 'Request Status - View' option in the 'Subscriber Maintenance' menu. The confirmation message on the screen is the same as in Figure 12.

Figure 14



The screenshot shows the 'Status of Maintenance Request' screen. The header and navigation bar are the same as in the previous figures. The 'Request Status - View' option is selected, leading to this screen. The screen displays a form for entering transaction details. The 'Transaction Type' is set to 'Subscriber Details Change'. The 'PRAN' field contains '110179496534'. The 'Ack No./PRN' field is empty. The 'Capture From Date' and 'Capture To Date' fields are empty, with a date picker icon next to each. A red arrow points to the 'Search' button. Below the form, there is a note: 'Note: Please enter the Ack No. or PRN/Receipt number provided by the Nodal Office/POP-SP at the time of submission of the Maintenance request.'

Figure 15






National Pension System Contributions Accounting Network

Welcome Pay and Accounts Office-1001003101
Navigate to CRA
18-Dec-2024
Home | Logout

Contribution Details
Transaction
Security
Subscriber Maintenance
Views
Tranche2/Regular Fund DfIs
Additional Reports (New)
Nodal Officer Details
Aadhaar Linking

Status of Subscriber Change Request Status Results

Name
DHANANJAY KIRISHIRATHI

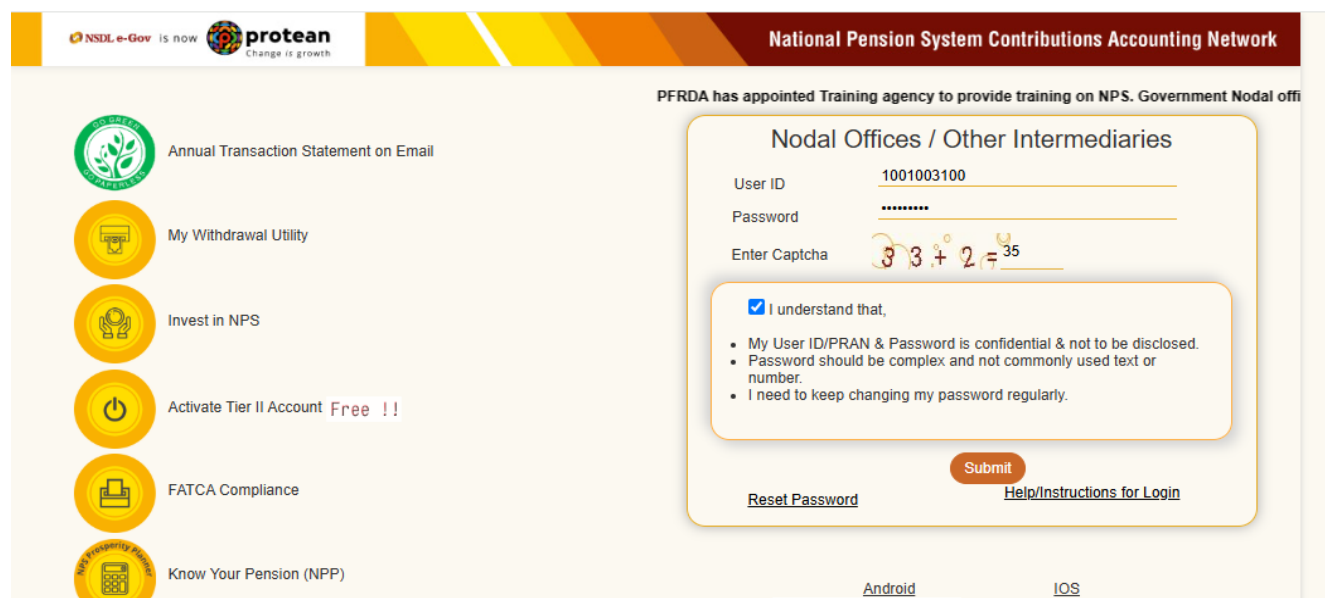
PRAN
110179496534

Sr. No.	Acknowledgement No.	Request Received Date	Request Type	Status	DDO Approved	DDO Approval Date	Auto-Processed	Request Authorization Date	Reason of Rejection
1	2002006463	18-12-2024	Subscriber Change Request Status	Pending Authorisation	-	-	No	-	-

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

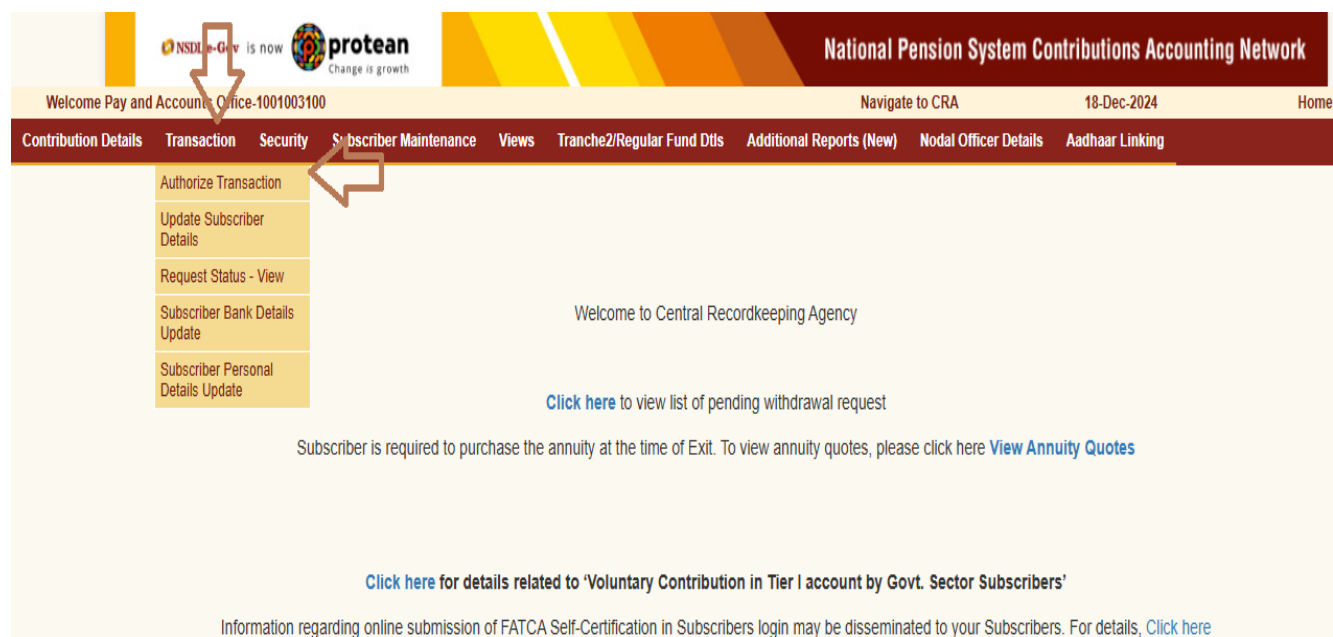
12. Log in to <https://npscan-cra.com/CRA/> and enter PAO/DTO user Id and password. Click on **"Submit"** (Refer figure 16)

Figure 16



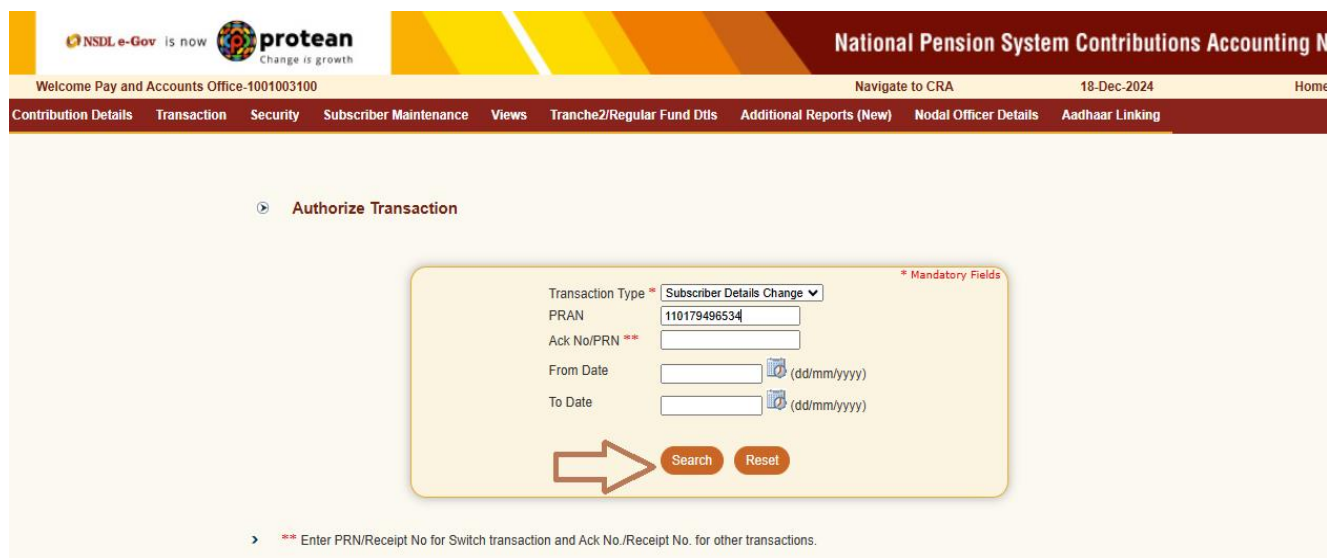
13. Click on menu "Transaction" → **"Authorize Transaction"** (Refer figure 17)

Figure 17



14. Enter "Transaction Type" and PRAN. Click on **"Search"** (Refer figure 18)

Figure 18



Welcome Pay and Accounts Office-1001003100

Navigate to CRA 18-Dec-2024 Home

Contribution Details Transaction Security Subscriber Maintenance Views Tranche2/Regular Fund Dtls Additional Reports (New) Nodal Officer Details Aadhaar Linking

Authorize Transaction

Transaction Type * Subscriber Details Change

PRAN 110179496534

Ack No/PRN **

From Date (dd/mm/yyyy)

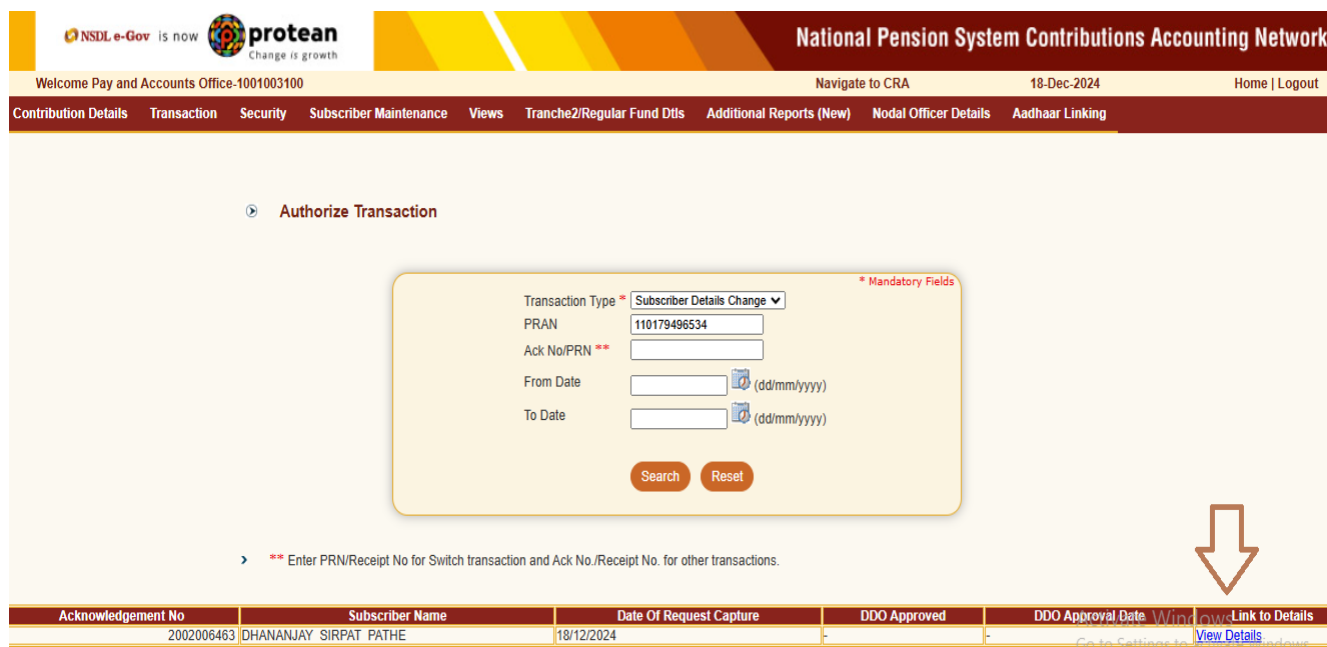
To Date (dd/mm/yyyy)

Search Reset

** Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.

15. Click on Hyperlink **"View Details"** to check the new details entered by maker user. (Refer figure 19)

Figure 19



Welcome Pay and Accounts Office-1001003100

Navigate to CRA 18-Dec-2024 Home | Logout

Contribution Details Transaction Security Subscriber Maintenance Views Tranche2/Regular Fund Dtls Additional Reports (New) Nodal Officer Details Aadhaar Linking

Authorize Transaction

Transaction Type * Subscriber Details Change

PRAN 110179496534

Ack No/PRN **

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Search Reset

** Enter PRN/Receipt No for Switch transaction and Ack No./Receipt No. for other transactions.

Acknowledgement No	Subscriber Name	Date Of Request Capture	DDO Approved	DDO Approval Date	Link to Details
2002006463	DHANANJAY SIRPAT PATHE	18/12/2024	-	-	View Details

Go to Settings to configure windows.

16. Click on personal details tab to check new updated details. Updated details are highlighted in **Red Color** Text. (Refer figure 20)

Figure 20

Back to Results Page

* Changes to be authorized are marked in red

PRAN 110179496534 [Status: Active]
Acknowledgement No. 2002006463
Inward No.

Personal Details

Nomination Details

View Signature

Personal Details

PRAN	110179496534	PAN	PDOPY4581X
Name	KUMARI DHANANJAY SIRPAT PATHE	Mother's Name Flag	Mother Name
Father's Name	VAISHALI	SOT Language	ENGLISH
Mother's Name	VAISHALI	Last 4 digits of Aadhaar	
Orphan	NO	Date of Birth	25-Feb-1998
Gender	MALE	Subscriber's Maiden Name	CITY
Spouse Name		Place of Birth	
Marital Status	UNMARRIED	CERSAI ID	
Country of Birth	Gabon	Residential Status	
POP Consent Flag	NO	RI Flag	
Nationality	India	Reason for no Evidence	NO
Cancelled Cheque Flag	NO	PAN Seed Flag	
US Person Flag	NO		
Document evidencing Citizenship Flag	NO		
Form 60 Flag	NO		
Current Address:			
Address Line 1	ADD5 .		
Address Line 2	ADD4 .		
City/Town/Village	dummy .		
District	CITY		
Pincode	400064		
State/Union Territory	GOA		
Country	INDIA		
Address Type			
LandLine (Office)			
Telephone with STD Code			
Mobile No.	+917499112233		
SMS Subscription Flag	YES		
Email Id	tv5e47gchb4656789@proteantech.in		
Voter Id			
Current Status of Subscriber			
		Email Subscription Flag	YES
		Aadhar Seeding Flag	NO
		Passport Number	
		Remarks	

Activate Window
Go to Settings to activate

17. Office may **Authorize/Reject** the request after checking supporting documents are details updated by maker user. (Refer figure 21)

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

Figure 21

Back to Results Page

* Changes to be authorized are marked in red

PRAN 110179496534 [Status: Active]
Acknowledgement No. 2002006463
Inward No.

Personal Details

Nomination Details

Employment Details

KYC Details

Document Upload

Document uploaded by Maker: View Uploaded Document

Authorize Reject

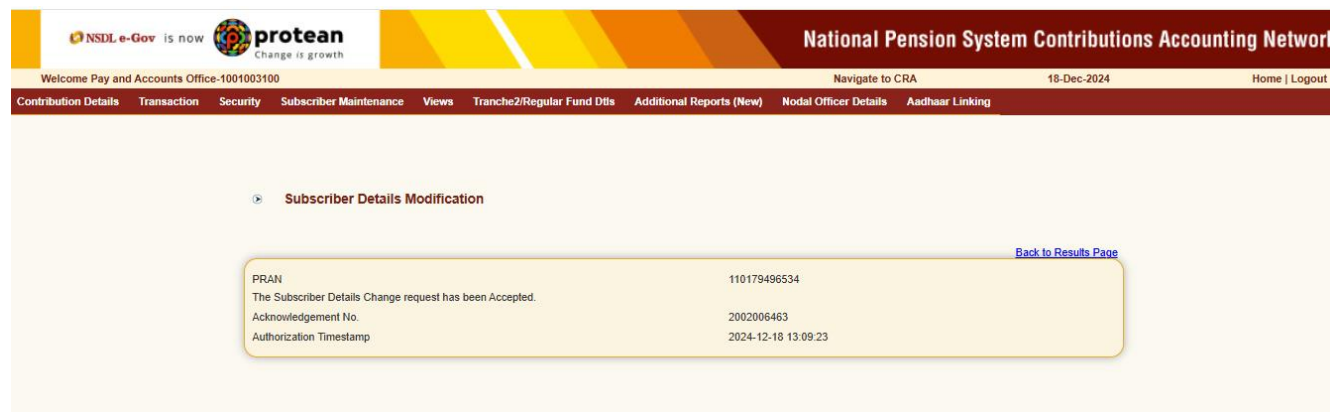
Submit

Activate Window
Go to Settings to activate

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18. Message will be displayed on screen once subscriber details change request is authorized successfully. (Refer figure 22)

Figure 22

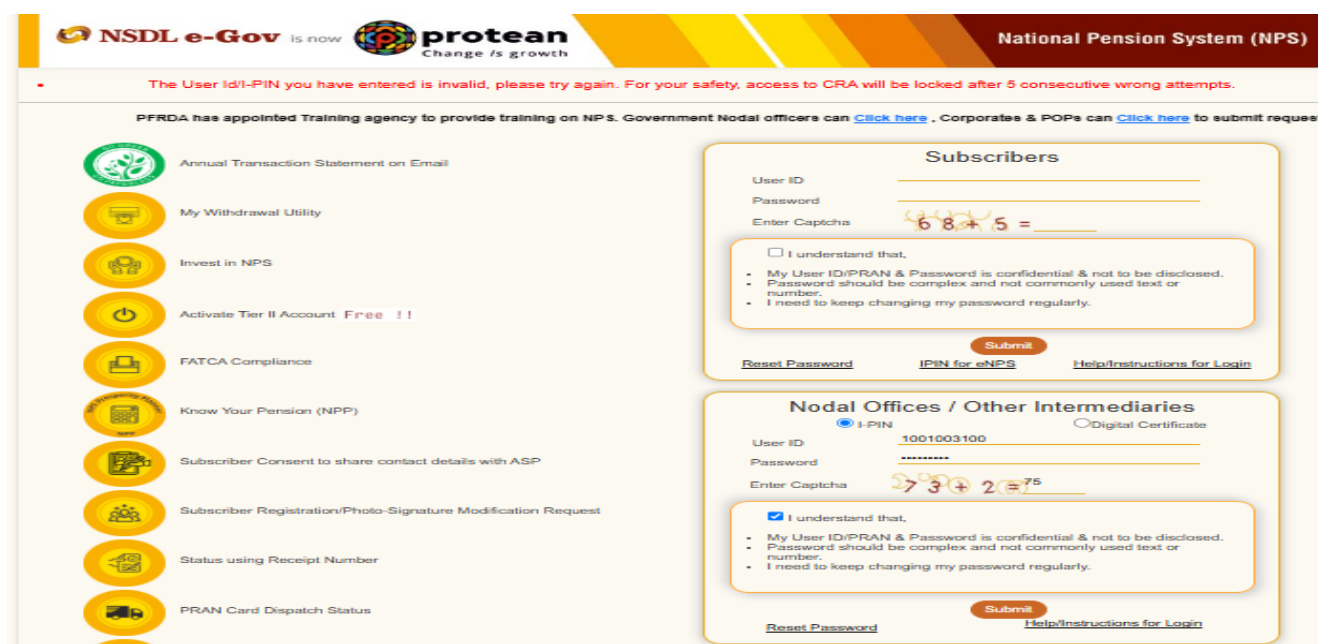


4. Process to Update Subscriber Bank Details:-

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

1. Log in to <https://cra-nsdl.com> Enter PAO office user Id and password. Click on **"Submit"** (Refer figure 23)

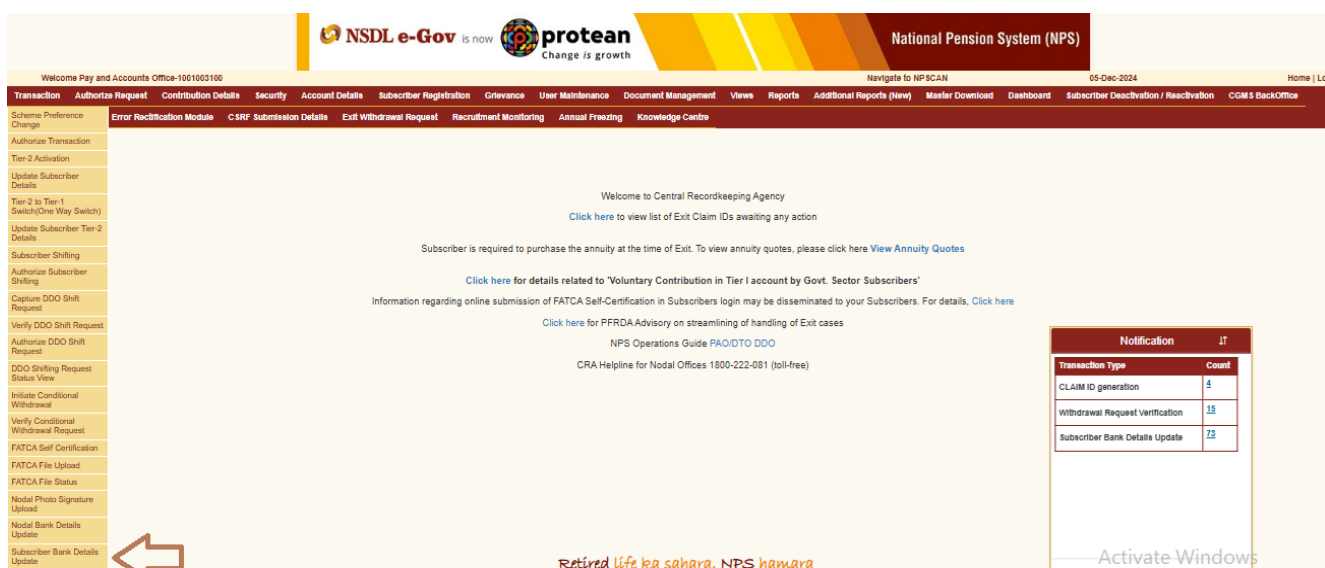
Figure 23



The screenshot shows the NSDL e-Gov National Pension System (NPS) login page. The page has a sidebar on the left with various services like 'Annual Transaction Statement on Email', 'My Withdrawal Utility', 'Invest in NPS', 'Activate Tier II Account', 'FATCA Compliance', 'Know Your Pension (NPP)', 'Subscriber Consent to share contact details with ASP', 'Subscriber Registration/Photo-Signature Modification Request', 'Status using Receipt Number', and 'PRAN Card Dispatch Status'. The main content area has two login sections: 'Subscribers' and 'Nodal Offices / Other Intermediaries'. The 'Subscribers' section has fields for 'User ID', 'Password', and 'Enter Captcha'. The 'Nodal Offices / Other Intermediaries' section has fields for 'User ID', 'Password', and 'Enter Captcha'. Both sections include a 'Submit' button and a 'Reset Password' link. There is also a 'Help/Instructions for Login' link in each section.

2. Click on option "Transaction"-> **"Subscriber Bank Details Update"** (Refer figure 24)

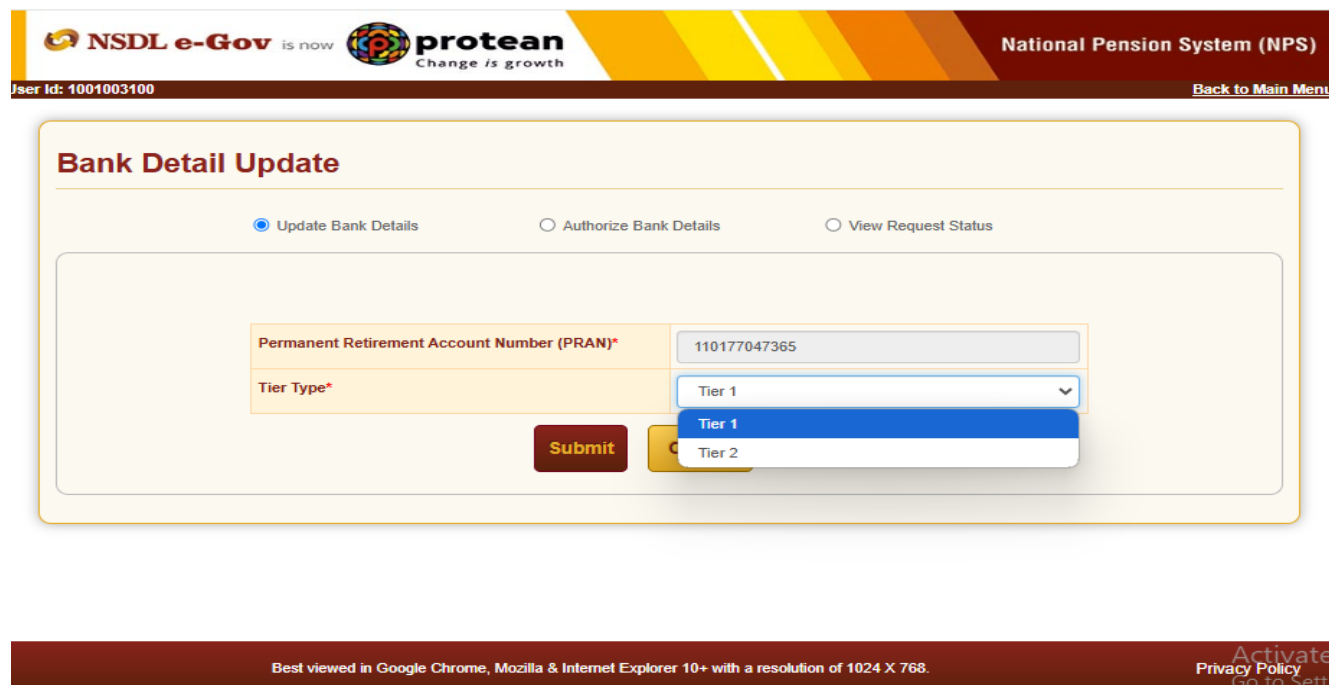
Figure 24



The screenshot shows the NSDL e-Gov National Pension System (NPS) dashboard. The dashboard has a sidebar on the left with various services like 'Scheme Preference Change', 'Authorize Transaction', 'Tier-2 Activation', 'Update Subscriber Details', 'Tier-2 to Tier-1 Switch(One Way Switch)', 'Update Subscriber Tier-2 Details', 'Subscriber Shifting', 'Authorize Subscriber Shifting', 'Capture DDO Shift Request', 'Verify DDO Shift Request', 'Authorize DDO Shift Request', 'DDO Shifting Request Status View', 'Initiate Conditional Withdrawal', 'Verify Conditional Withdrawal Request', 'FATCA Self Certification', 'FATCA File Upload', 'FATCA File Status', 'Nodal Photo Signature Upload', 'Nodal Bank Details Update', and 'Subscriber Bank Details Update'. The main content area has a welcome message from the Central Recordkeeping Agency and a table of transactions. The table has columns for 'Transaction Type' and 'Count'. The transactions listed are 'CLAIM ID generation', 'Withdrawal Request Verification', and 'Subscriber Bank Details Update'. The 'Subscriber Bank Details Update' transaction has a count of 23. There is also a 'Retired life ka sahara, NPS hamara' banner at the bottom.

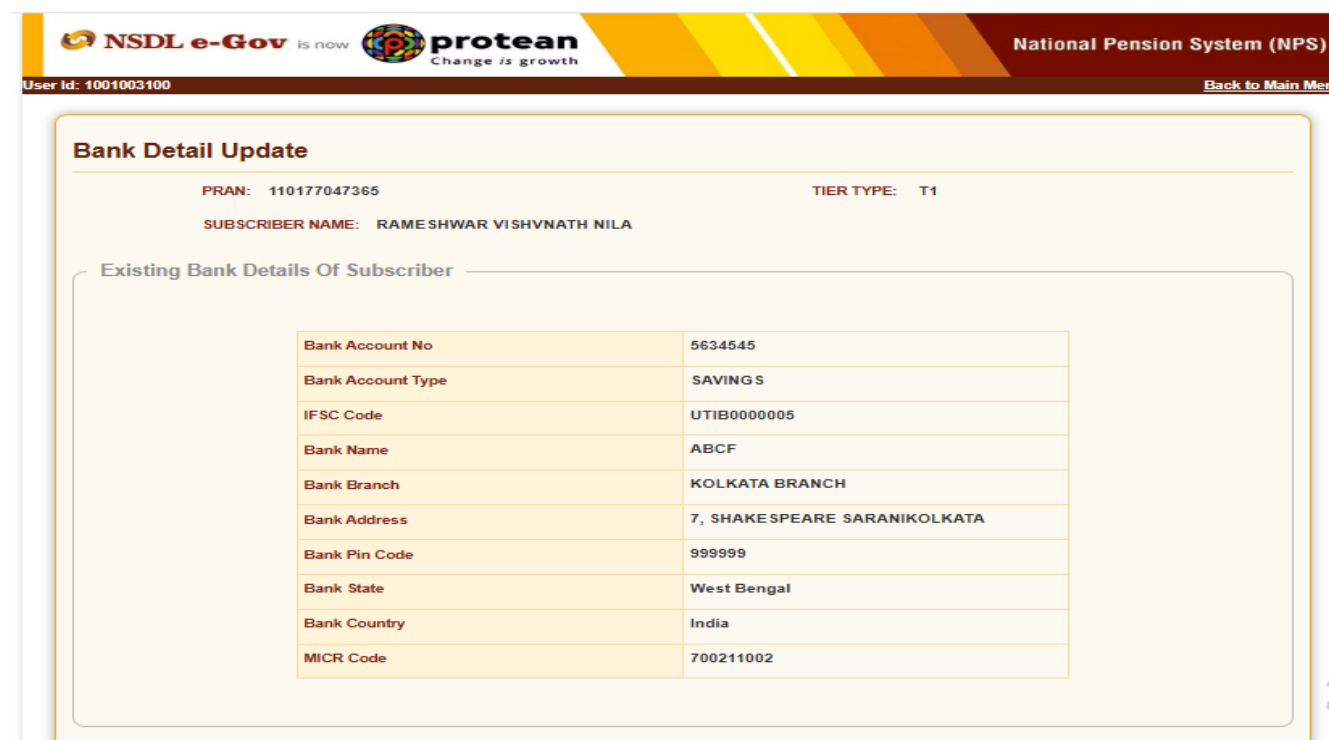
3. Click on option Transaction→**"Update Bank Details"**→ "Submit" (Refer figure 25)

Figure 25



4. Existing bank details registered in CRA can be viewed. (Refer figure 26)

Figure 26



5. Enter **New bank details**. Click on declaration and **"Penny Drop"** option. (Refer figure 27 & 28)

It is the responsibility of the office to check veracity of documents as provided by the subscriber. Further, the office needs to ensure that the bank details to be updated are salary bank account only for Govt. subscribers.

In case bank detail entered by nodal office already exists in CRA system will prompt an error **"Duplicate Bank Account Number exists in CRA System. Please try Different combination of Bank Account number and Bank IFSC Code"**

Figure 27

New Bank Details Of Subscriber

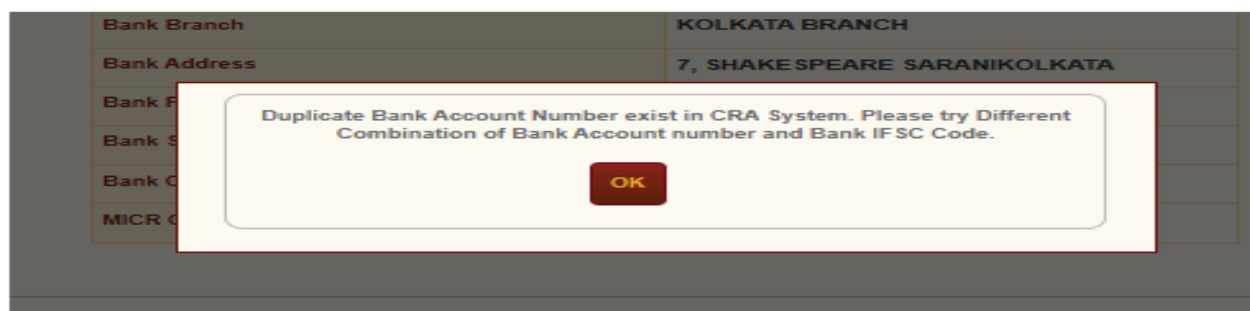
Account Type*	SAVINGS
Bank Account No*	*****
Confirm Bank Account No*	50100541119022
Bank IFS Code*	HDFC0000212
Edit Bank Details	☐
Bank Name*	HDFC BANK
Bank Branch*	MUMBAI - GOREGAON (EAST)
Bank Address*	GROUND FLOOR , CONWOOD HOUSE, YASHODHAM GENERAL A.K. SAKINAKA
PIN Code*	400083
State / U.T.*	Maharashtra
Country*	India
Bank MICR Code	400240037
Bank Account Linked to Aadhaar	☒

☒ I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited*



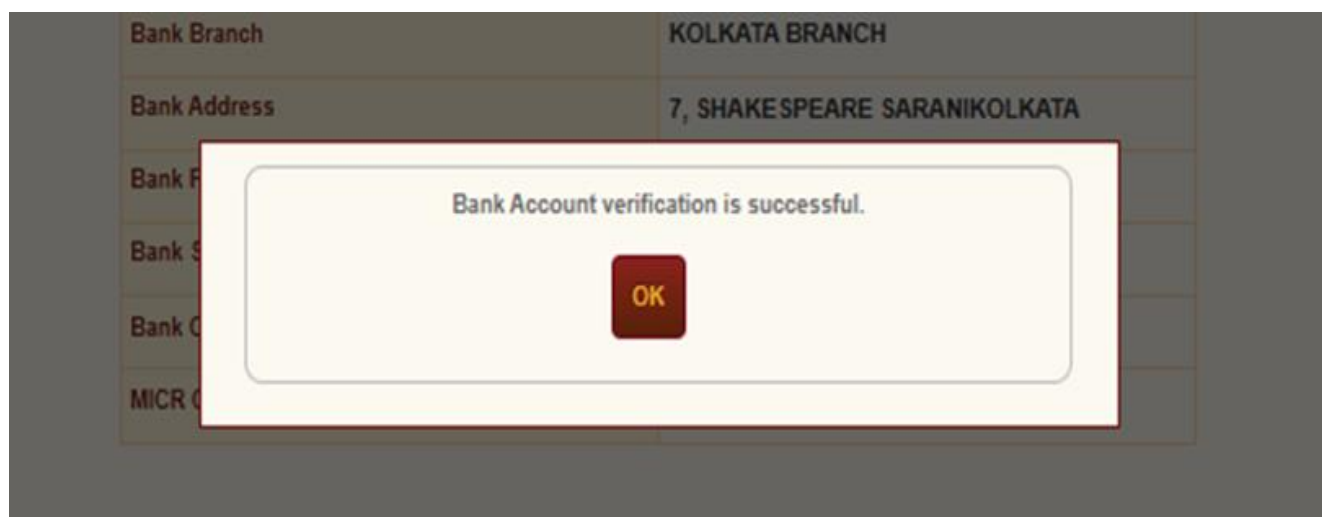
Penny Drop

Figure 28



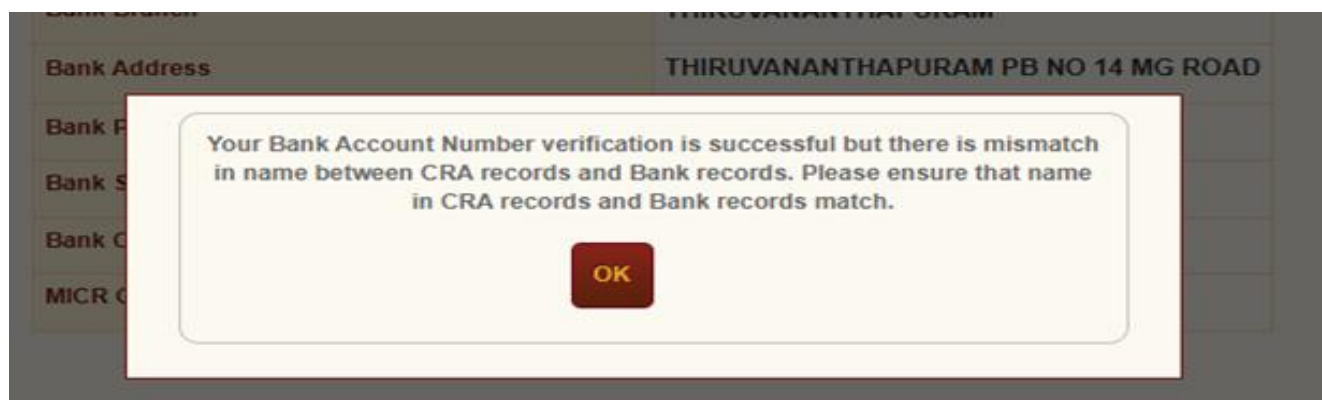
6. On successful **"Penny Drop"** verification through bank, below message will appear. (Refer figure 29)

Figure 29



In case of penny drop request failure below error message will appear. (Refer figure 30)

Figure 30



7. Please upload scan copy of S2 form duly filled and signed by subscriber and supporting bank detail proof in system. Click on Submit option. (Refer figure 31)

(Only 'jpeg', 'jpg', 'png' & 'pdf' formats are allowed for document upload with maximum size of 2 MB)

Figure 31

Bank Branch*	MUMBAI - GOREGAON (EAST)
Bank Address*	GROUND FLOOR , CONWOOD HOUSE, YASHODHAM GENERAL A.K. MARG, MUMBAI
PIN Code*	400063
State / U.T.*	Maharashtra
Country*	India
Bank MICR Code	400240037
Bank Account Linked to Aadhaar	☒

☒ I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited*

Proof Name	Attach File
CANCELLED CHEQUE	Choose File 812092024...06_NE_5.pdf
BANK PASSBOOK	Choose File No file chosen
BANK CERTIFICATE	Choose File No file chosen
SUBSCRIBER MODIFICATION FORM*	Choose File No file chosen

Note:

- Online Bank Account Verification will be successful only for Penny Drop with name match successful requests.
- Only 'jpeg', 'jpg', 'png' & 'pdf' formats are allowed for document upload with maximum size of 2 MB.

8. Verify new updated details and click on **"Confirm"** (Refer figure 32)

Figure 32

NSDL e-Gov is now  protean		National Pension System (NPS)
User Id: 1001003100		Back to Main

Bank Detail Update

PRAN: 110177047365
TIER TYPE: T1

SUBSCRIBER NAME: RAMESHWAR YASHWANTH NIKAR

Confirm Bank Details

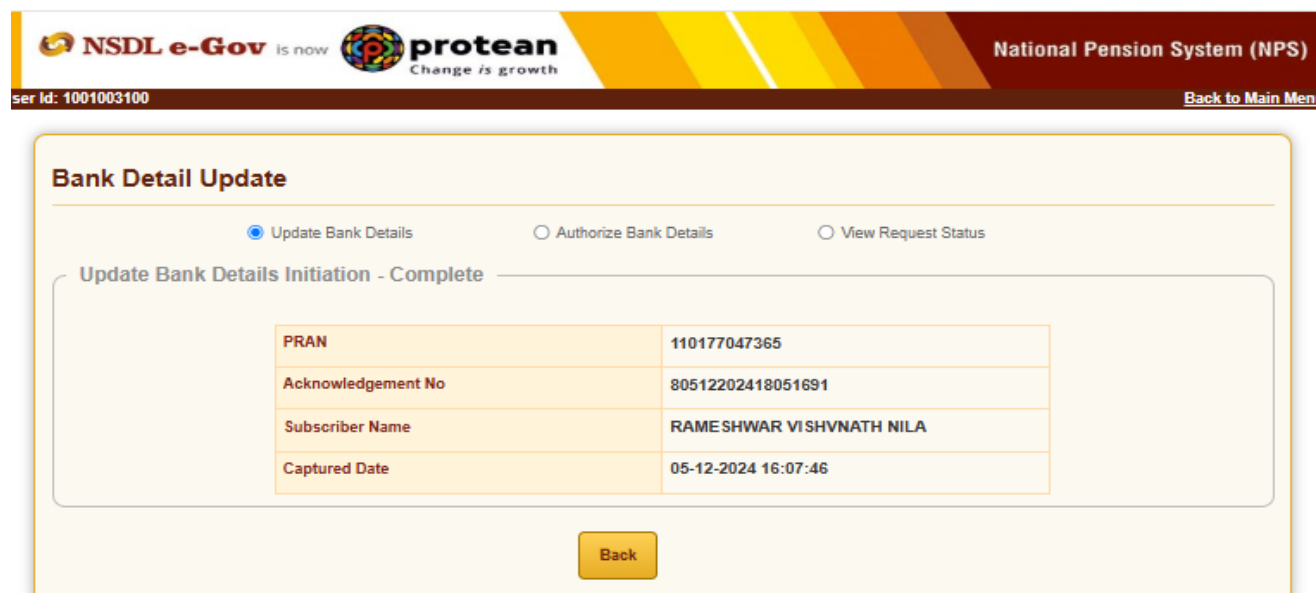
Bank Account No	50100541139022
Bank Account Type	SAVINGS
IFSC Code	HDFC0000212
Bank Name	HDFC BANK
Bank Branch	MUMBAI - GOREGAON (EAST)
Bank Address	GROUND FLOOR , CONWOOD HOUSE, YASHODHAM GENERAL A.K. VAIDYA MARG, MUMBAI MAHARA SHTRA 400063
Bank Pin Code	400063
Bank State	Maharashtra
Bank Country	India
MICR Code	400240037

☒ I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited*



9. On successful initiation of request, the subscriber will be received SMS on registered mobile number and email ID. (Refer figure 33)

Figure 33



Bank Detail Update

☒ Update Bank Details
 ☐ Authorize Bank Details
 ☐ View Request Status

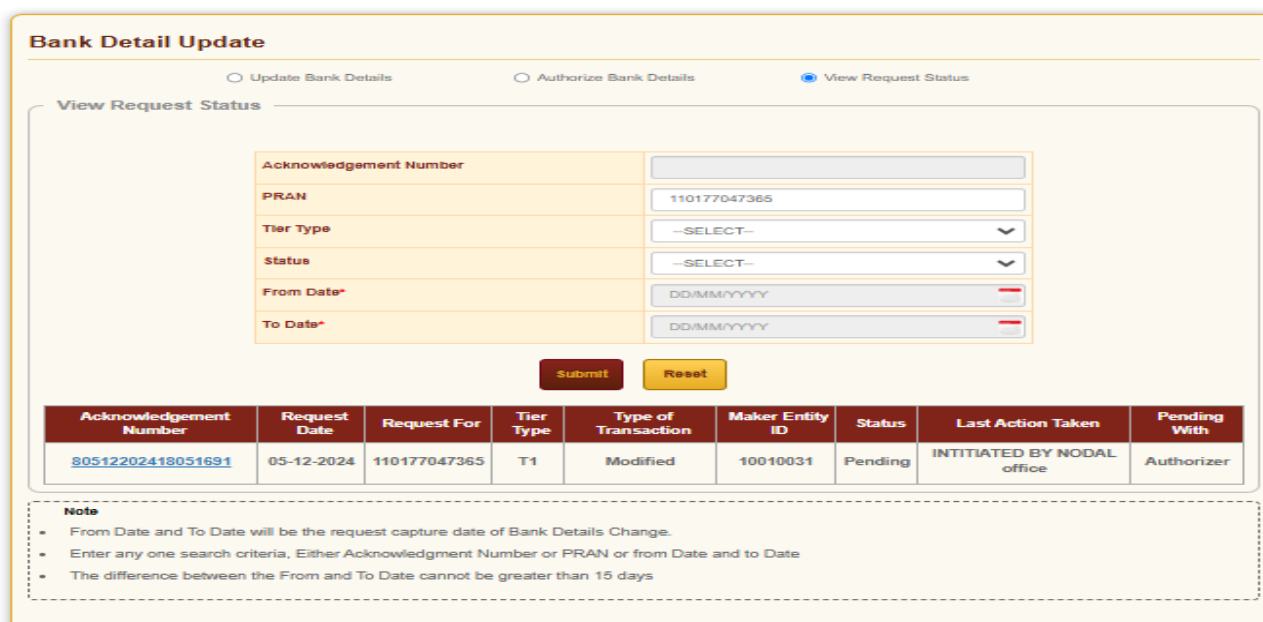
Update Bank Details Initiation - Complete

PRAN	110177047365
Acknowledgement No	80512202418051691
Subscriber Name	RAMESHWAR VISHVNATH NILA
Captured Date	05-12-2024 16:07:46

[Back](#)

10. To check the status of request, click on option Transaction→**“View Request Status”**→ Submit. (Refer figure 34)

Figure 34



Bank Detail Update

☐ Update Bank Details
 ☐ Authorize Bank Details
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	110177047365
Tier Type	--SELECT--
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

[Submit](#)
[Reset](#)

Acknowledgement Number	Request Date	Request For	Tier Type	Type of Transaction	Maker Entity ID	Status	Last Action Taken	Pending With
80512202418051691	05-12-2024	110177047365	T1	Modified	10010031	Pending	INITIATED BY NODAL office	Authorizer

Note

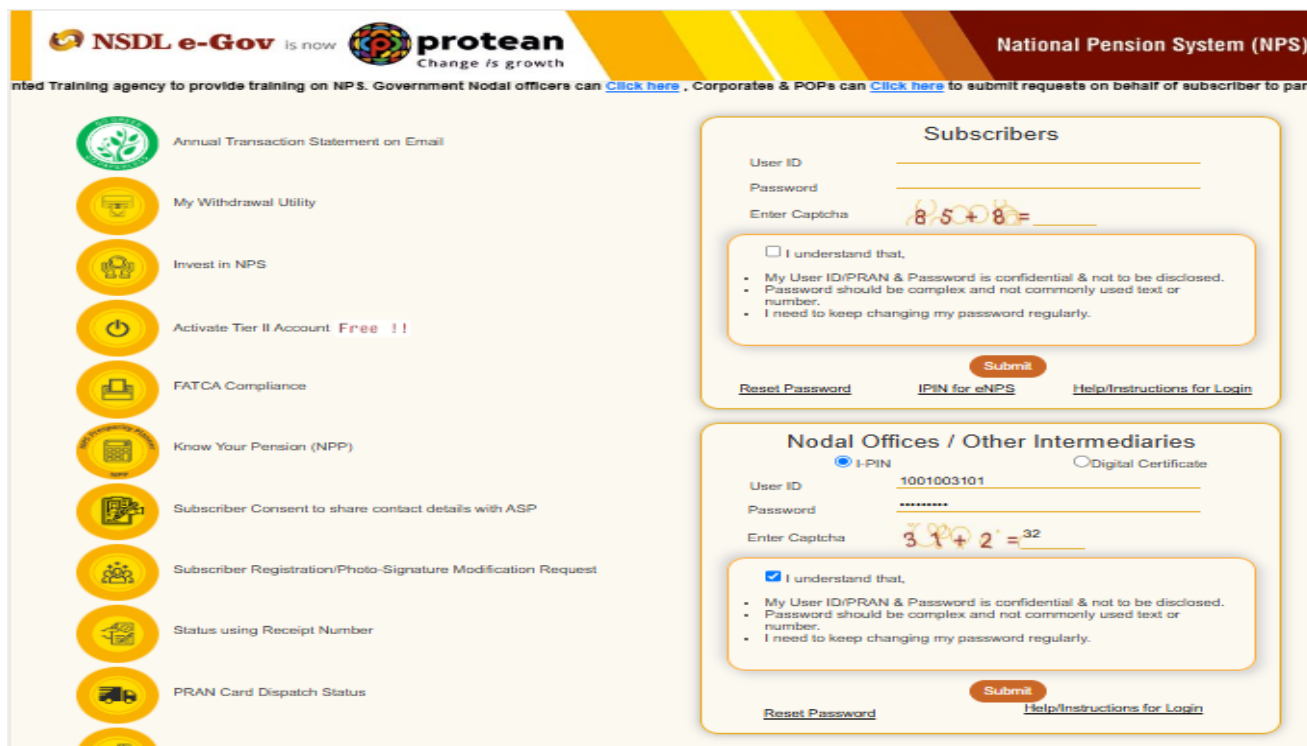
- From Date and To Date will be the request capture date of Bank Details Change.
- Enter any one search criteria, Either Acknowledgement Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Please note the office is required to click on the declaration confirming that the given bank account is salary bank account of the employee as per office record.

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

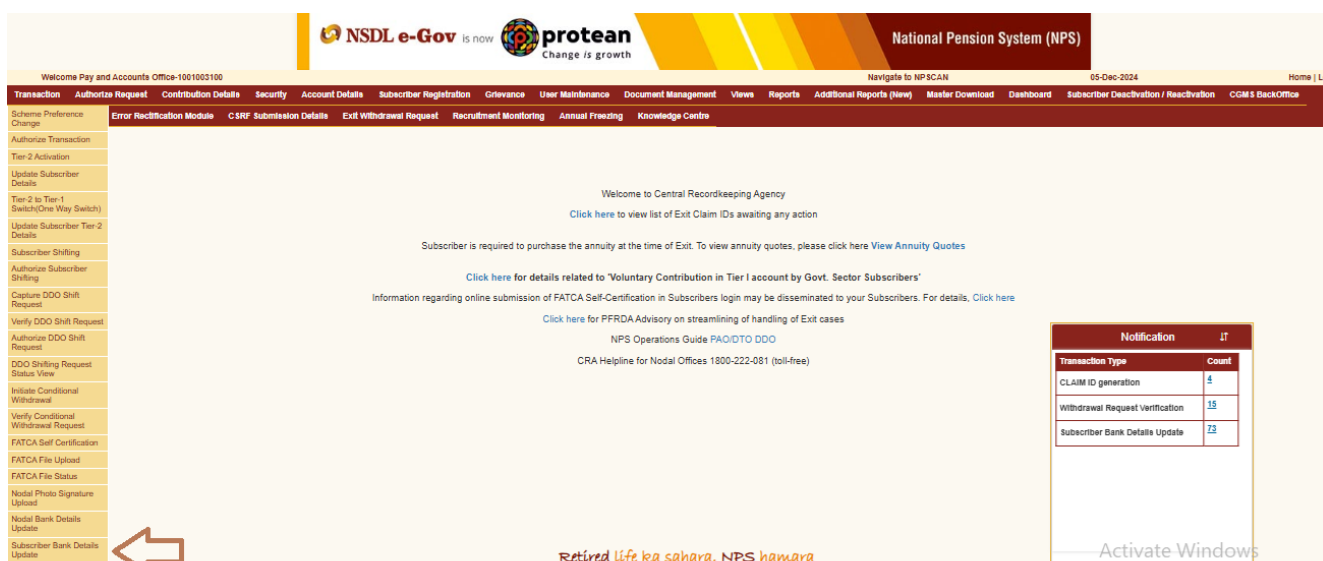
11. Nodal office will log in to CRA (<https://cra-nsdl.com>) with user ID 2 (Checker/Authorizer) (Refer figure 35)

Figure 35



12. Click on option Transaction→ “Subscriber Bank Details Update”→ Authorize Bank Details (Refer figure 36)

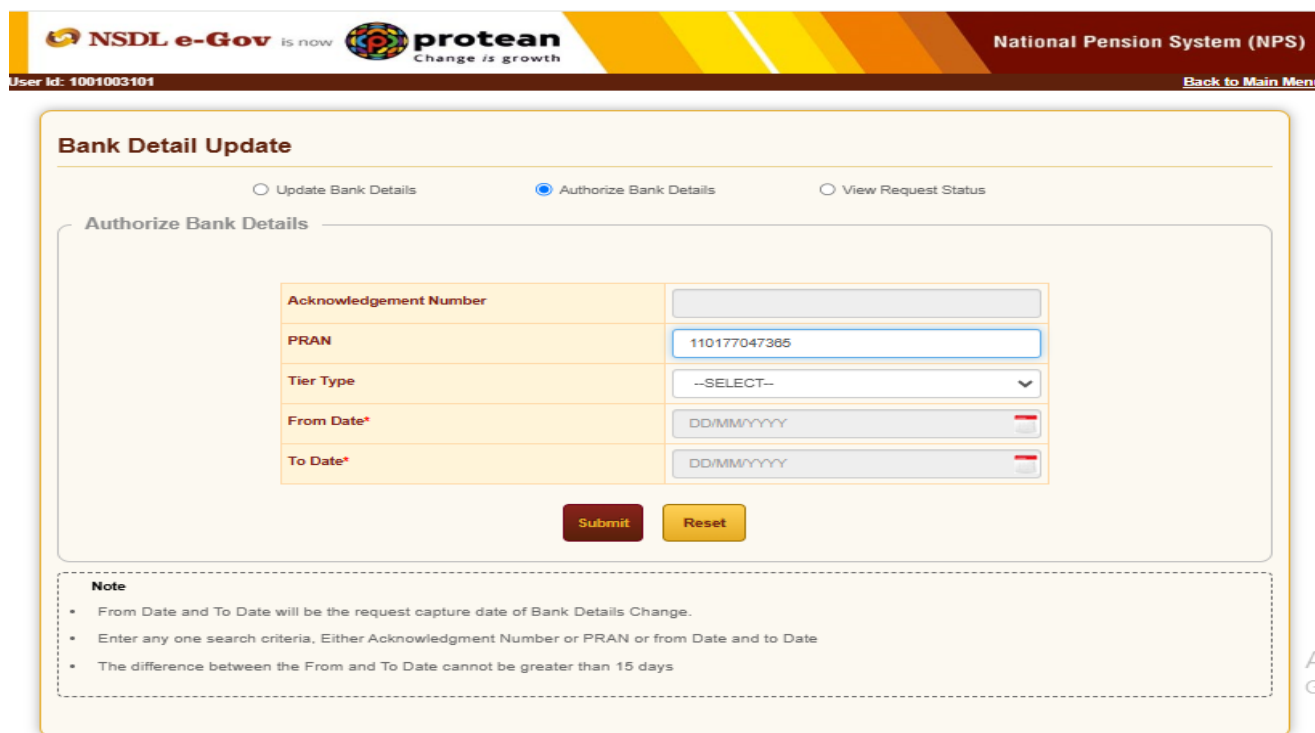
Figure 36



Transaction Type	Count
CLAIM ID generation	4
Withdrawal Request Verification	15
Subscriber Bank Details Update	23

13. Enter PRAN/Acknowledgement details→ **Submit** (Refer figure 37)

Figure 37



Bank Detail Update

☐ Update Bank Details
 ☒ Authorize Bank Details
 ☐ View Request Status

Authorize Bank Details

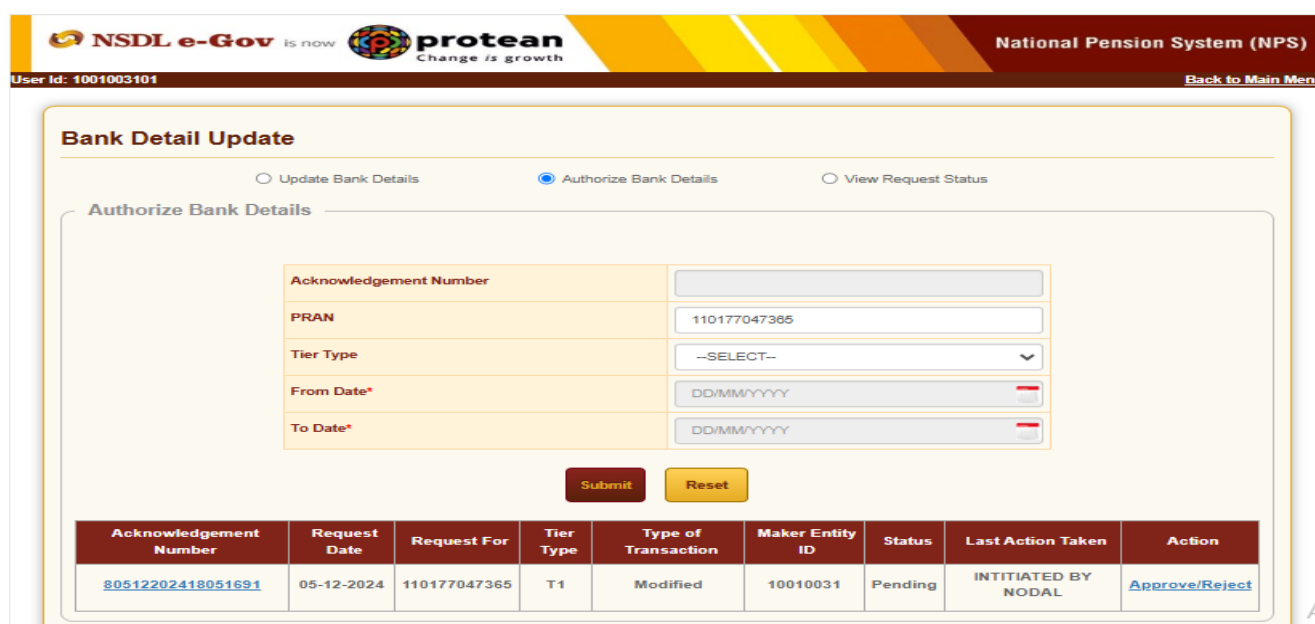
Acknowledgement Number	
PRAN	110177047365
Tier Type	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Note

- From Date and To Date will be the request capture date of Bank 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 15 days

14. Click on Hyperlink “**Acknowledgement Number**” to check and verify the details. (Refer figure 38)

Figure 38



Bank Detail Update

☐ Update Bank Details
 ☒ Authorize Bank Details
 ☐ View Request Status

Authorize Bank Details

Acknowledgement Number	
PRAN	110177047365
Tier Type	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Acknowledgement Number	Request Date	Request For	Tier Type	Type of Transaction	Maker Entity ID	Status	Last Action Taken	Action
80512202418051691	05-12-2024	110177047365	T1	Modified	10010031	Pending	INITIATED BY NODAL	Approve/Reject

15. Details of pending request will be visible along with status. Click on Hyperlink "[Click Here to Check Bank Details](#)" (Refer figure 39)

Figure 39

Request Raised For

PRAN	110177047365
Tier Type	T1
Subscriber Name	RAMESHWAR VISHVNATH NILA

Maker Details

Maker Entity ID	10010031
Maker User ID	1001003100
Acknowledgement Number	80512202418051691
Ack Generated Date	05-12-2024
Current Status	INITIATED BY NODAL
Penny Drop Status	Penny Drop Success
Request By	Level 2 Entity

[Click Here to Check Bank Details](#)

Flow View



Nodal Initiator



Nodal Authorizer



Completed

Entity ID	User ID	Date	Action Taken	Remarks
10010031	1001003100	05-12-2024	-	REQUEST RAISED

Close

16. Office can view and download the supporting documents uploaded while initiating maker request.

To authorize/reject the request close existing preview. (Refer figure 40)

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

Figure 40

New Bank Details to Update

Bank Account No	50100541118022
Bank Account Type	SAVINGS
IF SC Code	HDFC0000212
Bank Name	HDFC BANK
Bank Branch	MUMBAI - GOREGAON (EAST)
Bank Address	GROUND FLOOR , CONWOOD HOUSE, YASHODHAM GENERAL A.K. VAIDYA MARG, MUMBAI MAHARA SHTRA 400063
Bank Pin Code	400063
Bank State	Maharashtra
Bank Country	India
MICR Code	400240037
Declaration By Nodal Verifier	☒ I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited

Uploaded Documents*

Proof Name	Download Attached File
CANCELLED CHEQUE	
BANK PASSBOOK	
BANK CERTIFICATE	
SUBSCRIBER MODIFICATION FORM	

Close

17. To approve /reject the request, select click on hyperlink under tab **"Action"** (Refer figure 41)

Figure 41

NSDL e-Gov is now protean Change is growth National Pension System (NPS)

Jeer Id: 1001003101 Back to Main M

Bank Detail Update

☐ Update Bank Details
 ☒ Authorize Bank Details
 ☐ View Request Status

Authorize Bank Details

Acknowledgement Number	80512202418051691
PRAN	
Tier Type	-SELECT-
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit Reset

Acknowledgement Number	Request Date	Request For	Tier Type	Type of Transaction	Maker Entity ID	Status	Last Action Taken	Action
80512202418051691	05-12-2024	110177047365	T1	Modified	10010031	Pending	INITIATED BY NODAL	Approve/Reject

18. Remarks can be entered while authorization of request if any. Click on **"Approve"** (Refer figure 42 & 43)

Figure 42

Bank Detail Update

Acknowledgement Number: 80512202418051881 TIER TYPE: T1

PRAN: 110177047385 SUBSCRIBER NAME: RAMESH MESHWAR VISHVNATH NILA

Authorize Subscriber Bank Details

New Subscriber Bank Details

Bank Account No	50100541119022
Bank Account Type	SAVINGS
IFSC Code	HDFC0000212
Bank Name	HDFC BANK
Bank Branch	MUMBAI - GOREGAON (EAST)
Bank Address	GROUND FLOOR, CONWOOD HOUSE, YASHODHAM GENERAL A.K. VAIDYA MARG, MUMBAI/MAHARA SHTRA/400083
Bank Pin Code	400083
Bank State	Maharashtra
Bank Country	India
MICR Code	400240037
Declaration By Nodal Vendor	☒ I hereby declare that given bank account is salary bank account of the employee as per our office records and atleast one salary has been credited

☒ Accept ☐ Reject

Remarks

Figure 43

User Id: 1001003101 Back to Main Menu

Bank Detail Update

Acknowledgement Number: 80512202418051691 TIER TYPE: T1

PRAN: 110177047365 MESHWAR VISHVNATH NILA

Authorize Subscriber Bank Details

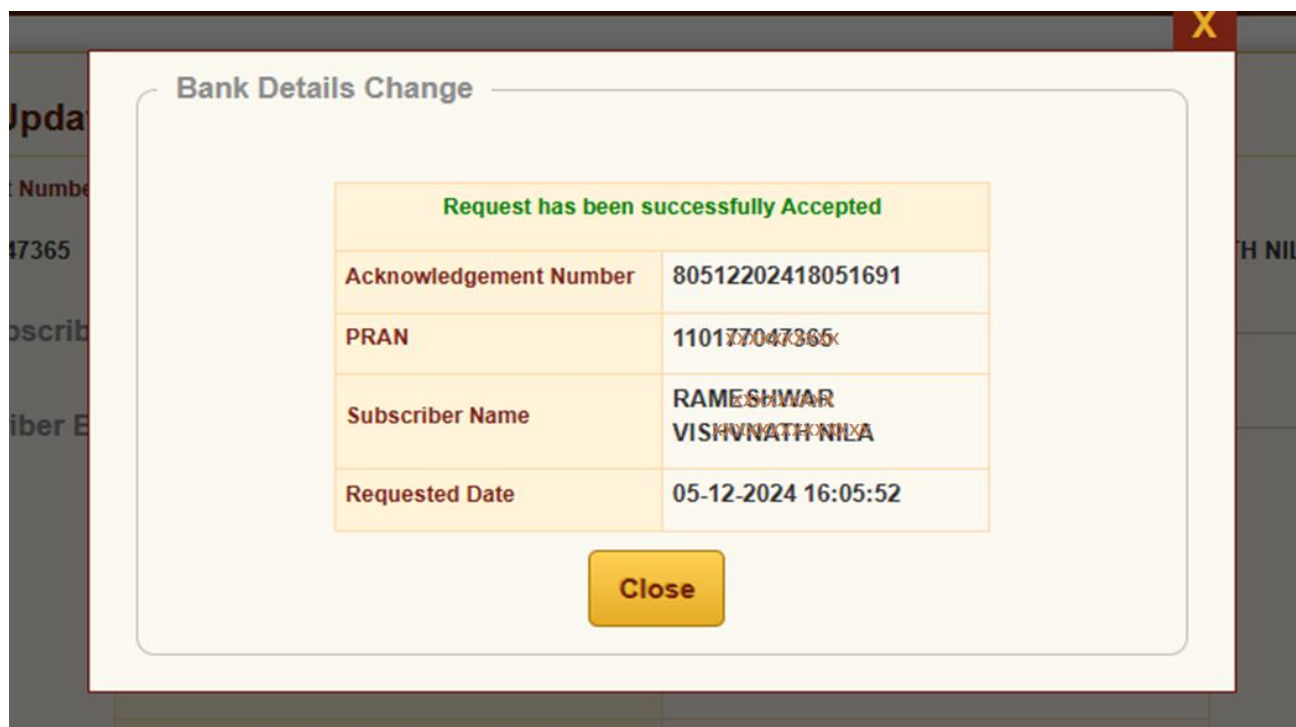
New Subscriber Bank Details

Bank Account No	50100541119022
Bank Account Type	SAVINGS
IFSC Code	HDFC0000212
Bank Name	HDFC BANK

Do you want to Proceed ?

19. On successful authorization below message will be displayed on screen. (Refer figure 44)

Figure 44



20. To check the status of request, click on option Transaction → **"View Request Status"** → Submit. (Refer figure 45)

Figure 45

Bank Detail Update

☐ Update Bank Details
 ☐ Authorize Bank Details
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	110177047365
Tier Type	--SELECT--
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

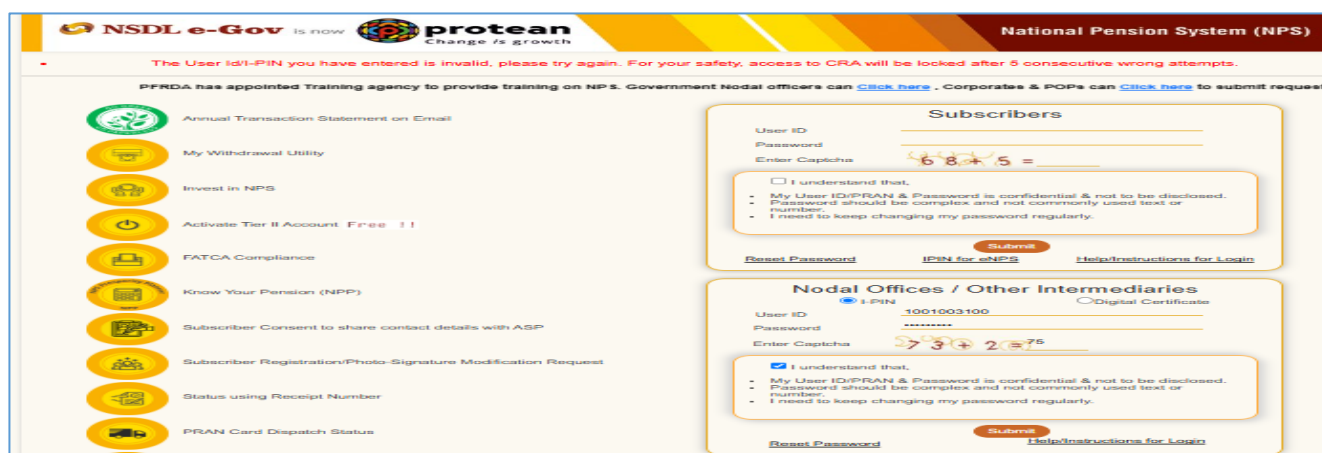
Acknowledgement Number	Request Date	Request For	Tier Type	Type of Transaction	Maker Entity ID	Status	Last Action Taken	Pending With
80512202418051691	05-12-2024	110177047365	T1	Modified	10010031	Accepted	Authorized by Nodal office	Completed

5. Process to Update Subscriber Nomination Details

5.1 Request initiation by PAO office Nodal Office User 1

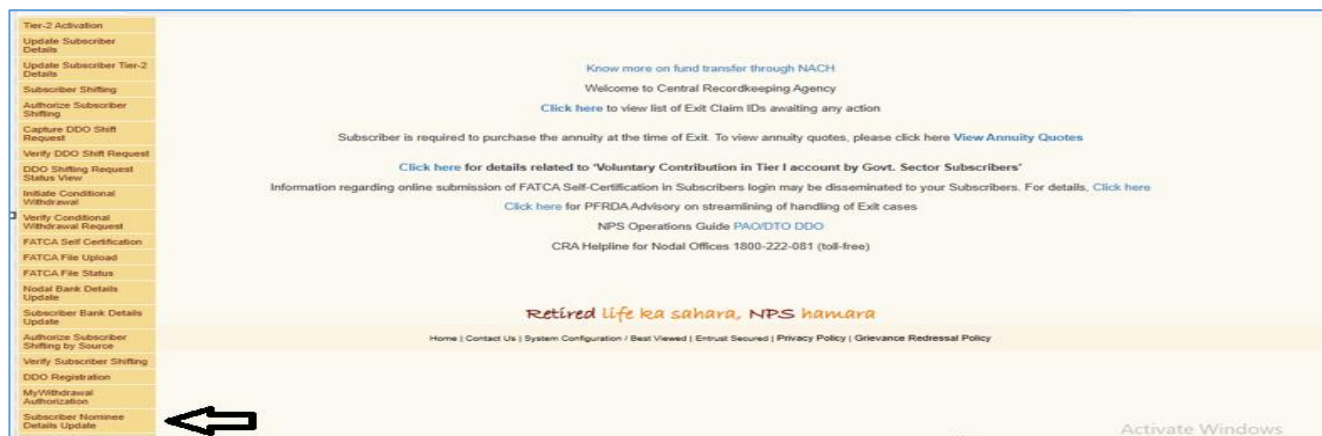
1. Log in to <https://cra-nsdl.com> Enter PAO office User ID and password. Click on **"Submit"** (Refer figure 46)

Figure 46



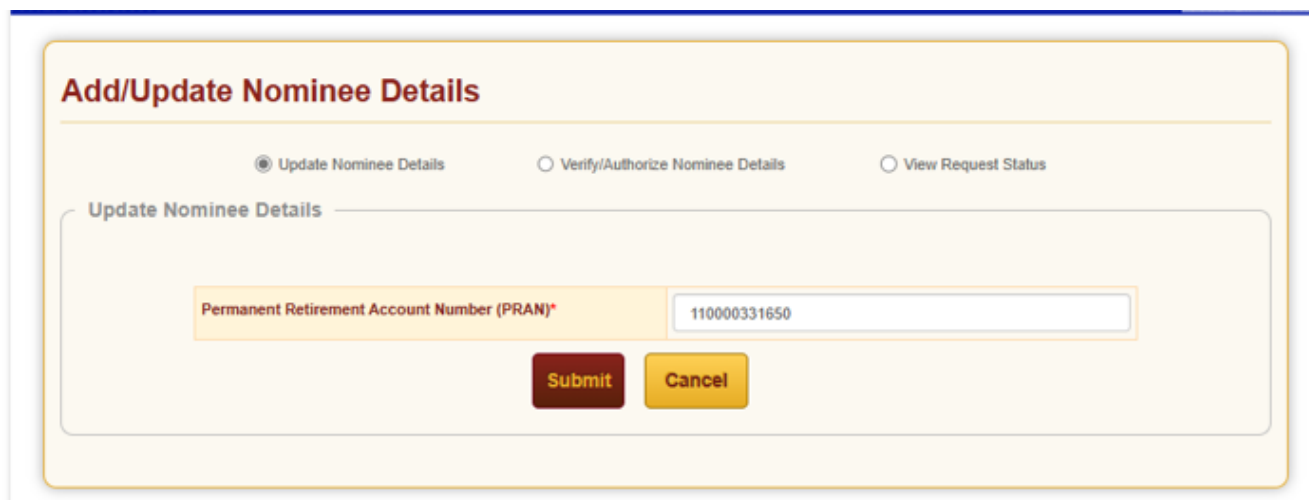
2. Click on option **"Transaction"**→ **"Subscriber Nominee Details Update"** (Refer figure 47)

Figure 47



3. Click on option “Update Nominee Details”, enter PRAN of subscriber and click on **“Submit”**
(Refer figure 48)

Figure 48



Add/Update Nominee Details

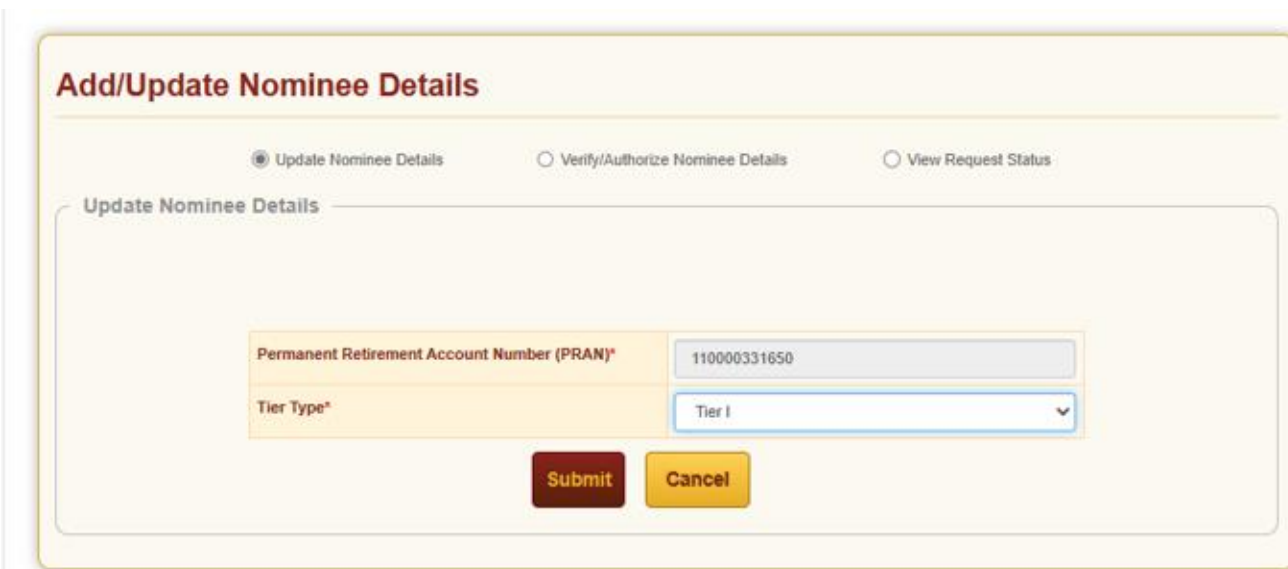
☒ Update Nominee Details
 ☐ Verify/Authorize Nominee Details
 ☐ View Request Status

Update Nominee Details

Permanent Retirement Account Number (PRAN)*

4. Select Tier Type (I/II) for which nominee details are required be updated and click on “Submit”
(Refer figure 49)

Figure 49



Add/Update Nominee Details

☒ Update Nominee Details
 ☐ Verify/Authorize Nominee Details
 ☐ View Request Status

Update Nominee Details

Permanent Retirement Account Number (PRAN)*

Tier Type*

5. To check the existing nomination details please click on **Nomination Details** tab. (Refer figure 50)

Figure 50

Subscriber Details

PRAN 110179496534 [Status: Active] * Mandatory Fields

Inward No.

[View Signature](#)

Personal Details

Nomination Details

Employment Details

KYC Details

Submit

Note: Providing current address is mandatory.

Activate Windows
Go to Settings to activate

6. Under Section **"Nomination Details"**, nodal office can **Remove** existing details and **Add** new nominee details. (Refer figure 51)

- Maximum up to 3 nominees can be entered.
- Percentage Share for all nominees should not exceed more that 100%.
- In case nominee is "Minor" Guardian details are mandatory.

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

Figure 51

Subscriber Modification

PRAN: 110000331650 TIER TYPE: Tier I

SUBSCRIBER NAME: THCHWVNT PVD

[View Signature](#)

Nomination Details

Update Tier I Nominee Details

Nominee 1

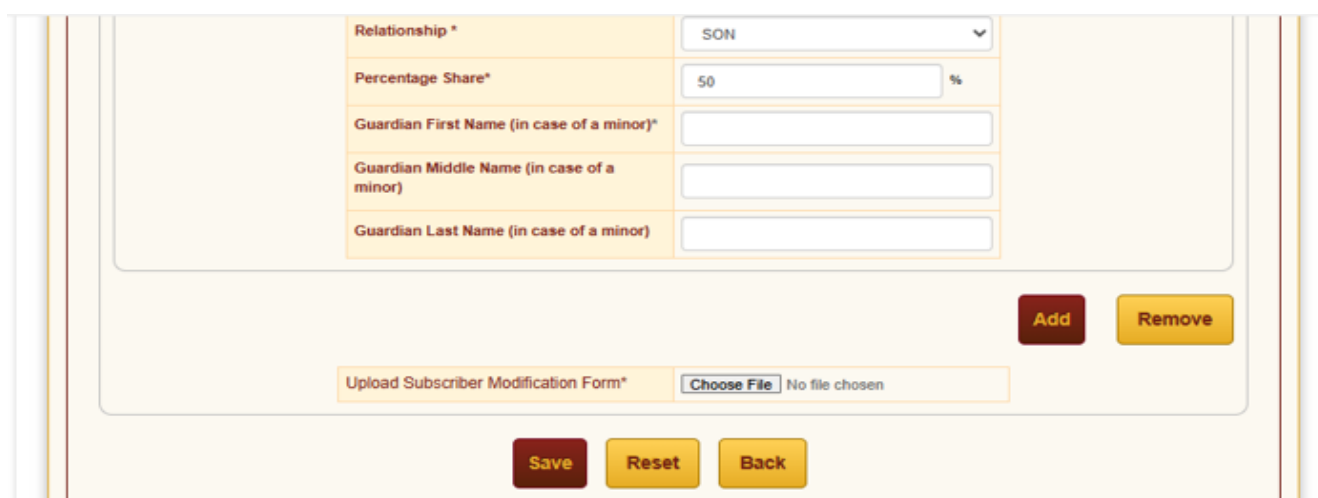
First Name *	RAMCHET
Middle Name	
Last Name / Surname	PAL
Major/Minor*	MAJOR
Date of Birth	01/05/1987 (DD/MM/YYYY)
Nominee Age (Years)*	37
Existing Relationship	
Relationship *	SON

Activate Windows
Go to Settings to activate

7. Nodal office is required to **Upload supporting Proof i.e.** S2 Form signed by subscriber along with supporting documents. (Refer figure 52)

- 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.

Figure 52



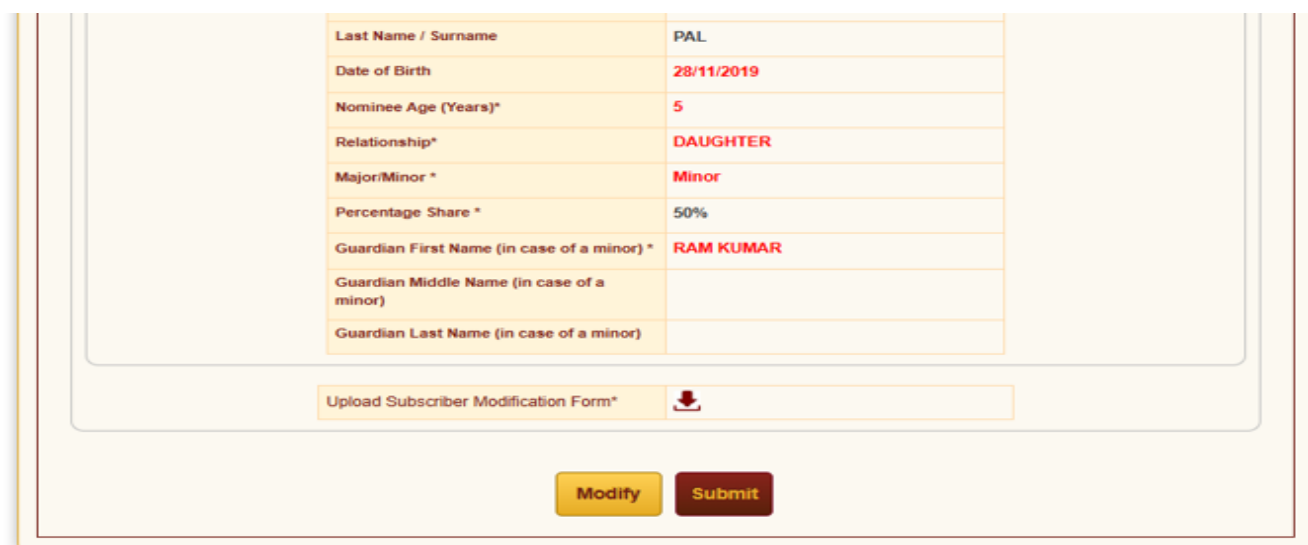
Relationship *	SON
Percentage Share*	50 %
Guardian First Name (in case of a minor)*	
Guardian Middle Name (in case of a minor)	
Guardian Last Name (in case of a minor)	

Upload Subscriber Modification Form* No file chosen

8. Updated details entered in CRA system will be highlighted in **Red Color** text.

Office may verify the details and click on **“Submit”** option. (Refer figure 53)

Figure 53



Last Name / Surname	PAL
Date of Birth	28/11/2019
Nominee Age (Years)*	5
Relationship*	DAUGHTER
Major/Minor *	Minor
Percentage Share *	50%
Guardian First Name (in case of a minor) *	RAM KUMAR
Guardian Middle Name (in case of a minor)	
Guardian Last Name (in case of a minor)	

Upload Subscriber Modification Form* 

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

Acknowledgment number will be displayed on screen. (Refer figure 54)

Figure 54

Add/Update Nominee Details

☒ Update Nominee Details ☐ Verify/Authorize Nominee Details ☐ View Request Status

Update Nominee Details Initiation - Complete

Initiation is complete. Request is pending for authorization.

PRAN	110000331650
Acknowledgement No	2301655458
Subscriber Name	THCHWNT PVD
Captured Date	02-06-2025 16:20:21

[Download System Generated Form & Uploaded Documents](#)

[Back](#)

Note

- By clicking 'Download System Generated Form & Uploaded Documents', both system generated form and uploaded s2 form will get downloaded in appended format.

[Activate Go to Setti](#)

10. Status of request can be checked under option:

View--→ Request Status -View→ Transaction Type→ Enter PRAN/ Acknowledgment number (Refer figure 55)

Figure 55

☐ Update Nominee Details ☐ Verify / Authorize Nominee Details ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	
Tier Type	
From Date	01/06/2025
To Date	02/06/2025

[Submit](#) [Reset](#)

Sr. No.	Acknowledgement Number	PRAN	Request Initiation Date	Request Initiated By	Tier Type	Status	Verification by DDO	DDO Verification Date	Auto Processed	Request Authorization Date	Request Authorized By	Reason for Rejection	Download Document
1	2301655401	110001827316	02-Jun-2025	1001310000	Tier I	INITIATED BY NODAL	--	--	No	--	--	--	Download

Classification: Public

Version No : 1.3

16-09-2025

Page: 37 of 41

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

11. Nodal office will log in to CRA (<https://cra-nsdl.com>) with user ID 2 (Checker/Authorizer) (Refer figure 56)

Figure 56

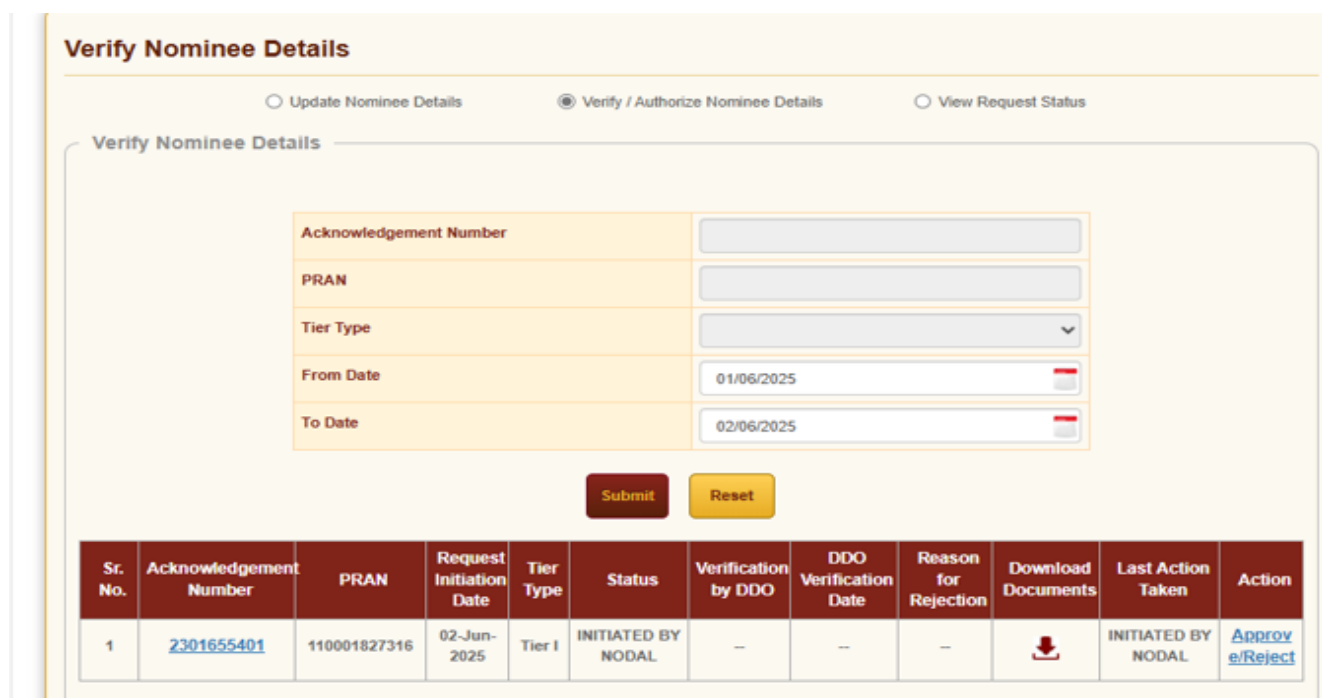
12. Click on option "Transaction" → "Subscriber Nominee Details Update" (Refer figure 57)

Figure 57

13. Click on "Verify/Authorize Nominee Details" to view the details of pending requests. The checker can enter either Ack id/ PRAN or provide date range to check the pending requests.

Click on hyperlink **Acknowledgement Number**. (Refer Figure 58)

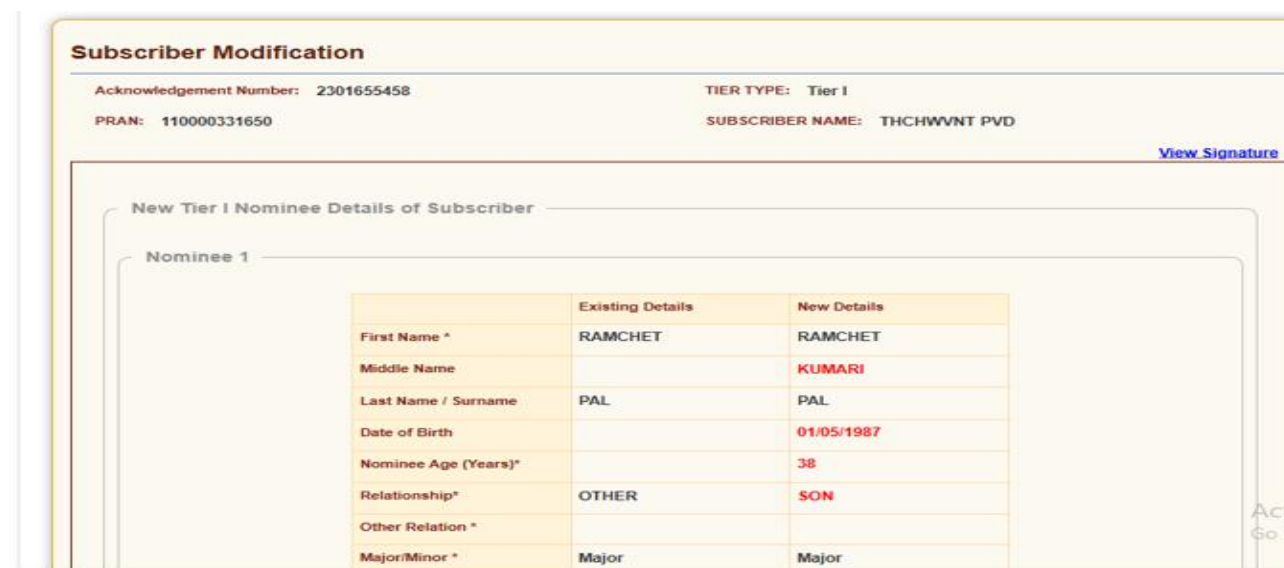
Figure 58



Sr. No.	Acknowledgement Number	PRAN	Request Initiation Date	Tier Type	Status	Verification by DDO	DDO Verification Date	Reason for Rejection	Download Documents	Last Action Taken	Action
1	2301655401	110001827316	02-Jun-2025	Tier I	INITIATED BY NODAL	-	-	-		INITIATED BY NODAL	Approve/Reject

14. New updated Details are highlighted in **Red Color** text. (Refer figure 59)

Figure 59



	Existing Details	New Details
First Name *	RAMCHET	RAMCHET
Middle Name		KUMARI
Last Name / Surname	PAL	PAL
Date of Birth		01/05/1987
Nominee Age (Years)*		38
Relationship*	OTHER	SON
Other Relation *		
Major/Minor *	Major	Major

14. The checker may **Accept/Reject** the request after verifying the details entered by the maker and also the supporting documents as uploaded. (Refer figure 60). **In case of rejection, the checker needs to mention the reason for rejection.**

Figure 60

Percentage Share *	50 %	50%
Guardian First Name (in case of a minor) *		RAM KUMAR
Guardian Middle Name (in case of a minor)		
Guardian Last Name (in case of a minor)		

Last Action Details

Action By - ID/PRAN	Action By - Name	Action Type	Action Date	Remarks	Download Documents
1001310000	Director of Accounts (Postal), Uttar Pradesh Circle, Lucknow	INITIATED BY NODAL	02-Jun-2025		

☐ Accept
 ☐ Reject

[Back](#)

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

15. Message will be displayed on screen once subscriber details change request are authorized/rejected. (Refer figure 61)

Figure 61

Subscriber Modification

Acknowledgement Number

PRAN: 110000331650

New Tier I Nominee

Nominee 1

Nominee Details Change

Request has been successfully authorized.

Acknowledgement Number	2301655458
PRAN	110000331650
Subscriber Name	THCHWVNT PVD
Verification/Authorization Date	02-06-2025 16:25:50
Rejection Remarks	

[Close](#)

Last Name / Surname

Date of Birth

Nominee Age (Years)*

Other Relation *

Major/Minor *

Percentage Share *

PAL

01/05/1987

38

Major

50 %

PAL

01/05/1987

38

Major

50%

[View Signature](#)

Active

Go to S

16. Status of request can be checked under option "Subscriber Nominee Details Update" → View Request Status. (Refer figure 62)

Figure 62

Verify Nominee Details

☐ Update Nominee Details
 ☐ Verify / Authorize Nominee Details
 ☒ View Request Status

View Request Status

Acknowledgement Number

PRAN

Tier Type

Tier I

From Date

DD/MM/YYYY

To Date

DD/MM/YYYY

Submit

Reset

Sr. No.	Acknowledgement Number	PRAN	Request Initiation Date	Request Initiated By	Tier Type	Status	Verification by DDO	DDO Verification Date	Auto Processed	Request Authorization Date	Request Authorized By	Reason for Rejection	Download Document
1	2301655458	110000331650	02-Jun-2025	1001310000	Tier I	Authorized by Nodal	--	--	No	02-Jun-2025	1001310001	--	
