

Protean eGov Technologies Limited



protean
Change *is* growth

Standard Operating Procedure (SOP)

Reset of I-PIN (DDO)

Version 1.0

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REVISION HISTORY

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

Background:

As per the existing process, Nodal Office User is required to submit a written request to CRA for generation of new IPIN. Upon receipt of the written request, CRA processes the request in the system. Once processed, the new IPIN gets printed and the pin mailer gets dispatched to the concerned Nodal Office.

CRA has now developed a new functionality wherein Nodal Office can reset IPIN instantly of its choice. This functionality allows Nodal Office (DDO) to reset IPIN by entering the IPIN and getting it authorized by its mapped PAO/DTO. This functionality will ensure efficient and faster issuance of IPIN. The IPIN gets reset instantly and hence it saves the time required to reissue of physical IPIN.

Sections:

A) DDO office initiating (capturing) the request for 'Instant Reset IPIN'

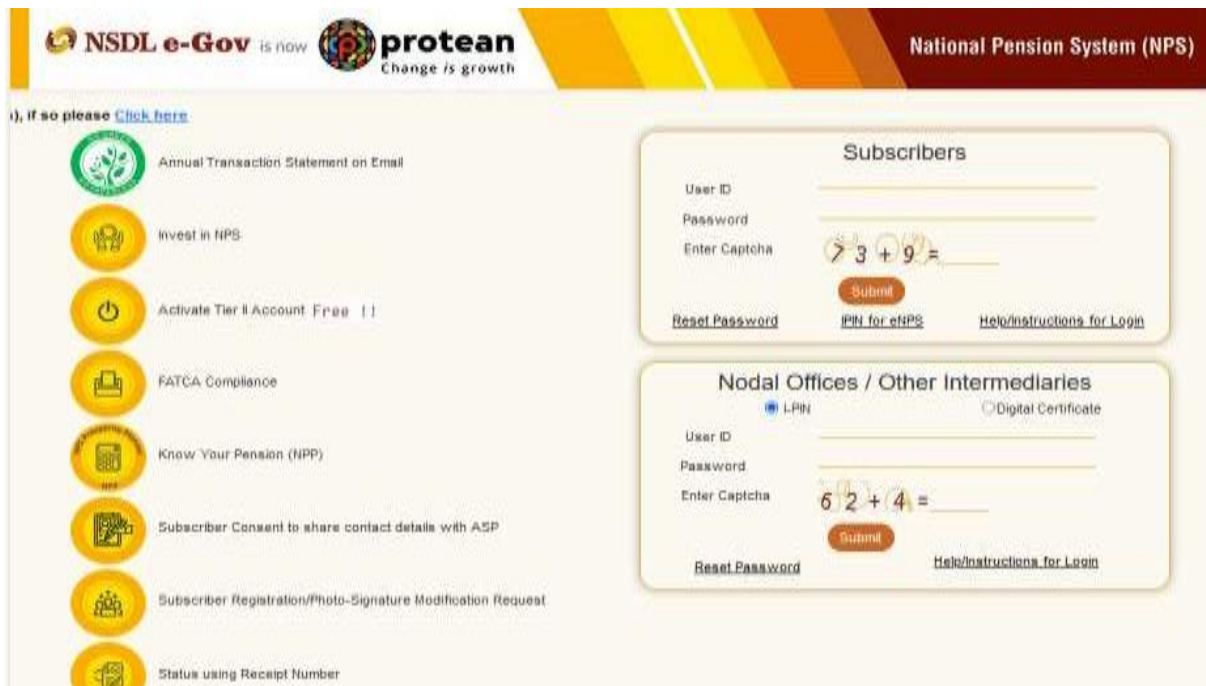
B) PAO/DTO office authorizing the request for Instant Reset IPIN of DDO

Process:

A) DDO initiating (capturing) the request for 'Instant Reset IPIN'.

1. DDO needs to click on the 'Reset Password' link on the home page (www.cra-nsdl.com) (refer Image A.1.1)

Image A.1.1



The screenshot displays the NSDL e-Gov National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the Protean logo with the tagline 'Change is growth', and the text 'National Pension System (NPS)'. The sidebar on the left lists various services: 'Annual Transaction Statement on Email', 'Invest in NPS', 'Activate Tier II Account Free !!', 'FATCA Compliance', 'Know Your Pension (NPP)', 'Subscriber Consent to share contact details with ASP', 'Subscriber Registration/Photo-Signature Modification Request', and 'Status using Receipt Number'. The main content area features two login sections. The 'Subscribers' section has fields for 'User ID', 'Password', and 'Enter Captcha' (with a captcha image showing 3 + 9 = 12), a 'Submit' button, and links for 'Reset Password', 'IPIN for eNPS', and 'Help/Instructions for Login'. The 'Nodal Offices / Other Intermediaries' section has a radio button for 'IPIN' (selected) and a link for 'Digital Certificate'. It also has fields for 'User ID', 'Password', and 'Enter Captcha' (with a captcha image showing 6 2 + 4 = 12), a 'Submit' button, and links for 'Reset Password' and 'Help/Instructions for Login'.

2. Select the 'Instant Set/Reset Password' Option (refer Image A.2.1) and select the "Nodal Office" option. After selection, the DDO needs to provide its User ID in the designated field & enter the captcha



The screenshot shows the National Pension System (NPS) portal. At the top, there are logos for NSDL e-Gov and protean, along with the tagline 'Change is growth'. The header also includes 'National Pension System (NPS)'. Below the header, there is a link 'Steps/Process to Reset Password for Nodal Office'. The main content area has two radio buttons: 'Reset Password using secret question' and 'Instant Set/Reset Password', with the latter being selected. Under 'Instant Set/Reset Password', there are two options: 'Nodal Office' (selected) and 'Generate OTP'. The 'Nodal Office' option shows a form with 'User ID' and 'Enter Capcha' fields. The captcha is '2 8 + 8 ='. There are 'Submit', 'Reset', and 'Refresh' buttons. At the bottom, there is a link 'Home' and a footer with the text 'Retired life ka sahara, NPS hamara' and a list of links: Home, Contact Us, System Configuration, Best Viewed, Entrust Secured, Privacy Policy, Grievance Redressal Policy.

Image A.2.1

3. After providing the respective User ID, the user is required to provide certain mandatory details (marked in red asterisk (*)) along with the new password (IPIN) as per the choice of Nodal Office (refer Image A.3.1).



The screenshot shows the 'Reset I-PIN' form on the NPS portal. The form is titled 'Reset I-PIN' and has a red asterisk (*) indicating mandatory fields. The fields are: 'User ID' (filled with 'SGV146890E00'), 'Entity Reg. No.', 'Name of the Person' (split into 'First Name', 'Middle Name', and 'Last Name'), 'Designation', 'Office City', 'Registered Email Address', 'Email Address for PIN mailer', 'Pin Code', 'New Password', and 'Confirm Password'. There are 'Submit' and 'Reset' buttons at the bottom. The footer includes the text 'Retired life ka sahara, NPS hamara'.

Image A.3.1

4. DDO User should ensure that the details entered should match with the details available in PCRA system. DDO User shall click on “Submit Button” to process. (refer Image A.4.1).



Reset I-PIN

User ID: SQV146890E00

Entity Reg. No: SQV146890E

Name of the Person: First Name, Middle Name, Last Name

Designation: *

Office City: *

Registered Email Address: *

Email Address for PIN mailer: *

Pin Code: *

New Password: *

Confirm Password: *

Submit **Reset**

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Image A.4.1

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



Reset Password Confirmation Screen

User ID: SQV190682A00

Entity Reg. No: SQV190682A00

Name of the person: *

Designation: *

Registered Email Address: *

Pin Code: *

Confirm **Cancel**

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Image A.5.1

6. After confirmation, an acknowledgment number will be generated. A print option has been provided to print the Acknowledgement details as appearing in the screen (*refer Image A.6.1*).



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Reset Password Request

Please ensure to take print of Acknowledgement details before closing this window / session and submit it to your Nodal Officer/inspector for reset of Password.

Acknowledgement No:	0121488443
User ID:	
Entity Reg. No:	
Name of the person:	
Designation:	
Email Address:	
Pin Code:	
Reset Password request has been successfully initiated	
Captured Timestamp:	11/07/2023 11:58

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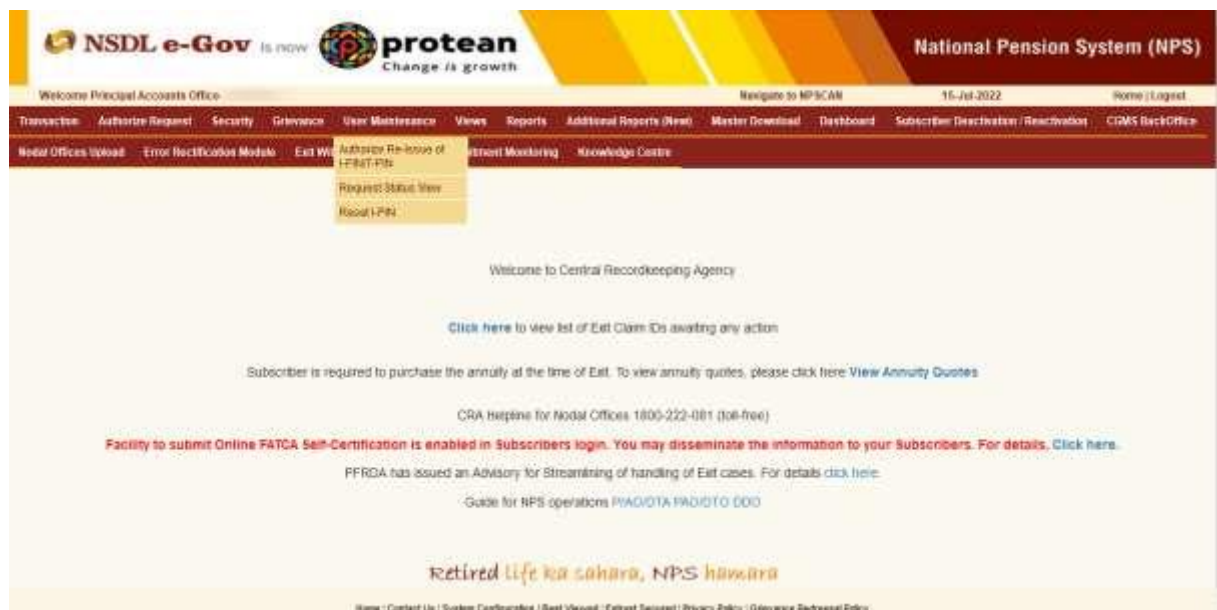
DDO User needs to submit this acknowledgement details to its mapped PAO/DTO office for authorization.

Image A.6.1

B) PAO/DTO office authorizing the request for Instant Reset IPIN of DDO

1. After receiving the Acknowledgement for reset IPIN from its underlying DDO, PAO/DTO user will login in CRA system (www.cra-nsdl.com) and navigate to 'User Maintenance' and select 'Authorize Re-Issue of IPIN/TPIN' to authorize the same (refer Image B.1.1).

Image B.1.1



2. A search page will be opened up where the authorizer can able to search the request based on User ID, Acknowledgement Number or Date Range.

The user should select the Transaction Type as 'Reset IPIN' (refer Image B.2.1).

After providing the details as per any of the above mentioned search criteria, the system will display the pending requests for authorization. PAO/DTO user needs to click on Acknowledgement id for authorization (refer Image B.2.2).

Image B.2.1



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Welcome Principal Accounts Office

Transaction Authorize Request Security Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice

Home Offices Upload Error Rectification Module Exit Withdrawal Request Recruitment Monitoring Knowledge Centre

Authorize Reset Password/T-PIN

Transaction Type * **Reset IPIN**

User ID (IPIN)

Acknowledgement No.

From Date

To Date

Search **Reset**

Note
 → Re-issue of Password/Instructions which are not authorised within 15 days of capture will be cancelled by the system.

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Image B.2.2



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Welcome Principal Accounts Office

Transaction Authorize Request Security Grievance User Maintenance Views Reports Additional Reports (New) Master Download Dashboard Subscriber Deactivation / Reactivation CGMS BackOffice

Home Offices Upload Error Rectification Module Exit Withdrawal Request Recruitment Monitoring Knowledge Centre

Authorize Reset Password Request

Sr. No.	Acknowledgement No.	User ID (IPIN)	Captured Date	Maker Action	Maker Action When Date	Maker User ID
1	4921506718		15-07-2022			

Retired Life ka sahara, NPS hamara

Home | Contact Us | System Configuration / Best Viewed | Enquiry / Second | Privacy Policy | Grievance Redressal Policy

3. Once the PAO/DTO user clicks on a particular Acknowledgement Number, the user will be navigated to the Request Details Screen wherein details of the request captured by DDO will be displayed along with the 'Approve' and 'Reject' option (refer Image B.3.1). In case of 'Rejection', the user should provide the appropriate 'Remarks' in designated field.

Image B.3.1

The screenshot shows the 'Authorize Reset Password Request' screen in the NPS portal. The header includes the NSDL e-Gov logo, the protean logo, and the National Pension System (NPS) title. The navigation bar contains various links like Transaction, Authorize Request, Security, Grievance, User Maintenance, Views, Reports, Additional Reports (New), Master Download, Dashboard, Subscriber Deactivation / Reactivation, and CIMS BackOffice. The main content area displays a table with the following details:

Acknowledgement No.	9121560718
User ID	
Name of the entity	
Entity Registration No.	
Designation	
PNV	
Registered Email Address	
Status	15-07-2022
Request Capture Date	
Maker Action	
Maker Action taken on	
Maker User ID	
Maker Remarks	

Below the table, there is a 'Remarks' field and two buttons: 'Approve' (selected) and 'Reject'. A 'Submit' button is also present.

4. On successful authorization, the Acknowledgement Number will be displayed with an appropriate message such as request has been authorised along with Timestamp (refer Image B.4.1).

Image B.4.1

The screenshot shows the 'Authorize Reset Password Request' screen in the NPS portal after successful authorization. The header and navigation bar are the same as in Image B.3.1. The main content area displays a table with the following details:

Acknowledgement No.	9121560718
Reset Password Request has been authorized	
Authorization Timestamp	15-07-2022 15:09

A 'Back to Results Page' link is visible in the top right corner.
