

Protean eGov Technologies Limited



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Change *is* growth

STANDARD OPERATING PROCEDURE (SoP)

**Change in Subscriber's Personal (CORE) Details
by Nodal Office**

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	30-08-2024	1.1	1 (C)	<ul style="list-style-type: none"> Name change requiring PrAO /DTA authorization. Authorisation by NPS Trust user for subsequent name change
3	24-12-2024	1.2	1 (D)	<ul style="list-style-type: none"> Authorisation by CRA user for subsequent name change instead of NPS Trust.
4	18-04-2025	1.3	1 (D)	<ul style="list-style-type: none"> Second time name change request to be processed by CRA based on PAN Verification or Penny drop Verification (as instructed by PFRDA)

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Background:

Existing Process:

The subscriber intends to update any of the below mentioned details is required to submit duly filled and signed S2 form and supporting proofs to concerned DDO

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

Post checking, DDO forwards subscriber details change request along with the documents to concerned PAO/DTO office for verification at PAO/DTO level and onward submission to DTA/Pr AO office.

Pr AO/ DTA office forwards the said request to CRA along with its letter. The same can be submitted either through physical mode or through email by way of scanned copies of documents duly sent through registered email id of PrAO /DTA).

At CRA end, the official verifies the documents provided and processes the subscriber details change request through maker/ checker concept if there is no discrepancy in the same. In case of any discrepancy, the same is informed to the concern Nodal office.

Revised Process:

The existing process involves submission of documents to CRA and processing of the same through CRA end through its login.

As the offices are engaged with its employees, it would be convenient if the said modification can be able to process by offices through their login at nodal office end.

In view of the same, a new functionality is developed wherein subscriber modification can get processed through office end.

The new functionality allows Nodal Office to **Initiate Request, Authorize pending request and view request status** for above mentioned four type of subscriber details in CRA.

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

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

The Matrix for above mentioned updation is as follows:

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

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

Flow Matrix for DoB/DoJ/DoR Change Request		
Request Initiation	Verification	Authorization
DDO	PAO/DTO	PAO/DTO
PAO/DTO (User 1)	-	PAO/DTO (User 2)
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)

Documents required for Subscriber Name Change:

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

Type of Request	Name change	Marriage	Correction and Other
Document to be uploaded	Self-attested gazette copy	Self-attested gazette copy/Marriage certificate	Self-attested POI
	Self-attested POI in old name	Self-attested POI in old name	Extract of service records
	Self-attested POI in new name	Self-attested POI in new name	S2 Form
	Extract of service records with new name	Extract of service records with new name	
	Proof of bank account with new name	Proof of bank account with new name	
	S2 Form	S2 Form	

Documents required for Subscriber Date of Birth: (any one from the list)

(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)

- Passport
- Driving License
- PAN card
- Voter ID card
- AADHAAR
- High School Mark sheet

Documents required for Subscriber Date of Joining: (any one from the list)

(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)

- Appointment/Offer Letter
- Employee ID card

Documents required for Subscriber Date of Retirement: (any one from the list)

(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)

- Appointment/Offer Letter
- Employee ID card

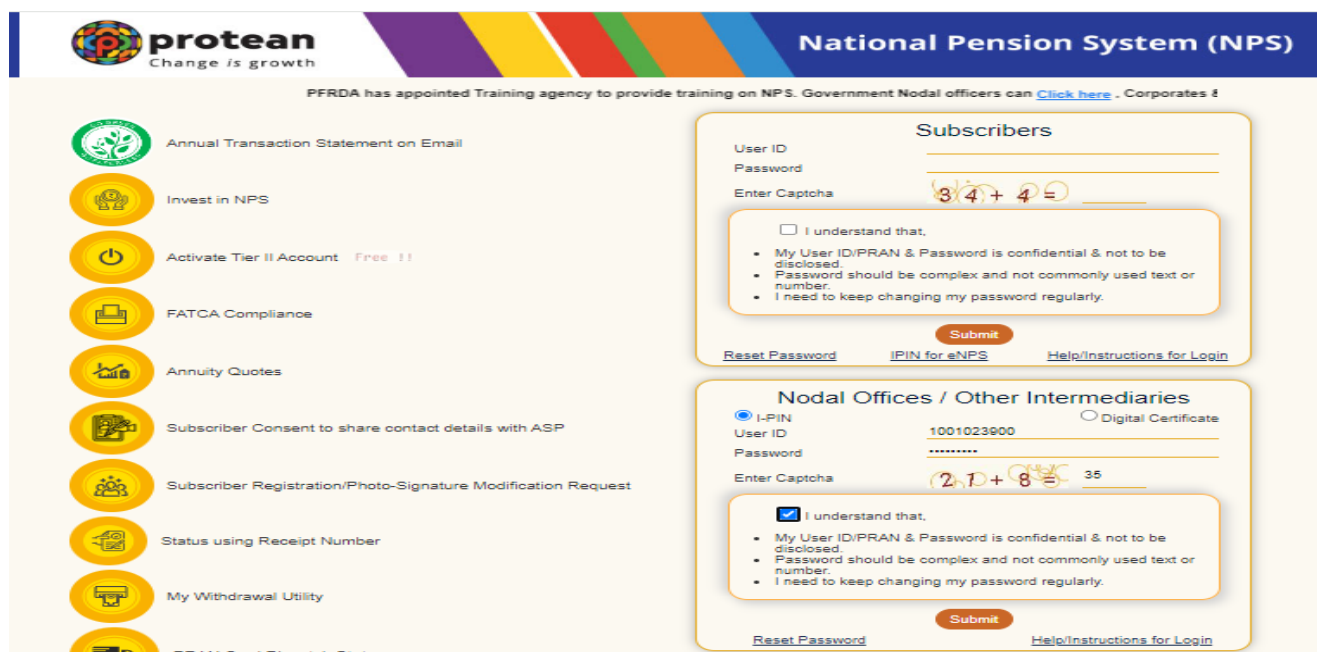
Note:

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

1. Modification in Subscriber Name

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

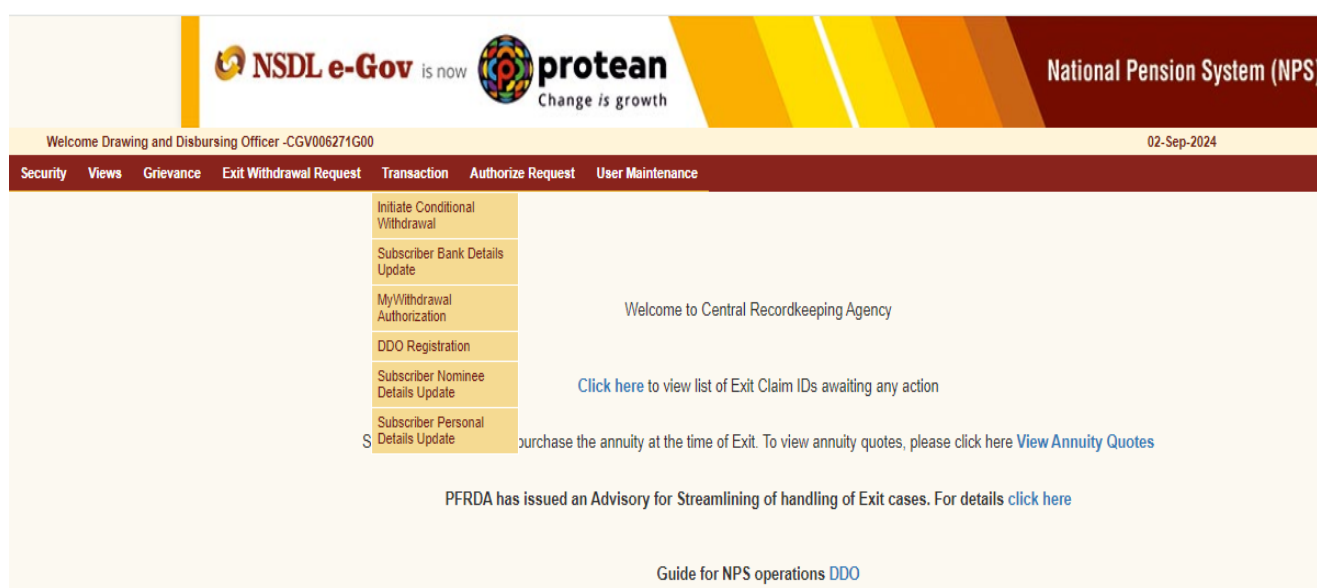
- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 1)



The screenshot displays the National Pension System (NPS) portal. On the left, there is a sidebar with various service icons and labels: Annual Transaction Statement on Email, Invest in NPS, Activate Tier II Account (Free !!), FATCA Compliance, Annuity Quotes, Subscriber Consent to share contact details with ASP, Subscriber Registration/Photo-Signature Modification Request, Status using Receipt Number, My Withdrawal Utility, and PRAN Card Dispatch Status. The main content area is divided into two sections. The top section, titled 'Subscribers', contains fields for User ID, Password, and Enter Captcha (3 4 + 4 =). Below these fields is a checkbox for 'I understand that...' with a list of terms: My User ID/PRAN & Password is confidential & not to be disclosed, Password should be complex and not commonly used text or number, and I need to keep changing my password regularly. A 'Submit' button is present, along with links for 'Reset Password', 'IPIN for eNPS', and 'Help/Instructions for Login'. The bottom section, titled 'Nodal Offices / Other Intermediaries', has radio buttons for 'I-PIN' (selected) and 'Digital Certificate'. It includes fields for User ID (1001023600), Password, and Enter Captcha (2 1 + 8 = 35). Similar to the subscriber section, it has a 'Submit' button and links for 'Reset Password' and 'Help/Instructions for Login'.

Figure 1

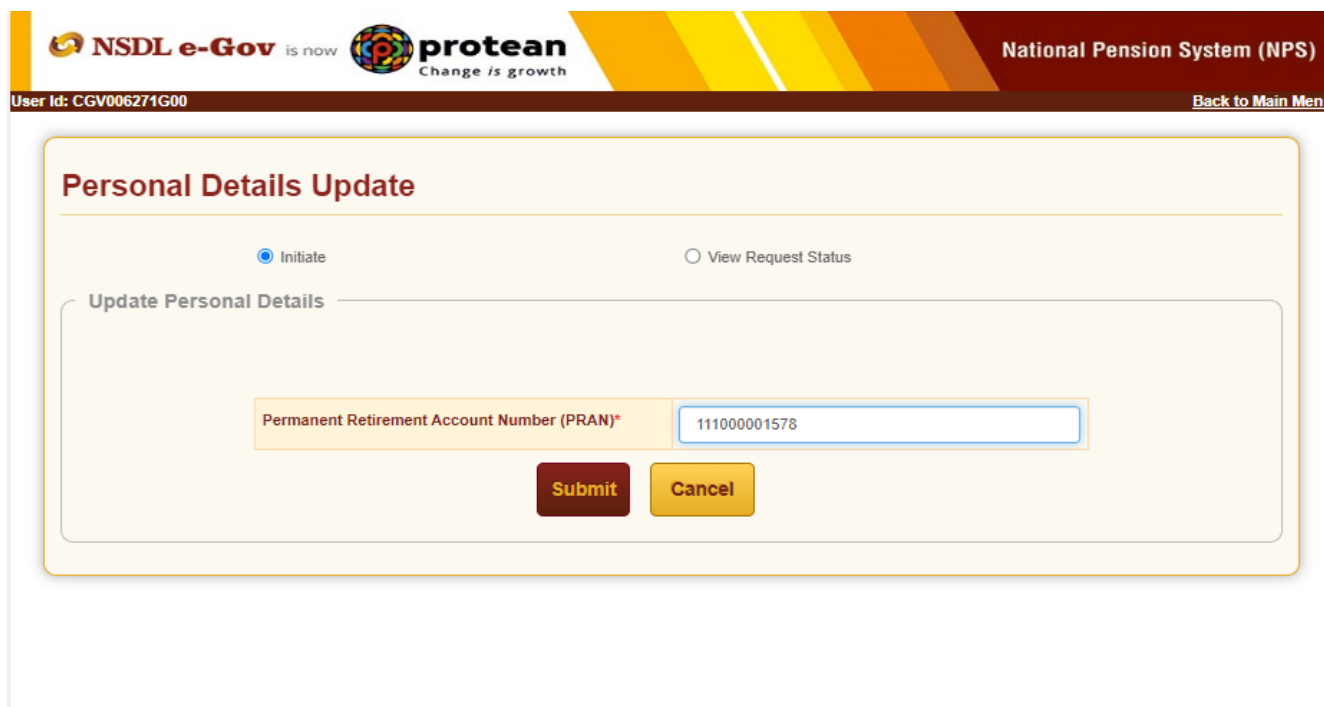
- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 2)



The screenshot shows the NSDL e-Gov portal. The header includes the NSDL e-Gov logo, the protean logo, and the text 'National Pension System (NPS)'. Below the header, there is a navigation bar with the following tabs: Security, Views, Grievance, Exit Withdrawal Request, Transaction, Authorize Request, and User Maintenance. The 'Transaction' tab is selected. Under this tab, there is a list of options: Initiate Conditional Withdrawal, Subscriber Bank Details Update, MyWithdrawal Authorization, DDO Registration, Subscriber Nominee Details Update, and Subscriber Personal Details Update. The 'Subscriber Personal Details Update' option is highlighted. The main content area displays a welcome message: 'Welcome to Central Recordkeeping Agency'. Below this, there is a link: 'Click here to view list of Exit Claim IDs awaiting any action'. At the bottom, there is a message: 'PFDA has issued an Advisory for Streamlining of handling of Exit cases. For details click here'. A footer link 'Guide for NPS operations DDO' is also visible.

Figure 2

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



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National Pension System (NPS)

User Id: CGV006271G00 [Back to Main Menu](#)

Personal Details Update

☒ Initiate
 ☐ View Request Status

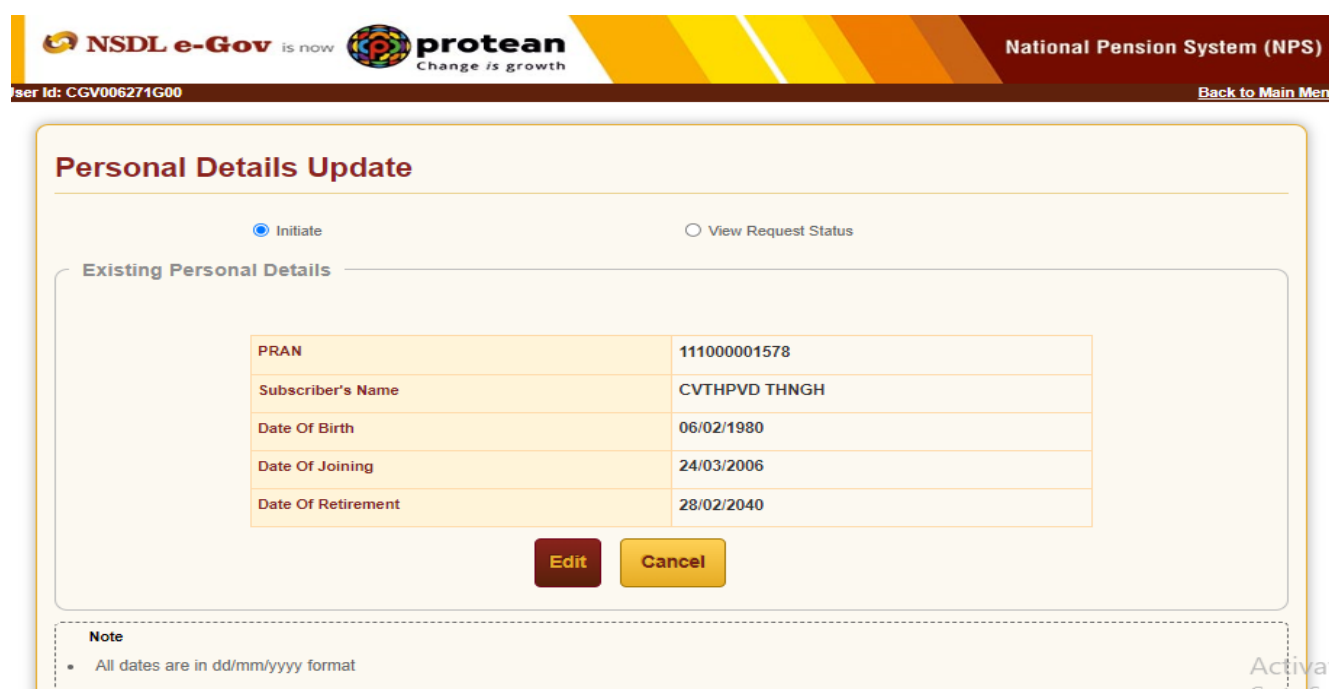
Update Personal Details

Permanent Retirement Account Number (PRAN)*

Submit **Cancel**

Figure 3

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



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National Pension System (NPS)

User Id: CGV006271G00 [Back to Main Menu](#)

Personal Details Update

☒ Initiate
 ☐ View Request Status

Existing Personal Details

PRAN	111000001578
Subscriber's Name	CVTHPVD THNGH
Date Of Birth	06/02/1980
Date Of Joining	24/03/2006
Date Of Retirement	28/02/2040

Edit **Cancel**

Note

- All dates are in dd/mm/yyyy format

Figure 4

- Select the Change Type, **"Subscriber Name"**. Select reason for name change request from available list. (Please refer Figure 5).

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

PRAN: 100005968882
 Subscriber Name: ABC DEF GHI

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input checked="" type="radio"/> Subscriber's Name	ABC DEF GHI	<input type="text" value="ABC"/> <input type="text" value="MIDDLE"/> <input type="text" value="LAST"/>	--SELECT-- --SELECT-- MARRIAGE NAME CHANGE CORRECTION OTHER		
<input type="radio"/> Date Of Birth	12/11/1999	<input type="text" value="12/11/1999"/>	--SELECT--		<input type="button" value="Choose File"/> <input type="button" value="No fi...sen"/>
<input type="radio"/> Date Of Joining		<input type="text" value="DD/MM/YYYY"/>	--SELECT--		<input type="button" value="Choose File"/> <input type="button" value="No fi...sen"/>
<input type="radio"/> Date Of Retirement	01/01/2064	<input type="text" value="01/01/2064"/>	--SELECT--		<input type="button" value="Choose File"/> <input type="button" value="No fi...sen"/>

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 2MB.

☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

PRAN Card Options

Note : Revised PRAN Card will be sent after authorization of request as per PRAN Card option selected.

Figure 5

- Upload the supporting document proof for name change and tick on the declaration. Select PRAN card option and click on **"Submit"** (Please refer Figure 6 and 7).
It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that the name to be updated is as per service record of the office.

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

PRAN: 100005968882

Subscriber Name: ABC DEF GHI

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input checked="" type="radio"/> Subscriber's Name	ABC DEF GHI	<input type="text" value="AAAAA"/> <input type="text" value="MIDDLE"/> <input type="text" value="LAST"/>	OTHER ▼ <input type="text"/>	Self-attested POI Extract of service records S2 Form	<input type="button" value="Choose File"/> 814062024...TIFICATE (1).jpg <input type="button" value="Choose File"/> 814062024...ICATE.jpg <input type="button" value="Choose File"/> 824062024...ICATE.jpg

Figure 6

Change Type	Existing Value	New Value	Document Type	Upload Document
<input type="radio"/> Date Of Birth	12/11/1999	<input type="text" value="12/11/1999"/>	--SELECT-- ▼	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining		<input type="text" value="DD/MM/YYYY"/>	--SELECT-- ▼	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Retirement	01/01/2064	<input type="text" value="01/01/2064"/>	--SELECT-- ▼	<input type="button" value="Choose File"/> No fi...osen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 2MB.

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

PRAN Card Options EPRAN CARD ▼

Note : Revised PRAN Card will be sent after authorization of request as per PRAN Card option selected.

Note

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field
- Date of Birth, Date of Joining and Date of Retirement documents should be in *.jpeg, *.jpg, *.png or *.pdf format. Size of document should be between 2 KB to 5 MB.

Figure 7

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

Figure 8



Personal Details Update

☒ Initiate

☐ Verify

☐ Authorize

☐ View Request Status

New Personal Details

PRAN : 100005968882

Subscriber Name : ABC DEF GHI

Date Of Birth : 12/11/1999

Date Of Retirement : 01/01/2064

Count : 1

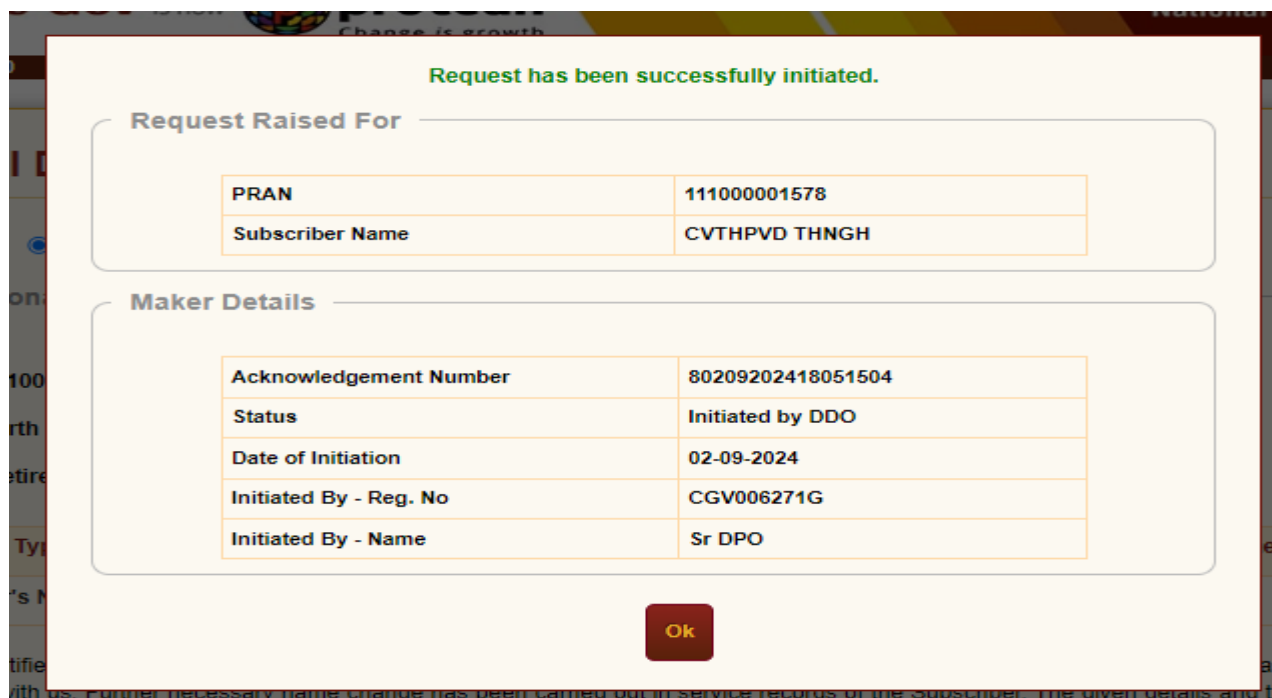
Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	     

☒ 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.

Confirm

Cancel

- Request will be captured successfully and acknowledge number will be displayed on screen. (Please refer Figure 9).



Request has been successfully initiated.

Request Raised For

PRAN	111000001578
Subscriber Name	CVTHPVD THNGH

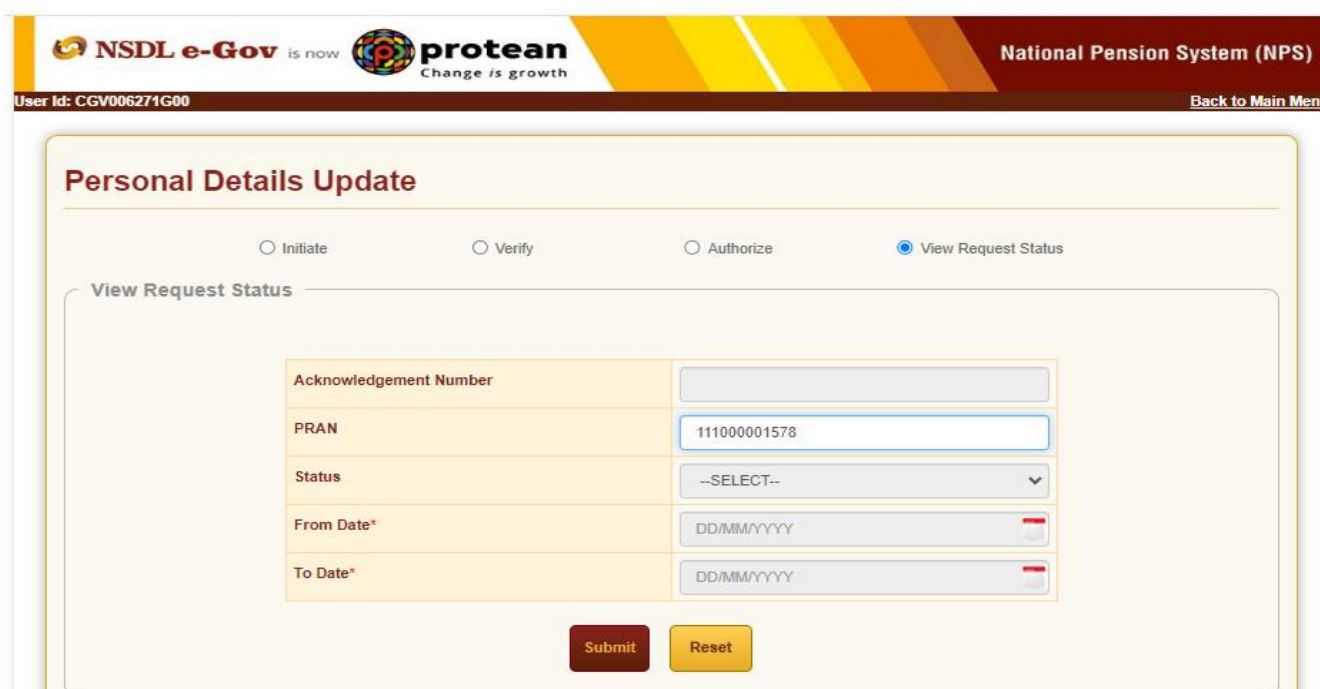
Maker Details

Acknowledgement Number	80209202418051504
Status	Initiated by DDO
Date of Initiation	02-09-2024
Initiated By - Reg. No	CGV006271G
Initiated By - Name	Sr DPO

Ok

Figure 9

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" Please refer Figure 10 and 11).



Personal Details Update

☐ Initiate
 ☐ Verify
 ☐ Authorize
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	111000001578
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit
Reset

Figure 10

Personal Details Update

☐ Initiate

☐ Verify

☐ Authorize

☒ View Request Status

View Request Status

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="111000001578"/>
Status	<input type="text" value="--SELECT--"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
80209202418051504	02-09-2024	111000001578	Modification	120071717	Sr DPO	Pending	Initiated by DDO	Nodal Verifier

Figure 11

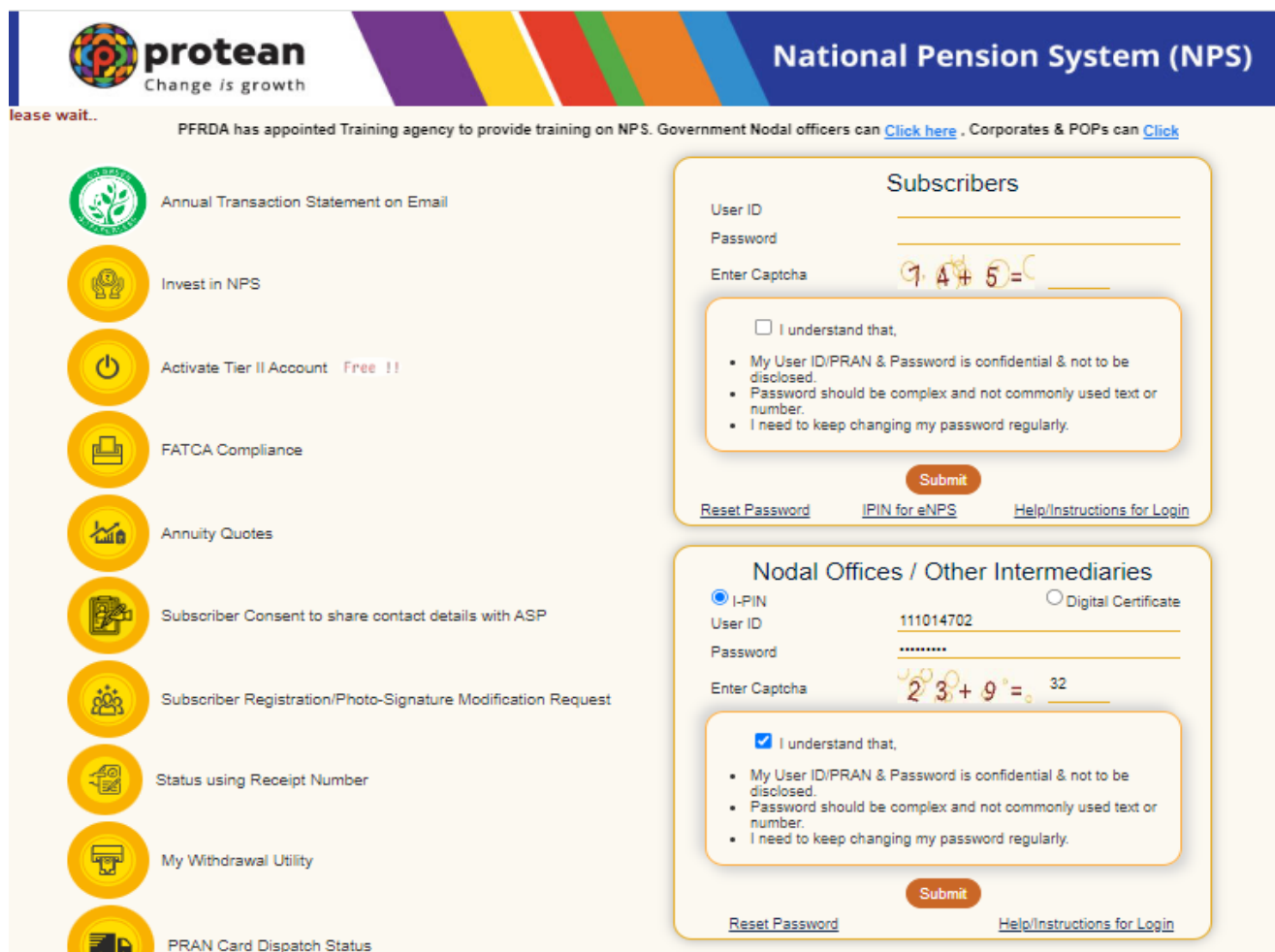
B. Name Change Request Verification PAO/DTO office

Subscriber name change request Initiated by DDO nodal office needs to be **verified by PAO/DTO nodal office** for further authorization by PrAO/DTA office.

In case PAO/DTO nodal office has initiated change request, PrAO/DTA office needs to authorize the request. (There is no verification for such requests).

Verification of request by PAO /DTO:

- PAO/DTO nodal office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 12)

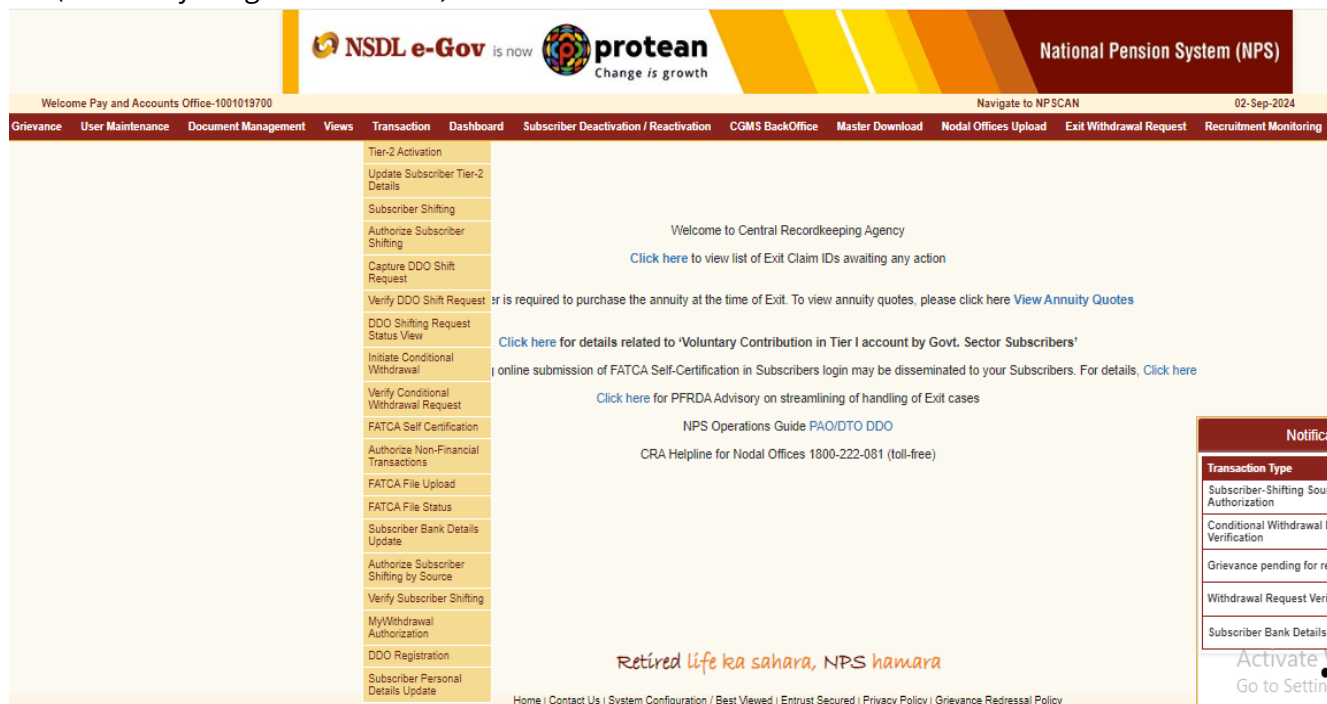


The screenshot displays the National Pension System (NPS) portal interface. The header includes the Protean logo and the text "National Pension System (NPS)". Below the header, there is a navigation menu on the left with various services such as "Annual Transaction Statement on Email", "Invest in NPS", "Activate Tier II Account", "FATCA Compliance", "Annuity Quotes", "Subscriber Consent to share contact details with ASP", "Subscriber Registration/Photo-Signature Modification Request", "Status using Receipt Number", "My Withdrawal Utility", and "PRAN Card Dispatch Status". The main content area is divided into two sections: "Subscribers" and "Nodal Offices / Other Intermediaries". The "Subscribers" section contains fields for "User ID", "Password", and "Enter Captcha", along with a "Submit" button and a "Reset Password" link. The "Nodal Offices / Other Intermediaries" section contains fields for "User ID", "Password", and "Enter Captcha", along with a "Submit" button and a "Reset Password" link. Both sections include a checkbox for "I understand that" and a list of terms and conditions.

Figure 12

- Click on option Transaction--→ Subscriber Personal Details Update--→ **"Verify"**. Enter PRAN/acknowledgement ID. Click on **"Submit."**

(Please refer Figure 13 and 14)



The screenshot displays the NSDL e-Gov National Pension System (NPS) portal. The header includes the NSDL e-Gov logo, the Protean logo, and the text 'National Pension System (NPS)'. The navigation menu on the left lists various services, including Tier-2 Activation, Update Subscriber Tier-2 Details, Subscriber Shifting, Authorize Subscriber Shifting, Capture DDO Shift Request, Verify DDO Shift Request, DDO Shifting Request Status View, Initiate Conditional Withdrawal, Verify Conditional Withdrawal Request, FATCA Self Certification, Authorize Non-Financial Transactions, FATCA File Upload, FATCA File Status, Subscriber Bank Details Update, Authorize Subscriber Shifting by Source, Verify Subscriber Shifting, MyWithdrawal Authorization, DDO Registration, and Subscriber Personal Details Update. The main content area features a welcome message from the Central Recordkeeping Agency and links to various services, including 'Click here to view list of Exit Claim IDs awaiting any action', 'View Annuity Quotes', 'Click here for details related to 'Voluntary Contribution in Tier I account by Govt. Sector Subscribers'', 'Click here for PFRDA Advisory on streamlining of handling of Exit cases', and 'NPS Operations Guide PAO/DTO DDO'. The footer includes the slogan 'Retired life ka sahara, NPS hamara' and navigation links: Home | Contact Us | System Configuration | Best Viewed | Entrust Secured | Privacy Policy | Grievance Redressal Policy.

Figure 13

Personal Details Update

☐ Initiate

☒ Verify

☐ Authorize



☐ View Request Status

Verify Personal Details

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="111000001578"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Figure 14

- Details of pending request will be visible on screen. (Please refer Figure 15,16 and 17). To check and verify the details entered by PAO office, click of hyperlink "Acknowledgement number".

National Pension System (NPS)

User Id: 1001019700
[Back to Main Menu](#)

Personal Details Update

☐ Initiate
 ☒ Verify
 ☐ Authorize
 ☐ View Request Status

Verify Personal Details

Acknowledgement Number	<input type="text"/>
PRAN	<input type="text" value="111000001578"/>
From Date*	<input type="text" value="DD/MM/YYYY"/>
To Date*	<input type="text" value="DD/MM/YYYY"/>

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
80209202418051504	02-09-2024	111000001578	Modified	120071717	Sr DPO	Pending	Initiated by DDO	Approve/Reject

Figure 15

Requested For

PRAN	111000001578
Subscriber Name	CVTHPVD THNGH

Details

Acknowledgement Number	80209202418051504
Status	Initiated by DDO
Date of Initiation	02-09-2024
Initiated By - Reg. No	CGV006271G
Initiated By - Name	Sr DPO

[Click Here to Check Details](#)

Flow View






User Name	User ID	Date	Action Taken	Remarks
Sr DPO	CGV006271G00	02-09-2024	-	REQUEST RAISED

Close

Figure 16

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National Pension System (NPS)

Personal Details to be Updated




PRAN : 111000001578

Subscriber Name : CVTHPVD THNGH

Date Of Birth : 06/02/1980

Date Of Joining : 24/03/2006

Date Of Retirement : 28/02/2040

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

Date of Initiation

02-09-2024

Initiated By - Reg. No

CGV006271G

Figure 17

- PAO nodal office can Accept/Rejet the request based on details enterered and documents uploaded in CRA system. To see the upoded documents click on **"Uploaded document"** icon (Please refer Figure 18)

It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that the name to be updated is as per service record of the office

Personal Details Update

☐ Initiate

☒ Verify

☐ Authorize

☐ View Request Status

Personal Details to be Updated

PRAN : 111000001578

Subscriber Name : CVTHPVD THNGH

Date Of Birth : 06/02/1980

Date Of Joining : 24/03/2006

Date Of Retirement : 28/02/2040

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

☒ Accept



☐ Reject

Remarks

Approve

Figure 18

- Click on **"Confirm"** to submit the details. (Please refer Figure 19).



National Pension System (NPS)

User Id: 1001019700
[Back to Main Menu](#)

Personal Details Update




☐ Initiate
☒ Verify
☐ Authorize
☐ View Request Status

Personal Details to be Updated

PRAN : 111000001578
Subscriber Name : CVTHPVD THNGH

Date Of Birth : 06/02/1980
Date Of Joining : 24/03/2006

Date Of Retirement : 28/02/2040

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

☒ 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.

Confirm
Cancel

Figure 19

- On successful verification of request, the acknowledgement details will be visible on screen. (Please refer Figure 20).

Request has been successfully Verified.

Requested For

PRAN	111000001578
Subscriber Name	CVTHPVD THNGH



Details

Acknowledgement Number	80209202418051504
Status	Verified
Date of Verification	02-09-2024
Verified By - Reg. No	2000250
Verified By - Name	Sr. DFM and Sr. DPO, Northern Railway, Ferozpur

Ok

Figure 20

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" (Please refer Figure 21 and 22).



National Pension System (NPS)

User Id: 1001019700
[Back to Main Menu](#)

Personal Details Update



☐ Initiate
☐ Verify
☐ Authorize
☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	111000001578
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit
Reset

Figure 21



National Pension System (NPS)

User Id: 1001019700
[Back to Main Menu](#)

Personal Details Update

☐ Initiate
☐ Verify
☐ Authorize
☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	111000001578
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit
Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
80209202418051504	02-09-2024	111000001578	Modification	120071717	Sr DPO	Pending	Verified by Nodal Office	Nodal Authorizer

Figure 22

C. Name Change Request Authorization PrAO/DTA office

- PrAO/DTA nodal office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter “User ID” and password click on “**Submit**” (Please refer Figure 23)

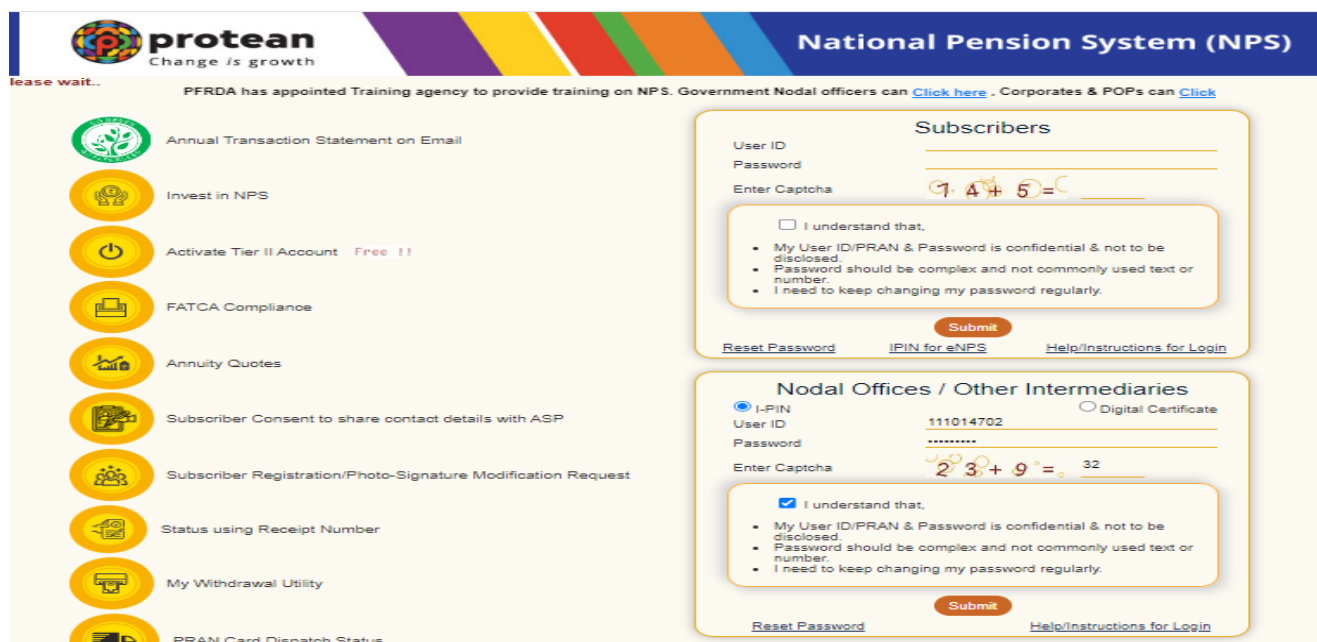
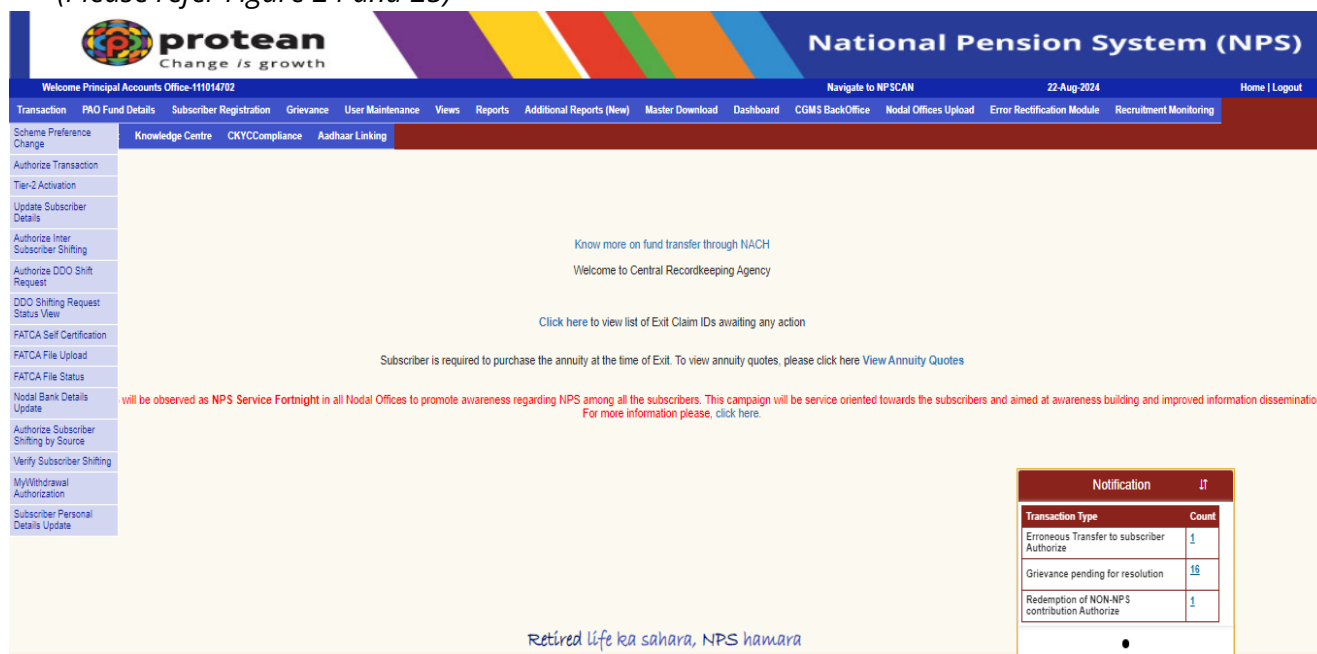


Figure 23

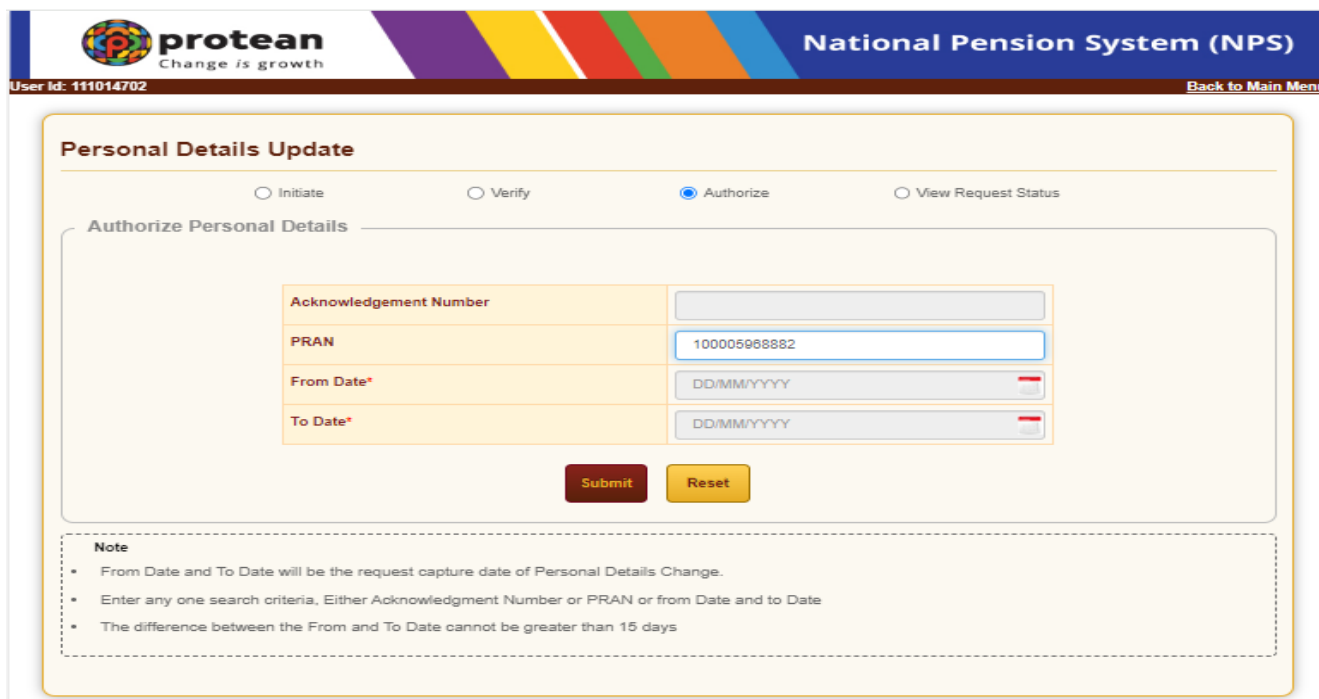
- Click on option Transaction--→ Subscriber Personal Details Update--→ “**Authorize**”. Enter PRAN/acknowledgement ID. Click on “**Submit**.”

(Please refer Figure 24 and 25)



Transaction Type	Count
Erroneous Transfer to subscriber Authorize	1
Grievance pending for resolution	15
Redemption of NON-NPS contribution Authorize	1

Figure 24



Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number	
PRAN	100005968882
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

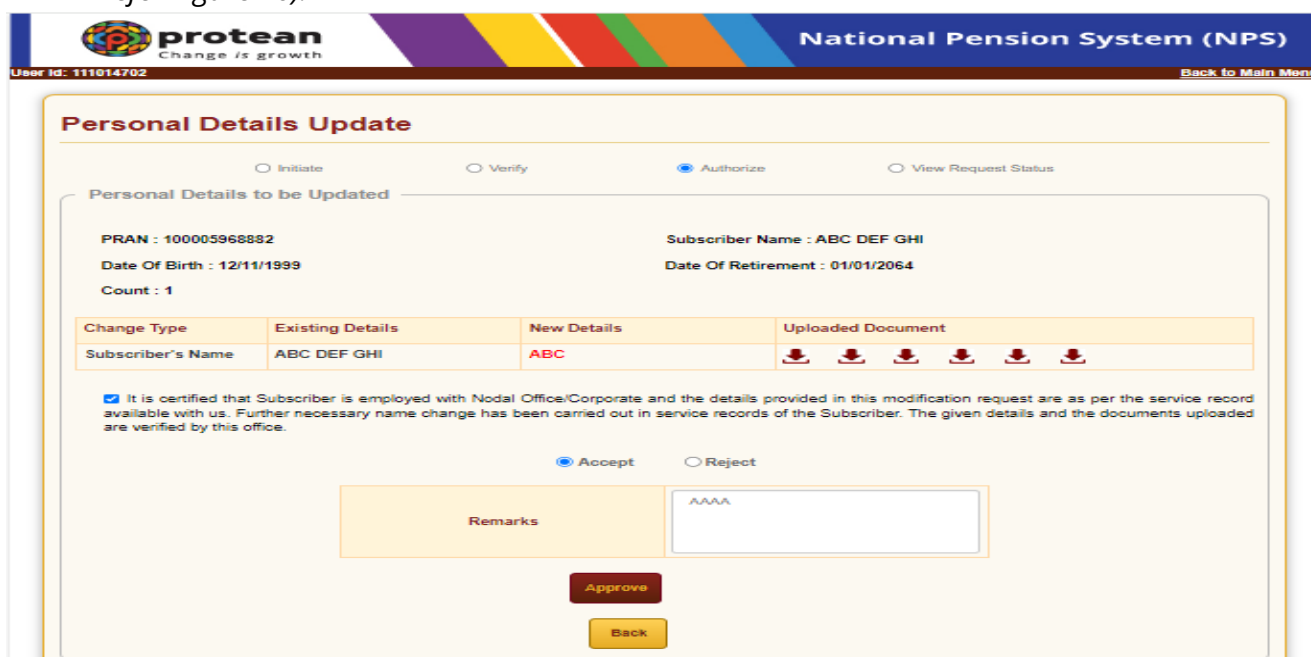
Note

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

Figure 25

- PrAO/DTA nodal office can Approve/Rejet the request based on details entered and documents uploaded in CRA system. To see the upoded documents click on **"Uploaded document"** icon. ***It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that the name to be updated is as per service record of the office***

Office can mention reason for rejection/acceptance of request while authoriation. (Please refer Figure 26).









Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Personal Details to be Updated

PRAN : 100005968882 Subscriber Name : ABC DEF GHI
 Date Of Birth : 12/11/1993 Date Of Retirement : 01/01/2064
 Count : 1

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	     

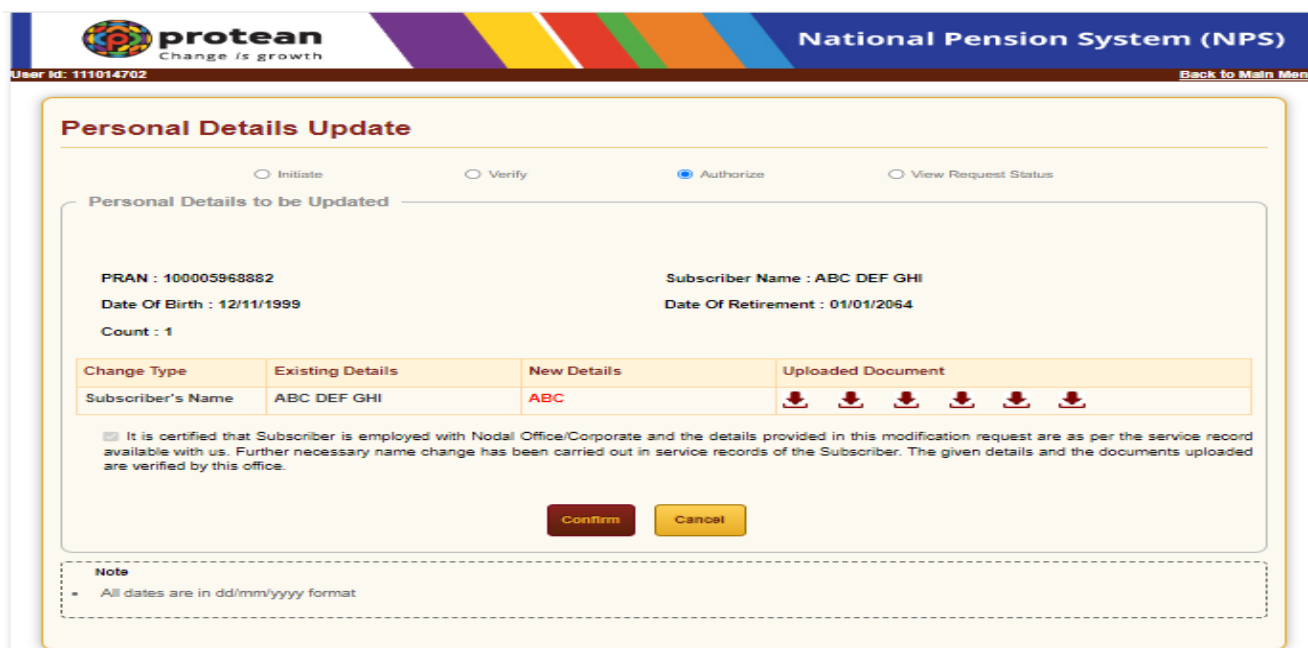
☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

☒ Accept
 ☐ Reject

Remarks:

Figure 26

- Click on **“Confirm”** to submit the details. *(Please refer Figure 27).*









Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Personal Details to be Updated

PRAN : 100005968882 Subscriber Name : ABC DEF GHI
 Date Of Birth : 12/11/1999 Date Of Retirement : 01/01/2064
 Count : 1

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	     

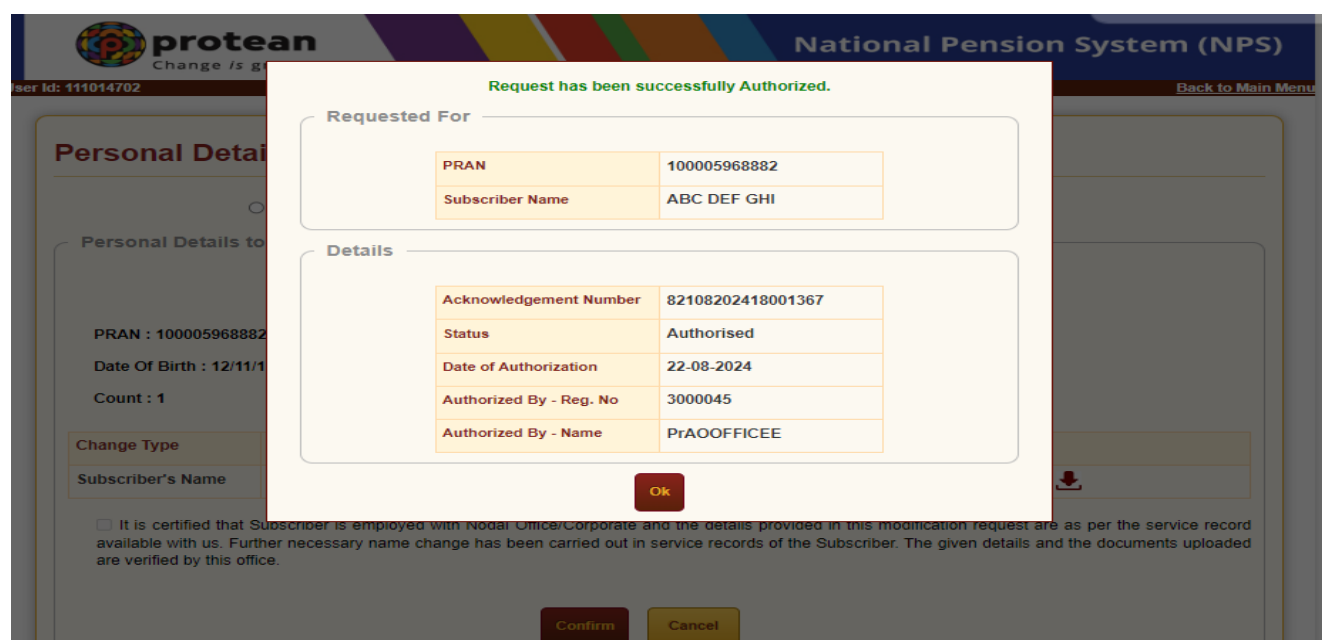
☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Note

- All dates are in dd/mm/yyyy format

Figure 27

- On successful authorization of request, the acknowledgement details will be visible on screen. *(Please refer Figure 28).*



Request has been successfully Authorized.

Requested For


PRAN	100005968882
Subscriber Name	ABC DEF GHI

Details

Acknowledgement Number	82108202418001367
Status	Authorised
Date of Authorization	22-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	PrAOFFICEE

Figure 28

- To view status of request, click on **“Transaction”** → **“Subscriber Personal Details Update”** → **“View Request Status”** → **“Submit”** *(Please refer Figure 29 and 30).*


protean
 Change is growth

National Pension System (NPS)

User Id: 111014702
 [Back to Main Menu](#)


Personal Details Update

☐ Initiate
 ☐ Verify
 ☐ Authorize
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	100005968882
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Figure 29


protean
 Change is growth

National Pension System (NPS)

User Id: 111014702
 [Back to Main Menu](#)

Personal Details Update

☐ Initiate
 ☐ Verify
 ☐ Authorize
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	100005968882
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
80208202418001313	02-08-2024	100005968882	Modification	10010239	PAOFFEECE	Accepted	Authorized by NPS Trust	NA
82108202418001367	21-08-2024	100005968882	Modification	10010239	PAOFFEECE	Pending	Authorized by Nodal Office	NPS-Trust Verifier

Figure 30

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

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

The initial process will remain the same as mentioned above. Once the request is authorised by PrAO/DTA, the name will be updated only the same is verified and authorised by CRA user.

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

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

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

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

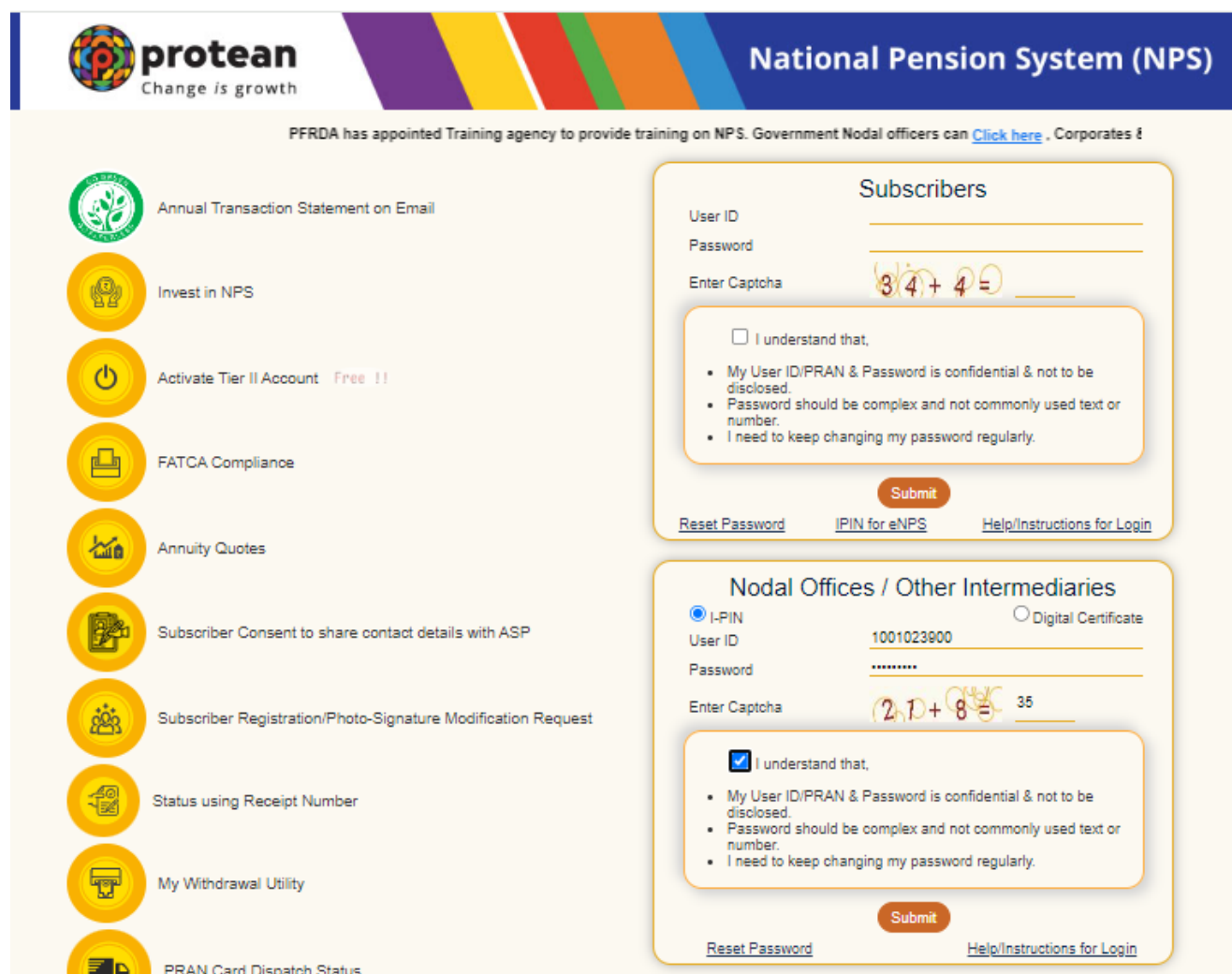
Nodal Office is requested to ensure that Subscriber's Bank Account Details and/or PAN are registered in PRAN before processing second time (and subsequent) name change request in CRA

2. Modification in Date of Birth (DoB)

- Date of Birth (DoB) change request Initiated by **DDO** nodal office need to be **verified and authorized** by PAO/DTO /PrAO/DTA nodal office.
- Date of Birth (DoB) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

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

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 32)



The screenshot displays the National Pension System (NPS) portal interface. At the top, the Protean logo and tagline "Change is growth" are visible alongside the text "National Pension System (NPS)". Below the header, a banner states: "PFRDA has appointed Training agency to provide training on NPS. Government Nodal officers can [Click here](#) . Corporates &".

On the left side, there is a vertical menu of services represented by circular icons and text labels:

- Annual Transaction Statement on Email
- Invest in NPS
- Activate Tier II Account **Free !!**
- FATCA Compliance
- Annuity Quotes
- Subscriber Consent to share contact details with ASP
- Subscriber Registration/Photo-Signature Modification Request
- Status using Receipt Number
- My Withdrawal Utility
- PRAN Card Dispatch Status

On the right side, there are two main login sections:

Subscribers

User ID: _____
 Password: _____
 Enter Captcha: $34 + 4 =$ _____

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID: 1001023900
 Password: _____
 Enter Captcha: $21 + 8 =$ 35

☒ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#) [Help/Instructions for Login](#)

Figure 32

- Click on option **“Transaction”** and sub menu **“Subscriber Personal Details Update”** (Please refer Figure 33)

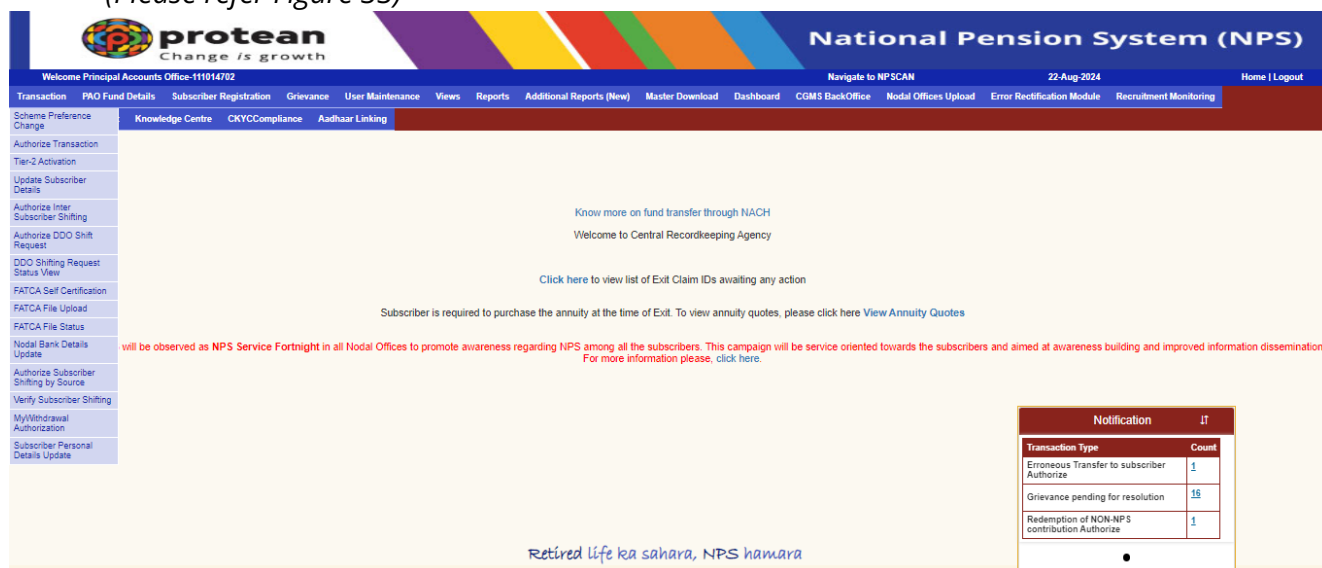
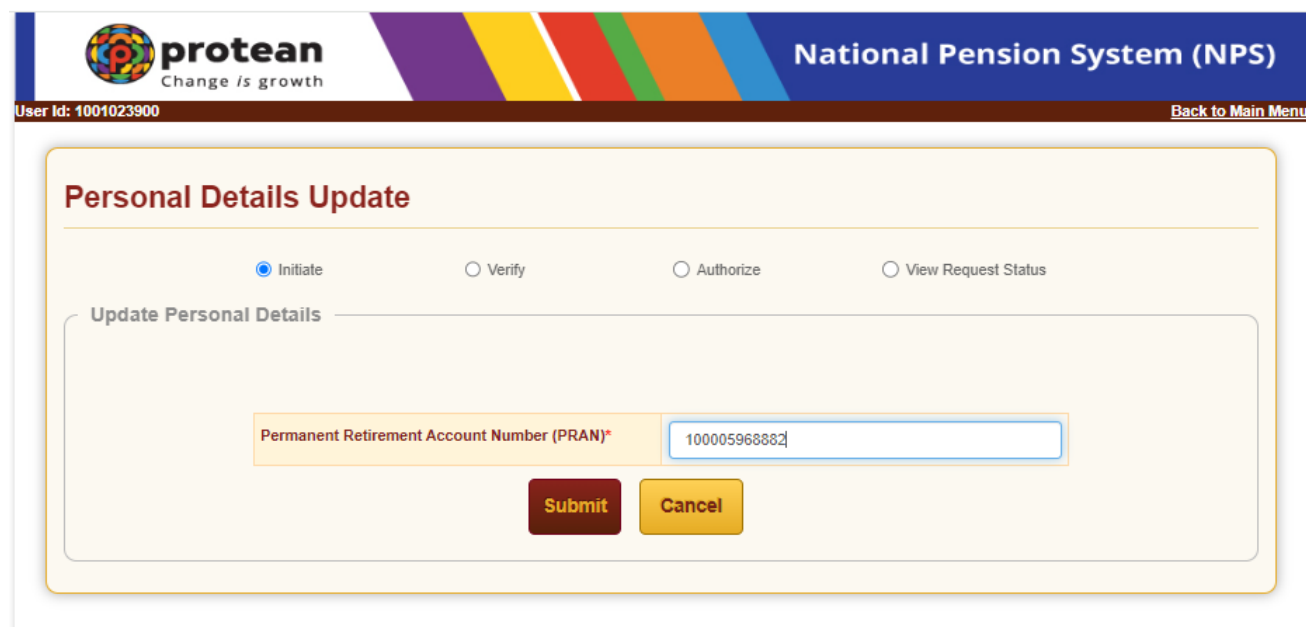


Figure 33

- Click on option **“Initiate”** and Enter PRAN. Click on **“Submit”** (Please refer Figure 34)



The screenshot shows the 'Personal Details Update' form. The 'Initiate' option is selected. The 'Permanent Retirement Account Number (PRAN)*' field contains the value 100005968882. The 'Submit' and 'Cancel' buttons are visible at the bottom.

Figure 34

- Select the Change Type, **"Date of Birth"**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **"Submit"** (Please refer Figure 35 and 36). **It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that DoB to be updated is matching with service record of the office.**

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

PRAN: 110070199900 Subscriber Name: GXCZEET THNGH

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	GXCZEET THNGH	<input type="text" value="GXCZEET"/> <input type="text" value="MIDDLE"/> <input type="text" value="THNGH"/>	--SELECT--	--SELECT-- AADHAAR CARD / LETTER ISSUED BY UNIQUE IDENTIFICATION AUTHORITY OF INDIA VOTERS IDENTITY CARD HIGH SCHOOL MARK SHEET PASSPORT DRIVING LICENSE PAN CARD	<input type="button" value="Choose File"/> 110...9.pdf
<input checked="" type="radio"/> Date Of Birth	01/08/1990	20/03/1996	--SELECT--	VOTERS IDENTITY CARD	<input type="button" value="Choose File"/> 110...9.pdf
<input type="radio"/> Date Of Joining	13/01/2007	13/01/2007	--SELECT--	--SELECT--	<input type="button" value="Choose File"/> No file chosen
<input type="radio"/> Date Of Retirement	31/05/2031	31/05/2031	--SELECT--	--SELECT--	<input type="button" value="Choose File"/> No file chosen

Activate Window:

Figure 35

Change Type	Existing Value	New Value	Document Type	Upload Document
<input checked="" type="radio"/> Date Of Birth	01/08/1990	20/03/1996	VOTERS IDENTITY CARD	<input type="button" value="Choose File"/> 110...9.pdf
<input type="radio"/> Date Of Joining	13/01/2007	13/01/2007	--SELECT--	<input type="button" value="Choose File"/> No file chosen
<input type="radio"/> Date Of Retirement	31/05/2031	31/05/2031	--SELECT--	<input type="button" value="Choose File"/> No file chosen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

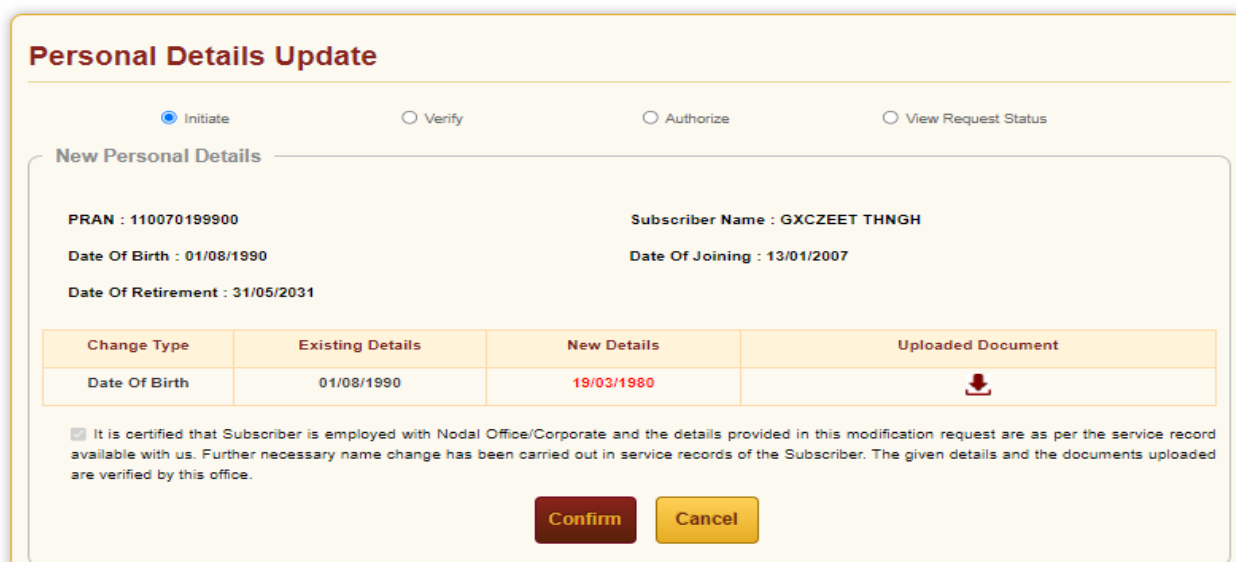
PRAN Card Options ePRAN Card

Note : Revised PRAN Card option selected.

Figure 36

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

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




Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

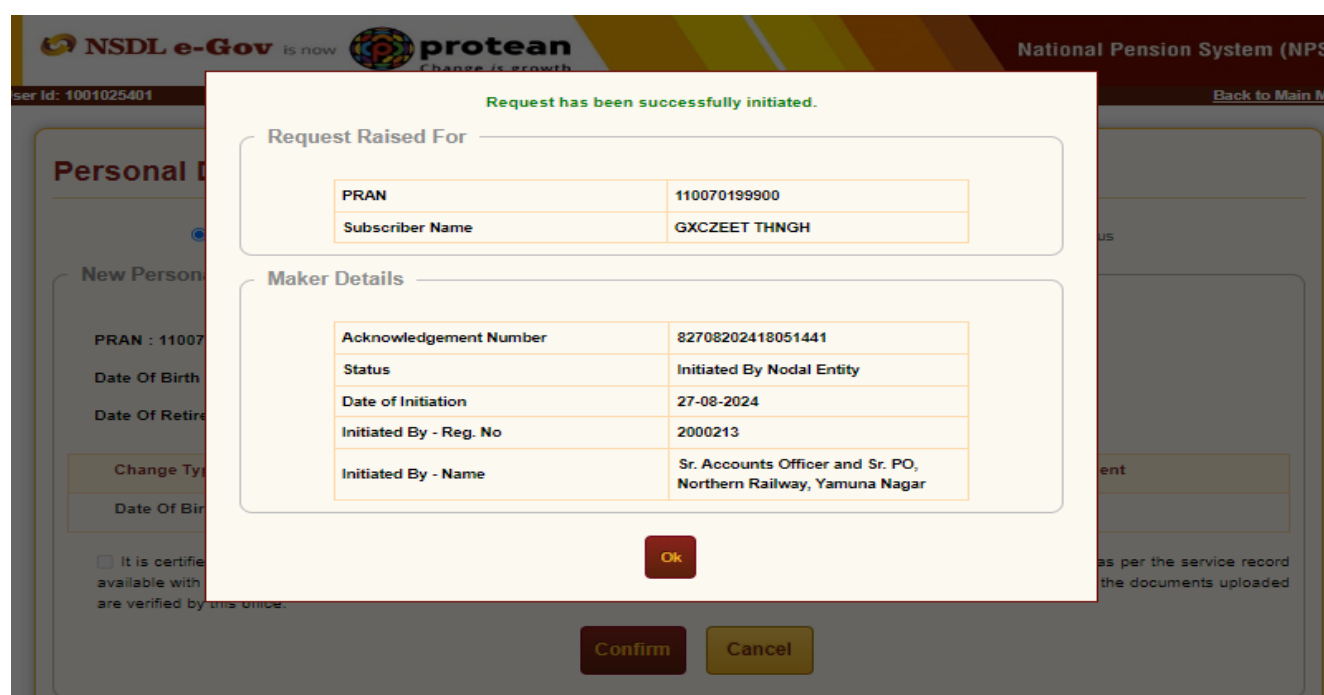
PRAN : 110070199900 Subscriber Name : GXCZEET THNGH
 Date Of Birth : 01/08/1990 Date Of Joining : 13/01/2007
 Date Of Retirement : 31/05/2031


Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

☐ 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.

Figure 37

- Details will be saved successfully and acknowledgement number will be visible on screen. (Please refer Figure 38).



NSDL e-Gov is now  protean

National Pension System (NPS)

Request has been successfully initiated.

Request Raised For

PRAN	110070199900
Subscriber Name	GXCZEET THNGH

Maker Details

Acknowledgement Number	82708202418051441
Status	Initiated By Nodal Entity
Date of Initiation	27-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Figure 38

- Status of request can be seen in CRA log in. *(Please refer Figure 39).*

Personal Details Update

☐ Initiate
 ☐ Verify
 ☐ Authorize
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	110070199900
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

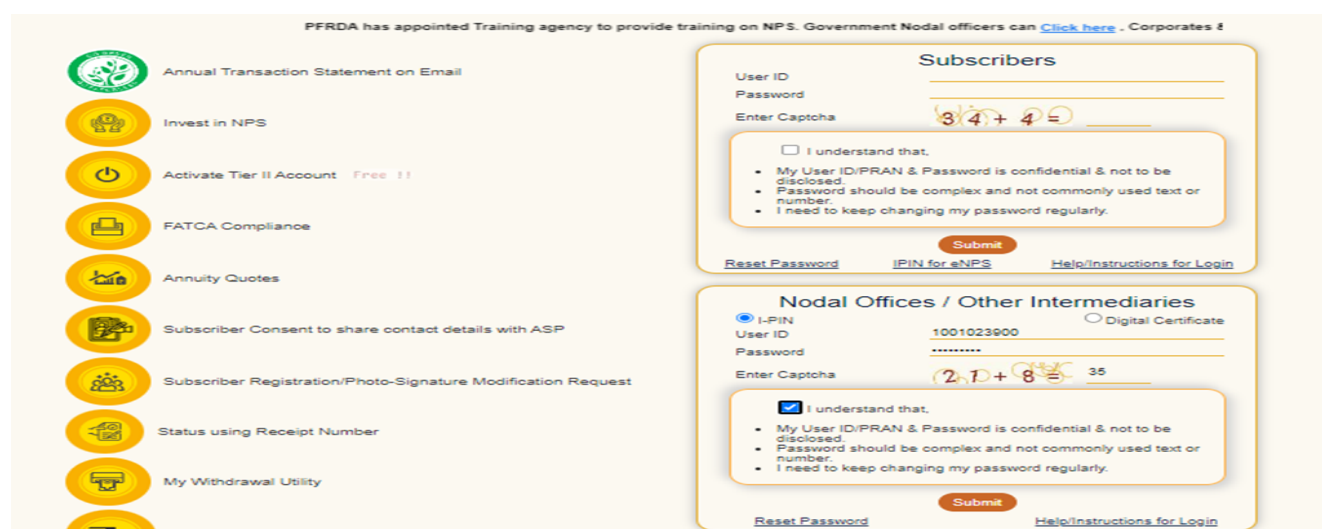
Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
82708202418051441	27-08-2024	110070199900	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Nodal Authorizer

Figure 39

B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Birth (DoB) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

- PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 40)

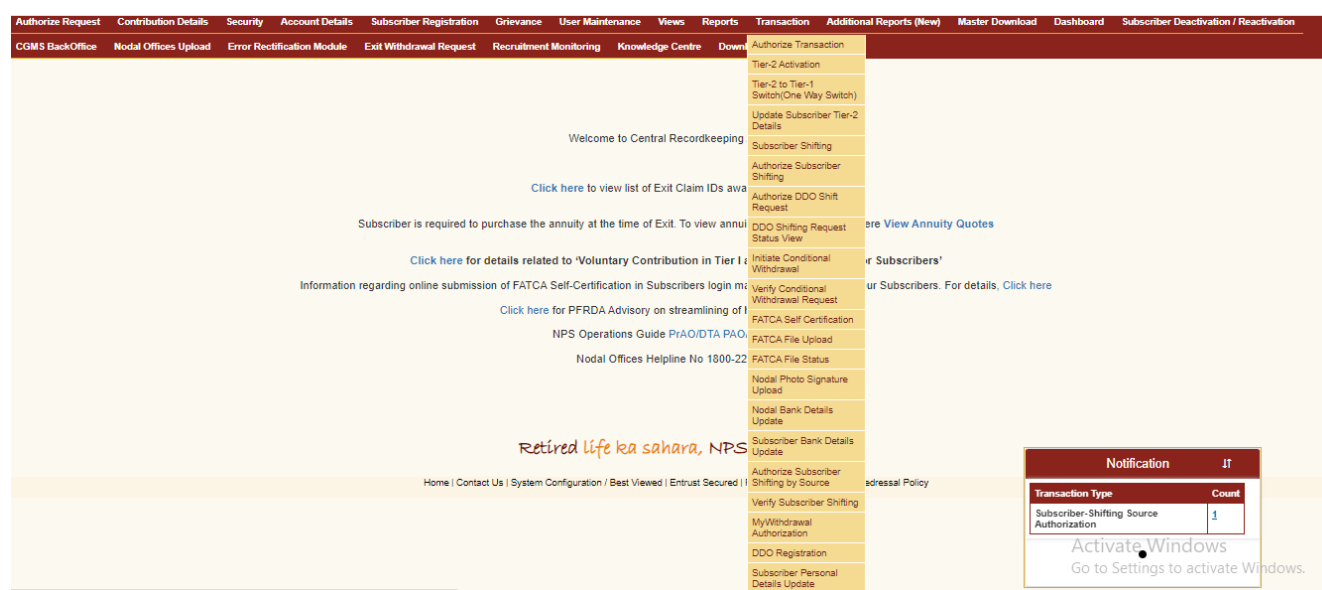


The screenshot shows the CRA portal login page. On the left is a sidebar with various service icons. The main content area has two login sections:

- Subscribers:** Fields for User ID, Password, and Enter Captcha (34 + 4 = 38). It includes a checkbox for "I understand that" with terms and conditions, and buttons for Submit, Reset Password, IPIN for eNPS, and Help/Instructions for Login.
- Nodal Offices / Other Intermediaries:** Fields for I-PIN (1001023900), User ID, Password, and Enter Captcha (2 + 8 = 35). It also includes a checkbox for "I understand that" with terms and conditions, and buttons for Submit, Reset Password, and Help/Instructions for Login.

Figure 40

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 41)



The screenshot shows the CRA portal's Transaction menu. The 'Transaction' menu is open, and 'Subscriber Personal Details Update' is selected. The menu items include:

- Authorize Transaction
- Tier-2 Activation
- Tier-2 to Tier-1 Switch (One Way Switch)
- Update Subscriber Tier-2 Details
- Subscriber Shifting
- Authorize Subscriber Shifting
- 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
- Subscriber Bank Details Update
- Authorize Subscriber Shifting by Source
- Verify Subscriber Shifting
- My Withdrawal Authorization
- DDO Registration
- Subscriber Personal Details Update

A notification box in the bottom right corner shows:

Transaction Type	Count
Subscriber-Shifting Source Authorization	1

Figure 21

- Click on option **"Authorize"**, enter PRAN details and click on **"Submit"** (Please refer Figure 42)
 (In case request is initiate by DDO office PAO/DTO office needs to verify the same before authorization)

User Id: 111014700 Back to Main Me

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number	
PRAN	110070199900
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Figure 42

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. (Please refer figure 43)

User Id: 111014700 Back to Main Menu

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number	
PRAN	110070199900
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
82708202418051441	27-08-2024	110070199900	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Approve/Reject

Figure 43

- The following details will appear on the screen (Refer figure 44)

Requested For


PRAN	110070199900
Subscriber Name	GXCZEET THNGH

Details


Acknowledgement Number	82708202418051441
Status	Initiated By Nodal Entity
Date of Initiation	27-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

[Click Here to Check Details](#)


Flow View



Nodal Initiator



Nodal Authorizer



Completed

User Name	User ID	Date	Action Taken	Remarks
Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	1001025401	27-08-2024	-	REQUEST RAISED

Close

Figure 44

- Nodal office can download and see document uploaded by maker to check the details entered. Click on **"Confirm"**. (Please refer Figure 45 and 46). ***It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that DoB to be updated is matching with service record of the office.***

User id: 111014700

[Back to Main Menu](#)

Personal Details Update

☐ Initiate

☐ Verify

☒ Authorize

☐ View Request Status

Personal Details to be Updated


PRAN : 110070199900

Subscriber Name : GXCZEET THNGH

Date Of Birth : 01/08/1990

Date Of Joining : 13/01/2007

Date Of Retirement : 31/05/2031

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

☒ 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.

Confirm

Cancel

Figure 45

User id: 111014700

[Back to Main Menu](#)

Personal Details Update

☐ Initiate

☐ Verify

☒ Authorize

☐ View Request Status

Personal Details to be Updated


PRAN : 110070199900

Subscriber Name : GXCZEET THNGH

Date Of Birth : 01/08/1990

Date Of Joining : 13/01/2007

Date Of Retirement : 31/05/2031

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

☒ Accept

☐ Reject

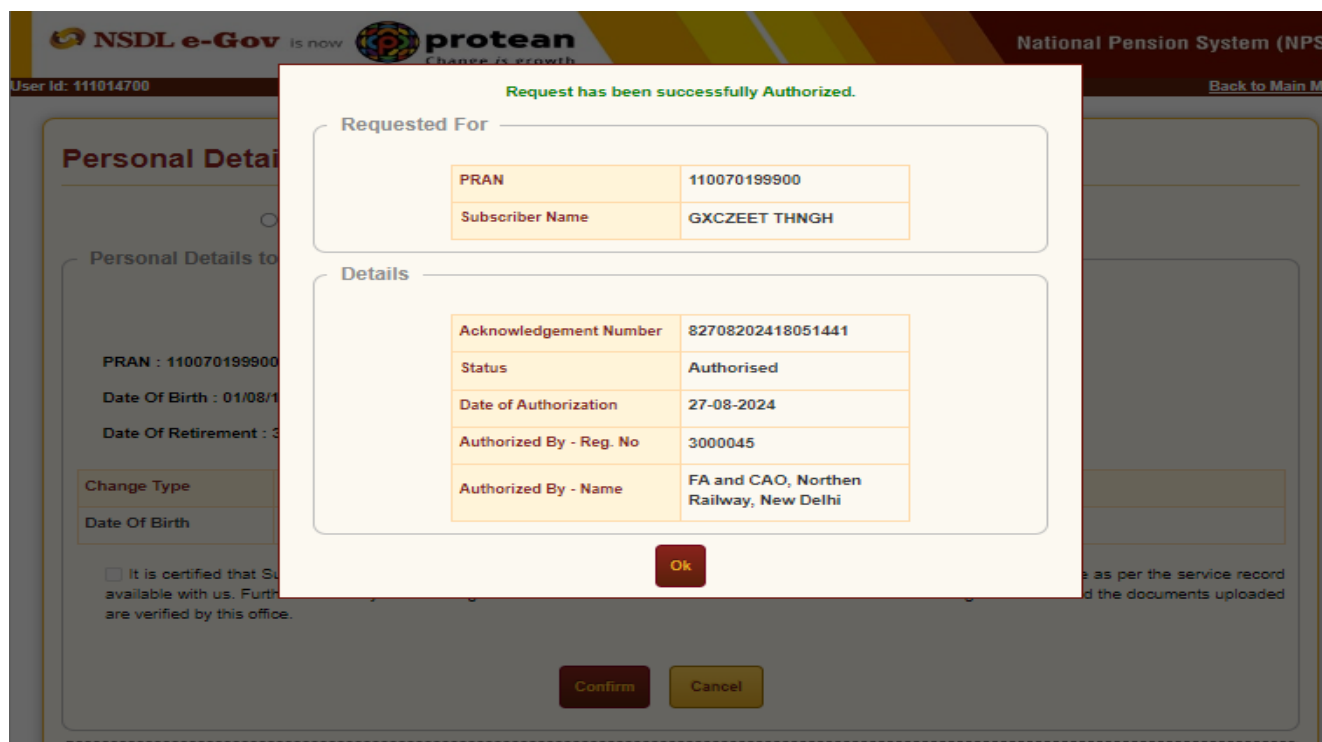
Remarks

Approve

Back

Figure 46

- The following screen will appear on successful authorization. (Please refer Figure 47)



Requested For

PRAN	110070199900
Subscriber Name	GXCZEET THNGH

Details

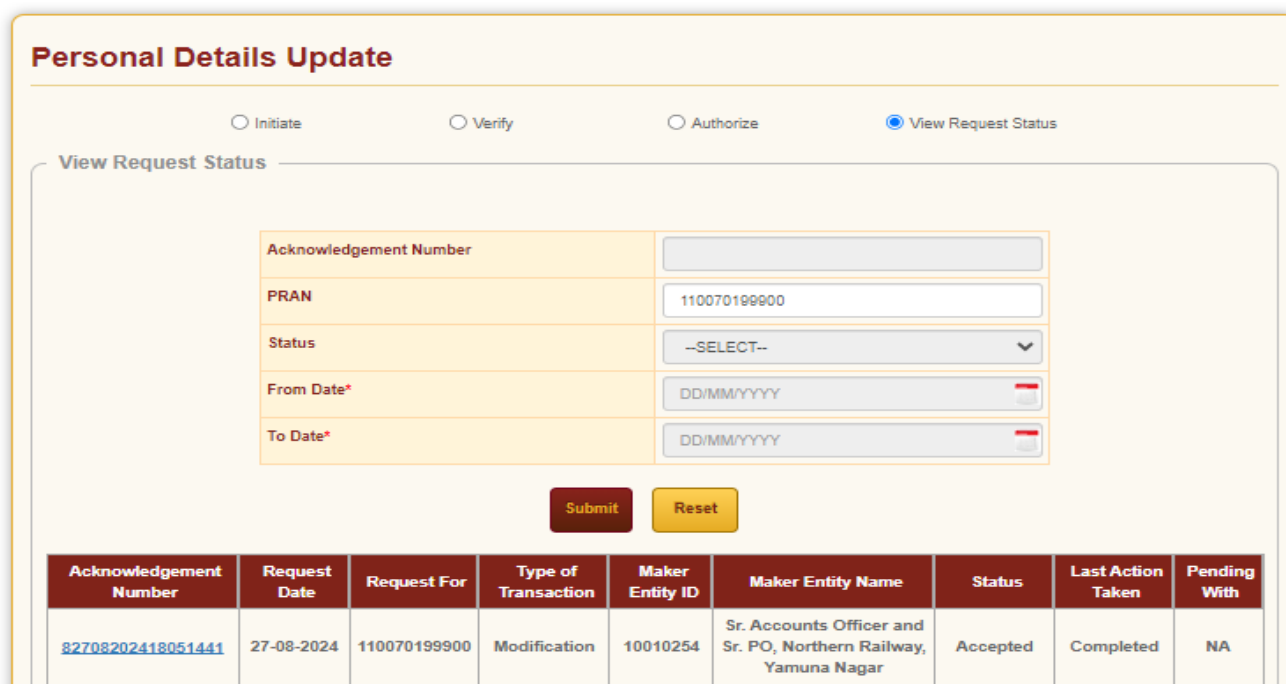
Acknowledgement Number	82708202418051441
Status	Authorised
Date of Authorization	27-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	FA and CAO, Northern Railway, New Delhi

Ok

Confirm Cancel

Figure 47

- Status of request can be seen in CRA log in. (Please refer Figure 48).



Personal Details Update

☐ Initiate
 ☐ Verify
 ☐ Authorize
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	110070199900
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
82708202418051441	27-08-2024	110070199900	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Completed	NA

Figure 48

3. Date of Joining Change Request initiation by PAO/DTO/DDO

Date of Joining (DoJ) change request Initiated by **DDO** nodal office need to be **authorized** by PAO/DTO nodal office.

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

A. Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 49)

The screenshot shows the Protean National Pension System (NPS) portal. On the left is a sidebar with various service icons. The main content area has two login sections. The top section is for 'Subscribers' and the bottom is for 'Nodal Offices / Other Intermediaries'. Both sections require a User ID, Password, and a Captcha. The Captcha for subscribers is '34 + 4 = 7' and for nodal offices is '21 + 8 = 35'. There are also links for 'Reset Password' and 'Help/Instructions for Login'.

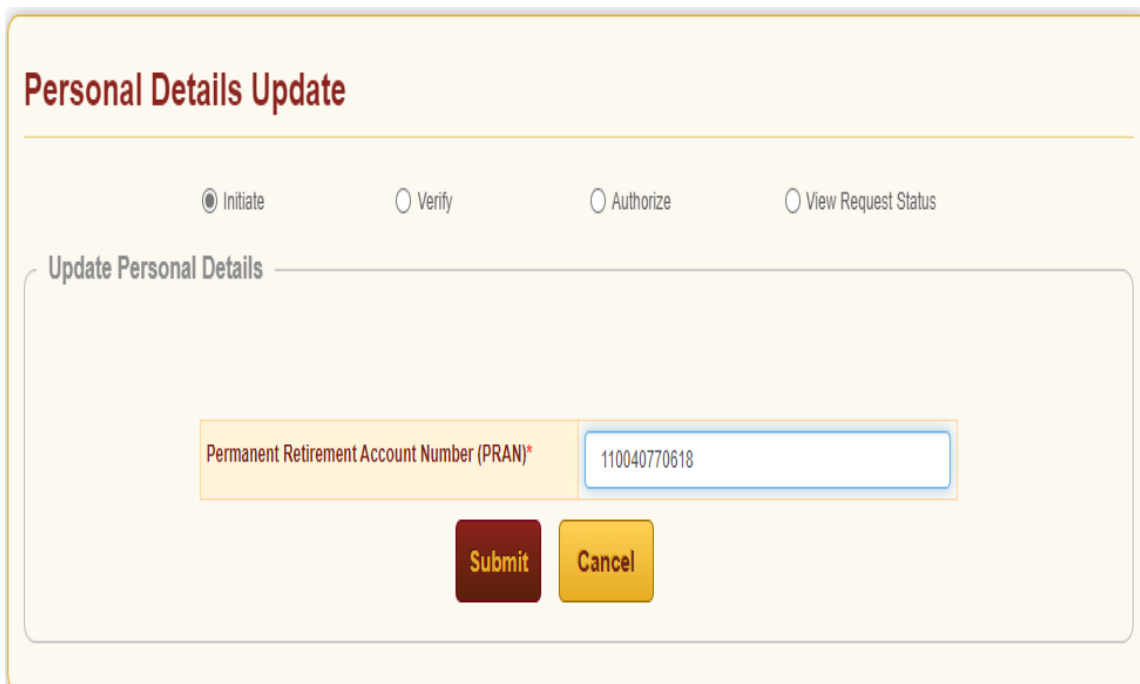
Figure 49

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 50)

The screenshot shows the Protean NPS portal with the 'Transaction' menu selected. The sub-menu 'Subscriber Personal Details Update' is highlighted. The main content area displays a welcome message from the Central Recordkeeping Agency and a list of services. A notification box in the bottom right corner shows a transaction type 'Subscriber-Shifting Source Authorization' with a count of 1.

Figure 50

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 51)



Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

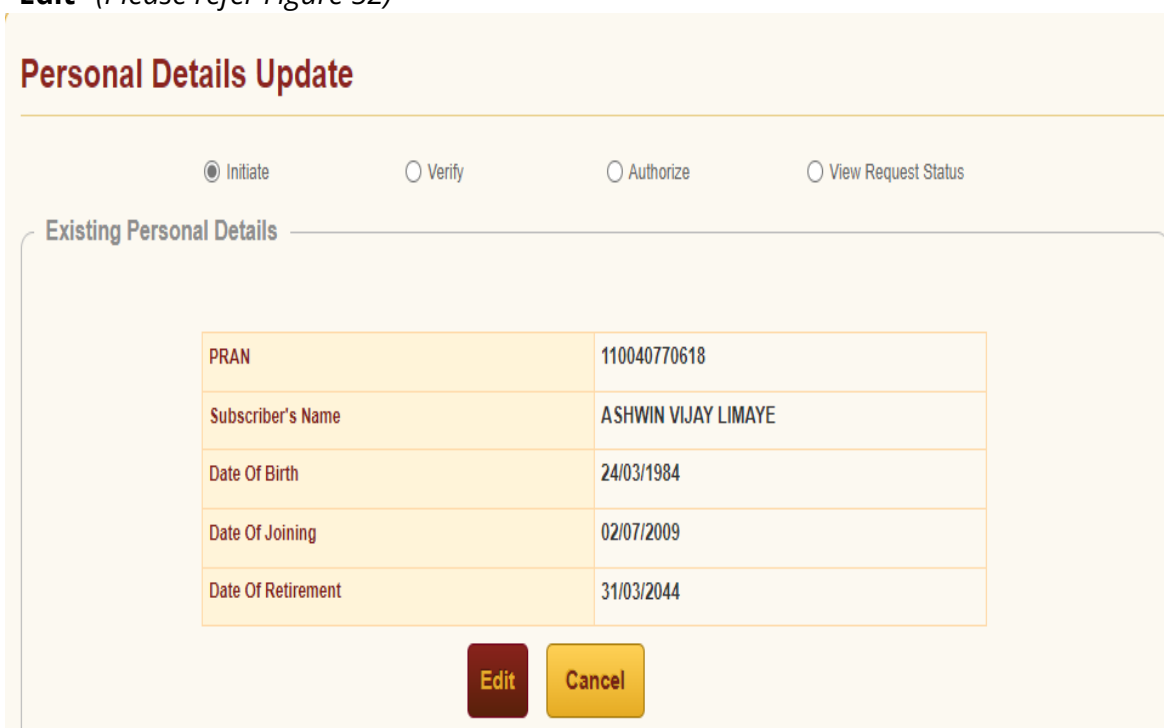
Update Personal Details

Permanent Retirement Account Number (PRAN)* 110040770618

Submit Cancel

Figure 51

- CRA system will display current details present in given PRAN and to edit the same click on **"Edit"** (Please refer Figure 52)



Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

Existing Personal Details

PRAN	110040770618
Subscriber's Name	ASHWIN VIJAY LIMAYE
Date Of Birth	24/03/1984
Date Of Joining	02/07/2009
Date Of Retirement	31/03/2044

Edit Cancel

Figure 52

- Select the Change Type, "**Date of Joining**". Select supporting proof form available list and Upload document. Tick the declaration. Click on "**Submit**" (Please refer Figure 53 and 54). **It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that DoJ to be updated is as per service record of the office**

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

PRAN: 110040770618

Subscriber Name: ASHWIN VIJAY LIMAYE

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	ASHWIN VIJAY LIMAYE	<input type="text" value="ASHWIN"/> <input type="text" value="VIJAY"/> <input type="text" value="LIMAYE"/>	--SELECT--		
<input type="radio"/> Date Of Birth	24/03/1984	<input type="text" value="24/03/1984"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen
<input checked="" type="radio"/> Date Of Joining	02/07/2009	<input type="text" value="02/07/2008"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen
<input type="radio"/> Date Of Retirement	31/03/2044	<input type="text" value="31/03/2044"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded

Figure 53

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	ASHWIN VIJAY LIMAYE	<input type="text" value="ASHWIN"/> <input type="text" value="VIJAY"/> <input type="text" value="LIMAYE"/>	--SELECT--		
<input type="radio"/> Date Of Birth	24/03/1984	<input type="text" value="24/03/1984"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen
<input checked="" type="radio"/> Date Of Joining	02/07/2009	<input type="text" value="02/07/2008"/>	APPOINTMENT/OF		<input type="button" value="Choose File"/> No fi...sen
<input type="radio"/> Date Of Retirement	31/03/2044	<input type="text" value="31/03/2044"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 54

- Updated Doj will be visible on screen click on “Confirm” to proceed. (Please refer Figure 55).

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details


PRAN : 110040770618

Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Birth : 24/03/1984

Date Of Joining : 02/07/2009

Date Of Retirement : 31/03/2044

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	

☒ 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.

Confirm

Cancel



Note

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

Figure 55

- Details will be saved successfully and acknowledgement number will be visible on screen.

(Please refer Figure 56).

National Pension System (NPS)

Id: 1001025401

Back to Main Menu

Request has been successfully initiated.

Request Raised For

PRAN	110040770618
Subscriber Name	ASHWIN VIJAY LIMAYE

Maker Details

Acknowledgement Number	82608202418051423
Status	Initiated By Nodal Entity
Date of Initiation	26-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Ok

Confirm

Cancel

Note

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.

Figure 56

B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Joining (DoJ) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2. PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 57)

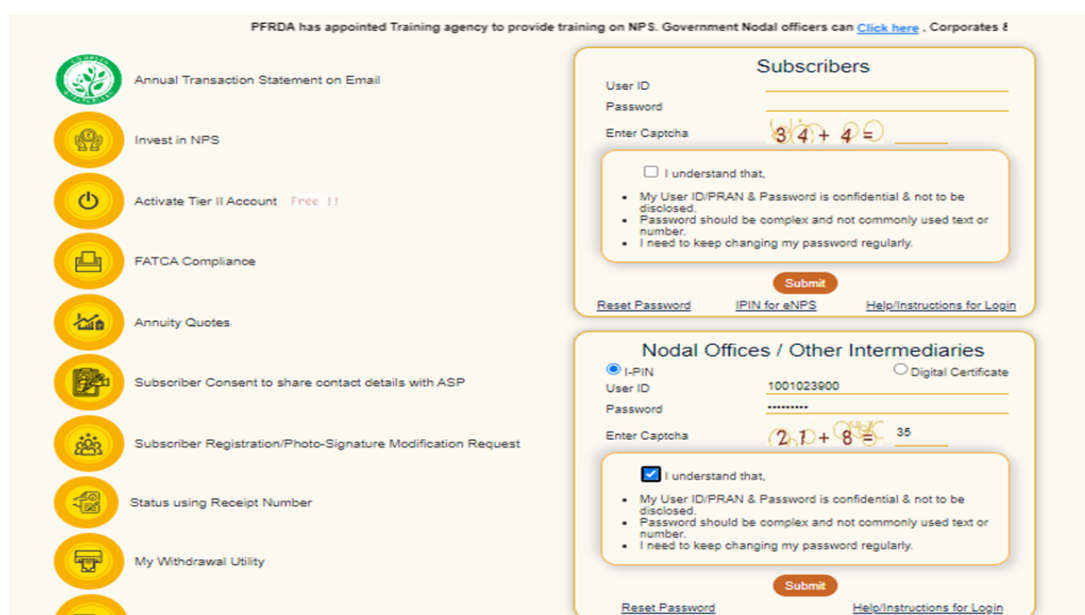


Figure 57

Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 58)

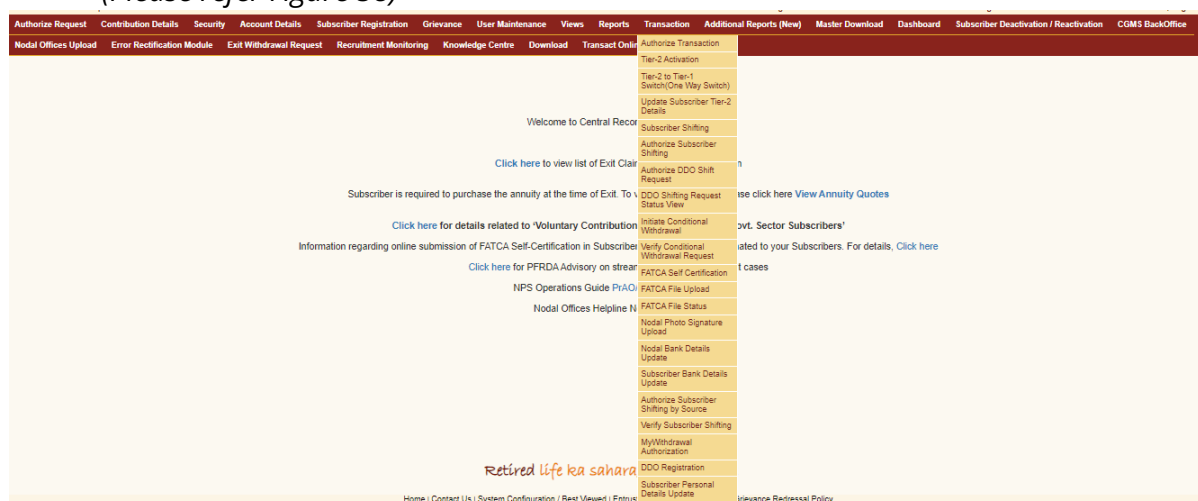


Figure 58

- Click on option **"Authorize"**, enter PRAN details and click on **"Submit"** (Please refer Figure 59)

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number	
PRAN	110040770618
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Note

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

Figure 59

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. Nodal office can download and see document uploaded by maker to check the details entered. Click on **"Accept"**. Also tick declaration (Please refer figure 60 and 61)

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number	
PRAN	110040770618
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
82608202418051423	26-08-2024	110040770618	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Approve/Reject

Note

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date

Figure 60

Personal Details Update

☐ Initiate

☐ Verify

☒ Authorize

☐ View Request Status

Personal Details to be Updated


PRAN : 110040770618

Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Birth : 24/03/1984

Date Of Joining : 02/07/2009

Date Of Retirement : 31/03/2044

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

☒ Accept

☐ Reject

Remarks

Approve

Back

Figure 61

- Nodal office needs to verify confirmation screen and Click on “Confirm” (Please refer figure 62). ***It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that DoJ to be updated is as per service record of the office***

Personal Details Update

☐ Initiate

☐ Verify

☒ Authorize

☐ View Request Status

Personal Details to be Updated


PRAN : 110040770618

Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Birth : 24/03/1984

Date Of Joining : 02/07/2009

Date Of Retirement : 31/03/2044

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	

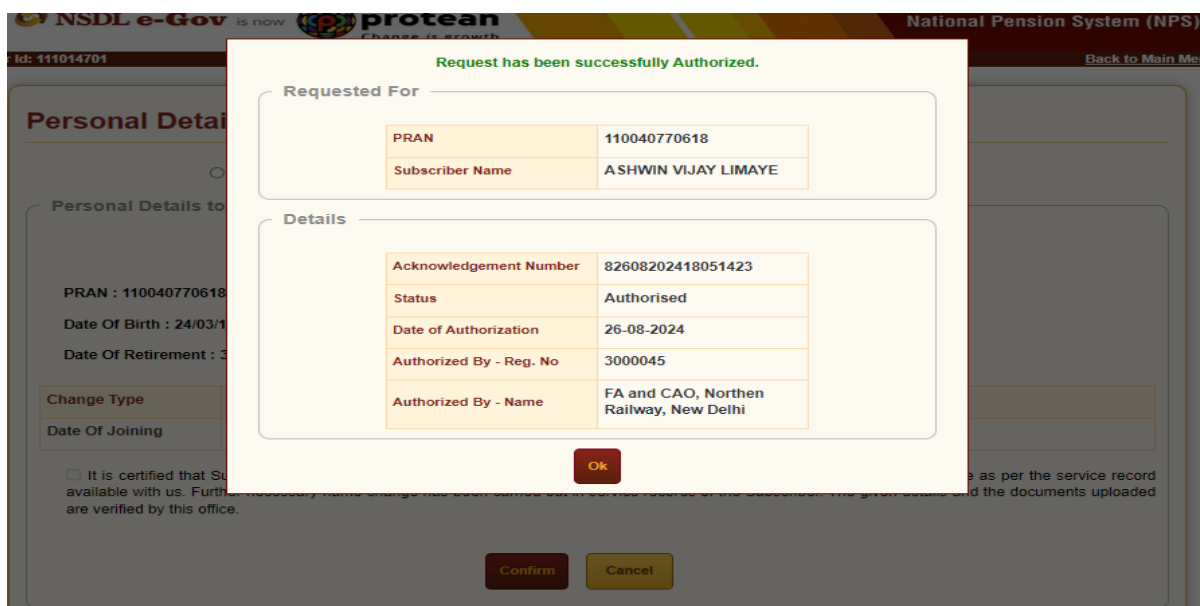
☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Confirm

Cancel

Figure 62

- The following screen will appear on successful authorization. (Please refer Figure 63)



Request has been successfully Authorized.

Requested For

PRAN	110040770618
Subscriber Name	ASHWIN VIJAY LIMAYE

Details

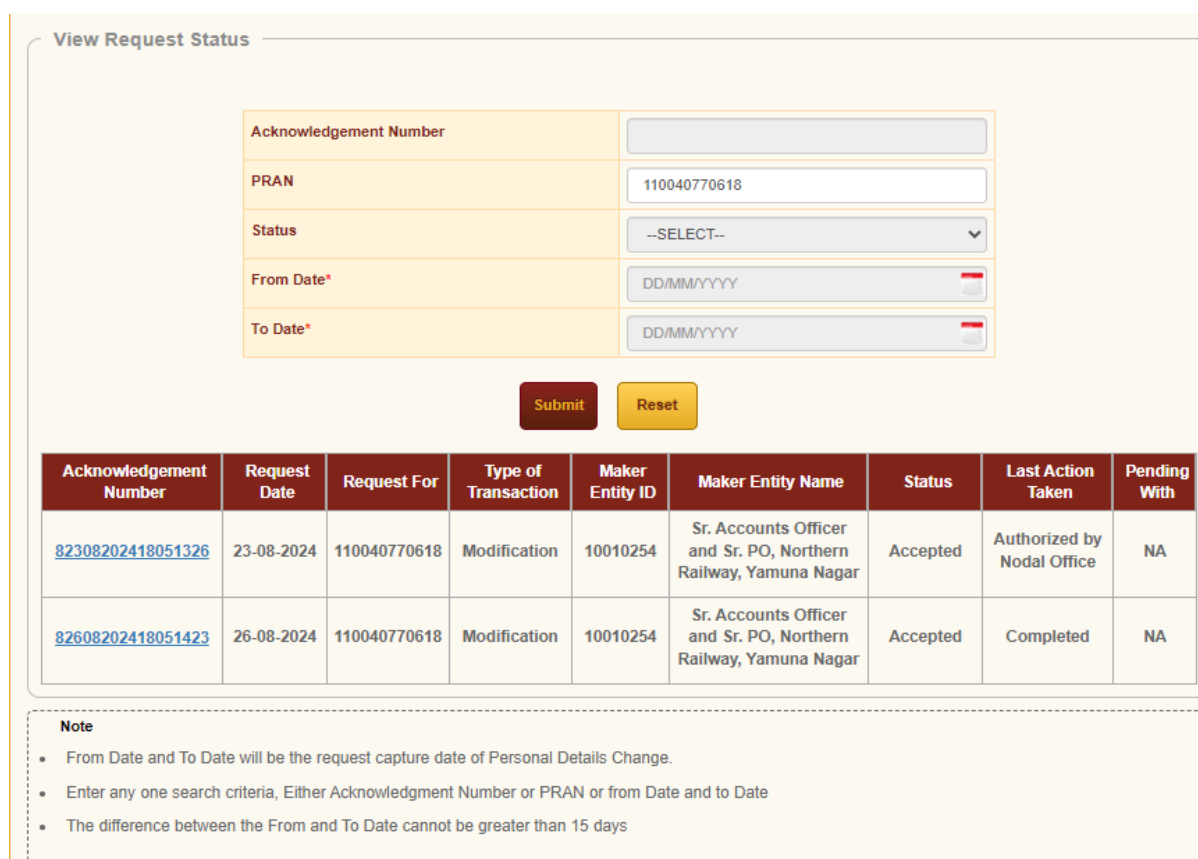
Acknowledgement Number	82608202418051423
Status	Authorised
Date of Authorization	26-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	FA and CAO, Northern Railway, New Delhi

Ok

Confirm Cancel

Figure 63

- Status of request can be seen in CRA log in. (Please refer Figure 64).



View Request Status

Acknowledgement Number	
PRAN	110040770618
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
82308202418051326	23-08-2024	110040770618	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Authorized by Nodal Office	NA
82608202418051423	26-08-2024	110040770618	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Completed	NA

Note

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

Figure 64

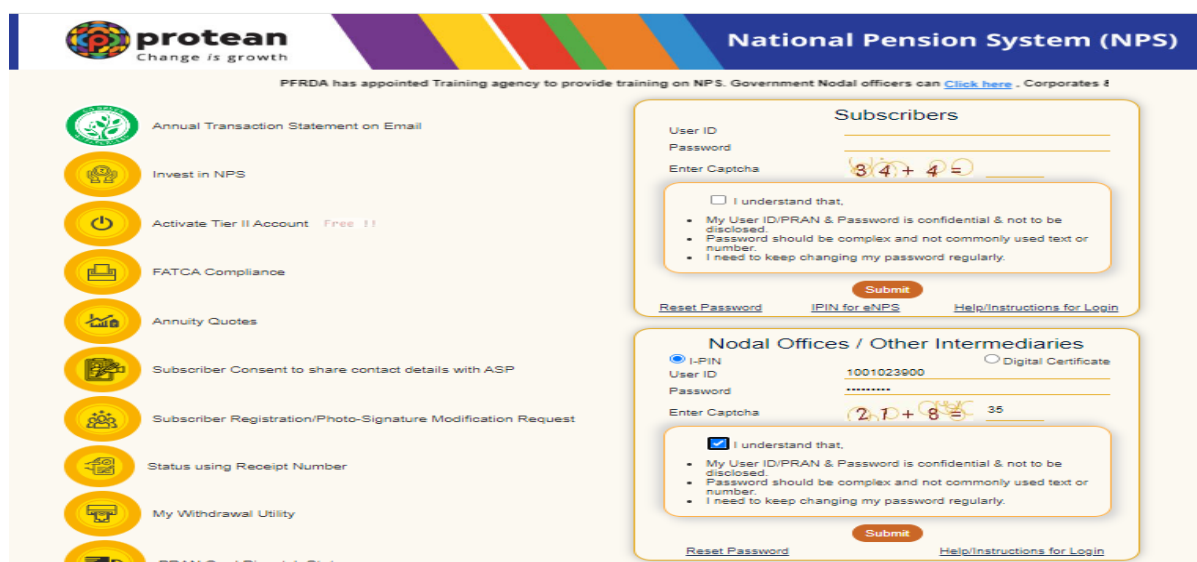
4. Modification in Date of Retirement:

Date of Retirement (DoR) change request Initiated by **DDO** nodal office need to be **authorized** by PAO/DTO nodal office.

Date of Retirement (DoR) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

A. Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 65)



The screenshot displays the National Pension System (NPS) portal interface. On the left, there is a sidebar with various service icons and labels: Annual Transaction Statement on Email, Invest in NPS, Activate Tier II Account (Free !!), FATCA Compliance, Annuity Quotes, Subscriber Consent to share contact details with ASP, Subscriber Registration/Photo-Signature Modification Request, Status using Receipt Number, My Withdrawal Utility, and PRAN Card Dispatch Status. The main content area is divided into two sections: 'Subscribers' and 'Nodal Offices / Other Intermediaries'. Both sections contain login fields for User ID, Password, and a Captcha. The 'Subscribers' section has a 'Submit' button and links for 'Reset Password' and 'Help/Instructions for Login'. The 'Nodal Offices / Other Intermediaries' section has a 'Submit' button and links for 'Reset Password' and 'Help/Instructions for Login'. A disclaimer box is present below the login fields in both sections, stating that the User ID/PRAN & Password is confidential and should be kept secure.

Figure 65

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 66)

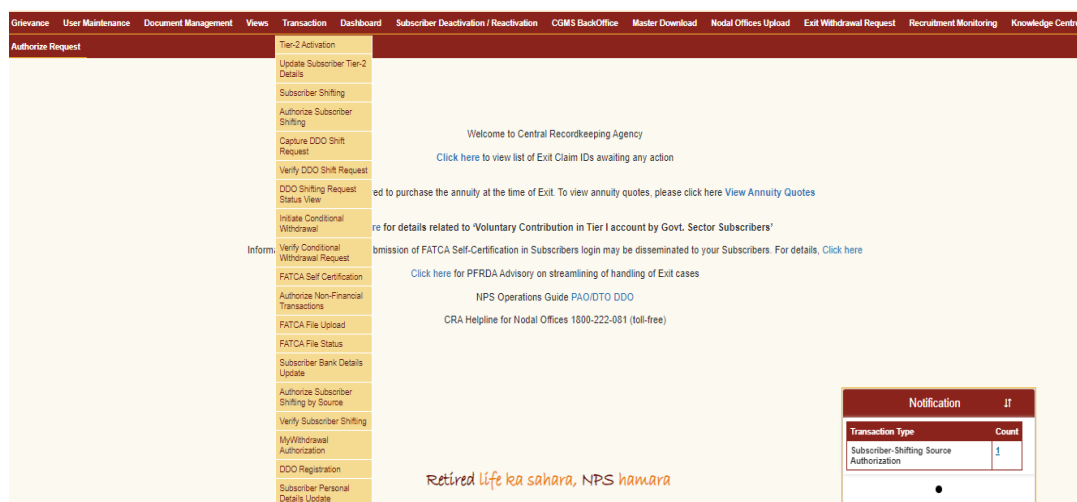
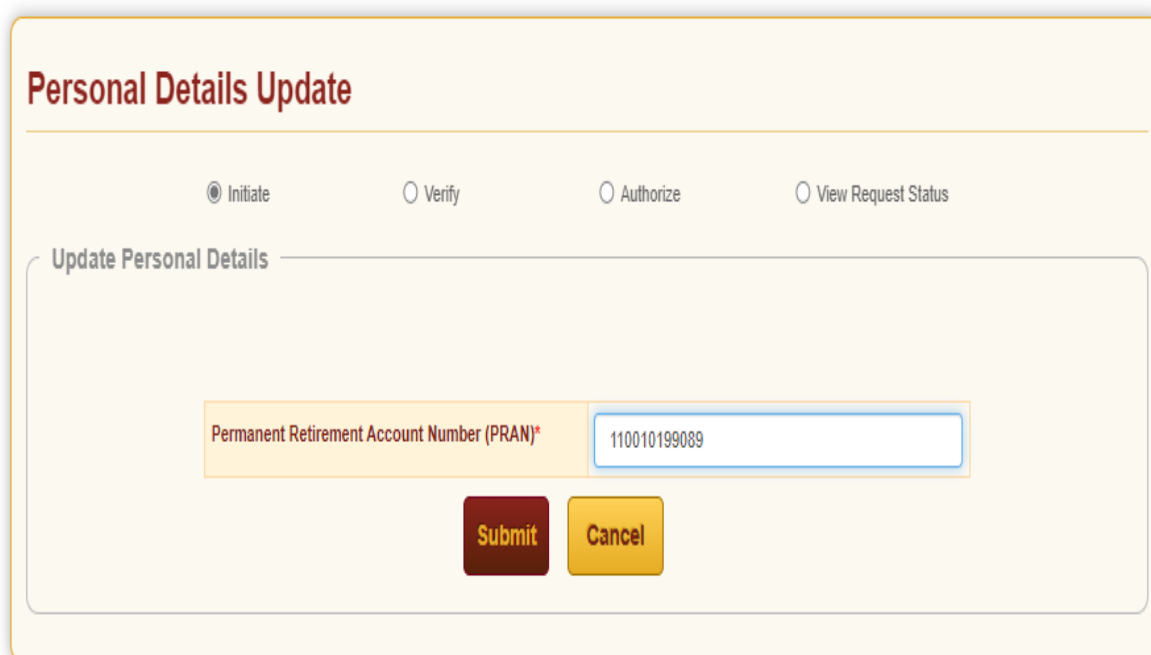


Figure 66

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



The screenshot shows the 'Personal Details Update' form. The form has four tabs: 'Initiate' (selected), 'Verify', 'Authorize', and 'View Request Status'. Below the tabs, there is a section titled 'Update Personal Details'. Within this section, there is a label 'Permanent Retirement Account Number (PRAN)*' and a text input field containing the value '110010199089'. Below the input field, there are two buttons: 'Submit' and 'Cancel'.

Figure 67

- CRA system will display current details present in given PRAN and to edit the same click on **"Edit"** (Please refer Figure 68)

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

Existing Personal Details

PRAN	110010199089
Subscriber's Name	Vaibhav Vivek Gholap
Date Of Birth	16/09/1980
Date Of Joining	27/01/2007
Date Of Retirement	30/09/2040

Edit

Cancel

Note

- All dates are in dd/mm/yyyy format

Figure 68

- Select the Change Type as **"Date of Retirement"**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **"Submit"** (Please refer Figure 69 and 70). ***It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that DoR to be updated is as per service record of the office***

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

PRAN: 110010199089 Subscriber Name: Vaibhav Vivek Gholap

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	Vaibhav Vivek Gholap	<input type="text" value="VAIBHAV"/> <input type="text" value="VIVEK"/> <input type="text" value="GHOLAP"/>	--SELECT--		
<input type="radio"/> Date Of Birth	16/09/1980	<input type="text" value="16/09/1980"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining	27/01/2007	<input type="text" value="27/01/2007"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen
<input checked="" type="radio"/> Date Of Retirement	30/09/2040	<input type="text" value="30/09/2044"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 69

New Personal Details

PRAN: 110010199089 Subscriber Name: Vaibhav Vivek Gholap

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	Vaibhav Vivek Gholap	<input type="text" value="VAIBHAV"/> <input type="text" value="VIVEK"/> <input type="text" value="GHOLAP"/>	--SELECT--		
<input type="radio"/> Date Of Birth	16/09/1980	<input type="text" value="16/09/1980"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining	27/01/2007	<input type="text" value="27/01/2007"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen
<input checked="" type="radio"/> Date Of Retirement	30/09/2040	<input type="text" value="30/09/2044"/>	EMPLOYEE ID CARD	<input type="button" value="Choose File"/> pus...1).pdf	

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 70

- Updated DoR will be visible on screen click on "Confirm" to proceed. (Please refer Figure 71).

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details


PRAN : 110010199089

Subscriber Name : Vaibhav Vivek Gholap

Date Of Birth : 16/09/1980

Date Of Joining : 27/01/2007

Date Of Retirement : 30/09/2040

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/09/2040	30/09/2044	

☒ 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.

Confirm


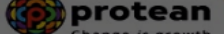
Cancel

Note

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

Figure 71

- Details will be saved successfully and acknowledgement number will be visible on screen. (Please refer Figure 72).



National Pension System (NPS)

Id: 1001025401

Back to Main Me

Request has been successfully initiated.

Request Raised For

PRAN	110010199089
Subscriber Name	Vaibhav Vivek Gholap

Maker Details

Acknowledgement Number	82608202418051424
Status	Initiated By Nodal Entity
Date of Initiation	26-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Ok

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details


PRAN : 110010199089

Subscriber Name : Vaibhav Vivek Gholap

Date Of Birth : 16/09/1980

Date Of Joining : 27/01/2007

Date Of Retirement : 30/09/2040

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/09/2040	30/09/2044	

☐ 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.

Confirm

Cancel

Note

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

Figure 72

B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Retirement (DoR) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO/PrAO/DTA nodal office User 2. PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 73)

The screenshot shows the CRA portal login interface. On the left is a sidebar with various service icons and links. The main content area has two login sections:

- Subscribers:** Includes fields for User ID, Password, and a Captcha (34 + 4 = 38). It also has a checkbox for "I understand that..." with terms and conditions, a "Submit" button, and links for "Reset Password", "IPIN for eNPS", and "Help/Instructions for Login".
- Nodal Offices / Other Intermediaries:** Includes fields for I-PIN, User ID (1001023900), Password, and a Captcha (21 + 8 = 35). It also has a checkbox for "I understand that..." with terms and conditions, a "Submit" button, and links for "Reset Password" and "Help/Instructions for Login".

Figure 73

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 74)

The screenshot shows the CRA portal's main menu. The 'Transaction' menu item is highlighted, and its sub-menu is displayed. The sub-menu includes the following options:

- Authorize Transaction
- Tier-2 Activation
- Tier-2 to Tier-1 Switch (One Way Switch)
- Update Subscriber Tier-2 Details
- Welcome to Central Record
- Subscriber Shifting
- Authorize Subscriber Shifting
- Click here to view list of Exit Claimants
- Subscriber is required to purchase the annuity at the time of Exit. To view details, click here [View Annuity Quotes](#)
- Click here for details related to 'Voluntary Contribution'
- Information regarding online submission of FATCA Self-Certification in Subscriber
- Click here for PFRDA Advisory on streamlining the process for FATCA Self-Certification
- NPS Operations Guide (PrAO/DTA)
- Nodal Offices Helpline Number
- FATCA File Upload
- FATCA File Status
- Nodal Photo Signature Upload
- Nodal Bank Details Update
- Subscriber Bank Details Update
- Authorize Subscriber Shifting by Source
- Verify Subscriber Shifting
- MyWithdrawal Authorization
- DDO Registration
- Subscriber Personal Details Update

Figure 74

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

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number

PRAN

110010199088

From Date*

DD/MM/YYYY

To Date*

DD/MM/YYYY

Submit

Reset

Note

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

Figure 75

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. Nodal office can download and see document uploaded by maker to check the details entered. Click on **“Accept”**. Also tick declaration (Please refer figure 76 and 77). ***It is the responsibility of the office to check veracity of documents as provided by the subscriber. Also, the office has to ensure that DoR to be updated is as per service record of the office***

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number

PRAN

110010199089

From Date*

DD/MM/YYYY

To Date*

DD/MM/YYYY

Submit

Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
82608202418051424	26-08-2024	110010199089	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Approve/Reject

Note

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

Figure 76

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Personal Details to be Updated


PRAN : 110010199089

Subscriber Name : VAIBHAV VIVEK GHOLAP

Date Of Birth : 16/09/1980

Date Of Joining : 27/01/2007

Date Of Retirement : 30/09/2040

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/09/2040	30/09/2044	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

☒ Accept
 ☐ Reject

Remarks

Approve

Back

Figure 77

- Nodal office needs to verify confirmation screen and Click on “Confirm” (Please refer figure 78)

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Personal Details to be Updated


PRAN : 110010199089

Subscriber Name : VAIBHAV VIVEK GHOLAP

Date Of Birth : 16/09/1980

Date Of Joining : 27/01/2007

Date Of Retirement : 30/09/2040

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/09/2040	30/09/2044	

☒ 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.

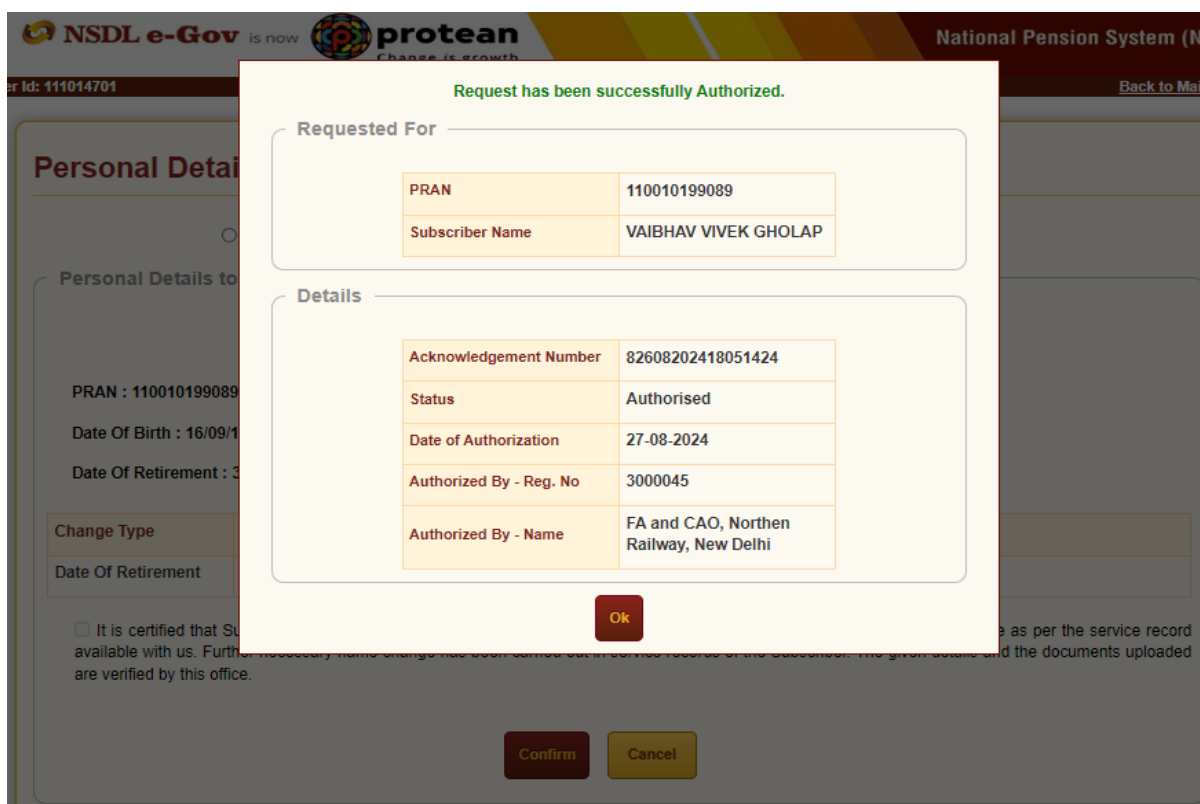
Confirm

Cancel

Note

Figure 78

- The following screen will appear on successful authorization. (Please refer Figure 79)



Request has been successfully Authorized.

Requested For

PRAN	110010199089
Subscriber Name	VAIBHAV VIVEK GHOLAP

Details

Acknowledgement Number	82608202418051424
Status	Authorised
Date of Authorization	27-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	FA and CAO, Northern Railway, New Delhi

Ok

Confirm Cancel

Figure 79