

Protean eGov Technologies Limited



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STANDARD OPERATING PROCEDURE (SoP)

**Change in UPS Subscriber's Personal Core Details by Nodal Office
Version 1.0**

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REVISION HISTORY

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

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Background:**Existing Process:**

The Subscriber is required to submit duly filled and signed **Subscriber Change request Form -S2** and supporting proofs to concerned DDO/PAO office for the changes which may be required in:

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

After verifying the physical copy of S2 form and supporting proofs, DDO shall forward Subscriber details change request along with the supporting documents to concerned PAO or PrAO office for onward submission to CRA.

Subsequently, PAO or PrAO office shall provide the said request to CRA along with details mentioned in their letter signed by authorized signatory . The same can be submitted either through physical mode or through registered email ID of PAO or PrAO with scanned copies of S2 Form and supporting documents).

When received at CRA, the official shall verify the documents as provided by Nodal Office and processes the Subscriber details change request (in case no discrepancy observed) through maker/checker concept. In case of any discrepancy observed, the same is being informed to the Nodal office, accordingly.

Revised Process:

The earlier process involved submission of documents to CRA and processing of the same at CRA end through its login.

As the offices are engaged with their employees, it would be convenient if the said modification request can be able to process by mapped nodal offices itself through their respective logins.

In view of the same, a new functionality is developed wherein UPS Subscriber's Core Details Modification can get processed through mapped nodal office itself.

UPS Claim Benefit requests which are reassigned "**Back to DDO**" by NPS Trust on account of mismatch in DoR/Name etc can be rectified by following the process provided below. The process is similar to the modification process followed for change requests under NPS as well.

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

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

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

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

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

Flow Matrix for DoB/DoJ/DoR Change Request		
Request Initiation	Verification	Authorization
DDO	PAO	PAO
(User 1)	-	(User 2)
PrAO (User 1)	-	PrAO (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 Acknowledgement ID which is generated needs to be Authorised within 15 days of initiation, else the Ack. ID shall be Auto-Cancelled in the CRA system.

1. Modification in Subscriber Name**A. Name Change Request initiation by PAO/DDO**

- DDO/PAO office will log in to CRA transaction website : <https://cra.nps-proteantech.in/CRA/>. Enter "**User ID**" and password click on "**Submit**" (Please refer Figure 1). Enter Aadhaar ID details and OTP for Aadhaar based login.

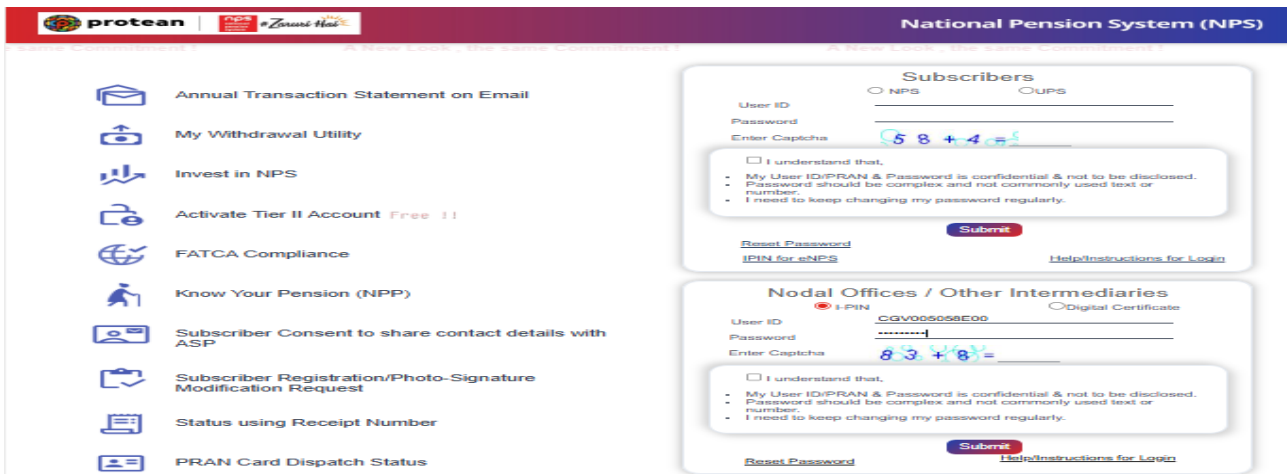


Figure 1

- Click on option **“Subscriber maintenance”** and sub menu **“ Update Name_DoB_DoR_DoJ”** (Please refer Figure 2)

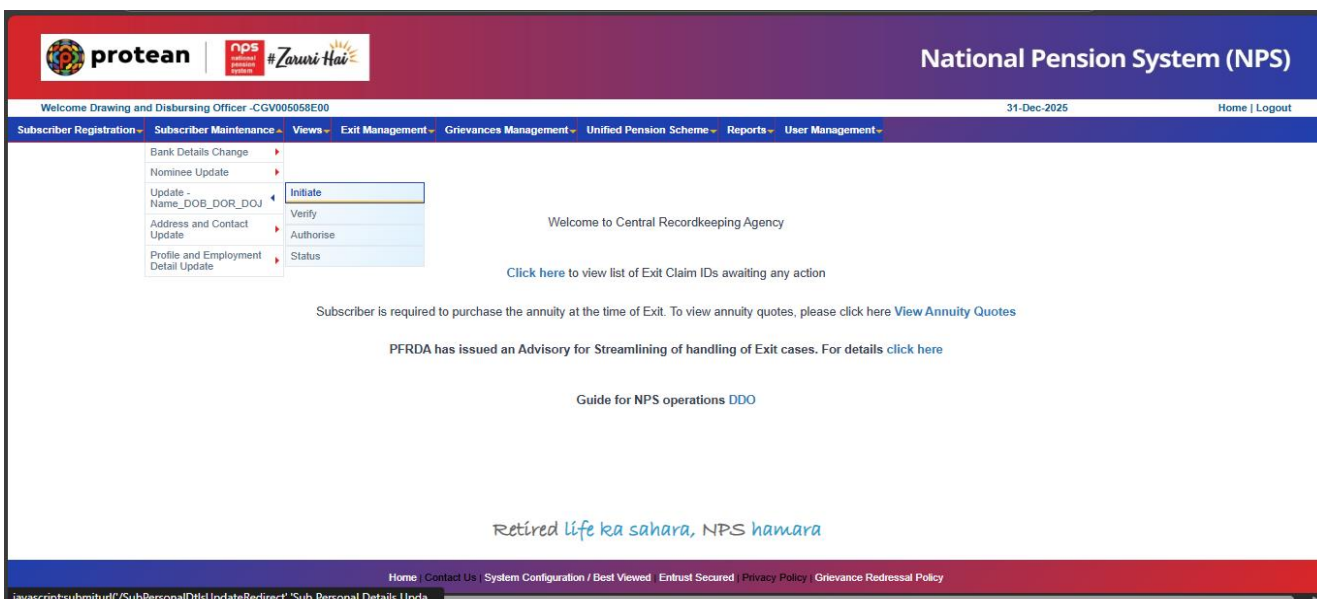


Figure 2

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

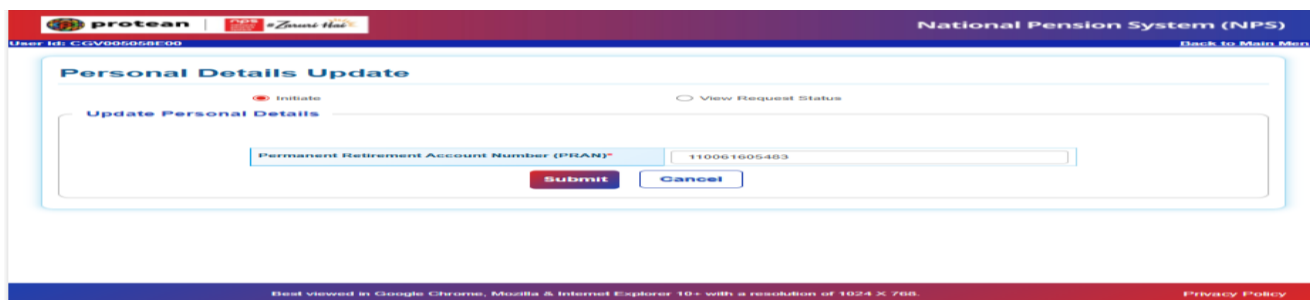


Figure 3

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

Figure 4

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

Figure 5

- Upload the supporting documents as a proof for name change and tick on the declaration. Select for physical card PRAN card option in case new card is required and click on **"Submit"** (Please refer Figure 6 and 7).

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.

Physical PRAN Card Required? NO

Note:

- 1) Revised ePRAN Card can be downloaded after authorization from subscriber login.
- 2) Re-print of PRAN Card through this mode is a billable transaction and units pertaining to the charges will be redeemed from your PRAN. For details of charges, please visit <https://www.npskra.nsdli.co.in>

Submit
Cancel

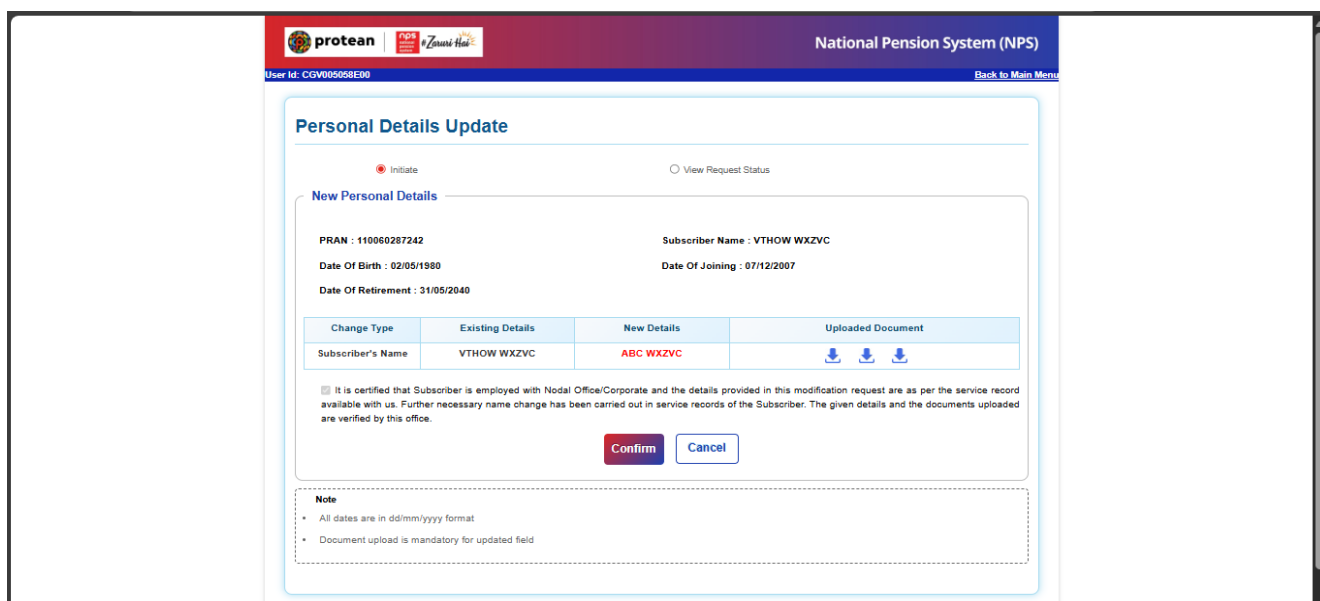
Note

- 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.
- Name change documents should be in *.jpeg, *.jpg, *.png or *.pdf format. Size of document should be between 2 KB to 2 MB.

Figure 6 & Figure 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. (The office needs to tick on the box confirming the same as mentioned above in figure 7)




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



The screenshot shows the 'Personal Details Update' form in the National Pension System (NPS) portal. At the top, there are logos for protean, NPS, and 'Zameer Hai'. The user ID is CGV05058E90. The form has two radio buttons: 'Initiate' (selected) and 'View Request Status'. Below this is a section for 'New Personal Details' with the following information:

- PRAN : 110060287242
- Subscriber Name : VTHOW WXZVC
- Date Of Birth : 02/05/1980
- Date Of Joining : 07/12/2007
- Date Of Retirement : 31/05/2040

A table compares 'Existing Details' and 'New Details' for the Subscriber's Name:

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	VTHOW WXZVC	ABC WXZVC	  

Below the table is a checkbox for the certification statement: "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." There are 'Confirm' and 'Cancel' buttons at the bottom. A 'Note' section at the bottom provides additional instructions on date formats and document requirements.

Figure 8

- The request will be captured successfully, and acknowledgement number (ACK ID) will be displayed on screen. (Please refer Figure 9).

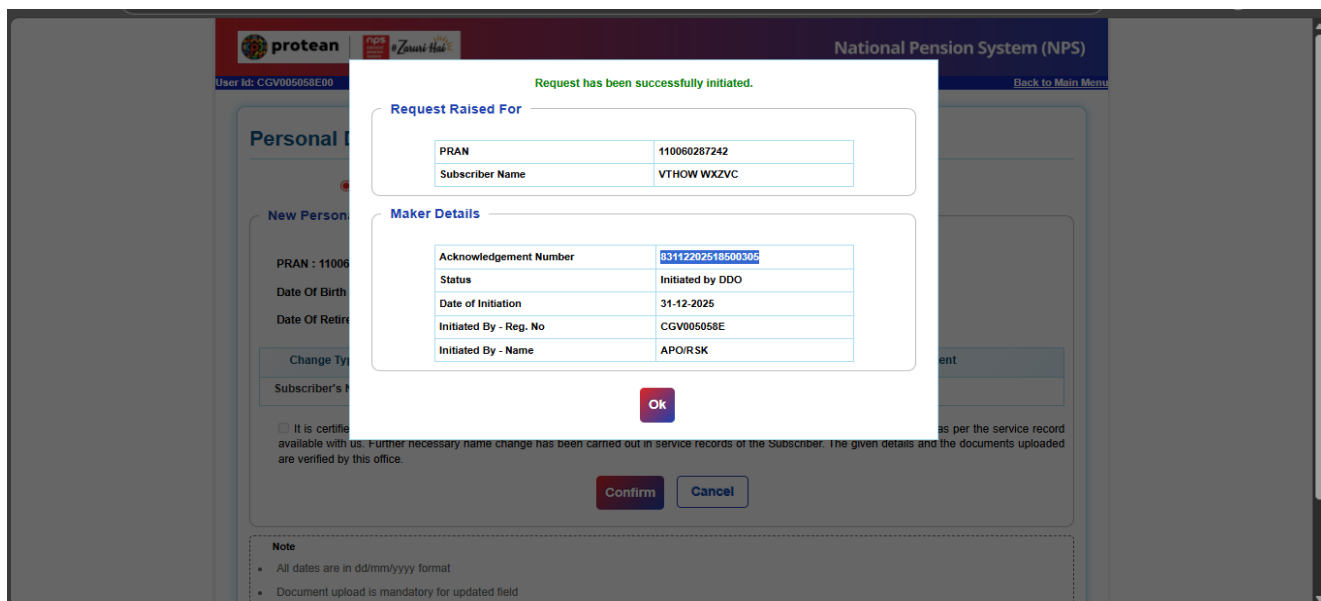


Figure 9

- The office can check the status of the ACK ID in its login. To view the status of a request, click on "Subscriber maintenance" → and sub menu " **Update Name_DoB_DoR_DoJ**" → "View Request Status"-> "Submit" Please refer Figure 10 and 11).

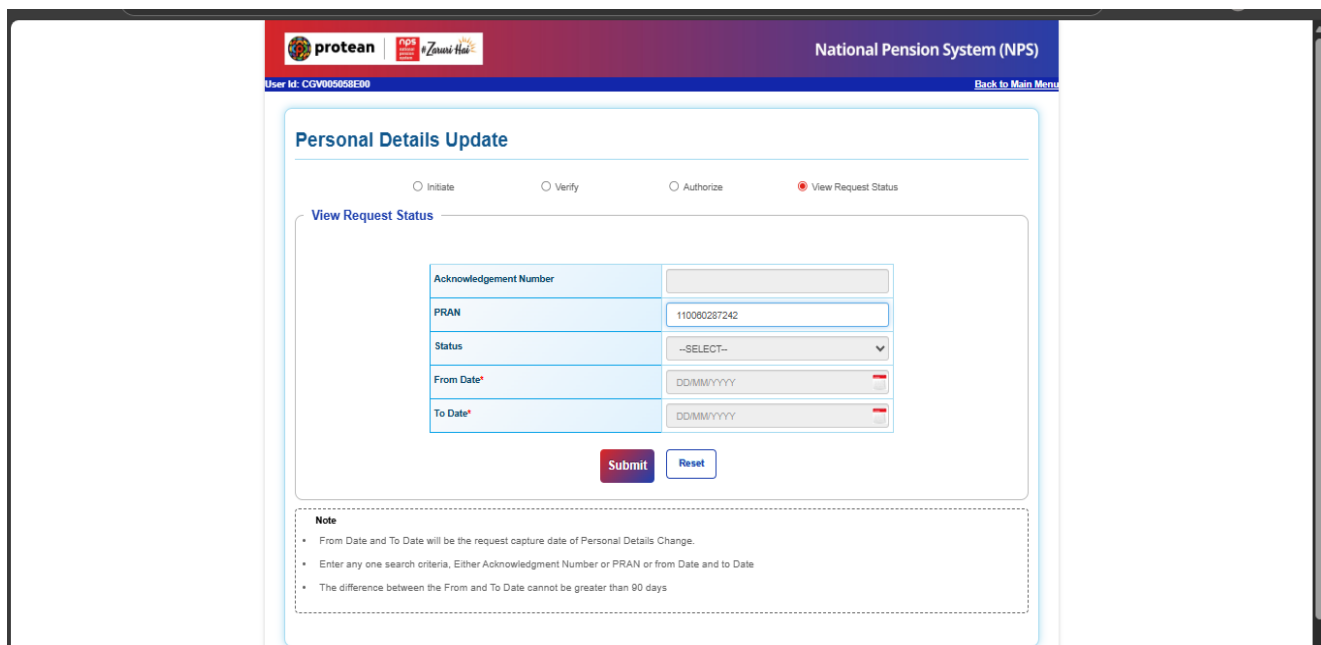


Figure 10

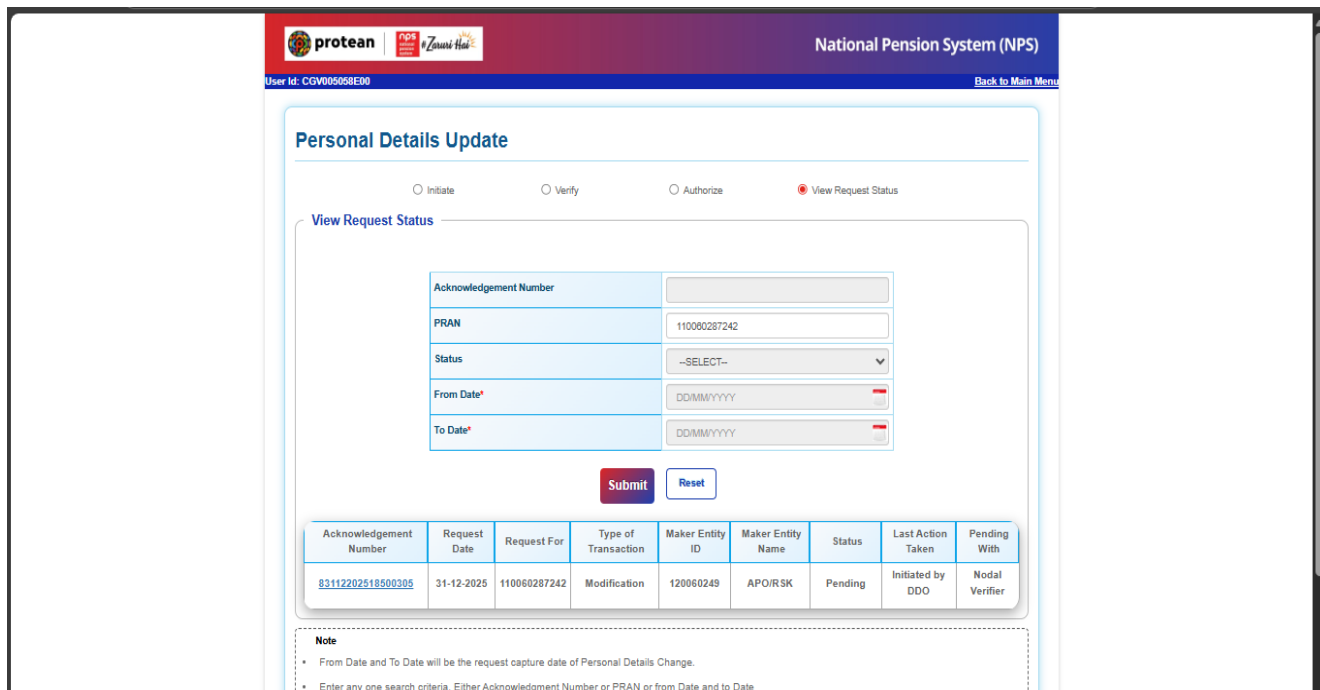


Figure 11

B. Name Change Request Verification office

Name change request initiated by DDO nodal office needs to be **verified by nodal office** for further authorization by PrAO/DTA office.

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

Verification of request by PAO:

- Nodal office will log in to CRA portal CRA: <https://cra.nps-proteantech.in/CRA/> Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 12). Enter Aadhaar ID details and OTP for Aadhaar based login.

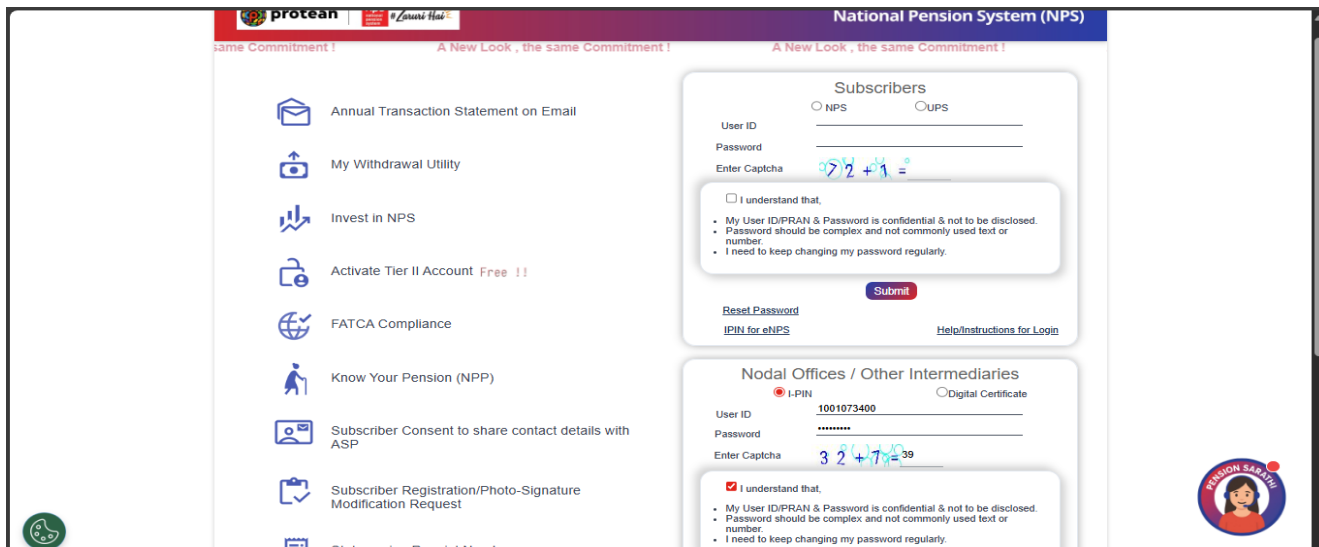


Figure 12

➤ Click on option "Subscriber Maintenance"--> and sub menu "Update Name_DoB_DoR_DoJ"--> "Verify". Enter PRAN/acknowledgement ID. Click on "Submit."

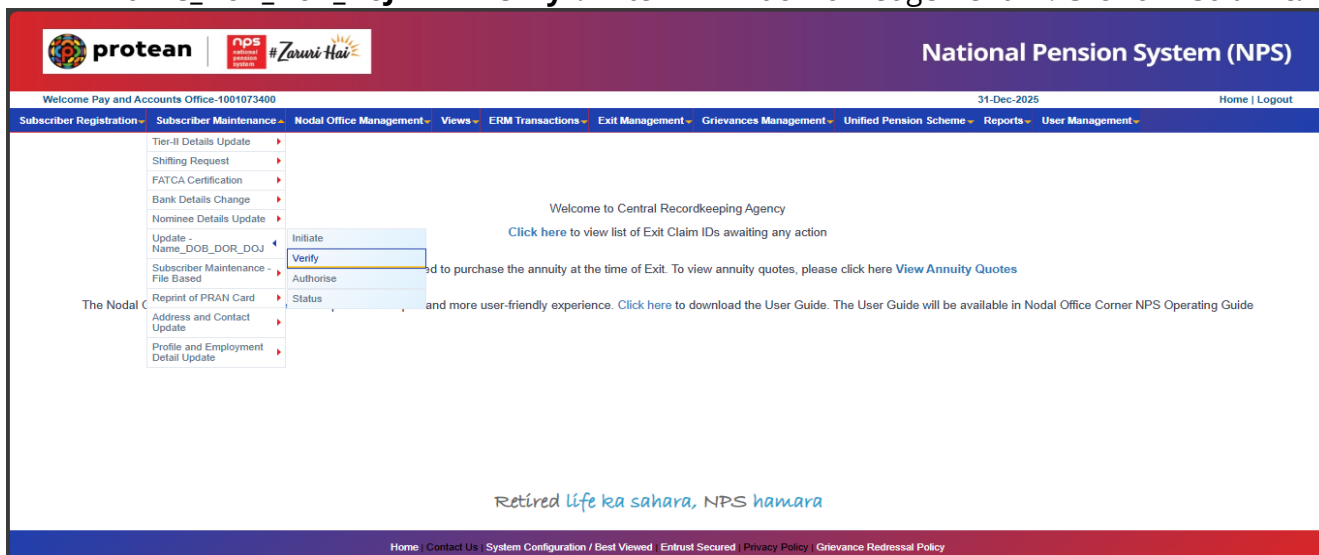


Figure 13

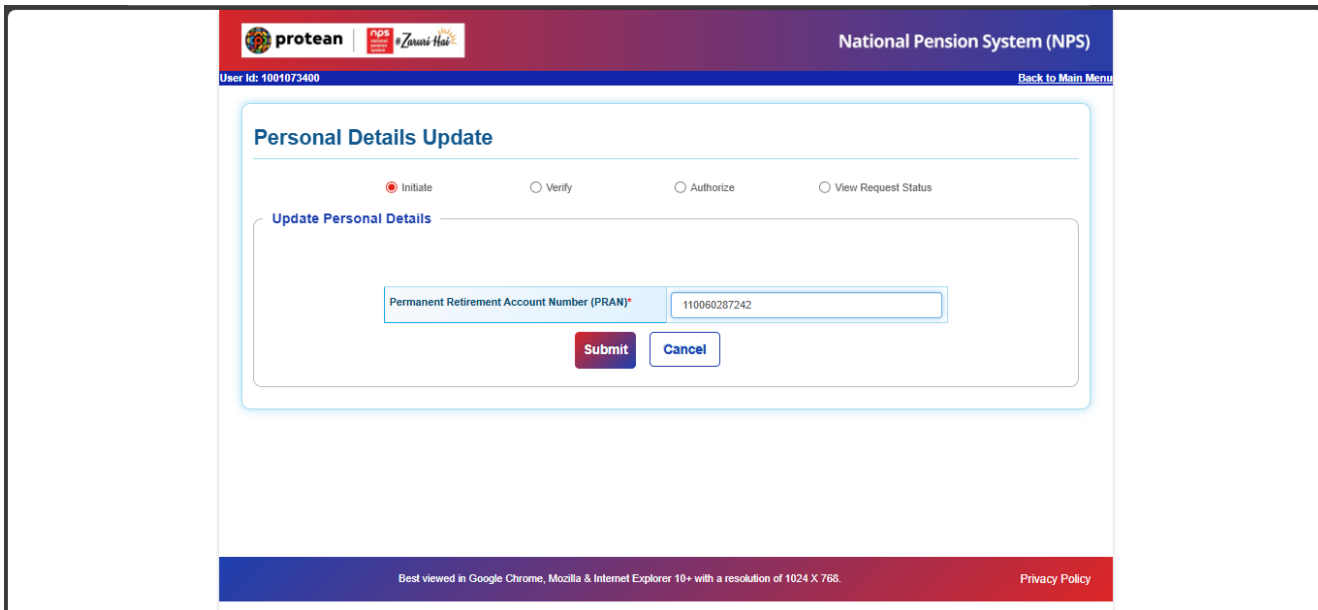


Figure 14

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

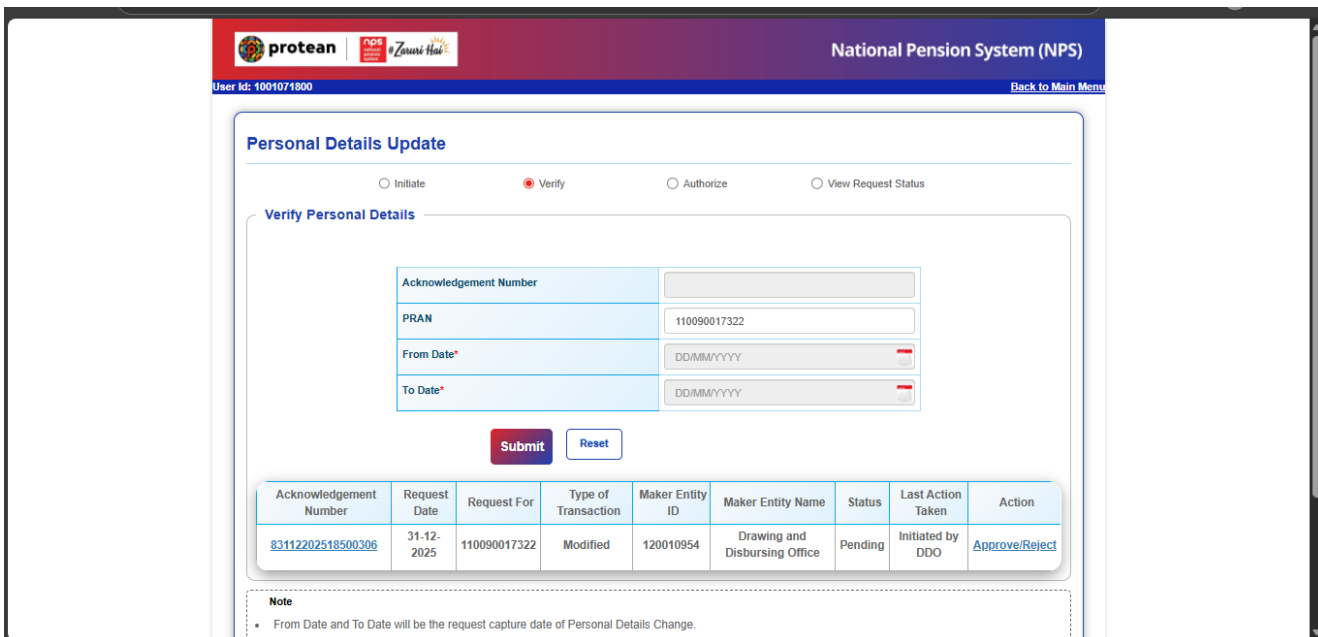


Figure 15

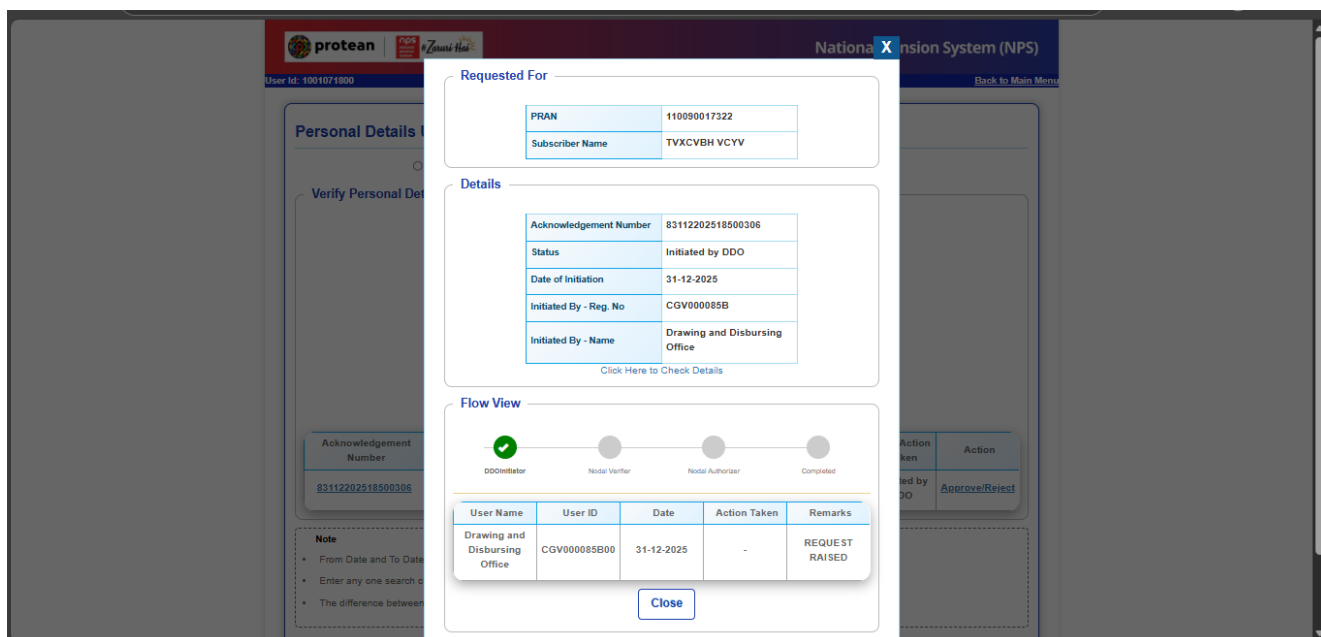


Figure 16

- Nodal office can Approve/Reject the request based on details entered and documents uploaded in CRA system. To see the upodded documents click on **“Uploaded document”** icon (Please refer Figure 17)

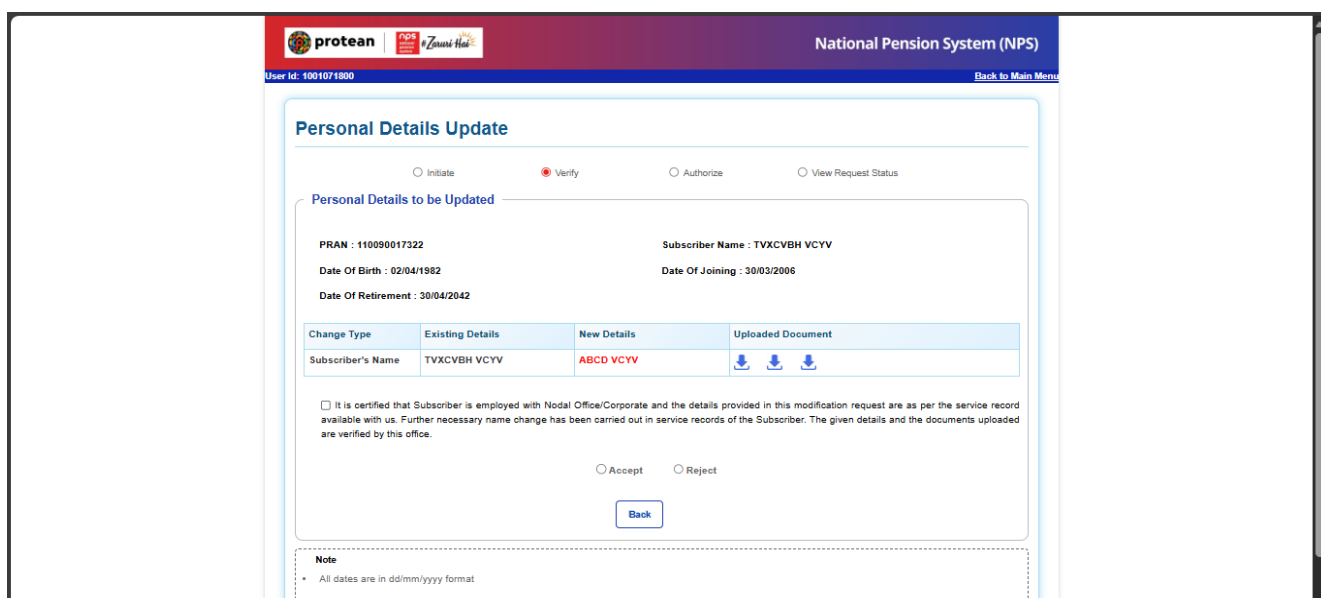


Figure 17a

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. (The office needs to tick on the box confirming the same as mentioned above in figure 17a)

- Click on **“Accept/ Reject”** and click on **“Approve”** the details. (Please refer Figure 17b).

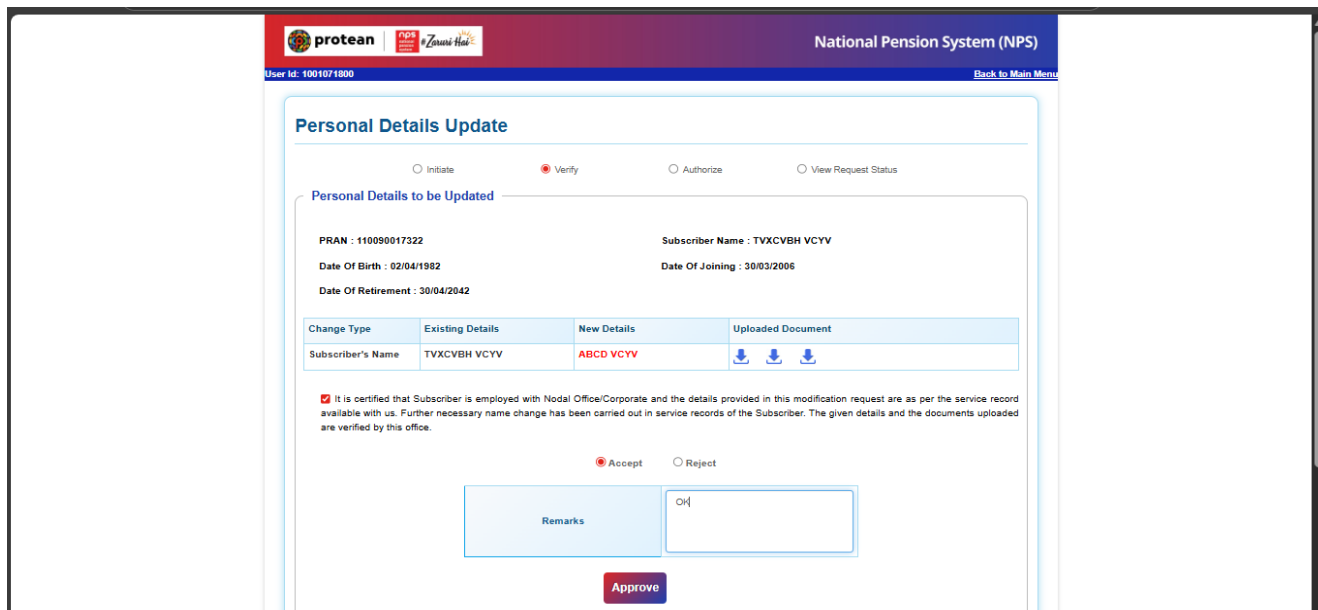


Figure 17b

In case of rejection, it is necessary to enter the reason for rejection in the Remarks section.

- The system will request to confirm the request once again wherein the officer needs to click on confirm button. The officer can click on cancel to go back to previous menu. (Please refer Figure 18).

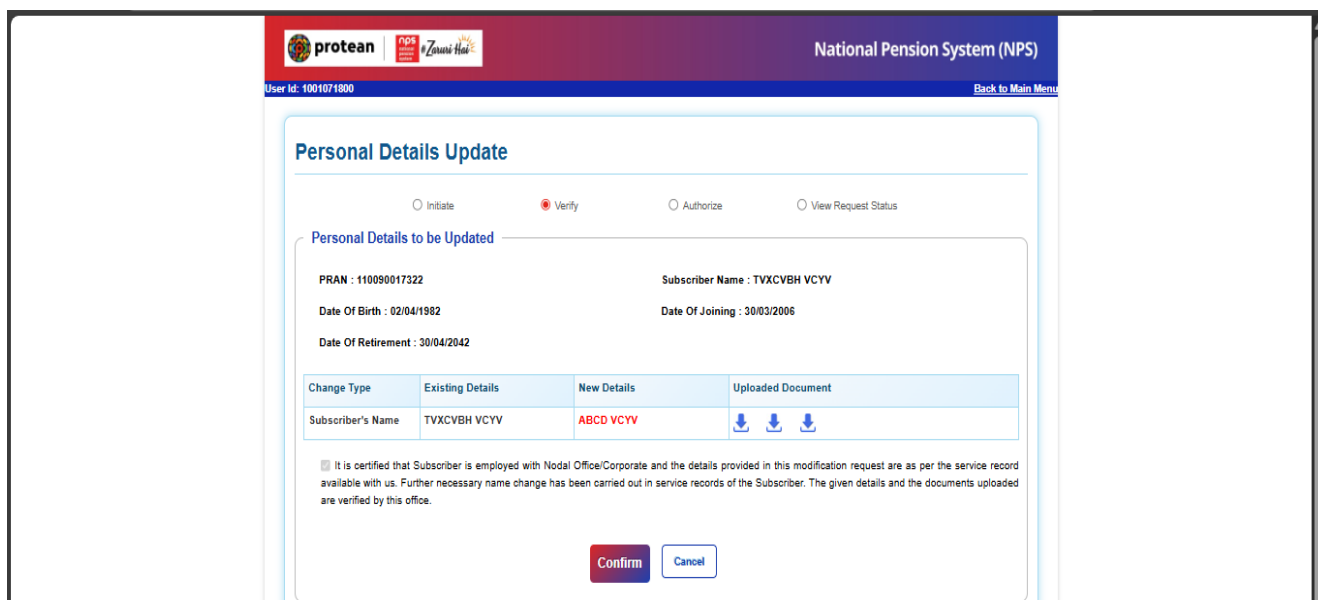


Figure 18

- On successful verification of request, the acknowledgement details will be visible on screen, finally click on " **OK** " (Please refer Figure 19).

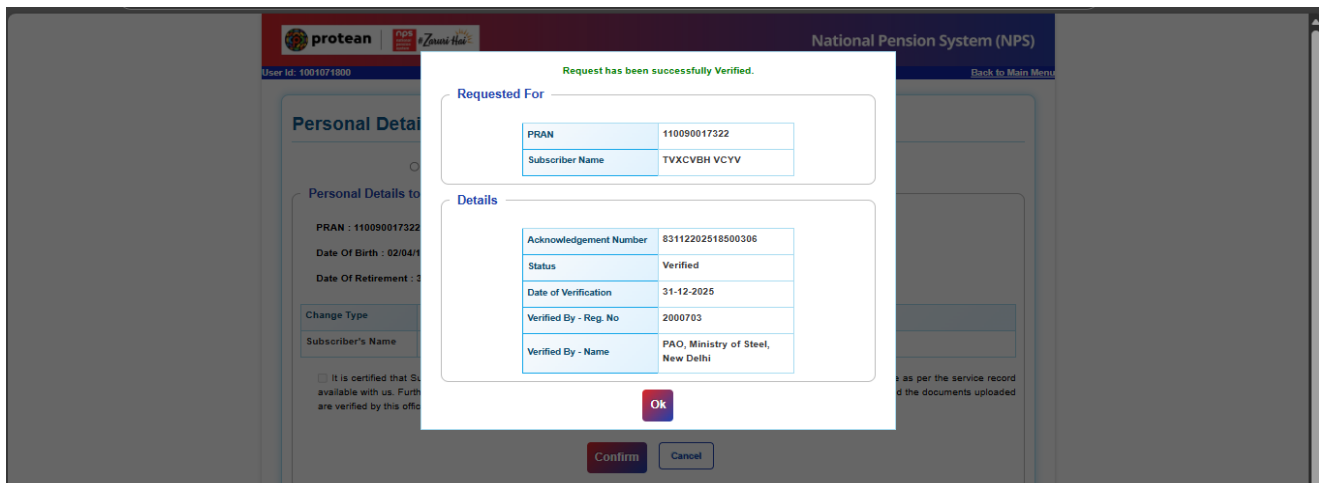


Figure 19

- To view status of request, click on “Subscriber maintenance” → and sub menu “Update Name_DoB_DoR_DoJ” → “View Request Status” → “Submit” (Please refer Figure 20 & 21).

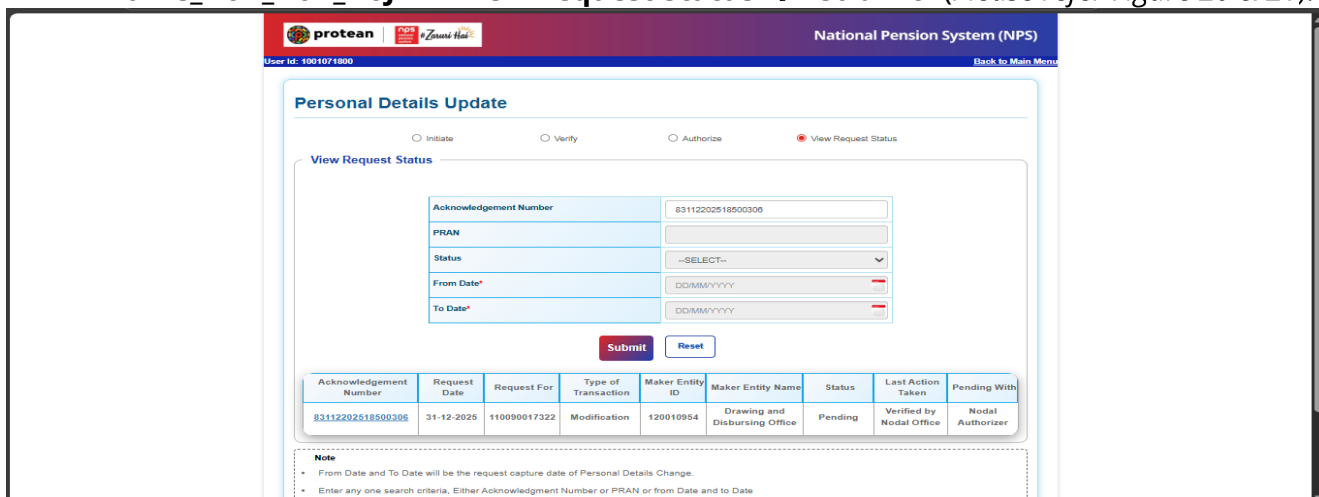


Figure 20

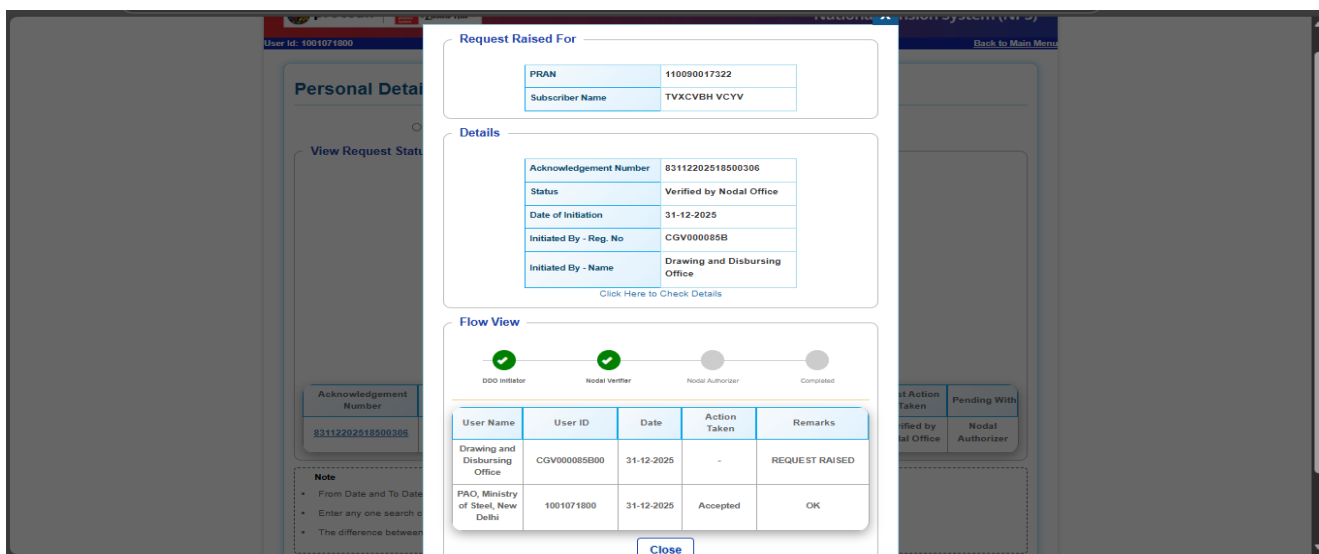


Figure 21

C. Name Change Request Authorization PrAO/DTA office

- PrAO/ DTA nodal office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 22). Enter Aadhaar ID details and OTP for Aadhaar based login.

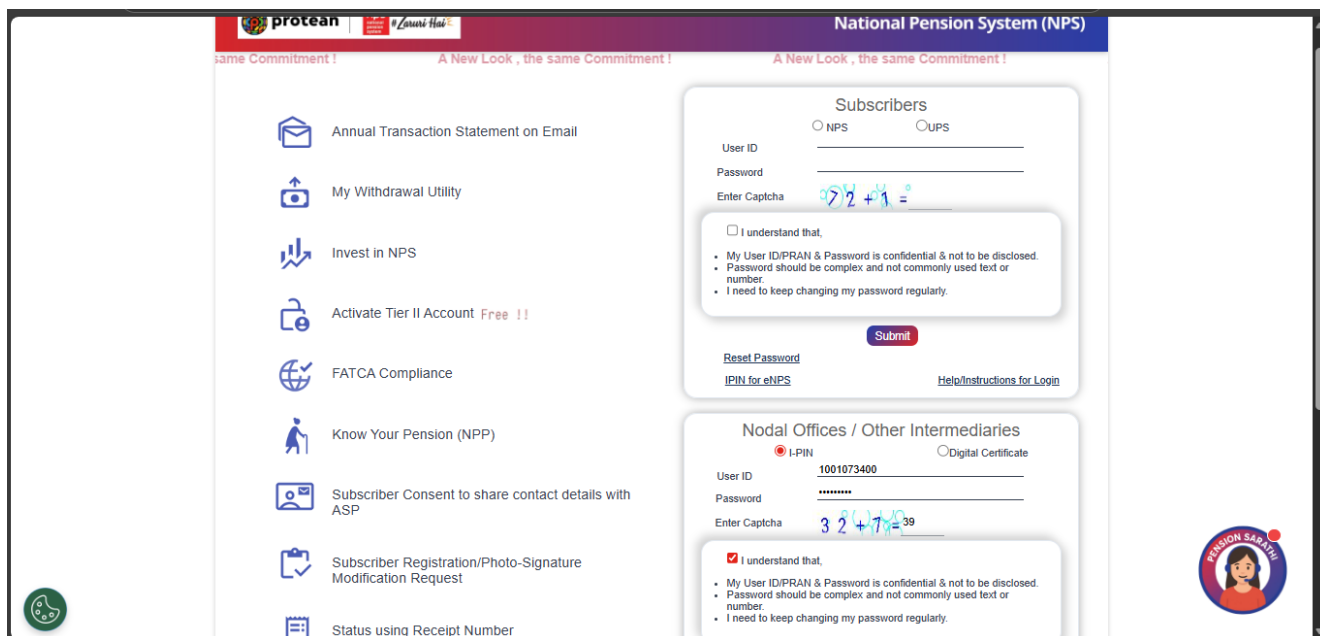


Figure 22

- Click on option **Subscriber maintenance** → and sub menu **“Update Name_DoB_DoR_DoJ”** → **“Authorize”**. Enter PRAN/acknowledgement ID. Click on **“Submit.”**

(Please refer Figure 23 and 24)

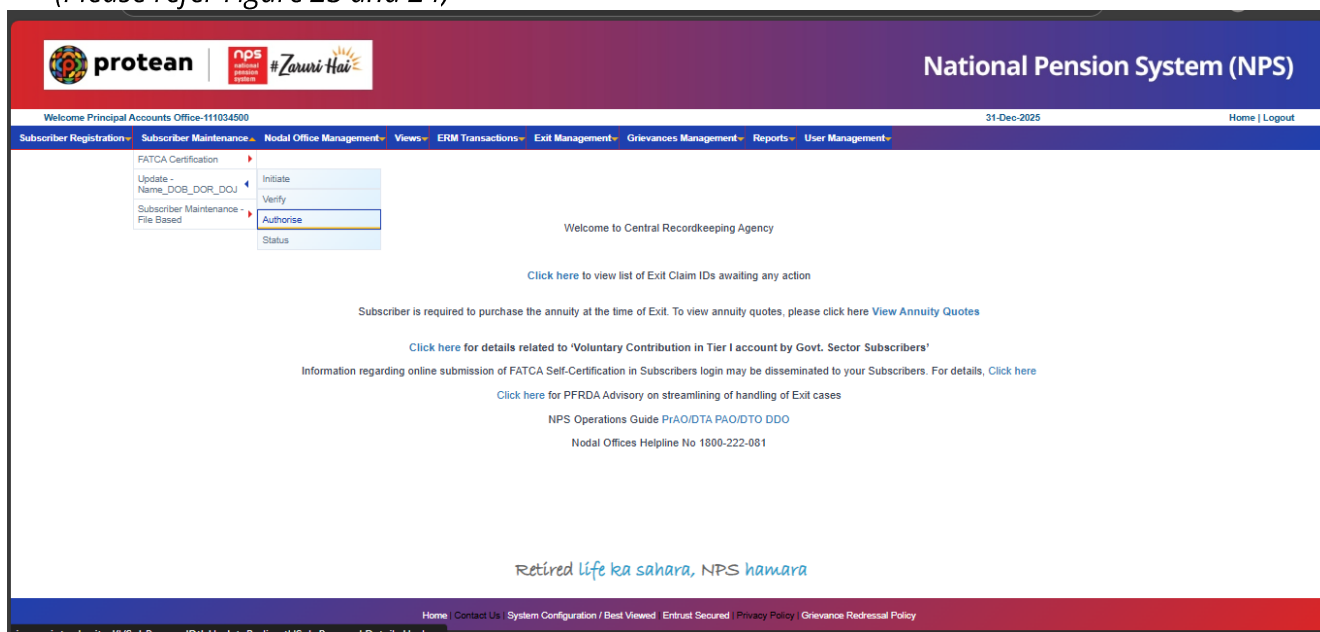


Figure 23

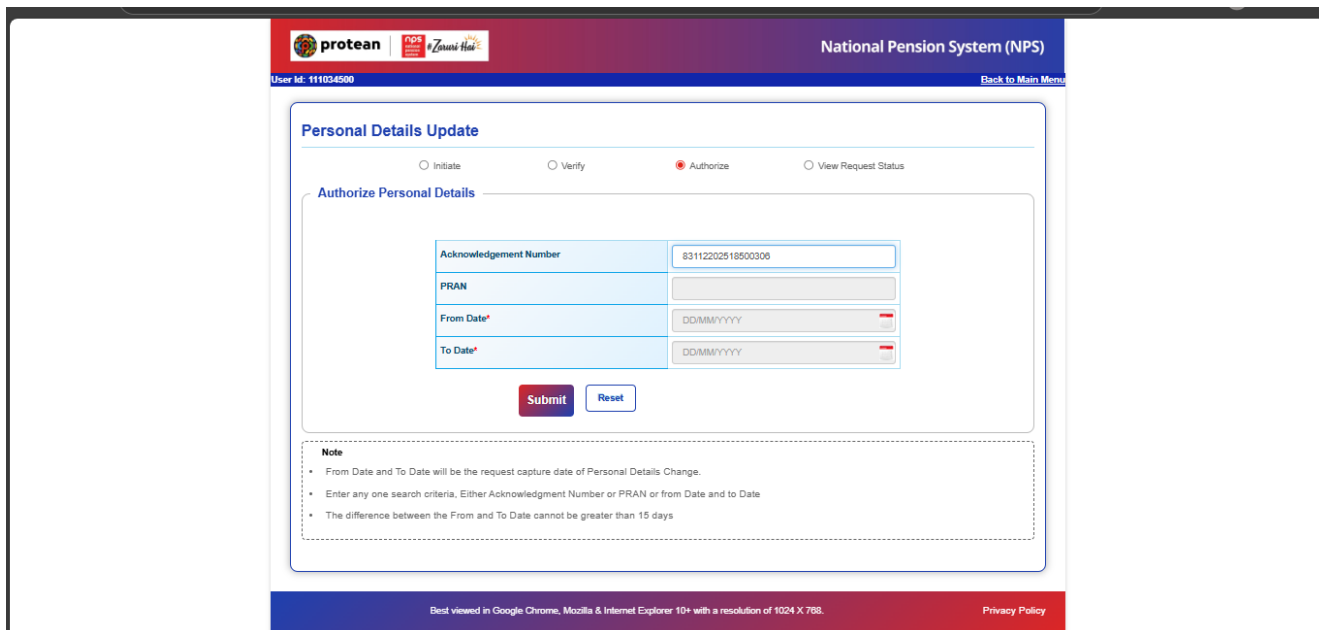


Figure 24

- The official needs to click on Approve/Reject hyperlink so that the changes made in Subscriber name will appear on the screen along with uploaded documents icon (refer figure 25).

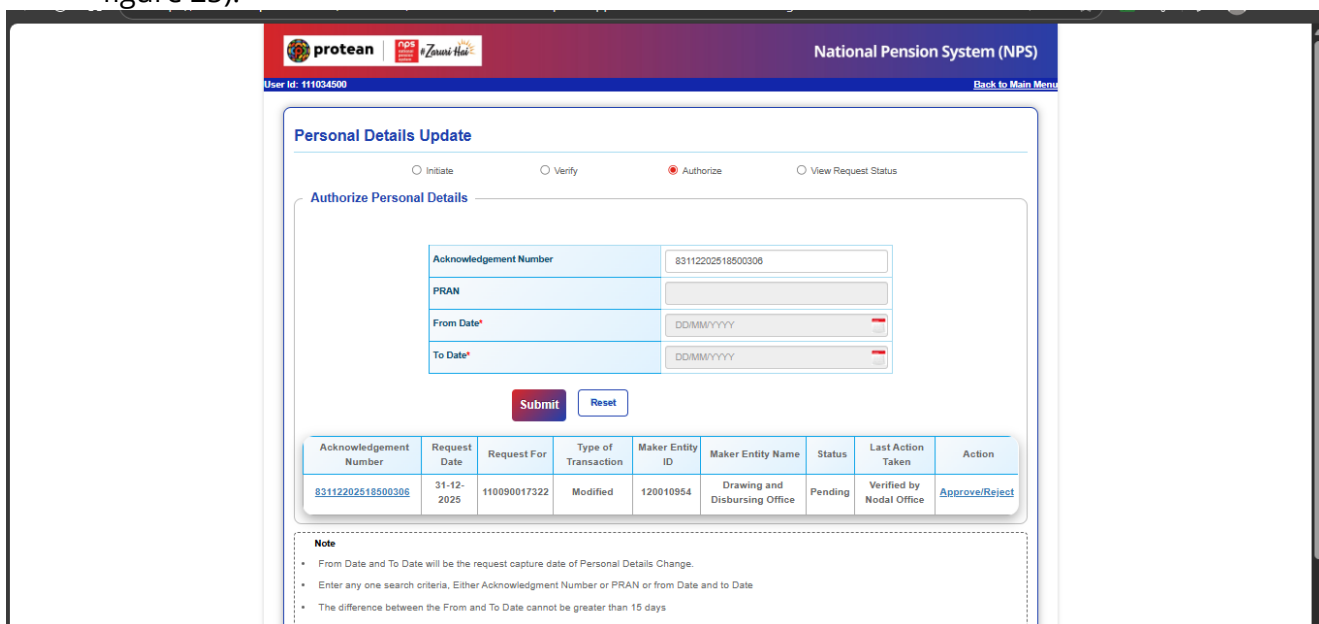


Figure 25

- 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.

The official needs to provide remarks for approval/rejection of request while authoriation. (Please refer Figure 26).

- Click on **“ACCEPT OR REJECT with reason”** and click on approve or back to submit the details.

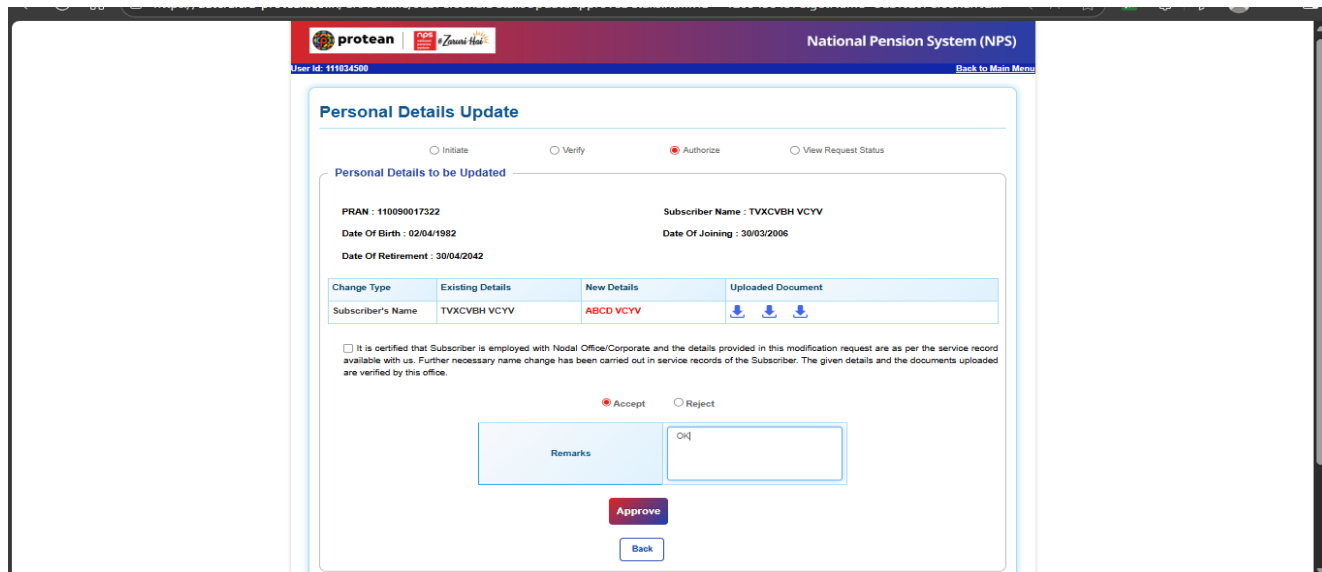


Figure 26

- The office needs to confirm the request once again wherein the officer needs to click on confirm button. The officer can click on cancel to go back to previous menu. (refer figure 27).

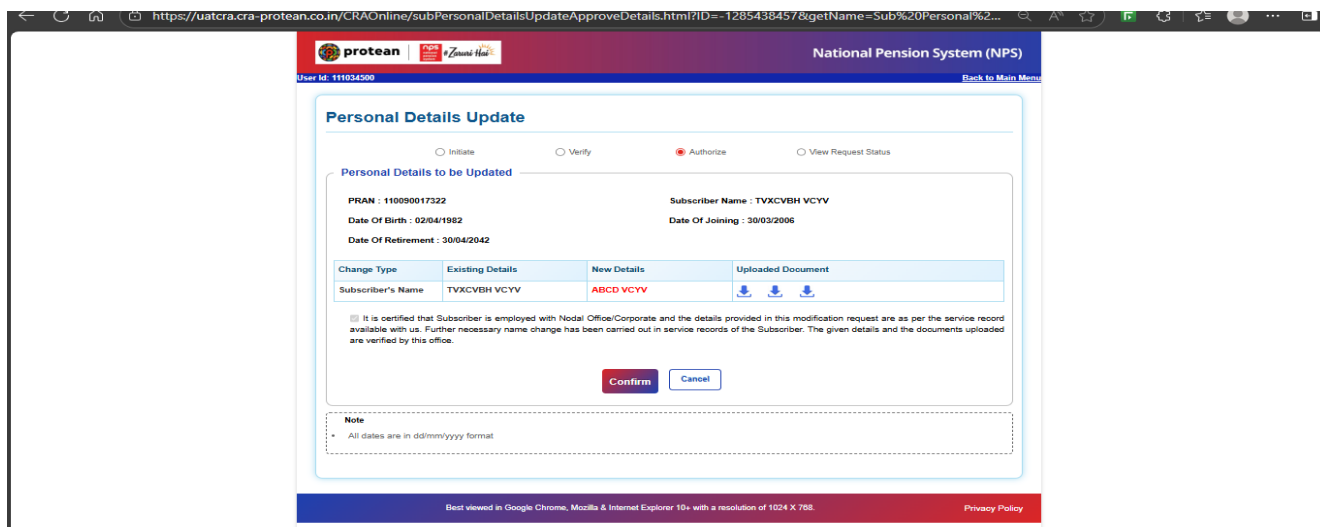


Figure 27

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. (The office needs to tick on the box confirming the same as mentioned above in figure 28)

- On successful authorization of request, the acknowledgment details will be visible on screen then Click OK. (Please refer Figure 29).

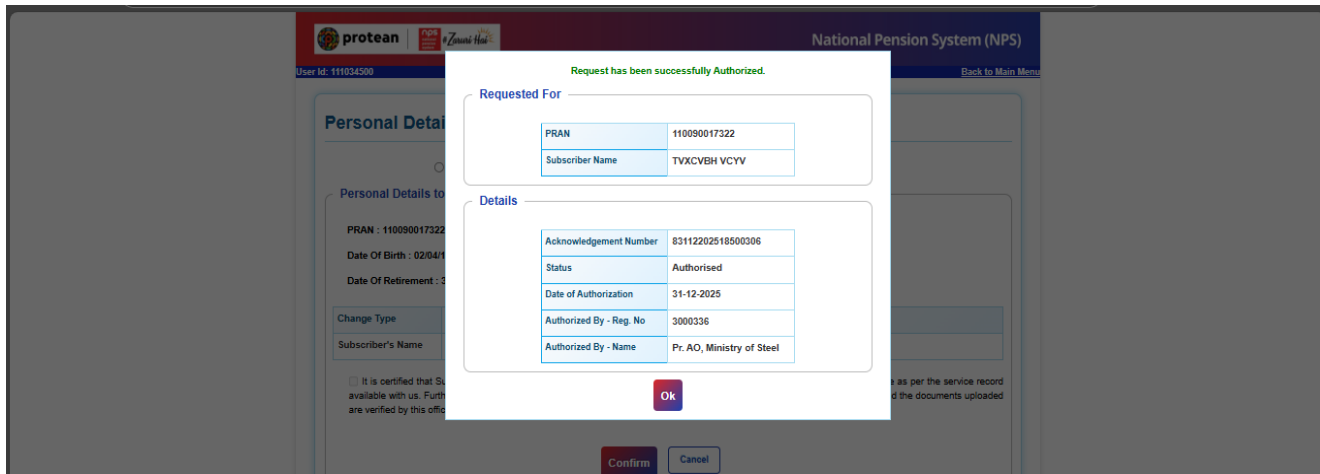


Figure 28

- To view status of request, click on "Subscriber maintenance" → "And sub menu "Update Name_DoB_DoR_DoJ" → "View Request Status" → "Submit" (Please refer Figure 29/30).

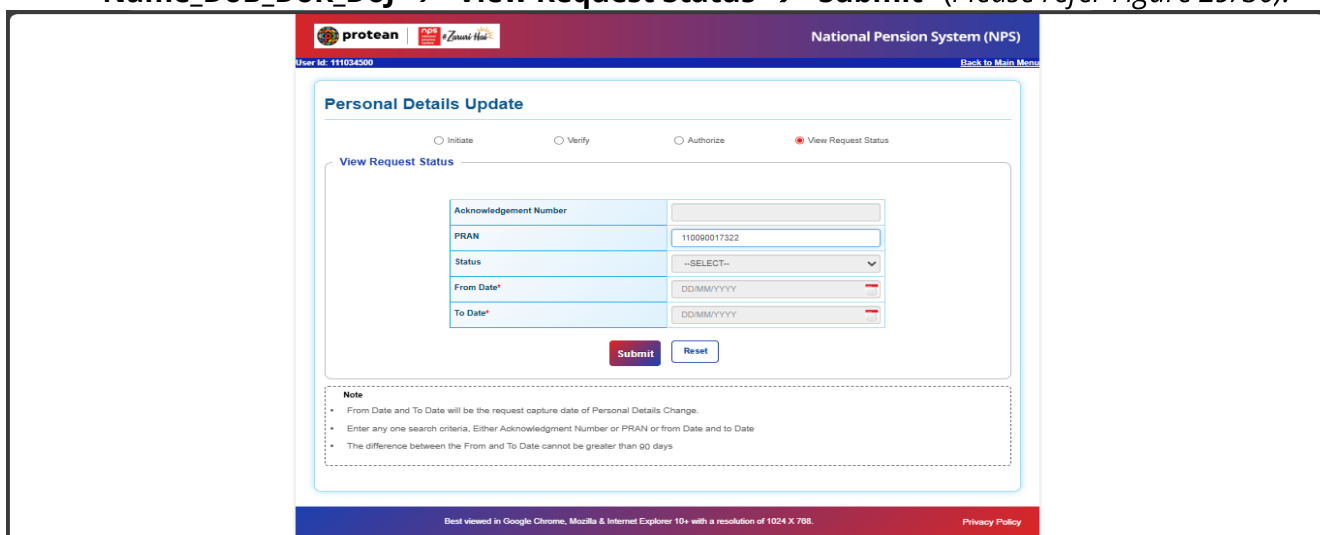


Figure 29

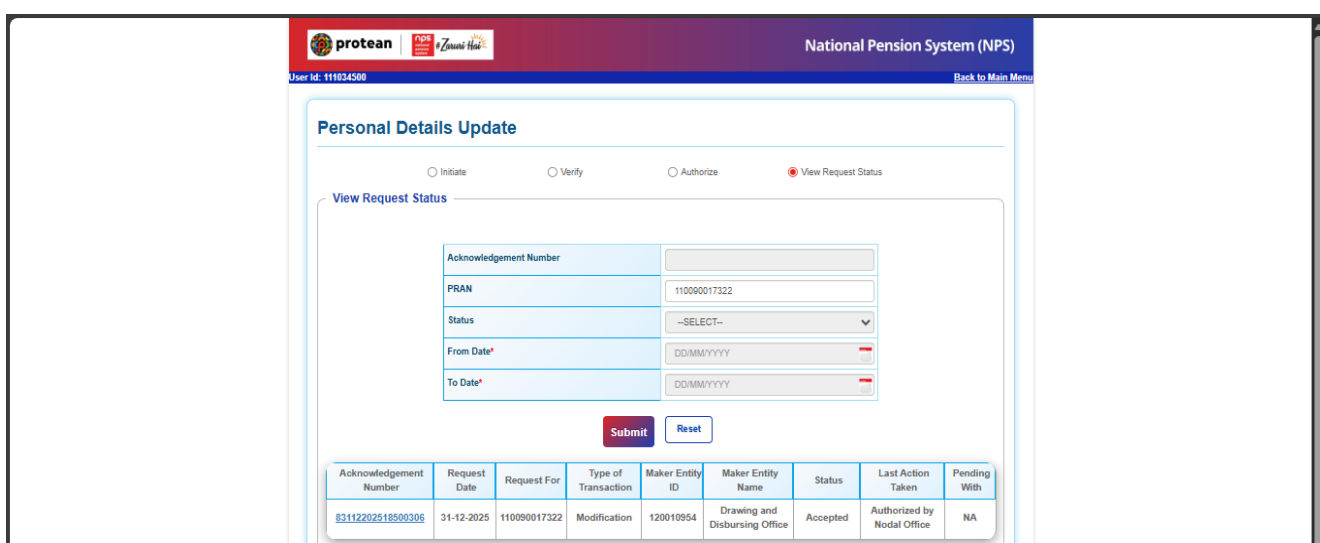


Figure 30

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 nodal office through user- 1 can be authorized by nodal office through User -2.
(In case request is initiated by DDO office, the same is to be verified by office through user id one and authorised by office through user ID -2).

In this SOP, we have explained the process of request initiated by user ID 1 and authorised by through User ID -2.

A) Date of Birth Change Request initiation by

- office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 31). Enter Aadhaar ID details and OTP for Aadhaar based login.

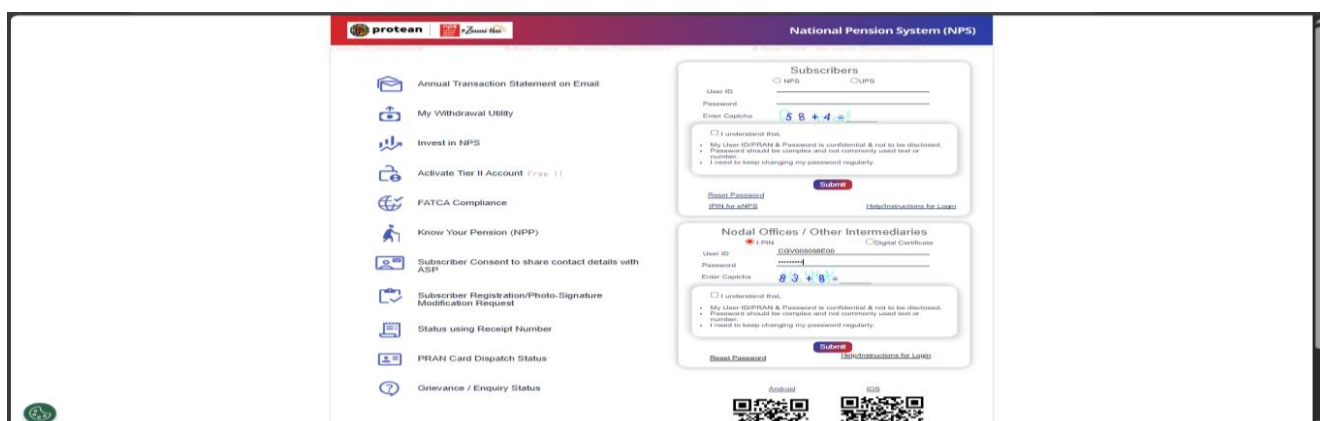


Figure 31

- Click on option **“Subscriber maintenance”** and sub menu **and sub menu “Update Name_DoB_DoR_DoJ”** (Please refer Figure 32)

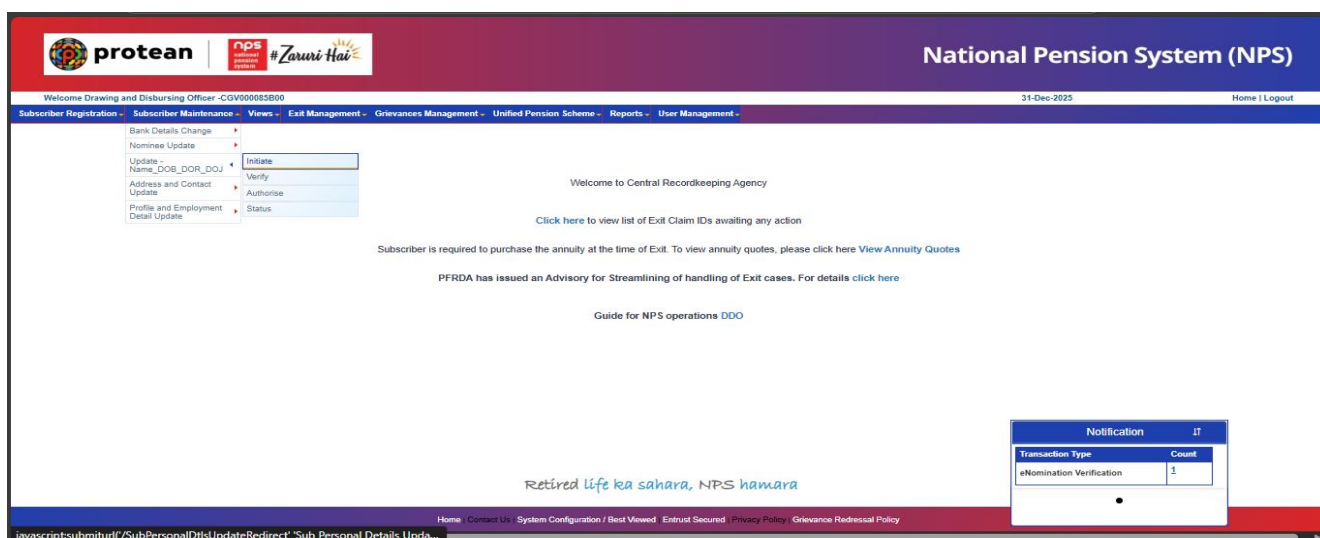


Figure 32

- Click on option **“Initiate”** and Enter PRAN. Click on **“Submit”** (Please refer Figure 33)

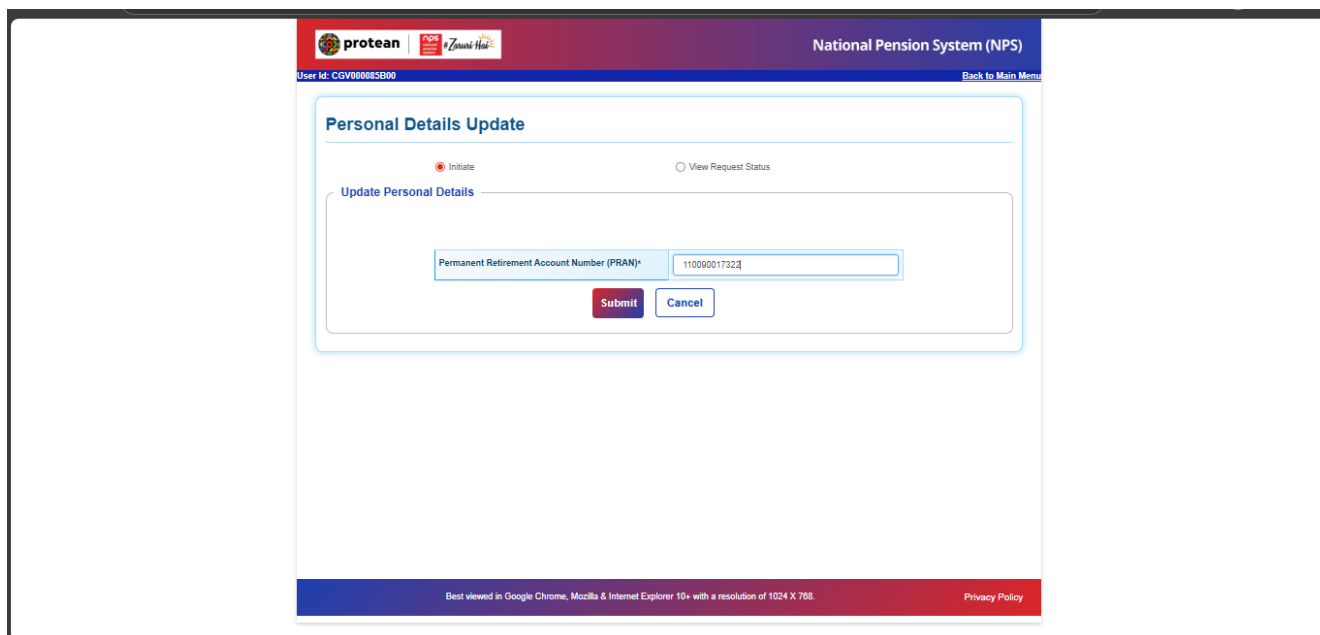


Figure 33a

- Existing Subscriber details available in CRA will be displayed on screen. The office needs to click on **Edit button (refer figure 33b)**

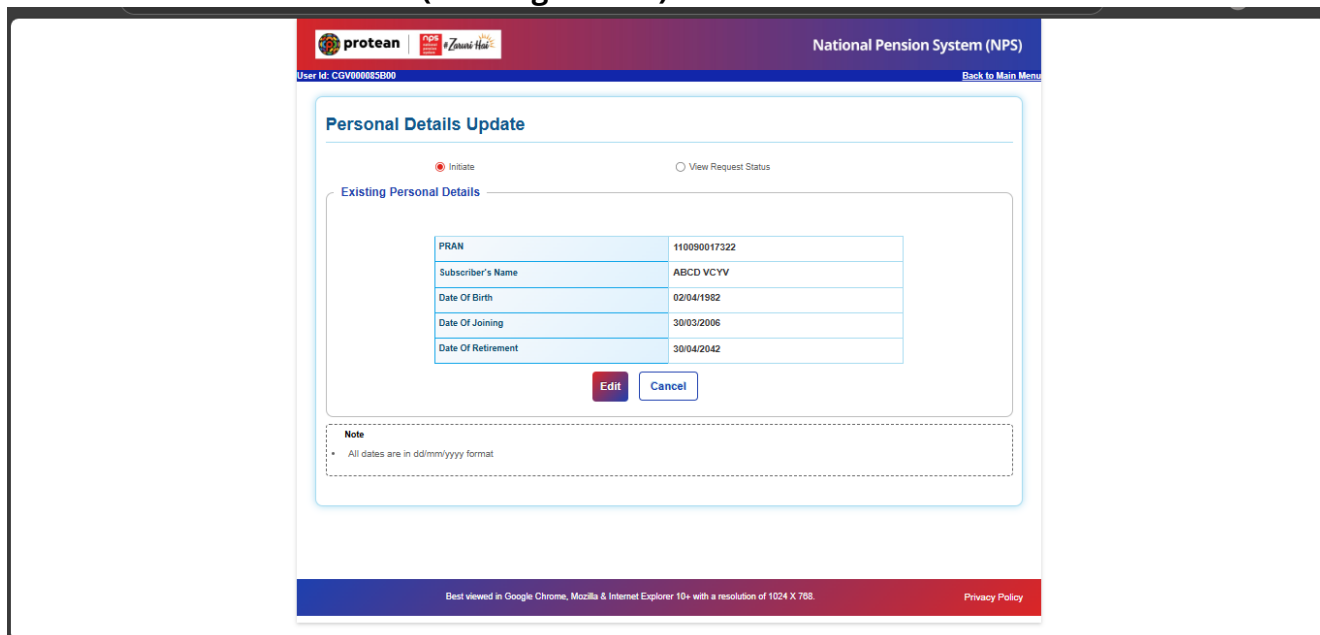


Figure 33b

- Select the Change Type as **“Date of Birth”**. Select supporting proof form as available in the list and Upload the document. Tick the declaration. Click on **“Submit”** (Please refer Figure 34 and 35).

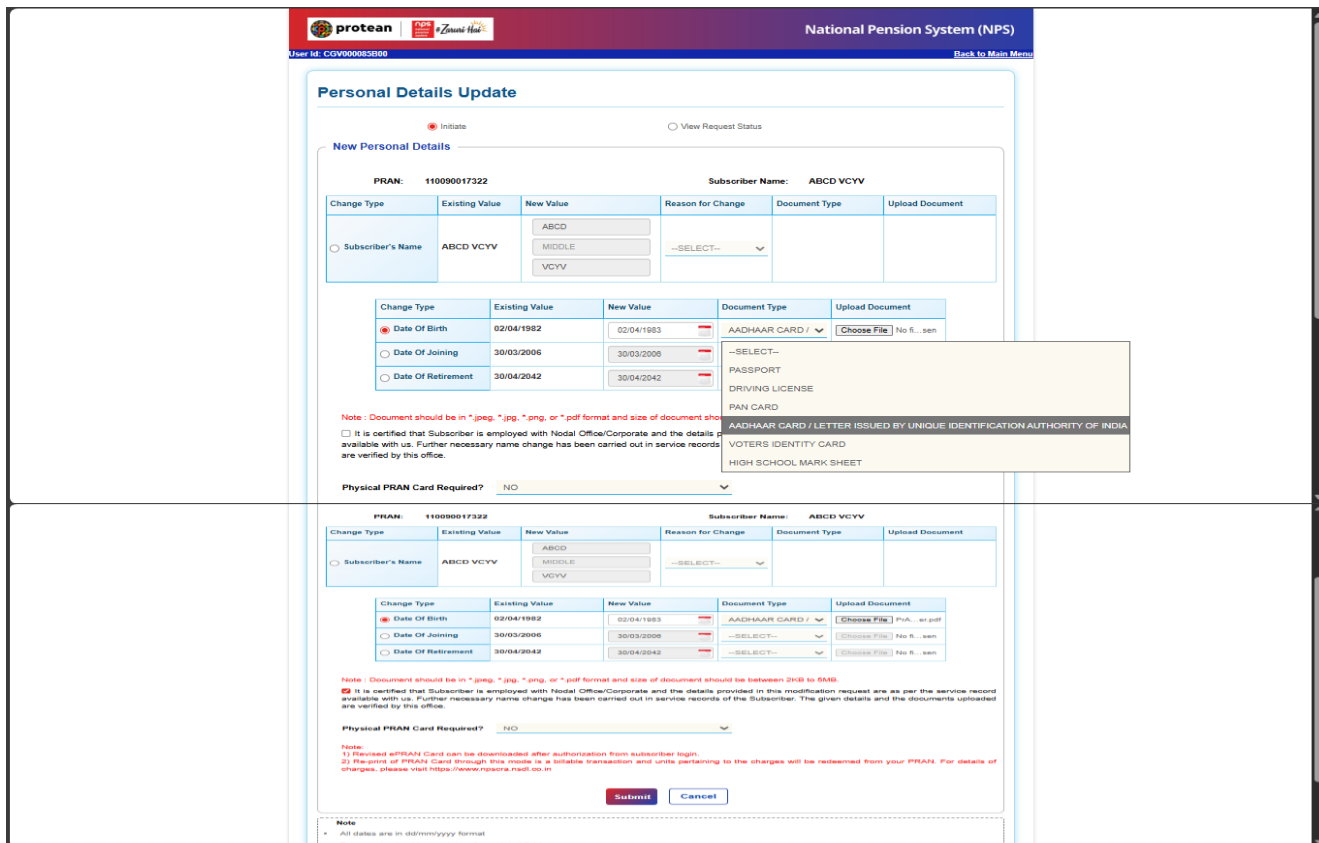


Figure 34 & 35

The Subscriber is having option to receive PRAN card either through e-PRAN or can opt for physical copy of the same. The office can click on the option of the physical PRAN card required as Yes if the Subscriber intends to receive physical PRAN card and submit accordingly.

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

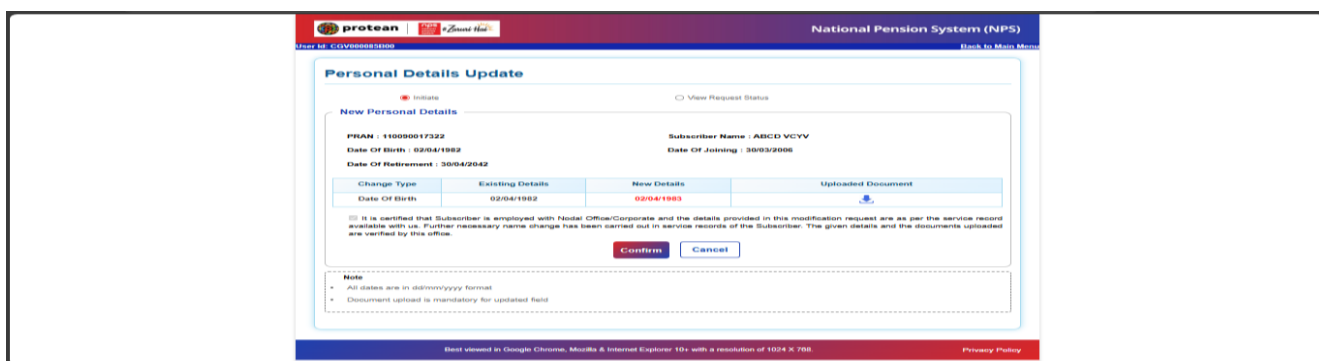


Figure 36

It is the responsibility of the office to check veracity of documents as provided by the Subscriber. Also, the office has to ensure that the details are updated in service record of the office. (The office needs to tick on the box confirming the same as mentioned above in figure 27)

- Once the office clicks on confirm button, the details will be saved successfully, and acknowledgement number (ACK ID) will be visible on screen. (Please refer Figure 37).

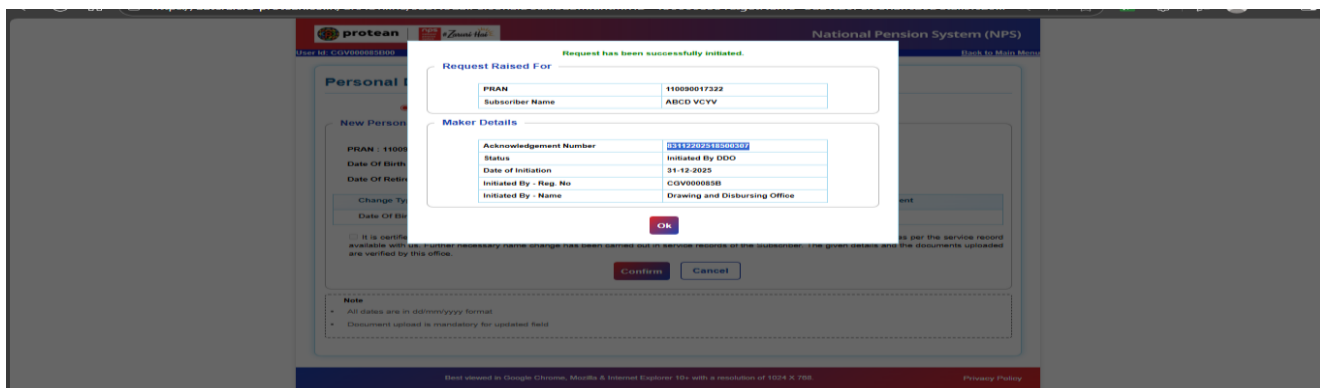


Figure 37

- Status of request can be seen in CRA log in. (Please refer Figure 38).

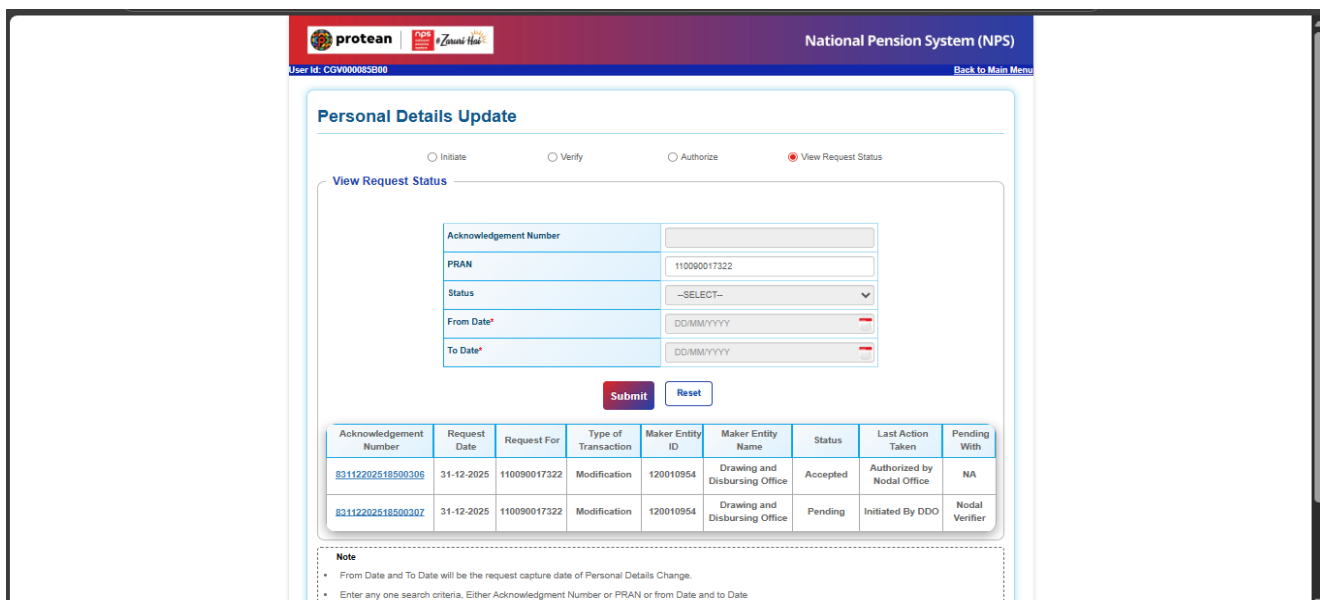


Figure 38

B. DoB change request Authorization by Office

Date of Birth (DoB) change request Initiated by nodal office user 1 needs to be Authorised by nodal office through another User id i.e. user 2.

- office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 39). Enter Aadhaar ID details and OTP for Aadhaar based login.

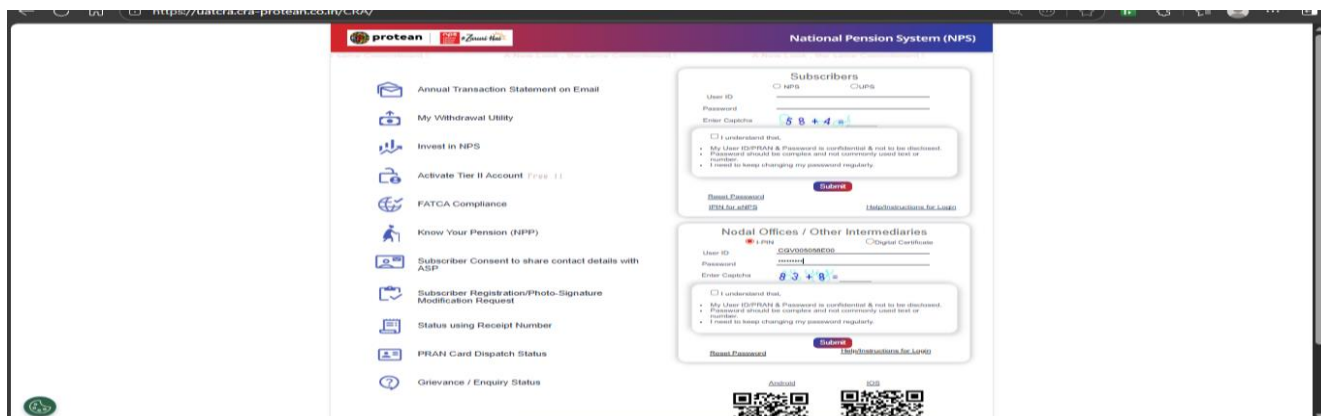


Figure 39

- Click on option **Subscriber maintenance** and sub menu **and sub menu “Update Name_DoB_DoR_DoJ”** (Please refer Figure 40)

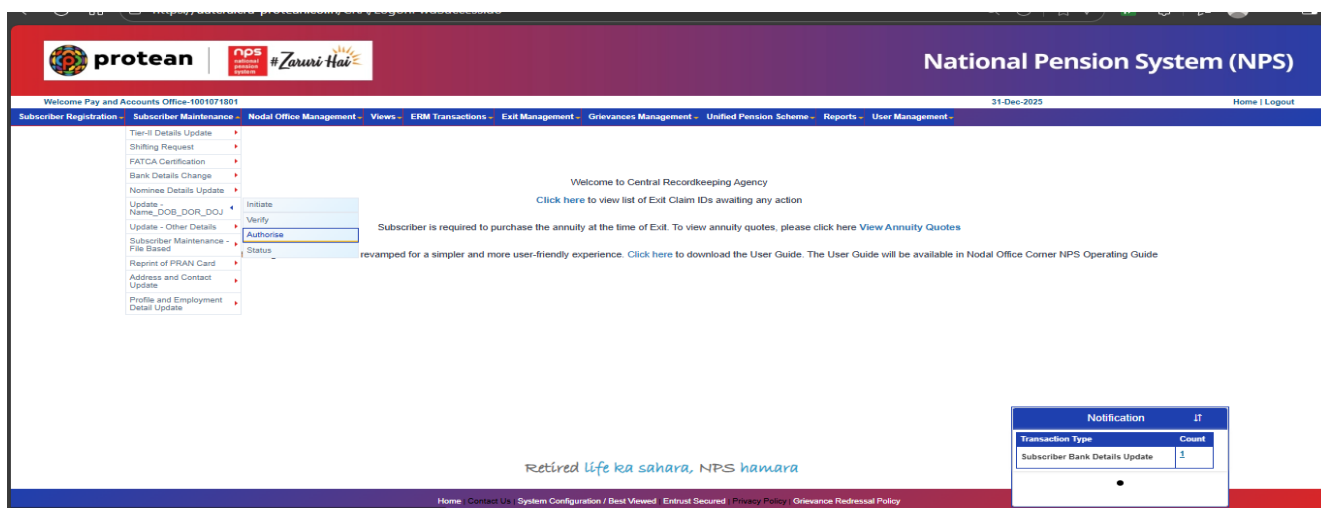


Figure 40

- Click on the option **“Authorization”** and enter either PRAN or ACK ID details and click on submit button. The request pending for verification will appear on the screen (Please refer Figure 41).

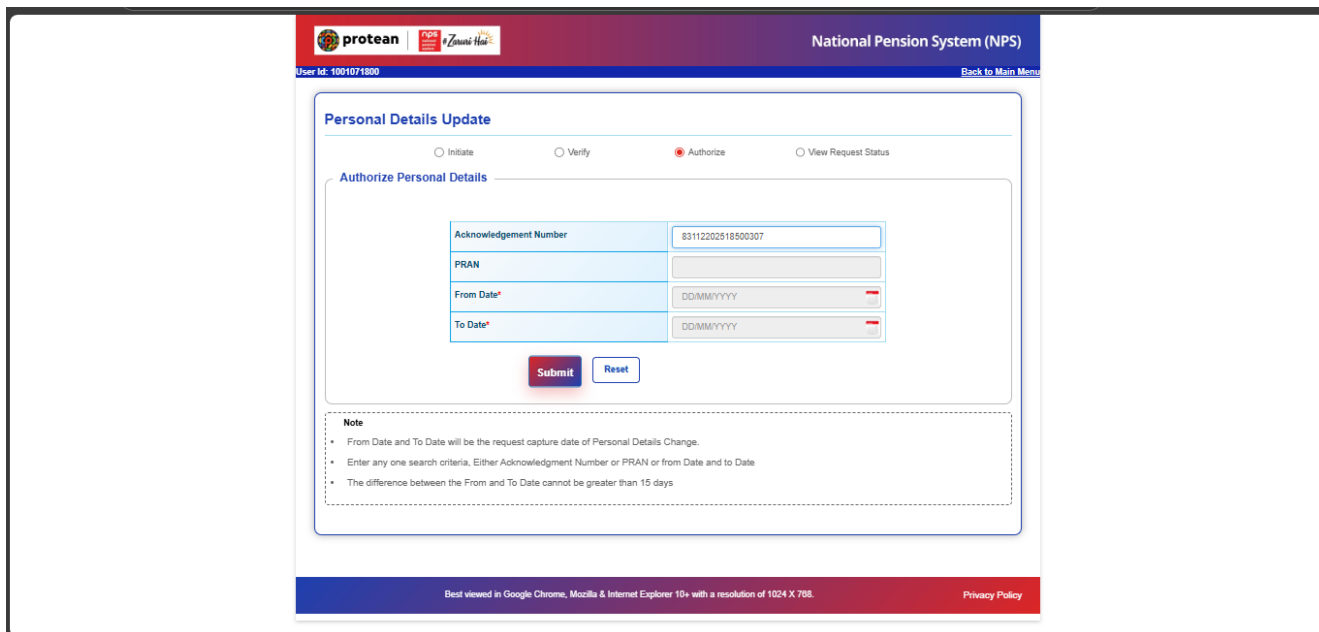


Figure 41

- 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 42)

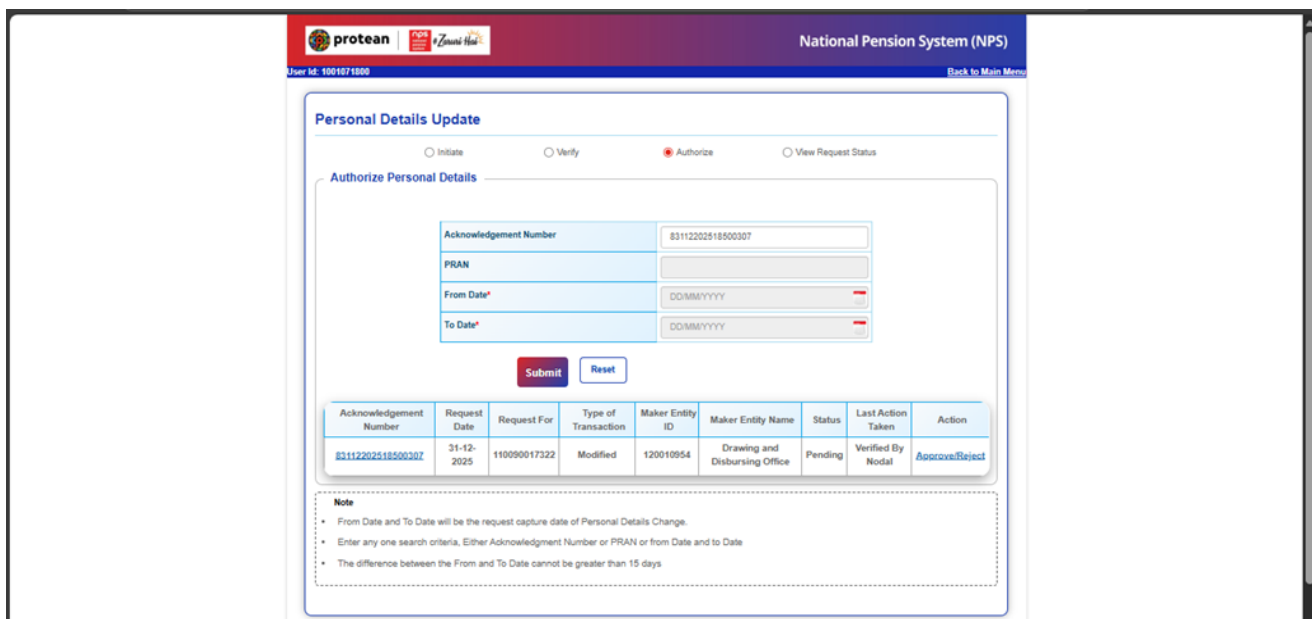


Figure 42

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 details are updated in service record of the office. (The office needs to tick on the box confirming the same as mentioned above in figure 43).

The following details will appear on the screen here the user have to click on accept/reject need to put the Remarks and then click on approve or Back (Refer figure 43)

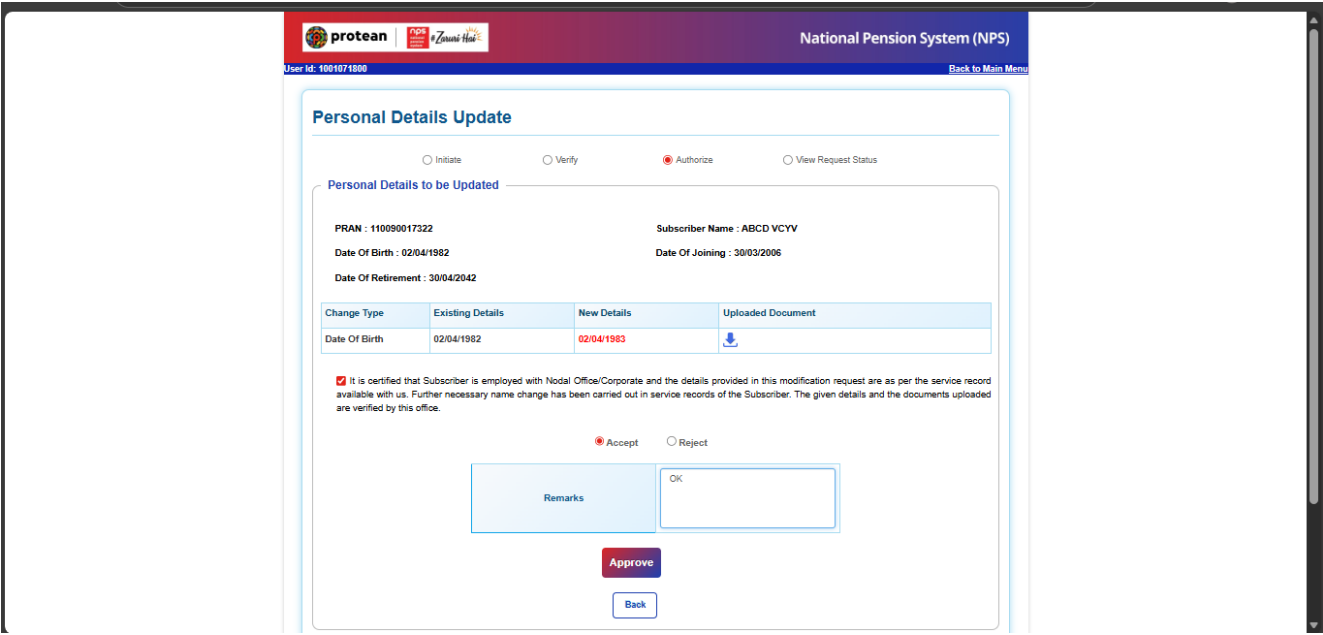


Figure 43

Nodal office can download and see document uploaded by maker to check the details entered. Click on "Confirm". (Please refer Figure 44/45)

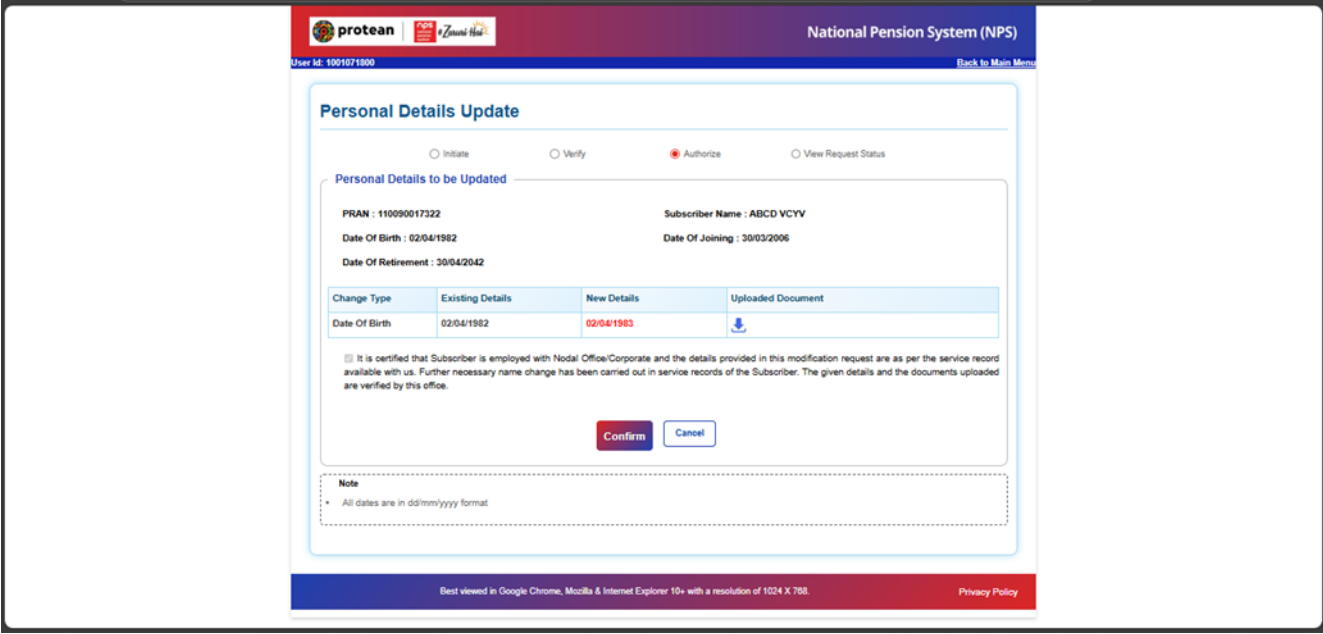


Figure 44

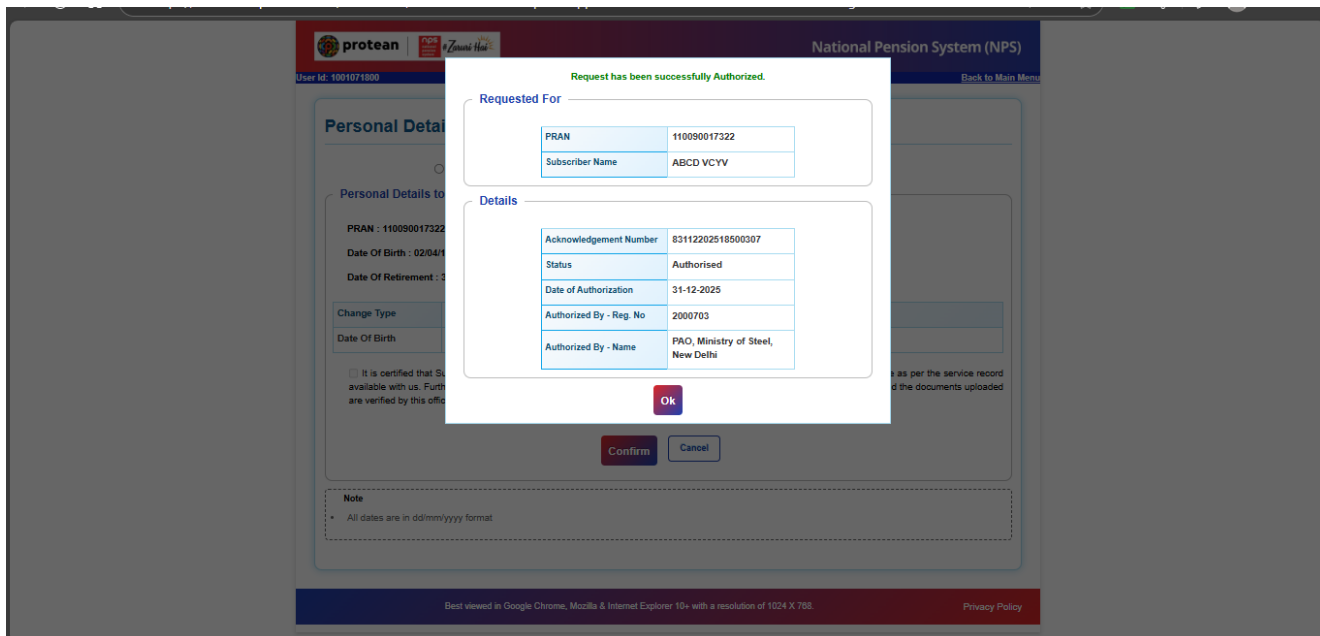


Figure 45

- Status of request can be seen in CRA log in. (Please refer Figure 46/47).

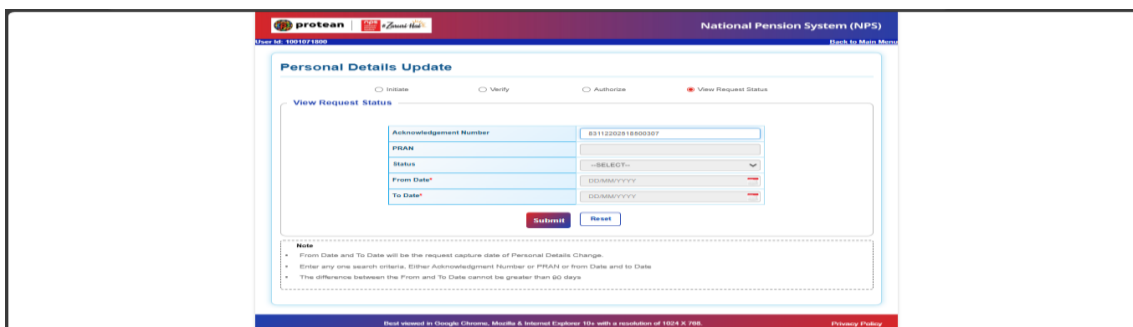


Figure 46

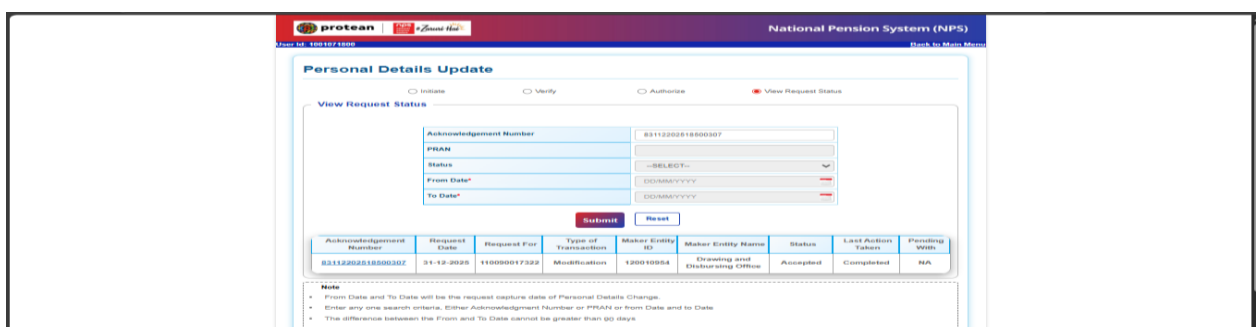


Figure 47

3. Modification in Date of Joining (Doj)

Date of Joining (Doj) change request Initiated by nodal office through User-1 can be authorized by nodal office through User- 2.

(In case request is initiated by DDO office, the same is to be verified by office through user id one and authorised by office through user ID 2).

A. Change Request initiation by nodal office

- office will log in to CRA <https://cra.nps-proteantech.in/CRA/>. Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 1). Enter Aadhaar ID details and OTP for Aadhaar based login. (Please refer Figure 48)

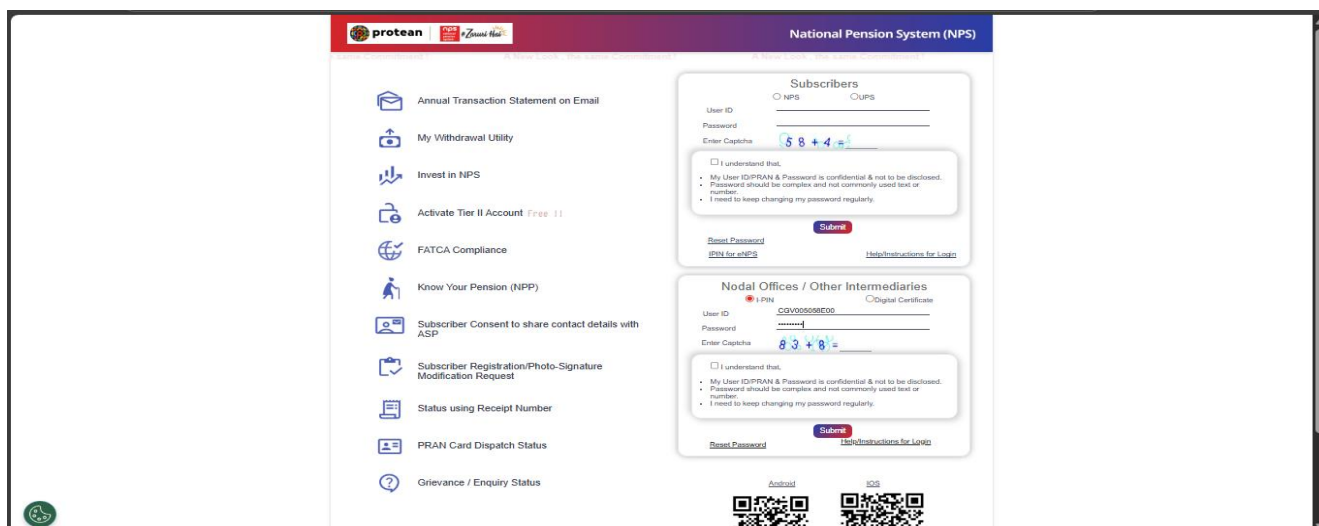


Figure 48

- Click on option **“Subscriber maintenance”** and sub menu **and sub menu “Update Name_DoB_DoR_DoJ”** (Please refer Figure 49)

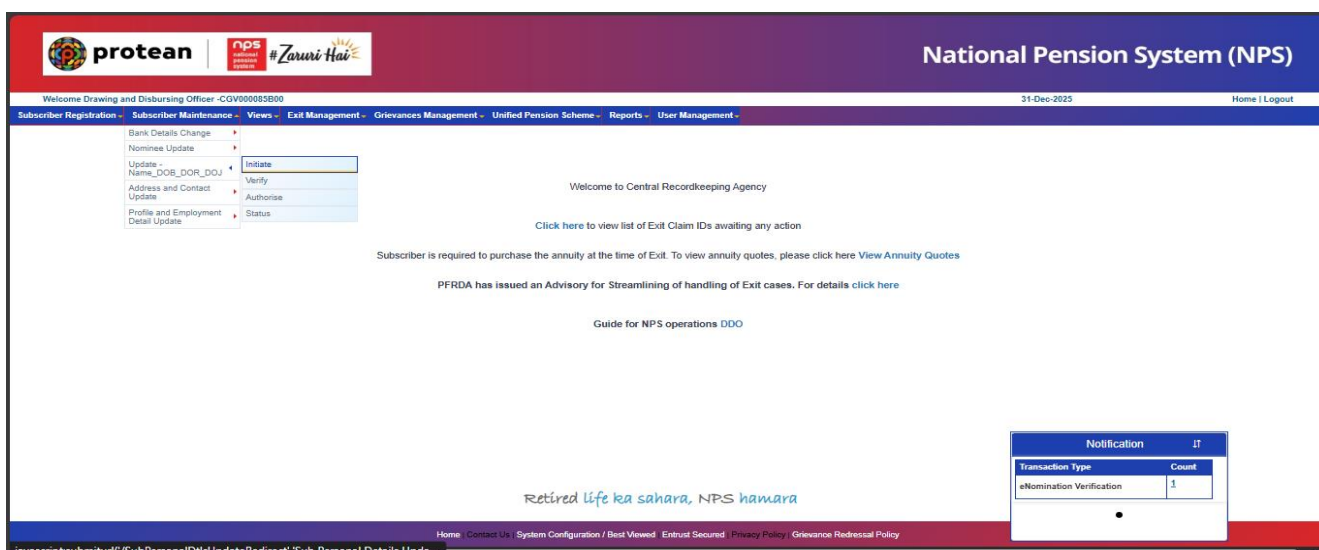


Figure 49

- Click on option **“Initiate”** and Enter PRAN. Click on **“Submit”** (Please refer Figure 50)

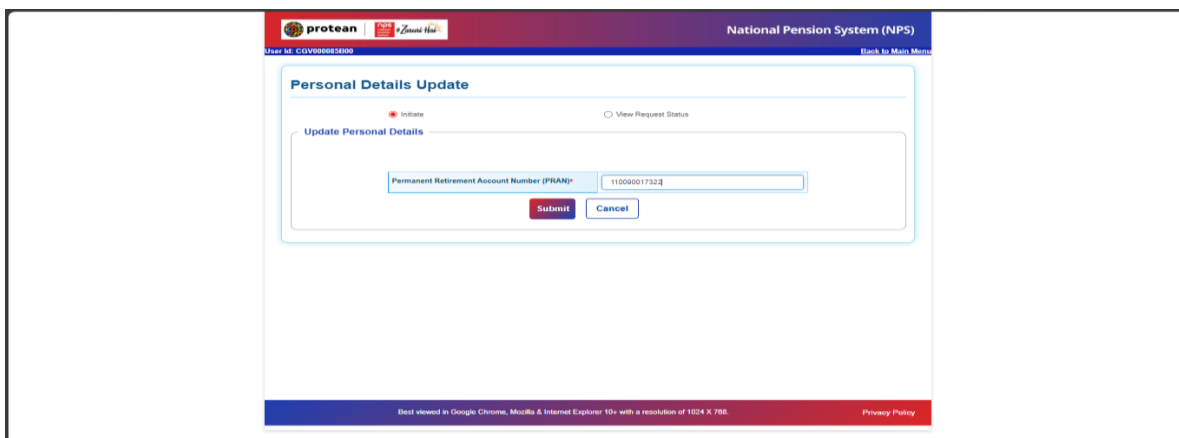


Figure 50

- Existing Subscriber details available in CRA will be displayed on screen. The office needs to click on **Edit button** (Please refer Figure 51)

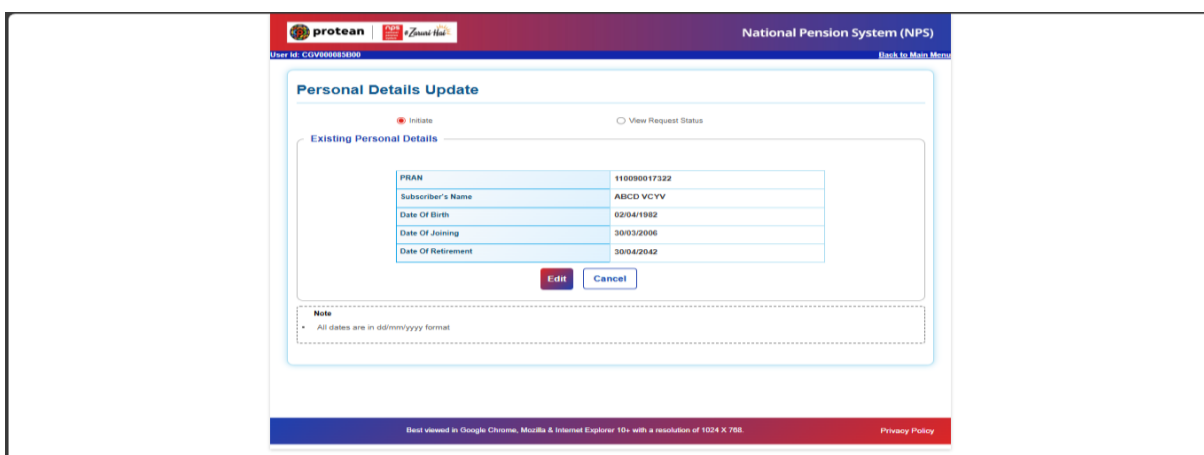
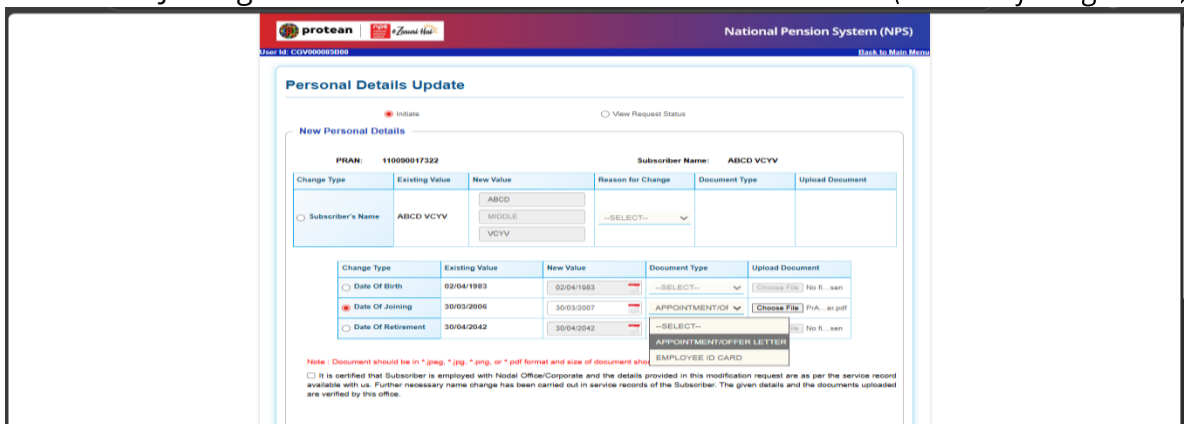


Figure 51

- Select the Change Type, **“Date of Joining”** and upload the supporting documents as a proof for Date of Joining. Tick on the declaration and click on **“Submit”** (Please refer Figure 52).



- Updated Doj will be visible on screen click on "Confirm" to proceed. (Please refer Figure 53).

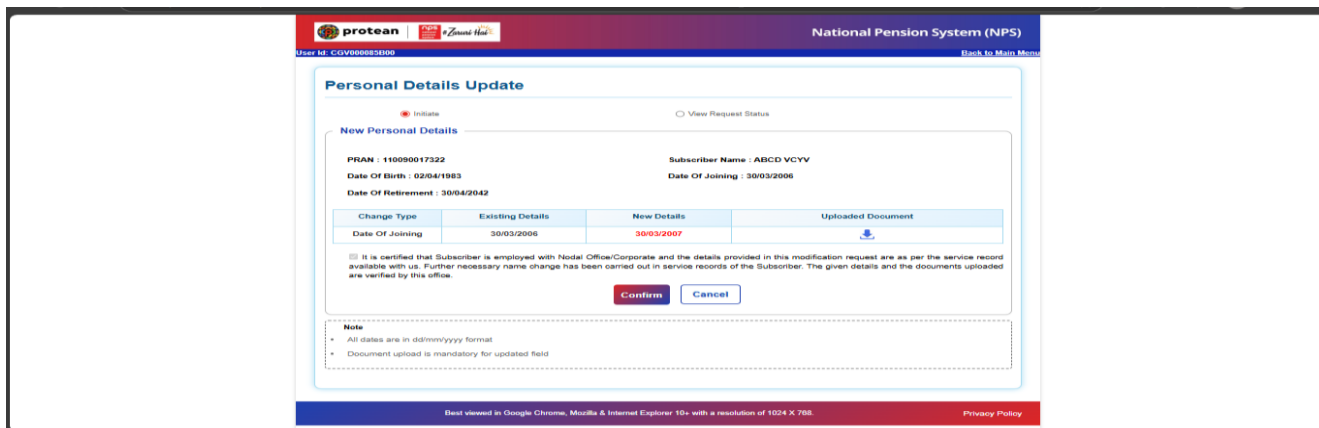


Figure 53

- Details will be saved successfully, and acknowledgement number (ACK ID) will be visible on screen. (Please refer to Figure 54).

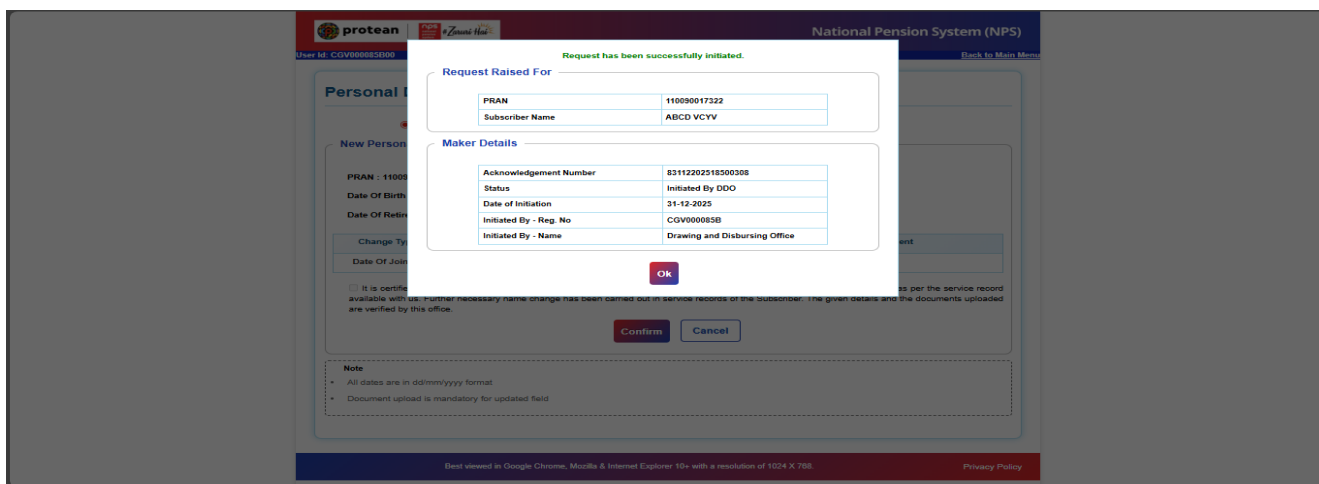


Figure 54

- Status of request can be seen in CRA log in. (Please refer Figure 55).

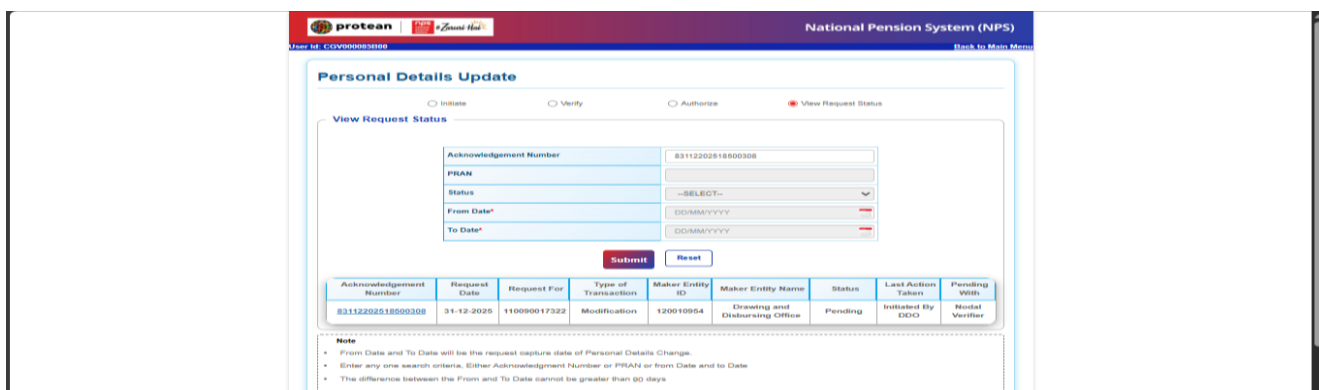


FIGURE 55

B. Authorization by Office

Date of Joining (DoJ) change request Initiated by nodal office (PAO) needs to be authorized by through another ID.

- Office will log in to CRA transaction website :<https://cra.nps-proteantech.in/CRA>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 1). Enter Aadhaar ID details and OTP for Aadhaar based login. (Please refer Figure 56)

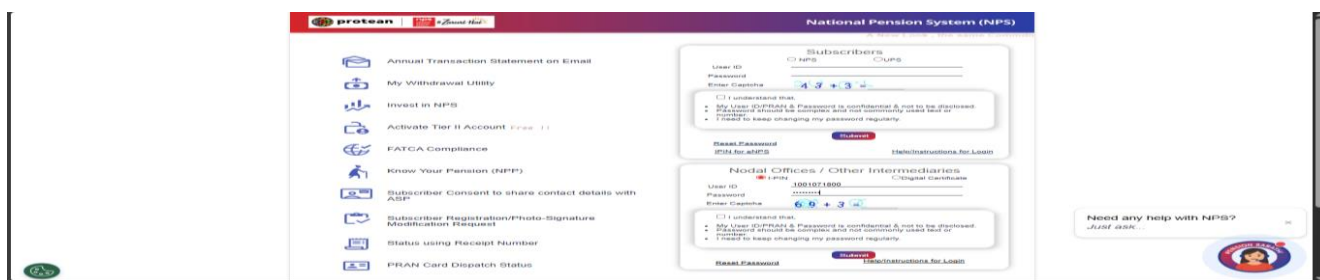


Figure 56

- Go to the option "Subscriber maintenance" and sub menu **sub menu "Update Name_DoB_DoR_DoJ"** and click on **authorise tab** (Please refer Figure 57a).

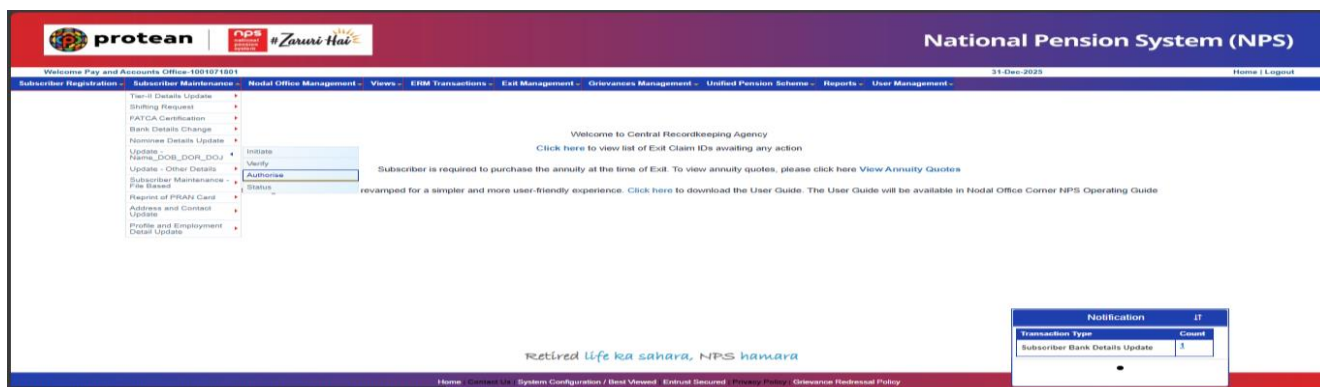


Figure 57a

- Enter PRAN/acknowledgement ID and click on "Submit."(refer figure 57b)

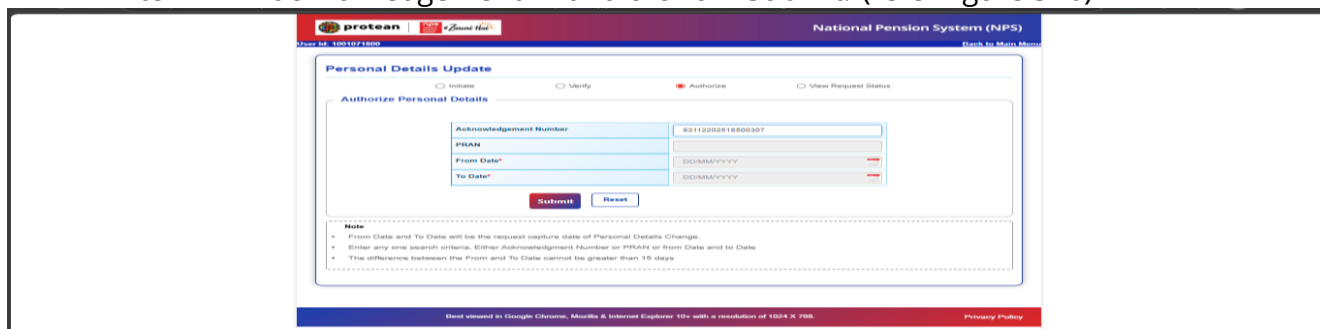
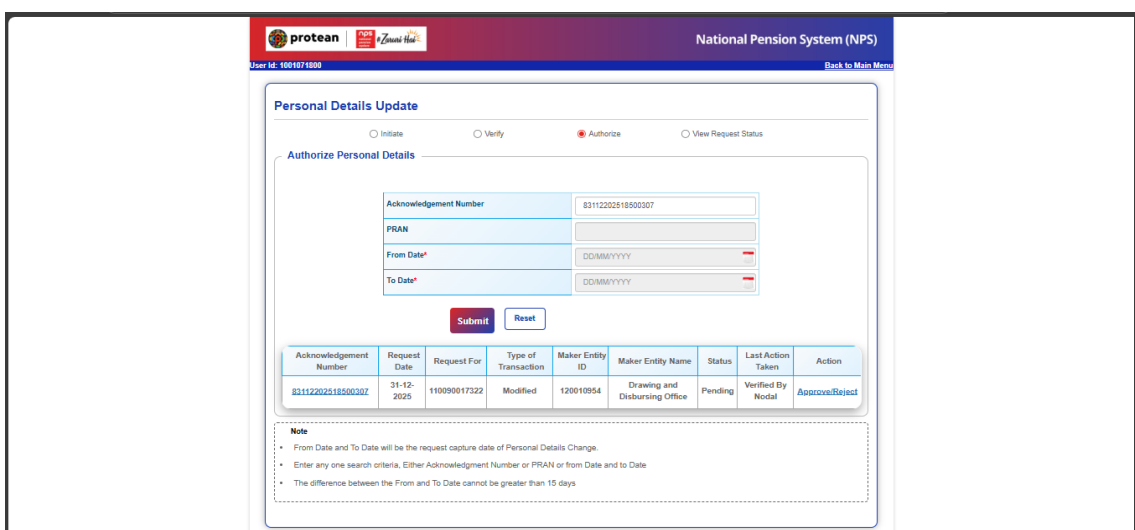


Figure 57b

- 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 58)



Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

Authorize Personal Details

Acknowledgement Number: 83112202518500307
 PRAN:
 From Date*: DD/MM/YYYY
 To Date*: DD/MM/YYYY

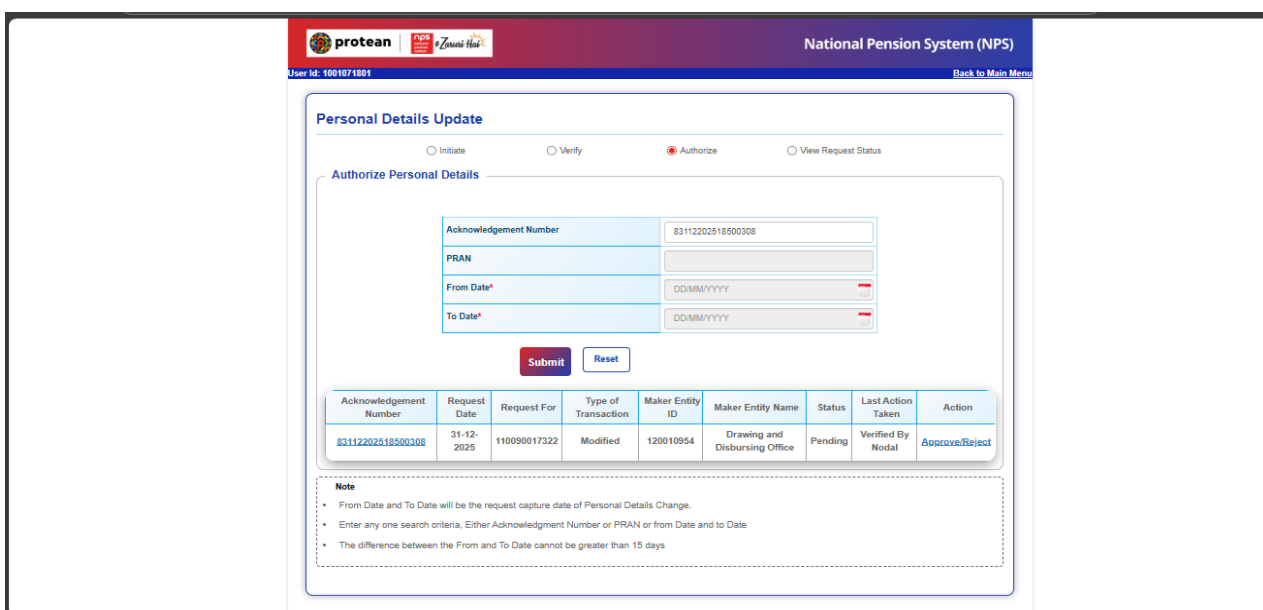
Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
83112202518500307	31-12-2025	110090017322	Modified	120010954	Drawing and Disbursing Office	Pending	Verified By Nodal	Approve/Reject

Note

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

Figure 58

- The official needs to click on Approve/Reject hyperlink so that the changes made in date of joining will appear on the screen along with uploaded documents icon (refer figure 59).



Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

Authorize Personal Details

Acknowledgement Number: 83112202518500308
 PRAN:
 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
83112202518500308	31-12-2025	110090017322	Modified	120010954	Drawing and Disbursing Office	Pending	Verified By Nodal	Approve/Reject

Note

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

Figure 59

- nodal office can Approve/Reject the request based on details entered and documents uploaded in CRA system. To see the upoded documents, click on **“Uploaded document”** icon.
 Nodal office needs to download and check document as uploaded by the initiator. Click on **“Accept/Reject** enter remarks and **Approve”** and then confirm. (Please refer Figure 60/61)

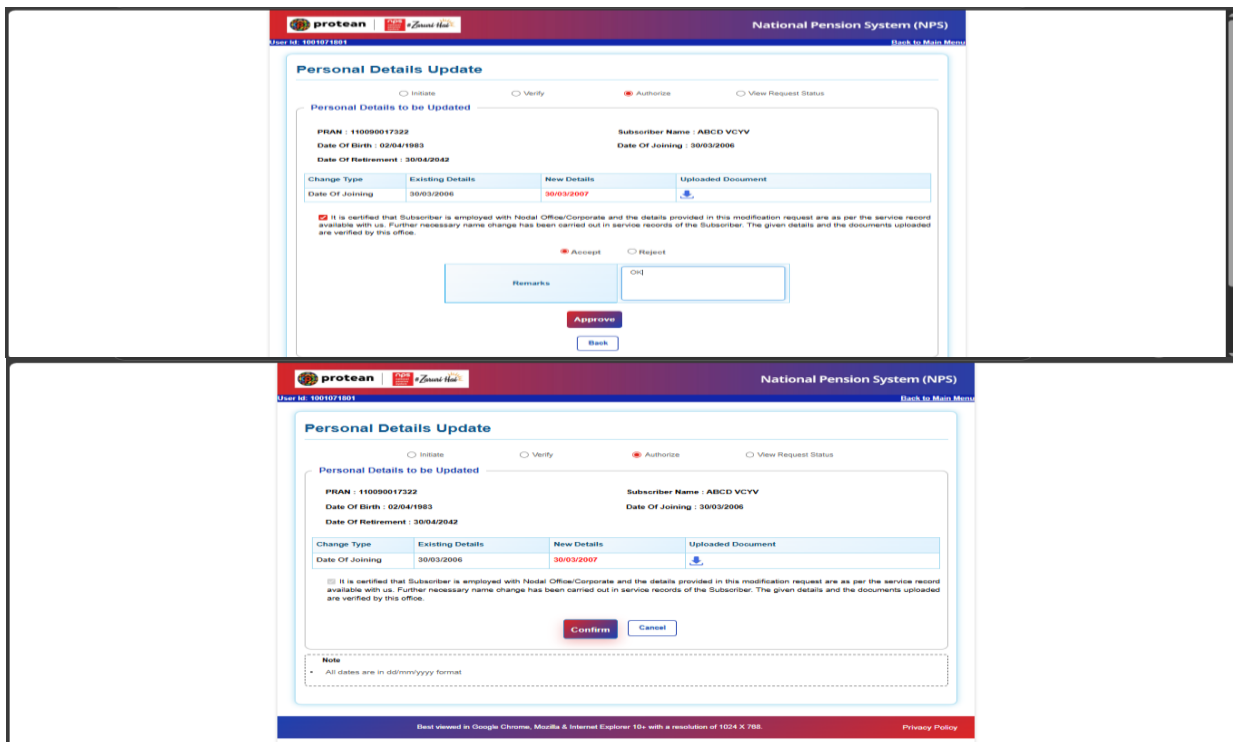


Figure 60/61

- Details will be saved successfully, and acknowledgement number will be visible on screen. Nodal office can check the status of the request. (Please refer Figure 62/63).

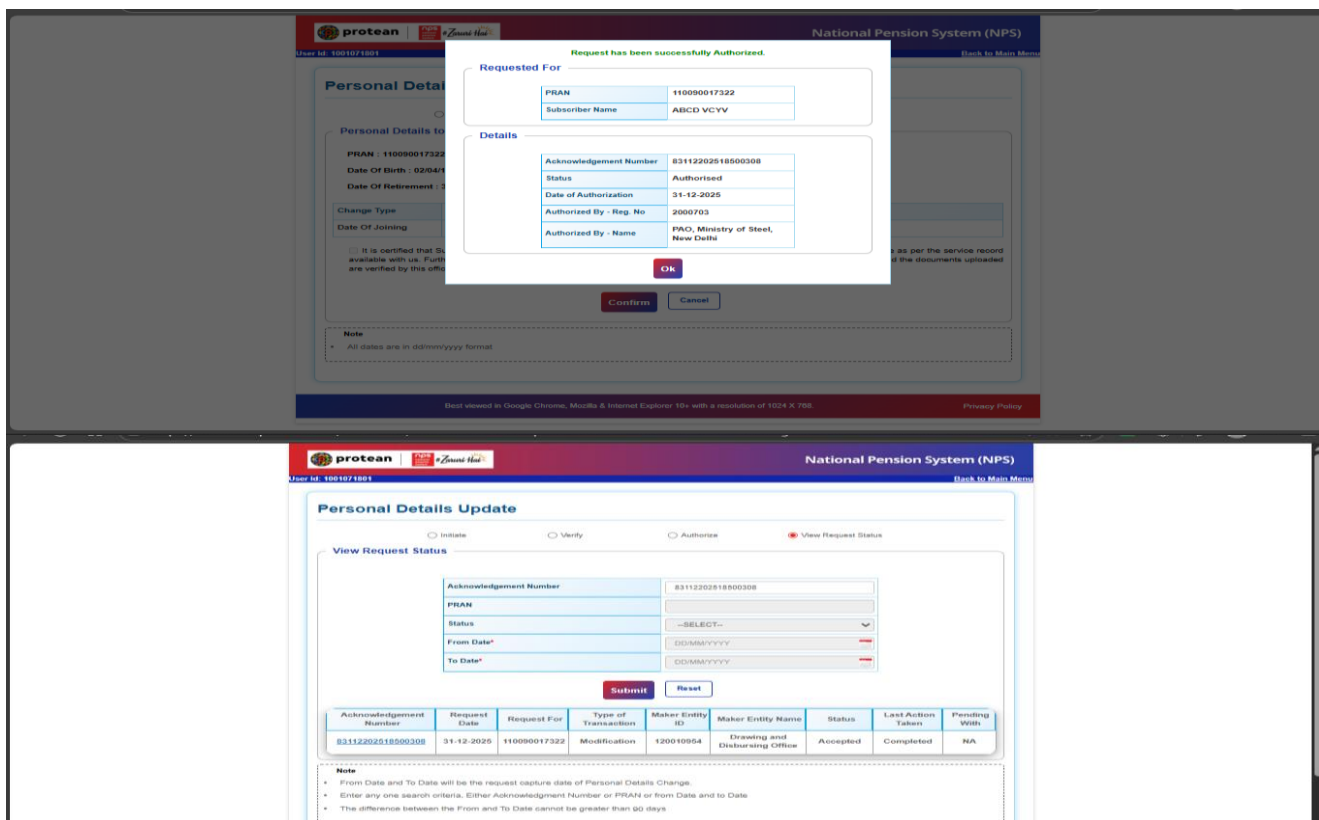


Figure 62/6

4. Modification in Date of Retirement:

Date of Retirement (DoR) change request Initiated by nodal office through User ID 1 can be authorized by nodal office User through user ID 2.

(In case request is initiated by DDO office, the same is to be verified by office through user id one and authorised by office through user ID 2).

A. DoR Change Request Initiation by PAO

- PAO office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter **“User ID”** and password click on **“Submit”** (Please refer Figure 64)

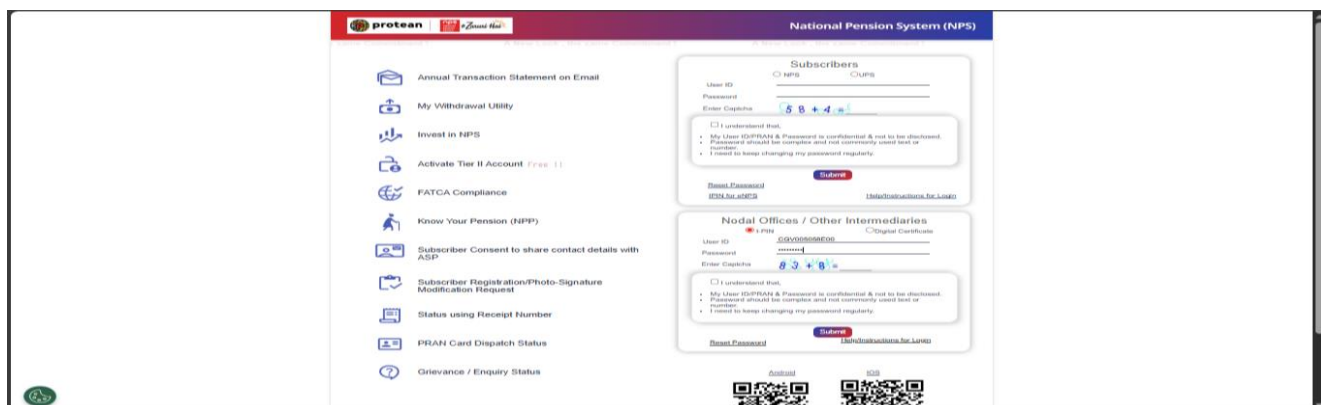


Figure 64

- Click on option **“Subscriber maintenance”** and sub menu **and sub menu “Update Name, dob,dor,dor,”** (Please refer Figure 65)

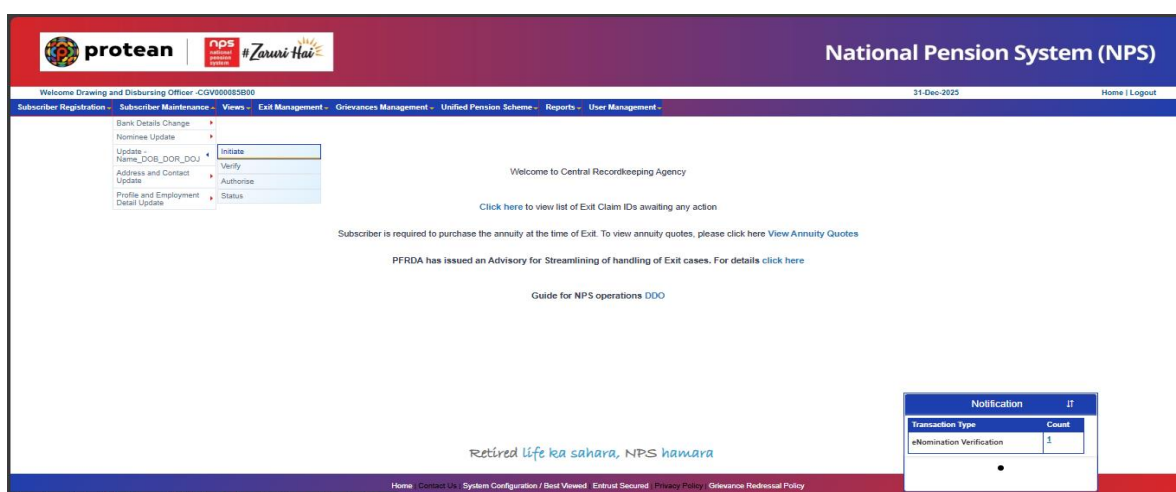


Figure: 65

- Click on option **“Initiate”** and Enter PRAN. Click on **“Submit”** (Please refer Figure 66/67)

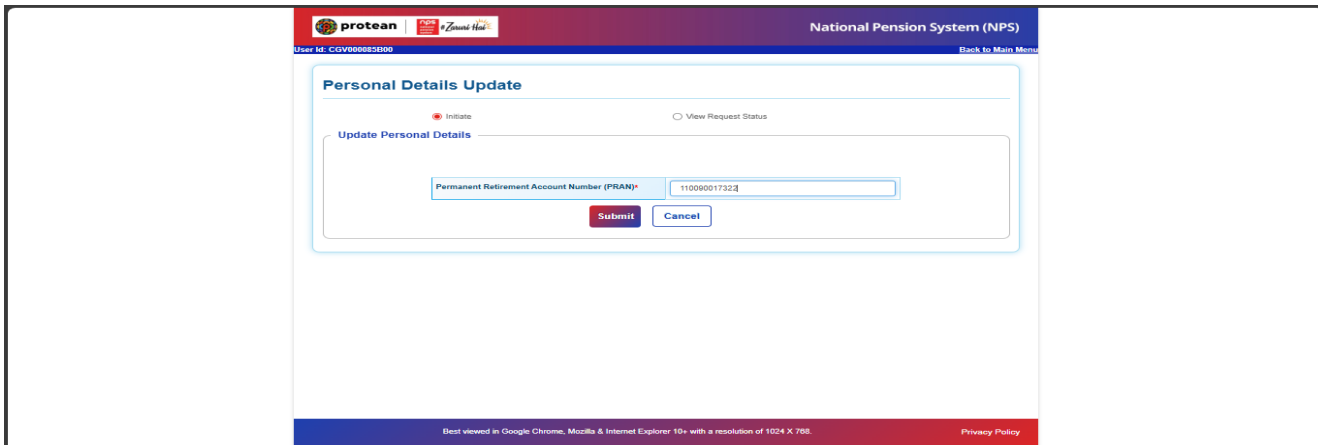


Figure 66

Then Click on **Edit** :

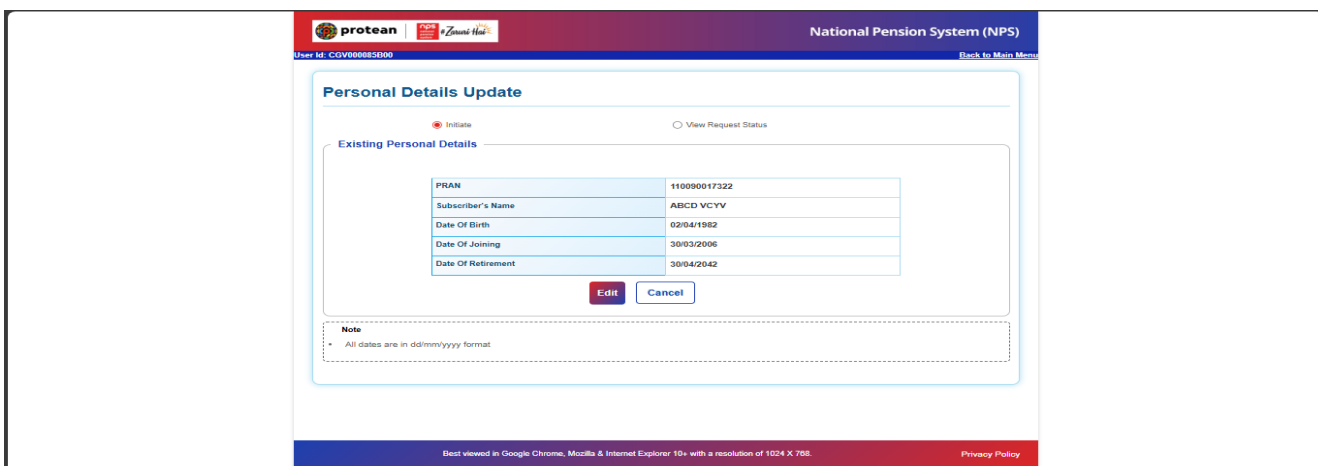


Figure: 67

- Select the Change Type, **"Date of Retirement"**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **"Submit"** (Please refer Figure 68/69).

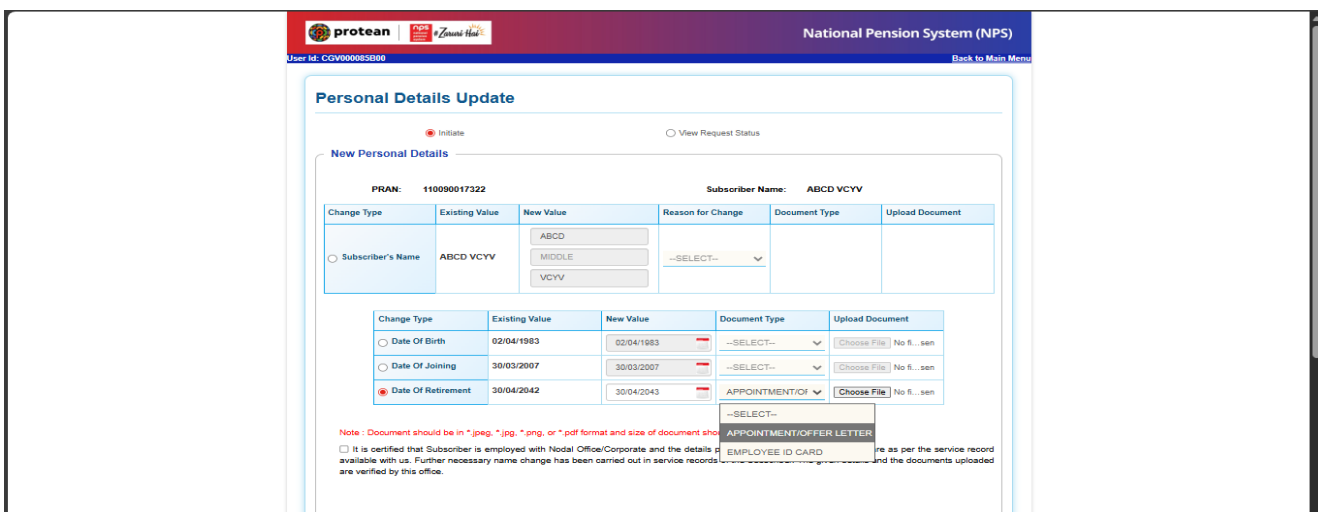


Figure: 68

Figure: 69

- Updated DoR will be visible on screen click on "Confirm" to proceed. (Please refer Figure70).

Figure: 70

- Details will be saved successfully and acknowledgement number will be visible on screen than click on OK. (Please refer Figure 71).

Figure: 71

- Status of request can be seen in CRA log in. (Please refer Figure 72).

National Pension System (NPS)

User ID: CGV00083B00
Back to Main Menu

Personal Details Update

Initiate
 Verify
 Authorize
 View Request Status

View Request Status

Acknowledgement Number	83112202518500309
PRAN	
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
83112202518500309	31-12-2025	110090017322	Modification	120010954	Drawing and Disbursing Office	Pending	Initiated By DDO	Nodal Verifier

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 90 days

Figure: 72

4 (B). DoR Change Request Authorization by PAO.

Date of Birth (DoJ) change request Initiated by nodal office (User 1) needs to be authorized by User 2.

- PAO office will log in to CRA portal <https://cra.nps-proteantech.in/CRA/> Enter “User ID” and password click on “Submit” (Please refer Figure 73)

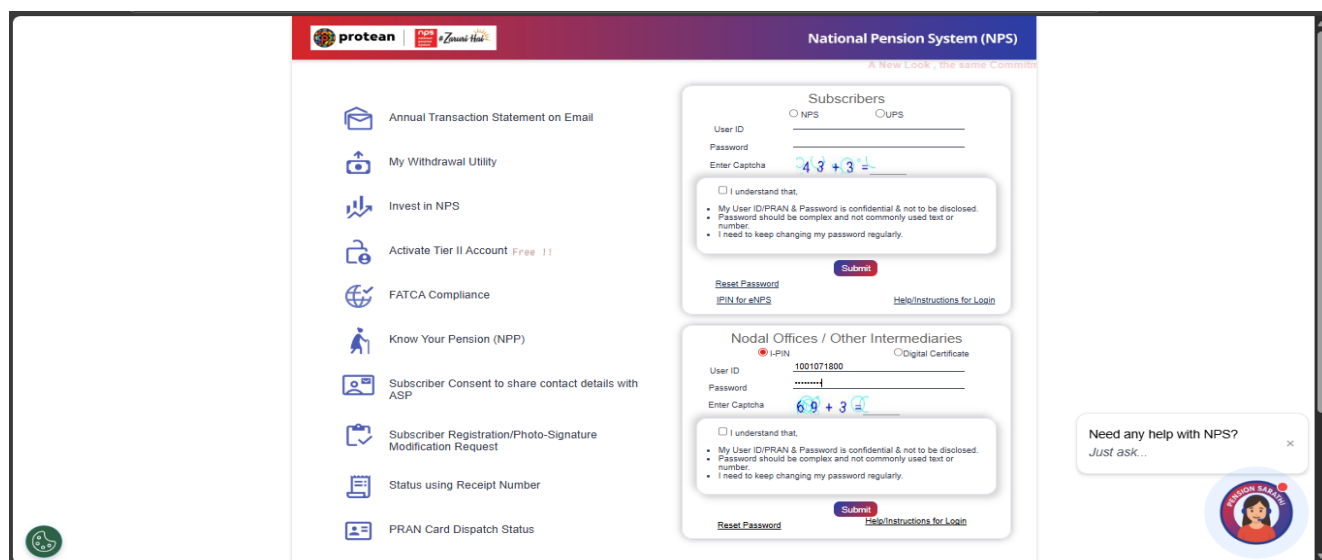


Figure: 73

- Click on option “Subscriber maintenance” and sub menu “ Update Name, dob,dor,dorj,” “Authorise”. Enter PRAN/acknowledgement ID. Click on “Submit.” (Please refer Figure 74).

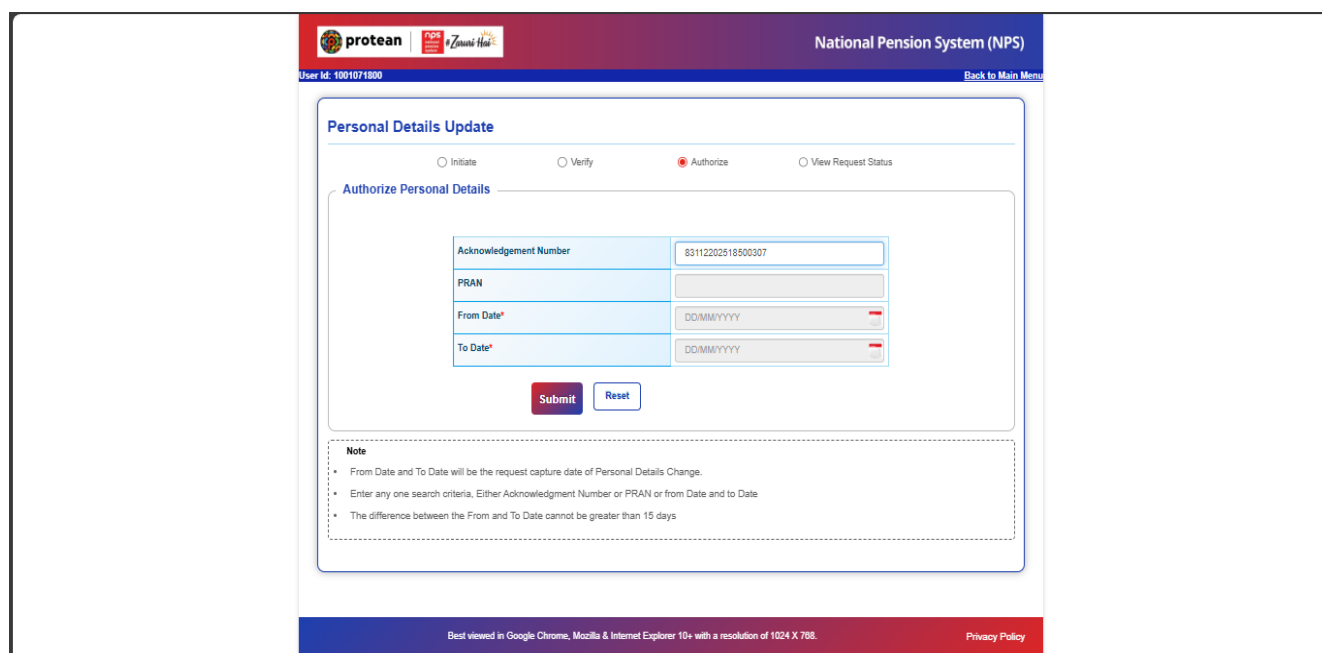


Figure: 74

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

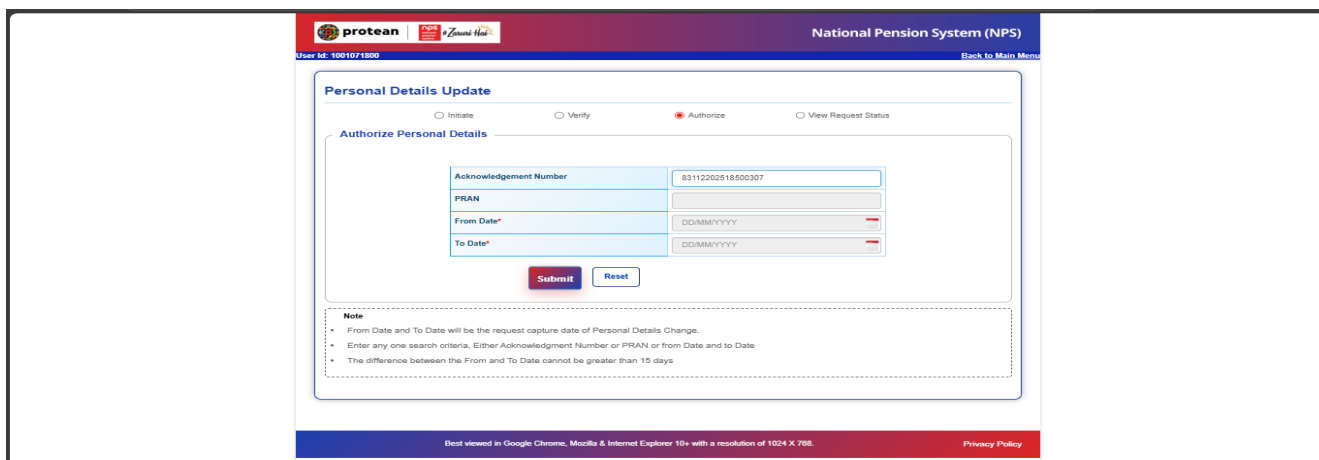


Figure: 75

- 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 76)

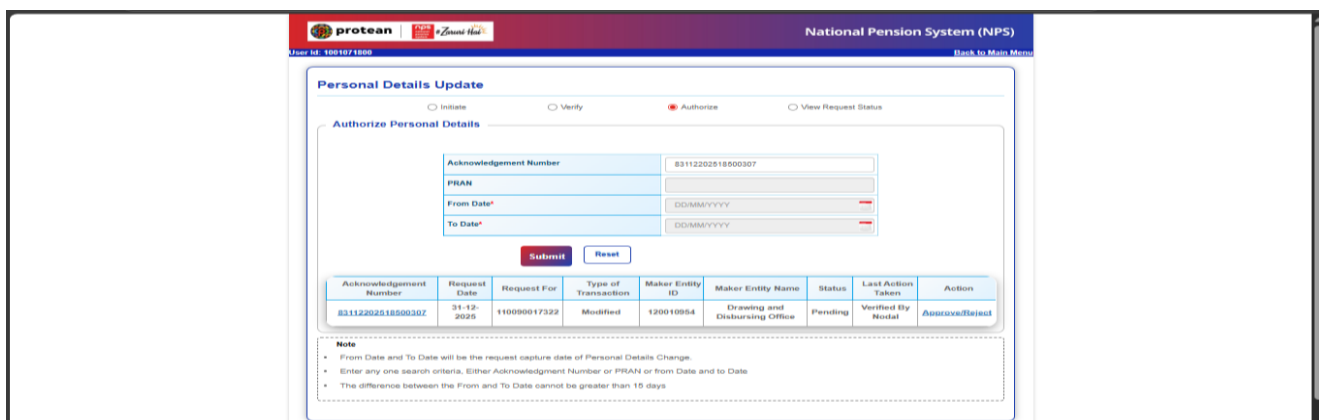


Figure: 76

- The following details will appear on the screen here the user have to click on accept/reject need to put the Remarks and then click on approve or Back (Refer figure 77)

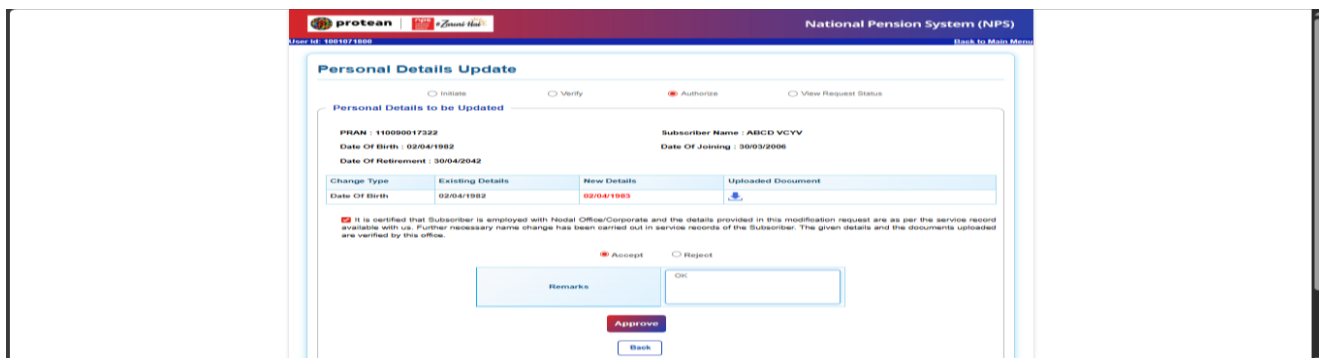


Figure: 77

➤ Status of request can be seen in CRA log in. (Please refer Figure 80/81).

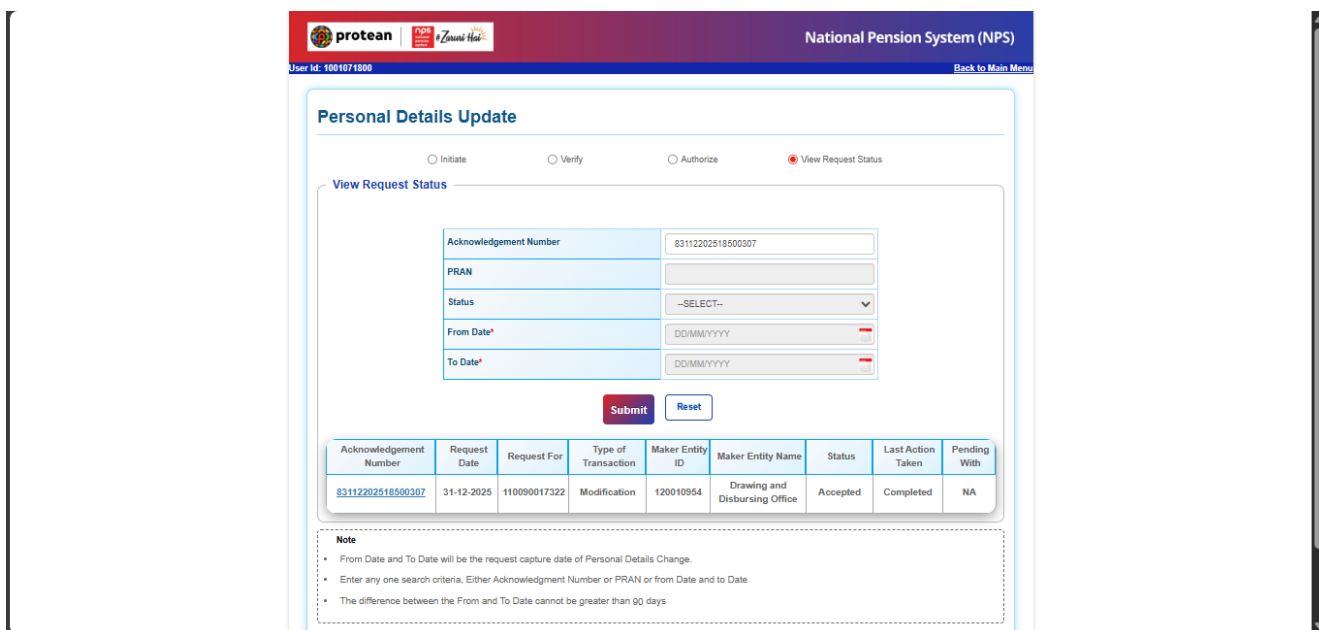
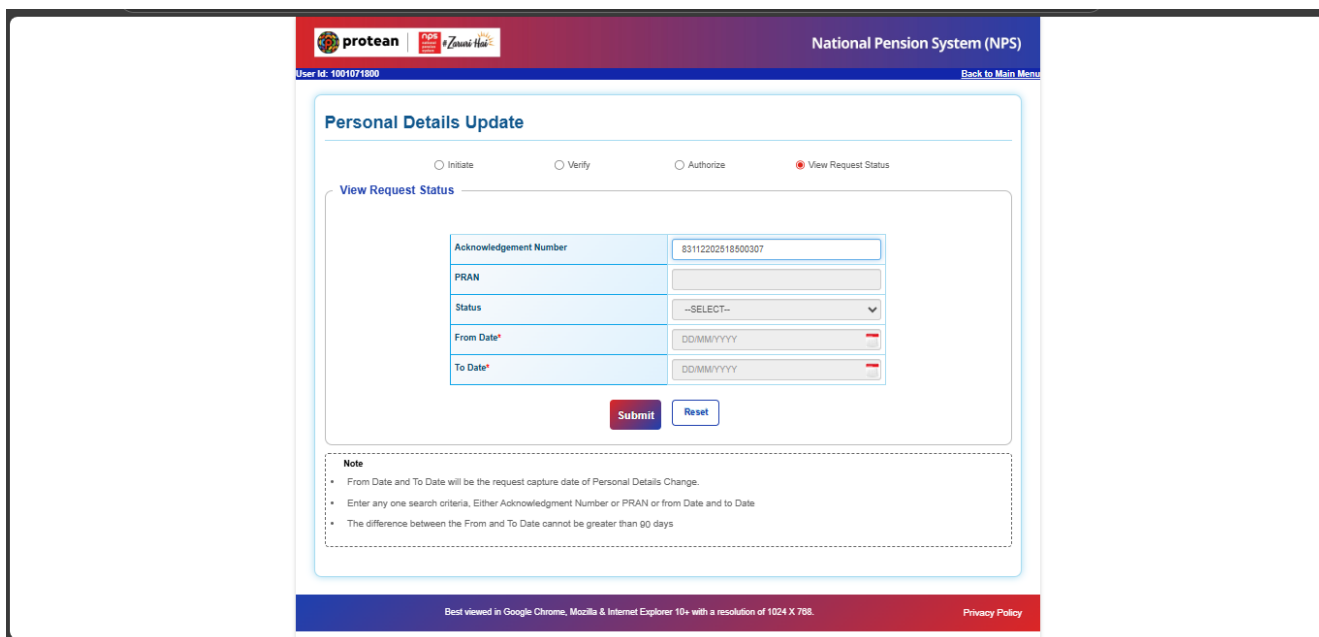


Figure: 80/81

In addition to the aforesaid Core Details, certain other Subscriber details such as PAN, Mobile Number, Email ID, and Address can be modified online by the Subscriber by logging into the CRA website.
