Protean e Gov Technologies
Limited

Standard Operating Procedure (SOP) for

Bank Details Modification by Subscriber

(Version 1.1)

REVISION HISTORY
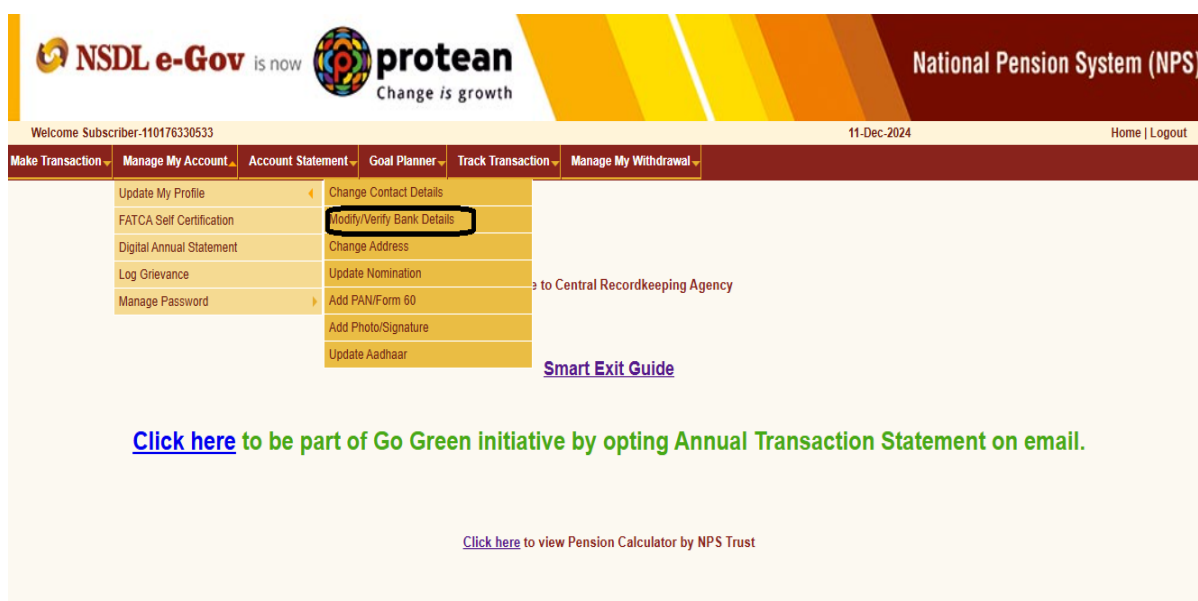
Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	-	1.0	-	Initial Version
2	23/08/2024	1.1	-	SOP are updated as per new functionality released, New Screenshots are incorporated.

Subscriber will login into the PCRA website (www.cra-nsdl.com) using the unique login credentials. Please refer Figure 1.

Figure 1

Once Subscriber login into the PROCRA website, 'Manage My Account' menu will be shown. Subscriber will click the sub-menu 'Update My Profile' and then choose option "Modify/Verify Bank Details". Please refer Figure 2.

Figure 2

Subscriber need to select radio button 'Update Bank Details' and further select Tier Type. Please refer Figure 3
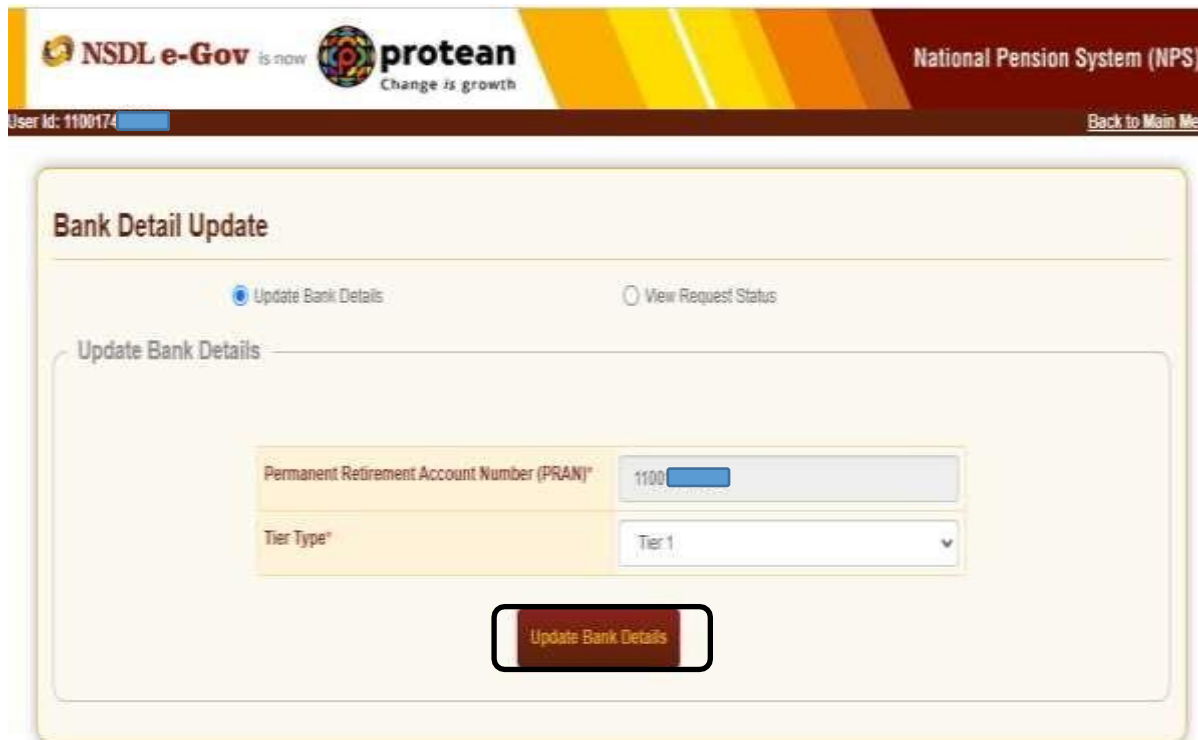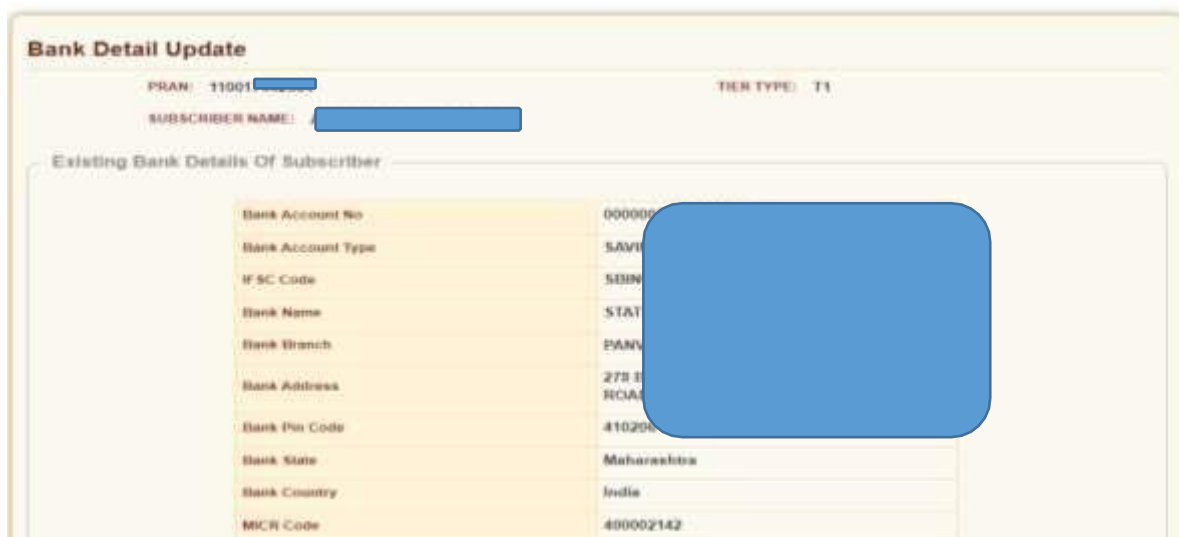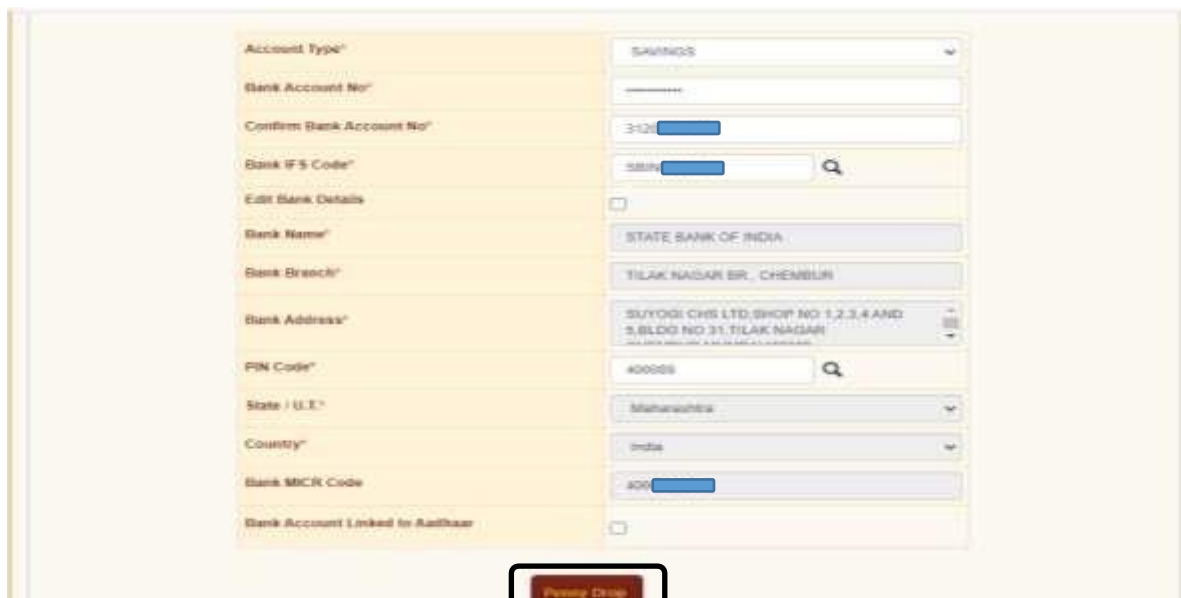

Figure 3

The existing Bank details registered in PCRA system will reflect on Screen and to update/modify the same Subscriber need to click on Edit. Please refer Figure 4

Figure 4

Subscriber need to mention revised bank details and Click on Penny Drop, when Subscriber clicks the Penny Drop button, PCRA will check whether modified data is matching with data present in Bank Database. (E.g. Subscriber Name etc.) Please refer Figure 5.
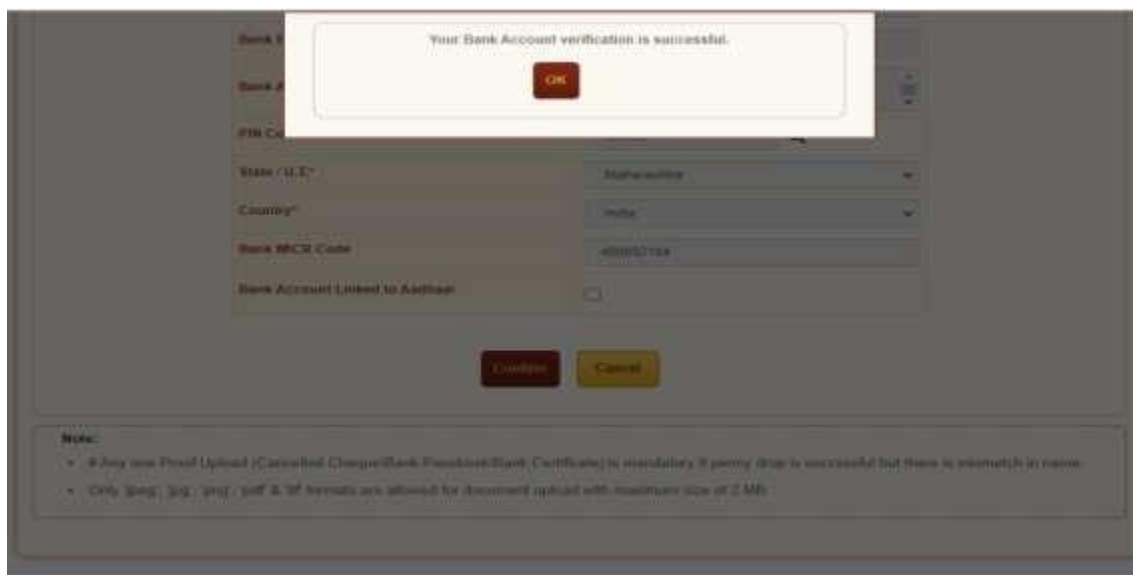

Figure 5

When Modified data match with Bank data, a message will be shown at the confirmation page as below. Please refer Figure 6.

Figure 6

Once, the subscriber clicks on OK, Subscriber will be shown the details captured once again for confirmation. Please refer Figure 7.

Figure 7

Once subscriber clicks on Confirm, subscriber will be shown the modified details in Red Fonts. The subscriber needs to Re-confirm the highlighted details. Please refer Figure 8.

Figure 8

Once, the subscriber Re-confirm the details, he/she needs to authenticate the said modified request. There are two options for authentication; the request can be authenticated either through OTP or e- Sign. The subscriber needs to select the appropriate option and mention Captcha. Here the process for authentication through OTP is explained. Please refer Figure 9.

Figure 9

Once, the subscriber clicks on OTP option, an OTP will be send on his registered Mobile Number and Email ID with CRA. The subscriber needs to click on 'Proceed' button. Please refer Figure 10.

Figure 10

The subscriber needs to mention OTP received on registered Email ID as well as Mobile number and click on Verify OTP. Please refer Figure 11.

Figure 11

On verification of OTP, the Bank details will be updated successfully in CRA system and Acknowledgment number along with appropriate message will be shown to subscriber. Please refer Figure 12.

Figure 12