

Protean eGov Technologies Limited



Standard Operating Procedures
For
Upload of Photo & Signature by Subscriber

Version 1.1

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REVISION HISTORY

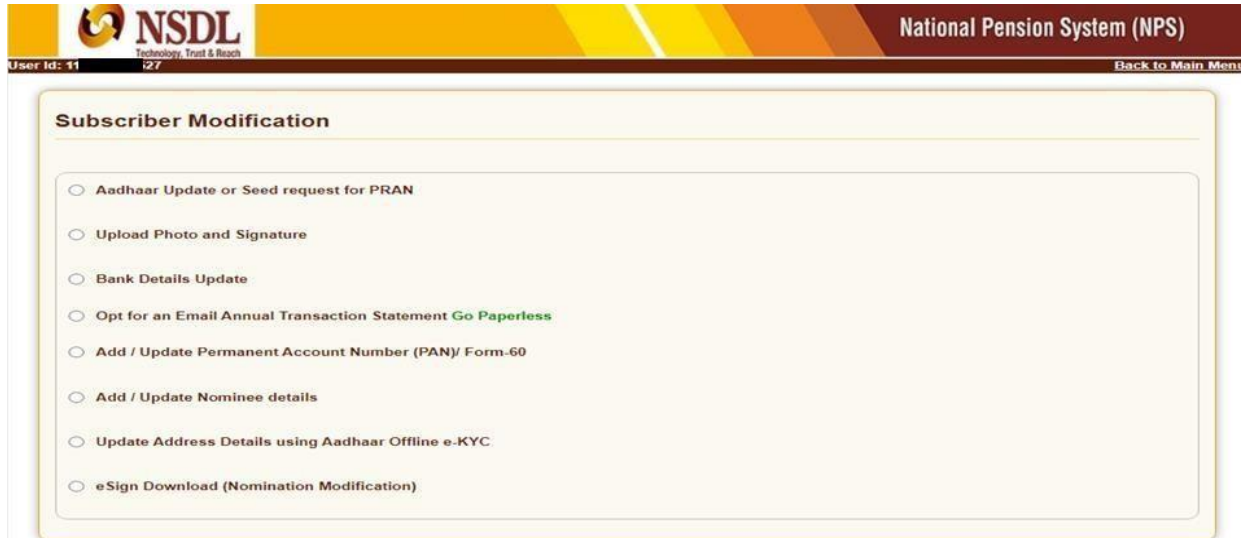
Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1		1.0	-	Initial Version
2	23/08/2024	1.1	-	SOP are updated as per new functionality released, New Screenshots are incorporated.

Steps to upload to Photo & Signature

Step 1 – Login to your NPS account by visiting <https://cra-nsdl.com>

Step 2 – Go to menu “Demographic Changes” and click on “Update Personal Details”

Step 3 – Click on Upload Photo and Signature and follow the steps mentioned below.



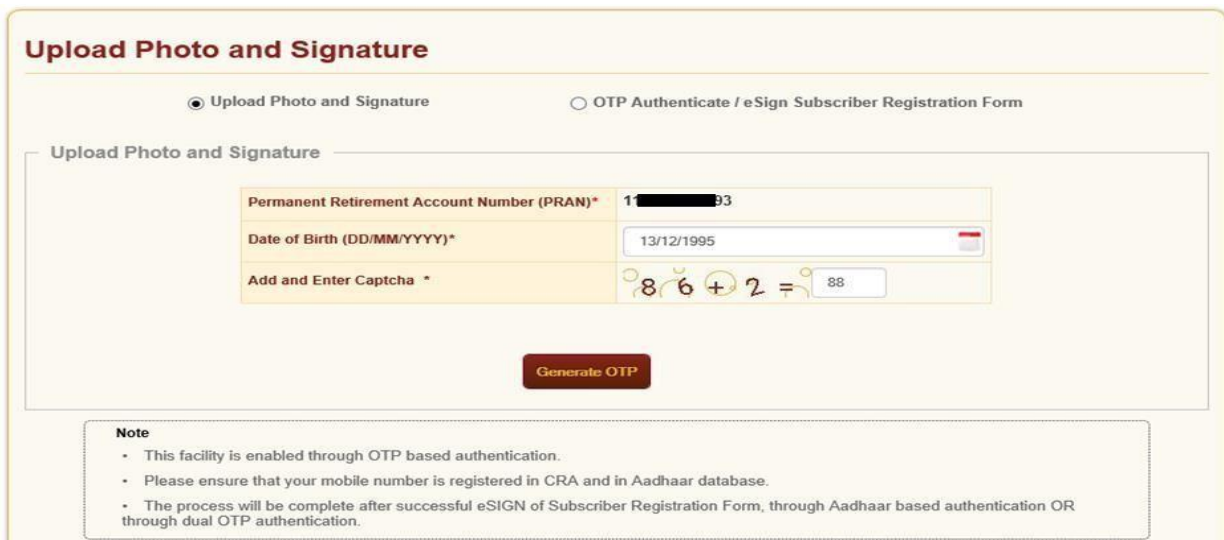
NSDL Technology, Trust & Beach
User Id: 11 127

National Pension System (NPS)
Back to Main Menu

Subscriber Modification

- ☐ Aadhaar Update or Seed request for PRAN
- ☒ Upload Photo and Signature
- ☐ Bank Details Update
- ☐ Opt for an Email Annual Transaction Statement **Go Paperless**
- ☐ Add / Update Permanent Account Number (PAN)/ Form-60
- ☐ Add / Update Nominee details
- ☐ Update Address Details using Aadhaar Offline e-KYC
- ☐ eSign Download (Nomination Modification)

Step 4 – Click on Upload Photo & Signature and enter the details and click on Generate OTP.



Upload Photo and Signature

☒ Upload Photo and Signature ☐ OTP Authenticate / eSign Subscriber Registration Form

Upload Photo and Signature

Permanent Retirement Account Number (PRAN)* 1 [REDACTED] 93

Date of Birth (DD/MM/YYYY)* 13/12/1995

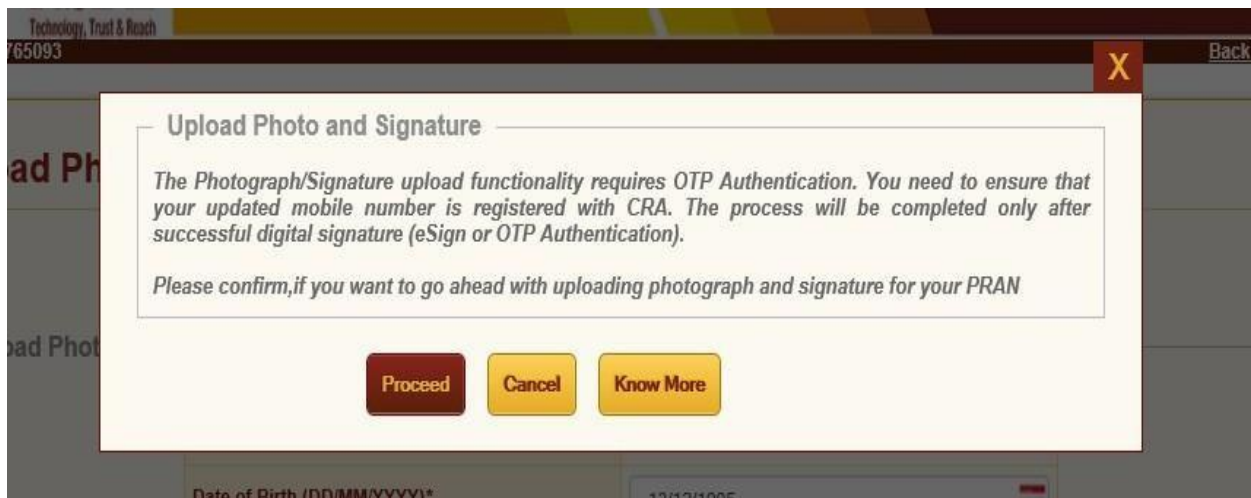
Add and Enter Captcha * 8 6 + 2 = 88

Generate OTP

Note

- This facility is enabled through OTP based authentication.
- Please ensure that your mobile number is registered in CRA and in Aadhaar database.
- The process will be complete after successful eSIGN of Subscriber Registration Form, through Aadhaar based authentication OR through dual OTP authentication.

Step 5 - Click on Proceed



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Upload Photo and Signature

The Photograph/Signature upload functionality requires OTP Authentication. You need to ensure that your updated mobile number is registered with CRA. The process will be completed only after successful digital signature (eSign or OTP Authentication).

Please confirm, if you want to go ahead with uploading photograph and signature for your PRAN

Proceed **Cancel** **Know More**

Date of Birth (DD/MM/YYYY)* 12/12/1985

Step 6 – Write OTP and Click on Submit OTP



Upload Photo and Signature

☒ Upload Photo and Signature ☐ OTP Authenticate / eSign Subscriber Registration Form

Upload Photo and Signature

Permanent Retirement Account Number (PRAN)*	11[REDACTED]02
Date of Birth (DD/MM/YYYY)*	01/07/1983
Enter OTP*	*****

OTP successfully sent to the registered mobile number. *****[REDACTED]79

Submit OTP **Regenerate OTP** **Back**

Step 7 – Upload Photo & Signature and click on Save

Photo & Signature Upload

Upload Photo and Signature

Photo

Preview Photo



C:\Users\sagars\Desktop Browse...

Signature

Preview Signature



C:\Users\sagars\Desktop Browse...

Steps to Scan Signature


Note: Photo and signature should be in .jpg format with file size between 4 KB and 12 KB.

Save


Step 8 – Click on Confirm

Photo & Signature Preview

Preview Photo



Preview Signature



Confirm **Edit**

Step 9 – Proceed further to complete OTP Authentication/ eSign

Photo & Signature Upload Confirmation

PRAN	110[REDACTED]02
Name of the Subscriber	TV[REDACTED]INGH
Acknowledgement Number	170[REDACTED]80
Captured Timestamp	11/09/2022 18:57:07

Photo and Signature have been successfully uploaded.

OTP Authenticate / eSign Subscriber Registration Form

Step 10 – Click on OTP Authentication of Subscriber Registration form oreSign Subscriber

OTP Authentication / eSign / View Details

Acknowledgement No: 17

☒ OTP Authentication of Subscriber Registration Form ☐ eSign Subscriber Registration Form ☐ View Details

OTP Authenticate Upload Photo and Signature

Enter Captcha * $75 + 2 =$

Generate OTP

Note

- As per regulatory guideline, distinct OTPs will be sent on Email ID and Mobile No.
- Kindly Ensure both are accessible during the verification process.
- Please click on "Generate OTP" button if the Mobile number and Email ID are correct.

Step 11 – Click on Proceed

Acknowledgement No: 17055380

Alert!

As per regulatory guideline, distinct OTPs will be sent on Email ID and Mobile No.

Kindly Ensure both are accessible during the verification process.

Proceed Cancel

Generate OTP

Step 12 – Verify the OTP

OTP Authentication (Paperless) of Subscriber Registration Form

OTP sent successfully to your registered Email ID s****@****.in and Mobile No. +919*****9

Email ID OTP *	<input type="text" value="...."/>
Mobile OTP *	<input type="text" value="...."/>
Enter Captcha *	<input type="text" value="7 1 + 6 = 77"/>

I hereby authorize NSDL e-Governance Infrastructure Ltd (NSDL e-Gov) to:
Use my distinct OTPs received on Mobile Number and Email ID for the purpose of eSigning/OTP
Authenticating the registration document/service requests under National Pension System (NPS) for
National Pension System Trust

Verify OTP

Regenerate OTP

Cancel

Step 13 – You will get below message on successful completion of process

eSign Success - Photo Signature Upload

eSign for Photo Signature Upload Form is Successfull!. Please download the eSign form and verify the Signature.

Download e-Sign file
