

Protean eGov Technologies Limited



**Standard Operating Procedures
For
Upload of Photo & Signature by Subscriber**

Version 1.2

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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.
2	01/08/2025	1.2	-	SOP are updated with update menu and sub-menu details

Steps to upload to Photo & Signature

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

Step 2 – Go to menu “Manage My Account” and click on Update My Profile’

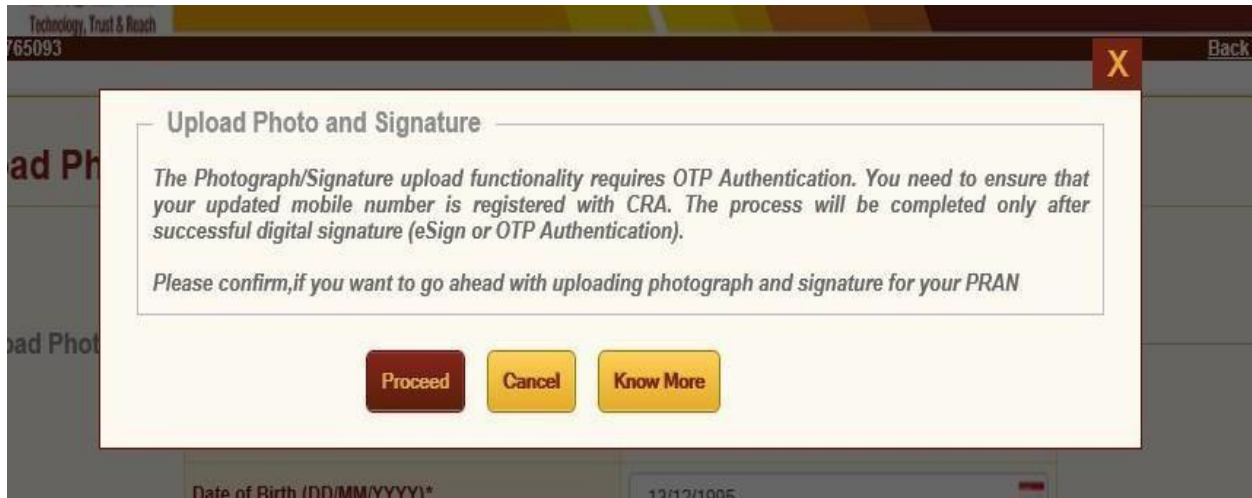
Details” Step 3 – Click on Add photo and signature and follow the steps mentioned below.

The screenshot shows the NSDL National Pension System (NPS) Subscriber Modification page. The header includes the NSDL logo, the tagline "Technology, Trust & Reach", and the text "National Pension System (NPS)". Below the header, there is a "Subscriber Modification" section with a list of options: "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", and "eSign Download (Nomination Modification)".

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

The screenshot shows the NSDL National Pension System (NPS) Upload Photo and Signature page. The page has two tabs: "Upload Photo and Signature" (selected) and "OTP Authenticate / eSign Subscriber Registration Form". The "Upload Photo and Signature" tab contains a form with the following fields: "Permanent Retirement Account Number (PRAN)*" (1[REDACTED]93), "Date of Birth (DD/MM/YYYY)*" (13/12/1995), and "Add and Enter Captcha *" (86 + 2 = 88). Below the form is a "Generate OTP" button. A "Note" section at the bottom states: "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



The screenshot shows a web application interface with a modal dialog box titled "Upload Photo and Signature". The dialog box contains the following text:

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

At the bottom of the dialog box, there are three buttons: "Proceed" (dark red), "Cancel" (yellow), and "Know More" (yellow). The background of the web application is partially visible, showing a header with "Technology, Trust & Reach" and a "Back" button.

Step 6 - Write OTP and Click on Submit OTP



The screenshot shows the "Upload Photo and Signature" form. The form has two radio buttons at the top: "Upload Photo and Signature" (selected) and "OTP Authenticate / eSign Subscriber Registration Form". Below the radio buttons, the form is titled "Upload Photo and Signature".

The form contains the following fields:

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

Below the fields, there is a green message: "OTP successfully sent to the registered mobile number, ***** [redacted] 79".

At the bottom of the form, there are three buttons: "Submit OTP" (dark red), "Regenerate OTP" (dark red), and "Back" (yellow).

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]NGH
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 or eSign Subscriber

OTP Authentication / eSign / View Details

Acknowledgement No: 17 [REDACTED]

☒ 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
