

Protean eGov Technologies Limited



**Standard Operating Procedure (SOP) for Modification of  
Contact, email and address 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.

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## Background

Subscribers registered under NPS have an option to update certain details like mobile number, email ID and address etc. in the CRA System through using the I-PIN provided to them by PCRA. The following process describes updating of e-mail id /mobile number as well as address details of the subscriber.

## Register/ Update e-mail ID/Mobile

Subscriber will login into the PCRA website ([www.cra-nsdl.com](http://www.cra-nsdl.com)) using the credentials. Please refer **Figure 1**.

Figure 1

Once Subscriber logs into the PCRA website, there 'Manage My Account' menu will be shown. Subscriber will have to click the sub-menu 'Update My Profile' and then choose option "Change Contact Details". Please refer **Figure 2**.

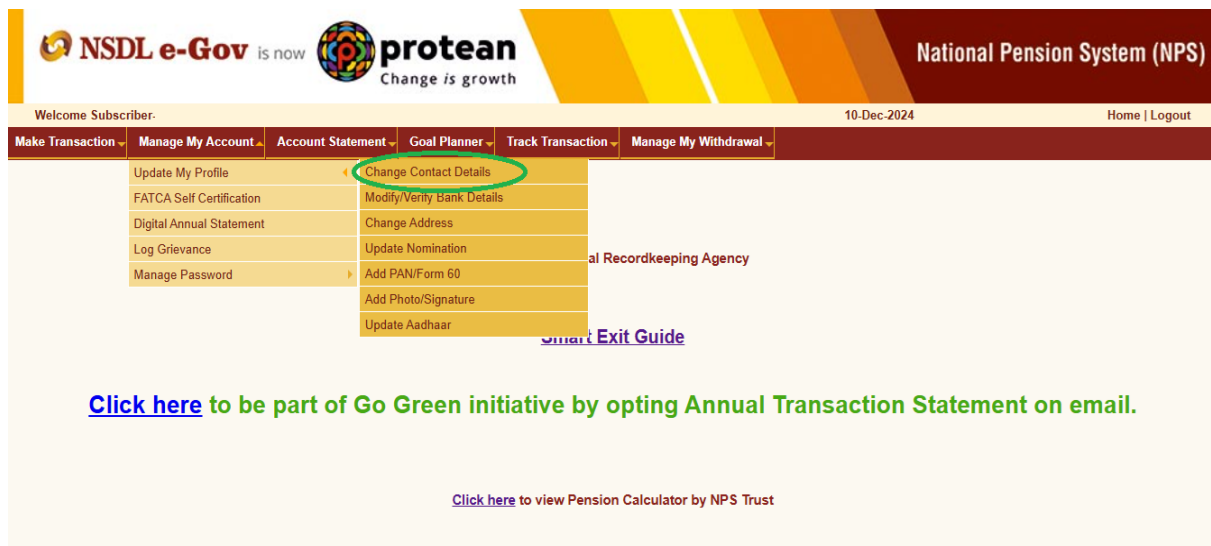


Figure 2

The existing Mobile Number, e-mail ID and telephone number as registered in PCRA system will be reflected on Screen. In order to update/modify the same, the subscriber needs to click on Radio Button option. Please refer **Figure 3**.

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National Pension System (NPS)

User Id: Back to Main Menu

Update Contact Details

Communication Profile

☐ Telephone :

☒ Email-ID :  ✓

☒ Mobile Number : +91  ✓

Figure 3

The subscriber will update the required details on the screen itself. On submission of the required details, OTP will be sent to new mobile number and OTP will be required to enter and then click on Submit. Please refer **Figure 4**.

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User Id: 1 Back to Main Menu

### Update Contact Details

OTP sent successfully to your

Communication Profile

☐ Telephone :

☒ Email-ID :

☐ Mobile Number : +91  ✓

Enter OTP :

Figure 4

Acknowledgment number will be provided to subscriber along with the message showing as 'Details have been successfully, please Refer **Figure 5**.

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User Id: 1 Back to Main Menu

[Redacted] is successfully updated in the CRA for PRAN [Redacted] on 10-12-2024 15:40:04. Acknowledgment ID for this request is 1115131123.

Best viewed in Google Chrome, Mozilla & Internet Explorer 10+ with a resolution of 1024 X 768. Privacy Policy

Figure 5

## Update Personal Details (Address)

Once Subscriber logs into the PCRA website, 'Manage My Account' menu will be shown. Subscriber will click the sub-menu 'Update My Profile' and then choose option "Change Address". Please refer **Figure 6**.

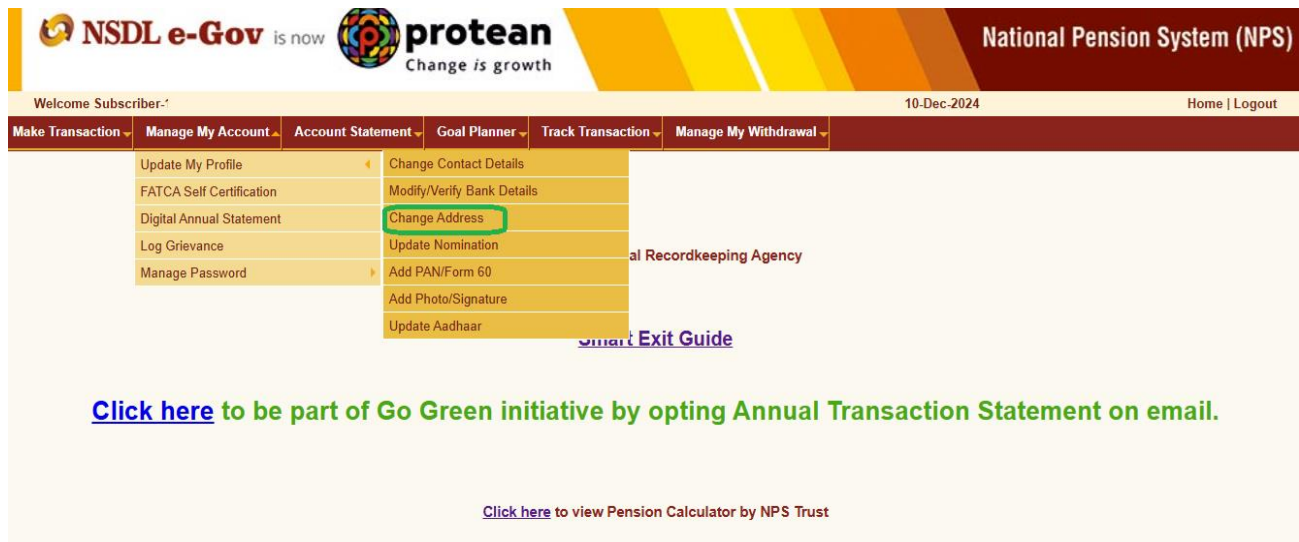


Figure 6

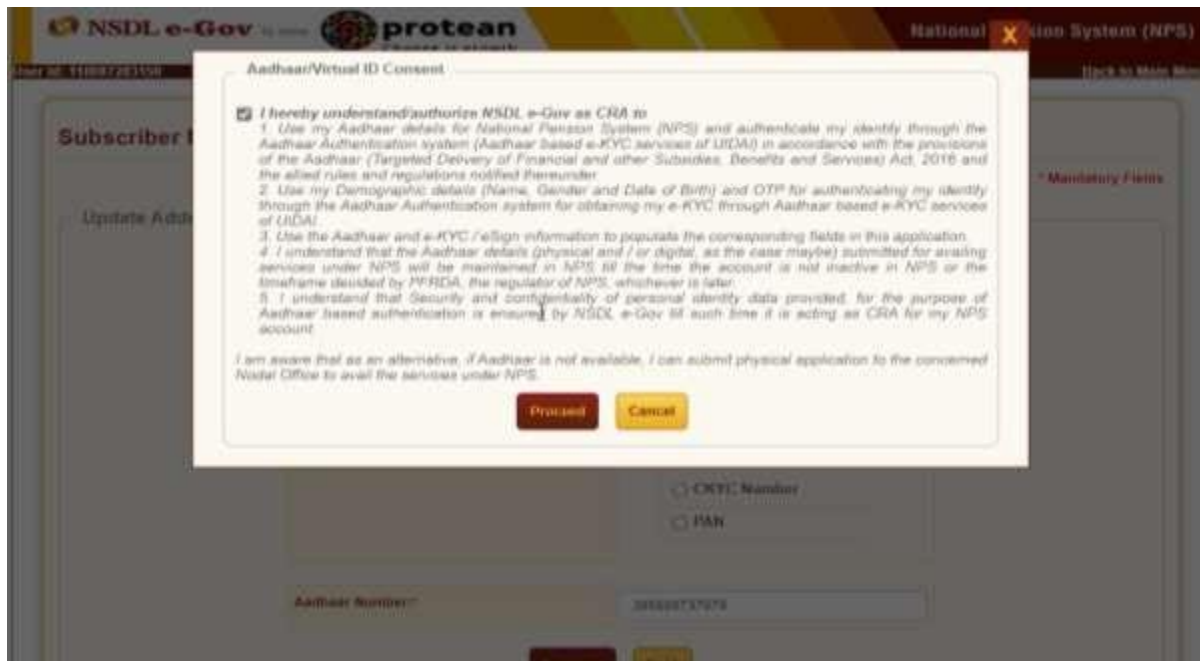
Subscriber needs to select through Online Aadhaar/ Digi locker/ CKYC and subscriber needs to mention Aadhaar Number or PAN. Please refer Figure 7.

The screenshot shows the "Subscriber Modification - Update Address Details" form. The form has a title bar "Subscriber Modification - Update Address Details" and a "Mandatory Fields" indicator. The main content area is titled "Update Address Details" and contains a large yellow box with the text "Please select option:". To the right of this box, there are three sections: "Through Aadhaar" with radio buttons for "Online Aadhaar", "Virtual ID", and "Offline KYC"; "Through Digilocker" with a radio button; and "Through CKYC" with radio buttons for "CKYC Number" and "PAN". Below these sections, there is a text input field for "Aadhaar Number:" with the value "385588737070" entered. A yellow tooltip message says "Please enter 12-digit Aadhaar Number". At the bottom of the form, there are "Continue" and "Back" buttons. A "Note" section at the bottom left says "Please enter 12-digit Aadhaar Number".

Figure 7

In order to update address in CRA records, the Subscriber name & Date of Birth (DOB) as per CRA record and Name & Date of Birth as per Aadhaar (UIDAI database) should match. Subscriber address will be updated in CRA records instantly after submission of Address change request.

Please refer **figure 8**.



**NSDL e-Gov** **protean** **National Pension System (NPS)**

Subscriber ID: 110087261150

**Aadhaar/Virtual ID Consent**

☒ I hereby understand/authorize NSDL e-Gov as CRA to:

1. Use my Aadhaar details for National Pension System (NPS) and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder.
2. Use my Demographic details (Name, Gender and Date of Birth) and OTP for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI.
3. Use the Aadhaar and e-KYC / eSign information to populate the corresponding fields in this application.
4. I understand that the Aadhaar details (physical and / or digital, as the case maybe) submitted for availing services under NPS will be maintained in NPS till the time the account is not inactive in NPS or the timeframe decided by PFMSA, the regulator of NPS, whichever is later.
5. I understand that Security and confidentiality of personal identity data provided for the purpose of Aadhaar based authentication is ensured by NSDL e-Gov till such time it is acting as CRA for my NPS account.

I am aware that as an alternative, if Aadhaar is not available, I can submit physical application to the concerned Nodal Office to avail the services under NPS.

**Proceed** **Cancel**

☐ CKYC Number  
☐ PAN

**Aadhaar Number**

**Update Address**

**Mandatory Fields**

Figure 8

After confirmation, subscriber needs to follow esign process. After successfully completion of esign process, address will be updated successfully as in **figure 9**.



**Subscriber Modification**

Address update request is successful in CRA for PRAN 110087261150 on: 26-06-2023 17:56:22.  
Acknowledgment ID for this request is 2362573924.

Figure 9



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Alternatively, for change in address details, you need to submit the Subscriber Details Change Request Form (UOS-S2 Form) to your respective Point of Presence Service Provider (POP-SP), based on which POP-SP will update the details in CRA system. Subscriber can download the Form S2: Subscriber Details Change form can be downloaded from our website [www.npscra.nsdl.co.in](http://www.npscra.nsdl.co.in). (Home-> All Citizen of India -> Forms ->NPS Account Maintenance-> Form S2: Subscriber Details Change). POP-SP has to retain the change request forms and shall not forward the forms to CRA.