

Protean eGov Technologies Limited



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**Procedure for Subscriber Details Modification for**

**NPS Vatsalya Account**

**Version 1.0**

### **REVISION HISTORY**

<b>Sr. No.</b>	<b>Date of Revision</b>	<b>Ver</b>	<b>Section Number</b>	<b>Description of Change</b>
1	-	1.0	-	Initial Version

## **1. Introduction**

Under the National Pension System (NPS), in case of NPS Vatsalya Accounts, some of the important information such as contact details, Bank details, Address, PAN can be updated online directly through CRA login (by accessing PRAN as User Id and password). POPs and Guardians are encouraged to use the self-service option wherever applicable for modification of these details.

For modification of certain details such as the Subscriber's Name, Date of Birth (DOB), Father and Mother Name, at present the request is required to be submitted by the guardian of the subscriber to Point of Presence (POP)/Protean CRA (by raising online grievance in CRA). On receipt of the modification request, these details are updated by Protean CRA.

## **2. Details that can be updated online in CRA through Subscriber Login (DIY journey)**

Guardian may update the following details directly in NPS Vatsalya account by logging to CRA system (<https://cra-nsdl.com/CRA/>) :

- ✓ Contact Details (Email ID, Mobile Number)
- ✓ Address Details
- ✓ Bank Details
- ✓ PAN Details
- ✓ Scheme and PFM change
- ✓ FATCA declaration

The user is required to login NPS account with PRAN as a user id and password and select the relevant menu option to update the details

## **3. Details that can be updated by submission of request to POP/Protean CRA**

### **A. Following details can be modified by submitting request to POP/ Protean CRA**

- ✓ Name of subscriber
- ✓ Date of Birth
- ✓ Father's Name
- ✓ Mother's Name

## **B. Process for submission of request**

### B.1. Online request submission to Protean CRA by raising grievance in CRA system (Token-based Grievance):

- The request can be raised by registering a grievance through CRA login (<https://cra-nsdl.com/CRA/>) and by providing the relevant details to be modified.
- The user is required to upload the duly signed request letter of guardian and duly attested relevant supporting document(s) as mentioned in the table below.
- Once the grievance is registered in CRA a unique token will be generated for the same.

### B.2. Physical request submission to POP:

- Guardian will approach the POP and submit duly signed request letter and duly attested relevant supporting document(s) as mentioned in the table below.
- POP will verify the document and request submitted and forward the request to PCRA at email id- [uoshelpdesk@proteantech.in](mailto:uoshelpdesk@proteantech.in) for further processing.

## **C. Processing of request by Protean CRA:**

- On receipt of document at CRA (either through grievance or through POP), CRA will verify the request and documents.
- Upon successful verification, the details will be updated in NPS Vatsalya PRAN by CRA.
- Upon updation of details, necessary intimation will be sent by CRA. Also, resolution will be provided for the token against the registered grievance.
- In case the request is not proper or the document submitted are not appropriate then the status of the same will be communicated by CRA.
- In this case, fresh token will have to be raised with complete documentation. On receiving the revised document, the same shall be verified and the details will be updated in CRA system.

#### 4. Mandatory documents required:

Sr no.	Details to be updated	Supporting document required
1	Name of Subscriber	Request letter duly signed along with proof of birth. Any one proof of Birth: i. Birth Certificate ii. Passport iii. PAN iv. Matriculation/School Certificate
2	Date of Birth	Request letter duly signed along with proof of birth Any one proof of Birth: i. Birth Certificate ii. Passport iii. PAN iv. Matriculation/School Certificate
3	Father and Mother Name	Request letter duly signed along with proof of birth Any one proof of Birth: i. Birth Certificate ii. Passport iii. PAN iv. Matriculation/School Certificate