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**वैज्ञानिक एवं औद्योगिक अनुसंधान परिषद**  
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दिनांक/ Date 09-09-2015

प्रेषक/From

वित्तीय सलाहकार  
Financial Adviser

सेवा में/ To

The Directors/ Heads of all  
National Labs./Instts. of CSIR  
Hqrs./Complex/Centres/Units

महोदय/Sir/ महोदया/Madam,

मुझे NSDL-सेंट्रल रिकॉर्ड कीपिंग एजेंसी द्वारा 09-07-2015 को जारी परिपत्र सं. CRA/PO&RI/Master/2014/007 को जानकारी, मार्गदर्शन और अनुपालन के लिए अग्रेषित करने का निर्देश हुआ है।

I am directed to forward herewith NSDL-Central Record Keeping Agency circular No CRA/PO&RI/Master/2014/007 dated 09-07-2015 on the above mentioned subject for information, guidance and compliance.

भवदीय/Yours faithfully

(पदम सिंह/Padam Singh)

वरिष्ठ उप वित्त सलाहकार/Sr. Dy. Financial Adviser

संलग्न/Encl: यथोपरी/As above.

प्रतिलिपि/ Copy to:

- ✓ 1. Head, IT Division with request to make this circular available on the website & Policy repository.
2. कार्यालय प्रति/ Office Copy

NSDL e-Governance Infrastructure Ltd.  
Central Recordkeeping Agency  
Circular



Circular No: CRA/PO&RI/Master/2014/007

July 9, 2014

**Subject: Reset of Internet Personal Identification Number (I-PIN) by subscribers using One Time Password**

All Nodal Offices are hereby informed that a new functionality for subscribers to reset I-PIN using a One Time Password (OTP) has now been enabled in the CRA system. This is in addition to the existing options available to reset I-PIN.

To reset the password, the subscriber can click the 'Forgot Password' link available on the Subscriber Login on CRA Home Page ([www.cra-nsdl.com](http://www.cra-nsdl.com)). The subscriber will be required to provide few personal details and the new password. A system generated OTP will be sent to the subscriber's mobile number registered with the CRA system. Once the subscriber enters the OTP at the desired screen, the new password will be activated. The subscriber can then access his/her account. The Standard Operating Procedure regarding the functionality is enclosed as **Annexure**.

In case of any further clarification, you may contact Mr. Sunny Gonsalves at 022-24994856 (E-mail ID - [sunnyg@nsdl.co.in](mailto:sunnyg@nsdl.co.in)) or Mr. Avdhoot Shetye at 022-24994949 (E-mail ID - [avdhoots@nsdl.co.in](mailto:avdhoots@nsdl.co.in)).

For and on behalf of  
NSDL e-Governance Infrastructure Limited

**Prasenjit Mukherjee**  
Assistant Vice President

Encl: a/a

*San. Bani  
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is to all  
24/7/15*

**National Pension System (NPS)  
Standard Operating Procedure (SOP)**

**Reset of Internet Personal Identification Number (IPIN) for Subscribers through  
generation of One Time Password (OTP)**

The subscribers, under NPS have access to CRA system by using the user ID and Internet Personal Identification Number (IPIN). As per the existing process, a subscriber can reset the IPIN by following few methods:

- A subscriber can reset the IPIN by entering the user ID and correctly answering the pre-selected secret question.
- If a subscriber has forgotten the secret question and /or its answer or has not set the secret question and answer during the earlier login), then the subscriber has the following options to reset the I-PIN.
  - Subscriber can reset his/her IPIN by entering the same in CRA system and get it authorized by his mapped Nodal Office. Once the mapped Nodal Office authorizes the request, the subscriber may use his password to login CRA system.
  - Subscriber can approach the associated Nodal Office and submit a physical request to generate a new I-PIN. Once the request is processed by the Nodal Office, new IPIN is printed and the pin mailer is dispatched to the subscriber's registered communication address.

In order to provide a faster mode to reset I-PIN and reduce the dependency on the Nodal Offices, CRA has now developed a new functionality for reset of IPIN for subscribers using system generated One Time Password (OTP). The IPIN is reset instantly when the subscriber enters the OTP sent on his/her mobile number registered with CRA. In case a subscriber has not registered his/her mobile number, this facility cannot be used.

This SOP provides the list of activities / steps to be carried out at subscriber for instant reset of IPIN through One Time Password (OTP).



1. The subscribers, who have forgotten the password need to click on the 'Forgot Password?' link on the CRA home page [www.cra-nsdl.com](http://www.cra-nsdl.com) (refer Figure A.1.1) and select the 'Instant Reset IPIN' Option (refer Figure A.1.2).

Figure A.1.1

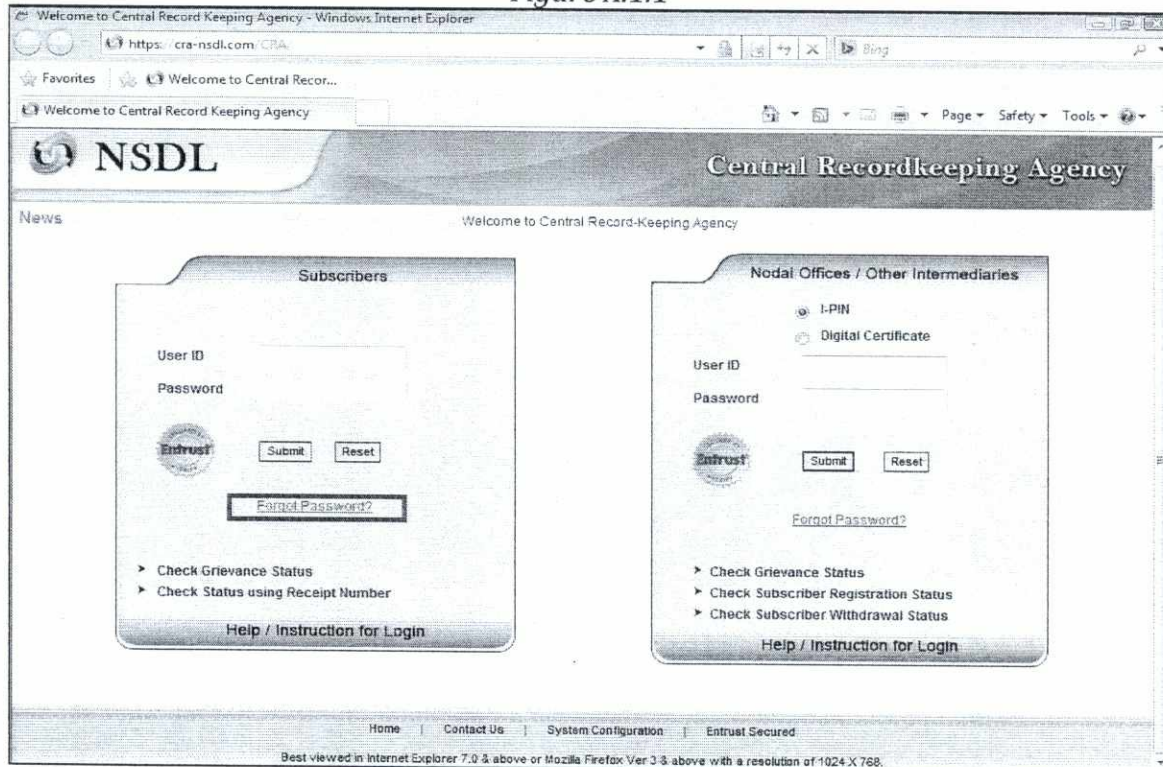
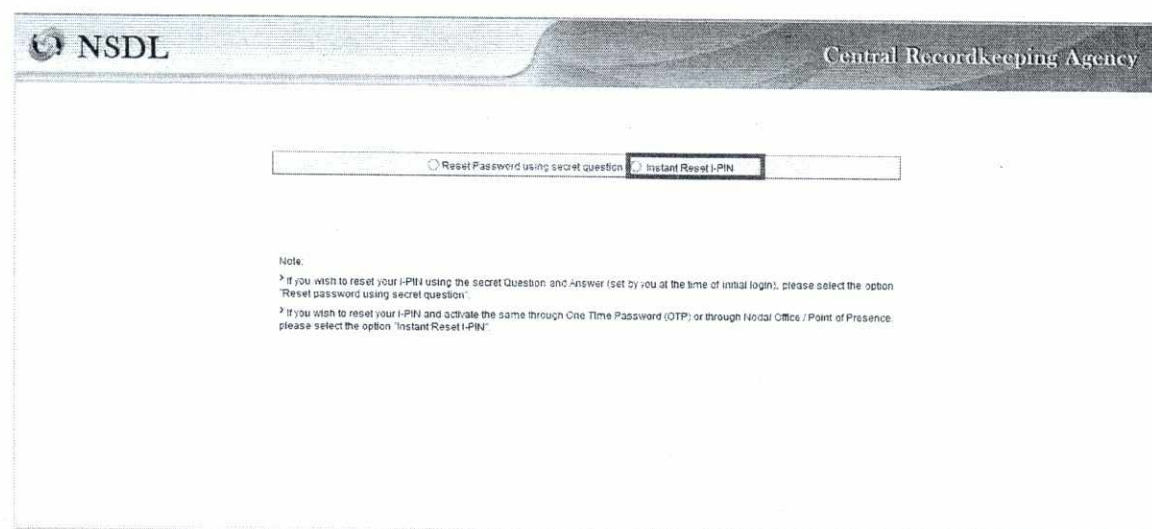


Figure A.1.2



2. After providing the respective PRAN, the subscriber is required to enter certain mandatory details (\* marked fields) alongwith the new password (IPIN) as per his/her own choice (refer Figure A.2.1) and then click on generate OTP. The details entered here should match exactly as they were entered/available in the CRA system.

Figure A.2.1

The screenshot shows the 'Reset I-PIN' form on the NSDL Central Recordkeeping Agency website. The form includes the following fields:

- PRAN\* (Mandatory Field): 11106100712
- Subscriber Name\* (Mandatory Field): QIAN
- Subscriber's Father's Name\* (Mandatory Field): NHALU RAM
- DOB\* (Mandatory Field): 22/02/1955
- Email Address: qian.chand@atc.com
- New Password\* (Mandatory Field): \*\*\*\*\*
- Confirm Password\* (Mandatory Field): \*\*\*\*\*

Buttons: Go to Nodal Office, Generate OTP, Reset.

Note:

- \* marked fields are mandatory.
- Please enter the details exactly as printed on PRAN Card.
- Click on "Generate OTP" if you wish to authorize your request using "One Time Password (OTP)". The OTP will be sent to the mobile number registered with CRA.
- In case you have not registered your mobile number at CRA, please click on "Go to Nodal Office" and get the request authorized by Nodal Office / Point of Presence.

3. Once the User clicks on Generate OTP button, a six digit OTP will be sent on the registered mobile number of the subscriber. The subscriber needs to enter the OTP in the designated field (Enter OTP) and submit. Please refer Figure A.3.1 below.

Figure A.3.1

The screenshot shows the 'Enter OTP' form on the NSDL Central Recordkeeping Agency website. The form includes the following fields:

- Mobile No: 0000001455
- Enter OTP\* (Mandatory Field): \*\*\*\*\*

Buttons: SUBMIT, RESET.

Note:

- The One Time Password (OTP) sent to the registered mobile number is valid for five minutes only.
- You can generate maximum five OTPs in a day for a given PRAN.

4. If the OTP entered by the subscriber matches with the system generated OTP, then the subscriber's new password (entered by the subscriber along with the personal information) will be activated and a confirmation message will be displayed on screen stating that "Reset IPIN request has been successfully processed" (refer Figure A.4.1).

**Figure A.4.1**

The screenshot shows the 'Reset I-PIN' confirmation page on the NSDL Central Recordkeeping Agency website. The page features a table with the following details:

Acknowledgement ID	8160096502
User ID	111001030718
Subscriber Name	GAN
Subscriber's Father's Name	118444 RAM
DOB	22/02/1955
Email Address	ganchan@nsc.com
Reset I-PIN request has been successfully processed	
Capture Timestamp	6/07/2014 10:09

At the bottom of the page, there is a navigation bar with links: Home, Contact Us, System Configuration, and Enrolled Secured.

5. The subscriber can now login with his/her User ID (PRAN Number) and new IPIN (refer Figure A.5.1).

**Figure A.5.1**

The screenshot shows the login page of the NSDL Central Recordkeeping Agency. The page is divided into two main sections for login:

- Subscribers:** This section includes a 'User ID' field with the value '111001030718', a 'Password' field with masked characters, and buttons for 'Trust', 'Submit', and 'Reset'. Below these fields, there is a 'Forgot Password?' link and a list of links: 'Check Grievance Status', 'Check Status using Receipt Number', and 'Help / Instruction for Login'.
- Nodal Offices / Other Intermediaries:** This section includes a radio button for 'I-PIN' and a 'Digital Certificate' option. It also has 'User ID' and 'Password' fields, 'Trust', 'Submit', and 'Reset' buttons, a 'Forgot Password?' link, and a list of links: 'Check Grievance Status', 'Check Subscriber Registration Status', 'Check Subscriber Withdrawal Status', and 'Help / Instruction for Login'.

The page also features a 'Welcome to Central Record-Keeping Agency' message and a 'News' section on the left.