

स.34-2(5)/2024-25/एनपीएस

दिनांक/Dated:05.09.2024

Dated _____

प्रेषक:वित्त सलाहकार

From: Financial Adviser

सेवा में : सीएसआईआर के सभी राष्ट्रीय प्रयोगशाला/संस्थान/मुख्यालय/एककों के वरिष्ठ वित्त एवं लेखा नियंत्रक, वित्त एवं लेखा नियंत्रक, वित्त एवं लेखाधिकारी तथा अनुभाग अधिकारी(वित्त एवं लेखा)

To : The Sr.COFA/COFA/FAO/SO (F&A) of all CSIR Labs/Instts/Hqrs/Units

विषय :एनपीएस में पीएओ के स्तर पर नाम,जन्मतिथि, सेवा योगदान तिथि, तथा सेवानिवृति तिथि से संबंधित सुधार एवं मानक संचालन प्रक्रिया।

Subject: Standard Operating Procedure for updation of Name, Date of Birth, Date of Joining and Date of Retirement at PAO level in NPS.

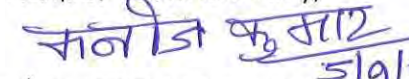
महोदया/महोदय Madam/Sir,

मुझे उपरोक्त विषय के संदर्भ में प्रोटेयन ई-जीओवी टेक्नोलॉजी लिमिटेड से प्राप्त पीएओ के स्तर पर नाम,जन्मतिथि,सेवा योगदान तिथि तथा सेवानिवृति तिथि से संबंधित सुधार व मानक संचालन प्रक्रिया आपकी जानकारी,मार्गदर्शन और अनुपालन के लिए अग्रेसित करने का निर्देश हुआ है।

I am directed to forward herewith Standard Operating Procedure received from Protean eGov Technologies Ltd for updation of Name, Date of Birth, Date of Joining and Date of Retirement for NPS Subscribers at PAO level for your information, guidance and compliance.

Enclosure:- यथोपरि/As Above

भवदीय/Yours faithfully,


(मनोज कुमार/ Manoj Kumar) 5/9/24

वित्त एवं लेखाधिकारी (निधि व पेंशन)

Finance & Accounts Officer (Fund & Pension)

प्रतिलिपि/Copy to:-

- 1)सीएसआईआर वेबसाइट/CSIR Website
- 2)कार्यालय प्रति/Office Copy.

Protean eGov Technologies Limited



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STANDARD OPERATING PROCEDURE (SOP)

**Change in Subscriber's Personal Details by Nodal Office
Version 1.1**

Change in Subscriber's Personal Details by Nodal Office

REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1		1.0	-	Initial Version
2	30-08-2024	1.1	1 (C)	<ul style="list-style-type: none">• Name change requiring PrAO /DTA authorization.• Authorisation by NPS Trust user for subsequent name change

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Background:**Existing Process:**

The subscriber intends to update any of the below mentioned details is required to submit duly filled and signed S2 form and supporting proofs to concerned DDO

- Name
- Date of Birth
- Date of Joining
- Date of Retirement.

Post checking, DDO forwards subscriber details change request along with the documents to concerned PAO/DTO office for verification at PAO/DTO level and onward submission to DTA/Pr AO office.

Pr AO/ DTA office forwards the said request to CRA along with its letter. The same can be submitted either through physical mode or through email by way of scanned copies of documents duly sent through registered email id of PrAO /DTA).

At CRA end, the official verifies the documents provided and processes the subscriber details change request through maker/ checker concept if there is no discrepancy in the same. In case of any discrepancy, the same is informed to the concern Nodal office.

Change in Subscriber's Personal Details by Nodal Office

Revised Process:

The existing process involves submission of documents to CRA and processing of the same through CRA end through its login.

As the offices are engaged with its employees, it would be convenient if the said modification can be able to process by offices through their login at nodal office end.

In view of the same, a new functionality is developed wherein subscriber modification can get processed through office end.

The new functionality allows Nodal Office to **Initiate Request, Authorize pending request and view request status** for above mentioned four type of subscriber details in CRA.

- Name,
- Date of Birth,
- Date of Joining
- Date of Retirement.

This functionality will be available in both CRA and NPSCAN website.

The Matrix for above mentioned updation is as follows:

Flow Matrix for Name Change Request		
Request Initiation by	Verification	Authorization
DDO	PAO/DTO	PrAO/DTA
PAO/DTO	-	PrAO /DTA
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)

Flow Matrix for (Subsequent) Name Change Request				
Request Initiation	Verification	Authorization	Authorization	Authorization
DDO	PAO/DTO	PrAO/DTA	NPS Trust (User 1)	NPS Trust (User 2)
PAO/DTO	-	PrAO/DTA	NPS Trust (User 1)	NPS Trust (User 2)
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)	NPS Trust (User 1)	NPS Trust (User 2)

Flow Matrix for DoB/DoJ/DoR Change Request		
Request Initiation	Verification	Authorization
DDO	PAO/DTO	PAO/DTO
PAO/DTO (User 1)	-	PAO/DTO (User 2)
PrAO/DTA (User 1)	-	PrAO/DTA (User 2)

Change in Subscriber's Personal Details by Nodal Office

Documents required for Subscriber Name Change:

*(Allowed document type:- *.jpeg, *.jpg, *.png, or *.pdf format and size of each document should be between 2KB to 2MB.*

Type of Request	Name change	Marriage	Correction and Other
Document to be uploaded	Self-attested gazette copy	Self-attested gazette copy/Marriage certificate	Self-attested POI
	Self-attested POI in old name	Self-attested POI in old name	Extract of service records
	Self-attested POI in new name	Self-attested POI in new name	S2 Form
	Extract of service records with new name	Extract of service records with new name	
	Proof of bank account with new name	Proof of bank account with new name	
	S2 Form	S2 Form	

Documents required for Subscriber Date of Birth: (any one from the list)

(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)

- Passport
- Driving License
- PAN card
- Voter ID card
- AADHAAR
- High School Mark sheet

Documents required for Subscriber Date of Joining: (any one from the list)

(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)

- Appointment/Offer Letter
- Employee ID card

Documents required for Subscriber Date of Retirement: (any one from the list)

(Allowed document type:- .pdf,.jpg,.jpeg between size 12 KB to 5 MB.)

- Appointment/Offer Letter
- Employee ID card

Change in Subscriber's Personal Details by Nodal Office

1. Modification in Subscriber Name

A. Name Change Request initiation by PAO/DTO/DDO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 1)

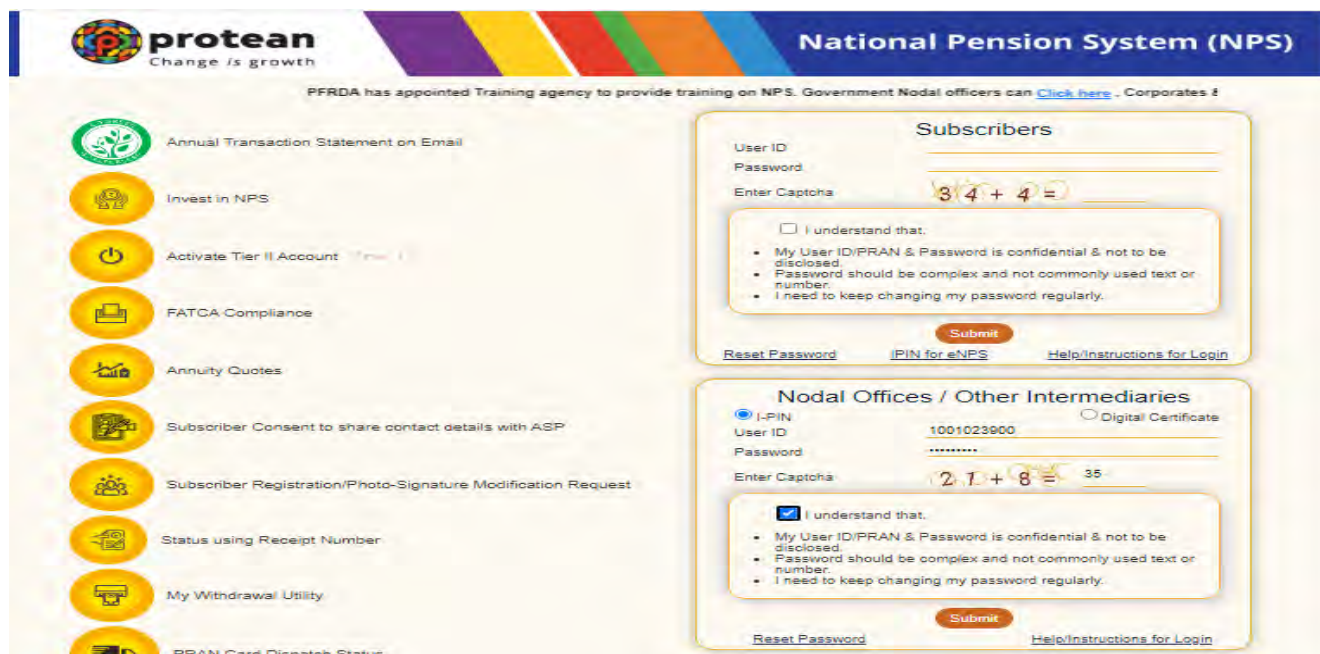


Figure 1

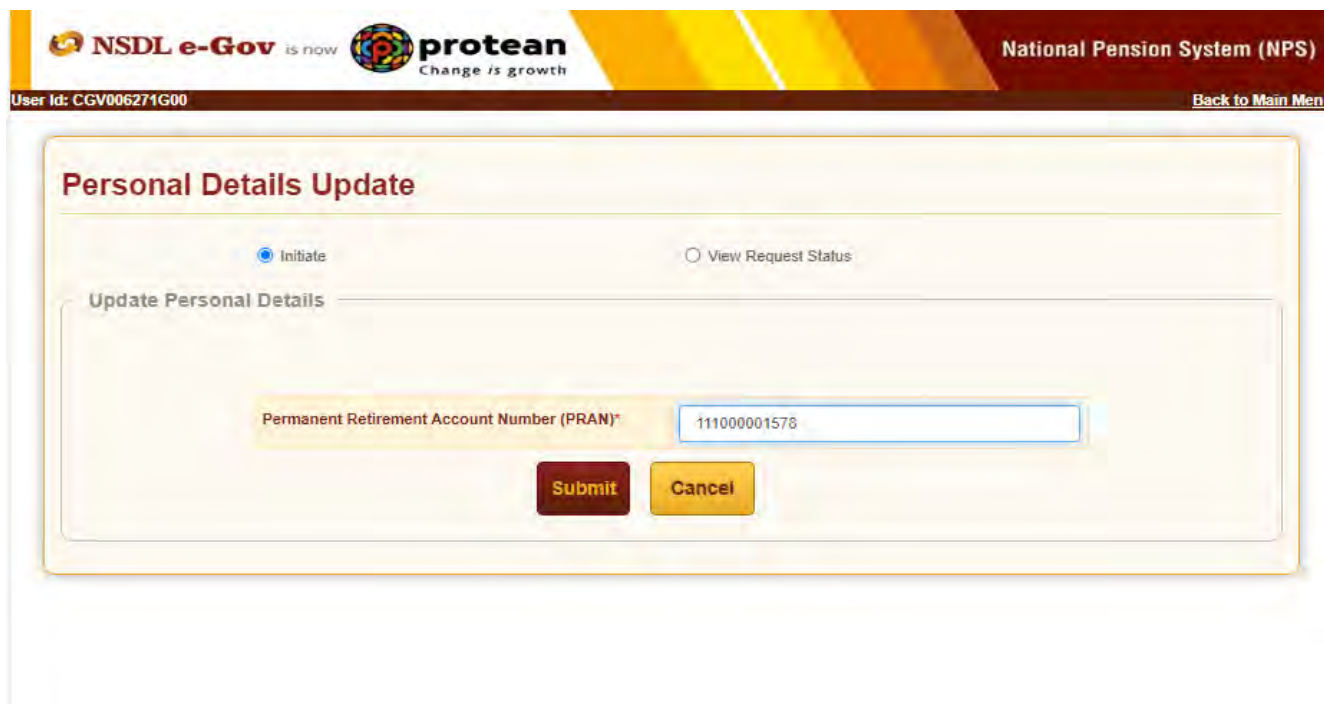
- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 2)



Figure 2

Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 3)



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User Id: CGV006271G00 Back to Main Menu

Personal Details Update

☒ Initiate
 ☐ View Request Status

Update Personal Details

Permanent Retirement Account Number (PRAN)*

Figure 3

- Existing subscriber details available in CRA will be displayed on screen. (Please refer Figure 4). Click on **"Edit"**



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User Id: CGV006271G00 Back to Main Menu

Personal Details Update

☒ Initiate
 ☐ View Request Status

Existing Personal Details

PRAN	111000001578
Subscriber's Name	CVTHPVD THNGH
Date Of Birth	06/02/1980
Date Of Joining	24/03/2006
Date Of Retirement	28/02/2040

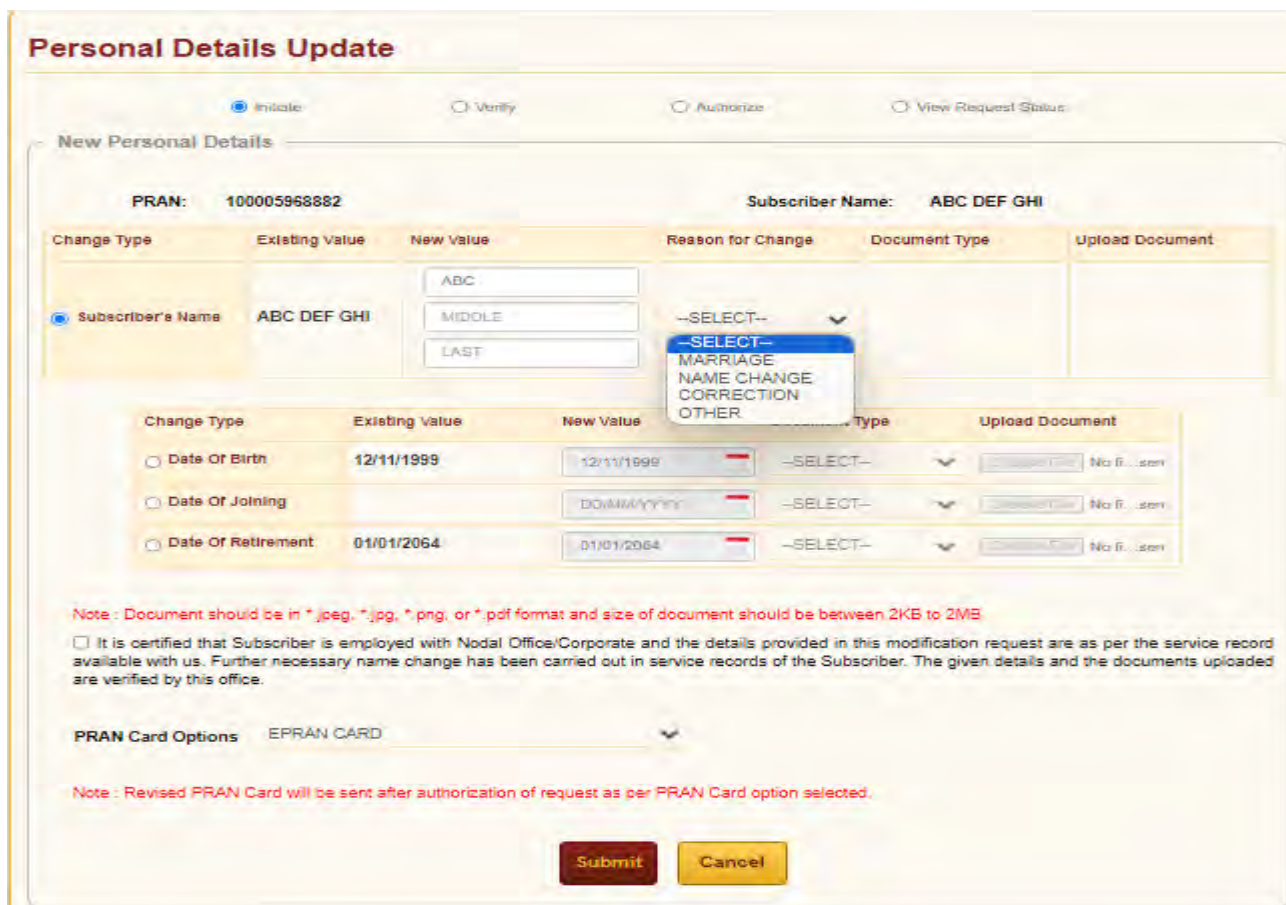
Note

- All dates are in dd/mm/yyyy format

Figure 4

Change in Subscriber's Personal Details by Nodal Office

- Select the Change Type, **"Subscriber Name"**. Select reason for name change request from available list. (Please refer Figure 5).



Personal Details Update

Initiate ☒ Verify ☐ Authorize ☐ View Request Status ☐

New Personal Details

PRAN: 100005968882 Subscriber Name: ABC DEF GHI

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input checked="" type="radio"/> Subscriber's Name	ABC DEF GHI	<input type="text" value="ABC"/> <input type="text" value="MIDDLE"/> <input type="text" value="LAST"/>	--SELECT-- --SELECT-- MARRIAGE NAME CHANGE CORRECTION OTHER		
<input type="radio"/> Date Of Birth	12/11/1999	<input type="text" value="12/11/1999"/>	--SELECT--		<input type="text" value="No file chosen"/>
<input type="radio"/> Date Of Joining		<input type="text" value="DD/MM/YYYY"/>	--SELECT--		<input type="text" value="No file chosen"/>
<input type="radio"/> Date Of Retirement	01/01/2064	<input type="text" value="01/01/2064"/>	--SELECT--		<input type="text" value="No file chosen"/>

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 2MB

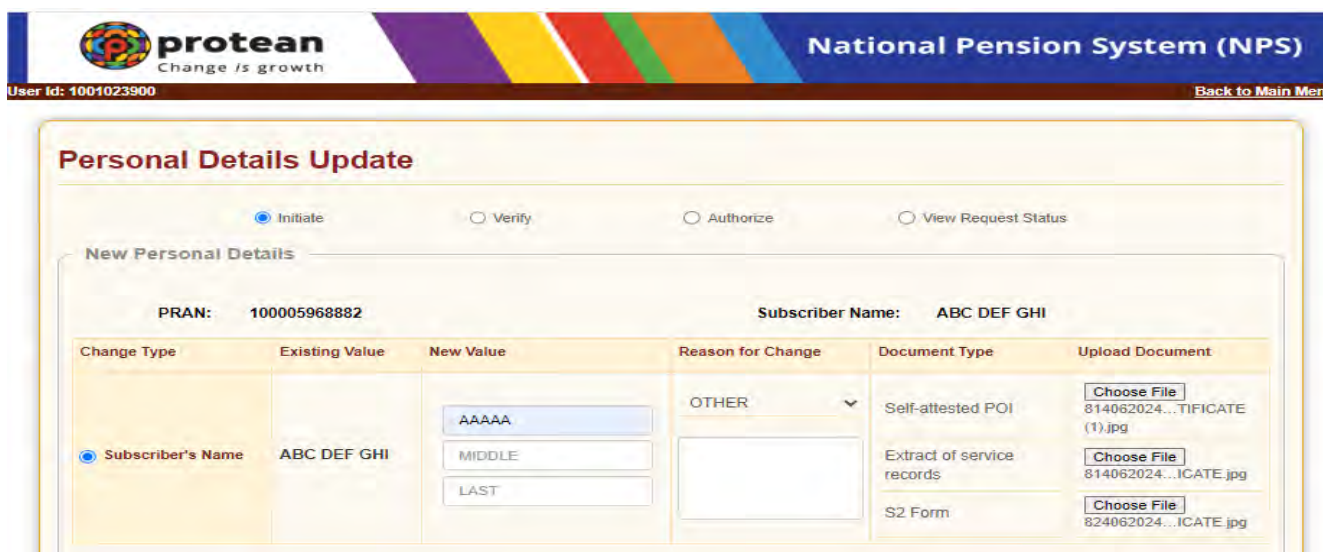
☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

PRAN Card Options

Note : Revised PRAN Card will be sent after authorization of request as per PRAN Card option selected.

Figure 5

- Upload the supporting document proof for name change and tick on the declaration. Select PRAN card option and click on **"Submit"** (Please refer Figure 6 and 7).



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User Id: 1001023900

National Pension System (NPS)

[Back to Main Menu](#)

Personal Details Update

Initiate ☒ Verify ☐ Authorize ☐ View Request Status ☐

New Personal Details

PRAN: 100005968882 Subscriber Name: ABC DEF GHI

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input checked="" type="radio"/> Subscriber's Name	ABC DEF GHI	<input type="text" value="AAAAA"/> <input type="text" value="MIDDLE"/> <input type="text" value="LAST"/>	OTHER	Self-attested POI Extract of service records S2 Form	<input type="button" value="Choose File"/> 814062024...TIFICATE (1).jpg <input type="button" value="Choose File"/> 814062024...ICATE.jpg <input type="button" value="Choose File"/> 824062024...ICATE.jpg

Figure 6

Change in Subscriber's Personal Details by Nodal Office

Change Type	Existing Value	New Value	Document Type	Upload Document
<input type="radio"/> Date Of Birth	12/11/1999	<input type="text" value="12/11/1999"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining		<input type="text" value="DD/MM/YYYY"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Retirement	01/01/2064	<input type="text" value="01/01/2064"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...osen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 2MB.

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

PRAN Card Options EPRAN CARD

Note : Revised PRAN Card will be sent after authorization of request as per PRAN Card option selected.

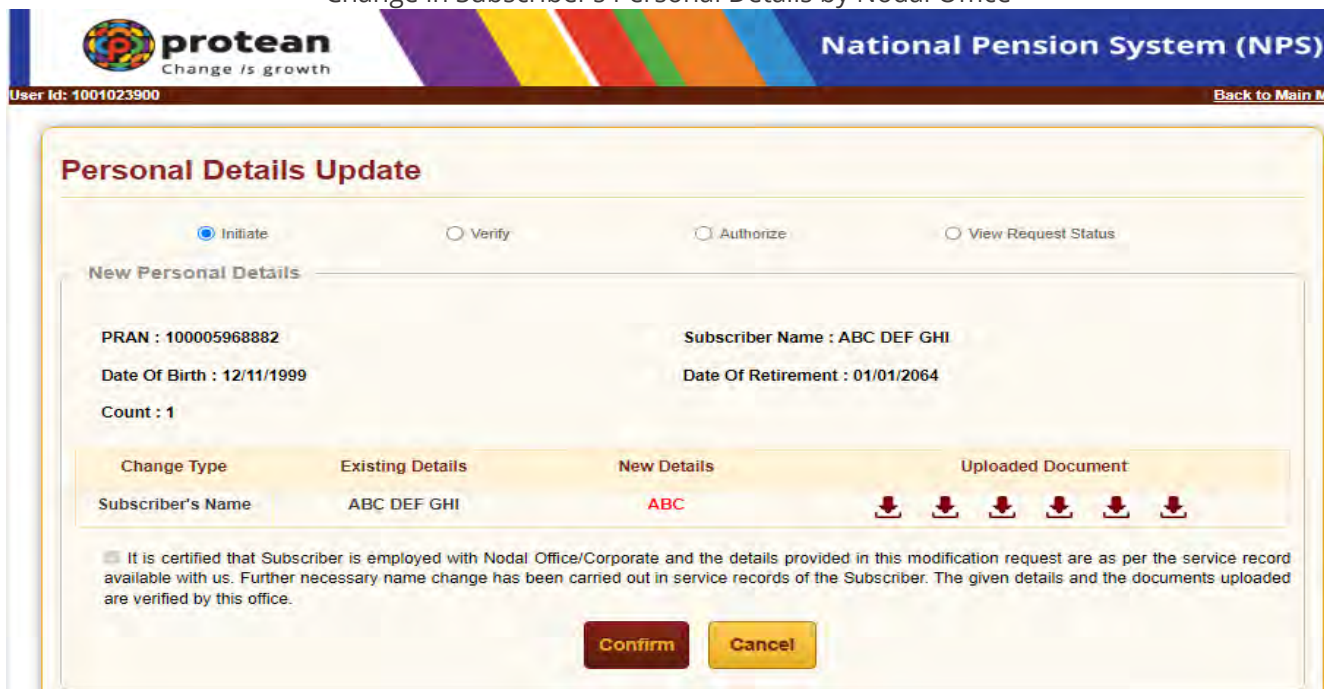
Note

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field
- Date of Birth, Date of Joining and Date of Retirement documents should be in *.jpeg, *.jpg, *.png or *.pdf format. Size of document should be between 2 KB to 5 MB.

Figure 7

- New details as captured in CRA system will be visible on screen" (Please refer Figure 8).
Click on **"Confirm"**

Change in Subscriber's Personal Details by Nodal Office








Personal Details Update

☒ Initiate ☐ Verify ☐ Authorize ☐ View Request Status

New Personal Details

PRAN : 100005968882 Subscriber Name : ABC DEF GHI
 Date Of Birth : 12/11/1999 Date Of Retirement : 01/01/2064
 Count : 1

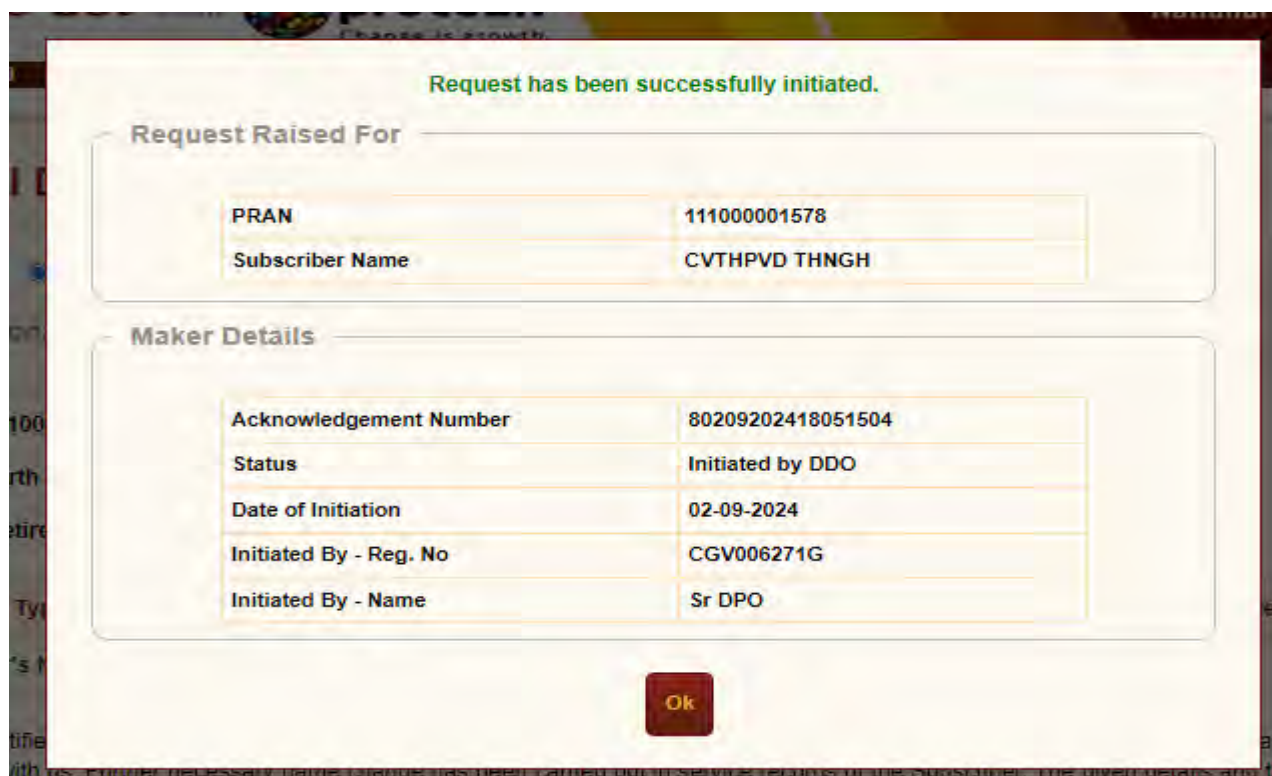
Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	    

☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Confirm **Cancel**

Figure 8

- Request will be captured successfully and acknowledge number will be displayed on screen. (Please refer Figure 9).



Request Raised For

PRAN: 111000001578
 Subscriber Name: CVTHPVD THNGH

Maker Details

Acknowledgement Number: 80209202418051504
 Status: Initiated by DDO
 Date of Initiation: 02-09-2024
 Initiated By - Reg. No: CGV006271G
 Initiated By - Name: Sr DPO

Ok

Figure 9

Change in Subscriber's Personal Details by Nodal Office

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" Please refer Figure 10 and 11).

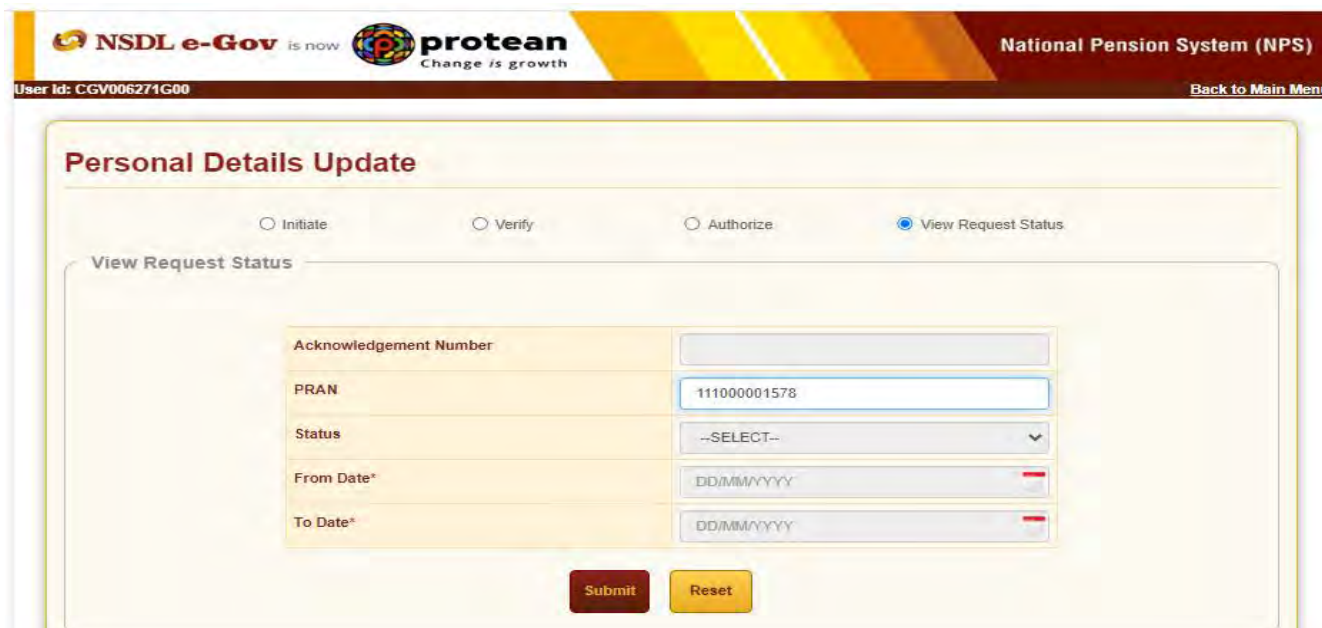
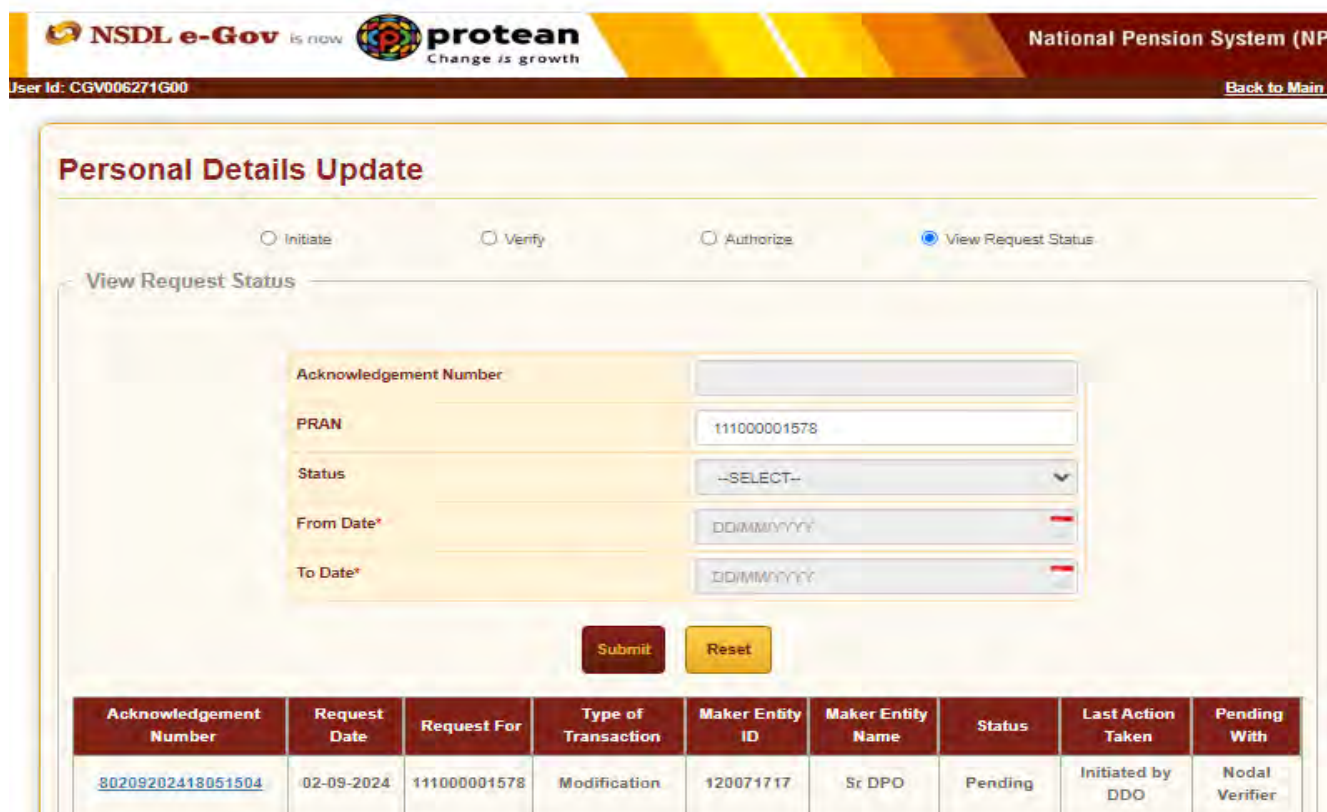


Figure 10



Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
80209202418051504	02-09-2024	111000001578	Modification	120071717	Sr DPO	Pending	Initiated by DDO	Nodal Verifier

Figure 11

Change in Subscriber's Personal Details by Nodal Office

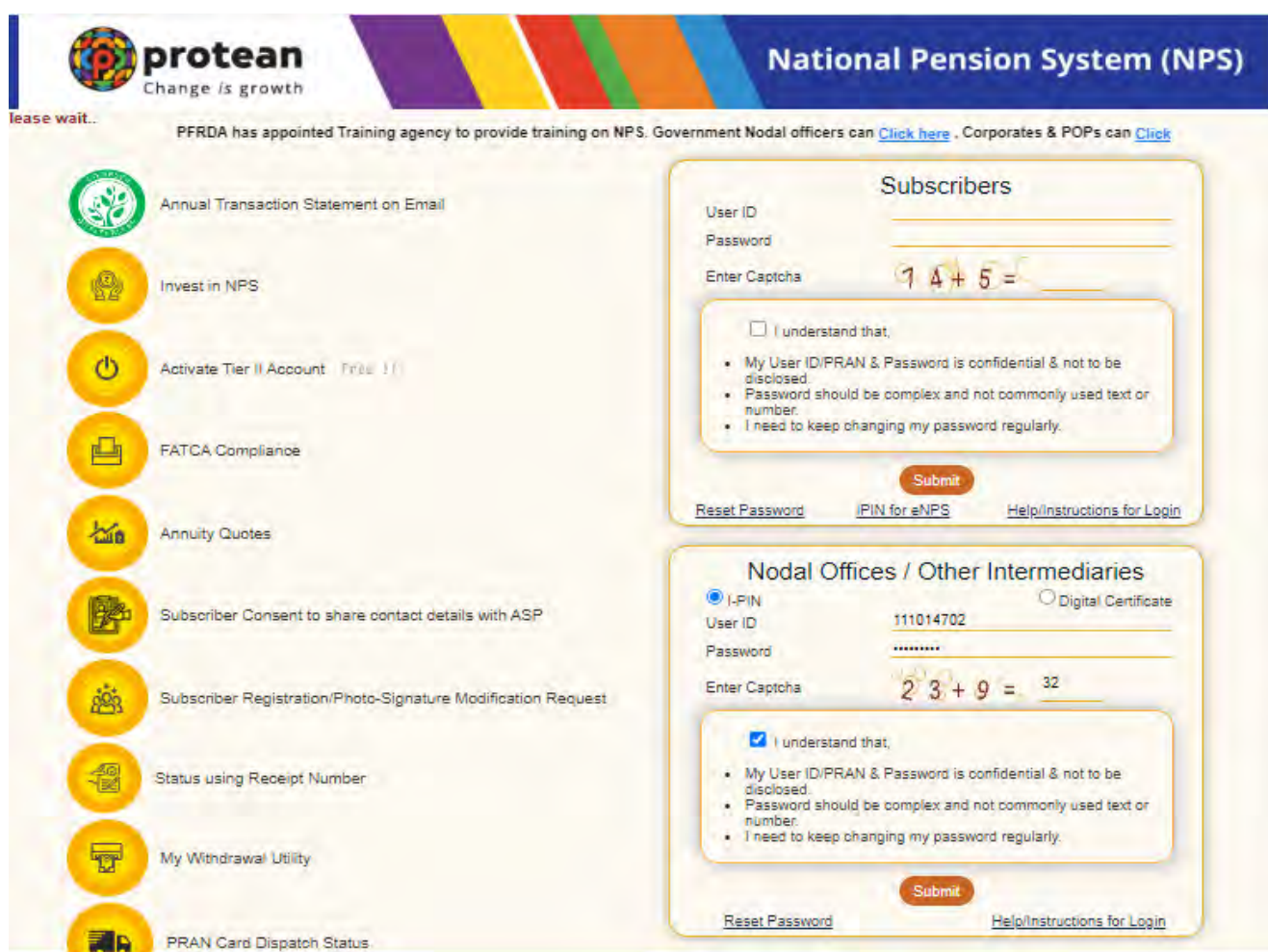
B. Name Change Request Verification PAO/DTO office

Subscriber name change request Initiated by DDO nodal office needs to be **verified by PAO/DTO nodal office** for further authorization by PrAO/DTA office.

In case PAO/DTO nodal office has initiated change request, PrAO office will be able to authorize the request.

Verification of request by PAO /DTO:

- PrAO nodal office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 12)



The screenshot displays the National Pension System (NPS) portal interface. At the top, the Protean logo and tagline "Change is growth" are visible. Below the header, a navigation menu on the left lists various services: Annual Transaction Statement on Email, Invest in NPS, Activate Tier II Account, FATCA Compliance, Annuity Quotes, Subscriber Consent to share contact details with ASP, Subscriber Registration/Photo-Signature Modification Request, Status using Receipt Number, My Withdrawal Utility, and PRAN Card Dispatch Status. The main content area is divided into two sections: "Subscribers" and "Nodal Offices / Other Intermediaries". The "Subscribers" section includes fields for User ID, Password, and a Captcha (14 + 5 =). It also features a checkbox for "I understand that," followed by a list of terms and conditions, a "Submit" button, and links for "Reset Password", "IPIN for eNPS", and "Help/Instructions for Login". The "Nodal Offices / Other Intermediaries" section includes a radio button for "I-PIN" and a checkbox for "Digital Certificate". It also has fields for User ID (111014702), Password, and a Captcha (23 + 9 = 32). Similar to the subscriber section, it includes a checkbox for "I understand that," followed by terms and conditions, a "Submit" button, and links for "Reset Password" and "Help/Instructions for Login".

Figure 12

Change in Subscriber's Personal Details by Nodal Office

- Click on option Transaction--→ Subscriber Personal Details Update--→ **"Verify"**. Enter PRAN/acknowledgement ID. Click on **"Submit."**

(Please refer Figure 13 and 14)

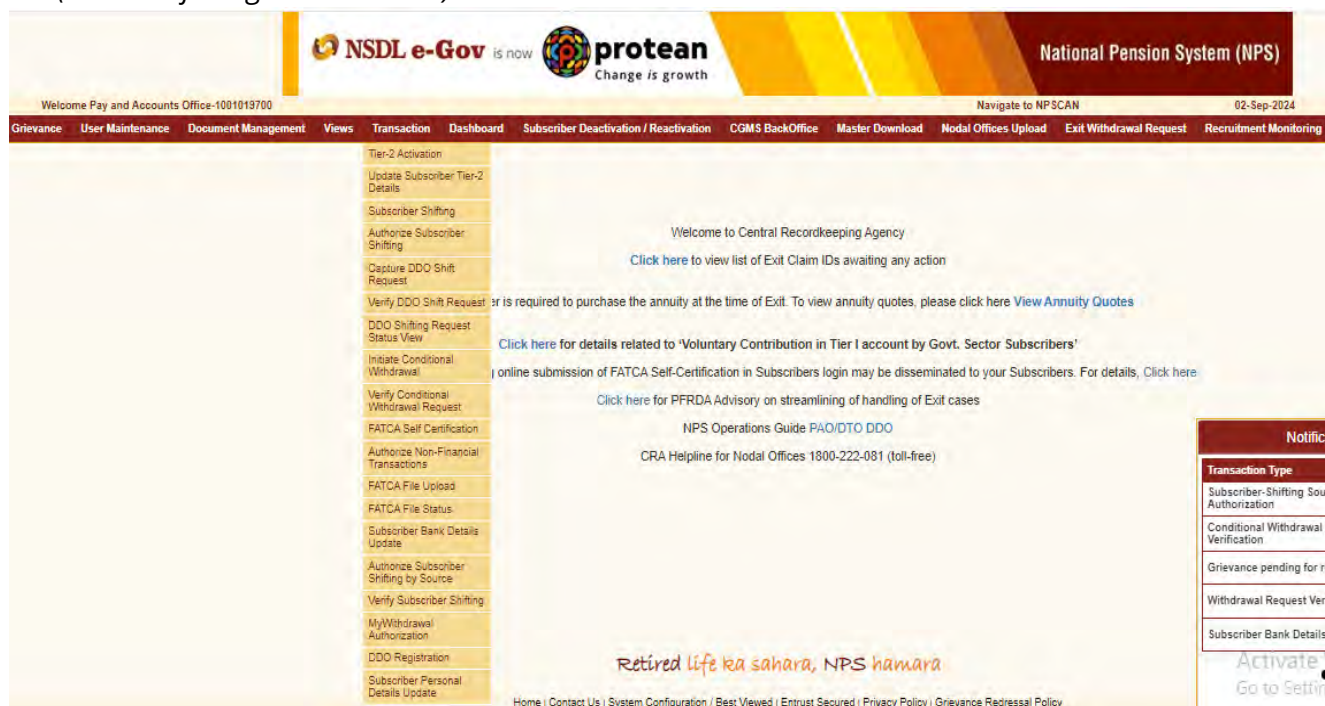


Figure 13

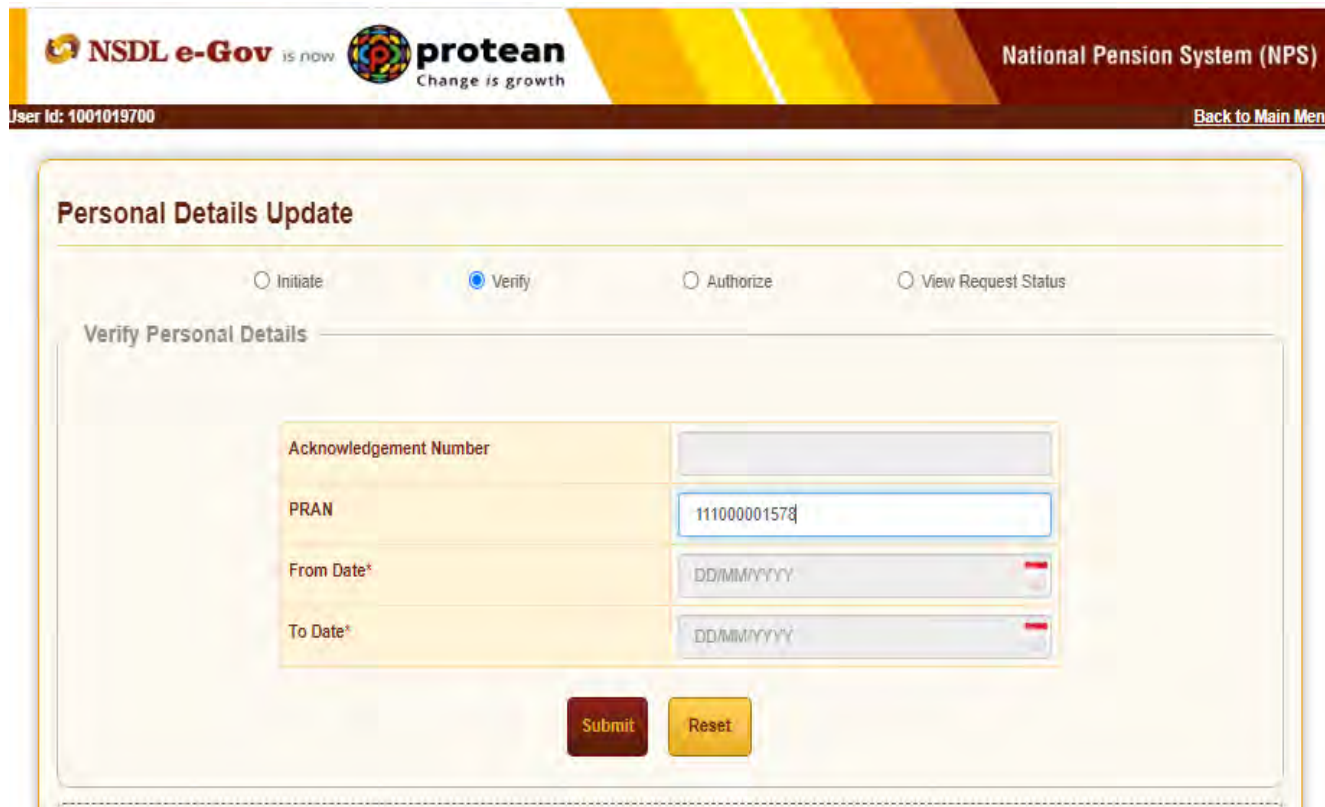

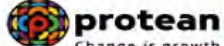


Figure 14

Change in Subscriber's Personal Details by Nodal Office

- Details of pending request will be visible on screen. (Please refer Figure 15,16 and 17). To check and verify the details entered by PAO office, click of hyperlink "Acknowledgement number".

National Pension System (NPS)

User Id: 1001019700
[Back to Main Menu](#)

Personal Details Update

☐ Initiate
☒ Verify
☐ Authorize
☐ View Request Status

Verify Personal Details

Acknowledgement Number

PRAN

From Date*

To Date*

Submit
Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
80209202418051504	02-09-2024	111000001578	Modified	120071717	Sr DPO	Pending	Initiated by DDO	Approve/Reject

Figure 15

Requested For

PRAN

Subscriber Name

Details

Acknowledgement Number

Status

Date of Initiation

Initiated By - Reg. No

Initiated By - Name

[Click Here to Check Details](#)

Flow View

✔
 DDO Initiator

Nodal Verifier

Nodal Authorizer

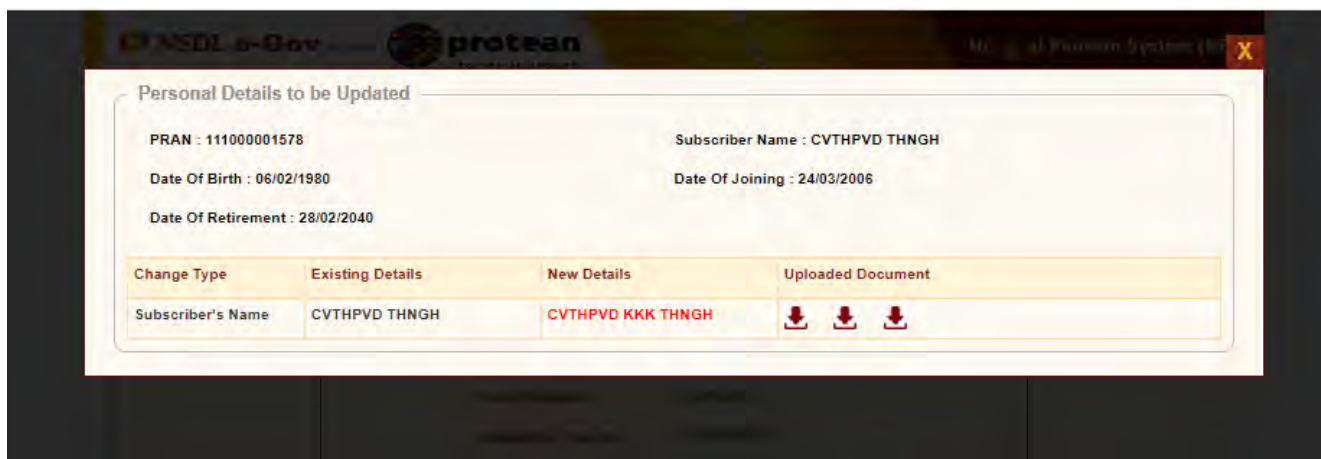
Completed

User Name	User ID	Date	Action Taken	Remarks
Sr DPO	CGV006271G00	02-09-2024	-	REQUEST RAISED

Close

Figure 16

Change in Subscriber's Personal Details by Nodal Office






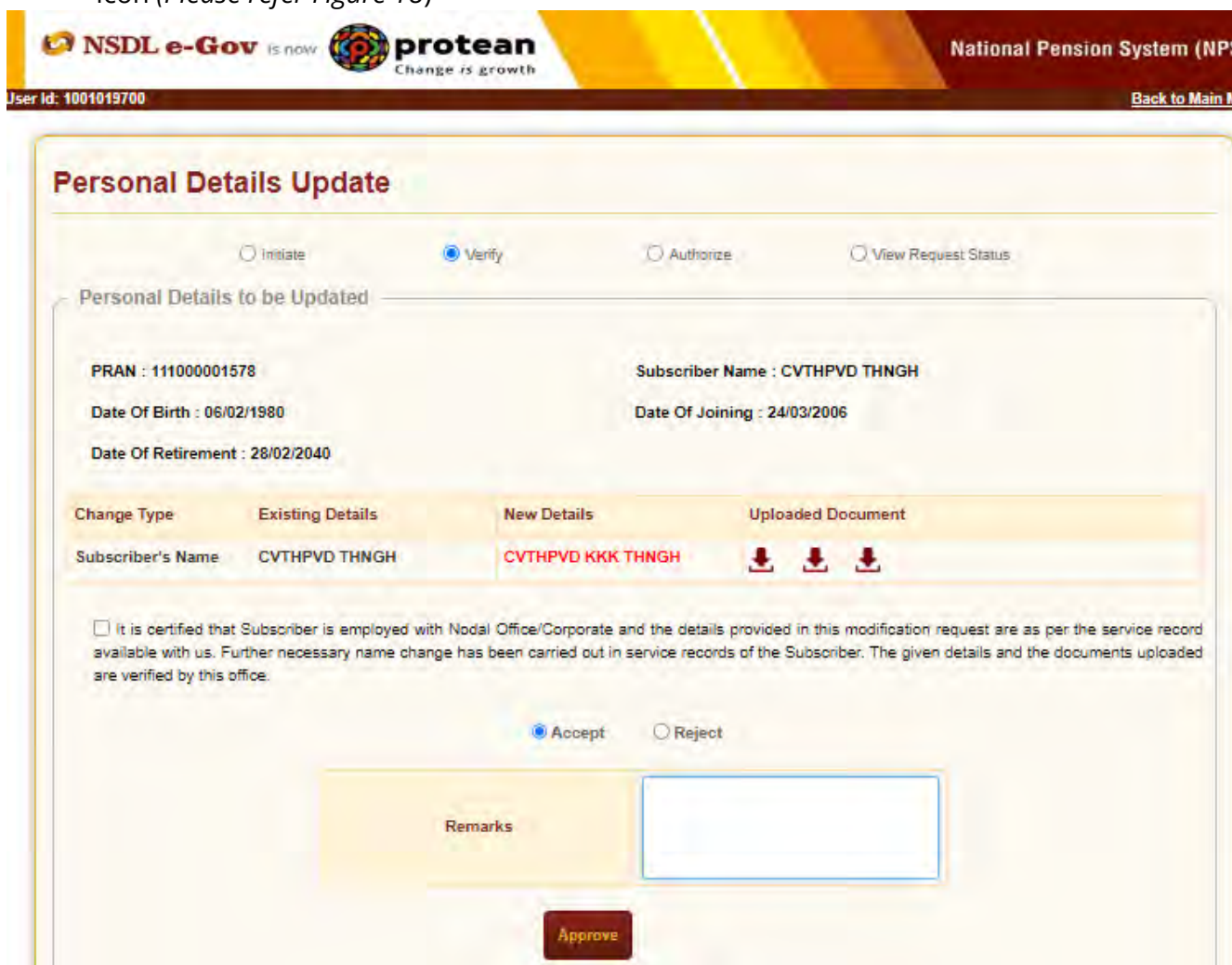
Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

Figure 17




- PAO nodal office can Accept/Rejet the request based on details entered and documents uploaded in CRA system. To see the upoded documents click on **"Uploaded document"** icon (Please refer Figure 18)



☐ Initiate ☒ Verify ☐ Authorize ☐ View Request Status

Personal Details to be Updated

PRAN : 111000001578 Subscriber Name : CVTHPVD THNGH
 Date Of Birth : 06/02/1980 Date Of Joining : 24/03/2006
 Date Of Retirement : 28/02/2040

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

☒ Accept ☐ Reject

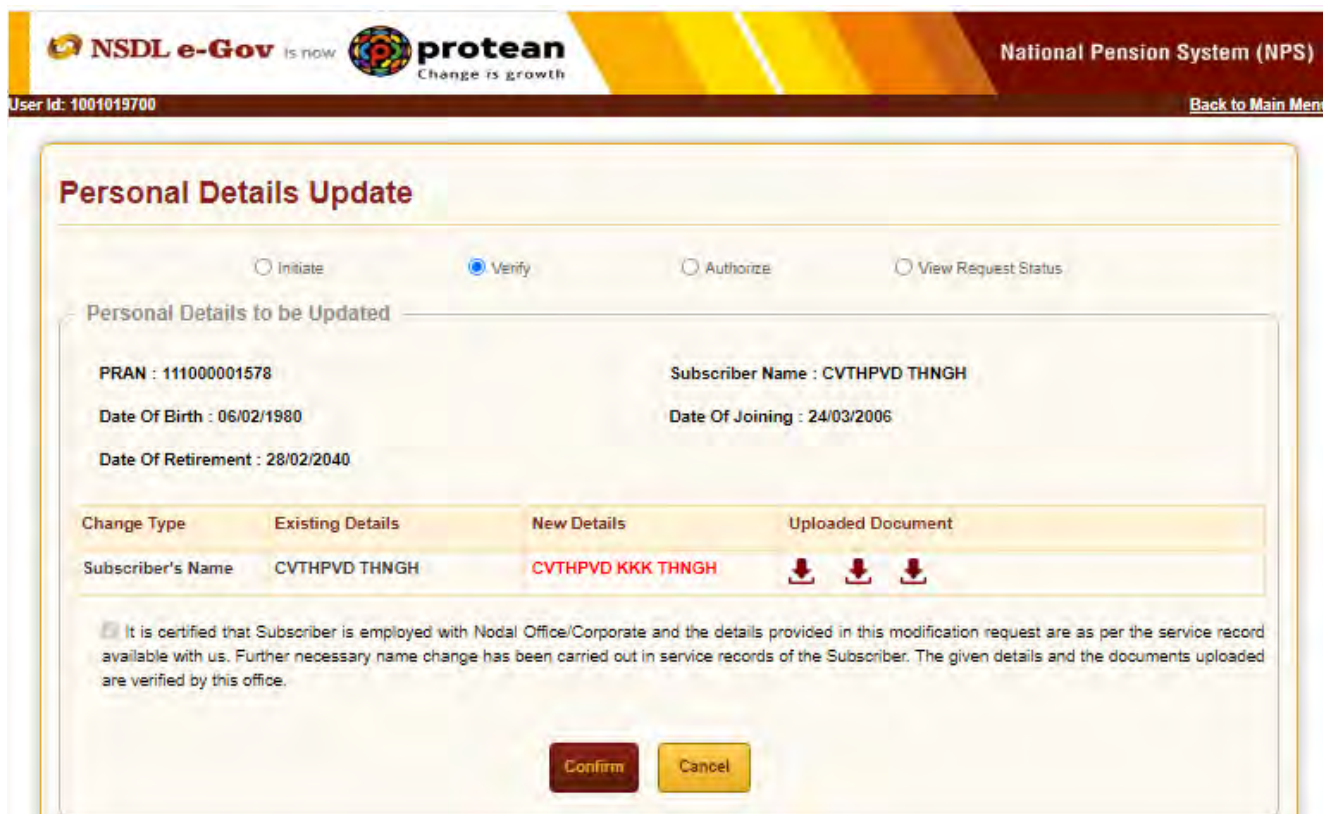
Remarks

Approve

Figure 18

Change in Subscriber's Personal Details by Nodal Office

- Click on **"Confirm"** to submit the details. (Please refer Figure 19).






Personal Details Update

☐ Initiate
 ☒ Verify
 ☐ Authorize
 ☐ View Request Status

Personal Details to be Updated

PRAN : 111000001578 Subscriber Name : CVTHPVD THNGH
 Date Of Birth : 06/02/1980 Date Of Joining : 24/03/2006
 Date Of Retirement : 28/02/2040

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	CVTHPVD THNGH	CVTHPVD KKK THNGH	  

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 19

- On successful authorization of request acknowledgement details will be visible on screen. (Please refer Figure 20).



Request has been successfully Verified.

Requested For

PRAN	111000001578
Subscriber Name	CVTHPVD THNGH

Details

Acknowledgement Number	80209202418051504
Status	Verified
Date of Verification	02-09-2024
Verified By - Reg. No	2000250
Verified By - Name	Sr. DFM and Sr. DPO, Northern Railway, Ferozpur

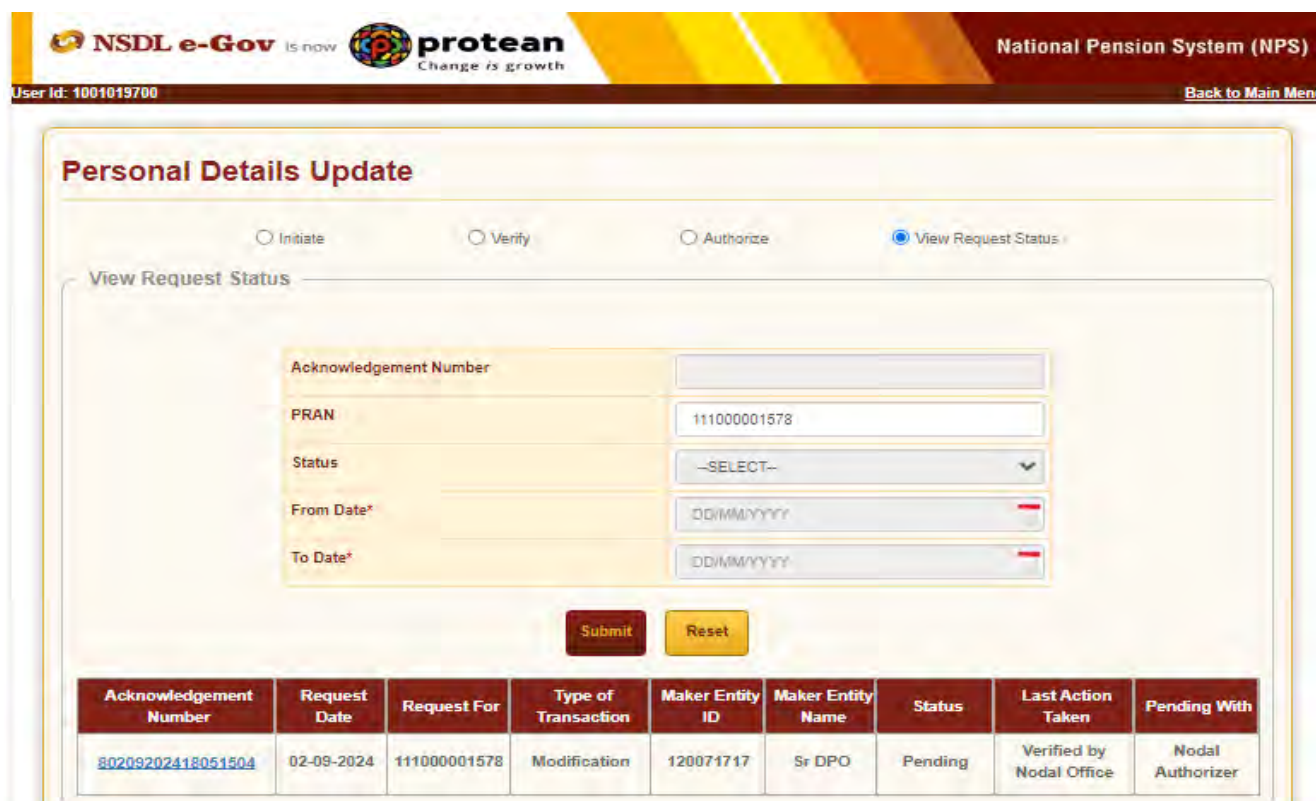
Change in Subscriber's Personal Details by Nodal Office

Figure 20

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" (Please refer Figure 21 and 22).



Figure 21



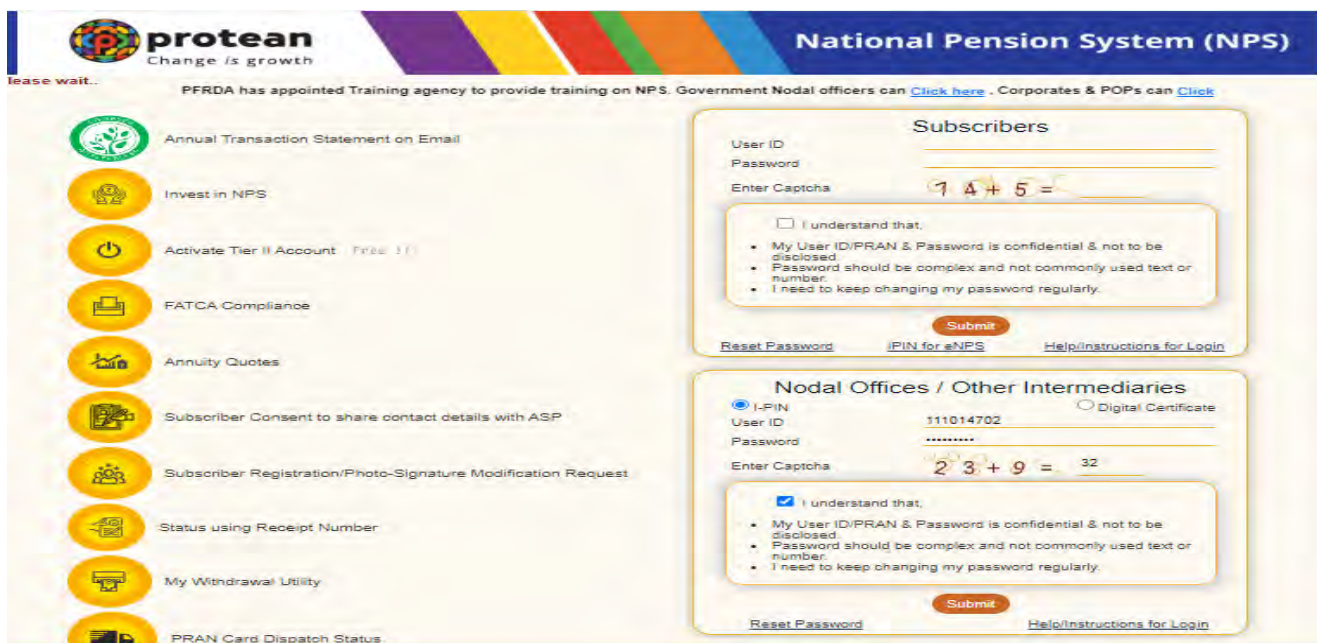
Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
80209202418051504	02-09-2024	111000001578	Modification	120071717	Sr DPO	Pending	Verified by Nodal Office	Nodal Authorizer

Figure 22

Change in Subscriber's Personal Details by Nodal Office

C. Name Change Request Authorization PrAO/DTA office

- PrAO nodal office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 23)

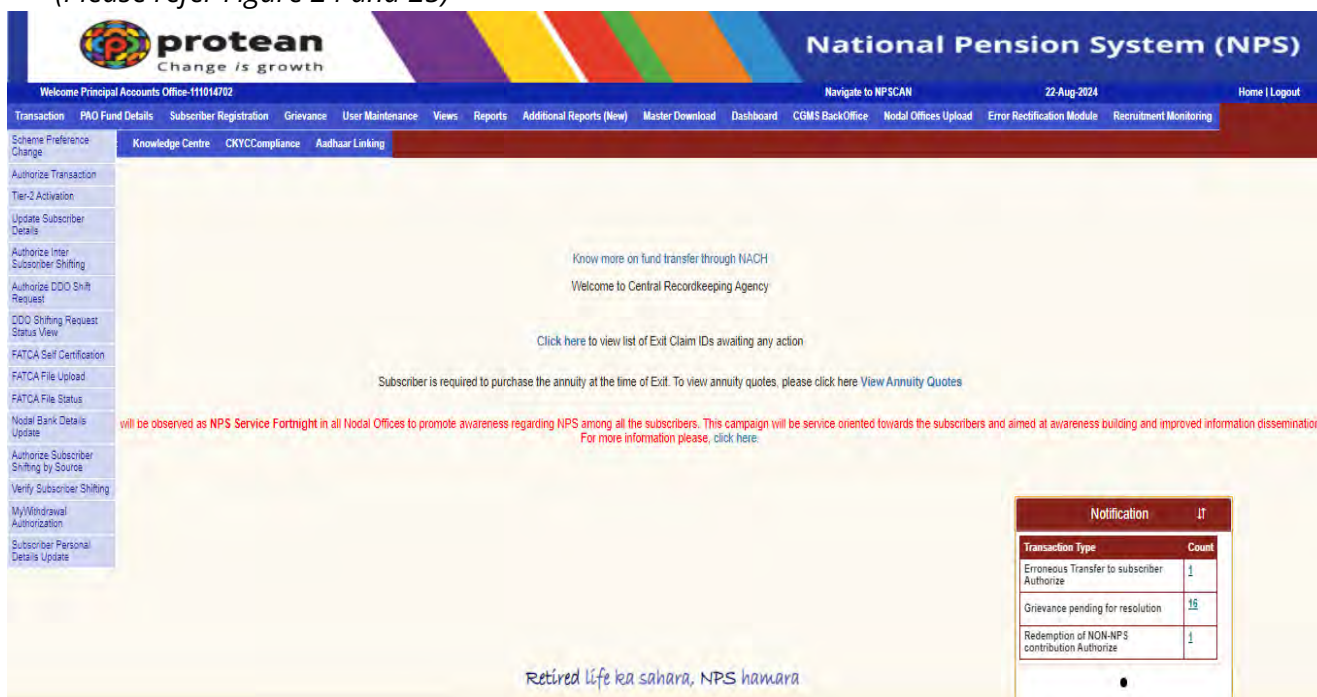


The screenshot shows the Protean National Pension System (NPS) portal. On the left, there is a sidebar with various service icons. The main content area has two login sections. The top section is for 'Subscribers' and the bottom section is for 'Nodal Offices / Other Intermediaries'. Both sections require a User ID, Password, and a Captcha. The 'Subscribers' section also includes a checkbox for 'I understand that...' with a list of terms. The 'Nodal Offices / Other Intermediaries' section has a radio button for 'I-PIN' and a checkbox for 'Digital Certificate'.

Figure 23

- Click on option Transaction--→ Subscriber Personal Details Update--→ **"Authorize"**. Enter PRAN/acknowledgement ID. Click on **"Submit."**

(Please refer Figure 24 and 25)



The screenshot shows the Protean National Pension System (NPS) portal. The top navigation bar includes links for Transaction, PAO Fund Details, Subscriber Registration, Grievance, User Maintenance, Views, Reports, Additional Reports (New), Master Download, Dashboard, CGMS BackOffice, Nodal Offices Upload, Error Rectification Module, and Recruitment Monitoring. The left sidebar lists various transactions, including 'Authorize Transaction'. The main content area displays a message: 'Know more on fund transfer through NACH' and 'Welcome to Central Recordkeeping Agency'. Below this, there is a link to 'Click here to view list of Exit Claim IDs awaiting any action'. A notification banner states: 'Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here View Annuity Quotes'. At the bottom, there is a footer with the text 'Retired life ka sahara, NPS hamara'.

Figure 24

Change in Subscriber's Personal Details by Nodal Office

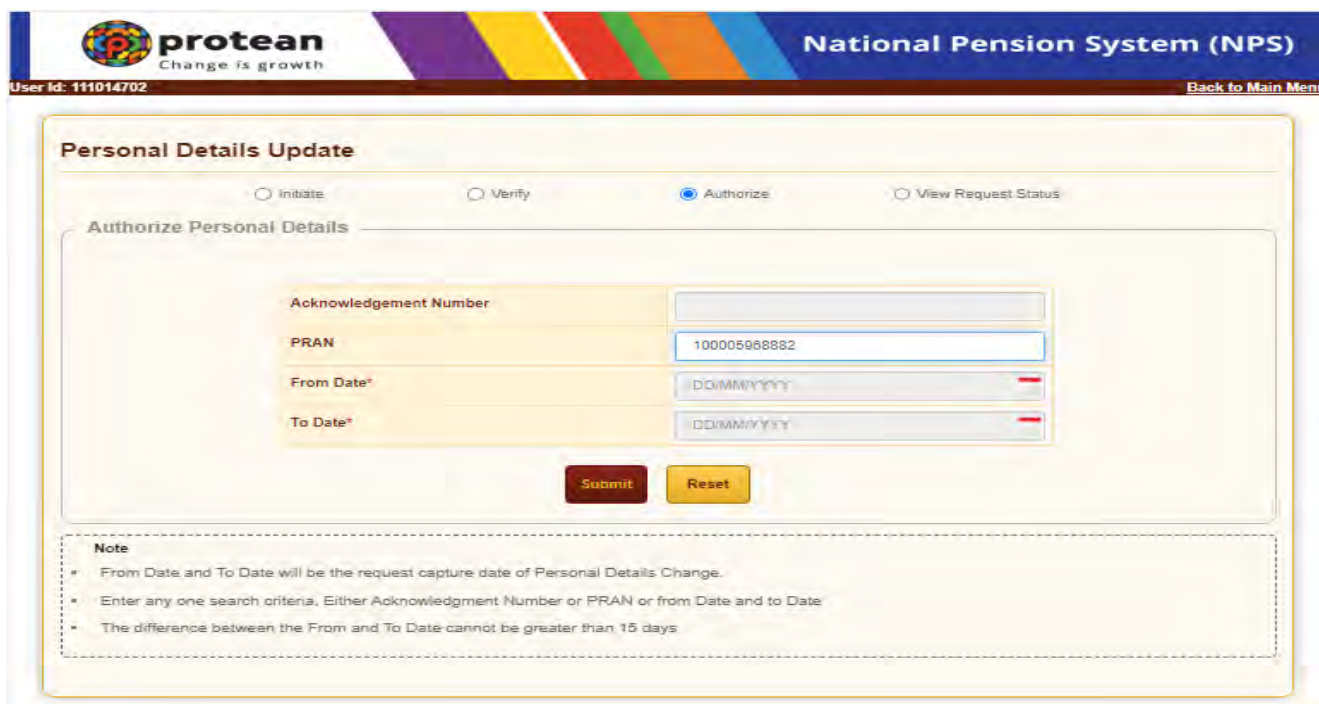


Figure 25

- PrAO nodal office can Approve/Rejet the request based on details enterered and documents uploaded in CRA system. To see the upoded documents click on **“Uploaded document”** icon.

Office can mention reason for rejection/acceptance of request while authoriation. (Please refer Figure 26).

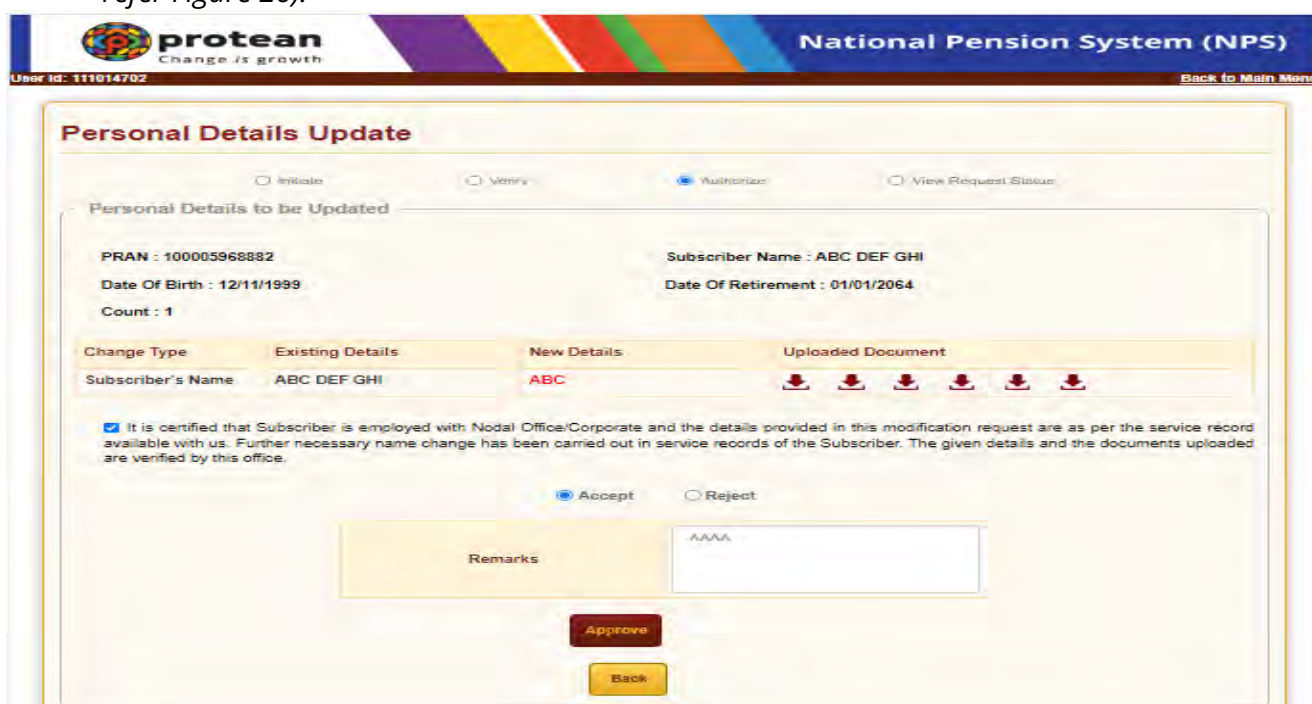
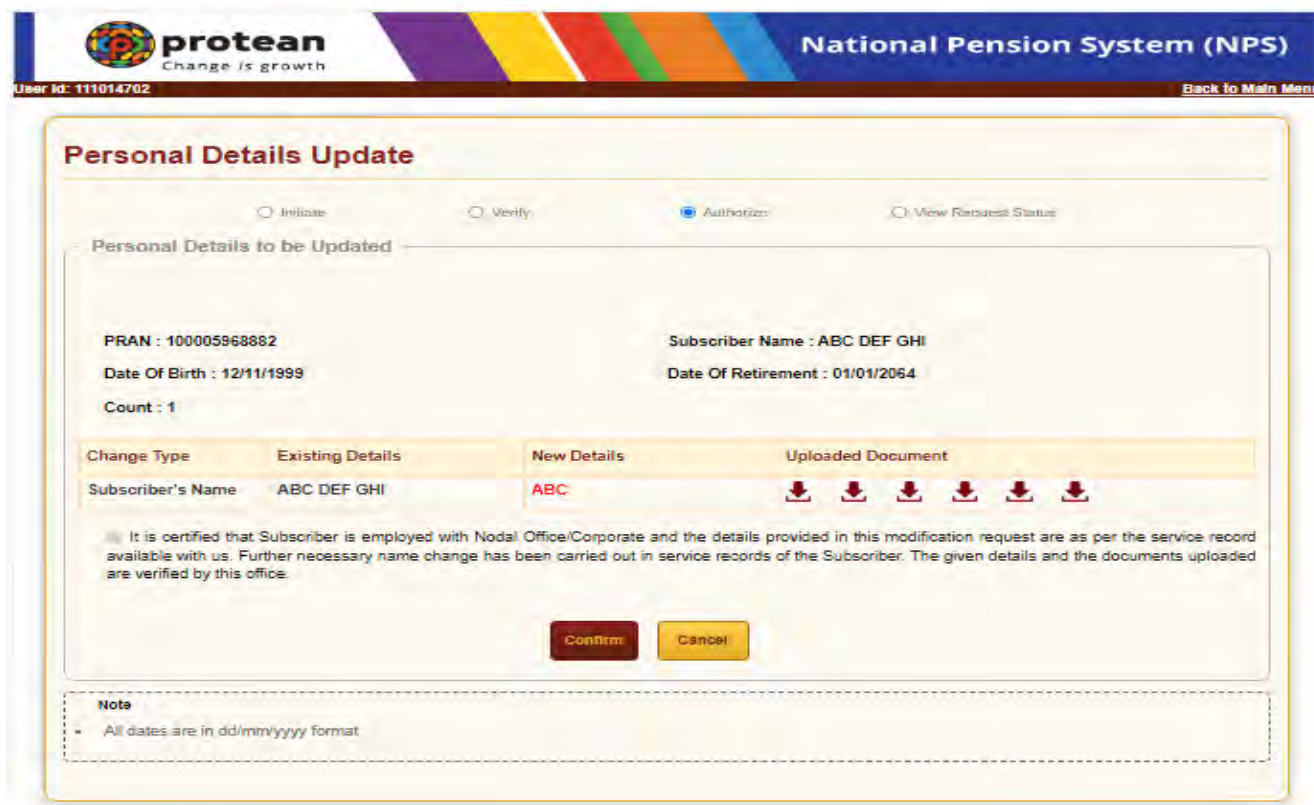


Figure 26

Change in Subscriber's Personal Details by Nodal Office

- Click on **"Confirm"** to submit the details. *(Please refer Figure 27).*









Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Personal Details to be Updated

PRAN : 100005968882 Subscriber Name : ABC DEF GHI
 Date Of Birth : 12/11/1999 Date Of Retirement : 01/01/2064
 Count : 1

Change Type	Existing Details	New Details	Uploaded Document
Subscriber's Name	ABC DEF GHI	ABC	     

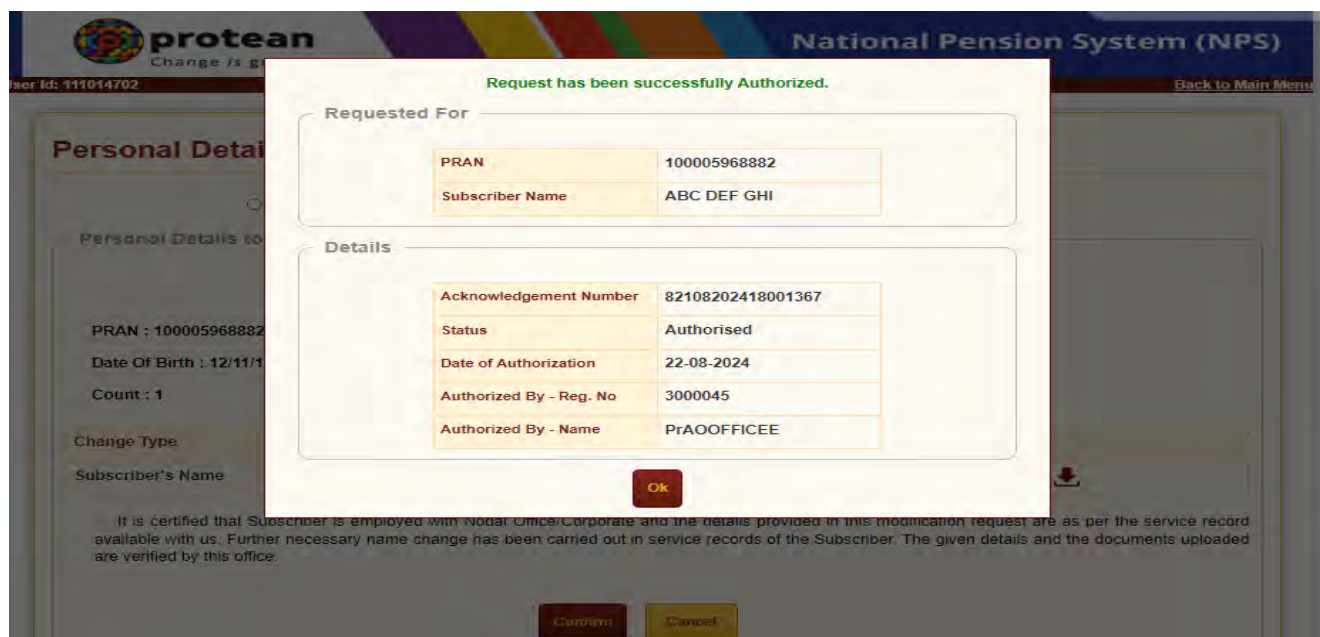
It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Note

- All dates are in dd/mm/yyyy format

Figure 27

- On successful authorization of request acknowledgement details will be visible on screen. *(Please refer Figure 28).*



Request has been successfully Authorized.

Requested For

PRAN	100005968882
Subscriber Name	ABC DEF GHI

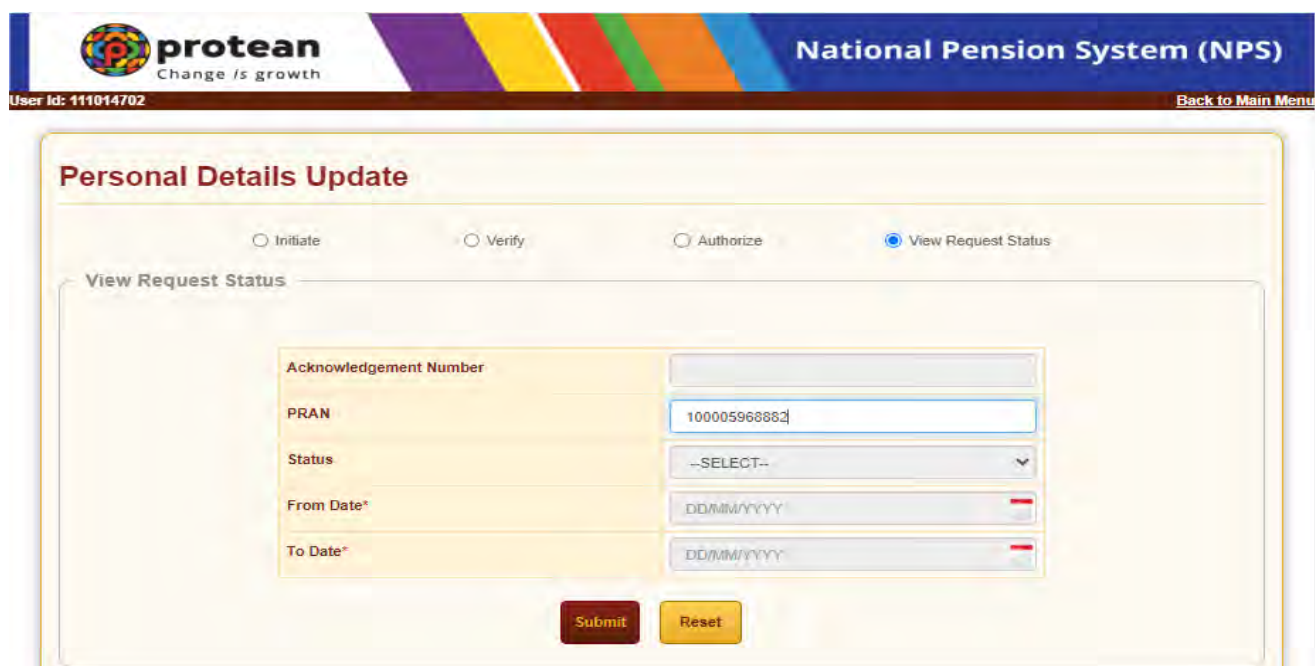
Details

Acknowledgement Number	82108202418001367
Status	Authorised
Date of Authorization	22-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	PrAOFFICEE

Figure 28

Change in Subscriber's Personal Details by Nodal Office

- To view status of request, click on "Transaction" → "Subscriber Personal Details Update" → "View Request Status" → "Submit" (Please refer Figure 29 and 30).



protean
Change is growth

National Pension System (NPS)

User Id: 111014702 [Back to Main Menu](#)

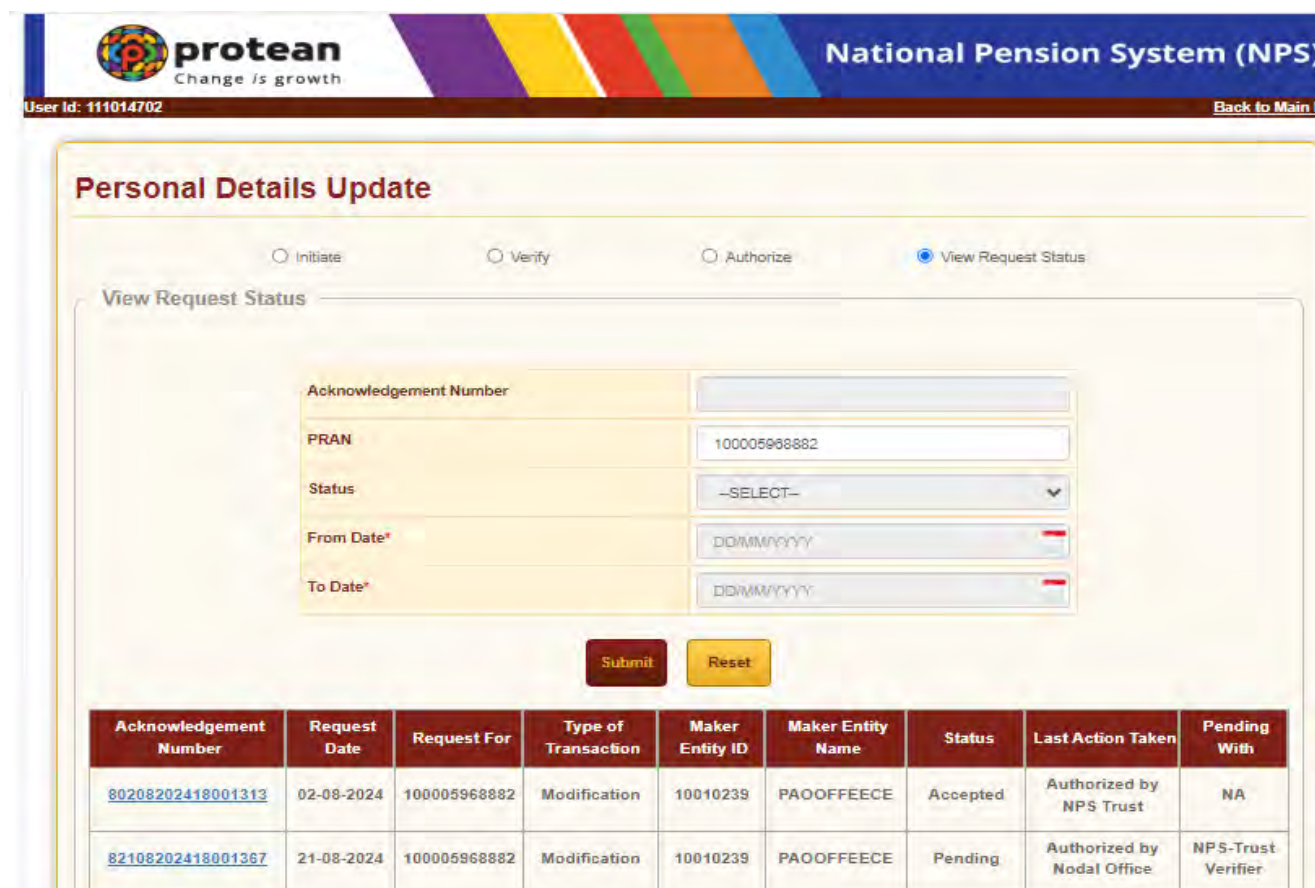
Personal Details Update

☐ Initiate
 ☐ Verify
 ☐ Authorize
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	100005968882
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Figure 29



protean
Change is growth

National Pension System (NPS)

User Id: 111014702 [Back to Main Menu](#)

Personal Details Update

☐ Initiate
 ☐ Verify
 ☐ Authorize
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	100005968882
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
80208202418001313	02-08-2024	100005968882	Modification	10010239	PAOFFEECE	Accepted	Authorized by NPS Trust	NA
82108202418001367	21-08-2024	100005968882	Modification	10010239	PAOFFEECE	Pending	Authorized by Nodal Office	NPS-Trust Verifier

Figure 30

Change in Subscriber's Personal Details by Nodal Office

Any subsequent name change request received for the same subscriber:

In case if name change is request is received again for the same subscriber, the said request is required to be verified and authorised by NPS trust user. The initial process will remain the same as mentioned above. Once the request is authorised by PrAO/DTA, the name will be updated only the same is verified and authorised by NPS Trust user.

The Status of such request can be seen in CRA on clicking acknowledgement number hyperlink.”
 (Please refer Figure 31).

Request Raised For

PRAN	100005968882
Subscriber Name	ABC DEF GHI

Details

Acknowledgement Number	82108202418001367
Status	Authorized by Nodal Office
Date of Initiation	21-08-2024
Initiated By - Reg. No	2000191
Initiated By - Name	PAOFFEECE

[Click Here to Check Details](#)

Flow View

✓

✓

Nodal Initiator
Nodal Authorizer
NPS-Trust Verifier
NPS-Trust Authorizer
Completed

User Name	User ID	Date	Action Taken	Remarks
PAOFFEECE	1001023900	21-08-2024	-	REQUEST RAISED
PrAOFFICE	111014702	22-08-2024	Accepted	AAAA

Close

Figure 31

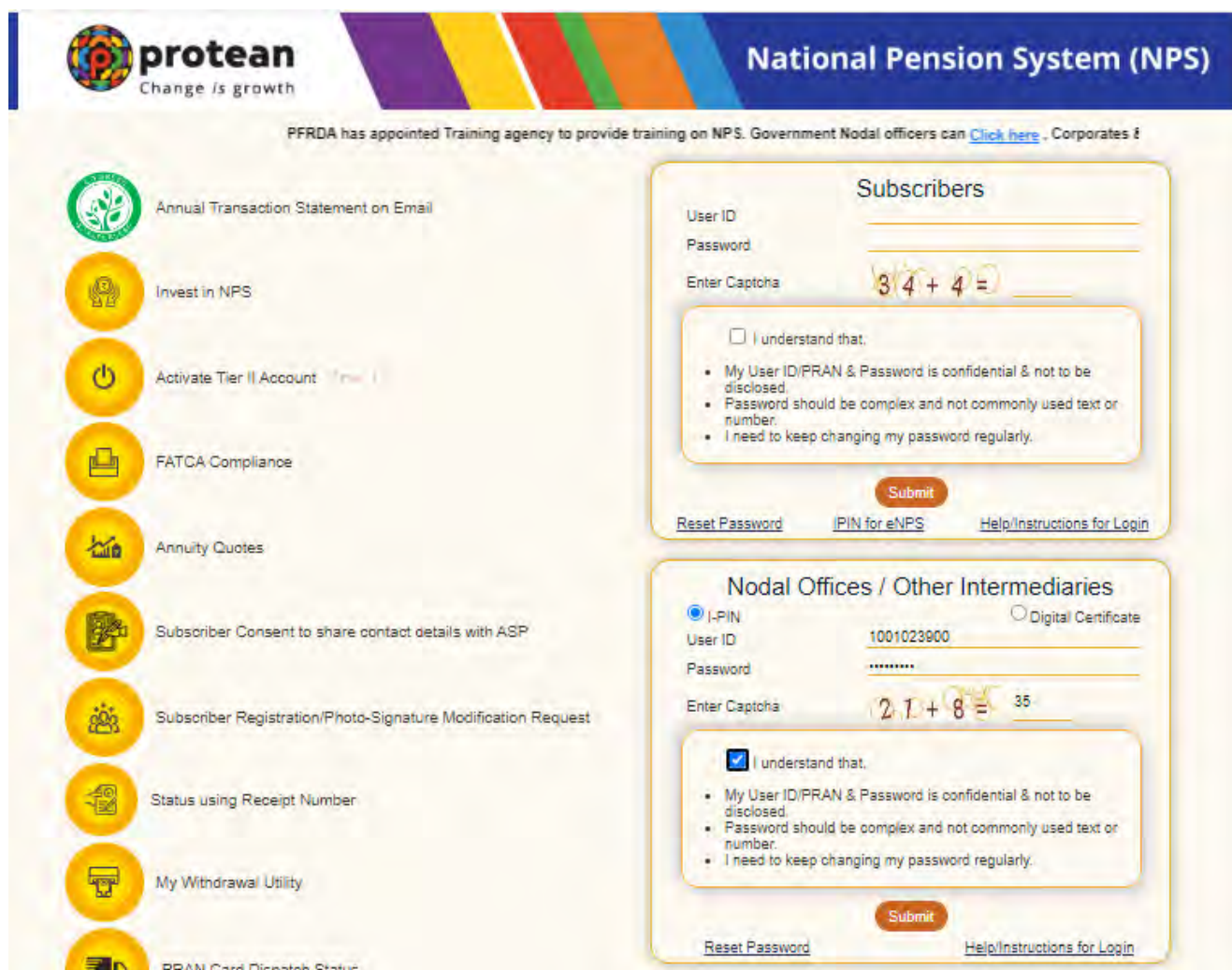
Change in Subscriber's Personal Details by Nodal Office

2. Modification in Date of Birth (DoB)

- Date of Birth (DoB) change request Initiated by **DDO** nodal office need to be **verified and authorized** by PAO/DTO nodal office.
- Date of Birth (DoB) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

A) Date of Birth Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 32)



The screenshot displays the Protean National Pension System (NPS) portal. The header includes the Protean logo and the text "National Pension System (NPS)". Below the header, a banner states: "PFRDA has appointed Training agency to provide training on NPS. Government Nodal officers can [Click here](#) , Corporates &".

On the left side, there is a vertical menu with various service icons and labels:

- Annual Transaction Statement on Email
- Invest in NPS
- Activate Tier II Account
- FATCA Compliance
- Annuity Quotes
- Subscriber Consent to share contact details with ASP
- Subscriber Registration/Photo-Signature Modification Request
- Status using Receipt Number
- My Withdrawal Utility
- PRAN Card Dispatch Status

On the right side, there are two main login sections:

Subscribers

User ID: _____
 Password: _____
 Enter Captcha: 3 4 + 4 = _____

☐ I understand that:

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#) [IPIN for eNPS](#) [Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID: 1001023900
 Password: _____
 Enter Captcha: 2 7 + 8 = 35

☒ I understand that:

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#) [Help/Instructions for Login](#)

Figure 32

Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 33)

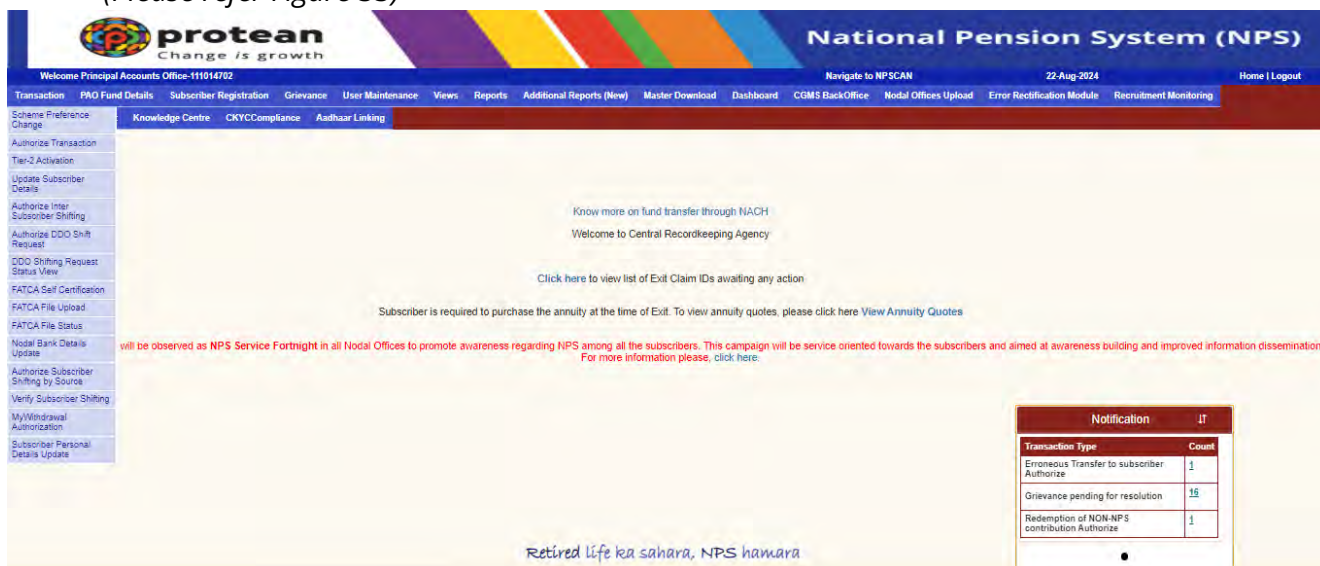
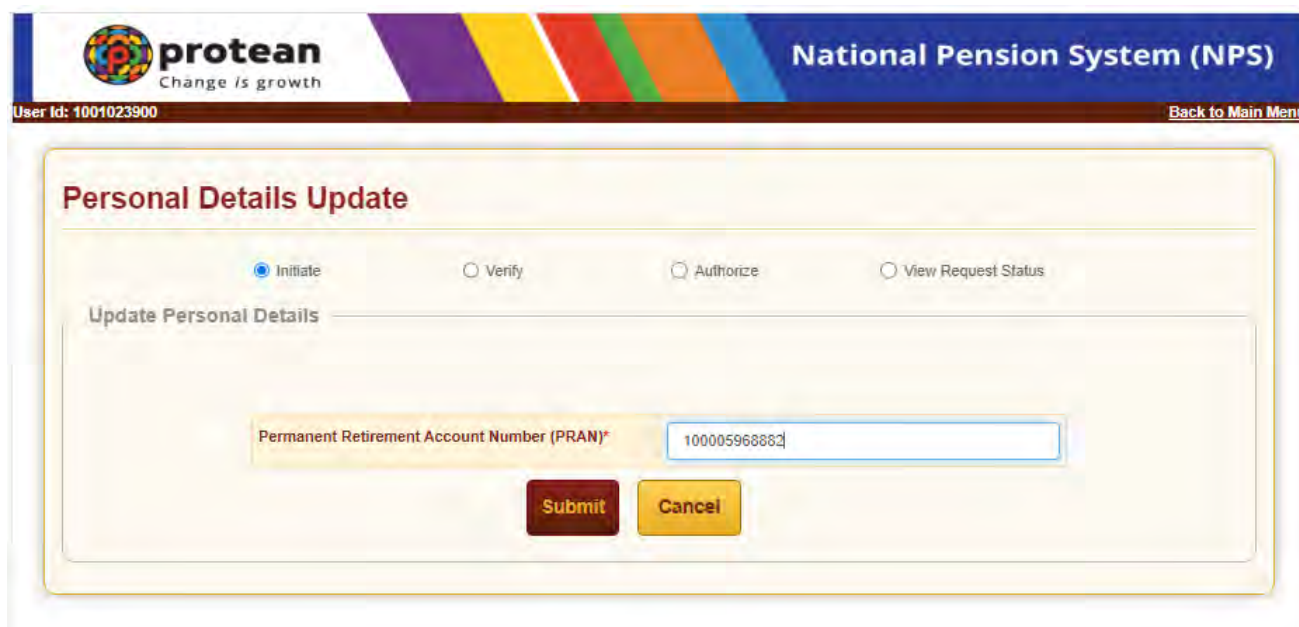


Figure 33

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 34)



The screenshot shows the 'Personal Details Update' form. It has four radio buttons: 'Initiate' (selected), 'Verify', 'Authorize', and 'View Request Status'. Below the buttons is a text input field for the 'Permanent Retirement Account Number (PRAN)*' with the value '100005968882'. At the bottom are 'Submit' and 'Cancel' buttons.

Figure 34

Change in Subscriber's Personal Details by Nodal Office

- Select the Change Type, **"Date of Birth"**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **"Submit"** (Please refer Figure 35 and 36).

Personal Details Update

Initiate ☒ Verify ☐ Authorize ☐ View Request Status ☐

New Personal Details

PRAN: 110070199900 Subscriber Name: GXCZEET THNGH

Change Type	Existing Value	New Value	Reason for Change
<input type="radio"/> Subscriber's Name	GXCZEET THNGH	GXCZEET MIDDLE THNGH	--SELECT--
<input checked="" type="radio"/> Date Of Birth	01/08/1990	20/03/1996	--SELECT--
<input type="radio"/> Date Of Joining	13/01/2007	13/01/2007	--SELECT--
<input type="radio"/> Date Of Retirement	31/05/2031	31/05/2031	--SELECT--

Document Type Selection:

- SELECT--
- AADHAAR CARD / LETTER ISSUED BY UNIQUE IDENTIFICATION AUTHORITY OF INDIA
- VOTERS IDENTITY CARD**
- HIGH SCHOOL MARK SHEET
- PASSPORT
- DRIVING LICENSE
- PAN CARD

Upload Document: Choose File 110...9.pdf

Activate Window

Figure 35

Change Type	Existing Value	New Value	Document Type	Upload Document
<input checked="" type="radio"/> Date Of Birth	01/08/1990	20/03/1996	VOTERS IDENTITY CARD	Choose File 110...9.pdf
<input type="radio"/> Date Of Joining	13/01/2007	13/01/2007	--SELECT--	Choose File No fi...osen
<input type="radio"/> Date Of Retirement	31/05/2031	31/05/2031	--SELECT--	Choose File No fi...osen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

PRAN Card Options: ePRAN Card ☒ Physical PRAN Card ☐

Note : Revised PRAN Card option selected.

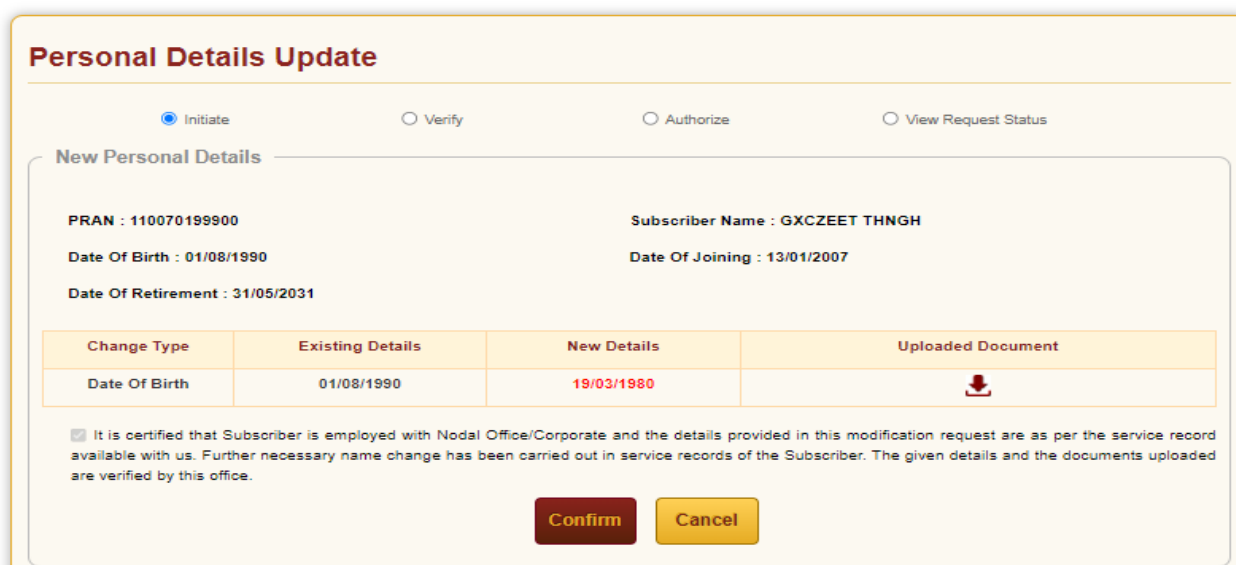
Submit Cancel

Figure 36

The subscriber is having option to receive PRAN card either through e-PRAN or can opt for physical copy of the same. The subscriber can click on PRAN card option and choose the option and submit accordingly.

Change in Subscriber's Personal Details by Nodal Office

- Updated DoB will be visible on screen click on "Confirm" to proceed. *(Please refer Figure 37).*




Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

PRAN : 110070199900 Subscriber Name : GXCZEET THNGH
 Date Of Birth : 01/08/1990 Date Of Joining : 13/01/2007
 Date Of Retirement : 31/05/2031

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 37

- Details will be saved successfully and acknowledgement number will be visible on screen. *(Please refer Figure 38).*



NSDL e-Gov protean National Pension System (NPS)

ser id: 1001025401

Request has been successfully initiated.

Request Raised For

PRAN	110070199900
Subscriber Name	GXCZEET THNGH

Maker Details

Acknowledgement Number	82708202418051441
Status	Initiated By Nodal Entity
Date of Initiation	27-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Figure 38

Change in Subscriber's Personal Details by Nodal Office

- Status of request can be seen in CRA log in. *(Please refer Figure 39).*

Personal Details Update

☐ Initiate
 ☐ Verify
 ☐ Authorize
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	110070199900
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Submit

Reset

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
82708202418051441	27-08-2024	110070199900	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Nodal Authorizer

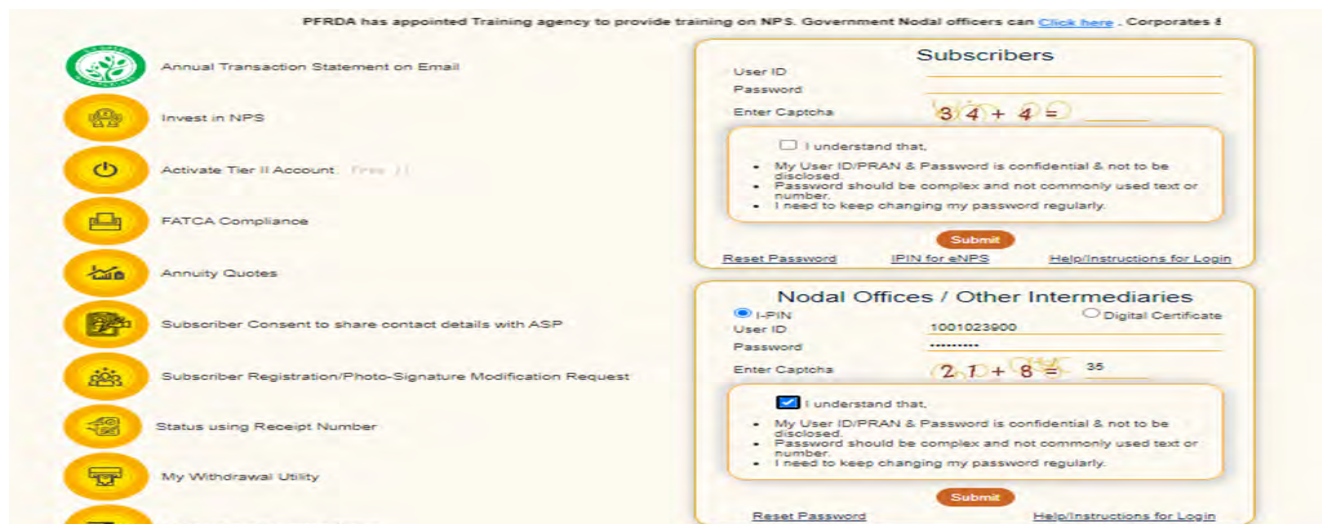
Figure 39

Change in Subscriber's Personal Details by Nodal Office

B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Birth (DoB) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

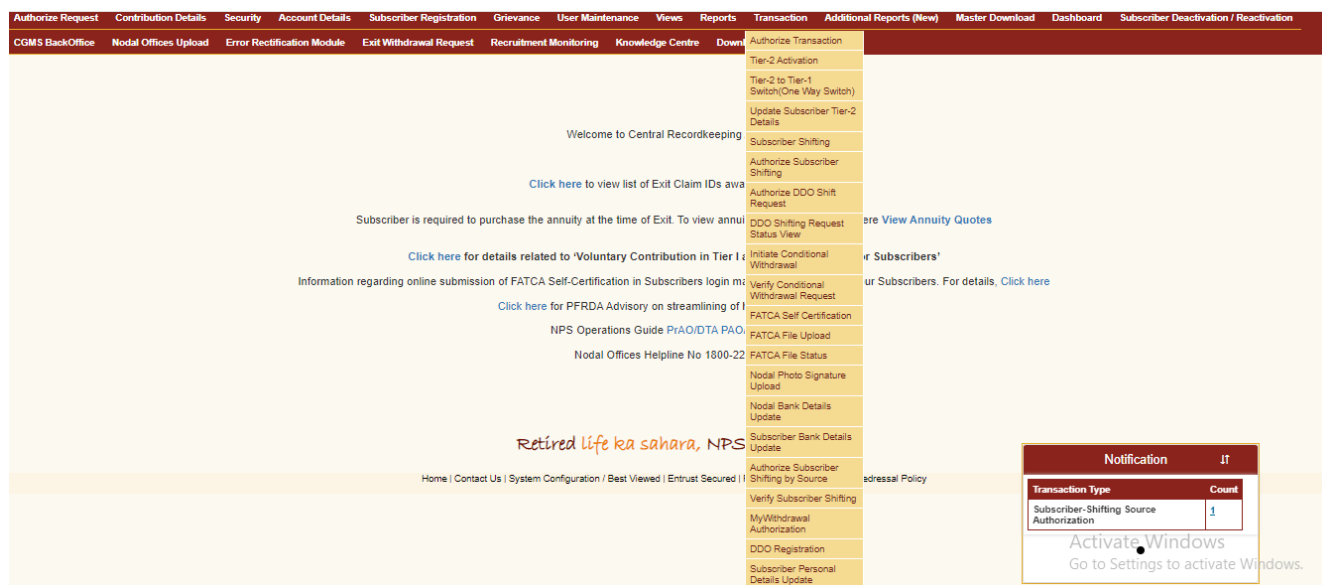
- PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter “User ID” and password click on “Submit” (Please refer Figure 40)



The screenshot shows the CRA portal login interface. On the left is a sidebar with various service icons. The main area has two login sections. The top section, 'Subscribers', includes fields for User ID, Password, and a Captcha (3/4 + 4 = 7). Below these are checkboxes for terms and conditions, a 'Submit' button, and links for 'Reset Password', 'IPIN for eNPS', and 'Help/Instructions for Login'. The bottom section, 'Nodal Offices / Other Intermediaries', includes fields for I-PIN, User ID (1001023900), Password, and a Captcha (2 + 1 + 8 = 35). It also has checkboxes for terms and conditions, a 'Submit' button, and links for 'Reset Password' and 'Help/Instructions for Login'.

Figure 40

- Click on option “Transaction” and sub menu “Subscriber Personal Details Update” (Please refer Figure 41)

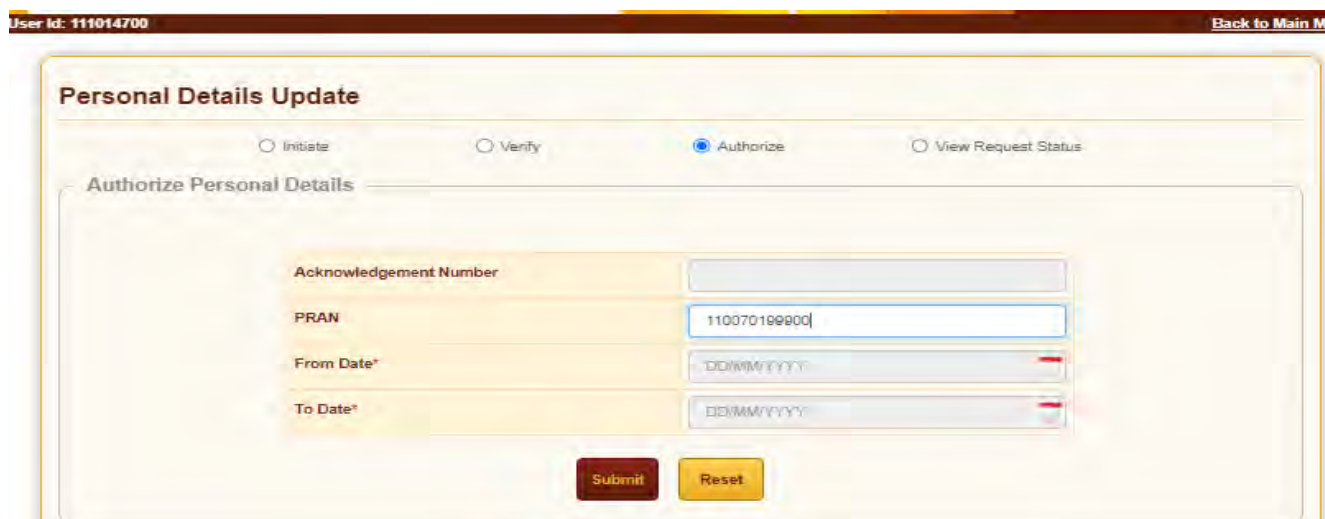


The screenshot shows the CRA portal's 'Transaction' menu. The menu is open, displaying a list of options including 'Tier-2 Activation', 'Tier-2 to Tier-1 Switch', 'Update Subscriber Tier-2 Details', 'Subscriber Shifting', 'Authorize Subscriber Shifting', 'Authorize DDO Shift Request', 'DDO Shifting Request Status View', 'Initiate Conditional Withdrawal', 'Verify Conditional Withdrawal Request', 'FATCA Self Certification', 'FATCA File Upload', 'FATCA File Status', 'Nodal Photo Signature Upload', 'Nodal Bank Details Update', 'Subscriber Bank Details Update', 'Authorize Subscriber Shifting by Source', 'Verify Subscriber Shifting', 'My Withdrawal Authorization', 'DDO Registration', and 'Subscriber Personal Details Update'. The 'Subscriber Personal Details Update' option is highlighted. The background shows the portal's navigation bar and a notification box in the bottom right corner.

Figure 41

Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Authorize"**, enter PRAN details and click on **"Submit"** (Please refer Figure 42)
(In case request is initiate by DDO office PAO/DTO office needs to verify the same before authorization)



User Id: 111014700 [Back to Main Menu](#)

Personal Details Update

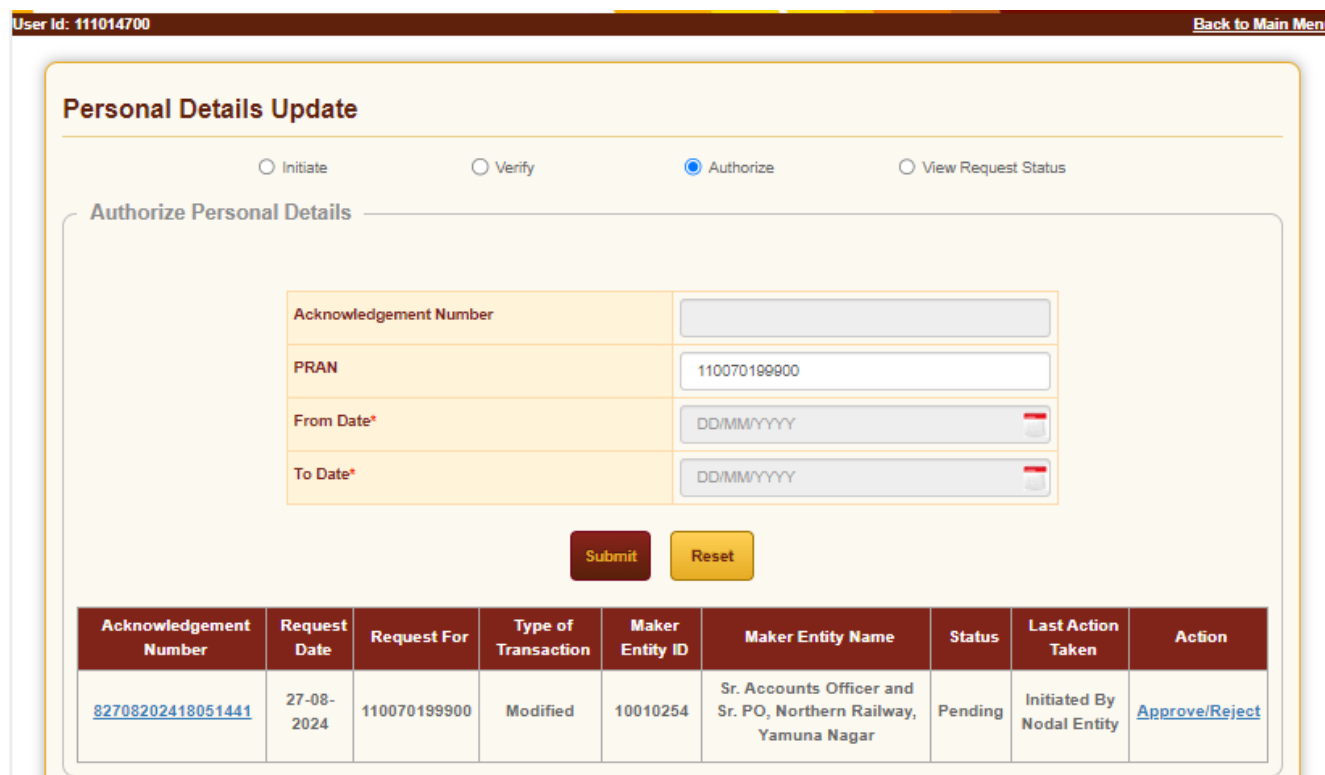
☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number
 PRAN
 From Date*
 To Date*

Figure 42

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. (Please refer figure 43)



User Id: 111014700 [Back to Main Menu](#)

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number
 PRAN
 From Date*
 To Date*

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
82708202418051441	27-08-2024	110070199900	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Approve/Reject

Figure 43

Change in Subscriber's Personal Details by Nodal Office

- The following details will appear on the screen (Refer figure 44)

Requested For


PRAN	110070199900
Subscriber Name	GXCZEET THNGH

Details


Acknowledgement Number	82708202418051441
Status	Initiated By Nodal Entity
Date of Initiation	27-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

[Click Here to Check Details](#)


Flow View



Nodal Initiator



Nodal Authorizer



Completed

User Name	User ID	Date	Action Taken	Remarks
Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	1001025401	27-08-2024	-	REQUEST RAISED

Close

Figure 44

- Nodal office can download and see document uploaded by maker to check the details entered. Click on **"Confirm"**. (Please refer Figure 45 and 46)

User Id: 111014700

Back to Main Menu

Personal Details Update


☐ Initiate
☐ Verify
☒ Authorize
☐ View Request Status

Personal Details to be Updated

PRAN : 110070199900
Subscriber Name : GXCZEET THNGH

Date Of Birth : 01/08/1990
Date Of Joining : 13/01/2007

Date Of Retirement : 31/05/2031

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Confirm

Cancel

Figure 45

Change in Subscriber's Personal Details by Nodal Office

User Id: 111014700

[Back to Main Menu](#)

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Personal Details to be Updated


PRAN : 110070199900

Subscriber Name : GXCZEET THNGH

Date Of Birth : 01/08/1990

Date Of Joining : 13/01/2007

Date Of Retirement : 31/05/2031

Change Type	Existing Details	New Details	Uploaded Document
Date Of Birth	01/08/1990	19/03/1980	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

☒ Accept
 ☐ Reject

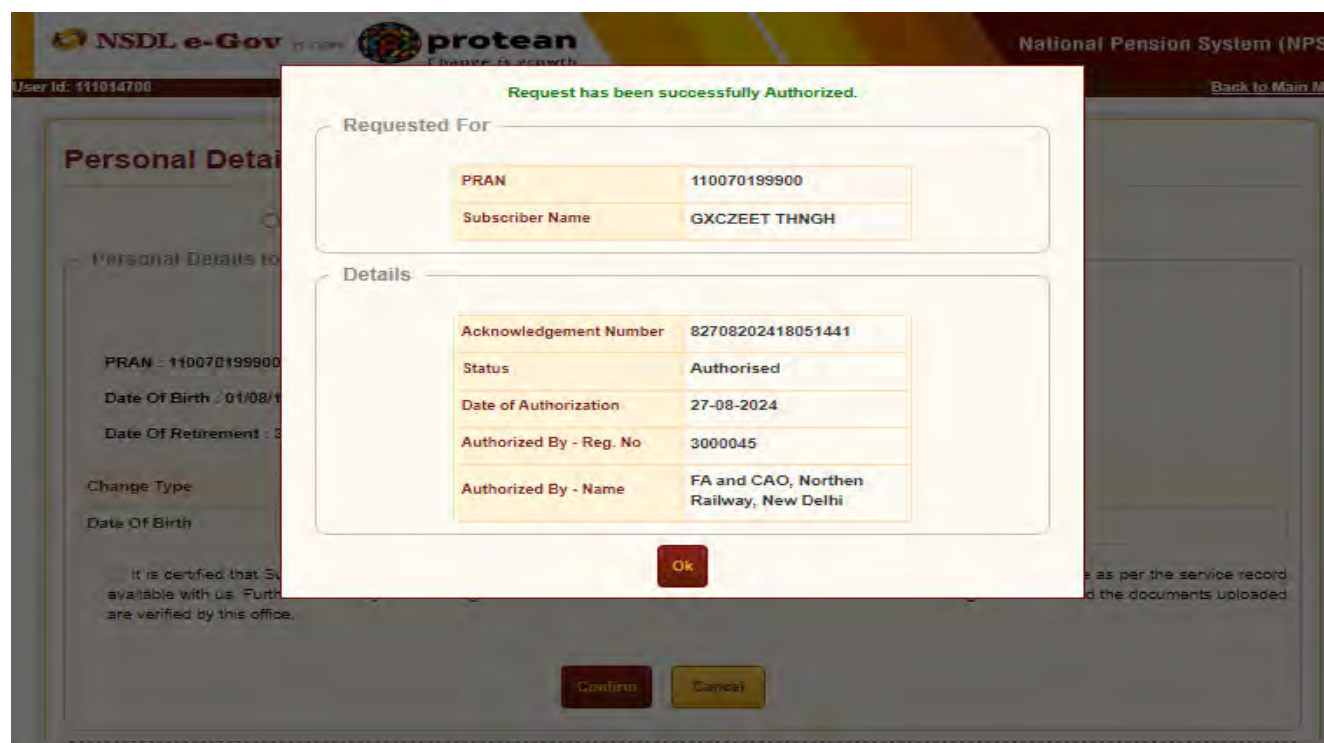
Remarks

Approve

Back

Figure 46

- The following screen will appear on successful authorization. (Please refer Figure 47)



Request has been successfully Authorized.

Requested For

PRAN	110070199900
Subscriber Name	GXCZEET THNGH

Details

Acknowledgement Number	82708202418051441
Status	Authorised
Date of Authorization	27-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	FA and CAO, Northern Railway, New Delhi

Ok

Confirm **Cancel**

Figure 47

Change in Subscriber's Personal Details by Nodal Office

- Status of request can be seen in CRA log in. *(Please refer Figure 48).*

Personal Details Update

☐ Initiate
 ☐ Verify
 ☐ Authorize
 ☒ View Request Status

View Request Status

Acknowledgement Number	
PRAN	110070199900
Status	--SELECT--
From Date*	DD/MM/YYYY
To Date*	DD/MM/YYYY

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
82708202418051441	27-08-2024	110070199900	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Completed	NA

Figure 48

Change in Subscriber's Personal Details by Nodal Office

3. Date of Joining Change Request initiation by PAO/DTO/DDO

Date of Joining (DoJ) change request Initiated by **DDO** nodal office need to be **authorized** by PAO/DTO nodal office.

Date of Joining (DoJ) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

A. Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 49)

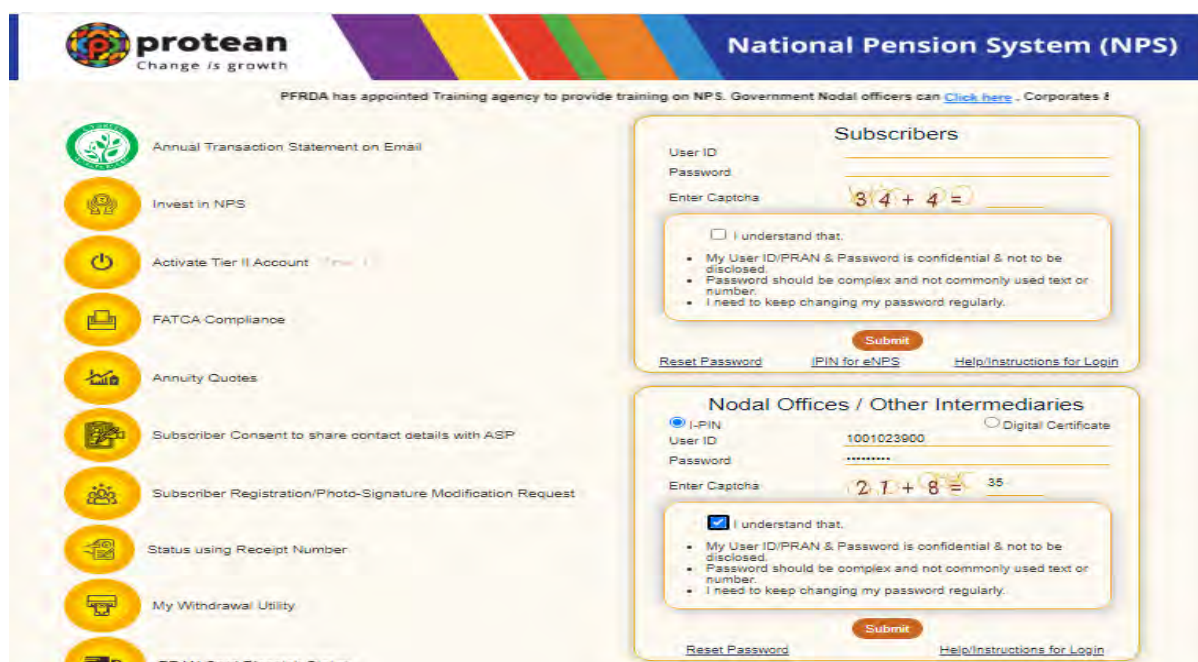


Figure 49

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 50)

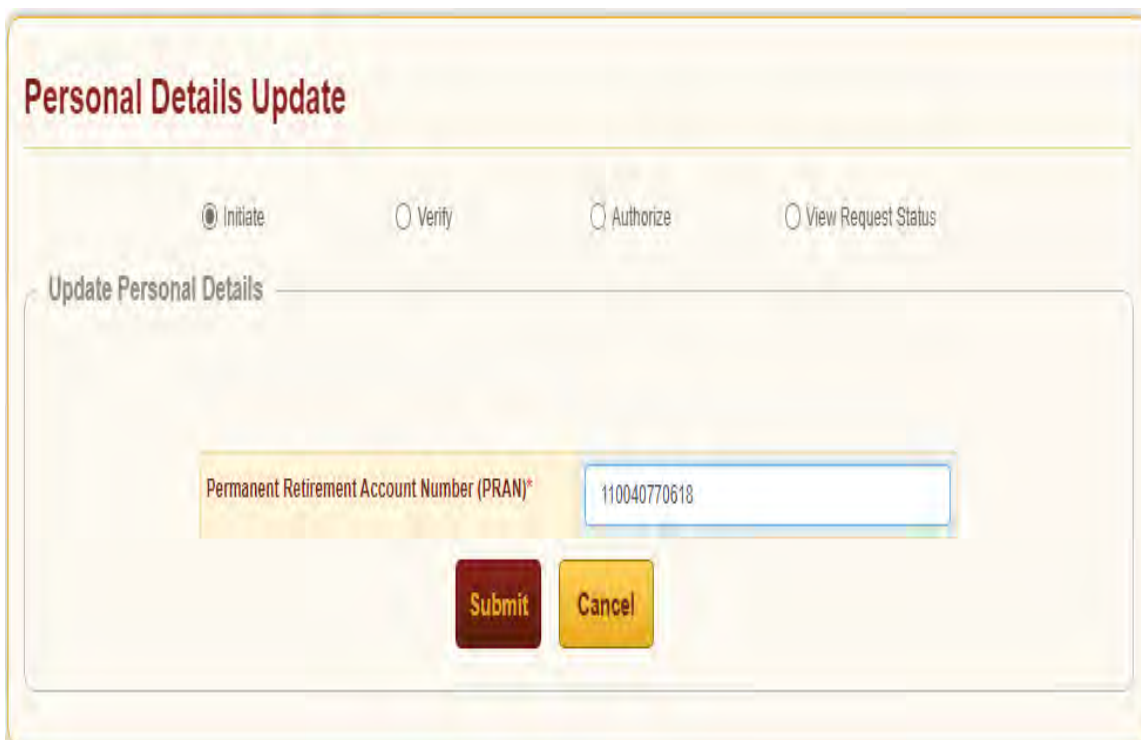


Transaction Type	Count
Subscriber Shifting Source Authorization	1

Figure 50

Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 51)



Personal Details Update

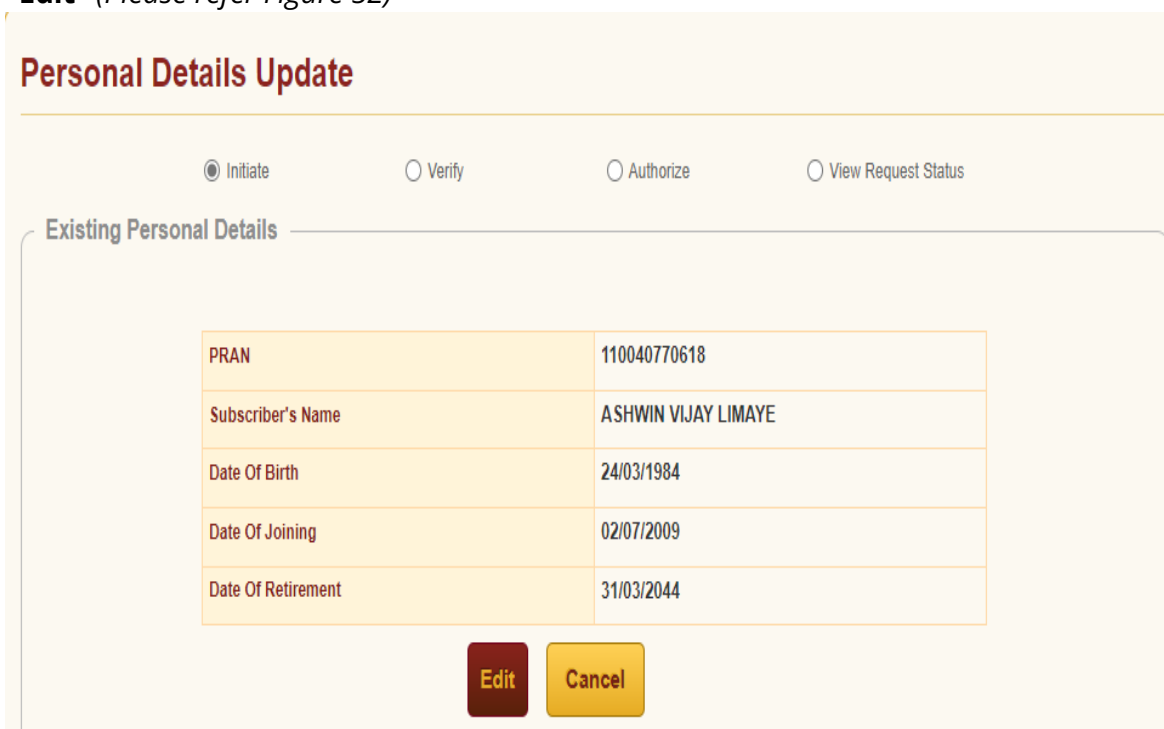
☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

Update Personal Details

Permanent Retirement Account Number (PRAN)*

Figure 51

- CRA system will display current details present in given PRAN and to edit the same click on **"Edit"** (Please refer Figure 52)



Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

Existing Personal Details

PRAN	110040770618
Subscriber's Name	ASHWIN VIJAY LIMAYE
Date Of Birth	24/03/1984
Date Of Joining	02/07/2009
Date Of Retirement	31/03/2044

Figure 52

Change in Subscriber's Personal Details by Nodal Office

- Select the Change Type, **"Date of Joining"**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **"Submit"** (Please refer Figure 53 and 54).

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

PRAN: 110040770618

Subscriber Name: ASHWIN VIJAY LIMAYE

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	ASHWIN VIJAY LIMAYE	<input type="text" value="ASHWIN"/> <input type="text" value="VIJAY"/> <input type="text" value="LIMAYE"/>	--SELECT--		
<input type="radio"/> Date Of Birth	24/03/1984	<input type="text" value="24/03/1984"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen
<input checked="" type="radio"/> Date Of Joining	02/07/2009	<input type="text" value="02/07/2008"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen
<input type="radio"/> Date Of Retirement	31/03/2044	<input type="text" value="31/03/2044"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...sen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded

Figure 53

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	ASHWIN VIJAY LIMAYE	<input type="text" value="ASHWIN"/> <input type="text" value="VIJAY"/> <input type="text" value="LIMAYE"/>	--SELECT--		

Change Type	Existing Value	New Value	Document Type	Upload Document
<input type="radio"/> Date Of Birth	24/03/1984	<input type="text" value="24/03/1984"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...sen
<input checked="" type="radio"/> Date Of Joining	02/07/2009	<input type="text" value="02/07/2008"/>	APPOINTMENT/OF	<input type="button" value="Choose File"/> No fi...sen
<input type="radio"/> Date Of Retirement	31/03/2044	<input type="text" value="31/03/2044"/>	--SELECT--	<input type="button" value="Choose File"/> No fi...sen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 54

Change in Subscriber's Personal Details by Nodal Office

- Updated DoJ will be visible on screen click on "Confirm" to proceed. (Please refer Figure 55).

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details


PRAN : 110040770618

Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Birth : 24/03/1984

Date Of Joining : 02/07/2009

Date Of Retirement : 31/03/2044

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

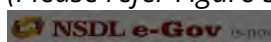

Confirm
Cancel

Note

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

Figure 55

- Details will be saved successfully and acknowledgement number will be visible on screen. (Please refer Figure 56).

National Pension System (NPS)

Id: 1001025401

Request has been successfully initiated.

Back to Main Menu

Request Raised For

PRAN	110040770618
Subscriber Name	ASHWIN VIJAY LIMAYE

Maker Details

Acknowledgement Number	82608202418051423
Status	Initiated By Nodal Entity
Date of Initiation	26-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Ok

Figure 56

Change in Subscriber's Personal Details by Nodal Office

B. Authorization by PAO/DTO/PrAO/DTA Office

Date of Joining (DoJ) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO/PrAO/DTA nodal office User 2. PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 57)

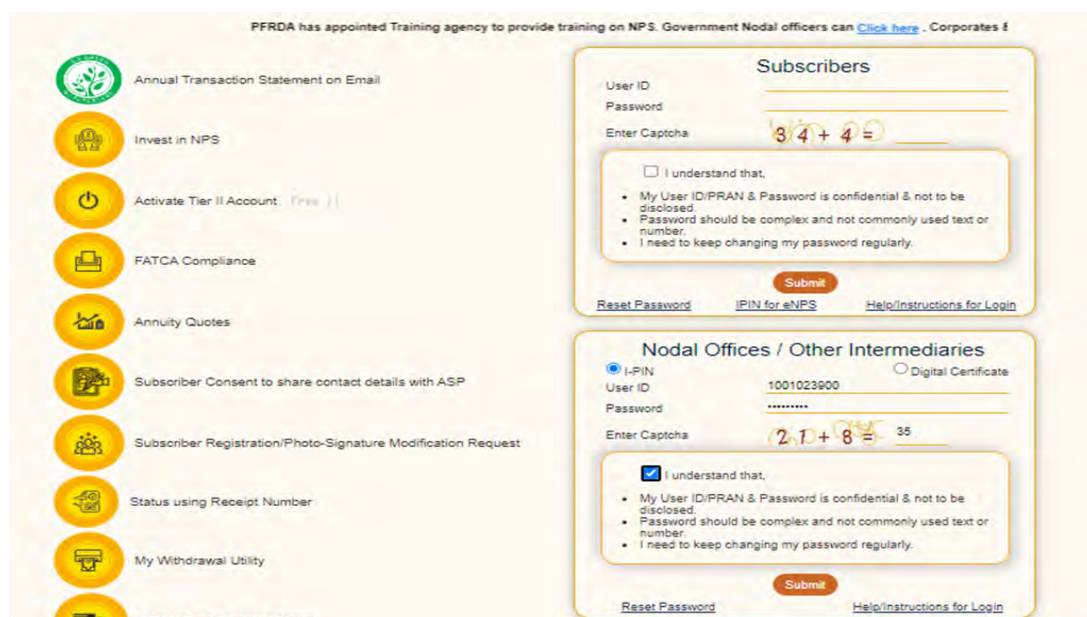


Figure 57

Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 58)

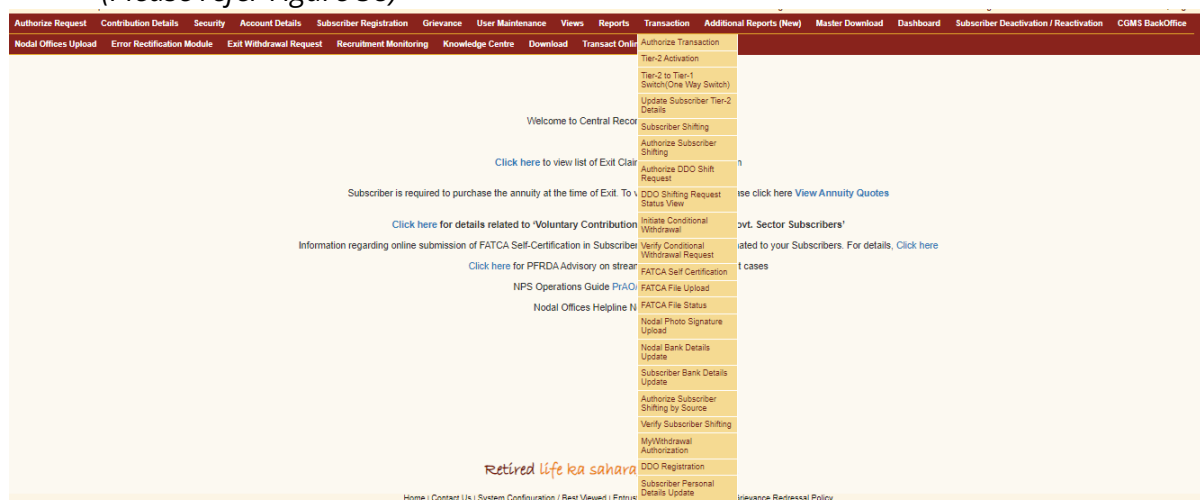
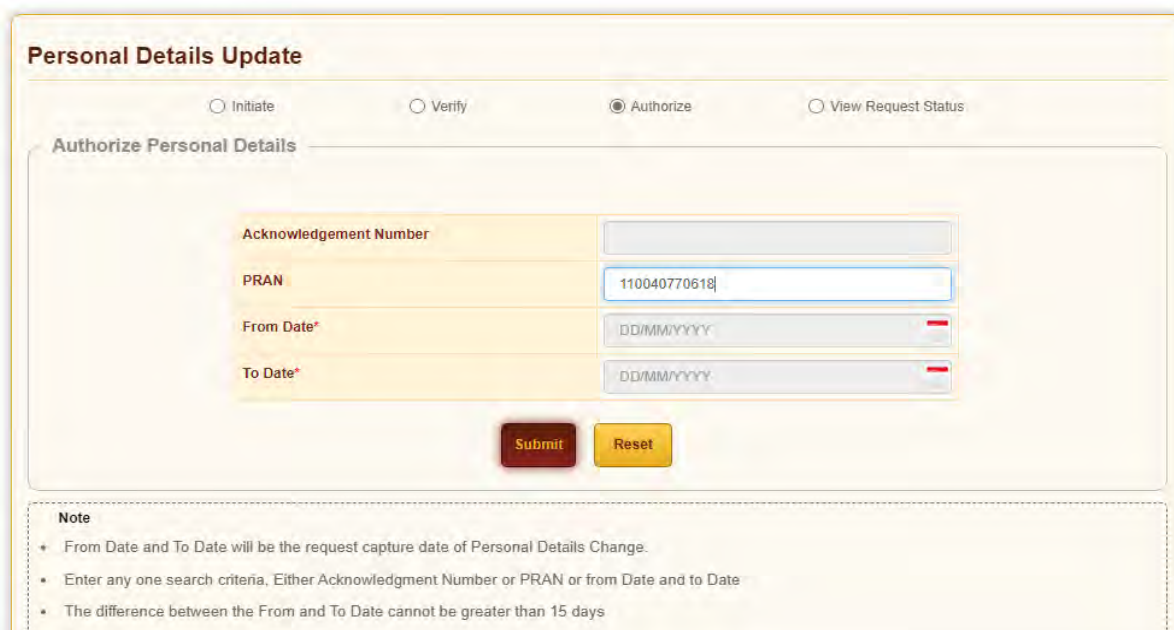


Figure 58

Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Authorize"**, enter PRAN details and click on **"Submit"** (Please refer Figure 59)



Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

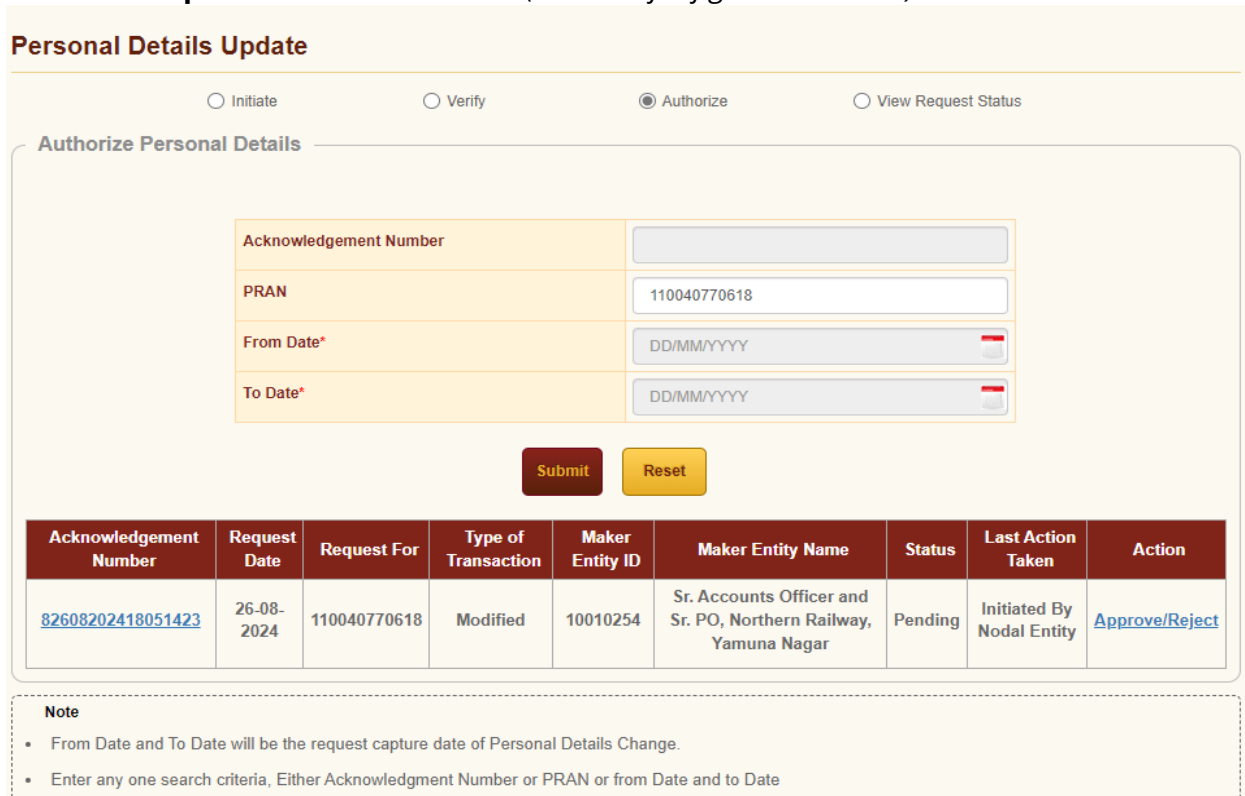
Acknowledgement Number:
 PRAN:
 From Date*:
 To Date*:

Note

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Figure 59

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. Nodal office can download and see document uploaded by maker to check the details entered. Click on **"Accept"**. Also tick declaration (Please refer figure 60 and 61)



Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number:
 PRAN:
 From Date*:
 To Date*:

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
82608202418051423	26-08-2024	110040770618	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Approve/Reject

Note

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date

Figure 60

Change in Subscriber's Personal Details by Nodal Office

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Personal Details to be Updated

PRAN : 110040770618

Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Birth : 24/03/1984

Date Of Joining : 02/07/2009

Date Of Retirement : 31/03/2044

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

☒ Accept
 ☐ Reject

Remarks

Approve

Back

Figure 61

- Nodal office needs to verify confirmation screen and Click on “Confirm” (Please refer figure 62)

Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Personal Details to be Updated


PRAN : 110040770618

Subscriber Name : ASHWIN VIJAY LIMAYE

Date Of Birth : 24/03/1984

Date Of Joining : 02/07/2009

Date Of Retirement : 31/03/2044

Change Type	Existing Details	New Details	Uploaded Document
Date Of Joining	02/07/2009	02/07/2008	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Confirm

Cancel

Figure 62

Change in Subscriber's Personal Details by Nodal Office

- The following screen will appear on successful authorization. (Please refer Figure 63)

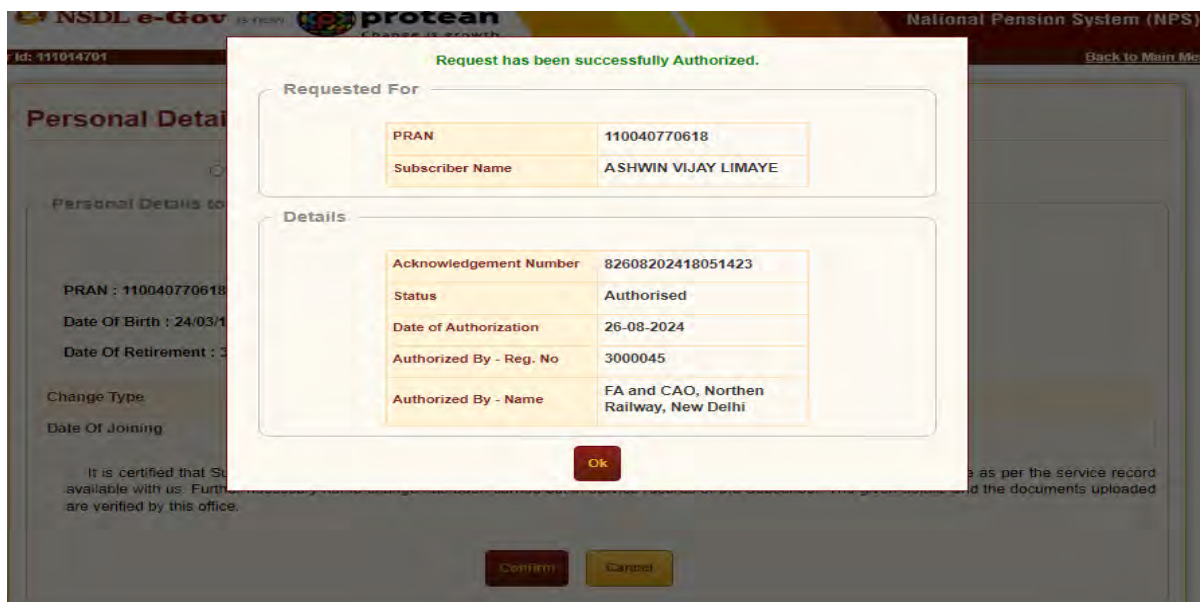
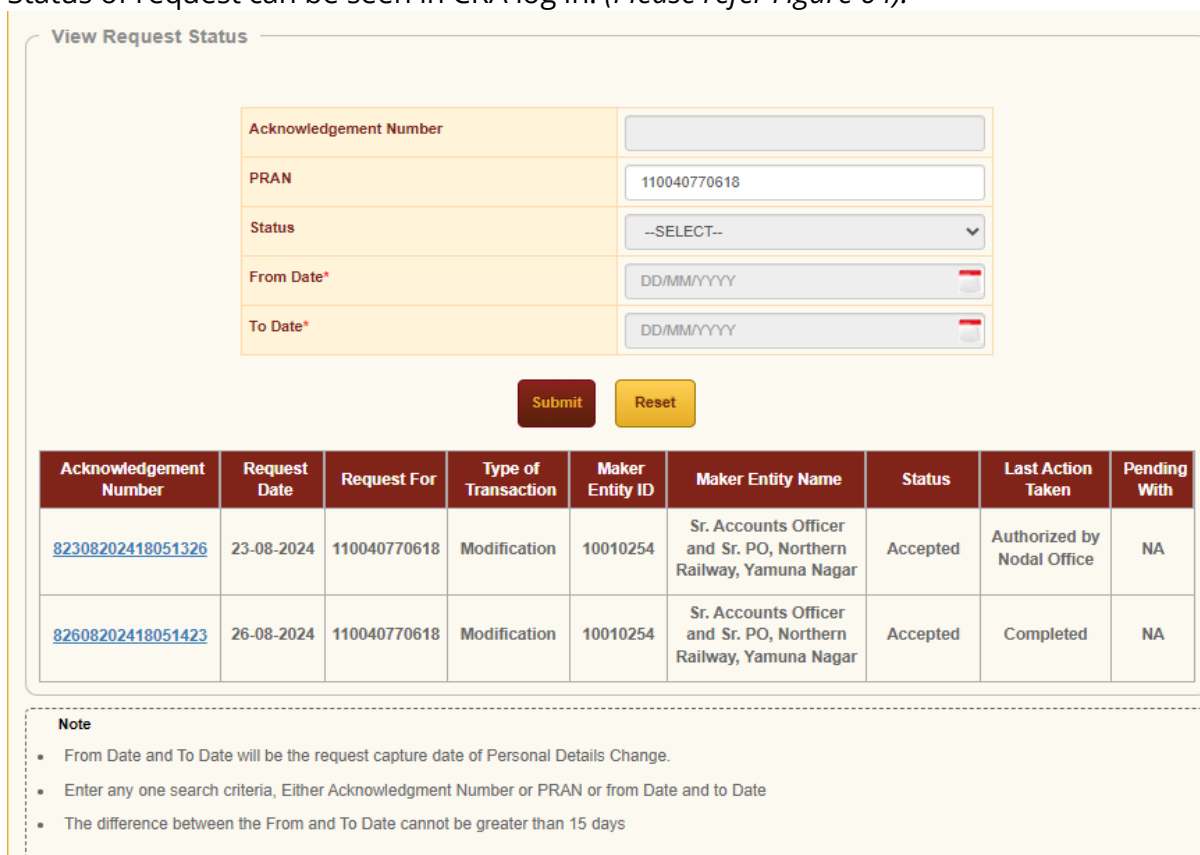


Figure 63

- Status of request can be seen in CRA log in. (Please refer Figure 64).



Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Pending With
82308202418051326	23-08-2024	110040770618	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Authorized by Nodal Office	NA
82608202418051423	26-08-2024	110040770618	Modification	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Accepted	Completed	NA

Note

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Figure 64

Change in Subscriber's Personal Details by Nodal Office

4. Modification in Date of Retirement:

Date of Retirement (DoR) change request Initiated by **DDO** nodal office need to be **authorized** by PAO/DTO nodal office.

Date of Retirement (DoR) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO PrAO/DTA nodal office User 2.

A. Change Request initiation by PAO/DTO

- DDO/PAO office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 65)

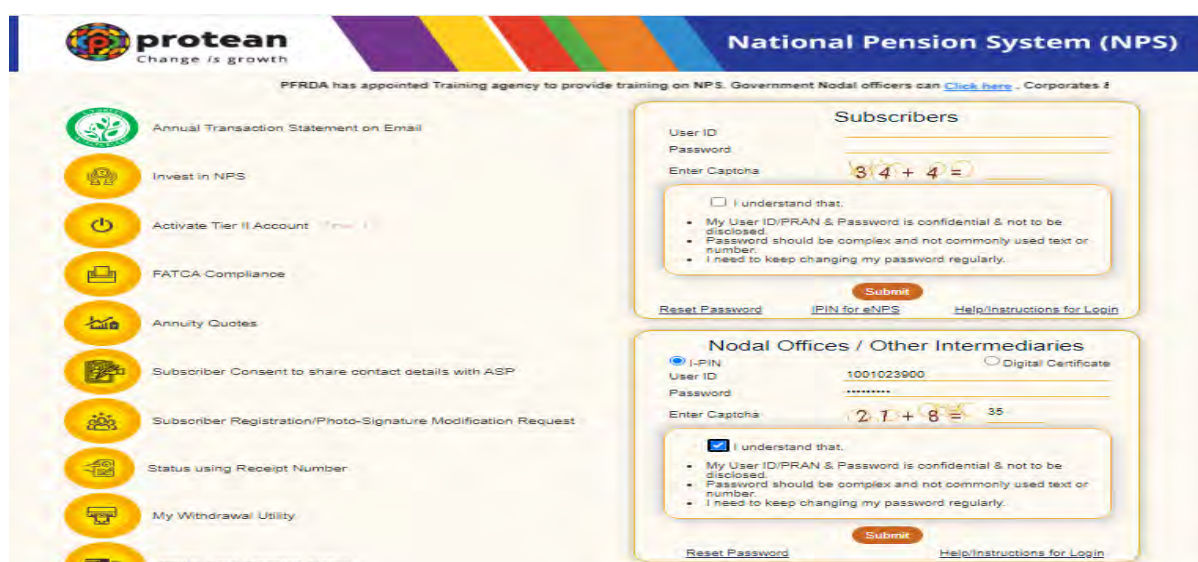
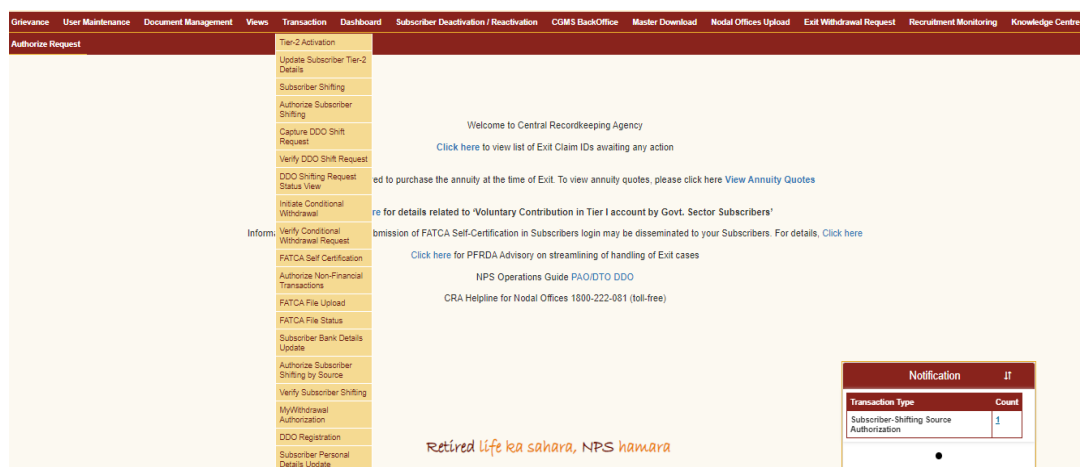


Figure 65

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 66)



Transaction Type	Count
Subscriber Shifting Source Authorization	1

Figure 66

Change in Subscriber's Personal Details by Nodal Office

- Click on option **"Initiate"** and Enter PRAN. Click on **"Submit"** (Please refer Figure 67)

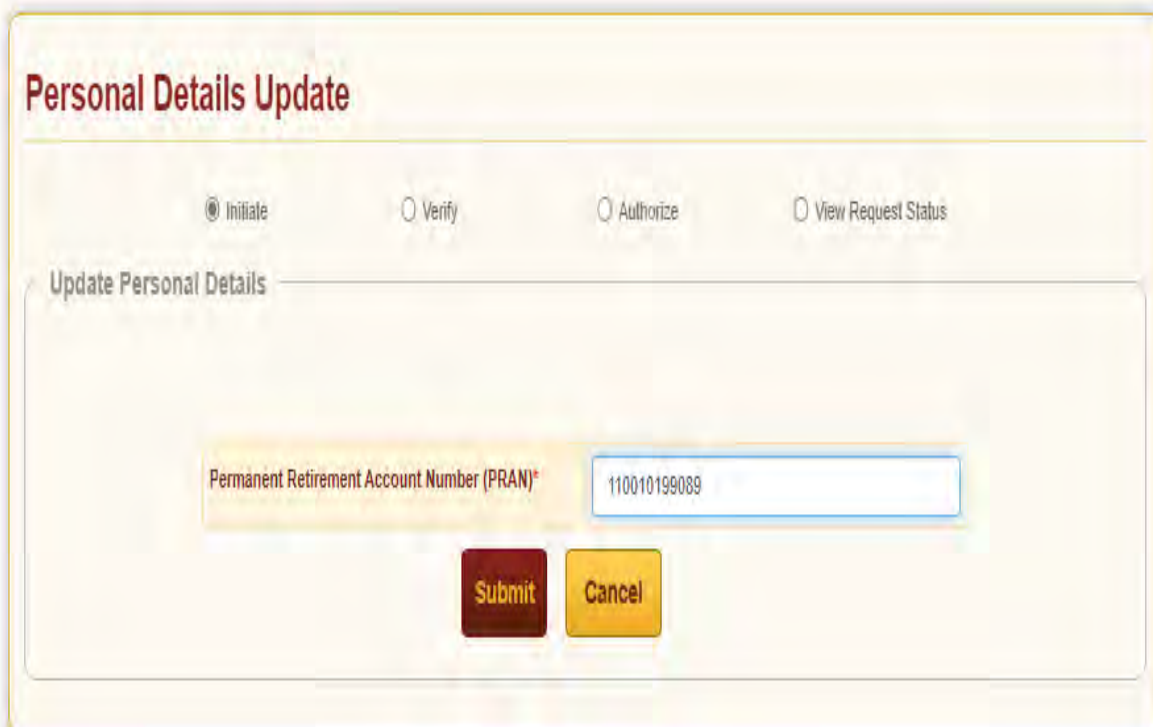
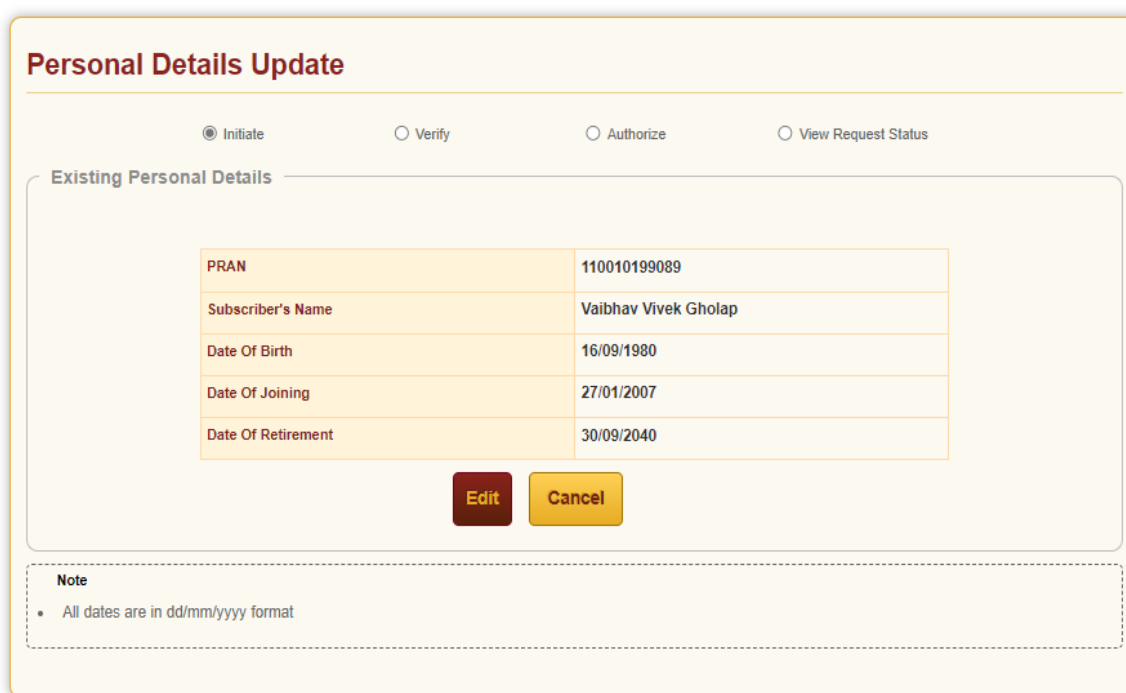


Figure 67

- CRA system will display current details present in given PRAN and to edit the same click on **"Edit"** (Please refer Figure 68)



PRAN	110010199089
Subscriber's Name	Vaibhav Vivek Gholap
Date Of Birth	16/09/1980
Date Of Joining	27/01/2007
Date Of Retirement	30/09/2040

Note

- All dates are in dd/mm/yyyy format

Figure 68

Change in Subscriber's Personal Details by Nodal Office

- Select the Change Type as **"Date of Retirement"**. Select supporting proof form available list and Upload document. Tick the declaration. Click on **"Submit"** (Please refer Figure 69 and 70).

Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

PRAN: 110010199089
 Subscriber Name: Vaibhav Vivek Gholap

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	Vaibhav Vivek Gholap	<input type="text" value="VAIBHAV"/> <input type="text" value="VIVEK"/> <input type="text" value="GHOLAP"/>	--SELECT--		
<input type="radio"/> Date Of Birth	16/09/1980	<input type="text" value="16/09/1980"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining	27/01/2007	<input type="text" value="27/01/2007"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen
<input checked="" type="radio"/> Date Of Retirement	30/09/2040	<input type="text" value="30/09/2044"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen

Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☐ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 69

New Personal Details

PRAN: 110010199089
 Subscriber Name: Vaibhav Vivek Gholap

Change Type	Existing Value	New Value	Reason for Change	Document Type	Upload Document
<input type="radio"/> Subscriber's Name	Vaibhav Vivek Gholap	<input type="text" value="VAIBHAV"/> <input type="text" value="VIVEK"/> <input type="text" value="GHOLAP"/>	--SELECT--		
<input type="radio"/> Date Of Birth	16/09/1980	<input type="text" value="16/09/1980"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen
<input type="radio"/> Date Of Joining	27/01/2007	<input type="text" value="27/01/2007"/>	--SELECT--		<input type="button" value="Choose File"/> No fi...osen
<input checked="" type="radio"/> Date Of Retirement	30/09/2040	<input type="text" value="30/09/2044"/>	--SELECT--	EMPLOYEE ID CAF	<input type="button" value="Choose File"/> pus...1).pdf

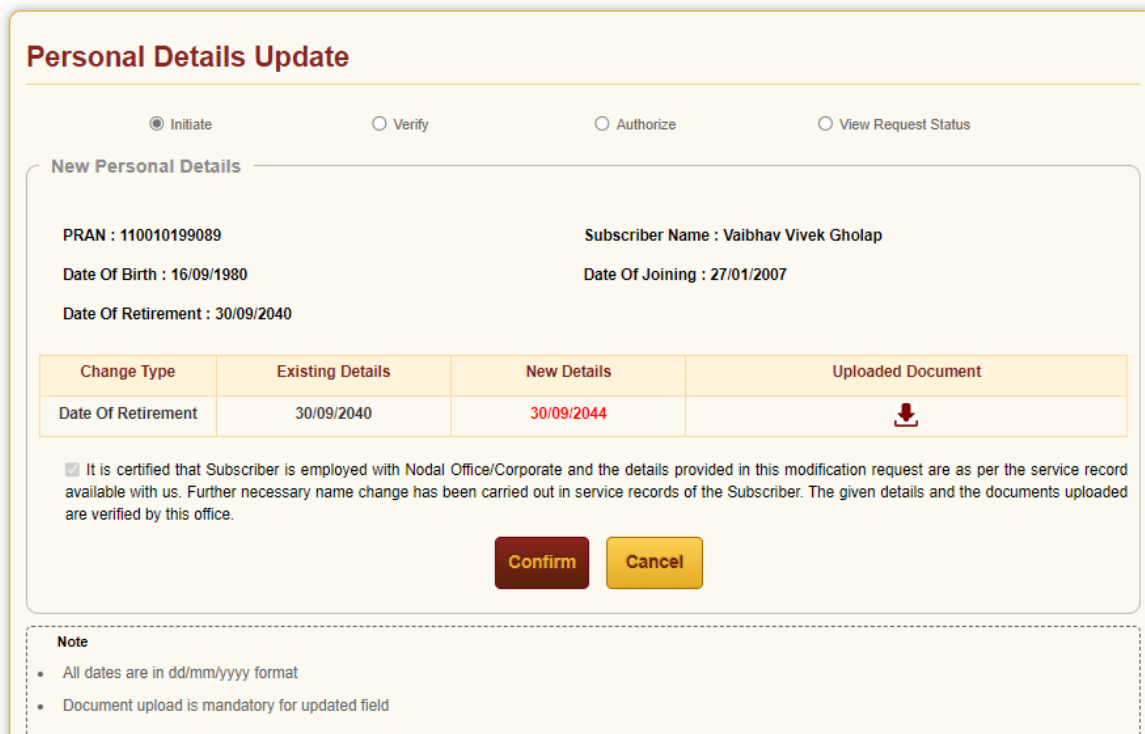
Note : Document should be in *.jpeg, *.jpg, *.png, or *.pdf format and size of document should be between 2KB to 5MB.

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Figure 70

Change in Subscriber's Personal Details by Nodal Office

- Updated DoR will be visible on screen click on "Confirm" to proceed. (Please refer Figure 71).




Personal Details Update

☒ Initiate
 ☐ Verify
 ☐ Authorize
 ☐ View Request Status

New Personal Details

PRAN : 110010199089 Subscriber Name : Vaibhav Vivek Gholap
 Date Of Birth : 16/09/1980 Date Of Joining : 27/01/2007
 Date Of Retirement : 30/09/2040

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/09/2040	30/09/2044	

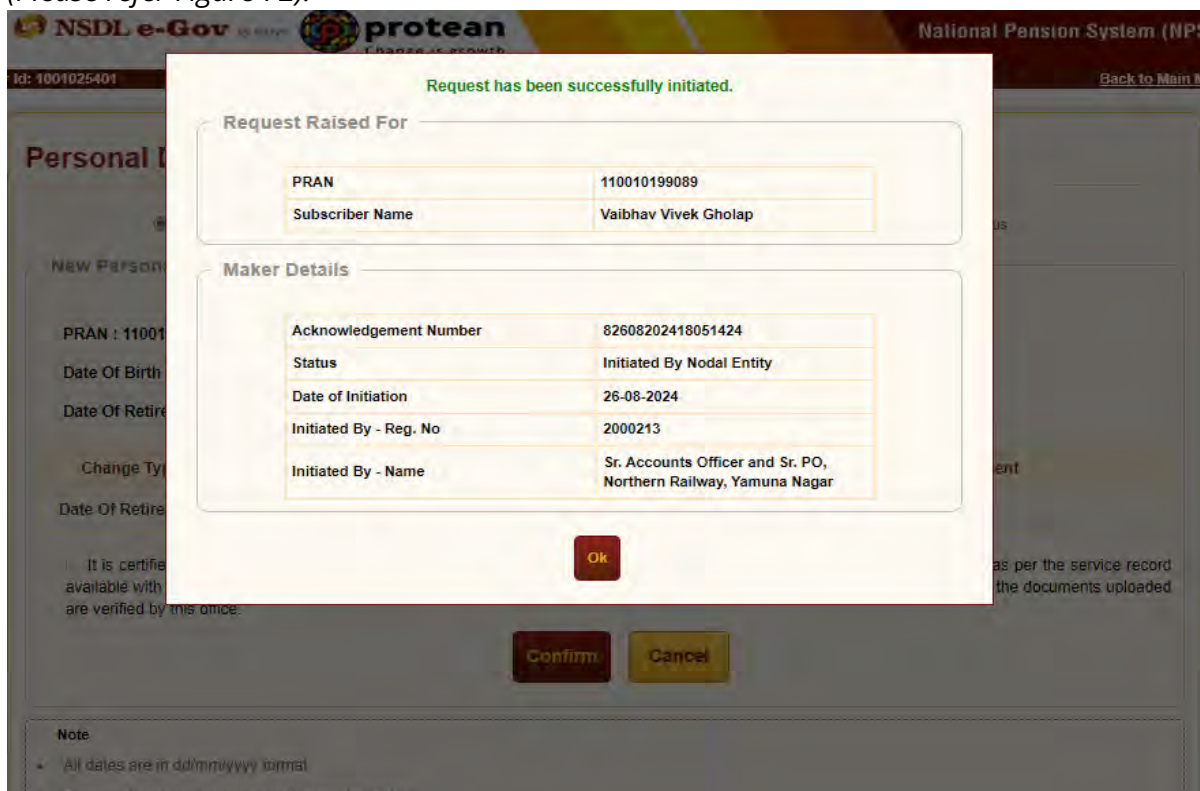
☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Note

- All dates are in dd/mm/yyyy format
- Document upload is mandatory for updated field

Figure 71

- Details will be saved successfully and acknowledgement number will be visible on screen. (Please refer Figure 72).



Request has been successfully initiated.

Request Raised For

PRAN	110010199089
Subscriber Name	Vaibhav Vivek Gholap

Maker Details

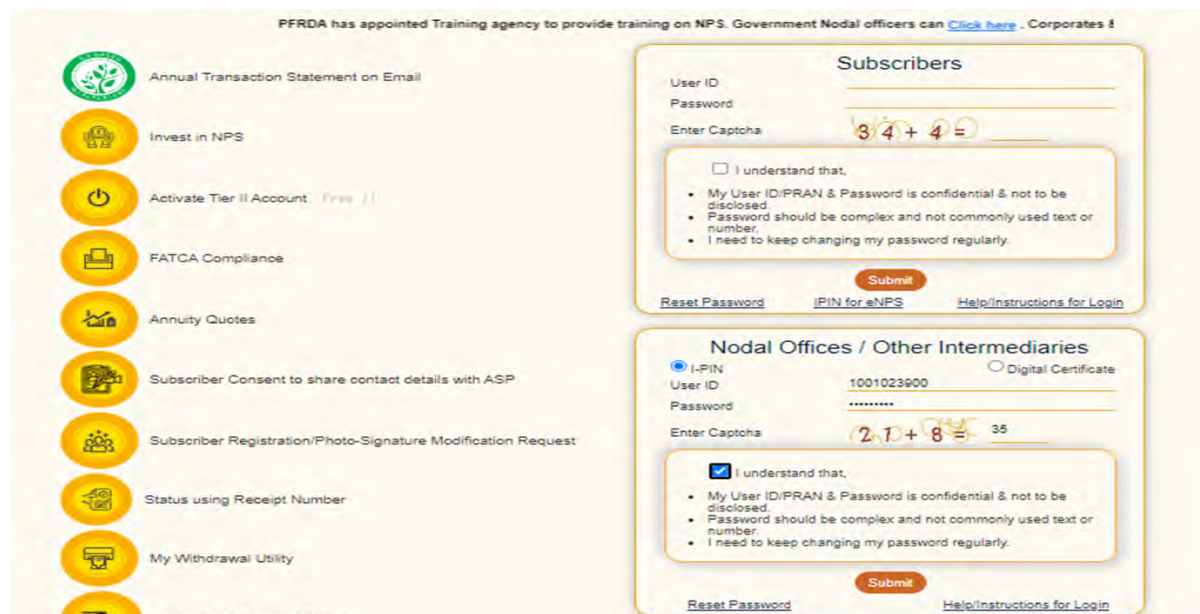
Acknowledgement Number	82608202418051424
Status	Initiated By Nodal Entity
Date of Initiation	26-08-2024
Initiated By - Reg. No	2000213
Initiated By - Name	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar

Figure 72

Change in Subscriber's Personal Details by Nodal Office

B. Authorization by PAO/DTO/PrAO/DTA Office

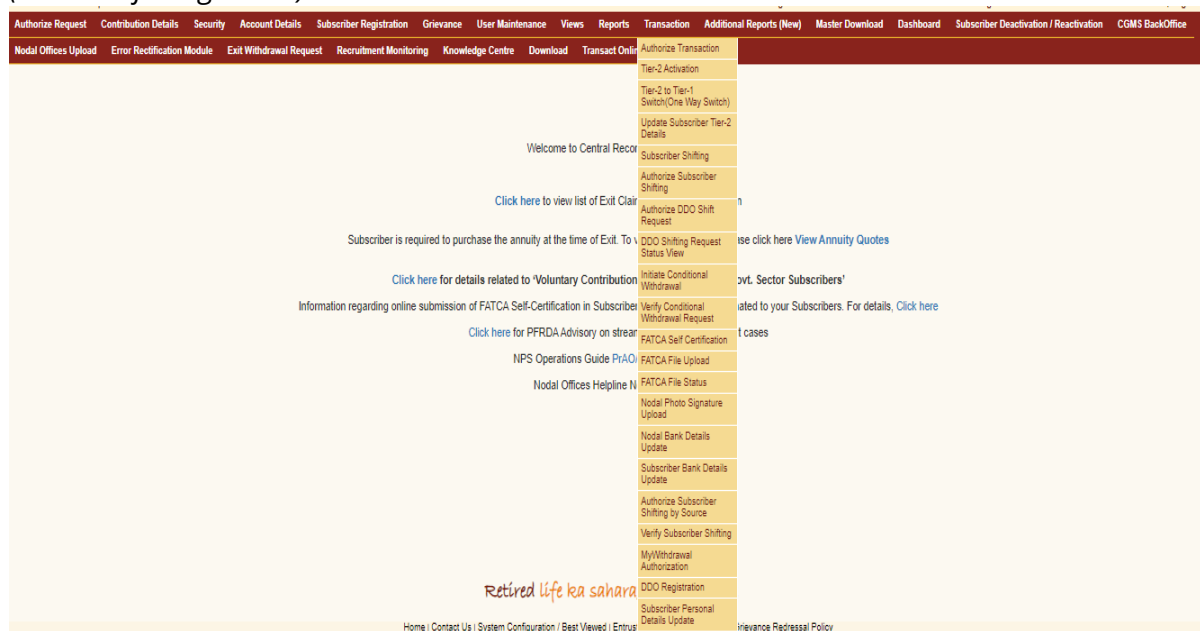
Date of Retirement (DoR) change request Initiated by nodal office PAO/DTO/PrAO/DTA user 1 can be authorized by PAO/DTO/PrAO/DTA nodal office User 2. PAO/DTO/PrAO/DTA office will log in to CRA portal <https://cra-nsdl.com/CRA/>. Enter **"User ID"** and password click on **"Submit"** (Please refer Figure 73)



The screenshot shows the CRA portal login interface. On the left is a sidebar with various service icons. The main area has two login boxes. The top box is for 'Subscribers' and the bottom box is for 'Nodal Offices / Other Intermediaries'. Both boxes require a User ID, Password, and a Captcha. The Subscribers box has a captcha of '3/4 + 4 ='. The Nodal Offices box has a captcha of '2 + 8 = 35'. Both boxes include a 'Submit' button and links for 'Reset Password' and 'Help/Instructions for Login'.

Figure 73

- Click on option **"Transaction"** and sub menu **"Subscriber Personal Details Update"** (Please refer Figure 74)

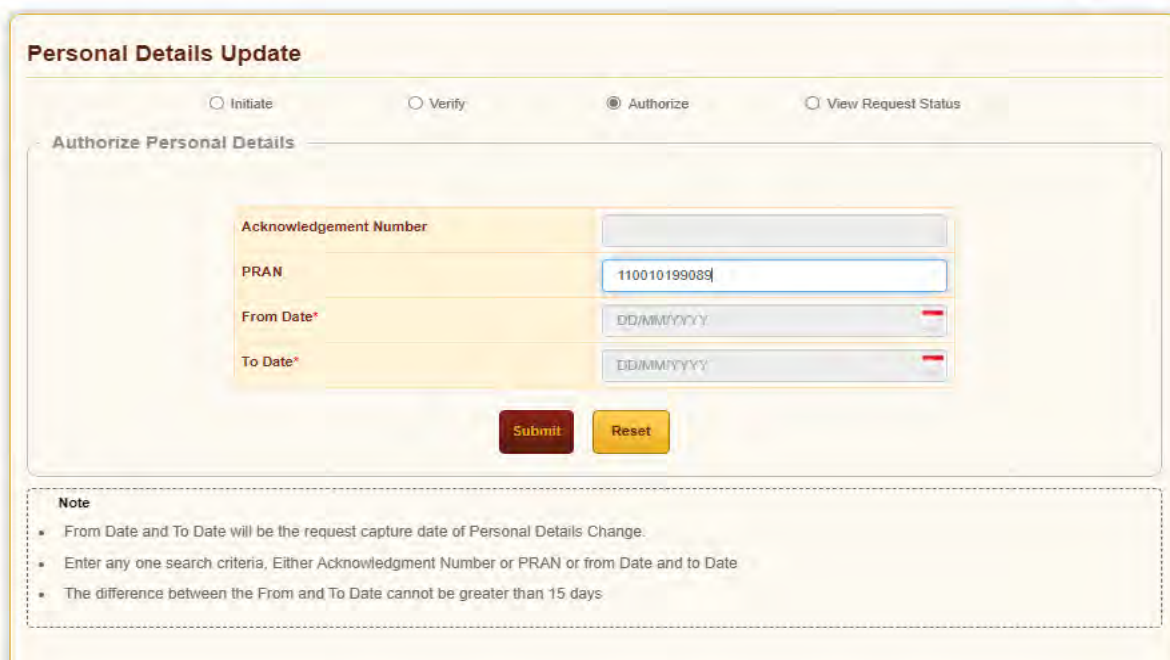


The screenshot shows the CRA portal's 'Transaction' menu. The 'Transaction' menu item is highlighted in the top navigation bar. Below it, a dropdown menu is visible, showing various transaction options. The 'Subscriber Personal Details Update' option is highlighted in the dropdown menu. The background of the page shows a list of subscribers with columns for Name, DOB, and Address.

Figure 74

Change in Subscriber's Personal Details by Nodal Office

Click on option **"Authorize"**, enter PRAN details and click on **"Submit"** (Please refer Figure 75)



Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

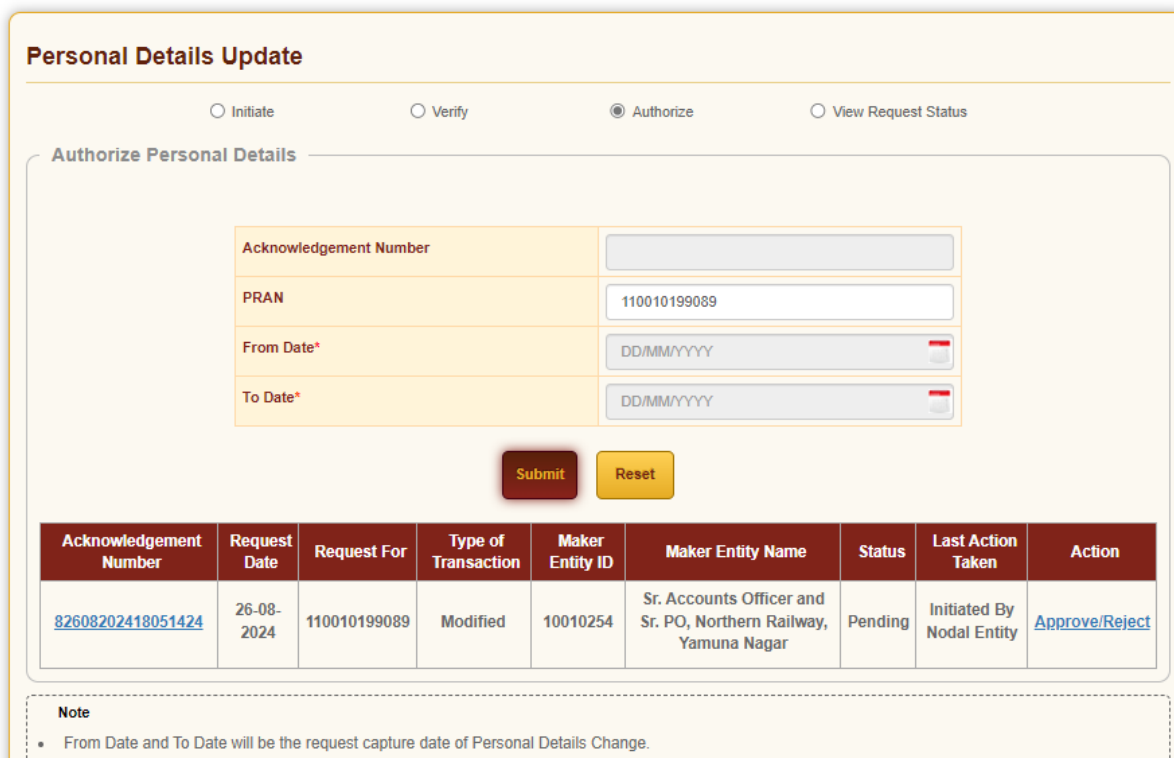
Acknowledgement Number:
 PRAN:
 From Date*:
 To Date*:

Note

- From Date and To Date will be the request capture date of Personal Details Change.
- Enter any one search criteria, Either Acknowledgment Number or PRAN or from Date and to Date
- The difference between the From and To Date cannot be greater than 15 days

Figure 75

- Existing details pending for authorization will be available on screen. Click on hyperlink **acknowledgement number** to check the details entered by maker. Nodal office can download and see document uploaded by maker to check the details entered. Click on **"Accept"**. Also tick declaration (Please refer figure 76 and 77)



Personal Details Update

☐ Initiate
 ☐ Verify
 ☒ Authorize
 ☐ View Request Status

Authorize Personal Details

Acknowledgement Number:
 PRAN:
 From Date*:
 To Date*:

Acknowledgement Number	Request Date	Request For	Type of Transaction	Maker Entity ID	Maker Entity Name	Status	Last Action Taken	Action
82608202418051424	26-08-2024	110010199089	Modified	10010254	Sr. Accounts Officer and Sr. PO, Northern Railway, Yamuna Nagar	Pending	Initiated By Nodal Entity	Approve/Reject

Note

- From Date and To Date will be the request capture date of Personal Details Change.

Figure 76

Change in Subscriber's Personal Details by Nodal Office

Personal Details Update

☐ Initiate
☐ Verify
☒ Authorize
☐ View Request Status

Personal Details to be Updated


PRAN : 110010199089

Subscriber Name : VAIBHAV VIVEK GHOLAP

Date Of Birth : 16/09/1980

Date Of Joining : 27/01/2007

Date Of Retirement : 30/09/2040

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/09/2040	30/09/2044	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

☒ Accept
☐ Reject

Remarks

Approve

Back

Figure 77

- Nodal office needs to verify confirmation screen and Click on “Confirm” (Please refer figure 78)

Personal Details Update

☐ Initiate
☐ Verify
☒ Authorize
☐ View Request Status

Personal Details to be Updated


PRAN : 110010199089

Subscriber Name : VAIBHAV VIVEK GHOLAP

Date Of Birth : 16/09/1980

Date Of Joining : 27/01/2007

Date Of Retirement : 30/09/2040

Change Type	Existing Details	New Details	Uploaded Document
Date Of Retirement	30/09/2040	30/09/2044	

☒ It is certified that Subscriber is employed with Nodal Office/Corporate and the details provided in this modification request are as per the service record available with us. Further necessary name change has been carried out in service records of the Subscriber. The given details and the documents uploaded are verified by this office.

Confirm

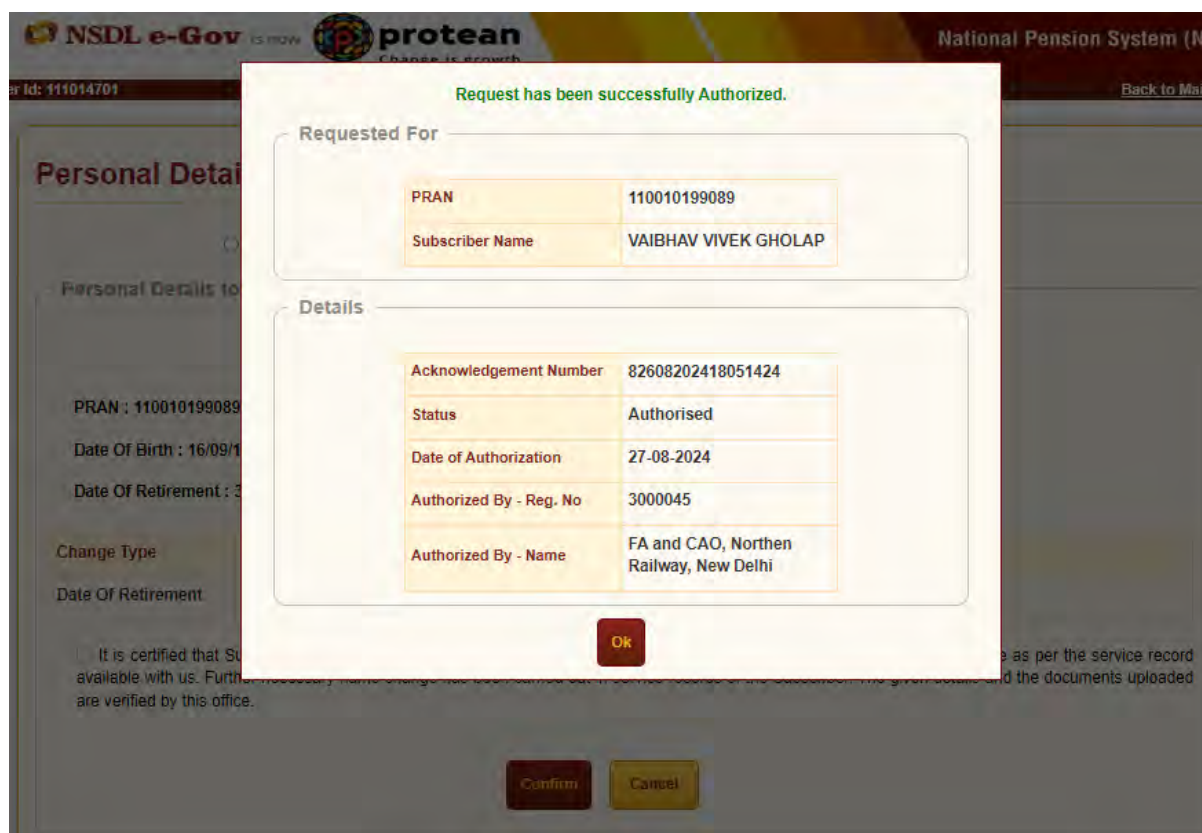
Cancel

Note

Figure 78

Change in Subscriber's Personal Details by Nodal Office

- The following screen will appear on successful authorization. *(Please refer Figure 79)*



The screenshot shows the NSDL e-Gov portal interface. A modal window is displayed in the center with the title "Request has been successfully Authorized." The modal contains two sections: "Requested For" and "Details".

Requested For

PRAN	110010199089
Subscriber Name	VAIBHAV VIVEK GHOLAP

Details

Acknowledgement Number	82608202418051424
Status	Authorised
Date of Authorization	27-08-2024
Authorized By - Reg. No	3000045
Authorized By - Name	FA and CAO, Northern Railway, New Delhi

Below the modal, there is an "Ok" button. At the bottom of the page, there are "Confirm" and "Cancel" buttons.

Figure 79