

Annexure-1

National Pension System (NPS) Standard Operating Procedure

Functionality to Reset IPIN Online by Nodal Offices (PrAOs/DTAs)

Background:

As per the existing process, Nodal Office (PrAOs/DTAs) submits a written request to CRA for generation of new IPIN. Upon receipt of the written request, CRA processes the request in the system. Once processed, the new IPIN is printed and the pin mailer is dispatched to the concerned Nodal Office.

CRA has now developed a new functionality wherein Nodal Office can reset IPIN instantly of its choice. This functionality allows Nodal Office to reset IPIN by entering the IPIN and getting it authorized by Central Recordkeeping Agency (CRA). This functionality will ensure efficient and faster issuance of IPIN. The IPIN is reset instantly and hence it saves the time required to reissue of physical IPIN in current process. As the IPIN is reset by CRA instantly, the requirement of dispatching the physical IPIN by CRA does not exist.

Process:**PrAO/DTA initiating (capturing) the request for 'Instant Reset IPIN'.**

1. PrAO/DTA needs to click on the 'Forgot Password?' link on the home page (www.cra-nsdl.com) (refer Image 1.1) and select the 'Instant Reset IPIN' Option (refer Image 1.2). After selection, the PrAO/DTA should provide its User ID in the designated field.

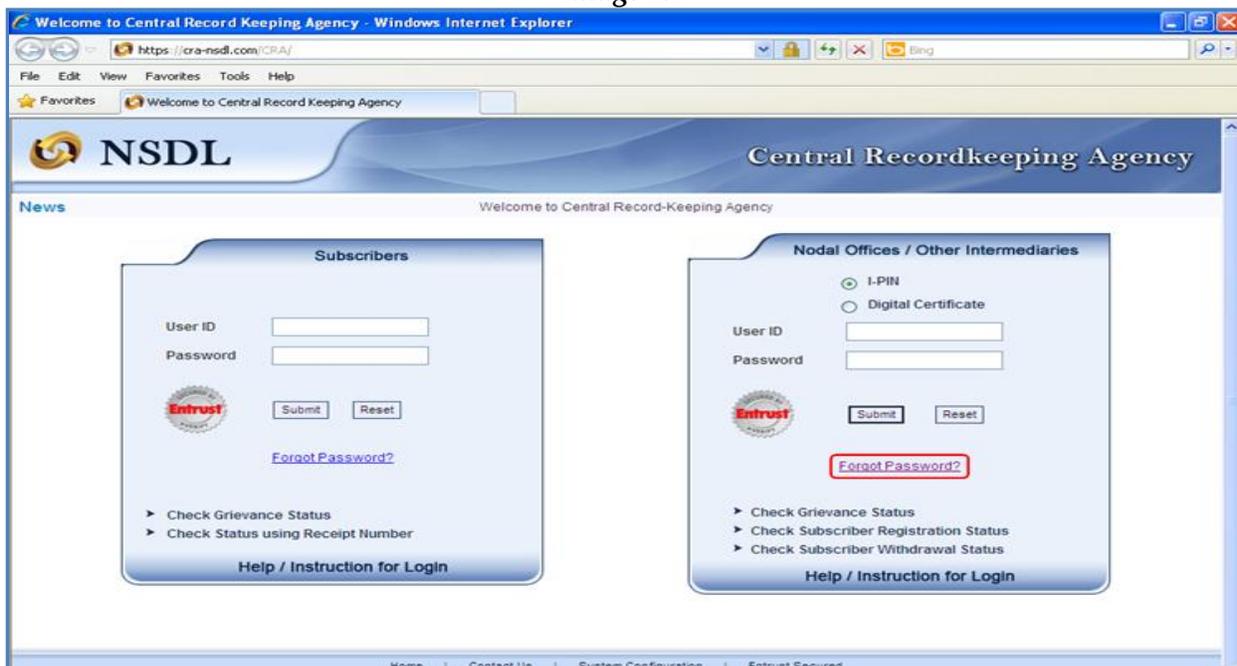
Image 1.1

Image 1.2



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Reset Password using secret question
 Instant Reset I-PIN

Reset I-PIN

User Id * 119999100

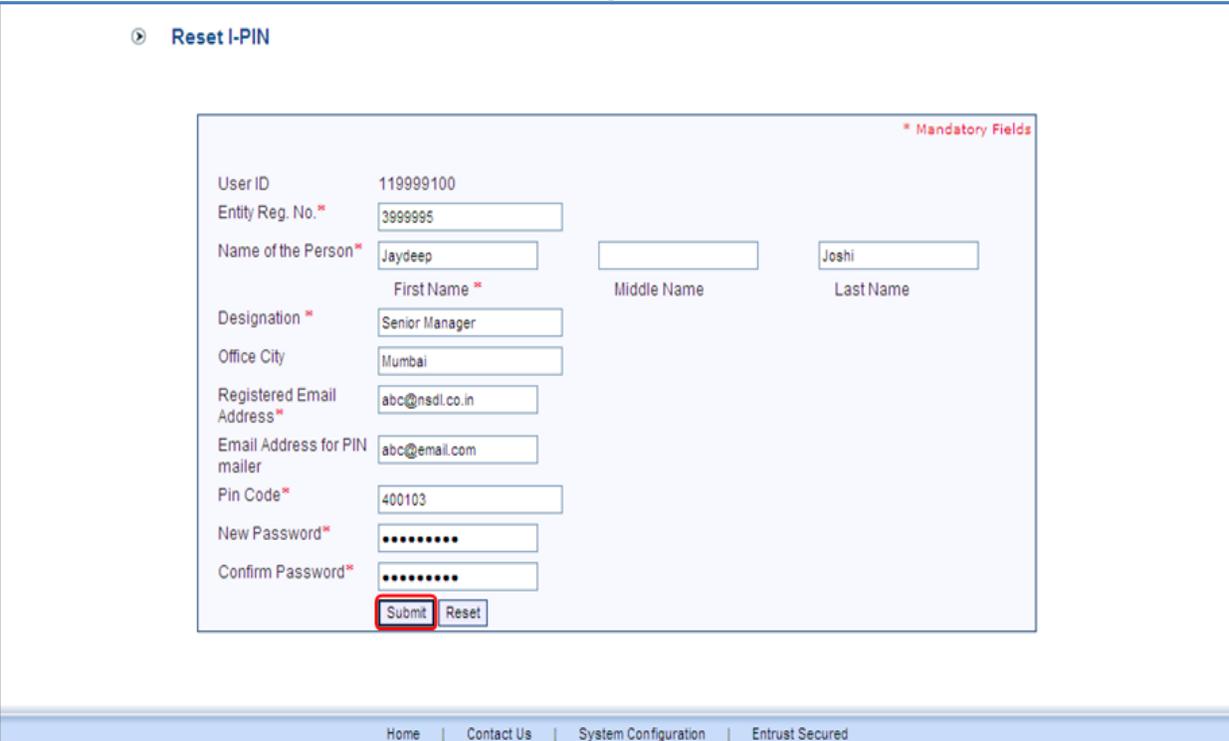
Submit Reset

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- After providing the respective User ID, the user is required to provide certain mandatory details along with the new password (IPIN) as per the choice of Nodal Office (refer Image 2.1).

Image 2.1



Reset I-PIN

* Mandatory Fields

User ID 119999100

Entity Reg. No.* 3999995

Name of the Person * Jaydeep [] Joshi

First Name * Middle Name Last Name

Designation * Senior Manager

Office City Mumbai

Registered Email Address * abc@nsdl.co.in

Email Address for PIN mailer abc@email.com

Pin Code * 400103

New Password *

Confirm Password *

Submit Reset

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Nodal Offices should ensure that the name and designation of the Authorised Contact person only is entered in the respective fields. Further, 'Office City' and 'Pin code' should be of the place where Nodal Office is situated and 'Registered Email Address' should be the e-mail ID currently registered in the CRA system. Nodal Offices should ensure that these details are matching with the details available in CRA system.

- Once the details are submitted, a confirmation screen will be displayed with the details entered. The user needs to confirm the same (refer Image 3.1).

Image 3.1



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Reset I-PIN Confirmation Screen

User ID	119999100
Entity Reg. No.	3999995
Name of the person	Jaydeep Joshi
Designation	Senior Manager
Office	Mumbai
Registered Email Address	abc@nsdl.co.in
Email Address for PIN mailer	abc@email.com
Pin Code	400103

- After confirmation, an acknowledgment number will be generated. A print option has been provided to print the Acknowledgement details as appearing in the screen (refer Image 4.1). User needs to submit this printed acknowledgement details to CRA for authorization.

Image 4.1



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Reset I-PIN Request

Acknowledgement No	9100013180
User ID	119999100
Entity Reg. No.	3999995
Name of the person	Jaydeep Joshi
Designation	Senior Manager
Office	Mumbai
Email Address	abc@nsdl.co.in
Email Address for PIN mailer	abc@email.com
Pin Code	400103
Reset I-PIN request has been successfully initiated	
Captured Timestamp	01/02/2013 17:53

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Note:

* Reset IPIN request which are not authorized within 15 days of capturing or initiation will be cancelled by the system.

On receiving the Acknowledgement from the respective PrAO/DTA, CRA will authorize the request. Once the request is authorized, an email confirming the activation of the IPIN will be sent to the registered e-mail ID as well as alternate e-mail ID provided by the PrAO/DTA at the time of capturing of the request.
