NSDL e-Governance Infrastructure Limited

Subscriber Maintenance
and
Grievance Management
For
POP-SP under Centralized Role B&C

NSDL
Technology, Trust & Reach

Centralised Model – Role B and C

Functionality	Uploading/Capturing entity	
	Role B	**Role C**
Contribution Upload/Fund transfer	POP	POP
MIS Upload	POP	POP-SP
Subscriber Details Update (Both Tiers)	POP-SP	POP-SP
IPIN-TPIN / PRAN Request	POP-SP	POP-SP
Withdrawal Request	POP-SP	POP-SP
Subscriber Shifting Request	POP-SP	POP-SP
TIER 2 Activation	POP-SP	POP-SP
Grievance Raising/Resolving	POP-SP	POP-SP
SOT /SOH	POP-SP	POP-SP

Types of Subscriber request

Changes in Subscriber Details

- Personal, Nomination
- Subscriber shifting

Transactions
- Request for SOT
- Requests for Scheme preference change
- Request for Reissue of T-PIN/I-PIN and PRAN Card
- Change in Subscriber photograph & signature

Additional requests – Tier II

Type of requests:

- Change in subscriber details in Tier II
- Change in nomination, bank details
- Change in scheme preference

Withdrawal

- Partial as well as complete
- Unlimited number of withdrawals
- No restriction on amount

Process Flow

- **For Centralised Role C – MIS will be uploaded by POP-SP whereas for Centralised Role B Mis will be uploaded by the POP only.**

- Submission of physical form by associated subscriber to POP-SP .

- POP-SP should not accept the application if copy of PRAN card is not attached.

- DSC based user id is mandatory for all the branches for processing of any request.

- Processing of the request by POP-SP in the CRA system.

Processing of Maintenance request

- Generation and submission of Receipt Number by the POP-SP to the subscriber according to the request submitted.

- Address, Tier II activation and bank details and Core details change requests to be forwarded by POP-SP to the nearest CRA-FC for storage after processing in the CRA system

- Scheme details change, nomination, withdrawal requests to be maintained by POP/POP-SPs.

Types of Requests & first two digits of receipt

Subscriber Registration - 11

Contribution – 12

Withdrawal - 14

Scheme Preference Change – 15

Dishonoured Cheque - 16

Subscriber Details Modification - 17

IPIN-TPIN request - 18

Subscriber Shifting - 19

PRAN Card Reprinting - 20

Subscriber Tier 2 Activation – 21

Subscriber –change of photograph and/or signature - 24

Grievance Management

- **<u>Raising Grievance</u>:**
  - Mode of raising the grievance
    - CRA website – www.cra-nsdl.co.in using I-Pin
  - POP / POP-SP can raise grievance on behalf of
    - Itself
    - Subscriber
  - POP / POP-SP can raise grievance
    - Against CRA
    - Against Trustee Bank
- **<u>Resolving Grievance</u>:**
  - POP-SP to resolve grievance raised against it and to post resolution details in CRA system within the stipulated timline.

Statement of Transaction / Holding

- The POP-SP can log on to CRA website using its password based user id for view or generation of Statement of Transaction (SoT) for its subscribers.

- The POP-SP can also view the Statement of Holding (SoH) of its associated subscribers.

THANK YOU

Contact Us:

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