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 getit 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 <u>www.cra-nsdl.com</u> (*refer Figure A.1.1*) and select the 'Instant Reset IPIN' Option (*refer Figure A.1.2*).

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Figure A.1.1

Figure A.1.2

6 NSDL	Central Recordkeeping Agency
	Reset Password using secret question Instant Reset I-PIN
	Note: ⁹ If you wish to reset your I-PIN using the secret Question and Answer (set by you at the time of initial login), please select the option "Reset password using secret question". ⁹ If you wish to reset your I-PIN and activate the same through One Time Password (OTP) or through Nodal Office / Point of Presence, nease select the notion "instant Reset I-IDN"

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.Z.1			
🧐 NSDL		Central Recordkeeping Agency	
Reset I-PIN			
		* Mandatory Fields	
PRAN*	111001030718		
Subscriber Name*	GIAN		
	First Name * Middle Name	Last Name	
Subscriber's Father's Name *	NHALU RAM		
DOB *	First Name* Middle Name	LastName	
Email Address	22/02/1956 (dd/mm/yyyy)		
New Password*	gianchand@abc.com		
Confirm Password*			
	Go to Nodal Office Generate OTP Reset		
Note :			
Please enter the details exactly as printed on PF	KAN 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 nun	nber at CRA, please click on "Go to Nodal Office" and get the request authoriz	zed 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				
6 NSDL			Central Recordkeeping Agency	
	Reset I-PIN			
			* Mandatory Fields	
	Mobile No.	XXXXXXX1455		
	Enter OTP *	•••••• *		
		SUBMIT RESET		
	Note :			
	The One Time Password (OT	P) sent to the registered mobile number is valid for five minutes	s only.	
	Tou can generate maximum	ine orrs in a day for a given prony.		

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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*).

Reset I-PIN		
Acknowledgement No	010002502	
Liser ID	111001030718	
Subscriber Name	GIAN	
Subscriber's Father's Name	NIHALU RAM	
DOB	22/02/1956	
Email Address	gianchand@abc.com	
Reset I-PIN request has been successfully processed		
Captured Timestamp	04/07/2014 18:09	

Figure A.4.1

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

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News		Welcome to Central Record-Keeping Agency
	Subscribers User ID 111001030718 Password Submit Reset Forcot Password2	Nodal Offices / Other Intermediaries
	Check Grievance Status Check Status using Receipt Number Help / Instruction for Login	 Check Grievance Status Check Subscriber Registration Status Check Subscriber Withdrawal Status Help / Instruction for Login