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**Office of the CDA, "Udayan Vihar", Narangi, Guwahati - 781 171 (Assam). Ph
No. (0361) 2640394 Ext 223, Fax No. (0361) 2640204, E-Mail :- cda-
guw@nic.in, WAN Address :- ftp://10.48.33.2, Website :-
www.cdaguwahati.gov.in**

IMPORTANT CIRCULAR

NO.DDP/I/NPS/18/ORDER/Vol-XXII

Dated: 14/07/2014

To

- (i) The Area Accounts Office
Bivar Road, Shillong-793001.
- (ii) The PAO(Ors) ARC Shillong
Happy Valley, Shillong-793007
- (iii) The PAO(Ors) 58 GTC
Happy Valley, Shillong-793007
- (iv) The O/C AN/III Section (local)
- (v) All the AOs GE/AGE(I)

Subject: **RESET OF INTERNAL PERSONAL IDENTIFICATION NUMBER (I-PIN) BY SUBSCRIBERS USING ONE TIME PASSWORD.**

Ref: CRA-NSDL Circular No. CRA/PO&RI/MASTER/2014/07 Dated- 09.07.2014.

Please refer to CRA-NSDL circular no cited under reference (copy enclosed) regarding Reset of IPIN by subscribers.

In addition to existing options to reset IPIN, a new functionality has been introduced in CRA-NSDL to reset I-PIN using one time password (OTP).

On logging into the CRA (www.cra-nsdl.com), click the 'Forgot Password' link. The subscriber has to provide few personal details and a new password. A system generated OTP will be sent to subscriber mobile number registered with the CRA system and once this OTP is entered, new password will be activated.

Accordingly all such grievances relating to reset of IPIN can be handled in accordance with the instructions contained in the ibid circular and the subscribers under your PAO may be acquainted with this functionality.

Enclosure: as above(03)

(S.C. DAS)

Sr. Accounts Officer

Copy to:

✓ The O/IC EDP Cell :

With a request to upload the memo in our website.

(S.C. DAS)

Sr. Accounts Officer

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). 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) or Mr. Avdhoot Shetye at 022-24994949 (E-mail ID - avdhoots@nsdl.co.in).

For and on behalf of
NSDL e-Governance Infrastructure Limited


Prasenjit Mukherjee
Assistant Vice President

Encl: a/a

**• 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 (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

- 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

NSDL Central Recordkeeping Agency

Reset I-PIN

* Mandatory Fields

PRAN*

Subscriber Name*

Subscriber's Father's Name*

DOB*

Email Address

New Password*

Confirm Password*

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.

- 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

NSDL Central Recordkeeping Agency

Reset I-PIN

* Mandatory Fields

Mobile No.

Enter OTP*

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 NSDL Central Recordkeeping Agency website. The main heading is "Reset IPIN". Below it, a table displays the details of the reset process:

Acknowledgement No	9106092502
User ID	111001030718
Subscriber Name	GAN
Subscriber's Father's Name	NIHALU RAM
DOB	22/02/1959
Email Address	ganchand@abc.com
Reset IPIN request has been successfully processed	
Captured Timestamp	04/07/2014 18:09

At the bottom of the page, there is a navigation bar with links: Home, Contact Us, System Configuration, and Entrust 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 NSDL Central Recordkeeping Agency website. The main heading is "Central Recordkeeping Agency". Below it, there are two login panels:

- Subscribers**: This panel has a "User ID" field with the value "111001030718", a "Password" field with masked characters, and "Submit" and "Reset" buttons. Below the buttons is a "Forgot Password?" link. At the bottom, there are links for "Check Grievance Status" and "Check Status using Receipt Number", and a "Help / Instruction for Login" link.
- Nodal Offices / Other Intermediaries**: This panel has a radio button for "IPIN" and a "Digital Certificate" option. It also has "User ID" and "Password" fields, "Submit" and "Reset" buttons, and a "Forgot Password?" link. At the bottom, there are links for "Check Grievance Status", "Check Subscriber Registration Status", and "Check Subscriber Withdrawal Status", and a "Help / Instruction for Login" link.

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