Office of the CDA, "Udayan Vihar", Narangi, Guwahati - 781 171 (Assam). Ph No. (0361) 2640394 Ext 223, Fax No. (0361) 2640204, E-Mail :- cdaguw@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 RAO(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)

Copy to:

Sr. Accounts Officer

The O/IC EDP Cell

With a request to upload the memo in our website.

Sr. Accounts Officer

NSDL e-Governance Infrastructure Ltd. Central Recordkeeping Agency Circular



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 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 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 ⇔ Welcome to Central Record Keeping Agency - Windows Internet Explore

1. **Temperature**

1. **Temperature**

1. **Temperature**

2. **Temperature**

2. **Temperature**

2. **Temperature**

3. **Temperature**

3. **Temperature**

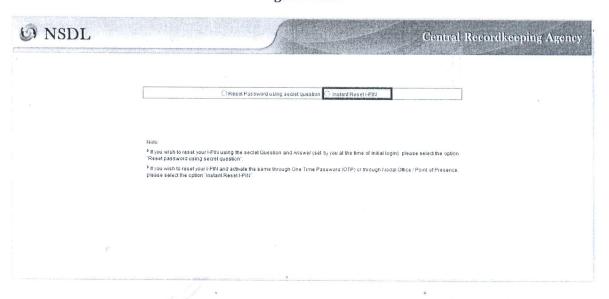
3. **Temperature**

4. **Temperature**

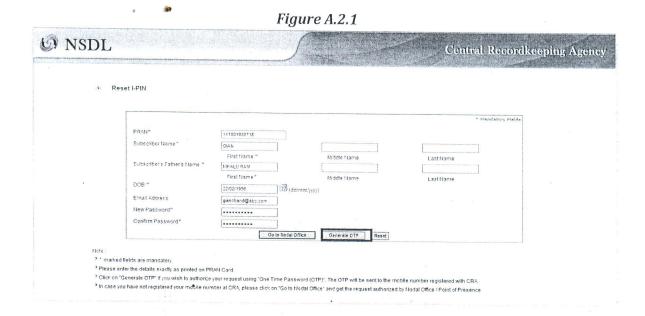
3. **Temperature**

4. **Tempe https://cra-nsdl.com/CRA ▼ 🔠 🕒 +7 🗶 🕩 Bing Favorites 👙 🖨 Welcome to Central Recor... Welcome to Central Record Keeping Agency A Page - Safety - Tools - O-NSDL Central Recordkeeping Agency News Welcome to Central Record-Keeping Agency Nodal Offices / Other Intermediaries Subscribers Digital Certificate User ID User ID Entrust Reset Forgot Password? Check Grievance Status ► Check Grievance Status ★ Check Status using Receipt Number ► Check Subscriber Registration Status Check Subscriber Withdrawal Status Help / Instruction for Login Help / Instruction for Login Home | Contact Us | System Configuration | Entrust Secured Best viewed in Internet Explorer 7.0 & above or Mozilla Firefox Ver 3 & above with a resolution of 1024 X 768

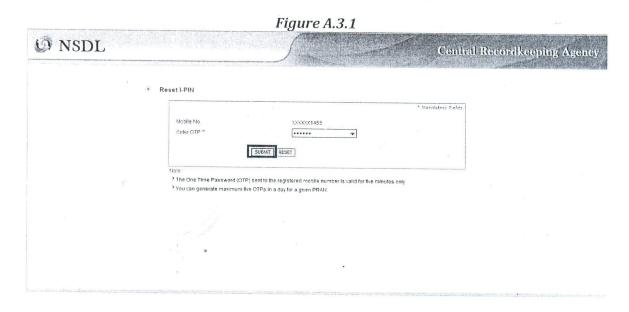
Figure A.1.2



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.



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.



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



5. The subscriber can now login with his/her User ID (PRAN Number) and new IPIN (*refer Figure A.5.1*).

