

**NSDL e-Governance Infrastructure Ltd.
Central Recordkeeping Agency
Circular**



10

Circular No: CRA/PO&RI/Master/2015/011

October 30, 2015

Subject: Drawing & Disbursement Officers' (DDOs) access to CRA system

All Nodal Offices (PrAOs/PAOs/CDDOs) are hereby informed that the Drawing & Disbursement Officers (DDOs) can now access the CRA system (www.cra-nsdl.com) to view the details of their underlying NPS subscribers as well to perform certain activities related to Subscriber Grievance Handling.

The DDOs can now login to the CRA system using the User ID & I-PIN (password). The DDOs who have obtained 10-digit DDO Registration Number by registering with CRA and are in 'active' status can login and access the CRA system subsequent to activation of the I-PIN by their associated PAOs/CDDOs. The detailed procedure of creation & activation of I-PIN by the DDOs to login and access the CRA system along with the details of the views/options available to them in their login are explained in the **Annexure**. In addition to the referred views/options, the facility to update the contact details of the underlying subscribers will also be provided to the DDOs shortly.

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
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Central Recordkeeping Agency



Standard Operating Procedure for Drawing & Disbursement Officer's Access to CRA system

Version 1.0

This SOP defines the process or login functionality for DDOs to access the Central Recordkeeping Agency (CRA) system (www.cra-nsdl.com) to view the details of their underlying subscribers. The DDOs can now login the CRA system using User ID & I-PIN (password). The registration number allotted by CRA to the DDOs followed by '00' to be used as User ID. The DDOs can generate their I-PIN by capturing a request through instant reset option in the CRA system (www.cra-nsdl.com) and getting it authorized by their associated Nodal Office (PAOs/DTOs). Once the I-PIN reset request is authorized by the associated Nodal Office, the I-PIN generated by the DDO gets activated. This document explains the detailed process for the DDOs to access the CRA system using their User ID and password.

The following '**Options**' are available to the DDOs in CRA system:

➤ **Views:**

- A. Subscriber Details
- B. Subscriber List
- C. Statement of Transaction
- D. e-PRAN

➤ **Grievance:**

- A. Log Grievance Request
- B. Grievance Status View
- C. Provide Feedback for Grievances raised against PAO

Pre-requisite for DDO login:

- A. The DDO should be registered with CRA and should have obtained the DDO Registration Number from CRA.
- B. The status of the DDO should be 'Active' in CRA system.

Detailed process flow

1. The DDOs are required to access CRA website (www.cra-nsdl.com) and click on the hyperlink "Forgot Password" on home page to generate instant I-PIN. (Please refer Figure 1 below).

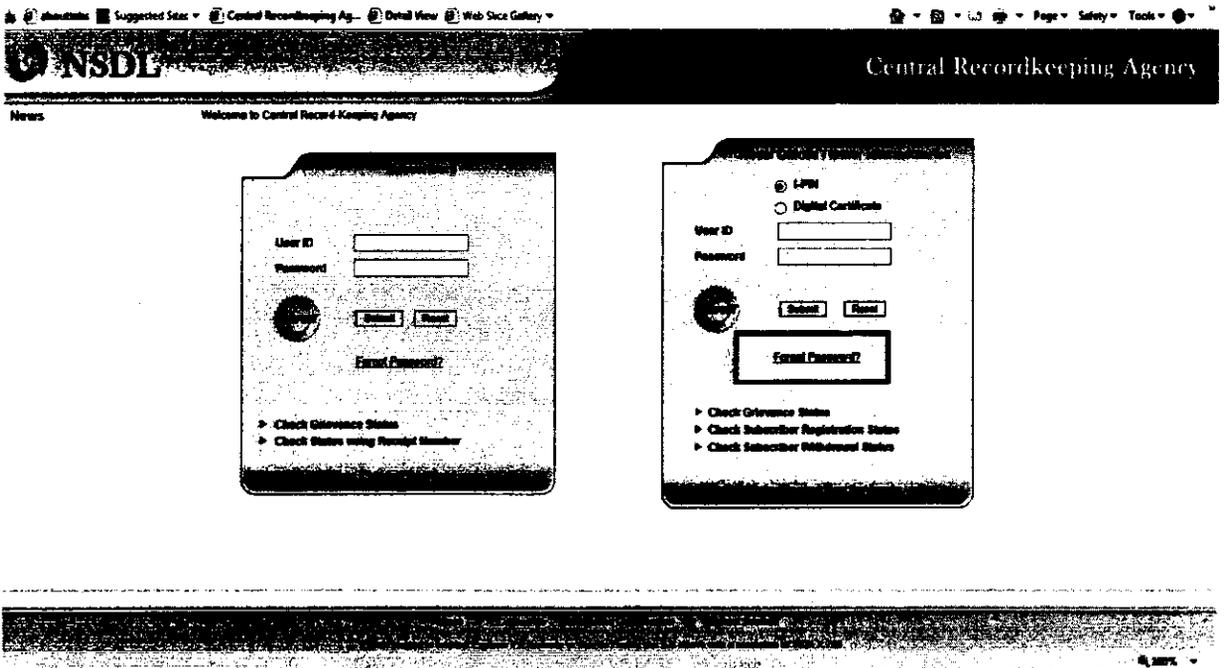


Figure 1

2. Once the DDO clicks on the link, two options will be made available to the User as shown below:
 - A. Reset Password using secret question
 - B. Instant Reset I-PIN

The User is required to select 'Instant Reset I-PIN' option as shown in Figure 2 below.

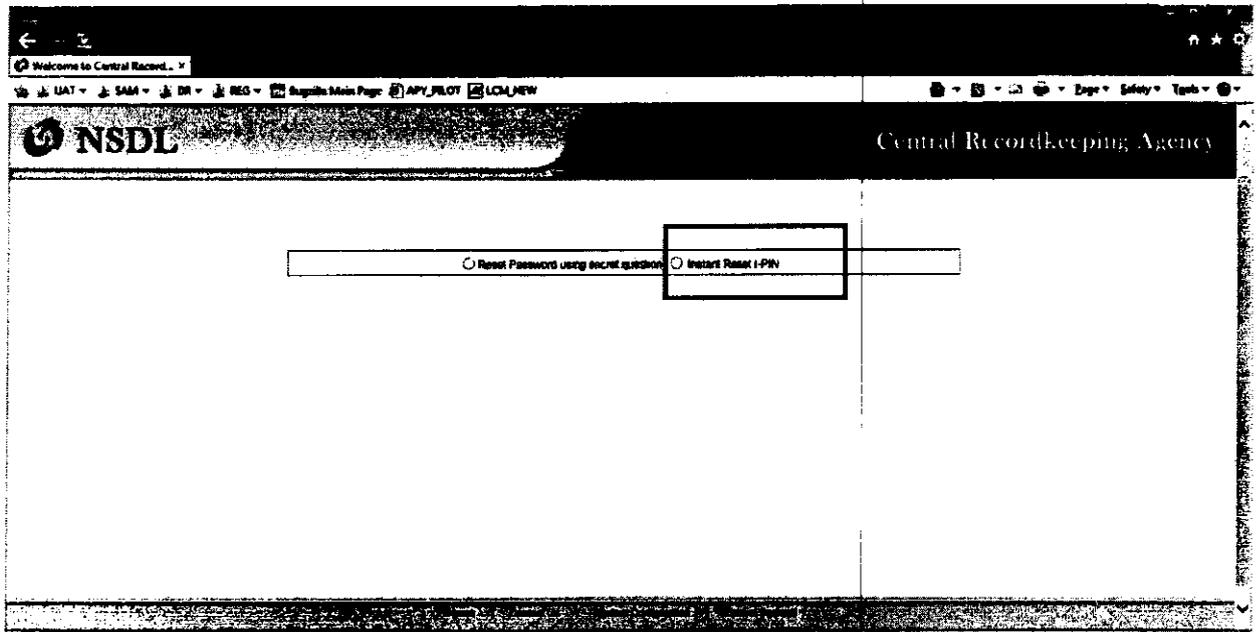


Figure 2

3. The User is then required to provide the DDO Registration number followed by two zeros (e.g. if DDO Reg is 'ABC012345D' then the User ID would be 'ABC012345D00') and click on 'submit'. (Please refer *Figure 3*).

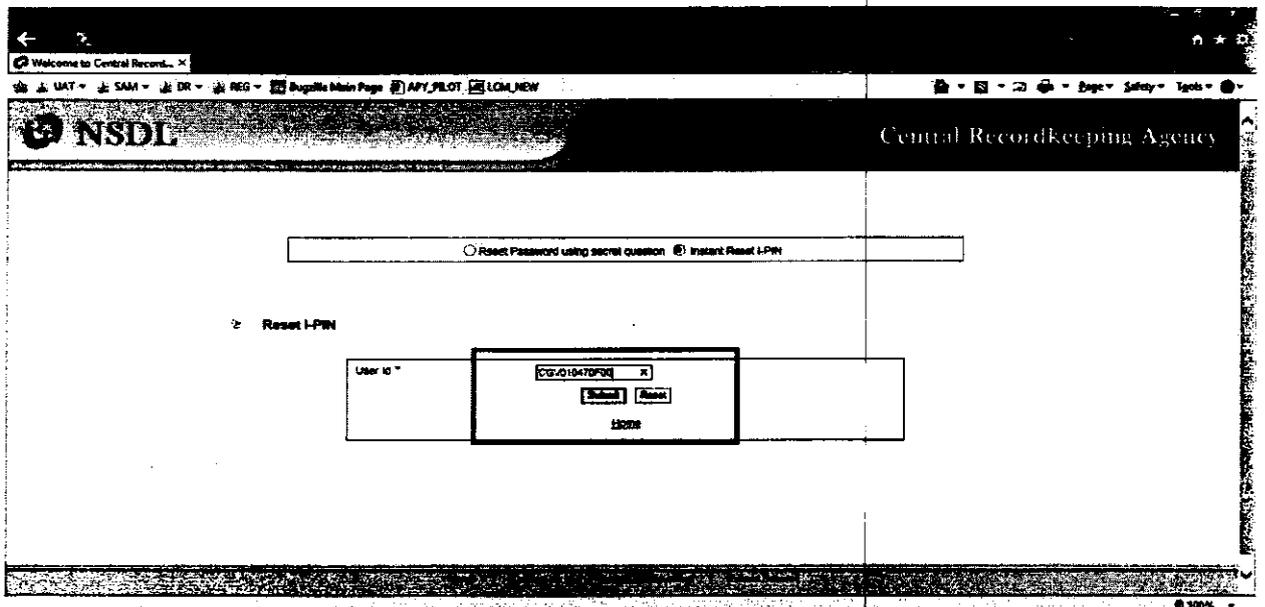


Figure 3

4. On submission of User ID, the User is required to provide some basic information like DDO registration number, name of the person, designation, etc., and submit the details as shown in **Figure 4** below. The DDO is required to provide registered email ID and also email ID for PIN mailer, which will be an additional email ID. The registered email ID and additional email ID may be same.

Reset I-PIN

Mandatory Fields

User ID: OGV010470F00
 Entity ID: 120192297
 Entity Reg. No.: OGV010470F
 Name of the Person: First Name, Middle Name, Last Name
 Designation: Drawing and Delineating Officer
 Office City: Mumbai
 Registered Email Address: sh@redt.co.in
 Email Address for PIN mailer: sh@redt.co.in
 Pin Code: 400001
 New Password: [password field]
 Confirm Password: [password field]

[Submit] [Reset]

Figure 4

5. After submission of the details, CRA system will display a confirmation screen which the User is required to confirm. (Please refer **Figure 5**).

Reset I-PIN Confirmation Screen

User ID: OGV010470F00
 Entity ID: 120192297
 Entity Reg. No.: OGV010470F
 Name of the person: Suresh Subhash Patankar
 Designation: Drawing and Delineating Officer
 Office City: Mumbai
 Registered Email Address: sh@redt.co.in
 Email Address for PIN mailer: sh@redt.co.in
 Pin Code: 400001

[Confirm] [Cancel]

Figure 5

6. Once the request is confirmed, an Acknowledgement number is generated as shown in *Figure 6*. The print of the Acknowledgement needs to be taken and the same needs to be submitted to the associated Nodal Office for authorizing the request of reset of IPIN. The DDO User can login and access the CRA system once the request is authorized by the mapped Nodal Office.

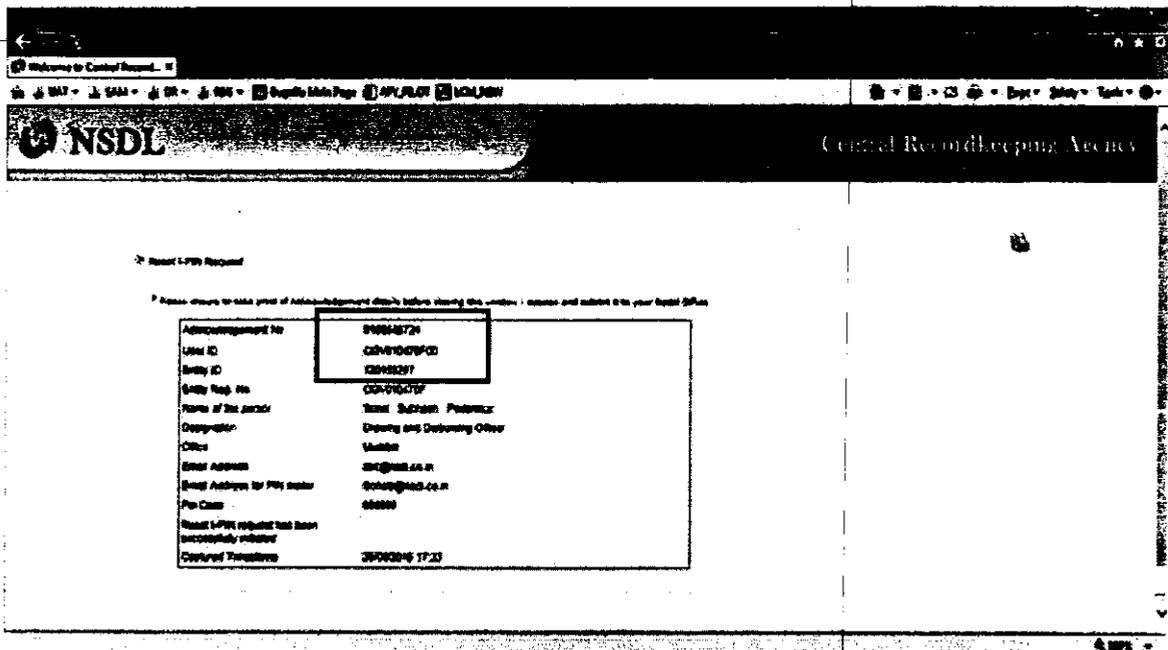


Figure 6

7. The User can click 'View' menu after login to CRA system to access the following (Please refer *Figure 7* below):

- I. Subscriber Details
- II. Subscriber List
- III. Statement of Transaction
- IV. e-PRAN

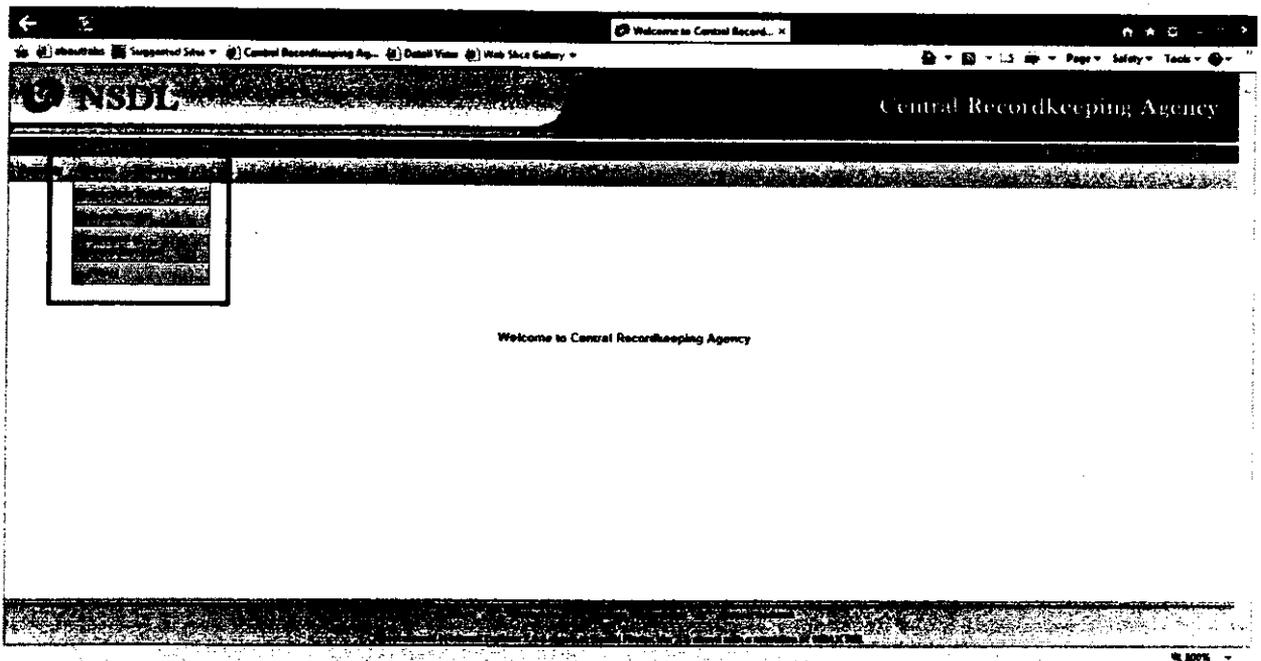


Figure 7

I. **Subscriber Details:** The DDO User is required to enter the PRAN of the subscriber and **Submit** as shown in *Figure 8* below.

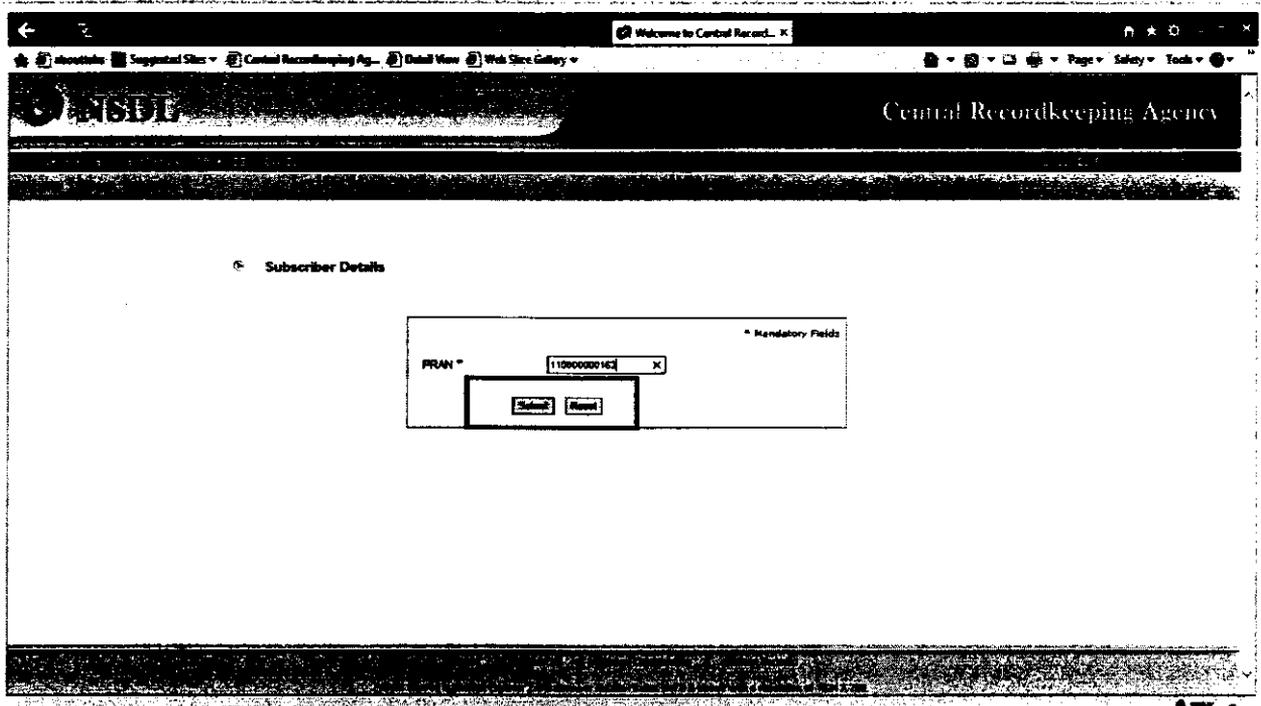


Figure 8

The subscriber details for PRAN are displayed on the screen as shown in **Figure 9** below.

The screenshot shows a form titled "Subscriber Details" with the following fields and values:

Name:	11888888	PAN:	XXXXXXXXXX
DOB:	1980-01-01	Phone Number:	9876543210
Address:	123 Main St City: New York State: NY Zip: 10001	Subscriber Type:	Individual
Employment Status:	Self-Employed	Registration Status:	Active
PRAN No.:	1234567890	PRAN Issued Date:	2023-01-01
PRAN Category:	Individual	PRAN Status:	Valid
PRAN Expiry Date:	2025-12-31	PRAN Renewal Status:	Not Renewed
PRAN Type:	Individual	PRAN Sub-Type:	Individual
PRAN Sub-Type:	Individual	PRAN Sub-Status:	Active
PRAN Sub-Status:	Active	PRAN Sub-Reason:	None
PRAN Sub-Reason:	None	PRAN Sub-Comments:	

Figure 9

II. **Subscriber List:** The User is required to click on '**Subscriber List**' menu and click on 'Download'. The file with Subscriber List is available to the User with an option to open or save the file (*please refer Figure 10*). The file will contain the details (such as PRAN, name of the subscriber, etc.) of all the subscribers associated with the concerned DDO in the CRA system.

(15)

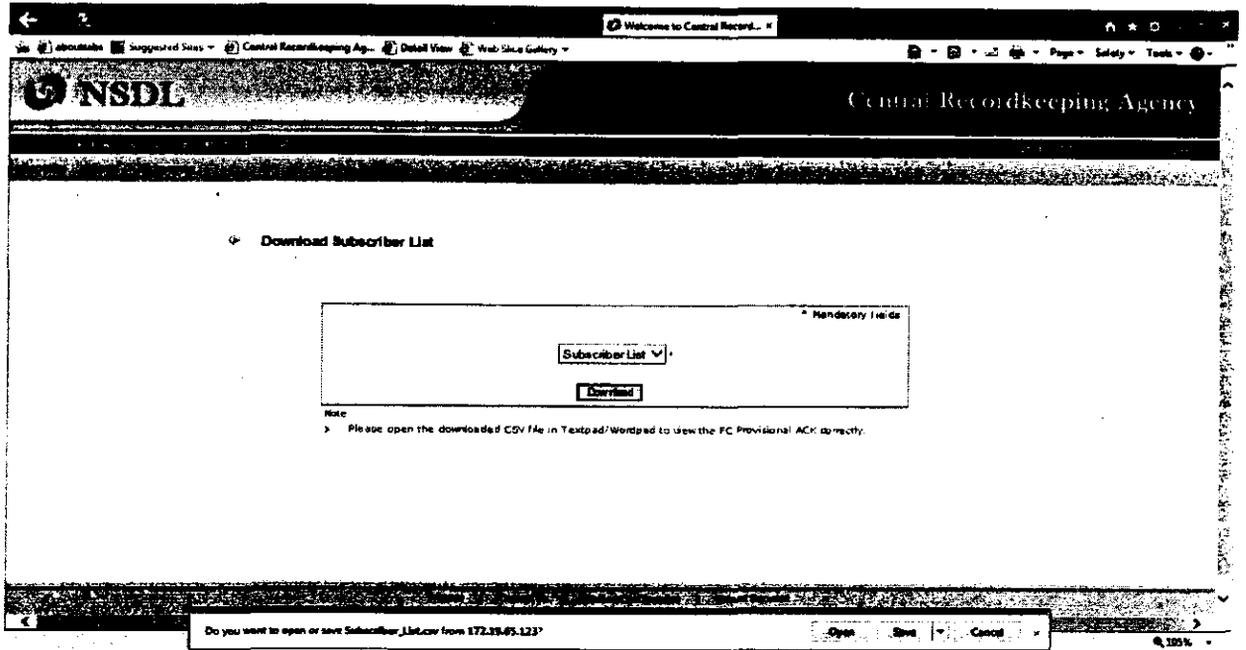


Figure 10

III. **Statement of Transaction:** The DDO User is required to enter PRAN of underlying subscriber and click on **Submit** as shown in **Figure 11** below.

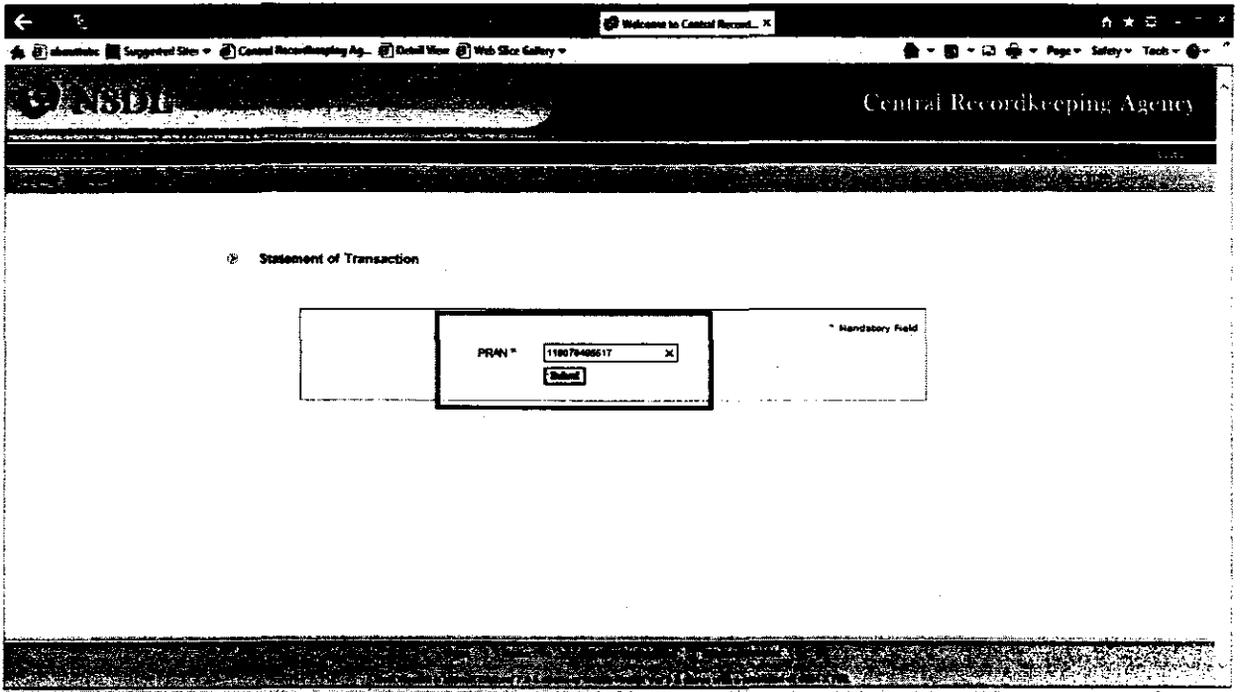


Figure 11

Statement of Transaction of given PRAN is available to the User to view as well as to download in .pdf format (Please refer Figure 12).

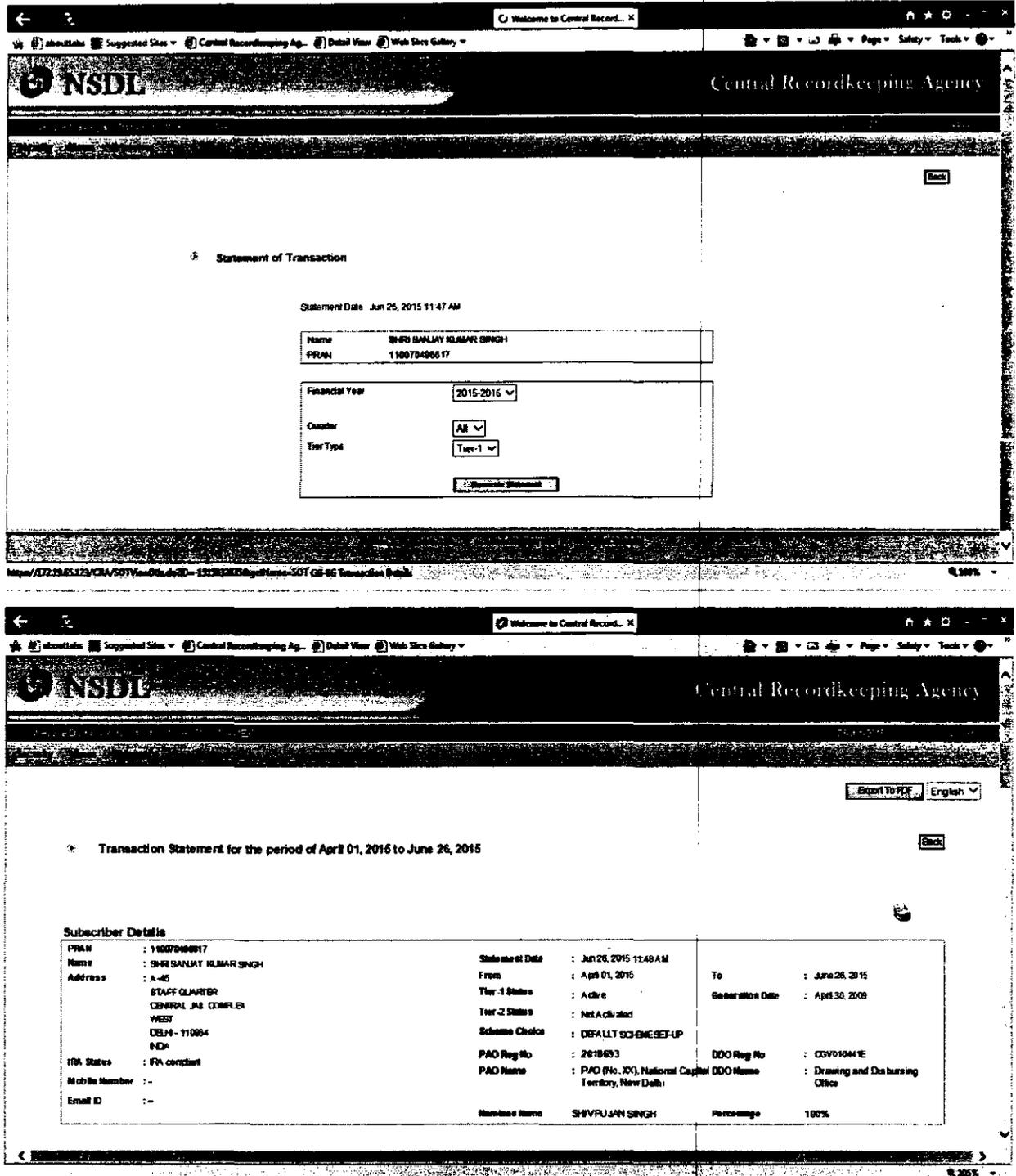


Figure 12

IV. e - PRAN: The DDO User is required to enter the PRAN of underlying subscriber and then **Submit** (please refer *Figure 13*).

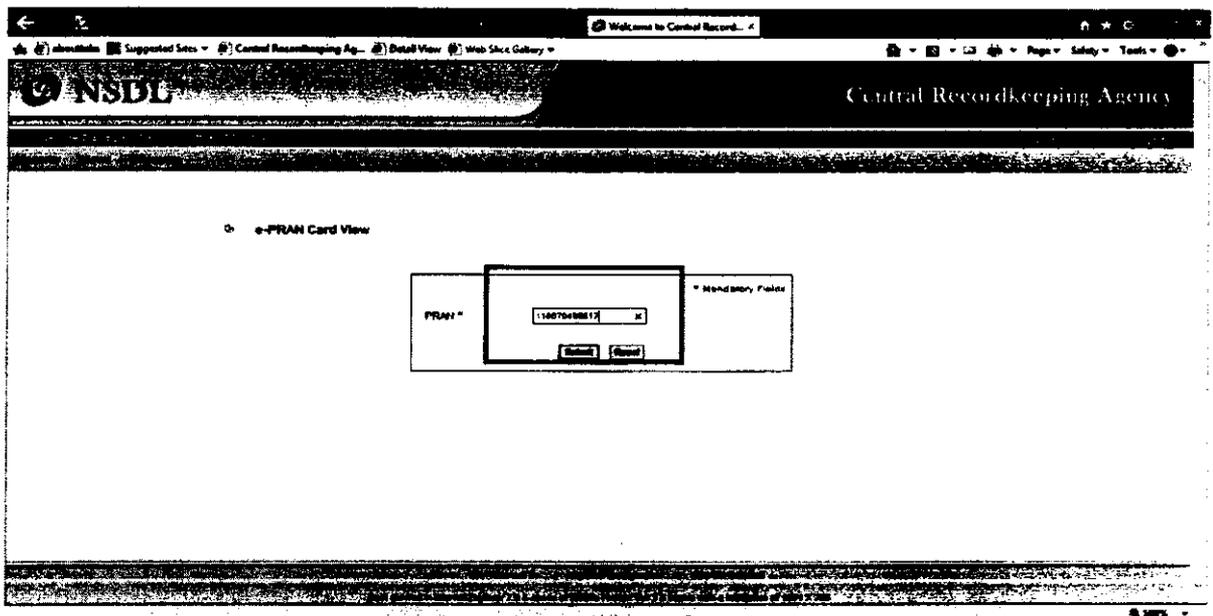


Figure 13

The e-PRAN Card for the entered PRAN is displayed on the screen as shown in *Figure 14* below.

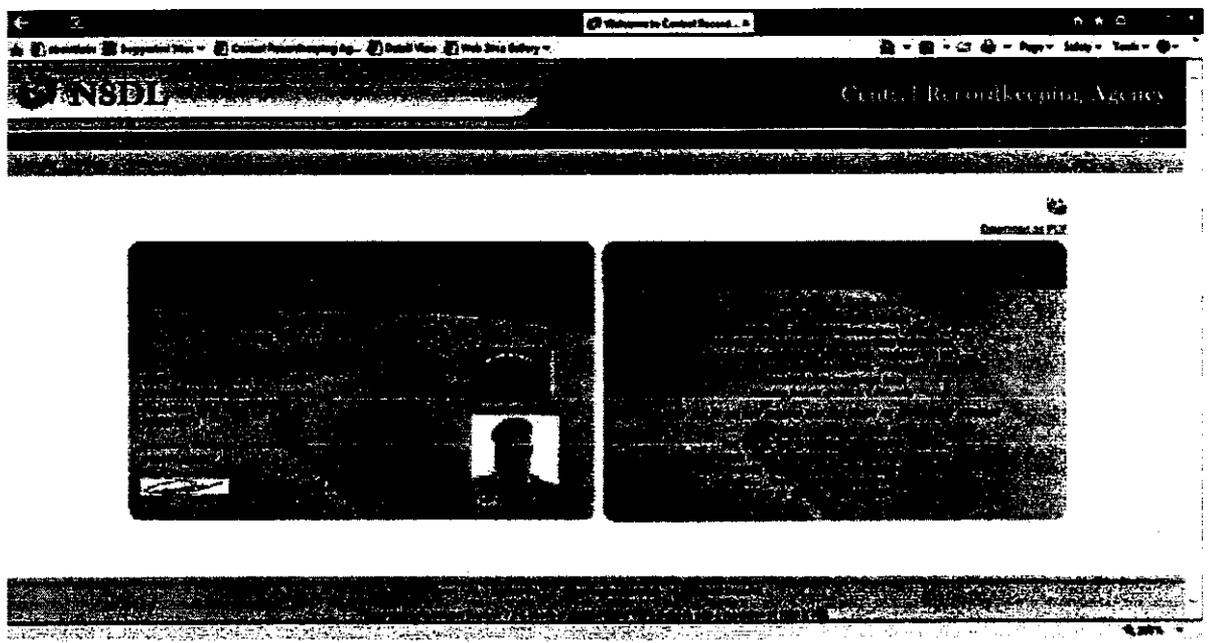


Figure 14

8. Under the 'Grievance' menu, the DDO User can access the grievance related facilities as shown in **Figure 15** below:

- I. Log Grievance Request
- II. Grievance Status View
- III. Provide Feedback for Grievances raised against PAO

The DDOs can raise grievance on behalf of the underlying subscribers and can view the status of the grievance.

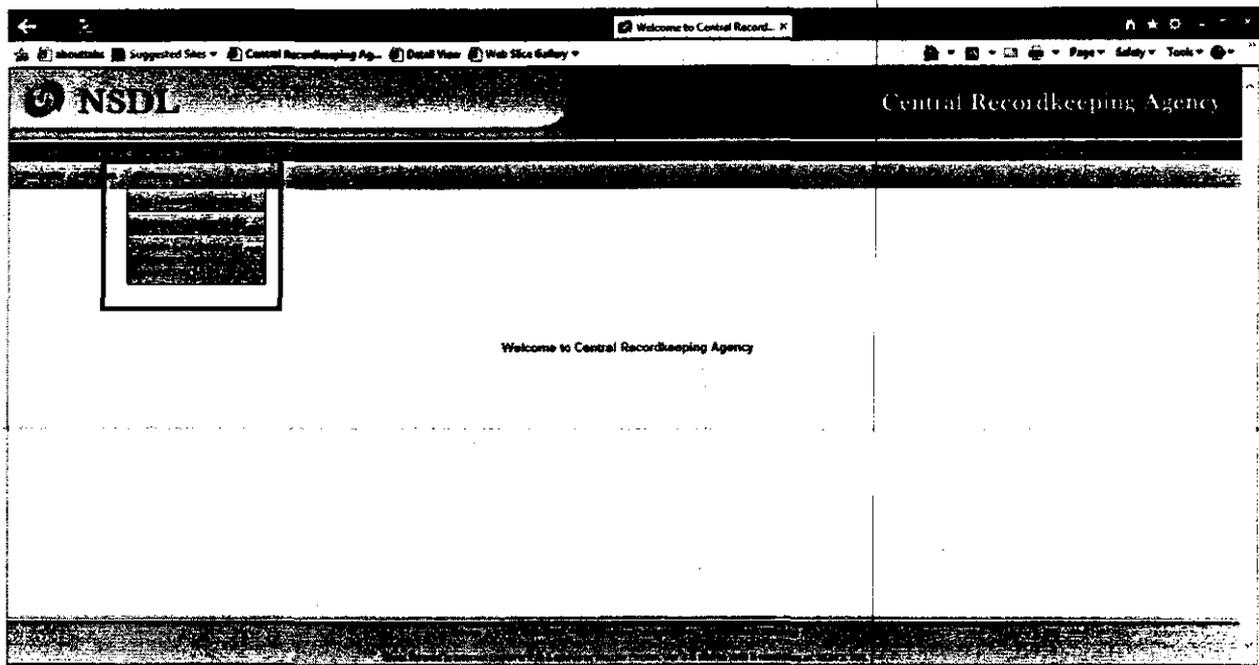


Figure 15

- I. **Log Grievance Request:** The User is required to click on 'Log Grievance Request' sub-menu under 'Grievance' and enter the PRAN of any underlying subscriber and click on **Submit** as shown in **Figure 16** below.

Once a grievance is registered, a Token Number is generated for the User. The User can generate the .pdf and take the print out of the Token Number (*please refer Figure 18*).

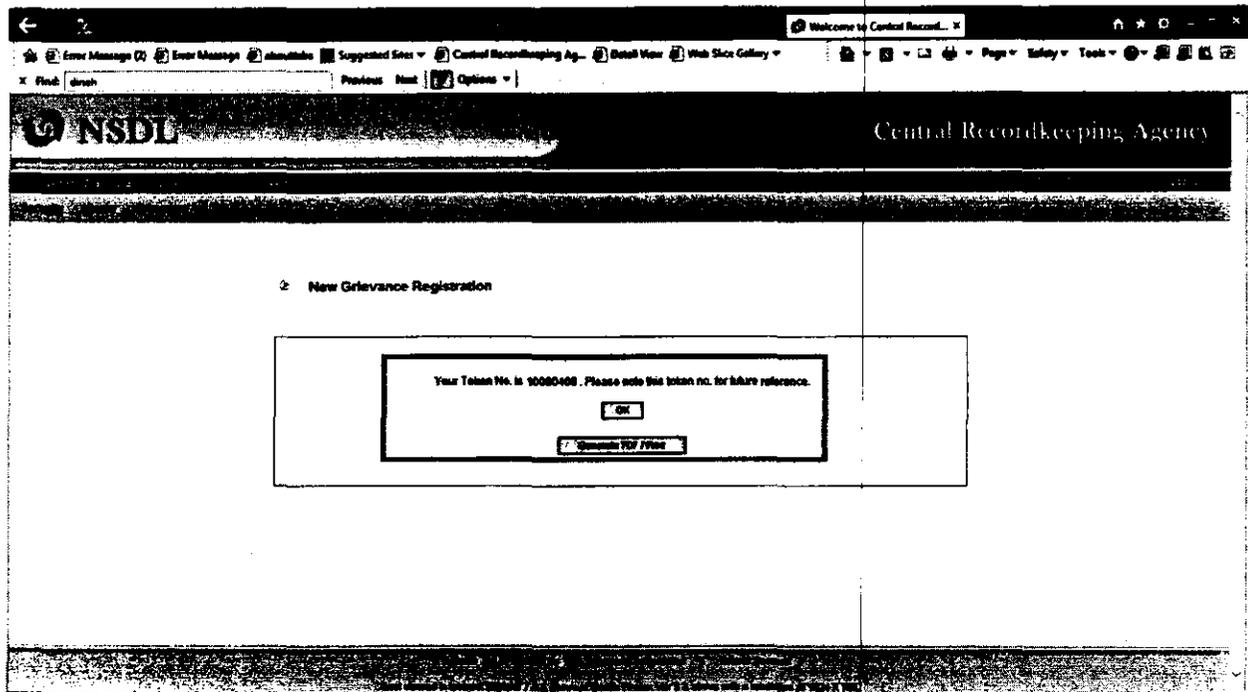


Figure 18

II. Grievance Status View - The DDO User is required to select 'Grievance Status View' and enter the details (PRAN or Token No or Date range) to view the Grievance request and click **Search** (*Please refer Figure 19 below*).

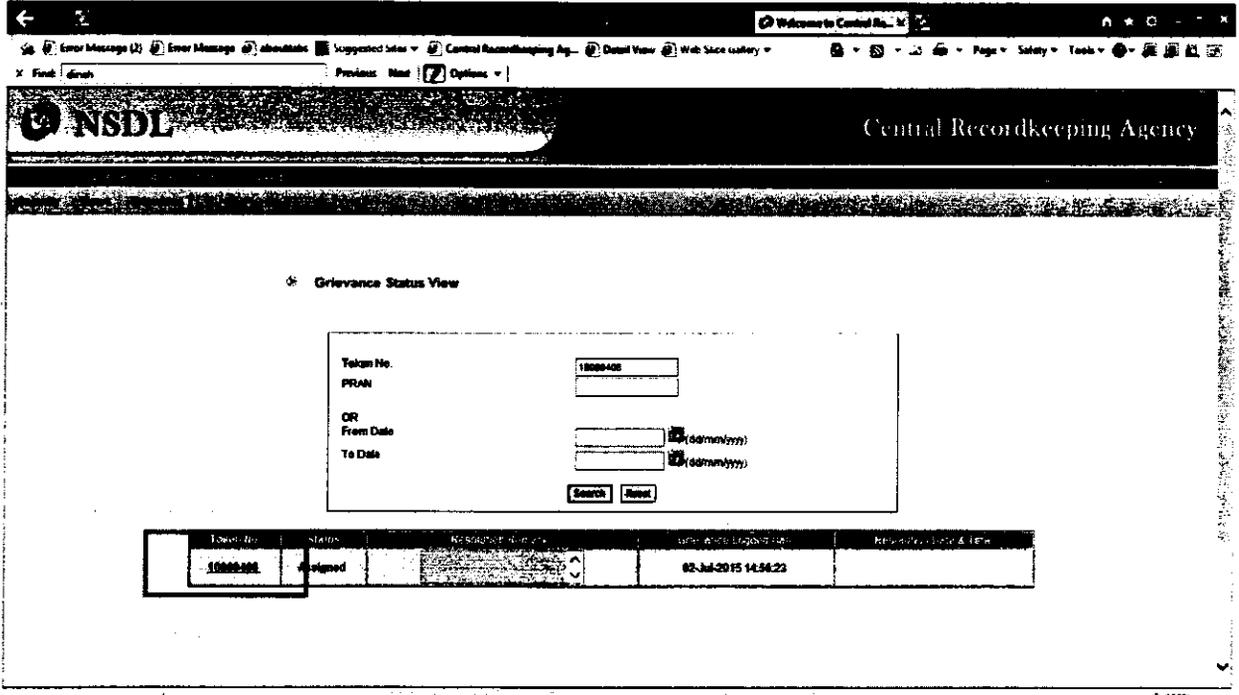


Figure 19

The user is required to click on the hyper link on the Token Number to view the complete details of the grievance. Once the required hyperlink is clicked, the relevant details will be shown to the user (Please refer **Figure 20 below**).

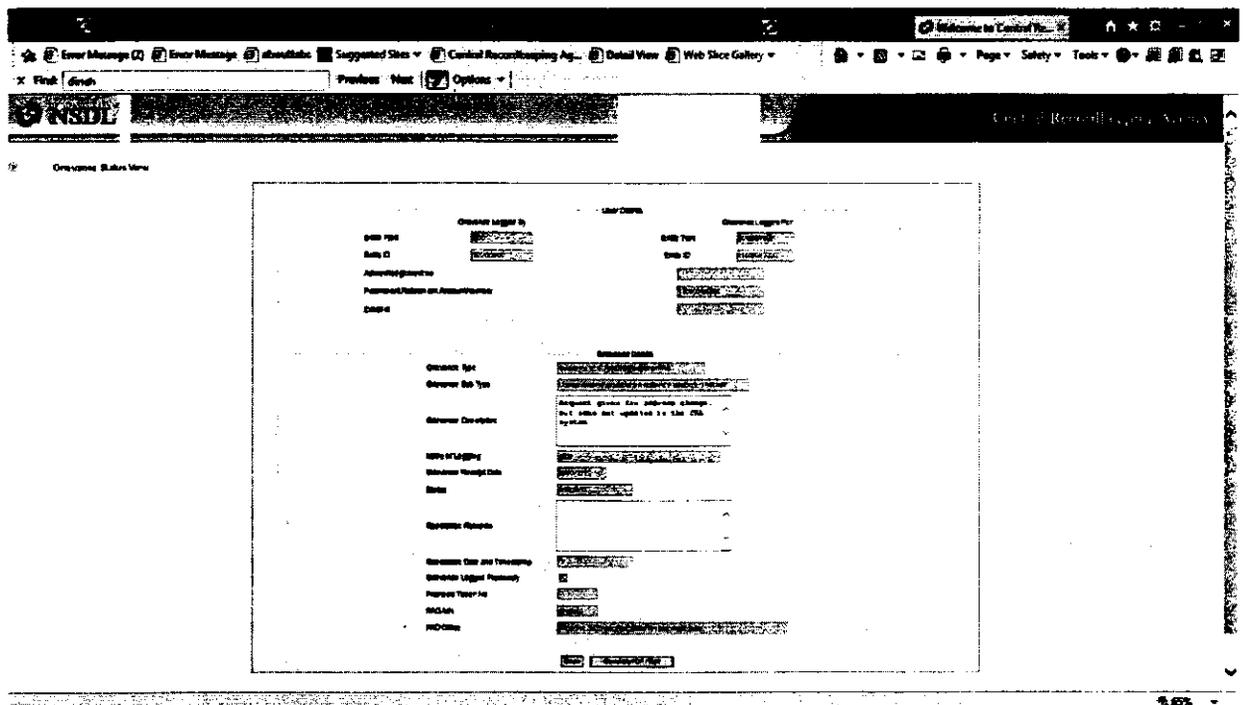


Figure 20

III. Provide Feedback for grievances raised against associated PAO - The User is required to select the captioned sub-menu to provide comments for the grievances raised. The screen that is displayed to the User is *as shown in Figure 21 below*.

The screenshot shows the NSDL Central Recordkeeping Agency interface. At the top, there is a header with the NSDL logo and the text 'Central Recordkeeping Agency'. Below the header, there is a navigation bar with a 'Resolution' button. The main content area displays a table with the following data:

Token No.	Unit	Type Raising grievance	Category	Grievance Type	Logging Date & Time	Assigned Date & Time
10009614		PAO	Incorrect PFAN account details (on registration) - Personal	Grievance of SUBSCRIBER against PAO	14-Oct-2015 18:10:24	
10009663		SUBSCRIBER	Contribution not reflected in account	Grievance of SUBSCRIBER against PAO	23-Oct-2015 10:36:33	

Figure 21

The DDO User is required to click on the hyperlink given on 'Token Number' to provide comments against the grievances raised for the underlying subscribers. Once the hyperlink is accessed, the screen as shown below (*Please refer Figure 22*) will be displayed to the User.

Resolution

Token No.	10088883	* Mandatory Fields
Entity Type Raising Grievance	SUBSCRIBER	
Category	Contribution not reflected in account	
DDO Reg No.	CGV000065C	
DDO Office	Directorate General of Mines Safety Dhanbad	
Grievance Type	Grievance of SUBSCRIBER against PAO	
Grievance Description	Contribution amount is not updated in my account	
Previous Token No.		
Logged Date & Time	23-Oct-2015 10:38:33	
Assigned Date & Time		
Select to transfer		
NPS Trust Escalation Description		
Remarks		
DDO Feedback/Comments*	Will uploaded in next month	
Attachments		

Figure 22

The DDO User is required to provide the relevant comments for the grievances and click on 'Submit' button.

The DDO User shall re-verify the comments before submission as once the details are submitted, the same cannot be modified. The comments submitted by the DDO User can be viewed in 'Grievance Status View' under 'Grievance' menu.

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