



**PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY**

**PFRDA/2015/ 11/POP/01**

**Date: 26<sup>th</sup> February, 2015**

To,

All Points of Presence (PoPs)

**Subject: Facility for Modification / Updation of Contact details directly by NPS subscribers in CRA System**

It has been observed that a subscriber is not always able to furnish/ update his latest email id & mobile number on the CRA system. As a result, several communications and information meant for the subscribers do not reach them. In order to obviate such obstruction in smooth and seamless flow of information, additional features have been introduced in the CRA system. All the Points of Presence (PoPs) are hereby informed that an additional feature for 'Modification / Updation of contact details (Email address and Mobile number) has now been enabled for the subscribers in CRA system. This is in addition to the existing process of updation of contact details through submission of Annexure UOS-S2/CS-S2 at the PoPs.

The e-mail address and mobile numbers that are registered in the CRA system are used for sending alerts for PRAN generation, dispatch / delivery of PRAN kits, credit to PRAN and generation of OTP (One Time Passwords) based I-PIN etc. PFRDA also sends various other communications to the subscriber through this mode.

The system now provides that the subscribers can modify / update their contact details directly using the login credentials of CRA system (email address & mobile number). An e-mail as well as SMS will be sent to the updated as well as existing mobile/email address of the subscriber with an intimation of the changes in contact details. The steps to be followed by the subscribers for changing the contact details are provided in Annexure.

All the Points of Presence (PoPs) are advised to disseminate the information among the concerned subscribers so that they may update the correct contact details.

In case, any further clarification is required in this regard, you may contact Mr. Saurabh Das at 022-24994277 (E-mail ID –saurabhd@nsdl.co.in) or Mr. Sagar Parab at 022-24994778 (E-mail ID – sagarp@nsdl.co.in).

  
Ashish Kumar  
General Manager

**Encl: a/a**

### Annexure

The NPS Subscribers can now login the CRA system and update their Contact details by going through the following steps:

- a. The Subscriber has to login to the CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) with his/her User ID and IPIN.
- b. On successful login, under **Update Details** menu the subscriber is required to click on **Update Contact Details**.
- c. The subscriber is required to click on '**Edit**' for modifying his/her contact details.
- d. The existing details if available in CRA system will be pre-populated. The subscriber will be required to enter new mobile number and e-mail address and click on **Submit**.
- e. Subscriber can also update his /her mobile number and e-mail address in case same was not provided earlier.
- f. The subscriber is required to **Confirm** the changes in the next screen. An Acknowledgement number will be displayed on the screen.
- g. The subscriber shall take note of Acknowledgement number for the changes in contact details.
- h. On successful update, the following message will be shown to the subscriber. '**Details have been updated successfully. Please view changes through Subscriber Details View**'.
- i. SMS as well as an e-mail will be sent to the updated as well as existing mobile/email ID of the subscriber intimating him / her that the details have undergone a change.

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