

NSDL e-Governance Infrastructure Ltd.  
Central Recordkeeping Agency  
Circular



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

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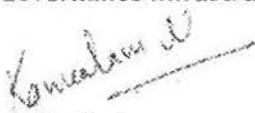
**Subject: Drawing & Disbursement Officers' (DDOs) access to CRA system**

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](http://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](mailto:sunnyg@nsdl.co.in)) or Mr. Avdhoot Shetye at 022-24994949 (E-mail ID - [avdhoots@nsdl.co.in](mailto:avdhoots@nsdl.co.in)).

For and on behalf of  
NSDL e-Governance Infrastructure Limited

  
**Kamalam Venkatesan**  
Assistant Vice President

Encl: a/a

# Central Recordkeeping Agency



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

Version 1.0

This SOP defines the process of login functionality for DDOs to access the Central Recordkeeping Agency (CRA) system ([www.cra-nsdl.com](http://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](http://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](http://www.cra-nsdl.com)) and click on the hyperlink "**Forgot Password**" on home page to generate instant I-PIN. (Please refer **Figure 1** below).

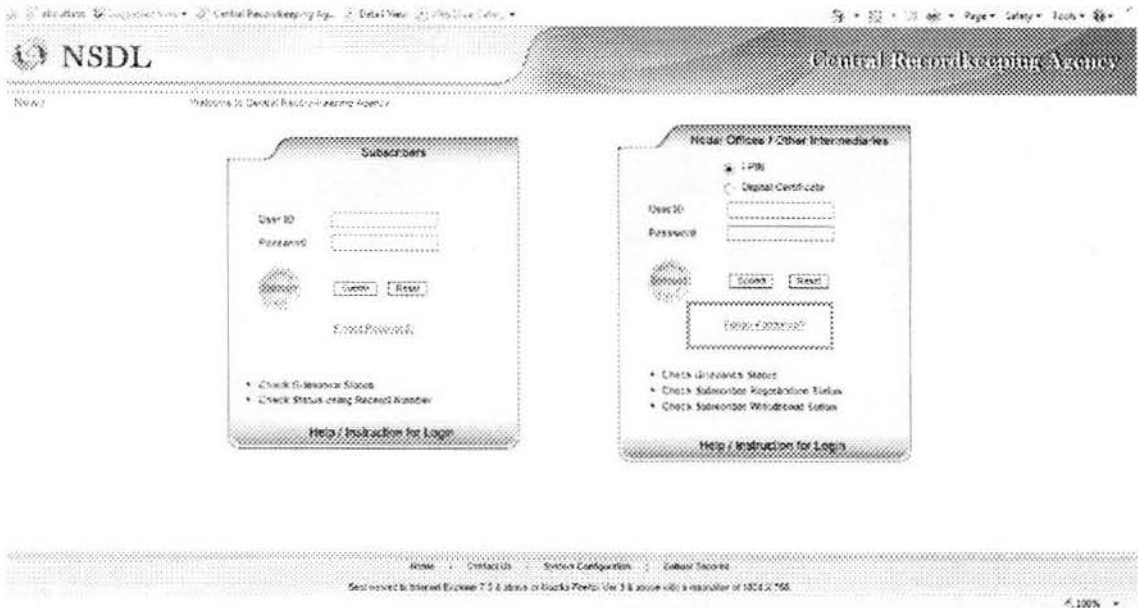


Figure 1

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.

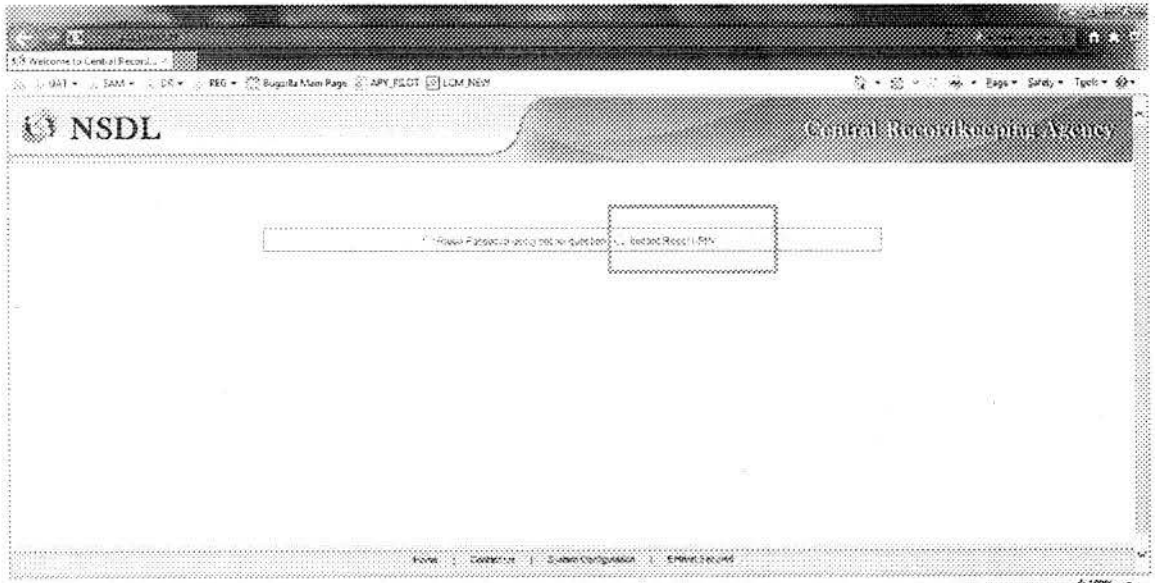


Figure 2

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**).

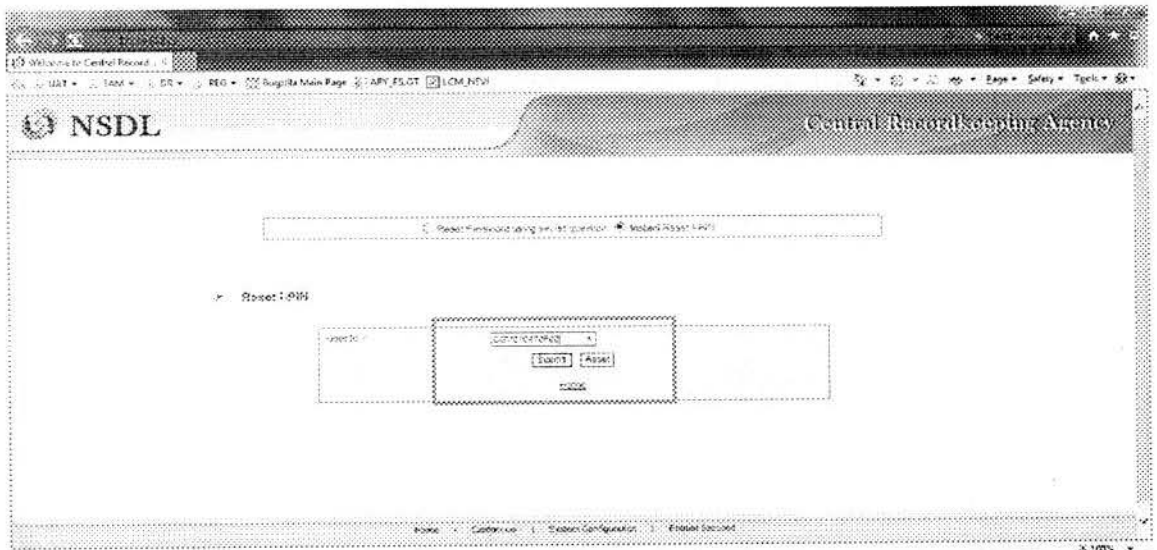


Figure 3

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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.

The screenshot shows a web browser window with the NSDL logo and 'Central Record Keeping Agency' header. The page title is 'Reset PIN'. The form contains the following fields:

User ID	DDO/REGISTRATION NO.	Submission	Registration
Email ID	DDO/REGISTRATION NO.	DDO Name	DDO Address
DDO Reg. No.	DDO/REGISTRATION NO.	DDO Name	DDO Address
Name of the Person	DDO/REGISTRATION NO.	DDO Name	DDO Address
Designation	DDO/REGISTRATION NO.	DDO Name	DDO Address
DDO City	DDO/REGISTRATION NO.	DDO Name	DDO Address
Registered Email Address	DDO/REGISTRATION NO.	DDO Name	DDO Address
Email Address for PIN Mailer	DDO/REGISTRATION NO.	DDO Name	DDO Address
DDO State	DDO/REGISTRATION NO.	DDO Name	DDO Address
DDO Telephone	DDO/REGISTRATION NO.	DDO Name	DDO Address
DDO Fax Number	DDO/REGISTRATION NO.	DDO Name	DDO Address
DDO Mobile Number	DDO/REGISTRATION NO.	DDO Name	DDO Address

Buttons: [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**).

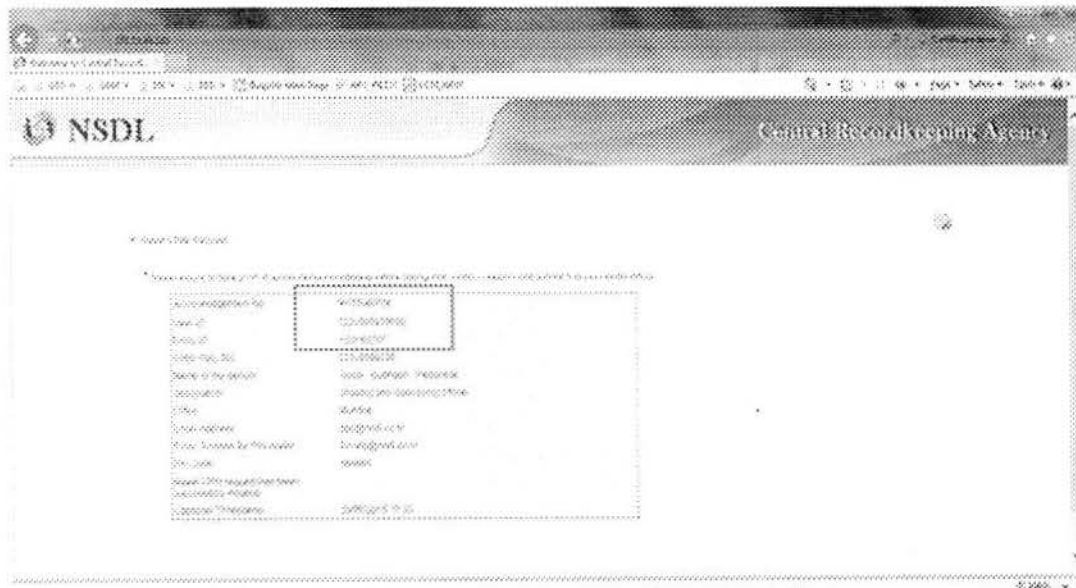
The screenshot shows a web browser window with the NSDL logo and 'Central Record Keeping Agency' header. The page title is 'Registration Confirmation Page'. The form contains the following fields:

User ID	DDO/REGISTRATION NO.
Email ID	DDO/REGISTRATION NO.
DDO Reg. No.	DDO/REGISTRATION NO.
Name of the Person	DDO/REGISTRATION NO.
Designation	DDO/REGISTRATION NO.
DDO City	DDO/REGISTRATION NO.
Registered Email Address	DDO/REGISTRATION NO.
Email Address for PIN Mailer	DDO/REGISTRATION NO.
DDO State	DDO/REGISTRATION NO.
DDO Telephone	DDO/REGISTRATION NO.
DDO Fax Number	DDO/REGISTRATION NO.
DDO Mobile Number	DDO/REGISTRATION NO.

Buttons: [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

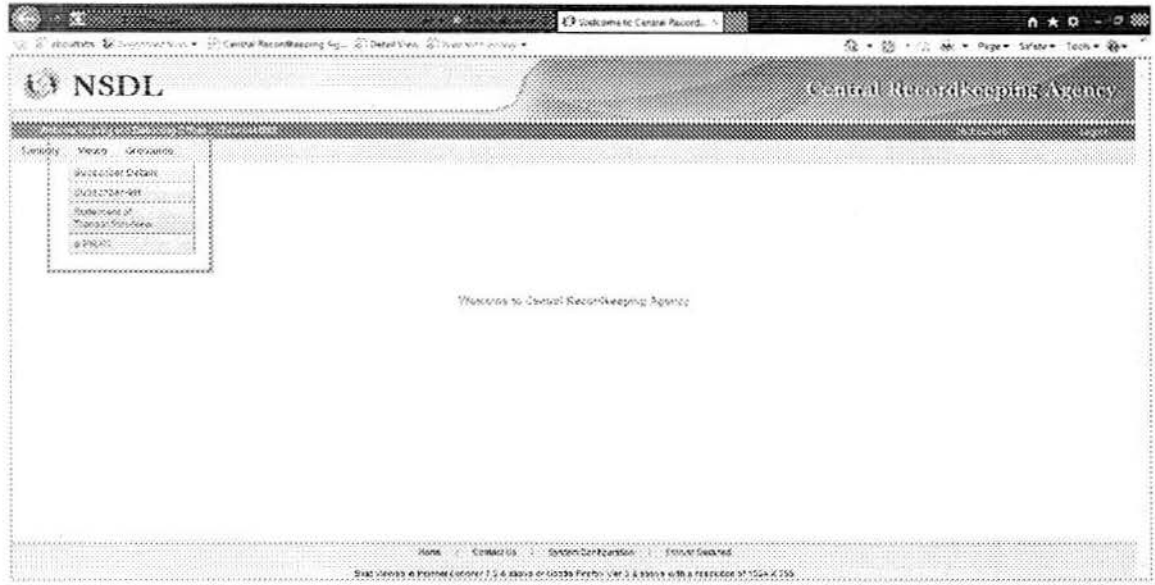


Figure 7

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

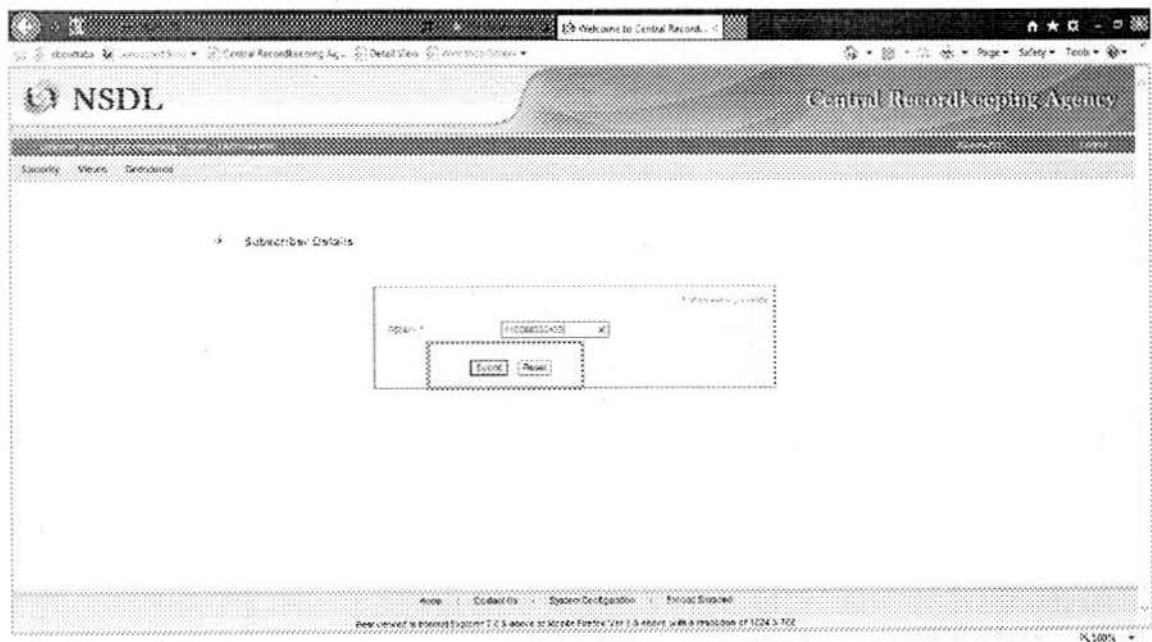


Figure 8



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

PRAN	Name	Address	Other Details
123456789	John Doe	123 Main St	City, State, Zip
987654321	Jane Smith	456 Elm St	City, State, Zip
111111111	Bob Johnson	789 Oak St	City, State, Zip
222222222	Alice Brown	101 Pine St	City, State, Zip
333333333	Charlie Davis	202 Cedar St	City, State, Zip
444444444	Diana Prince	303 Birch St	City, State, Zip
555555555	Edward Nigma	404 Maple St	City, State, Zip
666666666	Fiona Gale	505 Spruce St	City, State, Zip
777777777	George Clooney	606 Willow St	City, State, Zip
888888888	Helen Mirren	707 Poplar St	City, State, Zip
999999999	Idris Elba	808 Sycamore St	City, State, Zip
000000000	Jake Gyllenhaal	909 Dogwood St	City, State, Zip

**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.



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.

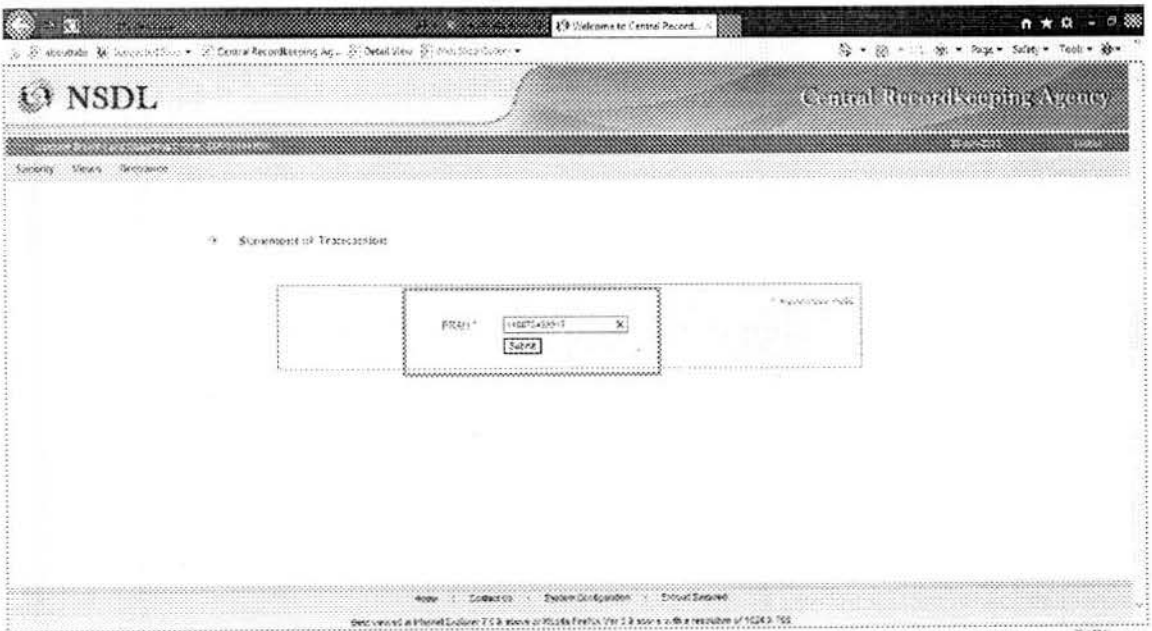


Figure 11



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

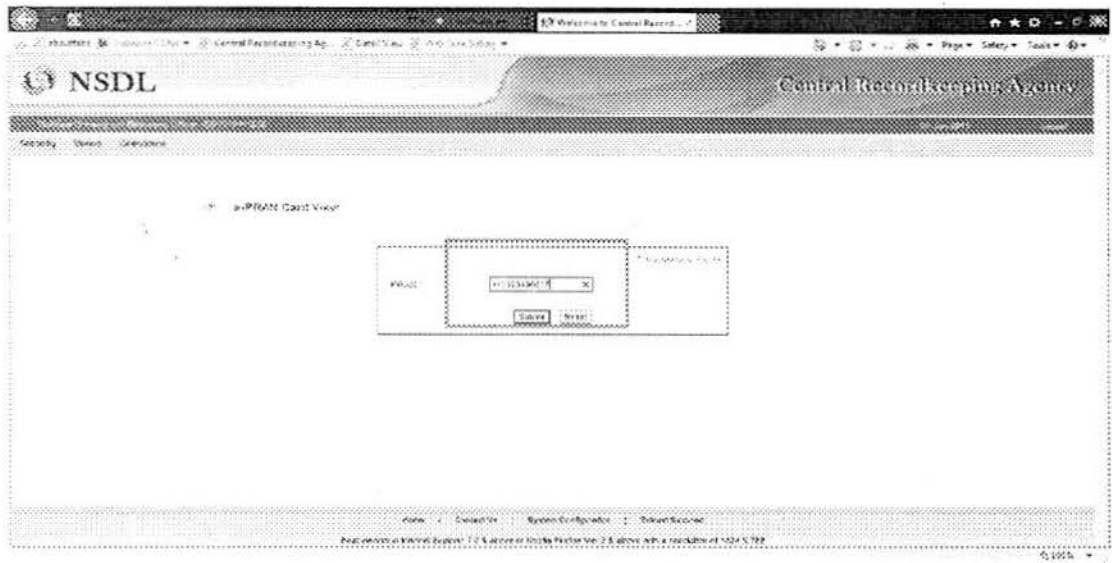


Figure 13

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.



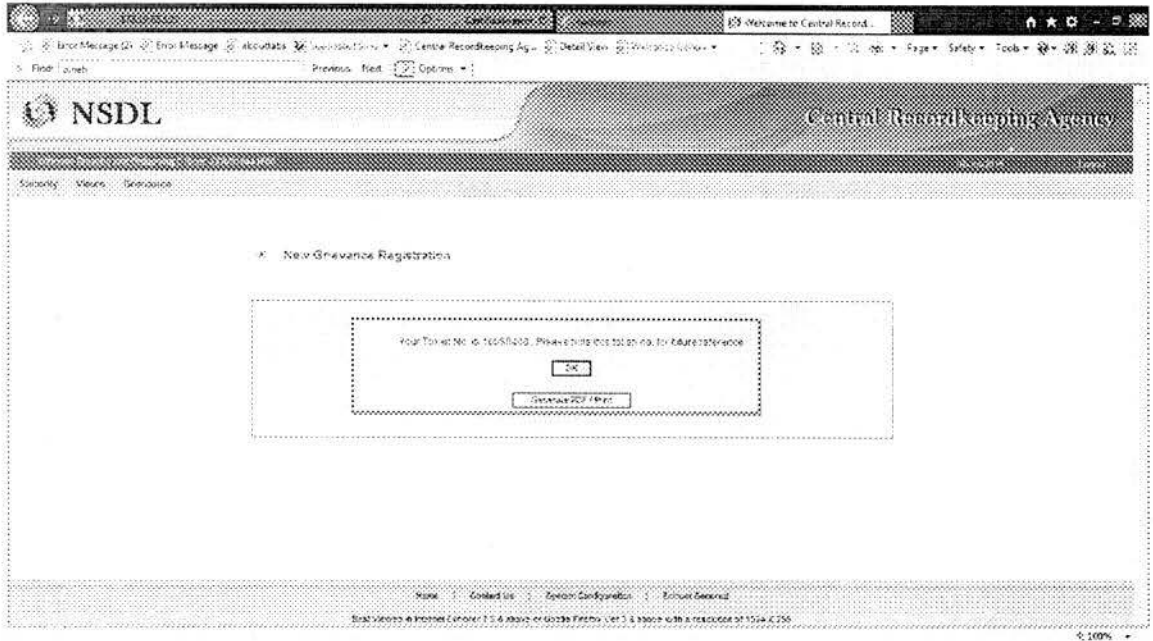
Figure 16

The User is required to capture / select the required details / fields while raising new grievance request in CRA system as shown in below Figure 17.



Figure 17

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**

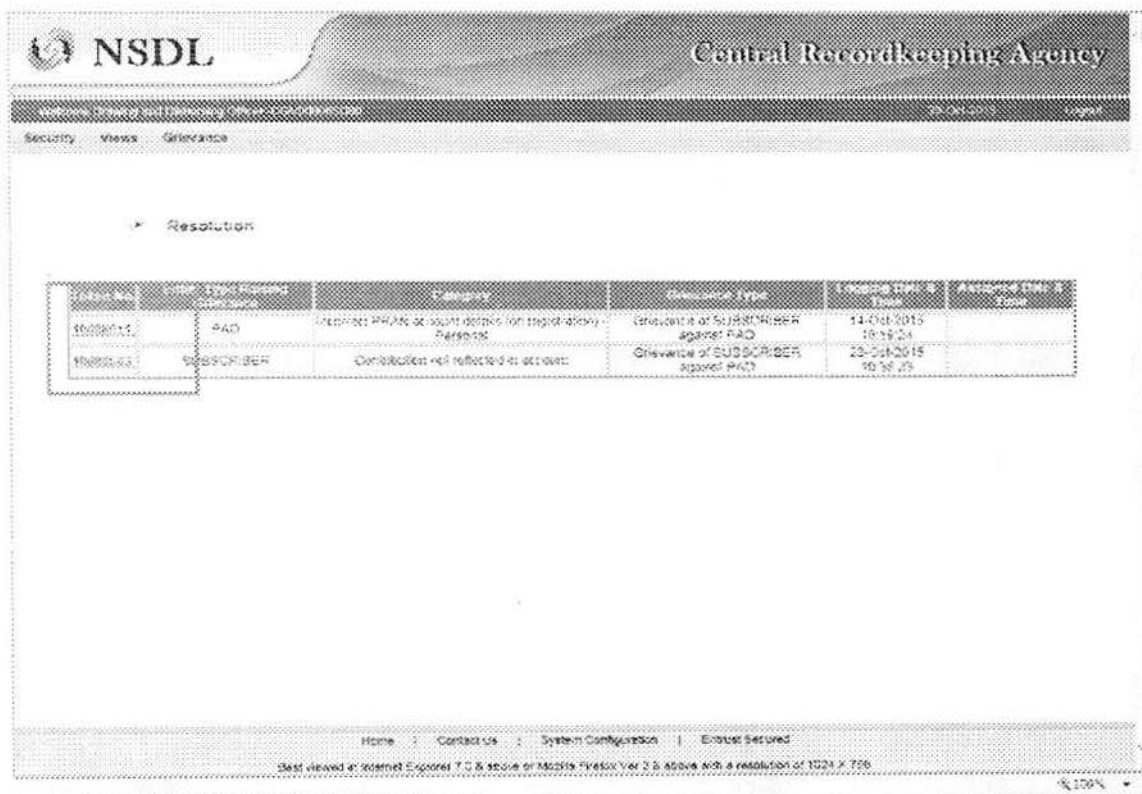
**II. Grievance Status View** - The DDO User is required to select '**Grievance Status View**' and enter the details (PRAN or Token No or Date range) to view the Grievance request and click **Search** (Please refer **Figure 19 below**).





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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 website. The page has a header with the NSDL logo and the text 'Central Recordkeeping Agency'. Below the header, there are navigation links for 'Security', 'views', and 'Grievance'. The main content area is titled 'Resolution' and contains a table with the following data:

Token Number	Category of Grievance	Description	Category Type	Created Date & Time	Resolved Date & Time
1000001	PAO	Request PAN or adult details for registration purposes	Grievance of SUBSCRIBER against PAO	14-Oct-2015 10:19:24	
1000002	SUBSCRIBER	Demobilization not reflected in account	Grievance of SUBSCRIBER against PAO	23-Oct-2015 10:18:25	

At the bottom of the page, there are links for 'Home', 'Contact Us', 'System Configuration', and 'Logout Secured'. A footer note states: 'Best viewed at internet Explorer 7.0 & above or Mozilla Firefox Ver 2.5 & above with a resolution of 1024 x 768'. There is also a zoom level indicator set to 100%.

**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.

Token Id	10090033
Entity Type Building Grievance Category	SUBSCRIBER Contribution not reflected in account
DDO Reg No.	CCN0000670
DDO Office	Directorate General of Air Safety Division
Grievance Type	Grievance of SUBSCRIBER against FAO
Grievance Description	Contribution not reflected in account
Previous Token No	
Logged Date & Time	29-Oct-2016 10:35:53
Assigned Date & Time	
Select to transfer	
APR Trust Estimation Description	
Remarks	
DDO FeedBack/Comments	Will uploaded in next month
Attachments	

Submit Cancel

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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