



DDOs Functionality

Stepwise Process for DDO User ID Activation and Available Functionalities



Drawing & Disbursing Office (DDOs)



1

The Drawing and Disbursing Office (DDO) serves as the primary contact point for NPS subscribers in the Govt. Sector and has access to the CRA system for related activities.

2

After successful registration in the CRA system, a 10-digit registration number is issued (**e.g., SGV123456A for State Government**).

3

The CRA registration number followed by '00' becomes the User ID. (**Example: SGV123456A → SGV123456A00**)

4

Aadhaar-based authentication is integrated with the existing User ID and password system to **ensure secure and seamless access**.





Important Links

CRA-Protean Site (www.cra.nps-proteantech.in)

Used for operational activities such as PRAN generation, subscriber shifting, Exit withdrawals and updating core details.

NPSCAN Portal (www.npscan.nps-proteantech.in)

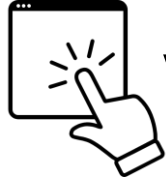
Used for contribution accounting for government sector subscribers and updating subscriber details.

www.npscra.proteantech.in is the official website where all relevant forms, FAQs and Standard Operating Procedures (SOPs) are available for Nodal Offices and subscribers.



Reset I-PIN

Process flow for reset I-PIN by DDOs/DTOs/DTAs



Visit on
cra.nps-proteantech.in

Reset for DDOs

DDO reset I-PIN requests are authorized by the DTO/DTA

Reset for DTOs

DTO reset I-PIN requests are authorized by the DTA

Reset for DTAs

DTA reset I-PIN requests are authorized by the Protean CRA

Process Flow

- 1 Click on "Reset Password" 
- 2 Click on Instant set / Reset Password 
- 3 Click on Nodal office and mention User ID and Captcha 
- 4 Mention registered details as per CRA records 
- 5 Forward the 10 digit Acknowledgement number for authorization 



Annual Transaction Statement on Email



My Withdrawal Utility



Invest in NPS



Activate Tier II Account **Free !!**



FATCA Compliance



Know Your Pension (NPP)



Subscriber Consent to share contact details with ASP



Subscriber Registration/Photo-Signature Modification Request



Status using Receipt Number



PRAN Card Dispatch Status

Subscribers

☐ NPS ☐ UPS

User ID

Password

Enter Captcha **8 6 + 2 =**

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#)

[IPIN for eNPS](#)

[Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID **1004609200**

Password *********

Enter Captcha **2 6 + 3 =**

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#)

[Help/Instructions for Login](#)

Click on **“Reset Password”**



[Steps/Process to Reset Password for Nodal Offices](#)

☐ Reset Password using secret question ☐ Instant Set/Reset Password

Click on **“Instant Set/Reset Password”**

Retired life ka sahara, NPS hamara

[Steps/Process to Reset Password for Nodal Offices](#)

☐ Reset Password using secret question ☒ Instant Set/Reset Password

➤ **Reset Password**

☒ Nodal Office ☐ Generate OTP

User Id *

Enter Captcha *

A 3 + 5 = [Refresh](#)

[Submit](#) [Reset](#)

[Home](#)

Click on **"Submit"**

Note :

1. If the IPIN reset request is for DTAs, provide a 9-digit User ID.
2. If for DTOs, provide a 10-digit User ID.
3. If for DDOs, provide a 12-digit User ID*.

*** For DDOs User IDs, if Registration Number is SGV123456D, then Login ID will be **SGV123456D00****

Retired life ka sahara, NPS hamara

➤ Reset I-PIN

* Mandatory Fields

User ID	SGV103815A00		
Entity Reg. No.*			
Name of the Person*			
	First Name *	Middle Name	Last Name
Designation *			
Office City			
Registered Email Address*			
Email Address for PIN mailer			
Pin Code*			
New Password*			
Confirm Password*			
	Submit Reset		

Note:

Office must provide the same details of **Designation, email ID and Pin code** as submitted during registration in the CRA system

Retired life ka sahara, NPS hamara

➤ **Reset I-PIN**

* Mandatory Fields

User ID	SGV103815A00		
Entity Reg. No.*	SGV103815A		
Name of the Person*	State Government Ministry		
	First Name *	Middle Name	Last Name
Designation *	HOSTEL WELFARE OFFICER		
Office City			
Registered Email Address*			
Email Address for PIN mailer			
Pin Code*	531145		
New Password*	*****		
Confirm Password*	*****		
	Submit Reset		

Click on **"Submit"**

Retired life ka sahara, NPS hamara



▶ Reset Password Confirmation Screen

User ID	SGV103815A00
Entity Reg. No.	SGV103815A
Name of the person	State Government Ministry
Designation	HOSTEL WELFARE OFFICER
Registered Email Address	
Pin Code	531145

[Confirm](#)[Cancel](#)

Retired life ka sahara, NPS hamara

➤ Reset Password Request

➤ Please ensure to take print of Acknowledgement details before closing this window / session and submit it to your Nodal Office/any POP-SP for reset of Password.

Acknowledgement No	9230411634
User ID	SGV103815A00
Entity Reg. No.	SGV103815A
Name of the person	State Government Ministry
Designation	HOSTEL WELFARE OFFICER
Email Address	
Pin Code	531145
Reset Password request has been successfully initiated	
Captured Timestamp	07/10/2025 14:00



Print Option

***Note: Upon confirmation, a 10-digit acknowledgment number is generated.
The office is requested to share this ID with the superseding office for authorization.***

Retired life ka sahara, NPS hamara



Aadhaar Authentication



Points to Remember

- The Nodal Office is registered in the CRA system and has obtained a Login ID and Password.
- It is mandatory to upload at least one or all of the following documents (as per the requirement of the approving office) with **maximum size of 5 MB**.
 1. Appointment letter
 2. Authority letter
 3. Identity Card
- Share the Acknowledgment ID with superseding office for authorization in CRA system.

he same Commitment ! A New Look , the same Commitment ! A New Look , the same Commitment !

-  Annual Transaction Statement on Email
-  My Withdrawal Utility
-  Invest in NPS
-  Activate Tier II Account **Free !!**
-  FATCA Compliance
-  Know Your Pension (NPP)
-  Subscriber Consent to share contact details with ASP
-  Subscriber Registration/Photo Signature
-  Status using Receipt Number
-  PRAN Card Dispatch Status

Login with User ID & Password

Subscribers

☐ NPS ☐ UPS

User ID

Password

Enter Captcha

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#)

[IPIN for eNPS](#)

[Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID

Password

Enter Captcha

☐ I understand that,

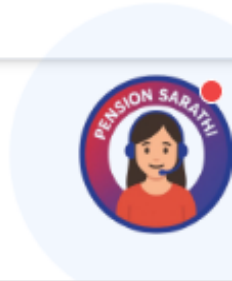
- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#)

[Help/Instructions for Login](#)

Need any help with NPS?
Just ask...



➤ Aadhaar linking Request Initiation

User ID: 1000000101

[Relogin](#)

Aadhaar Number

981221150749

- ☒ I hereby understand/authorize Protean eGov Technologies Ltd as CRA to
1. Use my Aadhaar details for National Pension System (NPS) and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder.
 2. Use my Demographic details (Name, Gender and Date of Birth) and OTP for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI.
 3. I understand that the Aadhaar details (physical and / or digital, as the case maybe) submitted for availing services under NPS will be maintained in NPS till the time the account/User ID is not inactive in NPS or the timeframe decided by PFRDA, the regulator of NPS, whichever is later.
 4. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Ltd till such time it is acting as CRA for NPS.

Submit

Note: Kindly provide details as per Aadhaar records

Enter the Valid Aadhaar Number and Click on 'Submit'

➔ Enter Aadhaar Details

[Relogin](#)

Aadhaar Number	XXXXXXXX8749
Full Name(as per Aadhaar) *	
Date of Birth *	 (dd/mm/yyyy)
Mobile Number *	+91
Gender *	SELECT ▼
Document Type *	SELECT ▼
Upload document :	Choose File No file chosen Upload file Remove

Submit

Note : Kindly provide details as per Aadhaar records
 All fields are mandatory
 Document upload is mandatory. File should be between 2 KB and 5 MB.
 Allowed file types are jpg,jpeg and pdf.

Enter the mandatory details (as per Aadhaar): Name, Date of Birth, Mobile Number and Gender.
 Upload the documents and click on **'Submit'**



➡ Aadhaar linking Request Initiation

OTP successfully sent to the registered mobile number.

User ID: 100726012*

[Relogin](#)

Aadhaar Number XXXXXXXXXXX2918

Enter OTP*

OTP can be Regenerated after 0m 25s

Submit

Note: OTP will be sent on Aadhaar Registered Mobile Number

Enter the OTP sent to the mobile number linked to the Aadhaar registered with the CRA system and Click on '**Submit**'



protean



#Zaruri Hai

➤ Aadhaar linking Request Initiation

User ID:1015420301

[Relogin](#)

Your request has been submitted successfully and pending for authorization.

Acknowledgement Number :1000271714

Capturing Nodal Office : 4090656, DTO, Nagar Panchayat, Arki

Date of Request Submission :2025-10-22 14:39:59

Authorising nodal office :Directorate of Treasuries, Accounts and Lotteries

Share the Acknowledgment ID with superseding office for authorization in CRA system



CRA Dashboard Insights





CRAProtean

CRA-Protean Site (www.cra.nps-proteantech.in)

Operational activities such as PRAN generation, subscriber shifting, Exit withdrawals and updating core details.





Annual Transaction Statement on Email



UPS Passbook



My Withdrawal Utility



Invest in NPS



Activate Tier II Account **Free !!**



FATCA Compliance



Know Your Pension (NPP)



Subscriber Consent to share contact details with ASP



Subscriber Registration/Photo-Signature Modification Request



Status using Receipt Number

Subscribers

☐ NPS ☐ UPS

PRAN SGV237810D00

Password *****

Enter Captcha 2 3 + 1 =

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#)

[PRAN Search](#)

[IPIN for eNPS](#)

[Help/Instructions for Login](#)

Nodal Offices / Other Intermediaries

☒ I-PIN ☐ Digital Certificate

User ID SGV237810D00

Password *****

Enter Captcha 6 5 + 2 =

☐ I understand that,

- My User ID/PRAN & Password is confidential & not to be disclosed.
- Password should be complex and not commonly used text or number.
- I need to keep changing my password regularly.

Submit

[Reset Password](#)

[Help/Instructions for Login](#)

➤ **Aadhaar linking Request Initiation**

User ID:SGV237810D00

[Relogin](#)

Aadhaar Number

588188715896



I hereby understand/authorize Protean eGov Technologies Ltd as CRA to

1. Use my Aadhaar details for National Pension System (NPS) and authenticate my identity through the Aadhaar Authentication system (Aadhaar based e-KYC services of UIDAI) in accordance with the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the allied rules and regulations notified thereunder.
2. Use my Demographic details (Name, Gender and Date of Birth) and OTP for authenticating my identity through the Aadhaar Authentication system for obtaining my e-KYC through Aadhaar based e-KYC services of UIDAI.
3. I understand that the Aadhaar details (physical and / or digital, as the case maybe) submitted for availing services under NPS will be maintained in NPS till the time the account/User ID is not inactive in NPS or the timeframe decided by PFRDA, the regulator of NPS, whichever is later.
4. I understand that Security and confidentiality of personal identity data provided, for the purpose of Aadhaar based authentication is ensured by Protean eGov Technologies Ltd till such time it is acting as CRA for NPS.

Submit

Note: Kindly provide details as per Aadhaar records

➤ Aadhaar linking Request Initiation

OTP successfully sent to the registered mobile number.

User ID:SGV237810D00

[Relogin](#)

Aadhaar Number

XXXXXXXX5896

Enter OTP*

OTP can be Regenerated after 1m 43s

Submit

Note: OTP will be sent on Aadhaar Registered Mobile Number

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara



#Zaruri Hai

National Pension System (NPS)

Welcome Drawing and Disbursing Officer -SGV237810D00

18-Mar-2026

[Home](#) | [Logout](#)

Subscriber Registration ▾

Subscriber Maintenance ▾

Views ▾

Exit Management ▾

Grievances Management ▾

Unified Pension Scheme ▾

Reports ▾

User Management ▾

Online Registration by
Subscriber ▾

Verify and Authorise

Online Registration by
Nodal Office ▾

Status

CCS 2021: Form I & Form
II submission

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara



- Subscriber Registration
- Subscriber Maintenance
- Views
- Exit Management
- Grievances Management
- Unified Pension Scheme
- Reports
- User Management

- Online Registration by Subscriber
- Online Registration by Nodal Office
- CCS 2021: Form I & Form II submission

- Initiate
- Status

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara

- Bank Details Update ▸
- Nominee Details Update ▸
- Update - Name_DOB_DOR_DOJ ▸
- Address and Contact Update Failed ▸
- Profile and Employment Detail Update Failed ▸

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired *Life ka sahara*, NPS *hamara*

Bank Details Update	
Nominee Details Update	Initiate
Update - Name_DOB_DOR_DOJ	Verify & Authorise
	Status

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara



#Zaruri Hai

National Pension System (NPS)

Welcome Drawing and Disbursing Officer -SGV237810D00

18-Mar-2026

[Home](#) | [Logout](#)

[Subscriber Registration](#) [Subscriber Maintenance](#) [Views](#) [Exit Management](#) [Grievances Management](#) [Unified Pension Scheme](#) [Reports](#) [User Management](#)

Bank Details Update ▶

Nominee Details Update ▶

Update -
Name_DOB_DOR_DOJ ◀

Initiate

Verify

Authorise

Status

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara

- Nodal Office
- Subscriber
- Statement of Transaction-New
- Voluntary Contribution Statement
- e-PRAN
- NPS A/C Details View

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara



Superannuation/Premature/Partial	Initiate
Partial	Status

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara

Welcome Drawing and Disbursing Officer -SGV237810D00

18-Mar-2026

[Home](#) | [Logout](#)[Subscriber Registration](#)[Subscriber Maintenance](#)[Views](#)[Exit Management](#)[Grievances Management](#)[Unified Pension Scheme](#)[Reports](#)[User Management](#)

Superannuation/Premature Incapacitation

Partial

Initiate

Status

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any actionSubscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara

- Subscriber Registration ▾Subscriber Maintenance ▾Views ▾Exit Management ▾Grievances Management ▾Unified Pension Scheme ▾Reports ▾User Management ▾
- Grievance ▾

Initiate

Status

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired *life ka sahara*, NPS *hamara*



[Subscriber Registration](#)

[Subscriber Maintenance](#)

[Views](#)

[Exit Management](#)

[Grievances Management](#)

[Unified Pension Scheme](#)

[Reports](#)

[User Management](#)

Dashboard

Manual MIS Report

Subscriber-list

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara



Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara



protean



#Zaruri Hai

National Pension System (NPS)

Welcome Drawing and Disbursing Officer -SGV237810D00

18-Mar-2026

[Home](#) | [Logout](#)

[Subscriber Registration](#) ▼

[Subscriber Maintenance](#) ▼

[Views](#) ▼

[Exit Management](#) ▼

[Grievances Management](#) ▼

[Unified Pension Scheme](#) ▼

[Reports](#) ▼

[User Management](#) ▲

[Change Password](#)

[Update Security Question](#)

Welcome to Central Recordkeeping Agency

[Click here](#) to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

[Click here](#) to view performance of the Pension Fund Managers (PFMs) under NPS, across various periods. Now, Govt. Subscribers can also opt for PFM/Scheme of their choice. For State Govt. Subscribers, the PFM/Scheme choice is based on option selected by respective States.

Retired life ka sahara, NPS hamara



Thank You!

We appreciate your time and look forward to connecting with you!

