Facilities provided for DDO in CRA system

The Drawing and Disbursement Office (DDO) is the entity with whom the subscribers under Government Sector interface for NPS related activity. In order to allow the DDO to access necessary information, CRA have enabled DDO access to CRA system.

a) The DDOs can login to the CRA system using the User ID & I-PIN (password).

b) The User ID is the 10-digit DDO Registration Number issued by CRA after successful registration.

c) To generate I-PIN, User needs to go to the CRA system (www.cra-nsdl.com) and click on the 'Forgot Password' link in the 'Nodal Office/ Other Intermediaries Section'.

d) The User then needs to select 'Instant Set/ Reset I-PIN', enter the User ID and click on submit.

e) Subsequently, User will be asked to set a password and initiate a request.

f) Once the request is authorized by the associated Nodal Office (PAOs/ DTOs), the passwords get activated and DDO can use the same to login to CRA system.

The functionalities/menu available in CRA system for DDOs is listed below:

I. Reset of I-PIN

This option is for DDOs to manage their log in credentials. With the help of this option, DDOs can change password and change 'Secret Question and Answer' (required to reset password online in event of DDO forgetting password/password locked).

II. View:

Following 'views' are available under this option

a) **Subscriber details**: All the details of subscribers can be viewed.

b) **Subscriber List:** The list of underlying subscribers can be downloaded

c) **Statement of Transaction:** New: Financial year wise view and print of the underlying subscribers.

d) **e- PRAN:** View and print exact replica of PRAN card of the subscriber.

e) Statement of Voluntary Contribution under NPS: View the statementshowing Voluntary Contributions made by the subscriber in Tier I account.

III. Grievance

The DDO can raise grievances against any interfacing entity under NPS. Grievances raised against the Office as well as the associated PAO can also be viewed through this option. Feedback can also be provided through this module to the concerned PAO for resolution of the grievances.

IV. Processing Exit/ Withdrawal Requests

As per the guideline laid down by PFRDA, all withdrawal requests needs to be mandatorily processed through online platform from April 1, 2016. In view of this, options have been enabled in Subscriber login to initiate the withdrawal request online. However, if a Subscriber/ Claimant submit a physical form to the associated DDO, the request needs to be captured in the CRA system by the DDO based on the forms and documents submitted by the Subscriber/ Claimant.

After the request is processed, the withdrawal form along with the documents needs to be sent to the associated PAO/CDDO.

> DDOs may refer the 'Demo' for online withdrawal request available under **'Withdrawal Request capturing by Nodal Office – Demo'** option in CRA corporate website: (https://www.npscra.nsdl.co.in/download. php?path=download/&filename=Withdrawal_request_capturing_by_ Nodal_Office_Demo.ppsx)

Once a withdrawal request is initiated by the DDO, the same needs to be verified and authorized by the associated PAO/ CDDO. After authorization, the request will be processed in the CRA system.

> **Points to Remember:**
> 1. Post Exit request capture by DDO, PAO/CDDO has to check and verify the request.

V. Forthcoming New Features/ Functionalities

Initiate Partial Withdrawal request Online: DDOs will be given access in the CRA System to initiate Partial (Conditional) withdrawal request on behalf of it's associated Subscribers (based on the forms and documents submitted by the Subscriber) in the CRA System. The request will be processed in the CRA System, only after the same is authorised by the associated PAO/ DTO.