NSDL e-Governance Infrastructure Ltd.
Central Recordkeeping Agency
Circular

Circular No: CRA/PO&RI/Master/2014/003   February 7, 2014

Subject: Instant re-set of Internet Personal Identification Number (IPIN) for subscribers

In continuation of our circular (Ref. No CRA/PO&RI/Master/2014/002) dated February 3, 2014 regarding the functionality of 'Instant reset of IPIN for subscribers', all Nodal Offices are hereby informed as follows:

1. A subscriber (including Government subscribers) can approach any Point of Presence-Service Provider (POP-SP) to get the instant Reset IPIN request verified and authorised. The POP-SP may charge the subscribers up to Rs. 20/- (excluding Service Tax) for such transactions, if the subscriber does not belong to that particular POP-SP.

2. Further to our abovementioned circular, the second paragraph may be read as:

"A subscriber can reset the IPIN by capturing the request in CRA system (www.cra-nsdl.com) and getting it authorised by his/her associated nodal office or any of Non Government sector Nodal Office (POP-SP) irrespective of whether the subscriber is associated with it or not. For example, a Government subscriber can generate a request for reset of IPIN and get the same authorised from the associated Nodal Office in Central/State Government (PAOs/CDDOs/DTOs) or any of the POP-SPs. Subscriber of Unorganised Sector (UOS) can either get the same authorised by its associated POP-SP or any other POP-SP. Once the subscriber receives the acknowledgement number from CRA system, he /she needs to print the acknowledgement and handover the same to the Nodal Office for authorisation. The Nodal Office has to authorise the request after capturing and verifying the same in the CRA system."

A revised Standard Operating Procedure (SOP) for the said functionality is enclosed as **Annexure**. The SOP covers the roles and responsibilities of the Nodal Offices in the abovementioned process as well as the activities to be performed by the subscribers.

In case of any further clarification, you may contact Mr. Naresh Dave at 022-24994684 (E-mail ID - nareshd@nsdl.co.in) or Mr. Mohammed Sadique at 022-24994563 (E-mail ID - mohammeds@nsdl.co.in).

For and on behalf of
NSDL e-Governance Infrastructure Limited

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Encl: a/a