

कार्यालय, प्रधान जिला एवं सत्र न्यायाधीश, पूर्व निमाड, खण्डवा, (म.प्र.)

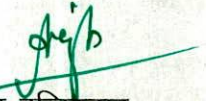
पृष्ठा. क्रमांक : 926 / लेखा / 07

खण्डवा, दिनांक 01 / 05 / 2025

प्रतिलिपि आदेशानुसार :-

जे.एस.ए., कम्प्यूटर अनुभाग, जिला न्यायालय, खण्डवा की ओर प्रोटीन-सी. आर.ए. का ई-मेल दिनांक 24.04.2025 की छायाप्रति प्रेषित कर लेख है कि उपरोक्त परिपत्र स्थापना पर एन.पी.एस. के अंतर्गत पदस्थ न्यायिक अधिकारियों/कर्मचारियों को ई-मेल/व्हाट्स ग्रुप के माध्यम से प्रेषित करे।

संलग्न : उपरोक्तानुसार


जिला रजिस्ट्रार
सिविल कोर्ट, खण्डवा (म.प्र.)

Important communication from Protean CRA - Role of CRA officials in processing of Subscribers request

np nps-communications@mail.proteantech.in • •
 Thu, 24 Apr 2025 4:50:40 PM +0530
 To "dcourt_khd-mp" <dcourt_khd-mp@nic.in>
 Tags Not in Contacts

✓ Acel
 WJ
 By AD
 24.4.25

Dear Sir/ Madam,

As you are kindly aware, Protean eGov Technologies Ltd. (formerly NSDL e-Governance Infrastructure Limited), has been functioning as Central Recordkeeping Agency (CRA) for NPS. Protean-CRA provides guidance and support to the Government Nodal Offices to enable them to perform their day-to-day NPS activities including trainings and workshops and meetings with the Nodal Offices. In this process, Protean CRA officials meet the Nodal Offices and NPS subscribers and resolve their queries related to NPS. **Accordingly, Protean CRA's role is restricted to this effect and when they visit the offices, they are not authorized to process subscriber requests such as modification of bank details, scheme details etc. in the CRA system.**

Recently it was brought to our notice that individual(s) have visited the Nodal office(s) in the name of Protean CRA (erstwhile NSDL CRA) and offered help in updating subscriber details registered in the CRA system for their PRANs.

As mentioned above, we would like to reiterate that Protean CRA's role is restricted to help Nodal offices and provide awareness about NPS and related activities. In view of the same, we request your office to take note of the following:

- ✓ If any Protean CRA official visits your office, he/she will produce their official Identify card and/or Authority letter/email for the visit. In case of any concerns, you may please contact our officials in our Mumbai Office.
- ✓ Subscriber details change in the CRA system will not be carried out by the Protean CRA official. At present, subscriber details change can be carried out by the subscriber himself or through Nodal office.
- ✓ Sensitize your employees who are subscribers of NPS or UPS:
 - Not to share/disclose login details – PRAN and password for accessing CRA system – to anyone.
 - To change password at regular intervals.
 - Not to share any OTP received by them from Protean CRA with anyone, including officials of CRA / Points of Presence (PoPs) / Pension Funds (PFs) / Annuity Service Providers (ASPs)
 - Not to modify the investment choice or any other details in NPS/UPS account on advises of officials claiming to be from CRA/PoPs/PFs/ASPs, without understanding the implications of such modifications. It may be noted that the change of investment choice from default pattern to other choices may impact the benefits under UPS.
 - To regularly check the alerts received from Protean CRA especially about the modifications in PRAN, Scheme/Investment Choice Change/ Withdrawals etc. and ensure that the details are correct. In case of any queries / clarifications, the subscriber can approach Nodal Office or Protean CRA.
 - Either to carry out modifications in PRAN by logging to CRA system by self or submit duly signed physical Form 2 / request to Nodal Office.

You may please contact Mr. Hemant Tater at 9883030775 and Ms. Laxmi Suvarna at 9967546410 for any further clarifications.

Regards,
 CRA- Govt. Operation

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