

NSDL e-Governance Infrastructure Ltd.
Central Recordkeeping Agency
Circular



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

October 30, 2015

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) 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) or Mr. Avdhoot Shetye at 022-24994949 (E-mail ID - avdhoots@nsdl.co.in).

For and on behalf of
NSDL e-Governance Infrastructure Limited

Kamalam Venkatesan
Assistant Vice President

Encl: a/a