Government of India
Ministry of Railways
(Railway Board)

RBA - 29/2011

No. 2009/AC-II/21/9 **New Delhi,** dated 17 .06.2011

FA&CAOs,
All Indian Railways and PUs.

Sub: Compromised User Account credential.

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It has been brought to the notice of Board's office by NSDL that Ministry of Communications and Information Technology have alerted them that the user credential (username and password) of some of the NPS subscribers of NF Railways have been captured by some malicious users which can be misused.

To avoid such kind of leakage of user credentials, the following preventive measures have been suggested relating to id and password for login to CRA system:-

- Destroy the PIN mailer after memorizing the PIN and/or change the PIN after the first usage.
- Not to disclose/share the password with others
- To change passwords regularly
- If CRA website is accessed from a cyber-café or any shared computer, password may be changed after such use in own computer at workplace or home.
- Apply up-to-date patches for operating system and other applications on the user computers
- Keep updated Anti-virus/Anti spyware software.
- Do not open un-trusted emails and the hyperlinks provided in the emails
- Refer CERT-In guideline for securing systems.

It is requested to educate the subscribers to take the above precautions while operating their NPS accounts online.

(Sanjeev Sharma)
Joint Director Accounts
Railway Board