

Central Recordkeeping Agency



Standard Operating Procedure Grievance Module for NPS-Lite Subscribers

Version 1.0

Central Grievance Management System (CGMS) is a platform provided by CRA to the entities for registering their grievances in the CRA system. For the purpose of raising a grievance, the entity needs to be registered and in active status in the CRA system. At present, NPS Regular subscribers can login to the CRA system (www.cra-nsdl.com) with their User ID and password to register grievance against entities in NPS. Now an option has been provided to the NPS Lite subscribers to register their grievances. The NPS Lite subscribers will be able to raise the grievances directly in the CRA website (www.npscra.nsdl.co.in) without logging in.

Once the grievance is raised by the subscriber, Token Number will be generated as an acknowledgement for the grievance. An SMS (containing the token number) is sent to the mobile number provided by the subscriber during lodging of the grievance. The grievance raised by the subscriber is forwarded through NPS Lite system to the concerned NPS Lite Accounts Office (NLAO) for resolution. This document provides the detailed process for lodging of grievances by the NPS Lite subscriber.

The subscriber will be required to access CRA website www.npscra.nsdl.co.in and click on the menu “Swavalamban Yojana” on homepage to raise the grievance. Subsequently, the subscriber is required to select “NPS Lite-Scheme Information” option. A link will be displayed on this page where NPS Lite subscriber is required to raise the grievance. The detailed process through which a subscriber will lodge a grievance is explained below:

1. Once the subscriber selects the option “Swavalamban Yojana” on CRA website and then the sub menus NPS Lite > Scheme Information, a link “Subscribers may please **click here** to register their grievances” will be displayed. The Subscriber is required to click on this link and lodge the grievance. Please refer **Figure 1.1** below:

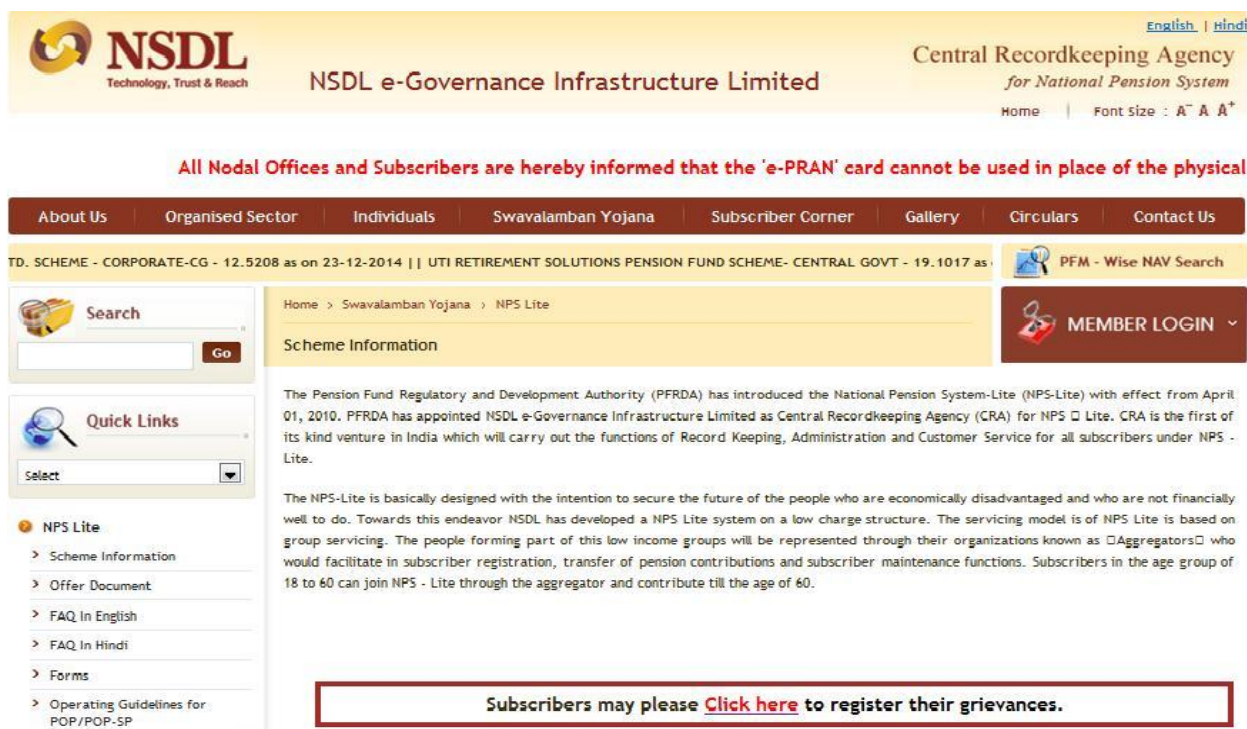


Figure 1.1

2. Once the subscriber clicks on the link, two options will be available under the ‘Grievance Module for NPS Lite subscriber’ as below:
 - A. Register new Grievance
 - B. Check the status of grievance already registered



The screen displaying the options has been provided below in **Figure 1.2:**

Figure 1.2

Option A. Register new Grievance

1. The Subscriber is required to select the option 'Register new Grievance' if he/she is



registering a new grievance (*please refer Figure 1.3*).

Figure 1.3

2. The Subscriber is required to provide his /her PRAN in the designated field and submit the details as shown in **Figure 1.4** below. After submission of details, NPS Lite system will validate the PRAN. Once the PRAN is validated successfully, a screen will be displayed for raising the grievance. The subscriber's name (as printed on PRAN card) will be auto-populated on the screen.

The screenshot shows the NPS-Lite web interface. At the top, there is a dark blue header with the NSDL logo on the left, the text 'Central Record Keeping Agency' in the center, and 'NPS-Lite' on the right. Below the header, the main content area is white. In the center, there is a section titled 'New Grievance Request' with a small icon to its left. Below this title is a light blue rectangular form. Inside the form, on the left, is the label 'PRAN*' in red. To the right of this label is a white text input field. Above the input field, on the right side of the form, is the text '* Mandatory Fields' in red. Below the input field are two buttons: 'Submit' and 'Reset', both in blue with white text.

Figure 1.4

3. Subscriber is required to provide the mobile number. The updates about the grievance lodged by the subscriber such as Token Number, status of resolution, etc. will be sent on this mobile number (please refer **Figure 1.5**).
4. There will be a drop down menu for grievance category. There can be three different types of possible grievances (please refer **Figure 1.5**):
 - a. Credit not reflected,
 - b. Transaction Statements not received and
 - c. Incorrect / no updation in Subscriber details.

5. The Subscriber is required to select the grievance category. A text box has been provided wherein the subscriber is required to mention the details of the grievance (please refer **Figure 1.5**).

The screenshot shows the 'New Grievance Request' form in the NSDL Central Record Keeping Agency NPS-Lite system. The form is divided into two main sections: 'User Details' and 'Grievance Details'. In the 'User Details' section, the PRAN is 500000000639, PAO Reg No. is 8299793, Mobile No. is 9999999999, Subscriber Name is AAAA, and PAO Office is ABCName. In the 'Grievance Details' section, the 'Grievance Sub Type' dropdown is open, showing options: '--Select--', 'Credit not reflected in account for latest contribution made' (highlighted), 'Transaction Statement not received', and 'Incorrect / no updation in Subscribers details'. The 'Grievance Description' field contains 'August Month Credit not Reflected'. The 'Grievance Raised Against Entity Id' is NLAO 15003494. There are 'Submit' and 'Reset' buttons at the bottom right of the form.

Figure 1.5

6. Once the mandatory details are entered, subscriber is required to submit the request. Upon successful submission, a Token Number will be generated for reference as shown in **Figure 1.6** below:

The screenshot shows the 'New Grievance Registration' confirmation screen in the NSDL Central Record Keeping Agency NPS-Lite system. It displays a message box with the text: 'Your Token No. is 60000439 . Please note this token no. for future reference.' Below the message box is an 'OK' button.

Figure 1.6

Option B. Check the status of grievance already registered

1. The Subscriber can check the status of the grievance registered by him / her. The Subscriber is required to select the option “Check the status of grievance already/registered” as shown in **Figure 1.7** below:



Figure 1.7

2. The Subscriber is required to provide ‘Token Number’ generated at the time of raising the grievance. In case the subscriber does not remember the Token number, he/she can view the status of the grievance by providing his /her PRAN. The status of the grievance in the CRA (whether it is assigned or resolved) will appear as shown in the **Figure 1.8**.



Token No.	Status	Resolution Remarks	Grievance Logged Date	Resolution Date & Time
60000439	Assigned		28-Oct-2014 10:56:40	

Figure 1.8

3. In the 'Grievance Status View', once the grievance is resolved by the NLAO in the CRA system, the status of grievance will appear as **"Resolved"** as shown in the **Figure 1.9**. Subscriber will be sent an SMS (in the mobile number provided at the lodging of grievance) intimating the same. On clicking on Token No. hyperlink, the subscriber can view all the details of grievance including Grievance Description, Status, Resolution Remarks etc.

 **NSDL** Central Record Keeping Agency NPS-Lite

② Grievance Status View

* Mandatory Fields

Token No.*

OR

PRAN*

Token No.	Status	Resolution Remarks	Grievance Logged Date	Resolution Date & Time
60000439	Resolved	Done	28-Oct-2014 10:56:40	28-Oct-2014 15:21:39

Figure 1.9

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