

# CENTRAL RECORDKEEPING AGENCY

## Acknowledgement of Grievance Registration

Dear Subscriber ,

A grievance has been raised in Central Recordkeeping Agency (CRA) system.

Date	Against	Reg. No.	Token No.
30/04/2025	CRA	CRA000	11520427

Description of the grievance:As per the NPS guideline if the request made before 3:30 PM then same is considered same day. Please share the government notification where it is mentioned " "scheme change request authorized in the morning till 10:00 am would be processed and settled same day." " Further if you face problem to contact my number then please share your number so that i can contact you. Please resolve my issue otherwise i have to complain the same Pension Fund Regulatory and Development Authority , Finance ministry and consumer court.

\*You can use the Token No. for future reference.

Notes :

1. The status of resolution of the grievance can also be tracked by logging on the CRA website ([www.cra-nsdl.com](http://www.cra-nsdl.com)) with the Internet Personal Identification Number (IPIN) provided to you at the time of your registration with CRA.
2. Alternatively, if you do not have the IPIN/or have forgotten the IPIN, the status of grievance can be checked by clicking on "Check Grievance Status" button appearing on the log-in screen ([www.cra-nsdl.com](http://www.cra-nsdl.com)) itself.