

NSDL e-Governance Infrastructure Limited
Central Recordkeeping Agency
Circular



Circular No: CRA/SNPSL/SG/2015/47

February 24, 2015

Subject : Registration of grievance by PAOs/ DTOs in the CRA system against themselves

All the PAOs/DTOs are hereby informed that an additional feature has been made available in the CRA system under Central Grievance Management System (CGMS) Module to enable the PAOs/DTOs to file grievances received at their end, so that an acknowledgement may be provided to the subscribers in compliance to the Redressal of Subscriber Grievances Regulations, 2015.

At present, the PAOs/DTOs can register the grievances on behalf of underlying subscribers in CGMS module against CRA. With the new feature made available in the CRA system, now a PAO/DTO can register grievances lodged with them also in respect of services provided by them and can provide resolution remarks for the said grievances in the CGMS module.

For lodging the grievance against itself in the CRA system, the PAO/DTO shall select the grievance type as ***“Grievance of subscriber against PAO/DTO”*** in CGMS module and provide the grievance details. Subsequently, the PAOs/DTOs will be able to provide resolution remarks for the same grievance as per the existing process.

Also, the PAOs/DTOs can check the status of such grievances in the CRA system.

In case of any further clarification, you may contact me at 022-2499-4279 (e-Mail ID – sunils@nsdl.co.in) or Mr. Abhishek Dhuri at 022-2499-4266 (e-Mail ID – abhishekd@nsdl.co.in)

For and on behalf of
NSDL e-Governance Infrastructure Limited

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