Instructions
for
Online Complaint Registration Process
in
NFRA
for
Non-Government Organizations

User Registration

1. User will click on the link for - ***Online Submission of Complaints*** on the Public Grievance page of NFRA website.

2. The Sign in Page will open up and will have following fields:

    a. Field for entering Username

    b. Field for entering Password

    c. Field for entering Captcha

    d. A "Remember Me" check box

    e. A sign-in button

    f. Link for - Forgot password

    g. A message – Do not have an account? **"Sign Up Here"**

Figure 1

3. User will click on the link for "Sign Up Here" will open up the – Sign Up page.

4. On the Sign-Up page there will be a heading for – "Entity Type" and two radio buttons for:

    a. Government

     b. Non-Government

5. On selecting, the radio button for Non-Government type two options with radio buttons against each will show up:

     a. Organization

     b. Individual

6. Post selecting a radio button, following fields will come up on screen:

     a. Email ID

     b. Mobile Number

Figure 2

7. User will click on Generate Email OTP and Generate Mobile OTP button for generating OTP for identity authentication. User will get the following message on the email and phone.

> **"Email OTP Message**:
>
> 123456 is your One Time Password (OTP) for NFRA Complaint Handling Portal. This OTP is valid for 10 minutes from the time you have generated the same, post which a new OTP will have to be generated. Do not share your OTP with anyone for security reasons.
>
> Thanks & Regards
>
> **National Financial Reporting Authority (NFRA)"**

> **"Mobile OTP Message:**
>
> Your One Time Password for Contact number verification for NFRA Complaint Handling Portal registration process is 654321. This OTP is valid for 10 minutes from the time you have generated the same, post which a new OTP will have to be generated. Please do not share the OTP with anyone for security reason.
>
> Thanks & Regards
>
> **National Financial Reporting Authority (NFRA)"**

8. User will enter OTPs and at the bottom will be the "Submit" button for completing authentication process.

9. On successful authentication, user will see a Pop Up with the message - **"Email ID and Mobile Number successfully verified."**

10. In case of unsuccessful authentication, user will see a Pop Up with the message - **"Incorrect OTP"**.

11. Upon Successful verification messages will be sent to the user email and mobile as follows.

> **"Email Verified Successfully message:**
>
> Your email ID abc@gmail.com is successfully verified for your registration for NFRA Complaint Handling Portal. You can now proceed to complete your registration process for NFRA Complaint Handling Portal. If you are not the intended recipient of this mail, please forward this mail to the issuing authority and discard this mail immediately.
>
> Thanks & Regards
>
> **National Financial Reporting Authority (NFRA)"**

> "**Mobile Verified Successfully message:**
>
> Your phone number 9876543210 is successfully verified for your registration for NFRA Complaint Handling Portal. You can now proceed to complete your registration process for NFRA Complaint Handling Portal.
>
> Thanks & Regards

User Profile Creation

1. On successful authentication, the Profile Creation page will open up.

2. The profile creation page will be in two parts:

    a. Account Details (these will be pre-filled – from the Sign-Up page)

        i. Entity Type

        ii. Email Address

        iii. Mobile Number

    b. Details of the Nodal Person. User will fill the following fields in the form.

S.No.	Field Name	S.No.	Field Name
1	Name	9	District
2	Middle Name	10	City
3	Last Name	11	State
4	Organization	12	Country
5	Designation	13	Password
6	Landline Phone number	14	Renter Password
7	Address Field 1	15	Captcha
8	Address Field 2		

3. User will click on "Submit" button to complete this form.

Figure 3

4. At the time of submission, a pop up with the message - *"Profile created successfully"* will be generated.

5. Simultaneously, user login creation mail and message will be sent to entered Email ID and Phone number as follows.

"Email message:

Your email ID abc@gmail.com is successfully registered for NFRA Complaint Handling Portal. Your Email ID will act as the login Id. You can now proceed to lodge your complaint and use other functionalities of NFRA Complaint Handling Portal.

If you are not the intended recipient of this mail, please forward this mail to the issuing authority and discard this mail immediately.

Thanks & Regards

National Financial Reporting Authority (NFRA)"

"Mobile Number Verified Successfully message:

Your phone number 9876543210 is successfully registered for NFRA Complaint Handling Portal. You can now proceed to lodge your complaint and use other functionalities of NFRA Complaint Handling Portal.

Thanks & Regards

User Sign in Page

1. After successful profile creation, user will be redirected to the login page.
2. On the login page following fields will be displayed:
    a. Field for entering Username
    b. Field for entering Password
    c. Captcha
    d. Field for entering Captcha
    e. A "Remember Me" check box
    f. A sign-in button
    g. Link for - Forgot password
    h. A message – Do not have an account? **"Sign Up Here"**