

**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”**

राष्ट्रीय वित्तीय रिपोर्टिंग प्राधिकरण  
NATIONAL FINANCIAL REPORTING AUTHORITY (NFRA)

SIGN IN

Enter Username

Enter Password

apnopt

Enter Security Code

SIGN IN

Forgot Password

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

The screenshot shows the National Financial Reporting Authority (NFRA) sign-up interface. At the top left is the NFRA logo with the motto 'सत्यमेव जयते'. The title 'राष्ट्रीय वित्तीय रिपोर्टिंग प्राधिकरण NATIONAL FINANCIAL REPORTING AUTHORITY (NFRA)' is centered. Below the title is a 'SIGN UP' heading. The 'ENTITY TYPE' section has radio buttons for 'Government' and 'Non-Government', with 'Non-Government' selected. Underneath, there are radio buttons for 'Organization' and 'Individual', with 'Organization' selected. The 'EMAIL ID' section has an input field 'Enter Email' with an envelope icon and a purple 'GENERATE EMAIL OTP' button. The 'MOBILE NUMBER' section has an input field 'Enter Mobile Number' with a phone icon and a purple 'GENERATE MOBILE OTP' button. Below these are two input fields: 'Enter Email OTP' with an envelope icon and 'Enter Mobile OTP' with a phone icon. At the bottom center is a purple 'VERIFY' button.

**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.



**NATIONAL FINANCIAL REPORTING AUTHORITY (NFRA)**

KINDLY ENTER YOUR PROFILE DETAILS TO COMPLETE THE REGISTRATION PROCESS

**ACCOUNT DETAILS**

**ENTITY TYPE \***

Individual

**EMAIL ADDRESS \*** **MOBILE NUMBER \***

kb1@gmail.com 65589

**DETAILS OF NODAL PERSON**

**FIRST NAME \*** **MIDDLE NAME \***

Enter First Name Enter Middle Name

**LAST NAME \*** **DESIGNATION \***

Enter Last Name Enter Designation

**ALTERNATE PHONE NUMBER \***

Enter Phone Number

**ADDRESS LINE 1 \*** **ADDRESS LINE 2 \***

Enter Address Line 1 Enter Address Line 2

**CITY \*** **COUNTRY \***

Enter City Select country ▼

**STATE \*** **DISTRICT \***

▼ ▼

**PASSWORD \*** **RE ENTER PASSWORD \***

Enter Password Re Enter Password

**SECURITY CODE \***

 

Enter Security Code 

**SUBMIT**

**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”**