Instructions

for

Online Complaint Registration Process

in

NFRA

for

Government Entity

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 Government type, user will receive notification for sending following details to NFRA by email for creating login credentials.

      a.   Department Name

      b.   Name and Designation of Nodal Person

      c.   Official Email ID and Mobile Number of Nodal Person

राष्ट्रीय वित्तीय रिपोर्टिंग प्राधिकरण
NATIONAL FINANCIAL REPORTING AUTHORITY (NFRA)

SIGN UP

ENTITY TYPE

◉ Government   ○ Non-Government

Kindly send an email to : nfra@gov.in with following details for creating login credentials.

1. NAME AND DESIGNATION OF NODAL PERSON

2. OFFICIAL EMAIL ID AND MOBILE NUMBER OF NODAL PERSON

3. DEPARTMENT NAME

Thanks & regards

NATIONAL FINANCIAL REPORTING AUTHORITY (NFRA)

Figure 2

User Sign in Page

1. After successful profile creation by NFRA, user shall access 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"**

User Login for Government Entity

1. A Government Entity user will login using the credentials created by NFRA team.

2. On <u>signing in</u>, the landing page will have the dashboard having the following information displayed:

    a. Total Complaints

    b. Pending Complaints

    c. Closed Complaints

3. The count for each of the line items in step 2 above will be displayed next to the label.

4. There will be a button for "More Info" for each of the line items provided in step 2. Clicking on the button will open up a new page with the details of that particular option being displayed in a tabular manner

Registering a Complaint by Government entities

1. User will click on "**Register Complaint**" link provided in the left-hand side menu.

2. Clicking on the link will open a new complaint. The complaint will have the following three pages:

    a. Details of the Complaint

    b. Details of Contact Person in the Complainee Entity

    c. Upload Documents

Details of the Complaint

1. User will enter the name of the Complainee.

2. User will enter the Details of the Complaint.

3. User can optionally upload the Copy of the Complaint. Instruction Regarding the type of file to be uploaded will be given along with the upload button.

4. User will click on "Save & Next" button at the bottom of the page.

5. A message will be displayed if there is navigation away from the page without saving, warning the user that any changes made will be lost.

Details of Contact Person in the Complainee Entity

1. This will be the second page and user will enter following details in this form:

S.No.	Field Name	S.No.	Field Name
1	Name	8	District
2	Middle Name	9	City
3	Last Name	10	State
4	Designation	11	Country
5	Landline Phone number	12	Mobile Number
6	Address Field 1	13	Email Id
7	Address Field 2		

2. At the bottom of the page there will be buttons for:

   a. "Save & Next"

   b. Previous

3. A message will be displayed if there is navigation away from the page without saving, warning the user that any changes made will be lost.

Figure 3

Upload Documents by Government Organization

1. In this page, there will be two sections:

   a. Nodal Person Authorization

- Here, the user will mandatorily upload Government ID card of the Nodal Person

b. Additional Documents
- Here, the user will upload Any other information, if any

Submission of the Complaint

1. At the bottom of the "Upload Document" page, user will click on Preview Complaint button. Clicking on the button will open a new page in which the complaint could be previewed.

Figure 4

2. User will then click on Submit button. Clicking on the "Submit" button will finish the complaint lodging process.

3. On successful submission, a message will be displayed with following details. The same message would be sent to the user via email.
   a. Complaint Reference Number
   b. Complainee Name
   c. Complaint Date and Time

Complaint Details

Complaint Registration NO	2065
Complainee Name	hii
Complaint Date	16/04/2020 15:51:40

Figure 5

Email text body:

Dear XYZ ABC,

We thank you for using NFRA Complaint Portal. Kindly have the below details on the Complaint raised.

Details	
ID	15732529
Complainee Name	XYZ ABC
Open Date / Time	10/30/2019 1:34:50 PM

To View more details on the above Complaint reported Please login to NFRA Complaint Portal.

Regards,
National Financial Reporting Authority