

**Instructions**  
**for**  
**Online Complaint**  
**Registration Process**  
**in**  
**NFRA**  
**for**  
**Non-Government**  
**Individual**

## 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

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NATIONAL FINANCIAL REPORTING AUTHORITY (NFRA)

**SIGN UP**

ENTITY TYPE

Government  Non-Government

Organization  Individual

EMAIL ID

Enter Email

MOBILE NUMBER

Enter Mobile Number

EMAIL OTP

Enter Email OTP

MOBILE OTP

Enter Mobile OTP

**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 \*

EMAIL ADDRESS \*

MOBILE NUMBER \*

DETAILS OF NODAL PERSON

FIRST NAME \*

MIDDLE NAME \*

LAST NAME \*

DESIGNATION \*

ALTERNATE PHONE NUMBER \*

ADDRESS LINE 1 \*

ADDRESS LINE 2 \*

CITY \*

COUNTRY \*

STATE \*

DISTRICT \*

PASSWORD \*

RE ENTER PASSWORD \*

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

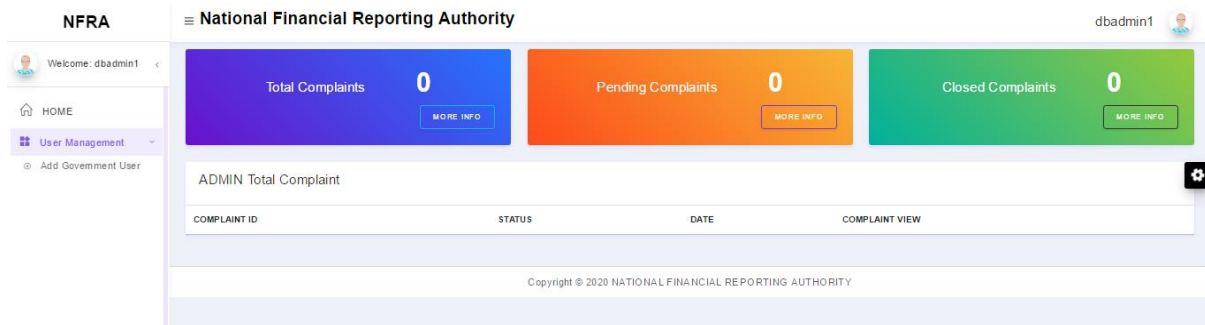
**User Sign in Page**

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”**

**User Login for Non-Government Individual**

1. On signing in, user will land on the dashboard having the following information displayed:

- a. Total Complaints
  - b. Pending Complaints
  - c. Closed Complaints
2. The count for each of the line items in step 1 above will be displayed next to the label.
  3. There will be a button for “More Info” for each of the line items provided in step 1. Clicking on the button will open up a new page with the details of that particular option being displayed in a tabular manner.



**Figure 4**

### **Registering a Complaint by Non-Government Individual**

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.

The screenshot displays the NFRA National Financial Reporting Authority web application. The user is logged in as 'kb@gmail.com'. The main navigation menu includes 'HOME' and 'REGISTER COMPLAINT'. The current page is 'REGISTER COMPLAINT', which is divided into three sections: 'DETAILS OF COMPLAINT', 'DETAILS OF CONTACT PERSON IN COMPLAINEE ENTITY' (the active section), and 'UPLOAD DOCUMENTS'. The 'DETAILS OF CONTACT PERSON IN COMPLAINEE ENTITY' section contains the following fields:

- FIRST NAME \* (Text input)
- MIDDLE NAME \* (Text input)
- LAST NAME \* (Text input)
- DESIGNATION \* (Text input)
- LANDLINE PHONE NUMBER \* (Text input)
- MOBILE NUMBER \* (Text input)
- COUNTRY \* (Dropdown menu)
- STATE \* (Dropdown menu)
- DISTRICT \* (Dropdown menu)
- CITY \* (Text input)
- ADDRESS LINE 1 \* (Text input)
- ADDRESS LINE 2 \* (Text input)
- EMAIL ID (Text input with email icon)

At the bottom of the form, there are two buttons: 'PREVIOUS' and 'NEXT'. The footer of the page reads 'Copyright © 2020 NATIONAL FINANCIAL REPORTING AUTHORITY'.

Figure 5

## Upload Documents by Non-Government Individuals

1. In this page, there will be two sections:
  - a. Nodal Person Authorization
  - b. Additional Documents
2. In the Section **Nodal Person Authorization**, user will fill following fields:
  - a. Was the complaint first filed with MCA? (This is a “Yes/No” question. With two radio buttons for – Yes and No)
    - i. On selecting “Yes” a message will be displayed: **Upload communication from NFRA in the Additional Documents.**
    - ii. User will need to mandatorily upload Copy of the Affidavit.
    - iii. User will need to mandatorily upload Identity card issued by a Government Agency. User can select names of different ID cards from a dropdown list.

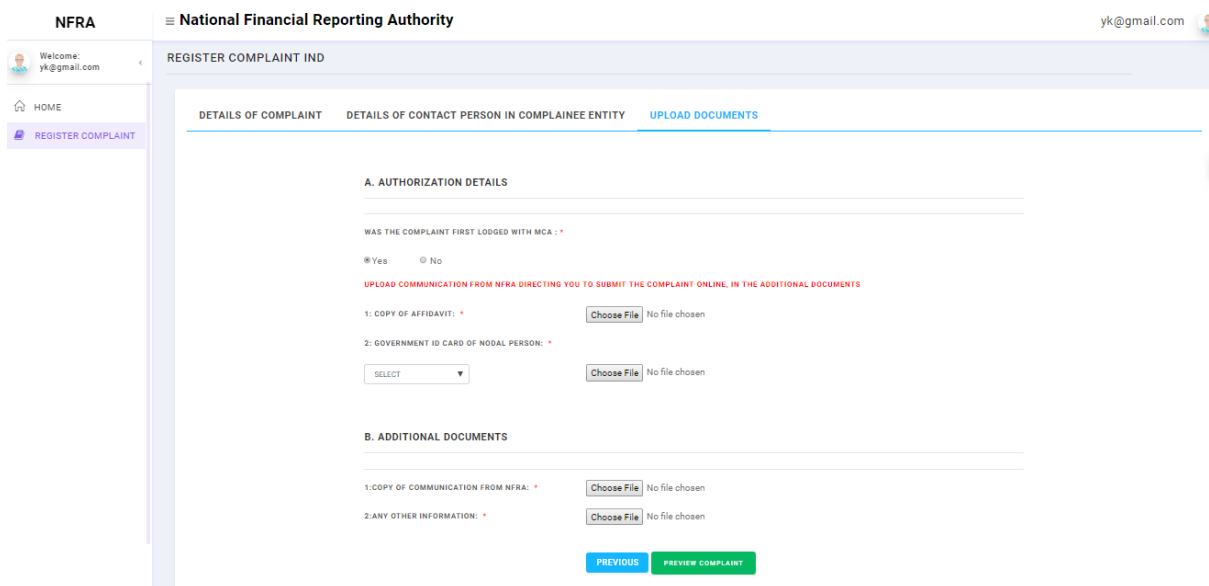


Figure 6

- iv. On selecting “No”, user will need to mandatorily upload Copy of the Affidavit.
- v. On selecting “No”, User will need to mandatorily upload Identity card issued by a Government Agency. User can select names of different ID cards from a dropdown list.

Figure 7

3. In the Section: **Upload Documents**, user will fill the following fields:
  - a. User will upload copy of Communication from NFRA, if option selected above is Yes
  - b. 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 8

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 9**

**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**