

**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

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NATIONAL FINANCIAL REPORTING AUTHORITY (NFRA)

SIGN UP

ENTITY TYPE

Government Non-Government

Organization Individual

EMAIL ID

Enter Email  **GENERATE EMAIL OTP**

MOBILE NUMBER

Enter Mobile Number  **GENERATE MOBILE OTP**

EMAIL OTP **MOBILE OTP**

Enter Email OTP  Enter Mobile OTP 

VERIFY

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 Organisation

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.

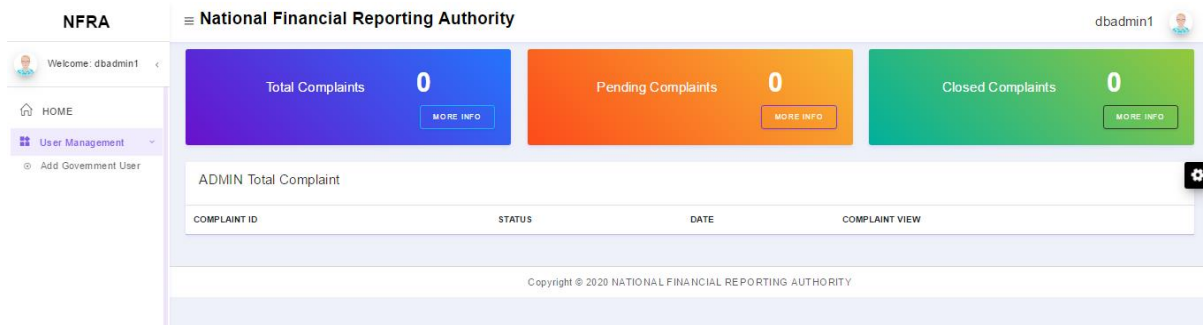


Figure 4

Registering a Complaint by Non-Government Organization

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 'REGISTER COMPLAINT' form for the National Financial Reporting Authority (NFRA). The form is titled 'DETAILS OF CONTACT PERSON IN COMPLAINEE ENTITY' and is divided into two columns of input fields. The left column contains: FIRST NAME, LAST NAME, LANDLINE PHONE NUMBER, COUNTRY (dropdown menu), DISTRICT (dropdown menu), ADDRESS LINE 1, and EMAIL ID. The right column contains: MIDDLE NAME, DESIGNATION, MOBILE NUMBER, STATE (dropdown menu), CITY, and ADDRESS LINE 2. At the bottom of the form are 'PREVIOUS' and 'NEXT' buttons. The page header shows 'NFRA National Financial Reporting Authority' and the user is logged in as 'kb@gmail.com'. The footer contains the copyright notice 'Copyright © 2020 NATIONAL FINANCIAL REPORTING AUTHORITY'.

Figure 5

Upload Documents by Non-Government Organization

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. User will click on one of 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.

The screenshot shows the 'REGISTER COMPLAINT' form in the NFRA system. The user is logged in as 'kb@gmail.com'. The form is divided into two main sections: 'A. NODAL PERSON AUTHORIZATION' and 'B. ADDITIONAL DOCUMENTS'. In section A, the user has selected 'Yes' for the question 'WAS THE COMPLAINT FIRST LODGED WITH MCA:'. A red message indicates that the user must upload communication from NFRA. There are three mandatory file upload fields: '1. NOMINATION OF NODAL PERSON:', '2. COPY OF AFFIDAVIT:', and '3. GOVERNMENT ID CARD OF NODAL PERSON:'. The third field includes a dropdown menu for selecting the type of government ID card. Section B contains two more mandatory file upload fields: '1. COPY OF COMMUNICATION FROM NFRA:' and '2. ANY OTHER INFORMATION:'. The form concludes with 'PREVIOUS' and 'PREVIEW COMPLAINT' buttons.

Figure 6

- iv. On selecting “No”, user will need to mandatorily upload Nomination of nodal person.
- v. On selecting “No”, user will need to mandatorily upload Copy of the Affidavit.
- vi. 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 **Additional 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