Procedure for subscribers to raise a grievance in CGMS module, and resolution of the same:

1. Web based interface for registering grievance/complaint:

a) By raising a grievance in the Central Grievance Management System (CGMS) by using the Internet Personal Identification Number **(IPIN). (** https://cra-nsdl.com/CRA/ **).** **After** successful login subscriber need to click Log Grievance Request under Grievance Tab. By login in Mobile Application using I-PIN. After successful login subscriber need to click Enquiry/ Grievance Option.

b)   Subscriber can raise the grievance at the Corporate website (https://npscra.nsdl.co.in/Log-your-grievance.php under Log Your Grievance / Enquiry option)

2.How to check the status of the Grievance?

Subscriber can check the status of the grievance at the CRA website (https://npscra.nsdl.co.in/Log-your-grievance.php under Track Your Grievance / Enquiry option) or through the Call Centre by mentioning the token number.