

(to be used by subscriber only)

**1. Subscriber Information:**

NAME

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PRAN ( Permanent Retirement Account Number) \*

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2. Grievance \* First  Reminder  Earliar Grievance No. (If reminder) 

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3. Nature of the Grievance \* : (Please tick the respective block which is applicable to you)

**A. Grievance against CRA**

- |   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| 1. Incorrect PRAN account details (on registration) |                          | 2. Statement of transaction not received.               | <input type="checkbox"/> |
| 1.1) Personal                                       | <input type="checkbox"/> | 3. Change in signature / photograph request not updated | <input type="checkbox"/> |
| 1.2) Employment                                     | <input type="checkbox"/> |   |                          |
| 1.3) Nomination                                     | <input type="checkbox"/> |   |                          |
| 1.4) Scheme setup                                   | <input type="checkbox"/> |   |                          |

**B. Grievance against PAO/Nodal Office**

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| 1. Change request updated incorrectly              |                          | 6. Change in subscriber details without subscriber consent |                          |
| 1.1) Incorrect Personal details                    | <input type="checkbox"/> | 6.1) Personal details                                      | <input type="checkbox"/> |
| 1.2) Incorrect Employment details                  | <input type="checkbox"/> | 6.2) Nomination details                                    | <input type="checkbox"/> |
| 1.3) Incorrect Nomination details                  | <input type="checkbox"/> | 6.3) Scheme setup details                                  | <input type="checkbox"/> |
| 1.4) Incorrect Scheme setup.                       | <input type="checkbox"/> | 6.4) Switch instruction                                    | <input type="checkbox"/> |
| 2. Change request given but not updated in account |                          | 7. Contribution not reflected                              | <input type="checkbox"/> |
| 2.1) Personal details                              | <input type="checkbox"/> | 8. Incorrect contribution amount                           | <input type="checkbox"/> |
| 2.2) Employment details                            | <input type="checkbox"/> | 9. Request for duplicate PRAN card not initiated by PAO    | <input type="checkbox"/> |
| 2.3) Nomination details                            | <input type="checkbox"/> | 10. Request for I-Pin reissue not initiated by PAO         | <input type="checkbox"/> |
| 2.4) Scheme setup details                          | <input type="checkbox"/> | 11. Request for T-Pin reissue not initiated by PAO         | <input type="checkbox"/> |
| 3. Switch instruction executed incorrectly         | <input type="checkbox"/> |  |                          |
| 4. Switch instruction not executed.                | <input type="checkbox"/> |  |                          |
| 5. Delay in executing switch instruction           | <input type="checkbox"/> |  |                          |

Provisional Receipt Number/ transaction id (if applicable) 

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**4. Details of the grievance \*(Not more than 2000 characters)**  

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**Signature of the subscriber**

<b>Date of Receipt</b>
<b>CRA stamp (to be filled at CRA)</b>

- Instructions for filling the form**
- Fields marked as (\*) are mandatory.
  - This form is to be used by the subscriber only
  - Please quote the Provisional Receipt Number if available.
  - Please tick the nature of grievance in Sr. No. 3 and mention the details in the Sr. No. 4. If space is insufficient please attach additional sheet mentioning the PRAN and grievance details.
  - This form is to be submitted at Central Recordkeeping Agency, Protean eGov Technologies Limited (formerly NSDL e-Governance Infrastructure Limited), Times Tower, 1st Floor, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel (W), Mumbai – 400013
  - You can check the status of the grievance by quoting the ticket no at the CRA website or enquire at call center
  - The ticket number for reference and grievance resolution letter will be sent at the email id registered with CRA and to the PAO email id. If you have not registered the email id, please provide the same.