Protean eGov Technologies Limited

STANDARD OPERATING PROCEDURE (SoP)

Grievance Module for NPS-Lite/APY Subscribers

Version 1.0

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REVISION HISTORY

Sr. No.	Date of Revision	Ver	Section Number	Description of Change
1	05-Sept-2024	1.0	-	Initial Version

Index

Sr. no.	Process	Page number
1	CGMS Flow	4
2	Lodge a grievance	4
3	Status of grievance	11

CGMS Flow

Central Grievance Management System (CGMS) is a platform provided by CRA to the entities for registering their grievances in the CRA system. For raising a grievance, the entity needs to be registered and in active status in the CRA system. An option has been provided to the NPS Lite subscribers to register their grievances. The NPS Lite/APY subscribers will be able to raise the grievances directly on the CRA website (https://www.npscra.proteantech.in/) without logging in.

Once the grievance is raised by the subscriber, Token Number will be generated as an acknowledgement for the grievance. An SMS (containing the token number) is sent to the mobile number provided by the subscriber during lodging of the grievance. The grievance raised by the subscriber is forwarded through NPS Lite system to the concerned NPS Lite Accounts Office (NLAO) for resolution. This document provides the detailed process for lodging of grievances by the NPS Lite subscriber.

1. The detailed process through which a subscriber will lodge a grievance is explained below:

The subscriber will be required to access CRA website https://www.npscra.proteantech.in/ and click on the "Subscriber's corner" menu on home page.

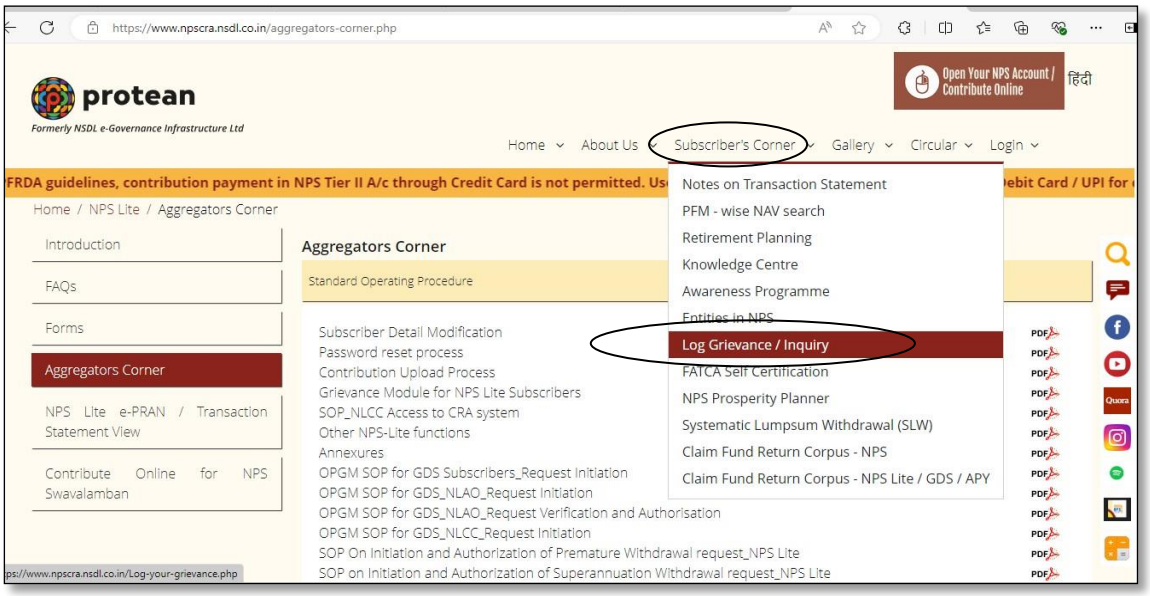

Figure 1

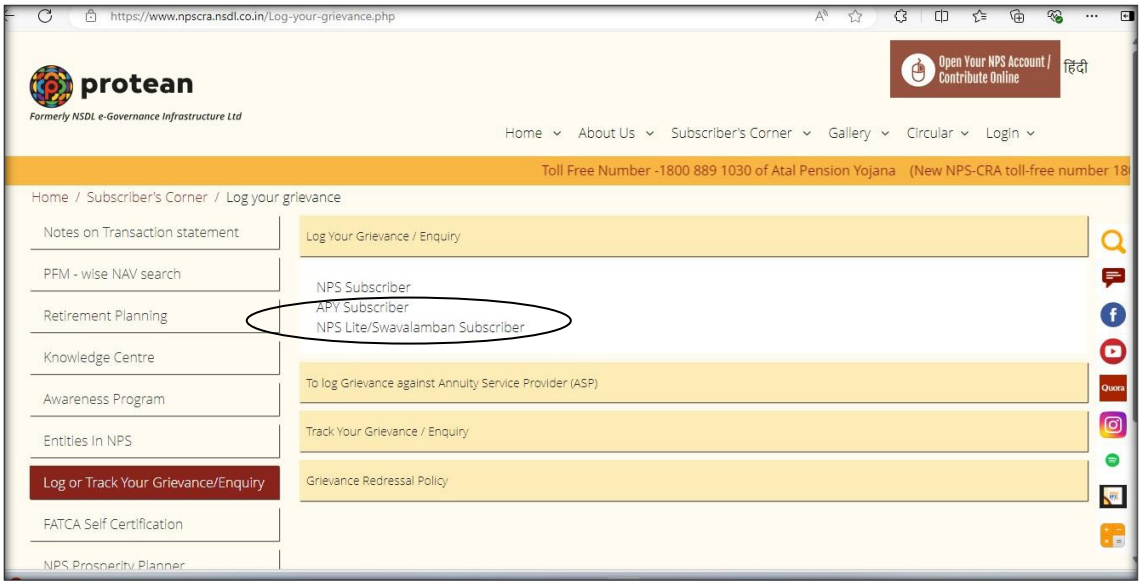

Figure 2

- Subsequently, the subscriber is required to select "Log Grievance/Enquiry" and then "NPS Lite/Swavalamban Subscriber" option.

2. A link will be displayed Information page where NPS Lite subscriber can read information and get Frequently Asked Questions (FAQs) link. Further, option is available if subscriber want to select English and Hindi Language

   In case the available information does not address queries, then the subscriber may click on 'Proceed'.

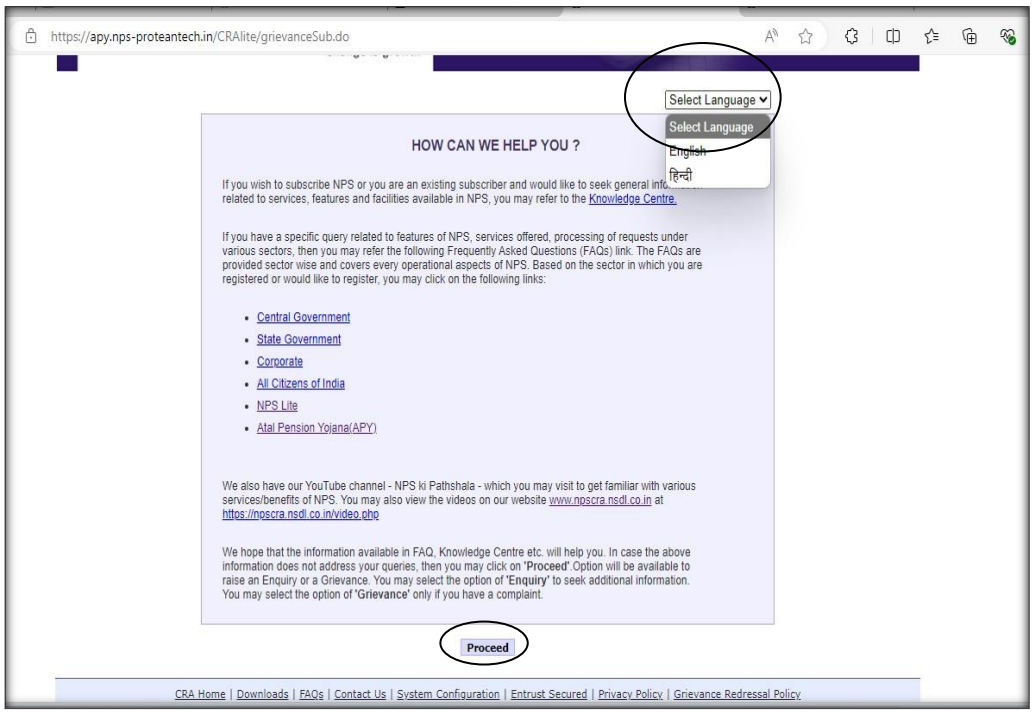

Figure 3

3. System will display next page two option is provided wherein subscriber can raise grievance with PRAN or without PRAN

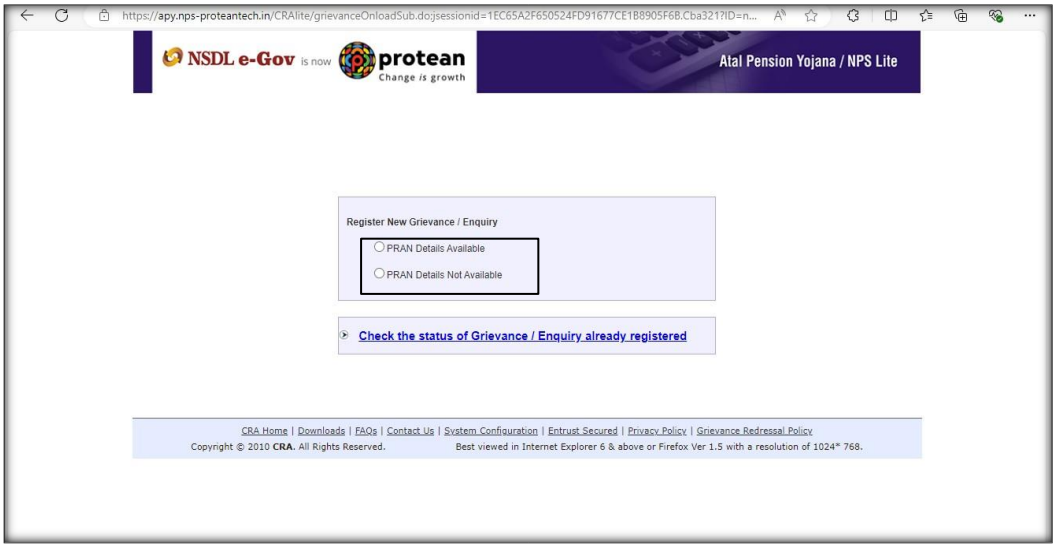

Figure 4

4. In case a subscriber continues with PRAN, he/she is required to provide his /her PRAN in the designated field and need to fill captcha and click on submit. If PRAN is provided the mapped office for the subscriber's PRAN gets automatically reflected on the screen once he submits.

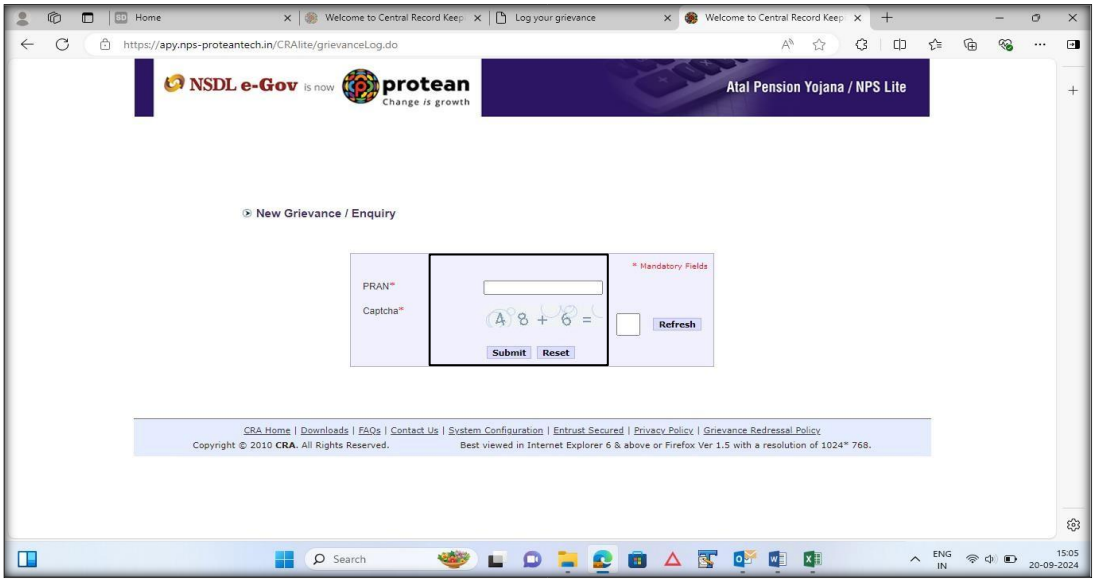

Figure 5

5. On the next page, the subscriber is required to provide the details below:
    - Mobile number, email id. The updates about the grievance lodged by the subscriber such as Token Number, status of resolution, etc. will be sent on this mobile number

    - Subscriber is required to select sector i.e. Atal Pension Yojana or NPS Lite (Swavalamban /GDS) and Grievance type need to select i.e Enquire or Grievance.

    - There will be a drop down menu for grievance category and subcategory. Different types of possible grievances are available which subscriber can select.

    - A text box has been provided i.e. “Grievance Description” option wherein the subscriber is required to mention the details of the grievance. Any supporting document can also be uploaded.

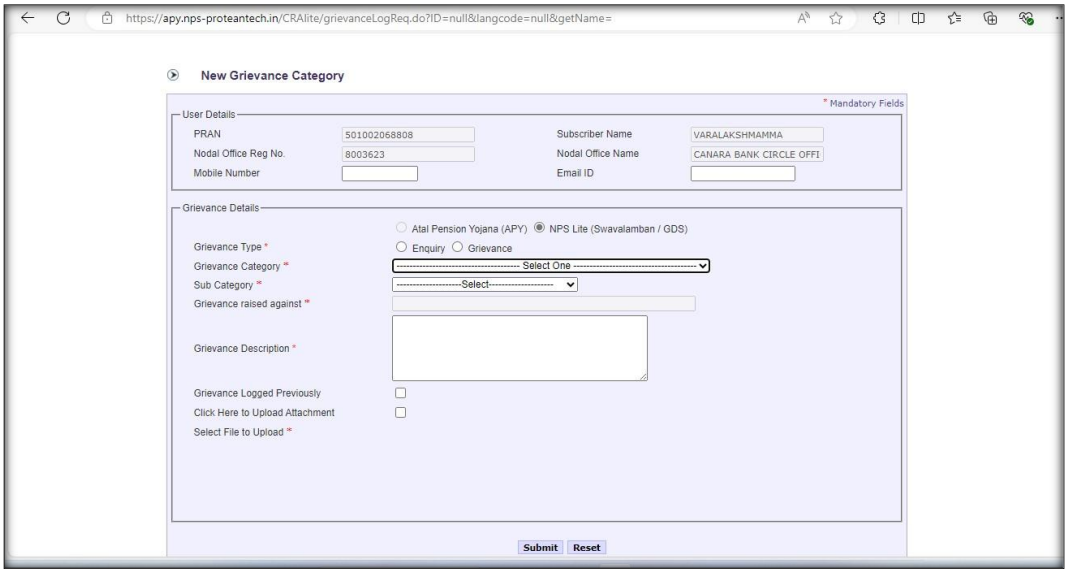

Figure 6

6. Once the mandatory details are entered, subscriber is required to submit the request. Upon successful submission, a Token Number will be generated.

Figure 7

7. In case subscriber go without PRAN option, grievance page will be displayed (as per Figure 8) and subscriber is required to provide below details:

   - Mobile number, email id. The updates about the grievance lodged by the subscriber such as Token Number, status of resolution, etc. will be sent on this mobile number

   - Subscribers are required to select sector i.e. Atal Pension Yojana or NPS Lite (Swavalamban /GDS) and Grievance type need to select i.e Enquire or Grievance.

   - There will be a drop down menu for grievance category and subcategory. Different types of possible grievances is available which subscriber can select.

- A text box has been provided i.e. “Grievance Description ” option wherein the subscriber is required to mention the details of the grievance

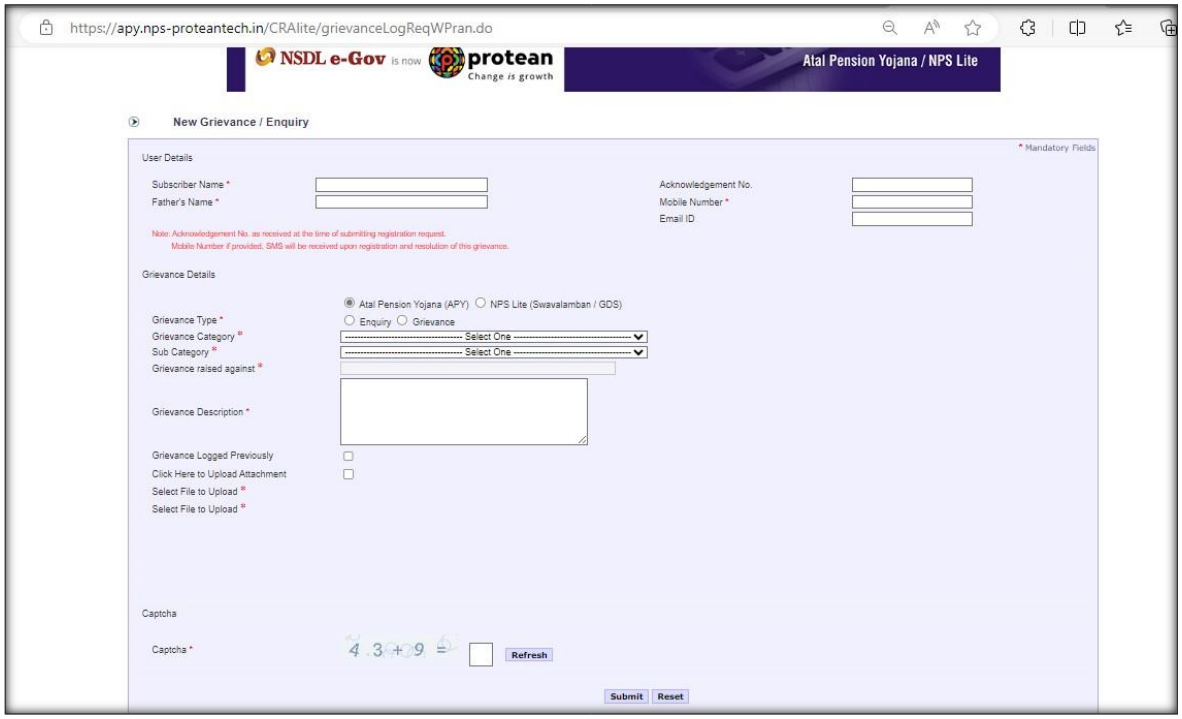

Figure 8

8. Once the mandatory details are entered, subscriber is required to submit the request. Upon successful submission, a Token Number will be generated.

Figure 9

Check the Status of grievance already registered:

1. The Subscriber can check the status of the grievance registered by him / her. The Subscriber is required to follow below steps.

- The subscriber will be required to access CRA website https://www.npscra.proteantech.in/ and click on the "Subscriber's corner" menu on home page.
- Subsequently, the subscriber is required to select "Log Grievance/Enquiry" and then "Track your Grievance / Enquiry" -> "NPS Lite/Swavalamban Subscriber" option
- A link will be displayed Information page, then subscriber may click on 'Proceed'.
- select the option "Check the status of grievance already/registered"

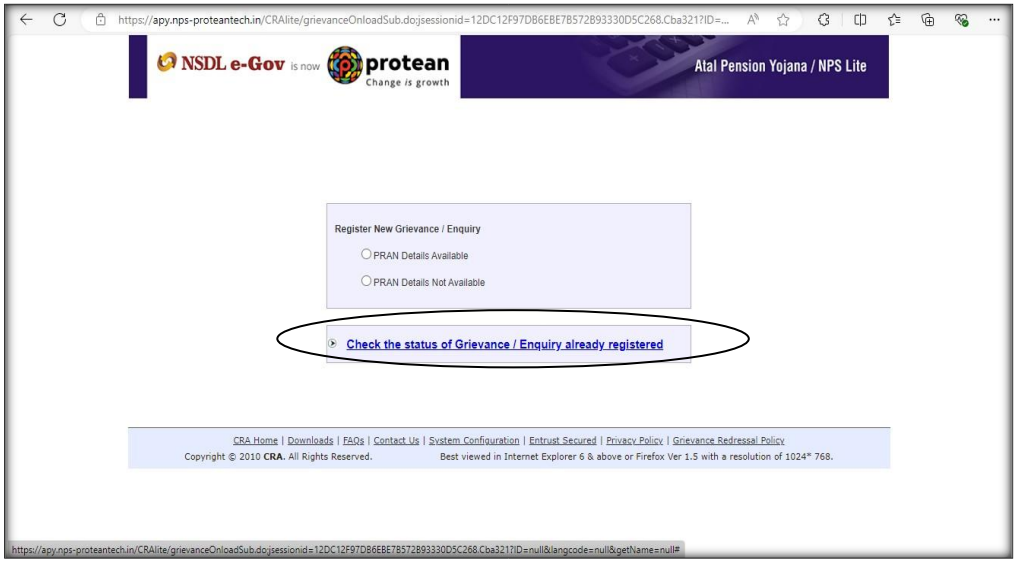

Figure 10

- The Subscriber is required to provide 'Token Number' generated at the time of raising the grievance. In case the subscriber does not remember the Token number, he/she can view the status of the grievance by providing his/her PRAN and then need to fill captcha. The status of the grievance in the CRA (whether it is assigned or resolved) will appear.

Figure 11

In the 'Check the status of grievance', once the grievance is resolved by the NLAO in the CRA system, the status of grievance will appear as "Resolved". Subscribers will be sent an SMS (in the mobile number provided at the lodging of grievance) intimating the same. On clicking on Token No. hyperlink, the subscriber can view all the details of grievance including Grievance Description, Status, Resolution Remarks etc.

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