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No. DDP/I/NPS/18/Order/VOL-XXV

Dated- 26.10.2015.

TO

- (I) The Area Accounts Office
Bivar Road Shillong- 793001
(II) The PAO(ORs) ARC Shillong
Happy Valley, Shillong- 793007
(III) The PAO(ORs) 58 GTC
Happy valley, Shillong- 793007
(IV) All the AOs GE/AGE(I)

SUBJECT: FORWARDING OF NPS CIRCULAR.

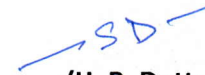
The following circular regarding **GRIEVANCE RESOLUTION BY MONITORING OFFICES IN THE CRA SYSTEM** IS forwarded herewith for your guidance and necessary action please.

Circular No & Date

CRA/PO&RI/Master/2015/008 dated- 12.10.2015.

In case any further clarification is required in this regard, you may contact Mr. Sunny Gonsalves at 022-24994856 (e-mail ID- sunnyg@nsdl.co.in) or Mr. Avdhoot Shetye at 022-24994949 (e-mail ID- avdhoots@nsdl.co.in).

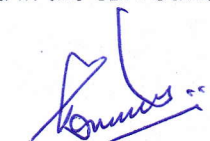
Enclosure: As above.


(H. B. Dutta)
Sr. Accounts Officer

Copy to:

✓ The officer incharge
EDP Section
(Local)

:with the request to upload in the CDA Guwahati website.


(H. B. Dutta)
Sr. Accounts Officer

NSDL e-Governance Infrastructure Limited
Central Recordkeeping Agency
Circular



Circular No: CRA/PO&RI/Master/2015/008

October 12, 2015

Sub: Grievance resolution by Monitoring Offices in the CRA system

All the Nodal Offices (Pr.AO/PAO/CDDO) are hereby informed that a facility to submit resolution remarks for grievances is now made available to the monitoring offices (Pr.AO).

At present, only the PAOs/CDDOs can provide resolution remarks for the grievances raised against them by their associated subscribers in Central Grievance Management System (CGMS) module. However, the mapped Pr.AOs can monitor the status of the grievances (Token No) raised against underlying PAOs/CDDOs. Now, with the new facility made available in the CRA system, the Monitoring Offices along with the PAOs/CDDOs can also provide resolution remarks to the pending grievances raised by their underlying subscribers. The Monitoring Offices are required to login to the CRA system (www.cra-nsdl.com) and select '**Grievance Resolution**' in CGMS module. The User is required to provide resolution remarks against the pending grievance and 'Submit'. The Nodal Office User can check the status of grievance raised by underlying subscriber in 'Grievance Status View'.

In case of any further clarification in this regard, you may contact Mr. Sunny Gonsalves at 022-24994856 (E-mail ID - sunnyg@nsdl.co.in) or Mr. Avdhoot Shetye at 022-24994949 (E-mail ID - avdhoots@nsdl.co.in).

For and on behalf of

NSDL e-Governance Infrastructure Limited

Mandar Karlekar
Asst. Vice President