

## **Circular**

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

October 12, 2015

### **Sub: Grievance resolution by Monitoring Offices in the CRA system**

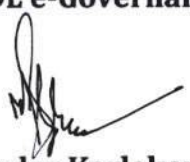
All the Nodal Offices (Pr.AO/PAO/CDDO) are hereby informed that a facility to submit resolution remarks for grievances is now made available to the monitoring offices (Pr.AO).

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](http://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](mailto:sunnyg@nsdl.co.in)) or Mr. Avdhoot Shetye at 022-24994949 (E-mail ID - [avdhoots@nsdl.co.in](mailto:avdhoots@nsdl.co.in)).

For and on behalf of

**NSDL e-Governance Infrastructure Limited**

  
**Mandar Karlekar**  
**Asst. Vice President**