SUBSCRIBER GRIEVANCE REGISTRATION FORM

Annexure G1

(to be used by subscriber only)

1. Subscriber Information:

NAME

PRAN (Permanent Retirement Account Number) *

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

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)
   - 1.1) Personal ☐
   - 1.2) Employment ☐
   - 1.3) Nomination ☐
   - 1.4) Scheme setup ☐
2. Statement of transaction not received. ☐
3. Change in signature / photograph request not updated ☐

B. Grievance against PAO / Nodal Office

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

Provisional Receipt Number / transaction id*(if applicable)*

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

	Date of Receipt
Signature of the subscriber	**CRA stamp (to be filled at CRA)**

Instructions for filling the form

1. Fields marked as (*) are mandatory.
2. This form is to be used by the subscriber only
3. Please quote the Provisional Receipt Number if available.
4. 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.
5. This form is to be submitted at CRA address, NSDL, 4th Floor, 'A' Wing, Trade World, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai-400013
6. You can check the status of the grievance by quoting the ticket no at the CRA website or enquire at call center
7. 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.

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