Form G1

# National Pension System

## Subscriber Grievance Registration Form

**(to be used by subscriber only)**

**1. Subscriber Information:**

NAME

PRAN ( Permanent Retirement Account Number) *

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

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

| | |
|---|---|
| **A Grievance against CRA** | |
| 1 PRAN related | |
| a Incorrect PRAN details ☐ | 3 Statement of Accounts ☐ |
| b PRAN card not received ☐ | 4 Scheme related ☐ |
| c PRAN not received ☐ | 5 Email / SMS alerts ☐ |
| d Account not in active status ☐ | 6 Change in Signature / photograph request ☐ |
| e Others ☐ | |
| 2 Pin related | |
| a One Time Password (OTP) not received ☐ | |
| b PIN Mailer not received ☐ | |
| c PIN not legible ☐ | |
| d Others ☐ | |
| **B Grievance against Nodal Office** | |
| 1 PRAN related | |
| a Incorrect PRAN details ☐ | 2 Contribution ☐ |
| b PRAN card not received ☐ | 3 Withdrawal ☐ |
| c PRAN not received ☐ | 4 Scheme related ☐ |
| d Account not in active status ☐ | 5 Change request ☐ |
| e Others ☐ | |

Provisional Receipt Number/ Acknowledgment 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 Central Recordkeeping Agency, Selenium Building, Tower-B, Plot No- 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddi,Telangana, India, 500032
6. You can check the status of the grievance by quoting the ticket no at the CRA website https://nps.kfintech.com Toll Free No:1800 208 1516
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.