

**NSDL e-Governance Infrastructure Limited**  
**Central Recordkeeping Agency**



**Circular**

Circular No: CRA/PO&RI/Master/2015/009

October 26, 2015

**Sub: Pop-up for resolution of pending grievances in the CRA system**

All the Nodal Offices (Pr.AO/PAO/CDDO) are hereby informed that an alert for Nodal Offices in the form of a 'pop-up window' for resolution of pending grievances has been developed in CRA system.

The Nodal Offices, upon logging into CRA system ([www.cra-nsdl.com](http://www.cra-nsdl.com)) will get a pop-up alert on the home page, displaying the count of grievances pending (if any) for more than 30 days. The Offices will have two options i.e., either to resolve the grievances immediately by selecting the option '**Resolve Now**' (which will guide the user to 'grievance resolution' screen) or to select '**Resolve Later**' to continue with regular operations and provide resolutions to the grievances later. The pop-up window will be a reminder to all the Nodal Offices which have any grievance pending for resolution beyond 30 days in Central Grievance Management System (CGMS) module. This pop-up will be displayed on each login till resolution of all such pending grievances.

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