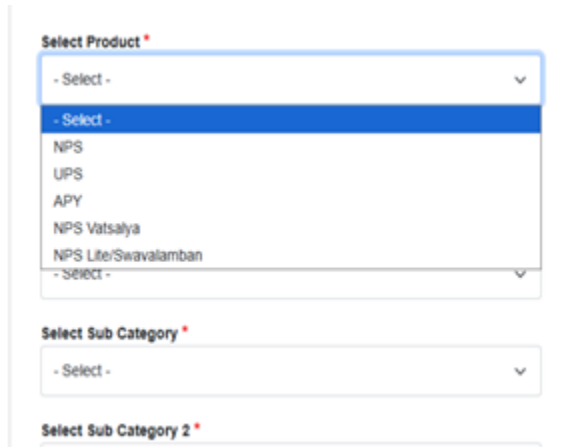


Manual for Grievance Form

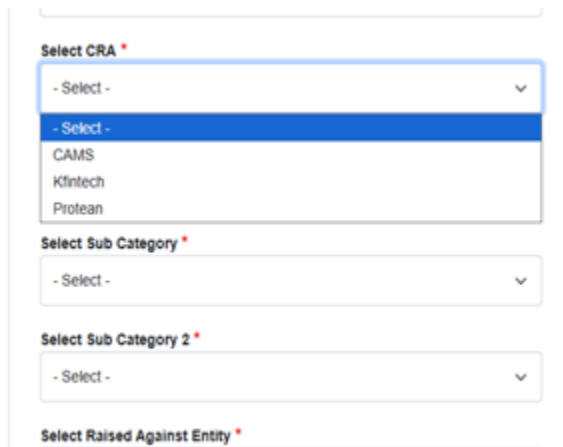
To begin with, subscribers are kindly requested to lodge the grievance on the Central Grievance Management System (CGMS) before filling this form..

Step 1: Please select the appropriate product from the given dropdown list.



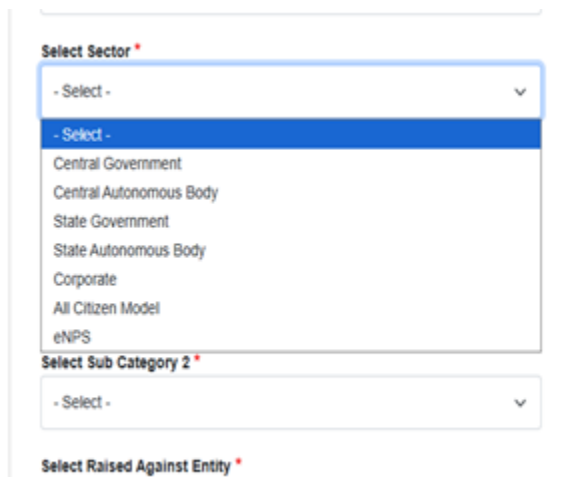
The screenshot shows a web form with three dropdown menus. The first dropdown, labeled 'Select Product *', is open and displays a list of options: '- Select -', '- Select -', 'NPS', 'UPS', 'APY', 'NPS Vatsalya', 'NPS Life/Swavalamban', and '- Select -'. The second dropdown, labeled 'Select Sub Category *', and the third dropdown, labeled 'Select Sub Category 2 *', are both closed and show '- Select -'.

Step 2: From the dropdown list, choose the CRA your account is registered with.



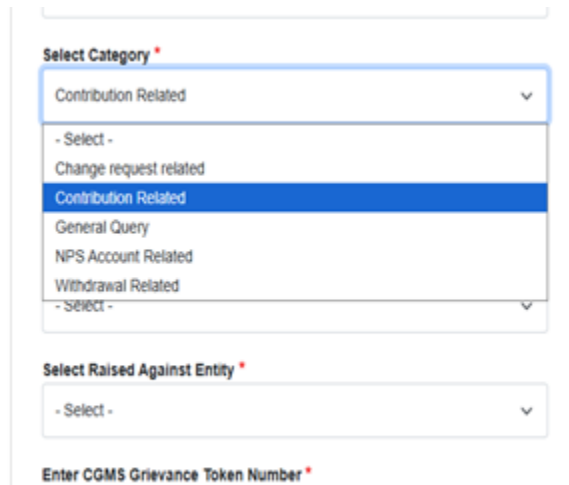
The screenshot shows the same web form as in Step 1. The first dropdown, labeled 'Select CRA *', is open and displays a list of options: '- Select -', '- Select -', 'CAMS', 'Klitech', and 'Protean'. The second dropdown, labeled 'Select Sub Category *', and the third dropdown, labeled 'Select Sub Category 2 *', are both closed and show '- Select -'. A fourth dropdown, labeled 'Select Raised Against Entity *', is visible at the bottom and is closed, showing '- Select -'.

Step 3: Please select the appropriate sector you belong to from the dropdown list.



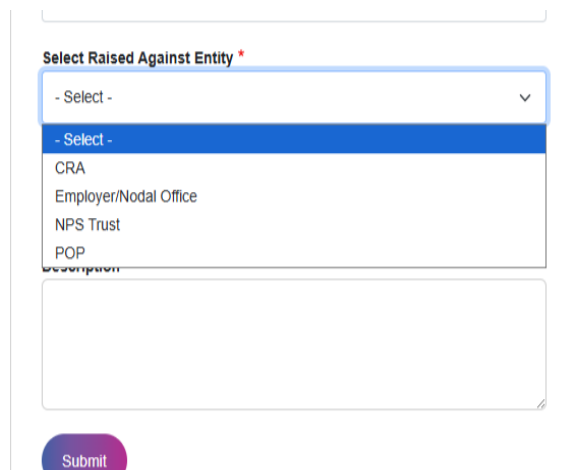
The screenshot shows the same web form as in Step 2. The first dropdown, labeled 'Select Sector *', is open and displays a list of options: '- Select -', '- Select -', 'Central Government', 'Central Autonomous Body', 'State Government', 'State Autonomous Body', 'Corporate', 'All Citizen Model', and 'eNPS'. The second dropdown, labeled 'Select Sub Category 2 *', and the third dropdown, labeled 'Select Raised Against Entity *', are both closed and show '- Select -'.

Step 4: Please select the relevant category, subcategory and subcategory 2 of your grievance from the respective dropdown lists.



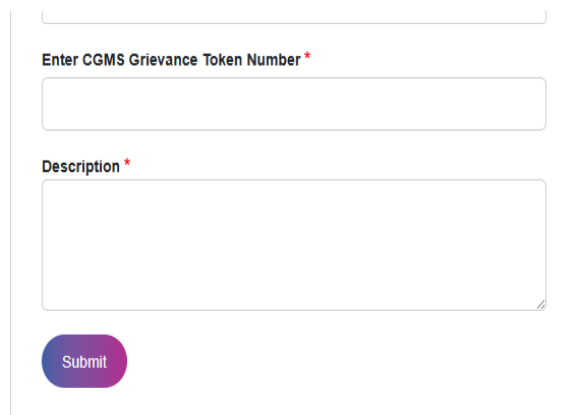
The screenshot shows a web form with two dropdown menus. The first dropdown, labeled "Select Category *", has a list of options: "Contribution Related", "- Select -", "Change request related", "Contribution Related" (highlighted in blue), "General Query", "NPS Account Related", "Withdrawal Related", and "- Select -". The second dropdown, labeled "Select Raised Against Entity *", has a single option: "- Select -". Below these dropdowns is a text input field labeled "Enter CGMS Grievance Token Number *".

Step 5: Kindly choose the concerned entity from the dropdown list against which your grievance pertains.



The screenshot shows a web form with a dropdown menu labeled "Select Raised Against Entity *". The dropdown list includes: "- Select -", "- Select -" (highlighted in blue), "CRA", "Employer/Nodal Office", "NPS Trust", and "POP". Below the dropdown is a text input field. At the bottom of the form is a purple "Submit" button.

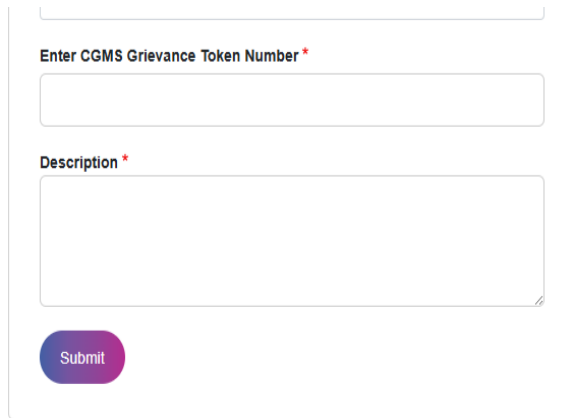
Step 6: Please enter CGMS Token Number associated with your grievance.



The screenshot shows a web form with two input fields. The first is a text input field labeled "Enter CGMS Grievance Token Number *". The second is a larger text area labeled "Description *". At the bottom of the form is a purple "Submit" button.

Disclaimer: It is requested to kindly generate the Token Number on the CGMS Portal (mandatory). Subscribers must ensure their Token Number is accurate and valid, as all communications will be sent to the details available under the same.

Step 7: Please provide a brief description of your grievance with a word count between 20 words and 200 words.



The form is a vertical rectangle with a light gray border. At the top, there is a small, empty rectangular input field. Below it, the text "Enter CGMS Grievance Token Number *" is displayed in a small, dark font. Underneath this text is a larger, empty rectangular input field. Below that, the text "Description *" is displayed in a small, dark font. Underneath this text is a large, empty rectangular text area with a small cursor icon at the bottom right. At the bottom left of the form is a purple, rounded rectangular button with the word "Submit" in white text.

Upon submission, necessary communication shall be made on the contact details available under the CGMS token number provided.