

**Incident Management
Instructions
For NFRA 2 e-Form**

NFRA 2 Form Landing Page

Step 1: Enter the URL (www.eformnfra2.nic.in). User will land on “Homepage”, having the prerequisites for submitting the NFRA 2 Form. Refer **Screenshot 1**.

NFRA-2 eForm
National Financial Reporting Authority

Home Sign In Sign up Forgot Password User Manual Help

Prerequisites for NFRA 2 Form

During the process of submitting form, user needs to have following details/documents before proceeding with form filling.

1. Limited Liability Partnership Identification Number (LLPIN) or any other registration Number of the firm
2. Income Tax PAN of Auditor (for Indian firm)
3. Registration number of Auditor with the regulator/agency
4. The following details of the companies that need to be filled in:
 - I. Name of Company/Body Corporate
 - II. CIN / PAN of Company /Body Corporate Or FCRN of the company or Identity number of body corporate
 - III. Global Location Number of Company/Body Corporate (if applicable)
 - IV. Details of the Fees received by the Auditor from Company/Body Corporate
 - V. Currency Conversion rate (if fees received in Foreign Currency)
5. Network Registration Number of the auditor with ICAI
6. Details of the Partners of the auditor
7. Number of employees employed by the auditor
8. Digital Signature Certificate (DSC) of User

List of DSC providers

1. e-Mudhra
2. SafeScript
3. (n)Code Solution
4. TCS-CA
5. Capricorn
6. Verasys

Technical Requirements for the Application

1. For JAVA
Download the latest version of JAVA from here [Click Here](#) for **In case it does not work, please download offline version by clicking this link** [Click Here](#)
2. DSC Signer Service
Download the utility from this link for **WINDOWS** [Click Here](#)

1. For registering any Technical issue, click [here](#)

2. For Domain related query, mail at helpdesk@nfra.gov.in
(Note : Please mention "NFRA-2:Company Name" in the subject line)

Note: NFRA-2 e-Form live since 9th December 2019.

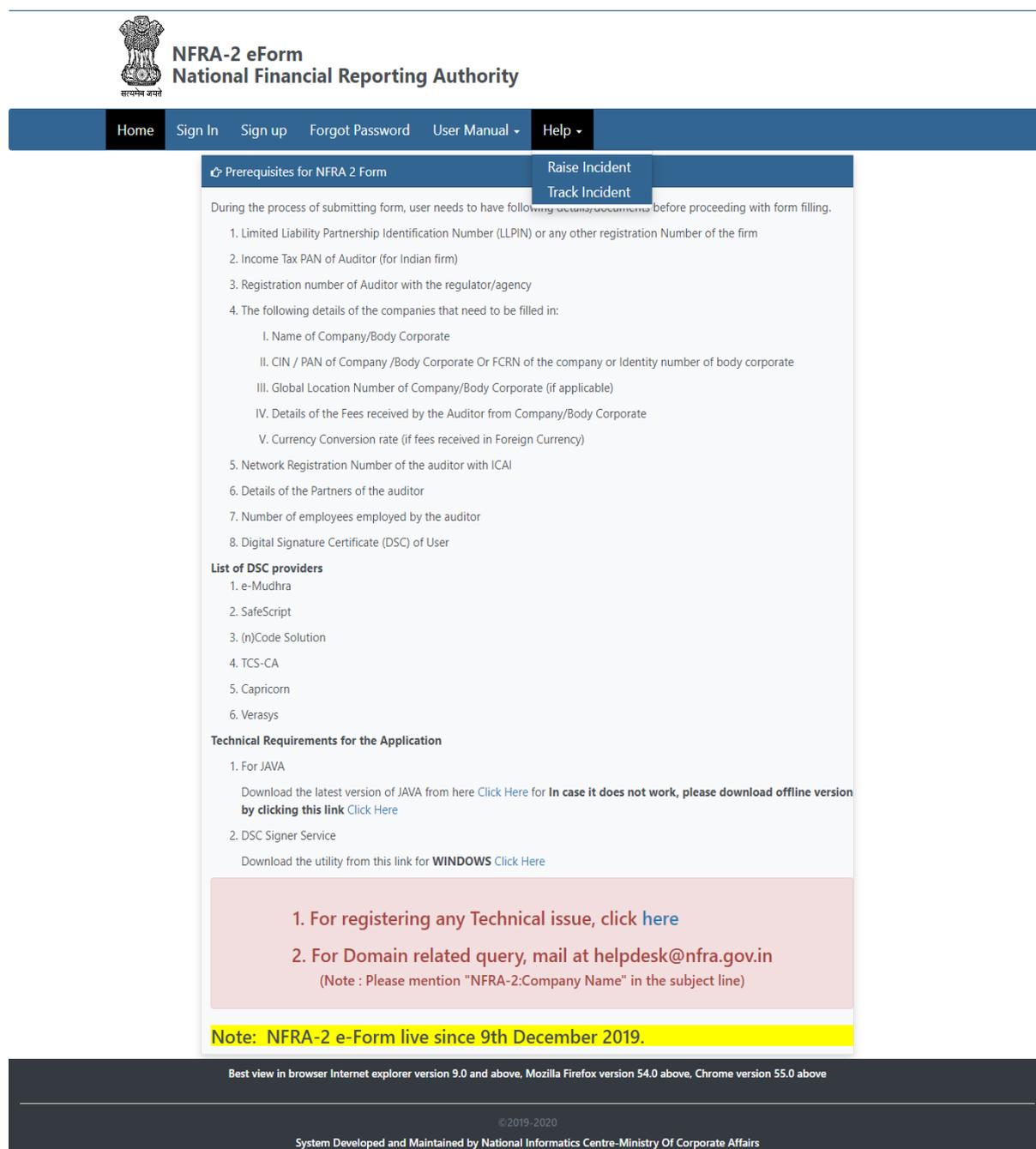
Best view in browser Internet explorer version 9.0 and above, Mozilla Firefox version 54.0 above, Chrome version 55.0 above

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Screenshot 1

Raising New Incident

Step 2: Click on Raise Incident option in Help menu for raising new incident on the portal, as shown in **Screenshot 2**.



The screenshot displays the NFRA-2 eForm portal interface. At the top left is the NFRA logo with the motto 'सत्यमेव जयते'. The header includes the text 'NFRA-2 eForm National Financial Reporting Authority'. A navigation bar contains links for Home, Sign In, Sign up, Forgot Password, User Manual, and Help. The Help menu is expanded, showing 'Raise Incident' and 'Track Incident' options. The main content area is titled 'Prerequisites for NFRA 2 Form' and lists requirements for submitting a form, such as having an LLPIN, Income Tax PAN, Auditor registration number, and company details. It also provides a list of DSC providers and technical requirements for the application. A yellow banner at the bottom states 'Note: NFRA-2 e-Form live since 9th December 2019.' The footer contains browser compatibility information, copyright details for 2019-2020, and the system developer: National Informatics Centre-Ministry Of Corporate Affairs.

Home Sign In Sign up Forgot Password User Manual **Help**

Prerequisites for NFRA 2 Form **Raise Incident**
Track Incident

During the process of submitting form, user needs to have following documents before proceeding with form filling.

1. Limited Liability Partnership Identification Number (LLPIN) or any other registration Number of the firm
2. Income Tax PAN of Auditor (for Indian firm)
3. Registration number of Auditor with the regulator/agency
4. The following details of the companies that need to be filled in:
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 - III. Global Location Number of Company/Body Corporate (if applicable)
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List of DSC providers

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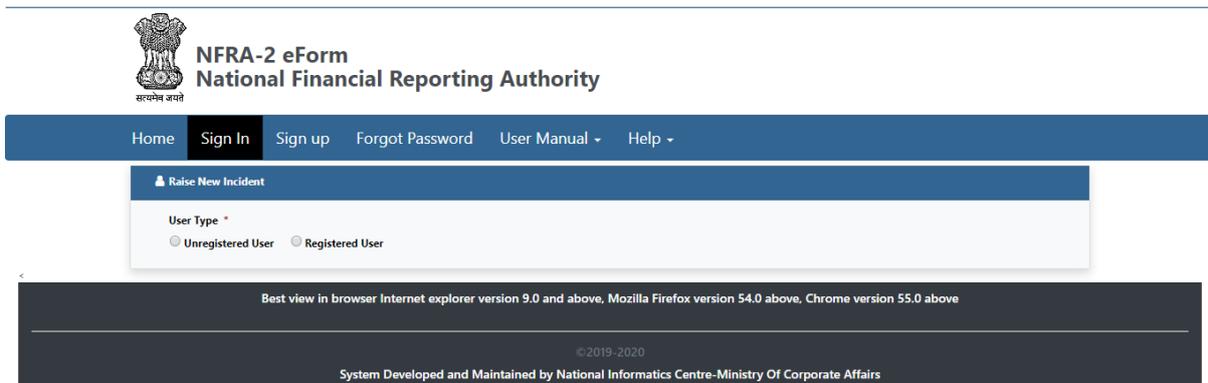
Note: NFRA-2 e-Form live since 9th December 2019.

Best view in browser Internet explorer version 9.0 and above, Mozilla Firefox version 54.0 above, Chrome version 55.0 above

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Screenshot 2

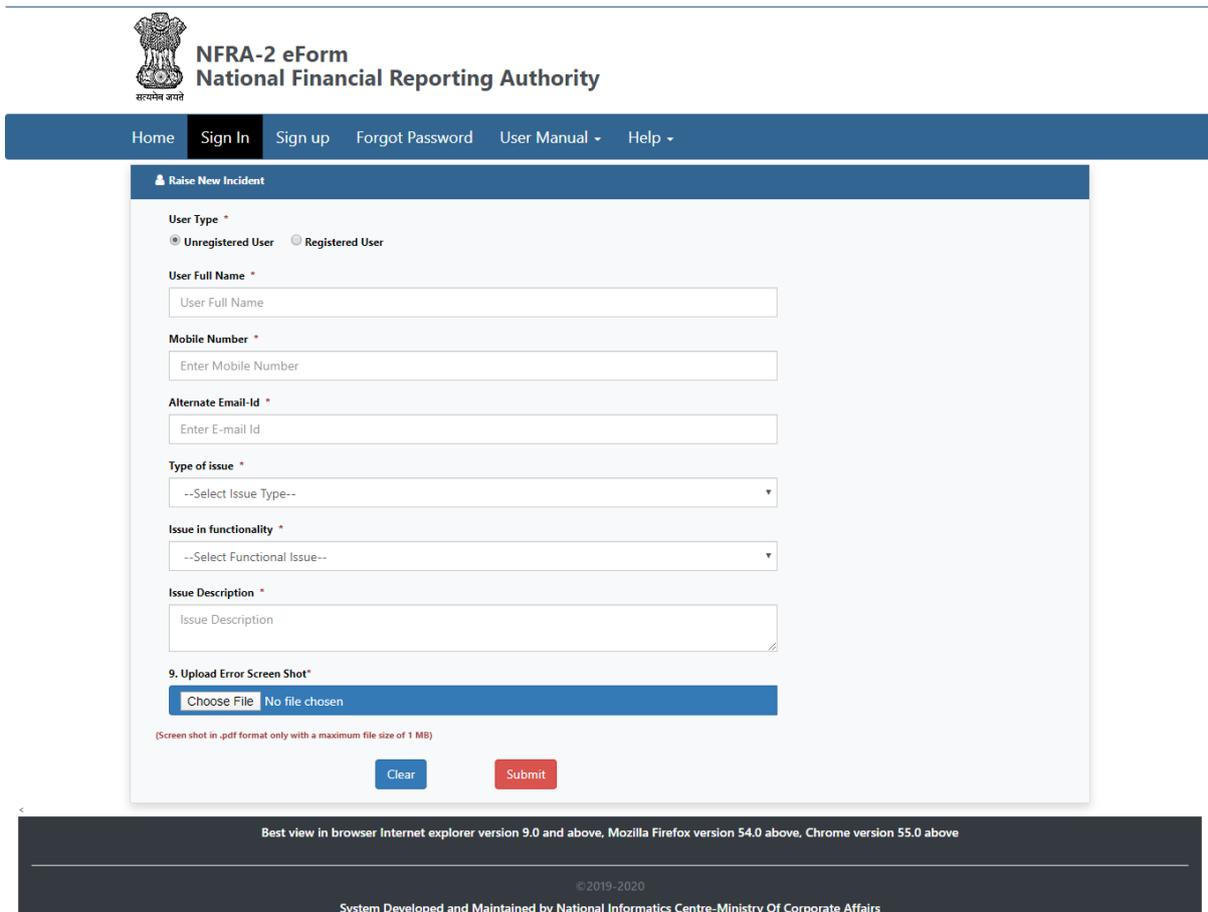
Step 3: If the user has already registered for filing NFRA 2 form, select the Registered User option. If the user has not registered for filing NFRA 2 form, select the Unregistered User option. Refer **Screenshot 3**.



The screenshot shows the NFRA-2 eForm National Financial Reporting Authority interface. At the top, there is a navigation bar with links for Home, Sign In, Sign up, Forgot Password, User Manual, and Help. Below the navigation bar, the 'Raise New Incident' form is displayed. The 'User Type' dropdown menu is open, showing two options: 'Unregistered User' (selected) and 'Registered User'. The footer of the page contains the text: 'Best view in browser Internet explorer version 9.0 and above, Mozilla Firefox version 54.0 above, Chrome version 55.0 above', '© 2019-2020', and 'System Developed and Maintained by National Informatics Centre-Ministry Of Corporate Affairs'.

Screenshot 3

Step 4.A: Unregistered users shall fill in relevant details like User Name and Contact Details. User will then select from a list of issues present in the system. User will need to describe the issue in text box provided and attach screenshot of the issue being faced. Refer **Screenshot 4.A**.



The screenshot shows the NFRA-2 eForm National Financial Reporting Authority interface. At the top, there is a navigation bar with links for Home, Sign In, Sign up, Forgot Password, User Manual, and Help. Below the navigation bar, the 'Raise New Incident' form is displayed. The 'User Type' dropdown menu is open, showing two options: 'Unregistered User' (selected) and 'Registered User'. The form fields include: 'User Full Name' (text input), 'Mobile Number' (text input), 'Alternate Email-Id' (text input), 'Type of issue' (dropdown menu), 'Issue in functionality' (dropdown menu), 'Issue Description' (text area), and '9. Upload Error Screen Shot' (file upload button). The footer of the page contains the text: 'Best view in browser Internet explorer version 9.0 and above, Mozilla Firefox version 54.0 above, Chrome version 55.0 above', '© 2019-2020', and 'System Developed and Maintained by National Informatics Centre-Ministry Of Corporate Affairs'.

Screenshot 4.A

Step 4.B: Registered users shall provide their registered email or user ID, basis which their name and contact details will be auto fetched from the system. User will then select from a list of issues present in the system. User will need to describe the issue in text box provided and attach screenshot of the issue being faced. Refer **Screenshot 4.B**.

The screenshot shows the 'Raise New Incident' form in the NFRA-2 eForm system. The form is titled 'Raise New Incident' and includes the following fields and options:

- User Type ***: Radio buttons for 'Unregistered User' and 'Registered User' (selected).
- Registered Email/ User Id ***: Text input field with placeholder 'User Id'.
- User Full Name ***: Text input field with placeholder 'User Full Name'.
- Mobile Number ***: Text input field with placeholder 'Enter Mobile Number'.
- Alternate Email-Id ***: Text input field with placeholder 'Enter E-mail Id'.
- Type of issue ***: Dropdown menu with placeholder '--Select Issue Type--'.
- Issue in functionality ***: Dropdown menu with placeholder '--Select Functional Issue--'.
- Issue Description ***: Text area with placeholder 'Issue Description'.
- 9. Upload Error Screen Shot***: File upload button labeled 'Choose File' and 'No file chosen'.

Below the form, there is a footer with the text: 'Best view in browser Internet explorer version 9.0 and above, Mozilla Firefox version 54.0 above, Chrome version 55.0 above', '©2019-2020', and 'System Developed and Maintained by National Informatics Centre-Ministry Of Corporate Affairs'.

Screenshot 4.B

Step 5: Upon successful submission of the incident, both registered and unregistered users will get a system generated incident number. The user may note this number for future references and correspondences. Refer **Screenshot 5**.

The screenshot shows a 'Success' message in the NFRA-2 eForm system. The message is displayed in a green box and reads: 'Incident has been submitted successfully with incident number: IN1000032'. Below the message, there is a link labeled 'Home'.

Below the message, there is a footer with the text: 'Best view in browser Internet explorer version 9.0 and above, Mozilla Firefox version 54.0 above, Chrome version 55.0 above', '©2019-2020', and 'System Developed and Maintained by National Informatics Centre-Ministry Of Corporate Affairs'.

Screenshot 5.

Tracking Raised Incident

Step 6: To track the status of resolution of incidents raised by the user, user shall make use of Track Incident functionality. Click on Track Incident option in Help menu for tracking incidents on the portal, as shown in **Screenshot 6**.

The screenshot displays the NFRA-2 eForm portal interface. At the top left is the NFRA logo with the text 'NFRA-2 eForm National Financial Reporting Authority'. Below the logo is the motto 'सत्यमेव जयते'. A navigation bar contains links for Home, Sign In, Sign up, Forgot Password, User Manual, and Help. The Help menu is open, showing options for Prerequisites for NFRA 2 Form, Raise Incident, and Track Incident. The Track Incident option is highlighted. Below the navigation bar, the 'Prerequisites for NFRA 2 Form' section lists 8 items: 1. Limited Liability Partnership Identification Number (LLPIN) or any other registration Number of the firm; 2. Income Tax PAN of Auditor (for Indian firm); 3. Registration number of Auditor with the regulator/agency; 4. The following details of the companies that need to be filled in: I. Name of Company/Body Corporate; II. CIN / PAN of Company /Body Corporate Or FCRN of the company or Identity number of body corporate; III. Global Location Number of Company/Body Corporate (if applicable); IV. Details of the Fees received by the Auditor from Company/Body Corporate; V. Currency Conversion rate (if fees received in Foreign Currency); 5. Network Registration Number of the auditor with ICAI; 6. Details of the Partners of the auditor; 7. Number of employees employed by the auditor; 8. Digital Signature Certificate (DSC) of User. Below this is a 'List of DSC providers' with 6 items: 1. e-Mudhra; 2. SafeScript; 3. (n)Code Solution; 4. TCS-CA; 5. Capricorn; 6. Verasys. Next is 'Technical Requirements for the Application' with 2 items: 1. For JAVA: Download the latest version of JAVA from here [Click Here](#) for In case it does not work, please download offline version by clicking this link [Click Here](#); 2. DSC Signer Service: Download the utility from this link for WINDOWS [Click Here](#). A pink box contains instructions: '1. For registering any Technical issue, click here' and '2. For Domain related query, mail at helpdesk@nfra.gov.in (Note : Please mention "NFRA-2:Company Name" in the subject line)'. A yellow box at the bottom states: 'Note: NFRA-2 e-Form live since 9th December 2019.' The footer contains browser compatibility information, copyright notice (© 2019-2020), and system development details: 'System Developed and Maintained by National Informatics Centre-Ministry Of Corporate Affairs'.

Screenshot 6.

Step 7: User shall enter Incident number needed to be tracked. The system will show details like name of user who raised the ticket, contact details of the user, type of issue, incident registered date and current status of the incident. If the incident is resolved, status will be shown as Resolved. If the resolution of the issue is under progress, the status will be shown as Pending. Refer **Screenshot 7**.

The screenshot displays the NFRA-2 eForm National Financial Reporting Authority website. At the top left is the Government of India logo with the motto 'Satyameva Jayate'. The header contains the text 'NFRA-2 eForm National Financial Reporting Authority'. A navigation bar includes links for Home, Sign In, Sign Up, Forgot Password, User Manual, and Help. The main content area is titled 'Track Incident' and features a search box labeled 'Enter Incident Number *' with the value 'IN2000031' entered. Below the search box is a red button labeled 'Track Status'. A table displays the results of the search:

Full Name	Email Address - Mobile No.	Type of issues	Registered Date	Current Status
Test User Two	test2@gmail.com-8888888888	Incorrect Firm Registered	12/02/2020 11:40:50 am	Resolved
Test User Two	test2@gmail.com-8888888888	Invalid Captcha	12/02/2020 11:44:31 am	Pending

At the bottom of the page, there is a footer with the text: 'Best view in browser Internet explorer version 9.0 and above, Mozilla Firefox version 54.0 above, Chrome version 55.0 above', '©2019-2020', and 'System Developed and Maintained by National Informatics Centre-Ministry Of Corporate Affairs'.

Screenshot 7.