

Guidelines for Grievance Redressal by an Intermediary of NPS

1. Subscriber complaints or grievances are required to be adequately addressed by the intermediaries through a well-defined policy and framework formulated in compliance with the regulations.
2. Every intermediary under NPS shall draw up a detailed Grievance Redressal Policy and place the same for approval of its Board detailing the systems and procedures for receiving, registering and resolving of grievances within definite timelines.
3. On approval, the same should be submitted to the Authority/NPST and uploaded on its website.
4. The policy should lay down the framework for establishment of a two (2) tier organizational structure for handling subscriber grievances viz. for compliance of Grievance Redressal Policy a designated senior management executive at Head Office as Chief Grievance Redressal Officer and for subscriber interaction at each office/branch of the intermediary a nominated officer identifiable as Grievance Redressal Officer.
5. The policy should be displayed in its offices in English, Hindi and Regional Language and should be made available to the subscriber during the first interaction with the officials of the intermediary.
6. The policy framed by the intermediary should inter alia contain the following:-
 - a) Subscriber's right to seek redressal for the services offered by the intermediary.
 - b) Turn Around Time (TAT) for the various activities envisaged in the service level agreement with NPST.
 - c) Manner of receiving complaints/grievances from subscribers in both physical and electronic mode.
 - d) Generation of unique grievance number using the CGMS platform hosted by the Central Recordkeeping Agency (CRA) for records and tracking.
 - e) Manner and mode of sending acknowledgement to the aggrieved subscriber within a maximum of period of three (3) working days and process of updating the date of sending acknowledgement to the subscriber in CGMS.

- f) In case the matter referred by subscriber does not pertain to the intermediary, the procedure of transferring the grievance/complaint to the relevant intermediary under intimation to the subscriber within a maximum of period of three (3) working days.
- g) Acknowledgement to contain Date of receipt of complaint/grievance, Unique Grievance Number, Expected date for resolution of grievance, Name, Designation and Contact details of Officer, Grievance escalation matrix with contact details and address (includes organizational levels, NPST and Ombudsman) and manner and mode of tracking resolution of grievance/complaint with the Unique Grievance Number.
- h) If the grievance/complaint is resolved within a period of three (3) days from the date of receipt of grievance/complaint, the acknowledgement along with the resolution should be intimated to the subscriber.
- i) All grievance/complaint should be resolved by an intermediary within a maximum period of thirty (30) days from its receipt.
- j) Manner of tracking unresolved grievance/complaints and procedure for escalating the same to the next higher level of authority for cases which are pending resolution for more than two (2) weeks from the date of sending acknowledgement.
- k) Manner in which subscriber shall be intimated on resolution of grievance/complaint.
- l) The intimation to subscriber for resolution of grievance/complaint should contain the Date of receipt of complaint/grievance, Unique Grievance Number, Name, Designation and Contact details of Officer signing the communication, procedure of representing the matter to NPST (contact details and address) and further right to approach Ombudsman and PFRDA in case of non-satisfactory resolution of grievance, within the time specified in the regulation.
- m) Procedure of updating in CGMS platform within a maximum period of one (01) working day after sending intimation of resolution to the subscriber.
- n) Maintenance of records of grievance/complaint received, resolution and closure.
- o) Compliance for submission of periodical reports to the Authority/NPST.