

Disclaimer:

‘This document is for reference only. Every intermediary should draft their own grievance redressal policy as per provisions of PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 and the guidelines issued NPS Trust. The same should be filed with the Authority or NPS Trust’

Sample Grievance Redressal Policy
under
PFRDA (Redressal of Subscriber Grievance)
Regulations, 2015

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1. Preamble

As per the provision of PFRDA (Redressal Of Subscriber Grievance) Regulations 2015, every intermediary is required to follow the Grievance Redressal Policy as laid down under the Regulations. Excerpts from the regulation - Clause 3 (1) Chapter II of the Regulations is given below:

Every intermediary under the National Pension System and any other pension scheme regulated by the Authority shall follow the grievance redressal policy as laid down by these regulations.

The grievance redressal policy shall be in consonance with the PFRDA (Redressal Of Subscriber Grievance) Regulations 2015, the provisions of which shall have an overriding effect in case of any ambiguity or conflict, at any point of time

2. Definition

“Grievances or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action but do not include the following—

- i. complaints that are incomplete or not specific in nature;
- ii. communications in the nature of offering suggestions;
- iii. communications seeking guidance or explanation;

3. Objective

The purpose of this Policy is to set forth the policies and procedures to be followed in receiving, handling and responding to any grievance against **XXXX** in respect of the services offered by it under NPS. The following are broad objectives for handling the customer grievances:

- To provide fair and equal treatment to all subscribers without bias at all times.
- To ensure that all issues raised by customers are dealt with courtesy and resolved in stipulated timelines.
- To develop an adequate and timely organizational framework to promptly address and resolve customer Grievances fairly and equitably.
- To provide enhanced level of subscribers’ satisfaction.
- To provide easy accessibility to the subscriber for an immediate Grievance redressal.
- To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.
- To be compliant to the provisions of the PFRDA Act, 2013, the PFRDA (Redressal Of Subscriber Grievance) Regulations 2015, and any guidelines or notification issued by the Authority, relating to subscribers grievances

4. How to raise the grievance

The subscribers can raise grievances through the following modes:

- **Phone Call:** Call at <contact number> to register the complaint
- **Email:** The subscriber may write to [<email id>](#)
- **Letter:** Subscriber may also raise the grievance by writing us to the following address

Grievance Redressal Officer
Organization’s Name
Address line 1
Address line 2
PIN

- **Central Grievance Management System (CGMS) under NPS:** Any subscriber of NPS can raise the complaint through the CGMS using the login and password provided by Central Recordkeeping Agency to him/her.
- **Branches of this organization:** Visit any branch to register complaints either in the Complaint Register available at all branches or directly with Grievance Redressal Official of the branch.

5. Registration of grievances

- (i) Grievances received through phone call:
 - a. The grievances received are recorded in the system
 - b. The grievances that can be answered by the phone calls will be answered immediately.
 - c. The grievances that need escalation/need additional details will be escalated within the system.
 - d. Details of the grievances are entered in Central Grievance management System (CGMS) of NPS
- (ii) Grievances received through written communication:
 - a. The grievances can be received through registered email, Form G1 or letter.
 - b. The grievances received will be recorded in the Central Grievance management System (CGMS) of NPS.

The subscriber shall be provided with a unique grievance number generated under CGMS for future reference for grievance registered.

6. Acknowledgements

An acknowledgement shall be sent to the complainant within three working days of the receipt of the grievance. Acknowledgement shall 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.

In case the complaint received does not pertain to the intermediary, the complaint shall be transferred to the concerned intermediary within three working days, under intimation to the complainant. In case the complaint pertains to activity of more than one intermediary, then the complaint shall be transferred to each of such intermediary involved, provided however that resolution time shall not exceed 30 days from the date of the receipt of the complaint from the complainant.

7. Redressal of Grievance and TAT

- The complaint letter / email should contain the PRAN/ Application number/ other relevant reference number, Complainant's name, address and contact details, copies of supporting documents, wherever applicable.
- All the complaints shall be registered in CGMS of NPS and in the Grievance Register of the Organization and shall be assigned a unique reference number.
- If the grievance is resolved within three working days, the resolution shall be communicated along with the acknowledgement to the complainant.
- The complaint shall be addressed as early as possible and within a maximum of 30 days of the receipt of the complaint.
- All complaints shall be escalated to the next higher level of authority within the organization for cases which are pending for resolution for more than two (2) weeks from the date of sending

acknowledgement. Cases which are escalated will be dealt with and monitored by the Chief Grievance Redressal Officer (CGRO) of the Organization.

- The GRO would monitor the resolution of complaints received by the Organization and periodically put up the same for review by the Senior Management.
- The Grievance Redressal Policy is accessible to all and it ensures that information is readily available on the modalities of making and resolving complaints. This policy is available on the website and also at the offices of this organization.
- Complaint details will be kept confidential and shall be shared with other organizations / regulatory authorities only if in accordance with the relevant laws and the subscriber will be kept apprised about the same. Sharing of information otherwise will only be done with a written consent of the subscriber and the same will be done only in circumstances where the input of an external agency / organisation is necessary for resolving the complaint.
- All complaints shall be monitored and marked as closed only after resolution of the subscriber grievance.
- The complaint shall be treated as closed if the complainant has not responded within forty-five days of the receipt of the written response from the organization

8. Resolution of Grievance

The subscriber/complainant shall be intimated on resolution of grievance/complaint. The intimation of resolution shall 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.

9. Grievance Redressal Officer (GRO) and Chief Grievance Redressal Officer (CGRO)

The present Grievance Redressal Officer (GRO) details are:

Name	Designation	Address	Contact Number	Email	Fax
Mr. X	<Designation>	<Address line 1> <Address line 2> <Address line 3> <PIN>	<Phone No> <Mob No>	<email>	<fax number>

If the complainant is not satisfied with the redressal of his grievances or if it has not been resolved by Grievance Redressal Officer, he/she may escalate the grievance to the Chief Grievance Redressal Officer (CGRO).

The present Chief Grievance Redressal Officer (CGRO) details are:-

Name	Designation	Address	Contact Number	Email	Fax
Mr. Y	<Designation>	<Address line 1> <Address line 2> <Address line 3> <PIN>	<Phone No> <Mob No>	<email>	<fax number>

The record of grievances will be maintained by the concerned Redressal Officer

10. Escalation of grievances to NPS Trust

Any subscriber whose grievance has not been resolved within thirty days from the date of receipt of the grievance by the intermediary, or who is not satisfied with the resolution provided can escalate the grievance with the National Pension System Trust.

The subscriber whose grievance has not been resolved by the intermediary within thirty days from the date of submission of the grievance to the National Pension System Trust, or who is not satisfied with the resolution provided by the National pension System Trust shall prefer an appeal to the Ombudsman against the concerned intermediary or entity.

11. Maintenance of records and reporting

- The GRO shall preserve records pertaining to grievance / complaint received resolution and closure of the grievance. CGMS platform of NPS shall be updated within a maximum period of one (01) working day after sending intimation of resolution to the subscriber
- The GRO shall submit required reports as per the guidelines of the Authority/NPS Trust

12. Closure of grievance:

Every grievance shall be disposed off within a period of thirty days of its receipt and a final reply shall be sent to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

A grievance shall be considered as disposed off and closed in any of the following instances, namely:

- a) when the intermediary or entity regulated by Authority has acceded to the request of the complainant fully
- b) where the complainant has indicated in writing, its acceptance of the response of the intermediary or entity regulated by the Authority;
- c) where the complainant has not responded within forty-five days of the receipt of the written response of the intermediary or entity regulated by the Authority;
- d) where the Grievance Redressal Officer has certified under intimation to the subscriber that the intermediary or entity regulated by the Authority has discharged its contractual, statutory and regulatory obligations and therefore closes the complaint;

- e) where the complainant has not preferred any appeal within forty-five days from the date of receipt of resolution or rejection of the grievance communicated by the intermediary or entity regulated by the Authority or the National Pension System Trust, as the case may be;
- f) where the decision of the Ombudsman in appeal has been communicated to such complainant:

Provided that the closure shall not be applicable where the Ombudsman or the Authority, as the case may be has allowed filing of the appeal/revision, beyond the specified period.

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