



नेशनल पेंशन सिस्टम ट्रस्ट (एन.पी.एस. ट्रस्ट)
National Pension System Trust (NPS Trust)
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Advisory

No. – 1/7/2015/NPST

17 January 2020

To

**The Compliance Officers,
All Points of Presence (PoPs)**

Subject: Points of Presence – Entry of grievances in CGMS

1. As per Regulation 15(2)(f) of PFRDA (Point of Presence) Regulations, 2018, the Point of Presence (PoP) shall be responsible for receiving grievances, uploading these grievances into Central Grievance Management System (CGMS) and resolving the grievances pertaining to it.
2. As per the above mentioned Regulation, the PoPs are bound to perform the activity of entering grievances received in CGMS portal. But it has been observed that grievances and complaints which are received by the PoPs outside of CGMS portal e.g. through emails, letters etc. are generally not entered in the portal.
3. Due to the above, the number and status of grievances in CGMS do not reflect the actual picture. NPS Trust thus gets partial and may be even distorted view of grievances in CGMS. Further, the tracking of these grievances by different stakeholders is also not possible as these are missing in CGMS.
4. In view of the above, it is of utmost importance that PoPs ensure compliance with the laid down Regulation. **The Compliance Officer is advised to ensure that all the grievances which are received outside of CGMS by the PoP are entered in CGMS portal and followed up for resolution. No deviations and exceptions are permitted in the same.**

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