



Grievance Redressal Policy
of
NPS Trust
2024

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1) Preamble

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

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

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 on part of, an intermediary or an entity or a person governed by the provisions of the act and in the nature of seeking a remedial action but do not include the following—

- a. Grievances that are incomplete or not specific in nature
- b. Communications in the nature of offering suggestions
- c. Communications seeking opinion, guidance or explanation
- d. Grievances which are suspicious in nature like where subscriber does not provide details like PRAN or contact details
- e. Pseudo or anonymous communication or communication seeking details of PRAN account/ resolution, in respect of which the identity of the sender could not be established.
- f. Grievances which are beyond powers and functions of PFRDA or beyond the provisions of the act and the rules and regulations framed thereunder
- g. Any disputes between intermediaries; and
- h. Grievances raised on the subject matters that are subjudice (cases which are under the consideration by court of law or quasi-judicial body) except matters within the exclusive domain of PFRDA under the provisions of the act

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 any intermediary or NPS Trust in respect of the services offered under the NPS architecture. The following are broad objectives for handling the subscriber grievances:

- a. To provide fair and equal treatment to all subscribers without bias at all times.
- b. To provide an efficient and effective grievance redressal mechanism

- c. To ensure that all issues raised by stakeholders are dealt with courtesy and resolved in stipulated timelines.
- d. To develop an adequate and timely organizational framework to promptly address and resolve subscriber's Grievances fairly and equitably.
- e. To provide enhanced level of subscribers' satisfaction.
- f. To provide easy accessibility to the subscriber for an immediate Grievance redressal.
- g. To put in place a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
- h. To be compliant to the provisions of the PFRDA Act, 2013, the PFRDA (Redressal Of Subscriber Grievance) Regulations 2015 and subsequent amendments thereof, and any guidelines or notification issued by PFRDA, relating to subscribers grievances

4) How to escalate / raise the grievance to NPS Trust

The subscribers can raise grievances through the following modes:

Central Grievance Management System (CGMS)	<p>Any subscriber of NPS can raise the grievance through the CGMS using the login and password provided by Central Recordkeeping Agency to him/her.</p> <p>The link to CGMS of all CRAs can be accessed at https://npstrust.org.in/index.php/lodge-a-grievance</p> <p>The subscriber shall be provided with a unique grievance number generated under CGMS for future reference for grievance registered. The status of registered grievances may be viewed at https://npstrust.org.in/view-grievance-status</p>
Letters	Grievance Redressal Officer (GRO), NPS Trust, B 302, Tower B, World Trade Centre, Nauroji Nagar, New Delhi 110029
Email	grievances@npstrust.org.in

5) Acknowledgement of Grievances

Grievances received through registered email or letter 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.

In case the grievance pertain actionable on the part of a particular intermediary (ies), the grievance shall be transferred to the concerned intermediary (ies), under intimation to the complainant for resolution by the concerned intermediary within 30 days from the date of the receipt of the grievance.

6) Redressal of Grievances and Turn-Around-Time (TAT)

- a. 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.
- b. If complainant is not satisfied with the redressal of his/her grievances or if it has not been resolved by the intermediary by the end of 30 days of the filing of the grievance, the subscriber may escalate the grievance to the NPS Trust. The NPS Trust shall follow up the grievance with the concerned intermediary for redressal of such grievance in accordance with the provisions of the Act, rules, regulations and applicable guidelines and respond appropriately to the subscriber within twenty one days from the date of receipt of the grievance.
- c. 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 by any intermediary (other than National Pension System Trust) may register a grievance with the National Pension System Trust, against such intermediary. The National Pension System Trust shall follow up the grievance with the concerned intermediary for redressal of such grievance in accordance with the provisions of the Act, rules, regulations and applicable guidelines and respond appropriately to the subscriber within twenty one days from the date of receipt of the grievance.
- d. The GRO would monitor the resolution of complaints received by NPS Trust and periodically put up the same for review by the Senior Management.
- e. The cases which are pending for resolution for more than two (2) weeks from the date of sending acknowledgement can be escalated to the CGRO of NPS Trust by the subscribers. Cases which are escalated will be dealt with and monitored by the Chief Grievance Redressal Officer (CGRO) of NPS Trust.
- f. For grievances received by NPS Trust directly or through escalation, NPS Trust shall seek the resolution of the grievance as early as possible within a maximum of twenty one days of the receipt of the grievance.

7) Grievance Redressal Officer (GRO) and Chief Grievance Redressal Officer (CGRO) of NPS Trust

If the complainant is not satisfied with the redressal of his grievances or if it has not been resolved by GRO he/she may escalate the grievance to the CGRO. The details of GRO and CGRO are as follows:

Designation	Address	Contact Number	Email
Grievance Redressal Officer	NPS Trust, B 302, Tower B, World T Nauroji Nagar, New Delhi 110029	011- 35655222	grievances@npstrust.org.in
Chief Grievance Redressal Officer	NPS Trust, B 302, Tower B, World T Nauroji Nagar, New Delhi 110029	011- 35655222	cgro@npstrust.org.in

8) Escalation of Grievances to Ombudsman

If the grievance remains unresolved after its receipt at NPS Trust, on the expiry of a period of 21 days from the receipt thereof, complainant may file an appeal with the Ombudsman for redressal of the grievances of the complainant. The subscriber whose grievance has not been resolved by the intermediary within twenty one 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 may prefer an appeal to the Ombudsman against the concerned intermediary or entity

9) Maintenance of records and reporting

- a. NPS Trust shall preserve records pertaining to grievance 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
- b. NPS Trust shall submit required reports as per the guidelines of the PFRDA/NPS Trust
- c. The Grievance Redressal Policy is accessible to all and it ensures that information is readily available on the modalities of making and resolving grievances. This policy is available on the website i.e., www.npstrust.org.in and also at the office of NPS Trust.

10) Closure of Grievance

Every grievance shall be disposed-off and a final reply shall be sent to the complainant, containing details of resolution or rejection of the grievance, 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 PFRDA 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 PFRDA.
- 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 PFRDA.
- 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 grievance.
- 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.

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 the consent of the subscriber and the same will be done only in circumstances where the input of an external agency / organization is necessary for resolving the complaint.
