



**Guidelines to intermediaries  
under NPS Architecture on  
Grievance Redressal of Subscribers  
2024**

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## **Guidelines to intermediaries on Grievance Redressal of Subscribers**

Every intermediary or respective Government or any other entity under the National Pension System and any other pension scheme regulated by PFRDA, i.e, governed by the provisions of the PFRDA Act shall,

- a. Have in place a board approved policy, for redressal of subscriber grievances.
- b. Have two levels for the grievance redressal of subscribers and shall comprise a senior management level officer to be designated as Grievance Redressal Officer for compliance of the requirements laid down in such policy. In addition, every branch or authorized office or centre other than the central office, head office, corporate office or principal office of the intermediary dealing with National Pension System shall also have an officer nominated as the Grievance Redressal Officer for that office or centre.
- c. Shall have a clearly defined system and procedure for receiving, registering, acknowledging and effectively disposing off of grievances received in a prompt and fair manner;
- d. Shall clearly lay down the details of the turnaround times in the two level GRP to be filed with PFRDA and NPS Trust so as to enable the resolution of grievance within thirty days from the date of receipt.
- e. File all such GRPs for NPS and for the other pension schemes regulated by PFRDA with PFRDA and the NPS Trust as the case may be, within seven days of the adoption or modification.
- f. Place the GRP prominently in public domain, including its website and displayed in Hindi, English and other applicable regional languages by each intermediary under the National Pension System and other pension schemes regulated by PFRDA.
- g. Display the name, address and contact details of the Grievance Redressal Officer and Chief Grievance Redressal Officer within such intermediaries or entities and also the name, address and contact details of Ombudsman as specified by the Authority to whom the grievances are to be made by any aggrieved person in public domain including its website and office premises in such manner and at such place, so that it is put to sufficient notice of the subscribers visiting its office premises.
- h. Must inform a subscriber at the commencement of relationship with the subscriber and at such other time when the information is likely to be required by the subscriber, of (i) the subscribers' right to seek redressal of any complaints, through the redressal mechanism and (ii) the processes followed to receive and redress complaints from subscribers;
- i. Keep the grievance details 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 / organization is necessary for resolving the grievance.

- j. Monitor and close the grievances only after resolution of the grievance.

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