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EDITION FOCUSED ON

*Grievance Management
under NPS*

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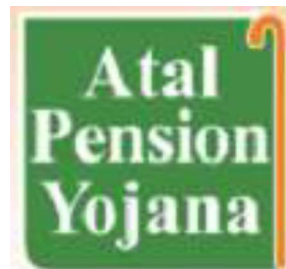
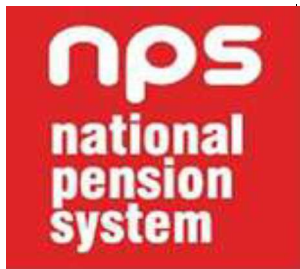
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Pension Fund Regulatory and
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Grievance Management Under NPS

The NPS has an easily accessible, quick and responsive grievance redressal system. A grievance can be registered online, directly to the Central Grievance Management System (CGMS), or through the NPS CRA call centre. It can also be submitted physically.

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Know your NPS

(This section is about the knowledge of various entities, instruments, terms etc. forming part of NPS)

Central record Keeping Agency (CRA)

The record keeping, administration and customer service functions for all subscribers of NPS are centralized and performed by CRA. It acts as an interface between the different intermediaries in the NPS system. It undertakes time-critical settlement process to consolidate all contributions & redemption requests received for a day, accordingly instruct Trustee Bank for net transfers to be made to each fund manager and post the units allotted to the subscribers on the same day. It also monitors subscribers' contributions and instructions and transmits the information to the relevant PF and scheme on daily basis. It facilitates withdrawal of funds and manages the Grievance Management System of NPS. It conducts orientation programme for nodal offices and subscriber awareness programme and assists in development of new functionalities/utilities.

Presently there are two CRAs under the System NSDL-CRA and Karvy Computer share- CRA.

Section 1: Grievance Management under NPS

Ombudsman & Public Grievance Portal

1. INTRODUCTION

PFRDA (Redressal of Subscriber Grievance) Regulations 2015s every intermediary is required to follow the Grievance Redressal Policy as laid down as per the regulations. The term “Grievance” is defined by the regulations under Regulation 2(g) as : “grievance or complaint” includes any communication that expresses dissatisfactions in respect of the conduct or any act of omission or commission or deficiency of service on the 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 ;

Complaints that are incomplete or not specific in nature;

- i. Complaints that are incomplete or not specific in nature;
- ii. Communications in the nature of suggestions;
- iii. Communications seeking guidance or explanation;
- iv. Complaints which are beyond the powers and functions of the PFRDA or beyond - the provisions of the PFRDA Act and the rules and regulations framed there under;
- v. Any disputes between intermediaries;

2. HOW TO RAISE THE GRIEVANCE

The subscribers can raise grievances through the following modes:

- i. **E-mail:** The employee subscriber may write to the Grievance Redressal Officer on the email-id from his/her registered email-id
- ii. **Physical Forms:** Employee subscriber can also submit the grievance in a prescribed format to the associated Nodal Office/CRA or PFRDA.
- iii. **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 Record keeping Agency.
- iv. **Centralized Public Grievance Redress and Monitoring System (CPGRAMS):** Any subscriber of NPS can raise the complaint through the CPGRAMS using the login and password provided by Central Recordkeeping Agency to him/her.

3. RESOLUTION MECHANISM FOR GRIEVANCES

Whenever Subscriber raises a grievances a system generated alert goes to the entity against which the grievance is raised. The respective entity then resolves the grievance and furnish the resolution details in CRA system. When a Subscriber registers a grievance at the CRA websites a unique token number is assigned to every grievance. Subscriber can use that token no. to know about the status of the grievances either through the Call Center or through the CRA website.

4. REDRESSAL OF GRIEVANCE AND TURNAROUND TIMES (TAT)

TAT as defined in the Redressal of Subscriber Grievance Regulations 2015 are adhered.

- a. An acknowledgement is sent to the complainant within three working days of the receipt of the grievance.
- b. The complainant is provided with a unique grievance number (Token No.) for future reference.
- c. Grievances have to be disposed-off within a period of thirty days of its receipt

If the complainant is not satisfied with the redressal of his grievances or if it has not been resolved by the end of thirty days of the filing of the complaints he/she may escalate the grievance to the NPS Trust in accordance with the provisions contained in regulation 10 of Redressal of Subscriber Grievance Regulations 2015 as mentioned bellows -

a. Any subscriber whose grievance has not been resolved within thirty days from the date of receipt of the grievance by any intermediary , or who is not satisfied with the resolution provided by the intermediary under the National Pension System (other than NPS Trust) shall register a grievance with the NPS Trust, against the intermediary. The NPS Trust (NPST) shall follow up the grievance with the intermediary for redressal of the subscriber grievance. The NPST shall call for the resolution of the subscriber grievance and respond to the subscriber within thirty days from the date of receipt of the grievance under this sub-regulation, about the resolution of the grievances.

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

An appeal can be filed with the Ombudsman under the regulations -

(a) by a complainant whose grievance has not been resolved within thirty days from the escalation of the grievance to NPST.

(b) by a complainant, where a complaint has been made directly against the NPST and no other intermediary and the same remains unresolved within the specified period of thirty days (a) by a complainant whose grievance has not been resolved within thirty days from the escalation of the grievance to NPST.

The appeal shall be in writings duly signed by the complainant or his authorized representative (not being a legal practitioner) in the form as specified the regulations and supported by documents if any.