

**TATA PENSION FUND**

———— *Jaisa Aaj, Waisa Kal* ————

**TATA PENSION MANAGEMENT  
PRIVATE LIMITED**

**Grievance Redressal Policy**

**Version 3 – 25<sup>th</sup> October, 2024**

<b>Version No.</b>	<b>Date of approval by Audit Committee</b>	<b>Date of approval by Board</b>	<b>Revised policy effective date</b>	<b>Brief description/ Nature of changes</b>
V1	-	28 <sup>th</sup> June, 2022	28 <sup>th</sup> June, 2022	New Policy adoption
V2	19 <sup>th</sup> July, 2023	19 <sup>th</sup> July, 2023	19 <sup>th</sup> July, 2023	Changes related to name change, personnel of the Company
V3	25 <sup>th</sup> October, 2024	25 <sup>th</sup> October, 2024	25 <sup>th</sup> October, 2024	Incorporate changes as per PFRDA (Redressal of Subscriber Grievance) (Second Amendment) Regulations, 2023, Change of PFRDA Address, Version Control, etc

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## **1. Preamble**

TATA Pension Management Private Limited (TPMPL) was appointed as the Pension Fund Manager for managing the funds for Private Sector under the National Pension System Trust.

As per the provisions of the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015 hereinafter referred as “the Regulations”, every intermediary under the National Pension System and any other pension scheme regulated by the PFRDA shall follow the grievance redressal policy as laid down by these regulations.

## **2. Definition**

- i. “Act” means the Pension Fund Regulatory and Development Authority Acts, 2013.
- ii. “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 the part of, an intermediary or an entity or a person governed by the provisions of the Pension Fund Regulatory and Development Authority Acts, 2013 and in the nature of seeking a remedial action but do not include the following-
  - a) complaints that are incomplete or not specific in nature;
  - b) communications in the nature of offering suggestions;
  - c) communications seeking guidance or explanation;
  - d) complaints which are beyond the powers and functions of the Authority or beyond the provisions of the Act and the rules and regulations framed there under;
  - e) any disputes between intermediaries; and
  - f) complaints that are sub-judice (cases which are under consideration by court of law or quasi-judicial body) except matters within the exclusive domain of the Authority under the provisions of the Act;
- iii. "Complainant" means any person who lodges a complaint in accordance with the Regulations;
- iv. “Enquiry” or “an enquiry” means any communication from a subscriber for the primary purpose of requesting information about the National Pension System or any other pension scheme regulated by the Authority;
- v. “Request” means any communication from a subscriber soliciting a service from an intermediary under the National Pension System or an entity or a person governed by the provisions of the PFRDA Act, 2013.

- vi. "Any other pension scheme" means any other pension scheme referred to in clause (b) of sub-section (1) of Section 12 of the Act;
- vii. "Intermediary" in relation to the NPS includes pension fund, central record keeping agency, National Pension System Trust, pension fund adviser, point of presence, such other person or entity connected with collection, management, recordkeeping and distribution of accumulations.
- viii. "Ombudsman" means any person appointed under regulation 11 of these regulations and includes a Stipendiary Ombudsman.

### **3. Objective**

The objective of this Policy is to provide a timely and seamless framework for handling grievances in the interests of the subscribers by the TPMPL for effective resolution of such grievances. This Policy is being put in place 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. Scope and Applicability**

The scope of this Policy shall be restricted to grievances raised against TPMPL for acting as a Fund Manager under the NPS Architecture. All the Personnel working in the Registered Office of the TPMPL shall be guided by the Policy.

### **5. Grievance/Complaint Redressal Mechanism**

Subscribers have a right to seek redressal of grievances in respect of the services offered by the Company. All grievances received by the Company will be responded to with the final decision of the Company within the prescribed regulatory time of 30 days of its receipt.

The subscriber can approach the Company to register the Grievance/Complaints by writing/ email to the Grievance Redressal Officer (GRO)

Grievance Redressal Officer – Mr. Sachin Thorat  
Tata Pension Management Private Limited  
1903, B Wing, 19<sup>th</sup> Floor, Parinee Crescenzo, G Block,  
Bandra Kurla Complex, Bandra East, Mumbai – 400 051  
Tel: 022 6969 8007  
Email Id: sthorat@tatapfm.com

Upon receipt of the Grievance/ Complaint, the GRO will record the complaint received in the Central Grievance Management System (CGMS) of the Central Record Keeping Agencies for generation of the Unique Grievance Number.

An acknowledgement email/ letter shall be sent to the Subscriber within three working days of the receipt of the Grievance/ Complaint. The acknowledgement shall contain the following i.e. Date of receipt of Grievance/ Complaint, Unique Grievance Number, Expected date for resolution of grievance, Name, Designation and contact details of Officer handling the Grievance/ Complaint, Grievance/ Complaint escalation matrix with contact details & address [including that of National Pension System Trust (NPST) and Ombudsman], Manner & mode of tracking resolution of Grievance/ Complaint with UGN and manner in which complainant shall be intimated on resolution of Grievance/ Complaint.

The date of sending the acknowledgement to the complainant shall be updated in CGMS platform.

If the complaint is addressed within 3 working days from the date of receipt of Grievance/ Complaint, the final communication will also act as the acknowledgment of the complaint.

In case the Grievance/ Complaint received does not pertain to the Intermediary to which the same has been lodged, the complaint will be transferred to the concerned intermediary within three working days, under intimation to the complainant.

The GRO shall send the Subscriber a written intimation which offers redressal of the grievance or rejection of the complaint recording the reason for the same.

The Grievance/ Complaint shall be deemed to be have been commenced on the first date of receipt of the Grievance/ Complaint by TPMPL.

The Subscriber shall be intimated on resolution of Grievance/ Complaint. The intimation of resolution shall contain the date of receipt of Grievance/ Complaint, UGN, Name, Designation and Contact details of officer signing the communication, procedure of representing the matter to NPS Trust (contact details and address) and further right to approach Ombudsman and PFRDA in case of non-satisfactory resolution of Grievance/ Complaint within the specified in the regulation.

The GRO shall update the CGMS platform within one working day after sending intimation of resolution to the Subscribers.

All Complaints shall be escalated to the CGRO within the organization in case resolutions is pending for more than 12 days from the date of sending an acknowledgement.

Chief Grievance Redressal Officer – Mr. Shyamkumar Gupta  
Tata Pension Management Private Limited  
1903, B Wing, 19<sup>th</sup> Floor, Parinee Crescenzo, G Block,  
Bandra Kurla Complex, Bandra East, Mumbai – 400 051  
Tel: 022 6969 8005  
Email Id: [sgupta@tatapfm.com](mailto:sgupta@tatapfm.com)

CGRO will ensure disposal of the Grievance/ Complaint within a period of 30 days of its receipt.

The Subscribers can also register their complaint at the Branch. The Branch Manager will act as the Grievance Redressal Officer for that Branch Office to handle the grievances or complaints on behalf of the Company. Presently, the Company does not have any Branches/ Offices other than the Registered/ Corporate Office.

## **6. Escalation of Grievance/ Complaint to National Pension System Trust**

Any Subscriber whose Grievance/ Complaint has not been resolved within Twenty One days from the date of its receipt or the Subscriber is not satisfied with the resolution provided by TPMPL may register a Grievance/ Complaint against TPMPL with the National Pension System (NPS) Trust.

In such case, NPS Trust shall follow up the Grievance/ Complaint with TPMPL for redressal of the Subscriber Grievance and shall call for the resolution of the Subscriber Grievance/ Complaint and respond to the Subscriber within thirty days from the date of the receipt of Grievance/ Complaint.

## **7. Appeal to Ombudsman**

Any Subscriber whose Grievance/ Complaint has not been resolved by TPMPL within thirty days from the date of submission of the Grievance/ Complaint to the NPS Trust or the Subscriber is not satisfied with the resolution provided by the NPS Trust shall prefer an appeal to the Ombudsman against TPMPL.

The name, address and contact details of Ombudsman:

The Ombudsman,  
The Office of Ombudsman  
Pension Fund Regulatory and Development Authority  
Tower E, 05<sup>th</sup> Floor, E-500, World Trade Center,  
Nauroji Nagar, New Delhi – 110 029.  
Landline No.: 011-4071 7900  
Email Id: [ombudsman@pfrda.org.in](mailto:ombudsman@pfrda.org.in)

## **8. Closure of Grievance/ Complaint**

The Grievance/ Complaint shall be considered as disposed off and closed in any in the following cases:

- TPMPL has acceded to the request of the complainant fully.
- Where the complainant has indicated in writing, its acceptance of the response of the TPMPL.
- the complainant has not responded within 45 days of the receipt of the written response from the TPMPL.
- GRO has certified to the Subscriber that TPMPL has discharged its contractual, statutory and regulatory obligations and therefore closes the Complaint.
- Where the complainant has not preferred any appeal within 45 days from the date of receipt of resolution or rejection of the Grievance/ Complaint communication by the TPMPL.
- Where the decision of the Ombudsman in appeal has been communicated to the 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, beyond the specified period.

## **9. Maintenance of Records and Reporting**

TPMPL shall preserve records pertaining to Grievance/ Complaint received by it and the measures taken by it for its redressal for period of five years after the date of closure of the Grievance/ Complaint. The GRO shall submit reports as per the guidelines prescribed by the Authority.

TPMPL shall 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.

## **10. Other requirements**

The Policy shall be filed with the Pension Fund Regulatory and Development Authority and the National Pension System Trust within 7 days of the adoption or modification.



The Policy shall be placed in public domain, including its website and displayed in Hindi, English and other applicable regional languages.

The Policy would be available on the Company's website and all the Branches of TPMPL.

## **11. Review of Policy**

This policy has been approved by the Board of Directors of the Company and will be reviewed as and when need arises and in any case once in two years.