

Grievance Redressal Policy
of
UTI Retirement Solutions Limited

Under

PFRDA (Redressal of Subscriber Grievance)
Regulations, 2015

Table of Contents

1. PREAMBLE	3
2. DEFINITION	3
3. OBJECTIVE.....	3
4. HOW TO RAISE THE GRIEVANCE	4
5. REGISTRATION OF GRIEVANCES.....	4
6. ACKNOWLEDGEMENTS	5
7. REDRESSAL OF GRIEVANCE AND TAT.....	5
8. RESOLUTION OF GRIEVANCE.....	6
9. GRIEVANCE REDRESSAL OFFICER (GRO) AND CHIEF GRIEVANCE REDRESSAL OFFICER (CGRO).....	6
10. ESCALATION OF GRIEVANCES TO NPS TRUST	7
11. MAINTENANCE OF RECORDS AND REPORTING	7
12. CLOSURE OF GRIEVANCE:.....	8

1. Preamble

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

The grievance redressal policy shall be in consonance with the PFRDA (Redressal Of Subscriber Grievance) Regulations 2015, the provisions of which shall have an overriding effect in case of any ambiguity or conflict, at any point of time

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 and in the nature of seeking a remedial action but do not include the following—

- i. complaints that are incomplete or not specific in nature;
- ii. communications in the nature of offering suggestions;
- iii. communications seeking guidance or explanation;

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 UTI Retirement Solutions Limited in respect of the services offered by it under NPS. The following are broad objectives for handling the customer grievances:

- a. To provide fair and equal treatment to all subscribers without bias at all times.
- b. To ensure that all issues raised by customers are dealt with courtesy and resolved in stipulated timelines.
- c. To develop an adequate and timely organizational framework to promptly address and to resolve customer Grievances fairly and equitably.
- d. To provide enhanced level of subscribers’ satisfaction.
- e. To provide easy accessibility to the subscriber for an immediate Grievance redressal.

- f. To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.
- g. 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. How to raise the grievance

The subscribers can raise grievances through the following modes:

- a. **Phone Call:** Call at **022-6678 6449** to register the complaint
- b. **Email:** The subscriber may write to arvind.patkar@uti.co.in
- c. **Letter:** Subscriber may also raise the grievance by writing to us at the following address:

Grievance Redressal Officer
UTI Retirement Solutions Limited
UTI Tower Gn Block Bandra Kurla Complex
Bandra East Mumbai – 400 051
Maharashtra

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 Recordkeeping Agency to him/her.

5. Registration of grievances

- (i) Grievances received through phone call:
 - a. The grievances that can be answered by the phone calls will be answered immediately.
 - b. The grievances that need escalation/need additional details will be escalated within the system.
 - c. Details of the grievances are entered in Central Grievance management System (CGMS) of NPS
- (ii) Grievances received through written communication:
 - a. The grievances can be received through registered email, Form G1 or letter.
 - b. The grievances received will be recorded in the Central Grievance management System (CGMS) of NPS.