



**HOUSING DEVELOPMENT FINANCE CORPORATION LIMITED**

**GRIEVANCE REDRESSAL POLICY**

**FOR NATIONAL PENSION SYSTEM AND FOR OTHER SCHEMES  
REGULATED BY THE PENSION FUND REGULATORY AND  
DEVELOPMENT AUTHORITY**

**(POINT OF PRESENCE REGISTRATION NUMBER: POP 02092018)**

**Housing Development Finance Corporation Limited**

Regd. Office: Ramon House, 169, Backbay Reclamation, Churchgate, Mumbai 400020.

Corp. Office: HDFC House, 165-166, Backbay Reclamation, Churchgate, Mumbai 400020.

CIN: L70100MH1977PLC019916

Website: [www.hdfc.com](http://www.hdfc.com)

Approving Body:	Board of Directors of the Corporation
Original Issue Date:	November 1, 2018
Effective Date:	November 2, 2018
Current Revision Date:	February 2, 2022
Review cycle:	As recommended by the Board

## **1. SCOPE AND PURPOSE**

Housing Development Finance Corporation Limited (“**Corporation**”) was appointed as a Point of Presence (“**POP**”) by the Pension Fund Regulatory and Development Authority (“**PFRDA**”) under the Pension Fund Regulatory and Development Authority (Point of Presence) Regulations, 2018 on September 4, 2018 for providing services to the National Pension System (“**NPS**”) subscribers and/or to subscribers of other pension schemes regulated by PFRDA.

Pursuant to the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015, (hereinafter referred to as “**Regulations**”) the Corporation has formulated and adopted the Grievance Redressal Policy (“**Policy**”) as laid down under the said Regulations.

The Corporation is committed to ensuring that all the grievance(s)/ complaint(s) arising out of various services offered by the Corporation in its capacity as a POP are redressed in a timely manner. This Policy aims to provide a seamless framework for receiving, registering, acknowledging and disposing off the grievance(s)/ complaints(s) of the subscribers under the NPS and/or from subscribers of other pension schemes regulated by PFRDA in a fair and transparent manner.

This Policy has been amended by the Board of Directors of the Corporation at its meeting held on February 2, 2022.

## **2. MANNER OF REGISTRATION & ESCALATION OF GRIEVANCE**

The subscribers to NPS can raise grievance/complaint through the following modes:

### **2.1 Level 1:**

- 2.1.1 The subscriber may write to [npscustomercare@hdfc.com](mailto:npscustomercare@hdfc.com) or visit the nearest branch of the Corporation to register the grievance/ complaint with the Grievance Redressal Officer of the branch.
- 2.1.2 The subscriber may also register the grievance/ complaint through the Centralized Grievance Management System (CGMS) using the login and password provided by Central Recordkeeping Agency (CRA) at <https://enps.kfintech.com/login/login/>.
- 2.1.4 Upon receipt of grievance/complaint, the same shall be processed through Central Grievance Management System and a unique grievance number shall be provided to the subscriber as an acknowledgment of receipt of their grievance/ complaint and for their future reference for the registered grievance/ complaint.

## 2.2 **Level 2:**

In case the grievance/complaint is not resolved within 14 days from the date of its receipt through any of the modes as mentioned above, or if the subscriber is not satisfied with the response offered within 14 days, the subscriber may choose to refer the matter to the Chief Grievance Redressal Officer of the Corporation.

## 2.3 **Level 3:**

- 2.3.1 If the subscriber is not satisfied with the response offered by the Corporation or in case the grievance/ complaint is not resolved within 30 days of its receipt by the Corporation then the subscriber may choose to refer the matter to the NPS Trust at the following address:

***National Pension System Trust***  
*3<sup>rd</sup> Floor, Chatrapati Shivaji Bhawan*  
*B-14/A, Qutab Institutional Area*  
*New Delhi – 110016*

- 2.3.2 The NPS Trust shall call for the resolution of the subscriber grievance/ complaint and respond to the subscriber within 30 days from the date of receipt of the grievance/ complaint by NPS Trust.

## 2.4 **Level 4:**

The subscriber whose grievance/ complaint has not been resolved within 30 days from the date of submission of the grievance/ complaint to the NPS Trust, or who is not satisfied with the resolution provided by the NPS Trust, shall prefer an appeal to the Ombudsman appointed by PFRDA at the following address:

***Pension Fund Regulatory and Development Authority***  
*B-14/A, Chatrapati Shivaji Bhawan,*  
*Qutab Institutional Area, Katwaria Sarai,*  
*New Delhi-110016*

## **3. GRIEVANCE REDRESSAL OFFICER & CHIEF GRIEVANCE REDRESSAL OFFICER**

- An officer at every branch of the Corporation dealing with NPS schemes would be designated as a Grievance Redressal Officer for that particular branch.

- The details of the Chief Grievance Redressal Officer is as follows:

<b>Name</b>	<b>Address</b>	<b>E-mail</b>	<b>Telephone No.</b>
Mr. Anjan Joshi	6 <sup>th</sup> floor, Ramon House, H. T. Parekh Marg, 169, Backbay Reclamation, Churchgate, Mumbai 400 020.	<a href="mailto:npsescalation@hdfc.com">npsescalation@hdfc.com</a>	022-6176 6000

#### **4. DETAILS REQUIRED IN THE GRIEVANCE/COMPLAINT**

The subscriber is required to furnish the following details/documents while registering the grievance/ complaint with the Corporation:

- Name, address, contact number and e-mail address of the subscriber;
- Permanent Retirement Account Number (PRAN);
- Specify nature of grievance/ complaint;
- Name of the authorized branch with respect to which the grievance/ complaint is filed;
- Supporting documents, wherever applicable.

#### **5. TURN AROUND TIME**

The turnaround time for resolution of grievance/ complaint, in line with the said Regulations, shall be as follows:

<b>Nature of service*</b>	<b>Number of days</b>
Acknowledgement of the receipt of the grievance/ complaint	3 working days from the receipt of the grievance/complaint.
Disposal of grievance/ complaint received by the Corporation	30 days from the receipt of the grievance/complaint.

*\*Subject to receipt of valid documents and its verification.*

In case the grievance/ complaint has been resolved within 3 working days from the receipt of the grievance/ complaint then the Corporation may communicate the resolution along with the acknowledgement to the subscriber.

#### **6. CLOSURE OF GRIEVANCE/ COMPLAINT**

A grievance/ complaint shall be considered as resolved and closed in all respect under any of the following instances, namely:

- The Corporation has acceded to the request of the subscriber fully;

- Subscriber has indicated in writing, its acceptance of the response of the Corporation;
- Subscriber has not responded within 45 days of the receipt of the written response of the Corporation;
- Grievance Redressal Officer/ Chief Grievance Redressal Officer has certified under intimation to the subscriber that the Corporation has discharged its contractual, statutory and regulatory obligations and therefore closes the grievance/ complaint;
- Subscriber has not preferred any appeal within 45 days from the date of receipt of resolution or rejection of the grievance/ complaint communicated by the Corporation or the NPS Trust, as the case may be;
- Decision of the Ombudsman in appeal has been communicated to such subscriber.

Closure shall not be applicable where the Ombudsman or PFRDA, as the case may be has allowed filing of the appeal, beyond the specified period.

#### **7. MAINTANANCE OF RECORDS**

The record of each grievance/complaint received by the Corporation and the measures taken for its redressal shall be preserved for a minimum period of 8 years from the date of resolution.

#### **8. PERIODIC REPORTS**

The Corporation shall submit to PFRDA a report on a monthly basis with respect to the status of number of grievance/ complaint pending, those received and resolved during the month and such other details as prescribed by PFRDA from time to time.

#### **9. DISSEMINATION OF POLICY**

This Policy shall be hosted, in public domain, on the website of the Corporation.

#### **10. POLICY REVIEW**

This Policy may be amended, modified or supplemented from time to time to ensure compliance with any modification, amendment or supplementation to the Regulations or as may be otherwise prescribed by PFRDA from time to time.

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