



Grievance Redressal Policy
for Point of Presence

UTI Pension Fund Limited
(formerly known as UTI Retirement Solutions Limited)

Version – III

(Approved in the Board Meeting held on 28th April, 2025)

1. Preamble And Objective:

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"*.

UTI Pension Fund Limited (formerly known as UTI Retirement Solutions Limited) ("Company") was issued license to act as a Point of Presence ("POP") for the National Pension System and/or other pension schemes (hereinafter collectively referred as "NPS") regulated by the Pension Fund Regulatory and Development Authority under the Pension Fund Regulatory and Development Authority (Point of Presence) Regulations, 2018.

It is our vision to be the most preferred Point of Presence for serving the subscribers of the National Pension System. We endeavor to achieve this mission by striving to provide the best in class service continuously. It is also our attempt to make available multiple touch points and channels for the subscribers to be in touch with us. Subscriber feedbacks and suggestions or grievances, will enable us to not only address and resolve them but also help us in our journey towards creating service excellence.

2. Details of Grievance Redressal Officer and Chief Grievance Redressal Officer for all PoP SP :

The present Grievance Redressal Officer (GRO) and Chief Grievance Redressal Officer (CGRO) at POP and all POP SP levels are as under:

Particulars	Grievance Redressal Officer	Chief Grievance Redressal Officer
Name	Ms. Akshata Wali	Mr. Shailesh Bendale
Designation	Assistant Manager (Operations – POP)	Head - PoP Operations
Address	First Floor, Unit No. 2, Block 'B', JVPD Scheme, Gulmohar Cross Road No. 9, Andheri (west), Mumbai – 400049.	First Floor, Unit No. 2, Block 'B', JVPD Scheme, Gulmohar Cross Road No. 9, Andheri (west), Mumbai – 400049.
Contact No	022-68990842	022-68990841
Email	Akshata.Wali@utipf.co.in	Shailesh.Bendale@utipf.co.in

3. Registration of Grievances:

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

- The subscriber may write a mail to popsupport@utipf.co.in or contact us at 022- 68990842 or visit the Corporate Office/ Branch Office of the Company to register the grievance/complaint with the Grievance Redressal Officer of the company. A communication may also be sent to by post to the Corporate Office / Branch Office of UTI PFL as below:

UTI Pension Fund Limited
First Floor, Unit No. 2, Block 'B',
JVPD Scheme, Gulmohar Cross Road No. 9,
Andheri (West), Mumbai – 400049.

- 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).
- Upon receipt of grievance/complaint at CRA, the same shall be processed through Central Grievance Management System and a unique grievance number may be provided to the subscriber for future reference for grievance/complaint registered.

4. Internal Grievance Redressal Committee:

- For review of Grievances on monthly basis an internal committee bearing the nomenclature “ Internal Grievance Redressal Committee” is formed which consists of below members:

Designation
CEO & Whole Time Director
Head Operations-PoP
Compliance Officer-PoP

5. Escalation of Grievance:

- If the grievance/complaint is not resolved within 2 weeks of its receipt at the corporate office/ branch office or email Id mentioned above or if the subscriber is not satisfied with the response offered, then the subscriber may escalate the matter to the Chief Grievance Redressal Officer of the Company.
- If the grievance/complaint is not resolved within 30 days of its receipt along with all requisite documents by UTI PFL or the subscriber is not satisfied with the resolution provided by the Chief Grievance Officer, the subscriber can escalate the grievance/complaint to the NPS Trust.
- The subscriber whose grievance/complaint has not been resolved by the NPS Trust within 30 days from the date of submission of the grievance/complaint, or who is not satisfied with the resolution provided by the NPS Trust shall prefer an appeal to the Ombudsman appointed by the PFRDA, if any, within the prescribed time limit.

6. Turn Around Time:

Turn around time for resolution of grievance mentioned in the PFRDA Regulations are as under:

- An acknowledgement will be sent to the subscriber within 3 working days of the receipt of the grievance/ complaint and the complainant shall be provided with a unique grievance number for future reference for every grievance registered. The grievance redressal proceedings of the complaint shall be deemed to have commenced on the first date of receipt of the grievance by UTI PFL;

- In case the grievance/complaint has been resolved within 3 working days from the receipt of the grievance/complaint then the Company may communicate the resolution along with the acknowledgement to the subscriber;
- Every grievance/complaint received by the Company shall be disposed off within a period of 30 days from the receipt of the grievance/complaint.
- UTI PFL is required to maintain records of each complaint received by it and the measures taken by it for its redressal.
- UTI PFL is also required to submit periodic reports to the National Pension System Trust or Authority as may be specified from time to time.

In case the grievance /complaint received does not pertain to the Company, the grievance/complaint shall be transferred to the concerned intermediary within 3 working days and simultaneously communicated to the subscriber.

6. Closure of Grievance/ Complaint:

Every grievance shall be disposed off within a period of thirty days of its receipt and a final reply shall be sent to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

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

- The Company has acceded to the request of the subscriber fully;
- The subscriber has indicated in writing, its acceptance of the response of the Company;
- The subscriber has not responded within 45 days of the receipt of the written response of the Company;
- Grievance Redressal Officer/ Chief Grievance Redressal Officer has certified under intimation to the subscriber that the Company has discharged its obligations and therefore closes the grievance/ complaint;
- The 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 Company or the National Pension System Trust, as the case may be;
- The decision of the Ombudsman in appeal has been communicated to such subscriber.

Provided that 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.

7. Maintenance of Records and Reporting:

The GRO shall preserve records pertaining to grievance / complaint received resolution and closure of the grievance. CGMS platform of NPS shall be updated within a maximum period of one (01) working day after sending intimation of resolution to the subscriber. The GRO shall submit requisite reports as per the guidelines of the Authority.

8. Review of Policy:

This Policy will be reviewed on annual basis or 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 the Authority from time to time.
