

## **GRIEVANCE REDRESSAL MECHANISM FOR THE SUBSCRIBERS TO THE SCHEMES OF THE NATIONAL PENSION SYSTEM**

This grievance redressal mechanism (“**Grievance Redressal Mechanism**”) has been laid down by Northern Arc Capital Limited (the “**Company**”) towards redressal of grievances of the subscribers to the Schemes of the National Pension System (NPS) whose subscription was processed by the Company.

### **MODE OF RAISING GRIEVANCE**

In case of grievances against the Company or any person acting on its behalf, subscribers may raise their grievance through either of the following methods:

- (i) Register the grievance through the online Central Grievance Management System (CGMS) portal maintained by the applicable Central Recordkeeping Agency (CRA); or
- (ii) Reach out to our representatives under the Grievance Redressal Mechanism detailed below.

### **GRIEVANCE REDRESSAL MECHANISM**

#### **1. Grievance Redressal Officer**

Subscribers are requested to address all their grievances at the first instance to the Grievance Redressal Officer. The contact details of the Grievance Redressal Officer are as provided below.

Mr. Yuvaraj Sivakumar

Address: IIT M Research Park, Phase 1, 10th Floor No. 1, Kanagam Village, Taramani, Chennai – 600 113

Toll free number: 1800 4198 766

Email ID: [gro@northernarc.com](mailto:gro@northernarc.com)

The Grievance Redressal Officer may be reached on the toll-free number provided above anytime between 10:00 am and 6:00 pm on weekdays except public holidays or through the e-mail address above. The Grievance Redressal Officer shall endeavour to resolve the grievance within a period of fifteen days from the date of receipt of the grievance.

#### **2. Nodal Officer**

If the subscriber does not receive a response from the Grievance Redressal Officer within 15 days of making a representation, or if the subscriber is not satisfied with the response received from the Grievance Redressal Officer, they may reach out to the Nodal Officer. The contact details of the Nodal Officer are as provided below.

Mr. Sreejith Raj

Address: IIT M Research Park, Phase 1, 10th Floor, No. 1, Kanagam Village, Taramani, Chennai – 600113

Toll free number: 1800 2587 010

Email ID: [nodal.officer@northernarc.com](mailto:nodal.officer@northernarc.com)

The Nodal Officer may be reached on the toll-free number provided above anytime between 10:00am and 6:00 pm on weekdays except public holidays or through the e-mail address above. The Nodal Officer shall endeavour to resolve the grievance within a period of fifteen days from the date of escalation of the grievance to the Nodal Officer.

## **ESCALATION MECHANISM**

### **1. National Pension System Trust**

If the subscriber is not satisfied with the response received from the Company or if the grievance has not been resolved by the Company within 30 days from the date of filing of the grievance under the Grievance Redressal Mechanism detailed above, the subscriber may escalate the grievance to the National Pension System Trust ("**NPS Trust**"). The NPS Trust shall call for the resolution of the grievance and respond to the subscriber within 30 days from the date of escalation of the grievance to the NPS Trust.

The grievance redressal policy of NPS Trust is available on the website of the NPS Trust at <https://www.npstrust.org.in/>.

### **2. Ombudsman**

If the subscriber is not satisfied with the resolution provided by the NPS Trust, or if the grievance has not been resolved within thirty days of the submission of the grievance to the NPS Trust, the subscriber may prefer an appeal to the Ombudsman within whose jurisdiction the registered office of the Company is located. The address of the Ombudsman is as below.

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

## **ACKNOWLEDGEMENT AND TURN AROUND TIME**

The turnaround time for resolution of grievances under the Grievance Redressal Mechanism shall be as follows.

<b>Nature of Service</b>	<b>Timeline</b>
Acknowledgement of receipt of grievance by the Company	Within 3 days from the date of receipt of grievance by the Company
Disposal of grievance	Within 30 days from the date of receipt of grievance by the Company

The above timelines are subject to receipt of all valid documents and information received from the subscriber. In case the grievance has been resolved within 3 days from the receipt of the grievance then the Company may communicate the resolution along with the acknowledgement to the subscriber.

The acknowledgement shall contain the date of receipt of grievance, Unique Grievance Number, expected date for resolution of grievance, Name, Designation and Contact details of Officer, Grievance escalation matrix with contact details and address (including organizational levels, National Pension System Trust and Ombudsman) and manner and mode of tracking resolution of grievance/complaint with the Unique Grievance Number.

## **RESOLUTION OF GRIEVANCES**

Subscribers shall be intimated upon resolution of their grievance. Such intimation shall contain the date of receipt of grievance, Unique Grievance Number, Name, Designation and Contact details of Officer signing the communication, procedure of representing the matter to National Pension System Trust (contact details and address) and further right to approach Ombudsman and Pension Fund Regulatory and Development Authority ("**PFRDA**") in case of non-satisfactory resolution of grievance within the time specified.

### **CENTRAL GRIEVANCE MANAGEMENT SYSTEM**

The Company shall ensure that a Unique Grievance Number is generated for each grievance received using the CGMS platform hosted by the CRA for records and tracking.

The Company shall ensure the following details are updated on the CGMS platform within 1 (one) working day:

- (i) Date of acknowledgement of receipt of grievance sent to the subscriber by the Company; and
- (ii) Date of intimation of resolution of grievance sent to the subscriber by the Company.

### **SYSTEM REQUIREMENTS**

Such automated system so as to enable online registration, tracking of status of grievances by the complainants and generation of periodical reports as may be specified by the PFRDA shall be put in place. The said system shall be of such design such that it can integrate seamlessly with the PFRDA's system in the manner as maybe specified by the PFRDA from time to time.

### **TRANSFER OF GRIEVANCE**

In the event the grievance or matter raised by the subscriber does not pertain to the Company, the Company shall transfer the grievance to the relevant intermediary under intimation to the subscriber within a maximum period of 3 days.

### **PERIODIC REPORTS**

The Company shall submit to PFRDA reports pertaining to the grievances received by the Company in the form and manner prescribed by the PFRDA from time to time.