



कार्यालय रक्षा लेखा प्रधान नियंत्रक
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NO. Fund Cell/Circulars

Dated: 01-11-2022

CIRCULAR
(Through PCDA Bangalore website only).

Sub:- Advisory on redressal of grievances under NPS as per the stipulated timelines.

Pension Fund Regulatory and Development Authority letter No. PFRDA/17/07/11/0004/2020-SUP-CG dated 19-10-2022 on the above subject is circulated herewith for information of all the PAOs (Sub-Offices) under this Office.

GO (Fund Cell) has seen.

Encl: As above.


SAO (Fund Cell)



CP - Tech

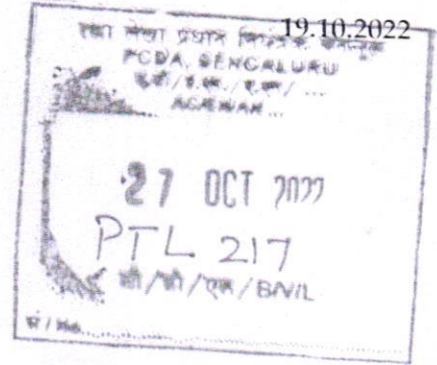
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पेंशन निधि विनियामक एवं विकास प्राधिकरण
PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY



PFRDA/17/07/11/0004/2020-SUP-CG

Assistant Controller of Defence Accounts CDA, Bangalore
CDA, Bangalore,
107 Lower Agram Road,
Agram Post,
Bangalore-560007



Dear Sir/Madam,

Subject: - Advisory on redressal of grievances under NPS as per the stipulated timelines

As you are aware, Pension Fund Regulatory and Development Authority (PFRDA) has been entrusted with the responsibility to regulate, promote and ensure orderly growth of the NPS and pension schemes to which PFRDA Act applies and to protect the interests of subscribers of such system and schemes.

2. Under NPS, the subscribers can lodge their grievances with respective Pay & Account Officer (PAO)/Principal Account Officer (Pr.AO) directly or through Central Grievance Management System (CGMS) provided by CRA. In this regard, PFRDA has already laid down clear guidelines with respect to redressal of subscriber grievances under PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 and amendments thereunder.

3. As per extant regulations for redressal of subscriber grievance, every grievance lodged is required to be disposed-off within a period of thirty days of its receipt and a final reply is to be sent to the complainant, containing details of resolution of the grievance. If the complainant is not satisfied with the redressal of his/her grievances or if it has not been resolved by the intermediary/nodal office within stipulated period of 30 days, he/she may escalate the grievance to the National Pension System Trust in accordance with the provisions contained in these regulations. If even after escalation to NPS Trust grievance has not been resolved, subscriber may escalate the same to the Ombudsman which may pass penal awards against the erring nodal office/Intermediary along with order for payment of compensation to the aggrieved subscriber. Further, there are provisions for escalation of pending grievances to PFRDA and thereafter Securities Appellate Tribunal (SAT).

4. Further, please refer NPS Rules 2021, where the responsibilities of the nodal offices for various operational parameters are mentioned. If the provisions of the rule are followed properly, it may lead to reduction in number of grievances at the first instant.

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