

**HARYANA POWER GENERATION CORPORATION  
LIMITED**

*(A Govt. of Haryana Undertaking)*

Regd. Office: Urja Bhawan, Sector-6, Panchkula, Haryana

**Grievance Redressal Policy  
For NPS Subscribers**

*Under*

**PFRDA (*Redressal of Subscriber  
Grievance*) Regulations, 2015**

**November 2015**

---

---

## 1. Preamble.

Haryana Power Generation Corporation Ltd. (HPGCL) is a wholly owned company of Government of Haryana. HPGCL was incorporated as a company on 17th March, 1997 and was given the responsibility of operating and maintaining State's own generation projects. The business of Generation of Power of erstwhile HSEB was transferred to HPGCL on 14.08.98 pursuant to Power Reforms in Haryana. As a result, HPGCL came into existence on August 14, 1998 for bringing in excellence in power generation in the State's own generating stations. In addition, it has been entrusted with the responsibility of setting up of new generating stations in order to keep pace with the ever-increasing demand of power.

HPGCL has adopted the National Pension System (NPS) on the pattern of Government of Haryana in respect of the employees appointed in the corporation on or after 01.01.2006. HPGCL has been registered with NSDL e-Governance Infrastructure Ltd., Mumbai, the Central Recordkeeping Agency (CRA) appointed by the PFRDA for the purpose of deposit of NPS contribution, its investment and maintaining the record. NSDL vide its letter no. AS/RBSR/VJ/201016957 dated 29.07.2010 has allotted the DTO Registration No4010392 and DDO Registration No. SGV086948B to HPGCL.

## 2. SCOPE

As per the provision of PFRDA (Redressal of Subscriber Grievance) Regulations 2015, every intermediary is required to follow the Grievance Redressal Policy as laid down under the Regulations. The below stated Grievance Redressal Policy (GRP) is framed for the grievances arising out of various services offered by HPGCL under NPS for providing intermediary services to the subscribers. The scope of this GRP is restricted to Redressal of grievances raised against HPGCL and not for the grievances raised against other intermediaries. The term "Grievances" is defined by the regulations under Regulation 2(g) as:

"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;
- iv. complaints which are beyond the powers and functions of the PFRDA or beyond the provisions of the PFRDA Act and the rules and regulations framed thereunder;
- v. any disputes between intermediaries; and
- vi. Complaints that are sub-judice (cases which are under consideration by court of law or quasi-judicial body) except matters within the exclusive domain of the PFRDA under the provisions of the Act.

## 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 HPGCL in respect of the services offered by it under NPS. The following are broad objectives for handling the customer grievances:

- (i) To provide fair and equal treatment to all subscribers without bias at all times.

- (ii) To ensure that all issues raised by subscribers are dealt with courtesy and resolved in stipulated timelines.
- (iii) To develop an adequate and timely organizational framework to promptly address and resolve Subscribers' Grievances fairly and equitably.
- (iv) To provide enhanced level of subscribers' satisfaction.
- (v) To provide easy accessibility to the subscriber for an immediate Grievance Redressal.
- (vi) To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.
- (vii) 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:

- (i) **Email:** The subscriber may write to the Grievance Redressal Officer on the email id aonps.hpgcl@gmail.com from his/her registered email id.
- (ii) **Form G1 or Letter:** Subscriber may also raise the grievance by submitting Form G1 or writing us to the following address:

**Sr. Accounts Officer/NPS cum  
Grievance Redressal Officer  
Haryana Power Generation Corporation Ltd.,  
C-7, Urja Bhawan, Panchkula.  
Telephone No. 0172-5022457  
Email id: aonps.hpgcl@gmail.com**

- (iii) **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

Grievances received through written communication i.e. registered email, Form G1 or letter, will be recorded in the Central Grievance management System (CGMS) of NPS. The subscriber shall be provided with a unique grievance number generated under CGMS for future reference for grievance registered.

#### 6. Acknowledgements

An acknowledgement shall be sent to the complainant within three working days of the receipt of the grievance. Acknowledgement shall contain Date of receipt of complaint/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 (includes organizational levels, NPST and Ombudsman) and manner and mode of tracking resolution of grievance/complaint with the Unique Grievance Number.

In case the complaint received does not pertain to the intermediary, the complaint shall be transferred to the concerned intermediary within three working days, under intimation to the

complainant. In case the complaint pertains to activity of more than one intermediary, then the complaint shall be transferred to each of such intermediary involved, provided however that resolution time shall not exceed 30 days from the date of the receipt of the complaint from the complainant.

## 7. Redressal of Grievance and TAT

- (i) The complaint letter/email should contain the PRAN/ Application number/other relevant reference number, Complainant's name, address and contact details, copies of supporting documents, wherever applicable.
- (ii) All the complaints shall be registered in CGMS of NPS and in the Grievance Register of the Organization and shall be assigned a unique reference number.
- (iii) If the grievance is resolved within three working days, the resolution shall be communicated along with the acknowledgement to the complainant.
- (iv) The complaint shall be addressed as early as possible and within a maximum of 30 days of the receipt of the complaint.
- (v) All complaints shall be escalated to the next higher level of authority within the organization for cases which are pending for resolution for more than two (2) weeks from the date of sending acknowledgement. Cases which are escalated will be dealt with and monitored by the Chief Grievance Redressal Officer (CGRO) of the Organization.
- (vi) The GRO would monitor the resolution of complaints received by the Organization and periodically put up the same for review by the Senior Management.
- (vii) The Grievance Redressal Policy is accessible to all and it ensures that information is readily available on the modalities of making and resolving complaints. This policy is available on the website and also at the offices of this organization.
- (viii) Complaint details will be kept confidential and shall be shared with other organizations/regulatory authorities only if in accordance with the relevant laws and the subscriber will be kept apprised about the same. Sharing of information otherwise will only be done with a written consent of the subscriber and the same will be done only in circumstances where the input of an external agency/organization is necessary for resolving the complaint.
- (ix) All complaints shall be monitored and marked as closed only after resolution of the subscriber grievance.
- (x) The complaint shall be treated as closed if the complainant has not responded within forty-five days of the receipt of the written response from the organization

## 8. Resolution of Grievance

The subscriber/complainant shall be intimated on resolution of grievance/complaint. The intimation of resolution shall contain the Date of receipt of complaint/grievance, Unique grievance Number, Name, Designation and Contact details of Officer signing the communication, procedure of representing the matter to NPST (contact details and address) and further right to approach Ombudsman and PFRDA in case of non-satisfactory resolution of grievance, within the time specified in the regulation.

## **9. Grievance Redressal Officer (GRO) Chief Grievance Redressal Officer (CGRO)**

The operations pertaining to NPS are handled only through the Head Office of HPGCL i.e. at Panchkula. Accordingly, the Grievance Redressal Officer (GRO) is appointed. The details of GRO are:

**Sr. Accounts Officer/NPS cum  
Grievance Redressal Officer  
Haryana Power Generation Corporation Ltd.,  
C-7, Urja Bhawan, Sector – 6, Panchkula.  
Email id: [aonps.hpgcl@gmail.com](mailto:aonps.hpgcl@gmail.com)**

If the complainant is not satisfied with the Redressal of his grievances or if it has not been resolved by Grievance Redressal Officer, he/she may escalate the grievance to the Chief Grievance Redressal Officer (CGRO). The Chief Grievance Redressal Officer's (CGRO) details are:-

**Chief Accounts Officer cum  
Chief Grievance Redressal Officer,  
Haryana Power Generation Corporation Ltd.,  
C-7, Urja Bhawan, Sector – 6, Panchkula.  
Telephone No. 0172-5022413  
Email id: [cao.pkl@hpgcl.org.in](mailto:cao.pkl@hpgcl.org.in)**

The record of grievances will be maintained by the concerned Redressal Officer.

## **10. Escalation of grievance to NPS**

Any subscriber whose grievance has not been resolved within thirty days from the date of receipt of the grievance by the intermediary, or who is not satisfied with the resolution provided can escalate the grievance with the National Pension System Trust.

The subscriber whose grievance has not been resolved by the intermediary within thirty days from the date of submission of the grievance to the National Pension System Trust, or who is not satisfied with the resolution provided by the National Pension System Trust shall prefer an appeal to the Ombudsman against the concerned intermediary or entity.

## **11. Maintenance of records and reporting**

- (i) The GRO shall preserve record 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.
- (ii) The GRO shall submit required reports as per the guidelines of the Authority/NPS Trust.

## **12. Closure of grievance**

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 shall be considered as disposed off and closed in any of the following instances namely:

- (i) when the intermediary or entity regulated by Authority has acceded to the request of the complainant fully
- (ii) where the complainant has indicated in writing, its acceptance of the response of the intermediary or entity regulated by the Authority;
- (iii) where the complainant has not responded within forty-five days of the receipt of the written response of the intermediary or entity regulated by the Authority;
- (iv) where the Grievance Redressal Officer has certified under intimation to the subscriber that the intermediary or entity regulated by the Authority has discharged its contractual, statutory and regulatory obligations and therefore closes the complaint;
- (v) where the complainant has not preferred any appeal within forty-five days from the date of receipt of resolution or rejection of the grievance communicated by the intermediary or entity regulated by the Authority or the National Pension System Trust, as the case may be;
- (vi) where the decision of the Ombudsman in appeal has been communicated to such complainant:

Provided that the closure shall not be applicable where the Ombudsman or the Authority, as the case may be has allowed filing of the appeal/revision, beyond the specified period.