

## **Grievance Redressal Officers of APDCL under NPS**

### **Chief Grievance Redressal Officer (CGRO):**

Sri Pranab Kumar Sarma, CGM (F&A), APDCL

### **Grievance Redressal Officer (GRO):**

Sri Nabaratna Acharya, AGM (F&A), APDCL

### **Contact Details:**

Email id: [apdclnpsgrievanceredressal@gmail.com](mailto:apdclnpsgrievanceredressal@gmail.com)

### **Address for Correspondence:**

Grievance Redressal Officer,  
O/o The CGM (F&A), APDCL  
6th Floor, Bijulee Bhawan, Paltanbazar, Guwahati.  
Pin-781001

**ASSAM POWER DISTRIBUTION COMPANY LIMITED**

**(Regd Office: Bijulee Bhawan, Paltanbazar, Guwahati-781001)**

CIN: U40109AS2003SGC007242, Website: [www.apdcl.org](http://www.apdcl.org)

**Grievance Redressal Policy**  
**Under**  
**PFRDA (Redressal of Subscriber Grievance)**  
**Regulations 2015**

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## **1. Introduction:**

The Pension Fund Regulatory Development Authority (PFRDA) has notified PFRDA (Redressal of Subscribers Grievance) Regulations 2015 on 29<sup>th</sup> January, 2015. This regulation aims to provide timely and seamless framework for handling grievances in the interest of the subscribers by the intermediaries under National Pension System (NPS) for effective resolution of such grievances. As per this Regulation under NPS, APDCL is required to draw up a detailed two level Grievance Redressal Policy detailing the systems and procedures for receiving, registering and resolving of grievances of NPS subscribers. As such Redressal policy regarding subscriber's grievances of Assam Power Distribution Company Limited is prepared as follows:-

## **2. The term 'Grievances' meaning :**

The term Grievance or complaint includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service in respect of NPS 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.

## **3. Objective :**

The purpose of this Policy is to determine the policies and procedures to be followed in receiving, handling and responding to any grievance against APDCL in respect of the services offered by it under NPS to its subscribers. The following objectives are set forth handling the subscriber's 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 to resolve subscribers grievance fairly and equitably.
- iv) To provide enhanced level of subscriber's 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.

#### **4. Procedure for Raising Grievance:**

The NPS subscribers can raise grievances through the following modes:

- Email: The subscriber may write to Email id: [apdclnpsgrievanceredressal@gmail.com](mailto:apdclnpsgrievanceredressal@gmail.com)
- Letter: Subscriber may also raise the grievance by writing us to the following address:

Grievance Redressal Officer,  
O/o The CGM (F&A), APDCL  
6<sup>th</sup> Floor, Bijulee Bhawan, Paltanbazar, Guwahati.  
PIN-781001

- **Central Grievance management System (CGMS) under NPS:** Any subscriber of NPS can raise the grievance through the CGMS using the login and password provided by Central Recordkeeping Agency to him/her.

#### **5. Registration of Grievances:**

##### **(I) Grievances received through written communication:**

- a) The grievances can be received through registered email, Form G1 or letter.
- b) The grievances received will be recorded/ logged in the Central Grievance Management System.

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 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 APDCL levels, NPS Trust and Ombudsman) and manner and mode of tracking resolution of grievance with the unique grievance number.

## **7. Redressal Of Grievance and Turnaround time (TAT):**

- a) The grievance letter/email should contain the PRAN/ Application Number/ other relevant reference number, complainant's name, address and contact details, copies.
- b) All the grievances will be registered in CGMS of NPS and in the Grievance Register of APDCL and shall be assigned a unique reference number.
- c) If the grievance might be resolved within three working days, the resolution will be communicated along with the acknowledgement to the complainant.
- d) The grievance will be addressed as early as possible and within a maximum of 30 days of the receipt of the complaint.
- e) All grievances will be escalated to the Chief Grievance Redressal Officer (CGRO) of APDCL for cases which are pending for resolution for more than 2 (two) 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 APDCL within maximum period of 30 (thirty) days of receipt of grievance.
- f) The GRO would monitor the resolution of grievance received by APDCL and periodically put up the same for review by the Senior Management of APDCL.
- g) The Grievance Redressal Policy will be accessible to all and it will ensure that information is readily available on the modalities of making and resolving grievance. This policy will be available on the website and also at the offices of APDCL.
- h) The grievance shall be treated as closed if the complainant has not responded within 45 (forty-five) days of the receipt of the written response from the organization.

## **8. Resolution of Grievance:**

The subscriber/ complainant will be intimated on resolution of grievance. The intimation of resolution will 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 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. Chief Grievance Redressal Officer (CGRO) and Grievance Redressal Officer (GRO):**

**The Chief Grievance Redressal Officer (CGRO) details are:**

Sri Pranab Kumar Sarma  
Chief General Manager (F&A), APDCL  
Address: O/o The Chief General Manager, (F&A)  
APDCL  
6<sup>th</sup> Floor, Bijulee Bhawan  
Paltanbazar, Guwahati-781001

**The Grievance Redressal Officer (GRO) details are:**

Sri Nabaratna Acharya  
Asstt. General Manager, (F&A)  
Address: O/o The Chief General Manager, (F&A)  
APDCL  
6<sup>th</sup> Floor, Bijulee Bhawan  
Paltanbazar, Guwahati-781001

**10. Escalation of Grievances to NPS Trust:**

Any subscriber whose grievance cannot be resolved within thirty days from the date of receipt of the grievance by APDCL, 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 APDCL 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 refer an appeal to the Ombudsman against the concerned entity.

**11. Maintenance of Records and Reporting:**

- a) The GRO will preserve records pertaining to grievance received, resolution and closure of the grievance in the register. CGMS platform of NPS shall be updated within a maximum period of 1 (one) working day after sending intimation of resolution to the subscriber.
- b) The GRO shall submit required reports as per the guidelines to the Authority / NPS Trust.

## **12. Closure of Grievance:**

Every grievance shall be disposed off within a period of 30 (thirty) days of its receipt and a final reply shall be sent to the complainant, containing details of resolution or rejection of the grievance with reasons thereof recorded in writing.

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

- a) When APDCL acceded to the request of the complainant fully.
- b) Where the complainant has indicated in writing, its acceptance of the response of APDCL.
- c) Where the complainant has not responded within 45 (forty-five) days of the receipt of the written response of APDCL.
- d) Where the Grievance Redressal Officer has certified under intimation to the subscriber that APDCL has discharged its contractual, statutory and regulatory obligations and therefore closes the complaint.
- e) Where the complainant has not preferred any appeal within 45 (forty-five) days from the receipt of resolution or rejection of the grievance communicated by APDCL to the National Pension Trust as the case may be.
- f) 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.

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