



# **GRIEVANCE REDRESSAL POLICY**

## **NATIONAL PENSION SYSTEM**



# **NATIONAL INSTITUTE OF PHARMACEUTICAL EDUCATION AND RESEARCH**

**SECTOR-67, S.A.S. NAGAR, MOHALI-160062 (PB)**

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## I. Introduction

National Institute of Pharmaceutical Education and Research (NIPER) is the first national level institute in pharmaceutical sciences with a proclaimed objective of becoming a centre of excellence for advanced studies and research in pharmaceutical sciences. The Government of India has declared NIPER as an 'Institute of National Importance'. It is an autonomous body set up under the aegis of Department of Pharmaceuticals, Ministry of Chemicals and Fertilizers, Government of India established by the Act of Parliament 'NIPER Act-1998'. The Institute is conceived to provide leadership in pharmaceutical sciences and related areas not only within the country, but also to the countries in South East Asia, South Asia and Africa. NIPER is a member of Association of Indian Universities and Association of Commonwealth Universities.

Government of India have introduced a New Pension Scheme replacing the defined benefit pension scheme. The New Pension Scheme comes into operation w.e.f from 01-01-2004 and applicable to all new entrants of Central Government service on or after 01-01-2004. The New Pension Scheme is working on defined contribution basis and will have two tiers- Tier-I and Tier-II. Tier-I is mandatory for all Govt. servants / employees of autonomous institutes. In Tier-I, NIPER will have to make a contribution of 10% of the Basic Pay, DP and DA which will be deducted from salary bill of the subscriber every month. NIPER will make equal matching contribution and will deposit the same in NPS Tier-I account.

## II. Scope

As an autonomous institution of Central Govt., the correct and timely deposit of contribution in Tier-I account is the prime concern of NIPER. As a part of PFRDA (Redressal of Subscriber Grievance) Regulations, 2015, every intermediary is required to follow the Grievance Redressal Policy.



Accordingly , the below stated Grievance Redressal Policy (GRP) is made for the grievances arising out of various services offered by NIPER in the capacity of intermediary . The scope of this GRP is restricted to redressal of grievances raised against intermediary (NIPER).

The term "Grievances" is defined 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 on the part of, an intermediary (NIPER) 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 NIPER or beyond the provisions of the PFRDA Act and the rules and regulations framed there under; and
- (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.

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



- (i) To provide fair and equal treatment to all employees of NIPER without bias at all times.
- (ii) To ensure that all issues raised by employees of NIPER are dealt with courtesy and resolved in stipulated timelines.
- (iii) To develop an organizational framework to promptly address and resolve employees Grievances fairly and equitably.
- (iv) To provide enhanced level of satisfaction.
- (v) To provide easy accessibility to the employees of NIPER for an immediate Grievance redressal.
- (vi) To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.

#### **IV. How to raise the grievance**

The subscribers can raise grievances through the following modes:

- (i) By raising a grievance in writing – in the specified format /letters /representation addressed to the Grievance Redressal Officer, NIPER.
- (ii) By emailing the grievance to the Grievance Redressal Officer, NIPER.

#### **V. Resolution mechanism for grievances**

1. Grievances received through written communication:

- a. The grievances can be received through registered email.
- b. The grievances received will be recorded in the Register maintained by Grievance Redressal Officer, NIPER.



- c. On receipt of a complaint / grievance, an acknowledgement for the same shall be sent to the applicant.
- d. The grievance Redressal proceedings of the complainant shall be deemed to have commenced on the next date of receipt of the grievance by the NIPER.
- e. The grievance will be resolved and then appropriate reply will be sent to the customer.

## **VI. Turn Around Time (TAT)**

TAT as defined in the Redressal Of Subscriber Grievance Regulations, 2015 are adhered to. Following are the salient points with respect to TAT:

- a. Every grievance has to be disposed off within a period of thirty days of its receipt
- b. In case a complaint requires additional time for resolution, the NIPER will proactively inform the complainant about the reason for the delay and specify the additional time required for resolution.

## **VII Record Keeping**

The record of complaints and measures taken for its redressal would be maintained for a minimum period of 03 (three) years from the date of their resolution.

## **VIII. Grievance Redressal Officer**

The present Grievance Redressal Officer, NIPER (GRO) details are:

**Sh. J.K. Chandel**

**Grievance Redressal Officer (GRO),(NPS),**

Deputy Registrar (Finance & Accounts)

National Institute of Pharmaceutical Education and



Research

Sector-67, S.A.S. Nagar, Mohali-160062

(Pb)

Email: [drfa@niper.ac.in](mailto:drfa@niper.ac.in)

If the complainant is not satisfied with the redressal of his grievances or if it has not been resolved by Grievance Redressal Officer, NIPER by the end of thirty days of the filing of the complaint, he/she may escalate the grievance to the Chief Grievance Redressal Officer (CGRO), NIPER.

The present Chief Grievance Redressal Officer (CGRO) details are:-

**Wing Cdr. P.J.P. Singh Waraich, Registrar**  
**Chief Grievance Redressal Officer (CGRO),(NPS),**  
National Institute of Pharmaceutical Education and  
Research  
Sector-67, S.A.S. Nagar, Mohali-160062  
(Pb)  
Email: [registrar@niper.ac.in](mailto:registrar@niper.ac.in)

#### **IX. Final Decision**

In the following cases, the grievance shall be considered as disposed off:

- When the NIPER has acceded to the request of the complainant fully.
- Where the complainant has indicated in writing, its acceptance of the response of the NIPER.
- Where the complainant has not responded within 45 days of the receipt of the written response of the NIPER.
- Where the Grievance Redressal Officer has certified under intimation to the complainant that the NIPER has discharged its contractual, statutory and regulatory obligations and accordingly closes the complaint.
- Where the complainant has not preferred any appeal within 45 days from the date of receipt of resolution or rejection of grievance communicated by the NIPER.

#### **X. Escalation of grievances to NPS Trust**



If the complainant is not satisfied with the redressal of his grievances or if it has not been resolved by NIPER by the end of thirty days of the filing of the complaint, he/she may escalate the grievance to the NPS Trust in accordance with the provisions contained in regulation 10 of Redressal Of Subscriber Grievance Regulations, 2015 as mentioned below (excerpt from the regulations given below):

- (1) Any subscriber whose grievance has not been resolved within thirty days from the date of receipt of the grievance by any intermediary, or who is not satisfied with the resolution provided by the intermediary under the National Pension System (other than NPS Trust) shall register a grievance with the NPS Trust, against the intermediary. The NPS Trust shall follow up the grievance with the intermediary for redressal of the subscriber grievance. The NPS Trust shall call for the resolution of the subscriber grievance and respond to the subscriber within thirty days from the date of receipt of the grievance under this sub-regulation, about the resolution of the grievances.
- (2) 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.
- (3) Nothing contained in sub-regulation (1) shall apply to a grievance which is directly against the NPS Trust, and it shall be resolved by the National Pension System Trust in accordance with the provisions of regulation 6.
- (4) This policy has been approved by the Competent Authority of the NIPER and may be reviewed as and when need arises..
- (5) The policy would be available on NIPER's website.