

HIMACHAL ROAD TRANSPORT CORPORATION, SHIMLA

GRIEVANCE REDRESSAL POLICY

UNDER

NATIONAL PENSION SYSTEM

INTRODUCTION

Himachal Road Transport Corporation, Shimla-171003, H.P.(HRTC) is an autonomous body set up under the provisions of The Road Transport Corporation Act, 1950 owned and controlled by the State of Himachal Pradesh on 02.10.1974 for providing transportation facility to the public of the State and outside the State.

Government of India has introduced a New Pension Scheme replacing the defined benefit pension scheme. The New Pension Scheme comes into operation w.e.f from 15.05.2003 and applicable to all new entrants of Central Government service on or after 15.05.2003. The New Pension Scheme is working on defined contribution basis and will have two tiers. Tier-I is mandatory for all Govt. servants/employees of autonomous institutes. In Tier-I, HRTC will have to make a contribution of 10% of the basic pay, DP and DA (now Pay Band + G.P.+ DA) which will be deducted from his salary bill every month. HRTC will make equal contribution and will deposit the same in non withdrawal Pension Tier-I account.

SCOPE

As an autonomous body of the State Govt. the correct and timely deposit of contribution in Tier-I account is the prime concern of HRTC. As a part of Pension Fund Regulatory & Development Authority (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 HRTC in the capacity of intermediary. The scope of this GRP is restricted to redressal of grievances raised against intermediary (HRTC). The term "Grievances" is defined as: "grievances or complaint" includes any communication that express dissatisfaction, in respect of the

conduct or any act of omission or commission or deficiency of service on the part of, an intermediary (HRTC) 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) Complaints in the nature of offering suggestions;
- iii) Communications seeking guidance or explanation;
- iv) Complaints which are beyond the powers and functions of the HRTC or beyond the provisions of the PFRDA Act and the rules and regulations framed thereunder; and
- v) 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.

OBJECTIVES

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 HRTC in respect of the services offered by it. The following are broad objectives for handling the customer grievances:-

1. To provide fair and equal treatment to all employees of HRTC without bias at all times.
2. To ensure that all issues raised by employees of HRTC are dealt with courtesy and resolved in stipulated timelines.
3. To develop an organizational framework to promptly address and resolve employees Grievances fairly and equitably.
4. To provide enhanced level of satisfaction.
5. To provide easy accessibility to the employees of HRTC for an immediate Grievance redressal.
6. To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.

HOW TO RAISE THE GRIEVANCE

The subscribers can raise grievances through the following modes:

- 1) By raising a grievance in writing – in the specified format / letters / representation addressed to the Grievance Redressal Officer, HRTC.

2) By emailing the grievance to the Grievance Redressal Officer, HRTC.

Resolution mechanism for grievances:

The grievance will be resolved and then appropriate reply will be sent to the complainant.

Turn Around Time (TAT)

Every grievance has to be disposed-off within a period of thirty days of its receipt at both the redressal tiers i.e. Grievance Redressal Officer (GRO) and Chief Grievance Redressal Officer (CGRO).

The present Grievance Redressal Officer (GRO) details are:

Sh. Mast Ram Mehta
Grievance Redressal Officer (GRO),NPS,
Dy. Controller (Finance & Accounts)
Himachal Road Transport Corporation,
Head Office, Shimla-171003, H.P.
Email: dcfa@hrtc.gov.in

If the complaint is not satisfied with the redressal of his grievances or if it has not been resolved by Grievance Redressal Officer, HRTC 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), HRTC.

The present Grievance Redressal Officer (GRO) details are:

Sh, Nathu Ram,
Chief Grievance Redressal Officer (CGRO), NPS
Financial Advisor & Chief Accounts Officer,
Himachal Road Transport Corporation,
Shimla-171003, H.P.
Email: facao@hrtc.gov.in

The details of Grievance Redressal Officer and Chief Redressal Officer are available on the website of HRTC i.e www.hrtc.gov.in . Any change in GRO and CGRO at any time shall be notified and uploaded in this website.

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

ESCALATION OF GRIEVANCES TO NPS TRUST

If the complainant is not satisfied with the redressal of his grievances or if it has been resolved by HRTC 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 Regulation, 2015 as mentioned below (except 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 Scheme(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 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.

MEMORANDUM FOR CONSIDERATION OF BOARD OF DIRECTORS OF HIMCHAL ROAD TRANSPORT CORPORATION.**Subject: Regarding Constitution of Grievance Redressal Committee**

Government of India has introduced a New Pension Scheme replacing the defined benefit pension scheme. The New Pension Scheme came into existence w.e.f from 15.05.2003 and applicable to all new entrants of Central/State Government service on or after 15.05.2003. The New Pension Scheme is working on defined contribution basis and will have two tiers. Tier-I is mandatory for all Govt. servants/employees of autonomous institutes. As per Tier-I, the 10% contribution is to be made by the employee, which is being deducted from the monthly salary of the subscribers and HRTC is also contributing an equal share of 10% of the basic pay, DP and DA (now Pay Band + G.P.+ DA) and depositing the same in non withdrawal Pension Tier-I account.

Pension Fund Regulatory and Development Authority(PFRDA), the regulator for National Pension System (NPS) has notified Pension fund Regulatory and Development Authority (Redressal of subscribers Grievance) regulations, 2015. According to the provisions of the Regulations and the Guidelines of Grievance Redressal issued by the National Pension Trust (Copy attached as annexure "A"), every intermediary under NPS is required to draw up a detailed two level Grievance Redressal Policy. HRTC is also an intermediary under NPS and as per the directions of the NPS, a grievance policy has been framed which is annexed as annexure "B" for detailing the systems and procedures for receiving , registering and resolving the grievance of the subscribers within stipulated timelines.

Point for consideration:-

The "**Grievance Redressal Policy**" is placed before the Board of Directors for consideration and approval please.

**Managing Director,
HRTC, Shimla-171003**

Dated: 23rd March, 2016

Place: Shimla

HIMACHAL ROAD TRANSPORT CORPORATION, SHIMLA-171003
NO:HO:HRTC FUND/CPS(NPS) 2015-2016

From :

The Managing Director,
Himachal Road Transport Corporation,
Shimla-171003.

To

1. The Chief Executive Officer,
NPS Trust,
1st Floor, ICADR Building, Plot No.-6,
Vasant Kunj Institutional Area, Phase-II,
New Delhi-110070.

2. Mr. Sunil Samuel,
Assistant Vice President,
NSDL e-Governance Infrastructure Limited,
1st Floor, Times Tower, Kamala Mills Compound, Senapati
Bapat Marg, Lower Parel, Mumbai-400013.

Dated shimla-171003 21st April, 2016.

Subject: Compliance to the PFRDA (Redressal of subscriber Grievance) Regulations
2015.

Sir,

Please refer to your letter NO:SS/VH/MT/RG/201532513 dated 11th May, 2015 on the above cited subject.

In this context, enclosed please find herewith Grievance Redressal Policy duly approved by the Managing Director of Himachal Road Transport Corporation, Shimla-171003 in compliance to above referred letter. Further, soft copy of the Grievance Redressal Policy has also been emailed to: nps.trust@pfrda.org.in. Apart from it, as per guidelines issued vide letter NO:1/6/2014-NPST dated 13.04.2015, the Grievance Redressal policy has also been placed prominently in public domain of Himachal Road Transport Corporation <http://www.hrtc.gov.in>.

This is for your kind information please.

Encls as above:

Yours faithfully,

**Financial Advisor cum CAO,
Himachal Road Transport Corporation,
Shimla-171003.**