

**GOVERNMENT OF MEGHALAYA  
FINANCE (PENSION CELL) DEPARTMENT**

No. FEM (PC) 76/2015/19

Dated, Shillong the 31<sup>st</sup> July 2017

**NOTIFICATION**

**Subject: New Pension Scheme - Grievance Redressal Policy under PFRDA (Redressal of Subscriber Grievance) Regulations, 2015.**

**1. Introduction:**

The State Government of Meghalaya has introduced the New Pension Scheme vide Office Memorandum No.FEM (PC)-7/2007/Pt-II/66 dt. 24.03.2010 in line with the PFRDA National Pension System architecture. The New Pension Scheme is working on defined contribution with two tiers- i.e. Tiers-I and II. Contribution to Tier-I is mandatory for all regular Government employees joining service on or after 01.04.2010 while Tier-II will be optional at the discretion of Government employees. Under Tier-I, government servant will have to contribute 10% of basic pay plus Dearness Allowance which will be deducted from the monthly salary bill of the employees by the Drawing and Disbursing Officer concerned. Government will also make an equal matching contribution and transfer the fund into the NPS Trust Account for taking care of the pension fund.

**2. Scope:**

New Pension System architecture includes many intermediaries, each having unique function to perform. As a part of PFRDA (Redressal of Subscriber Grievance) Regulation, 2015, every intermediary is required to follow the Grievance Redressal Policy accordingly in dealing with the grievances arising out of the daily action carried out by such intermediaries. Finance (Pension Cell) as the Administrative Department is the controlling authority for all pension matters in the State. Director of Accounts and Treasuries as a Nodal Officer is responsible for:

- Registration of the subscribers PPAN in the Nodal Office and as a channel for PRAN registration with NSDL.
- Compilation of the subscribers' contribution received from the Treasury Officer.
- Drawal of Government Matching contribution from Government fund.

- Timely transfer of both subscribers' and Government's contribution to NPS Trust account.
- Submission of withdrawal application of the subscribers to NSDL on exit.
- Changes on request of the subscriber.

Treasury Officer is responsible for effecting the contribution from the monthly salary bill of the employees and timely transfer of fund to the account of the Director of Accounts and Treasuries.

### **3. Definition:**

"Grievances or complaints" include 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; and
- (iii) communications seeking guidance or explanation.

### **4. Objective:**

The purpose of this policy is to set forth the procedures to be followed in receiving, handling and responding to any grievances of the subscribers. The following are the broad objectives for handling of the grievances:

- (i) To provide fair and equal treatment to all the Government employees without bias at all time.
- (ii) To ensure that all issues raised by the Government employees are dealt with courtesy and resolved in stipulated time.
- (iii) To develop an organisational framework to promptly address and resolve the Government employees grievances fairly and equitably.
- (iv) To provide easy accessibility to the Government employees for an immediate redressal.
- (v) To put in place a monitoring mechanism to oversee the functioning of the grievances handling policy.

### **5. How to raise the grievances:**

- (a) The subscribers can raise grievances through the following modes:

- (i) By raising the grievances in writing through letter/ representation addresses to the Grievance Redressal Officer (GRO).
  - (ii) By emailing the grievance to the Grievance Redressal Officer (GRO).
  - (iii) By phone to the Grievance Redressal Officer (GRO) to the dedicated Landline/Mobile No.
- (b) The Grievance Redressal Officer and the Chief Grievance Redressal Officer shall maintain a Grievance Register as per *Annexure - 1* for proper record of all the grievances received and action taken by them.
- (c) The complainant shall furnish his/her Full Name, Postal Address, PAN/PRAN, Phone/Mobile No, email address if any and particulars of grievances as per format at *Annexure -2*.

**6. Resolution mechanism for grievances:**

- (i) The Grievances received through letter, e-mail and phone shall be recorded and registered in the NPS Grievance Redressal Cell.
- (ii) The Grievances shall be resolved and appropriate reply shall be sent to the complainant within the stipulated time.

**7. Turn Around Time (TAT) for grievance redressal:**

The following are the salient points in respect to the Turn Around Time (TAT):

- (i) An acknowledgement shall be sent to the complainant within three working days of the receipt of the grievances. The acknowledgement shall contain the name, designation and contact detail of the officer dealing with the grievances received.
- (ii) The complainant will be provided with the unique grievance number for every grievance registered for future reference.
- (iii) The Grievance Redressal Proceedings shall be deemed to have commenced on the date of received of grievances.
- (iv) Every grievance has to be disposed-off within a period of thirty days from the date of receipt and reply shall be sent to the complainant, containing the details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

- (v) While disposing off the complaint, the Grievance Redressal Officer shall inform the complainant the manner in which he or she may pursue the complaint, if dissatisfied with such resolution or rejection as the case may be.

**8. Grievance Redressal Officer:**

In terms of clause 3 of Chapter II of PFRDA (Redressal of Subscriber Grievance) Regulation, 2015, the State Government of Meghalaya maintains two level Grievance Redressal Policy which shall comprise (1) The Chief Grievance Redressal Officer (CGRO) at the level of Government Finance (Pension Cell) Department and (2) The Grievance Redressal Officer (PRO) at the level of Director of Accounts and Treasuries being the Nodal Officer.

The operation of all grievances pertaining to NPS shall first be handled by the Grievance Redressal Officer (GRO) at the Directorate level. The Address is as under:

Director of Accounts and Treasuries and  
Grievance Redressal Officer (NPS)  
Nokrek Building, Lower Lachumere,  
Meghalaya, Shillong.  
PIN Code- 793001.  
Contact No: 0364-2226553  
Email: [nps.dat-meg@nic.in](mailto:nps.dat-meg@nic.in)

If the complainant is not satisfied with the redressal of his grievances or if it has not been resolved by the Grievance Redressal Officer, he/she may escalate the grievances to the Chief Grievance Redressal Officer. The address is as under:

Jt. Secretary/Under Secretary to the Govt. of Meghalaya,  
Finance (Pension Cell) Department,  
Chief Grievance Redressal Officer (NPS),  
Room No 108  
Main Secretariat Building  
Shillong, Meghalaya  
Pin Code-793001  
Phone (O):0364-2224344  
Email: [financepensioncell@yahoo.com](mailto:financepensioncell@yahoo.com)

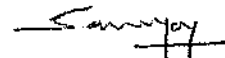
**9. Escalation of Grievance to National Pension System Trust:**

- (i) 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 by the intermediary, shall register a grievance with the National Pension System Trust, against such intermediary. The National Pension System Trust shall follow up the grievance with the concerned intermediary for redressal of the subscriber grievance. The National Pension System Trust shall call for a 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.
- (ii) 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 about the resolution of the grievances.

**10. Closure of grievance:**

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

- (i) When the request of the complainant has fully been acceded to by the Department.
- (ii) Where the complainant has indicated in writing, its acceptance of the response of the Grievance Redressal Officer (GRO).
- (iii) Where the complainant has not responded within forty five days of the receipt of the written response of the Grievance Redressal Officer (GRO).
- (iv) Where the Grievance Redressal Officer (GRO) has certified under intimation of the subscriber that the Department has discharged its contractual, statutory and regulatory obligations and therefore closes the complaint.



Secretary to the Govt. of Meghalaya  
Finance (Pension Cell) Department

**Grievance Register  
(see Clause-5)**

Date of registration (DD/MM/YY)	Unique Grievance No.	Name, PPAN/PRAN, address and contact details of complainant	Complaint details	Signature of GRO/ Assistant	Acknowledgement	
					Date	Number
1	2	3	4	5	6	7

Date of reply (DD/MM/YY)	Reply details	Signature of GRO	Remarks of appeal or closure	Signature of GRO
8	9	10	11	12

**Grievance Complain Form.**  
(see Clause - 5)

1.	Name in full	
2.	Postal Address	
3.	PIN Code	
4.	Phone/Mobile No	
5.	Email address if any	
6.	PPAN/PRAN	
7.	Details of Grievance	
8.	Date of complain	
9.	Signature of complainant (For written complain)	

MEMO.NO.FEM(PC)76/2015/19 - A

Dated Shillong the 31<sup>st</sup> July, 2017

Copy forwarded to

1. The Accountant General (A & F) Meghalaya, Shillong
2. The Accountant General (Audit) Meghalaya, Shillong
3. Private Secretary to the Chief Minister, Government of Meghalaya, Shillong.
4. Private Secretary to Deputy Chief Ministers, Government of Meghalaya, Shillong
5. Private Secretary to All Cabinet Minister, Government of Meghalaya, Shillong.
6. Private Secretary to all Parliamentary Secretaries, Government of Meghalaya, Shillong.
7. Private Secretary to Chief Secretary, Government of Meghalaya, Shillong.
8. Private Secretary to Additional Chief Secretary, Government of Meghalaya, Shillong.
9. Private Secretary to All Principal Secretaries, Government of Meghalaya, Shillong.
10. All Commissioner & Secretaries, Secretaries, Additional Secretaries, Government of Meghalaya, Shillong.
11. All Administrative Departments
12. All Heads of Departments
13. All Deputy Commissioners - All Sub-Divisional Civil Officers
14. All Financial, Advisory, Finance & Accounts Officers, Treasury Officers.
15. The Secretary Meghalaya Legislative Assembly Secretariat, Shillong.
16. The Secretary Meghalaya Public Service Commission, Shillong.
17. The Director of Industries, Government of Meghalaya, Dibru, New Delhi
18. The Trade Adviser, Director of Movements, Meghalaya House Kolkata.
19. The General Secretary Meghalaya State Government Employee's Federation, Shillong.
20. The General Secretary, Meghalaya Prisoners Association, Shillong.
21. The Director of Printing & Stationery, Government of Meghalaya, Shillong with a request to publish the Office Memorandum in the next issue of the Gazette of Meghalaya and to supply this Department with 500 copies.
22. The State Information Officer, NIC, Shillong. The contents of this Office Memorandum may please be placed on the website of the Government of Meghalaya.
23. The Director of Accounts & Treasuries, Meghalaya, Shillong.

By Orders etc.,

*J. Watre*

Under Secretary to the Government of Meghalaya,  
Finance (Pension Cell) Department.

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