LIC PFL
LIC PENSION FUND LTD

GRIEVANCE REDRESSAL POLICY

1. Preamble

As per the provisions of PFRDA (Redressal of Subscriber Grievance) Regulations 2015, "every intermediary under the National Pension System and any other pension scheme regulated by the Authority shall follow the grievance redressal policy as laid down by these regulations".

The grievance redressal policy shall be in consonance with the PFRDA (Redressal of Subscriber Grievance) Regulations 2015, the provisions of which shall have an overriding effect in case of any ambiguity or conflict, at any point of time. The PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 require a two-level grievance redressal policy for intermediaries and other entities for the overall grievance management system.

This Policy is being put in place to comply with the requirements of these Regulations as applicable to LIC Pension Fund Limited (LIC PFL).

a. Objective

The objective of this Policy is to ensure that: -

- The grievances received are examined, registered, acknowledged and effectively redressed in a prompt and fair manner

- Any grievance, request or complaint raised by the Subscribers is resolved within stipulated timelines

b. Definition

“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 on the part of an intermediary or an entity or a person governed by the provisions of the Act 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 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;

"Ombudsman" means any person appointed under the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015 as amended from time to time.

2. Roles and Responsibilities

The Company shall appoint a Grievance Redressal Officer (GRO) who shall be responsible to resolve complaints received from subscribers. The company shall also appoint Chief Grievance Redressal Officer (CGRO) who will be designated senior management executive who shall be responsible to resolve the complaint/grievance escalated to CGRO.

Managing Director & CEO of the company is empowered to appoint GRO and CGRO.

The office address and email ids where complaint/grievance could be sent, would be as under,

Grievance Redressal Officer (GRO)	**Chief Grievance Redressal Officer (CGRO)**
LIC Pension Fund Limited, B-5, 5th Floor, Industrial Assurance Building, Veer Nariman Road, Churchgate, Mumbai 400020 Email: grievance@licpensionfund.in	LIC Pension Fund Limited, 1st Floor, Industrial Assurance Building, Veer Nariman Road, Churchgate, Mumbai 400 020 Email: grievance@licpensionfund.in

3. Grievance Registration Mechanism

The subscribers to NPS can raise grievance/complaint through the following modes:

a. Modes of Registration:

- For any grievance the complainant can approach the company through physical or electronic mode as detailed below,
  - ✓ Can send an email to the GRO at GRIEVANCE@LICPENSIONFUND.IN
  - ✓ Can send a letter to the GRO at the Company's registered address namely,

    LIC Pension Fund Limited,
    B-5, 5th Floor, Industrial Assurance Building,
    Veer Nariman Road, Churchgate,
    Mumbai 400 020
  - ✓ By way of Personal Visit at the Office Address mentioned above
  - ✓ By way of Telephone call

- The subscriber may also register the grievance/ complaint through the Centralized Grievance Management System (CGMS) using the login and password provided by Central Recordkeeping Agency (CRA). The same can be assessed at the below mentioned links:
  1. NSDL: https://cra-nsdl.com/CRA/
  2. KFINTECH: https://nps.kfintech.com/login/login/
  3. CAMS: https://app.camsnps.in/CRA/auth/subscriber-portal/login?source=SUBSCRIBERPORTAL

- Upon receipt of grievance/complaint at CRA, the same shall be processed through Central Grievance Management System and a unique grievance number may be provided to the subscriber for future reference for grievance/complaint registered.

b. Escalation to CGRO:

- If the subscriber is not satisfied with the response offered by the GRO, then the subscriber may choose to refer the matter to the Chief Grievance Redressal Officer (CGRO).

c. Approaching NPS Trust:

In case the grievance/complaint is not resolved within 30 days of its receipt along with all requisite documents by the Company or the subscriber is not satisfied with the resolution provided, the subscriber can escalate the grievance/complaint to the NPS Trust.

d. Appeal to the Ombudsman:

The subscriber whose grievance/complaint is not satisfied with the resolution provided by the NPS Trust shall prefer an appeal to the Ombudsman appointed by the PFRDA.

The name, address and contact details of Ombudsman:

The Ombudsman,
The Office of Ombudsman
C/o Pension Fund Regulatory and Development Authority,
E-500, 5th Floor, Tower E, World Trade Center
Nauroji Nagar, New Delhi-110 029.

Email Id: ombudsman@pfrda.org.in
Landline No.: 011 - 40717900
Ext: 188.

4. Details required in grievance

The subscriber is required to furnish the following details/documents while registering the grievance/complaint with the Company:

- Name, address, contact number and e-mail address of the subscriber;
- Permanent Retirement Account Number (PRAN)
- Specify nature of grievance/ complaint;
- Name of the concerned branch with respect to the grievance/ complaint;
- Supporting documents, wherever applicable.

5. Grievance Resolution

- The turnaround time (TAT) would be 30 days as per the regulations. The Grievance Redressal Officer (GRO) shall send the complainant a written intimation which offers redressal of the grievance or rejection of the complaint recording the reason for the same.

- The Grievance/ Complaint shall be deemed to be have been commenced on the first date of receipt of the Grievance/ Complaint by LIC PFL

- The complainant shall be intimated on resolution of Grievance/ Complaint. The intimation of resolution shall contain the date of receipt of Grievance/ Complaint, Name, Designation and Contact details of officer signing the communication, procedure of representing the matter to NPS Trust (contact details and address) and further right to approach Ombudsman and PFRDA in case of non-satisfactory resolution of Grievance/ Complaint within the specified in the regulation.

- Any complainant who feels that the Grievance/ Complaint has not been responded to or has not been resolved satisfactorily, will have a right to approach the CGRO of the company.

6. Closure of Grievance

A grievance/complaint shall be considered as disposed off and closed in all respect under any of the following instances, namely:

- The Company has acceded to the request of the subscriber fully;
- The subscriber has indicated in writing its acceptance of the response of the Company;
- The subscriber has not responded within 45 days of the receipt of the written response of the Company;
- Intimation to the subscriber that the Company has discharged its obligations and therefore closes the grievance/ complaint;
- The subscriber has not preferred any appeal within 45 days from the date of receipt of resolution or rejection of the grievance/complaint communicated by the Company or the National Pension System Trust, as the case may be;
- The decision of the Ombudsman in appeal has been communicated to such subscriber.

7. Maintenance of Records

- The record of each grievance/complaint received by the Company and the measures taken for its redressal shall be preserved for a minimum period of three years from the date of resolution.
- The Company shall submit required reports as per the guidelines prescribed by the Authority.

8. Review of Policy

This policy has been approved by the Board of Directors of the Company and willbe reviewed as and when the need arises.

The Policy would be available on the Company’s website.

Version Control

Version No. 02 2025-26 **RMC Meeting dated 23.05.2025** **Board Meeting dated 25.07.2025**	**No Changes**
Version No. 03 2026-27 **RMC Meeting dated 22.07.2026** **Board Meeting dated 28.07.2026**	**No Changes**