



HEAD OFFICE - THOOTHUKUDI – 628002.

NPS Grievance Redressal Policy
under
PFRDA (Redressal of Subscriber Grievance)
Regulations, 2015.

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Tamilnad Mercantile Bank Ltd., Bancassurance Cell, Thoothukudi
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NPS Grievance Redressal Policy.

1. Preamble

As per the provision of PFRDA (Redressal Of Subscriber Grievance) Regulations 2015, every intermediary is required to follow the Grievance Redressal Policy as laid down under the Regulations. Excerpts from the regulation - Clause 3 (1) Chapter II of the Regulations is given below:

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.

2. Definition

“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 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 set forth the policies and procedures to be followed in receiving, handling and responding to any grievance against **Tamilnad Mercantile Bank** in respect of the services offered by it under NPS. The following are broad objectives for handling the customer grievances:

- ❖ To provide fair and equal treatment to all subscribers without bias at all times.
- ❖ To ensure that all issues raised by customers are dealt with courtesy and resolved in stipulated timelines.
- ❖ To develop an adequate and timely organizational framework to promptly address and resolve customer Grievances fairly and equitably.
- ❖ To provide enhanced level of subscribers' satisfaction.
- ❖ To provide easy accessibility to the subscriber for an immediate Grievance redressal.
- ❖ To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.
- ❖ To be compliant to the provisions of the PFRDA Act, 2013, the PFRDA (Redressal Of Subscriber Grievance) Regulations 2015, and any guidelines or notification issued by the Authority, relating to subscribers grievances.
- ❖ This policy covers only complaints received at Branches and Head Office from NPS subscribers.

4. How to raise the grievance

The subscribers can raise grievances through the following modes:-

At the Head Office

- **Phone Call:** 180 0425 0426.
- **Email:** customerservice@tmbank.in.
- **Letter:** Subscribers may also raise the grievance by writing to us in the following address:-
 - R. Anbalagan,
 - Deputy General Manager,
 - Grievance Redressal Officer,
 - Business Development.
 - 57, V. E .Road, Head Office,
 - Thoothukudi – 628002.
 - Tamilnadu.

At Branches

Visit any Branch to register complaints either in the Complaint Register available at all Branches or directly with Grievance Redressal Official of the Branch.

5. Registration of grievances

(i) Grievances received through phone call:

- a. The grievances received are recorded in the system.
- b. The grievances that can be answered by the phone calls will be answered immediately.
- c. The grievances that need escalation/need additional details will be escalated within the system.

(ii) Grievances received through written communication:

The grievances can be received through registered email or letter.

6. Acknowledgements

A copy of the complaint shall be returned to customer as acknowledgement. Another copy is to be forwarded to Head Office along with the remark of the Branch Manager. Branches shall make efforts to resolve the complaints expeditiously within a maximum period of 30 days. The Complaint Form is also available in the Bank's website.

7. Redressal of Grievance:-

- ✓ Customers may also lodge complaints through alternate channels viz. Toll Free helpline numbers 18004250426 / 098421461461 or e-mail to complaints@tmbank.in or customerservice@tmbank.in. Complaints are forwarded to the concerned branches / department for Redressal by our Customer Service Cell, Head Office, Thoothukudi.
- ✓ Branches should maintain Complaints Register in the prescribed format for recording the complaints / grievances.

8. Resolution of Grievance

The subscriber / complainant shall be intimated on resolution of grievance / complaint.

9. Grievance Redressal Officer (GRO) and Chief Grievance Redressal Officer (CGRO)

The present Grievance Redressal Officer (GRO) details are:

Designation	Location
Branch Manager	All Branches

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

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

Name	Designation	Address	Contact Number	Email
Shri. R. Anbalagan	Deputy General Manager	57, V.E.ROAD, THOOTHUKUDI-628002	0461-2321677	customerservice@tmbank.in

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

10. Escalation of grievances to NPS Trust

Any subscriber whose grievance has not been resolved within thirty days from the date of receipt of the grievance by the Bank, 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 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.

11. Maintenance of records and reporting

The GRO shall preserve records pertaining to grievance / complaint received resolution and closure of the grievance.

12. Closure of grievance:

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