

**ESCALATION MARTIX AND GRIEVANCE REDRESSAL MECHANISM FOR GRIEVANCES/ COMPLAINTS RELATED TO NATIONAL PENSION SCHEME**

Contact details	Name of the Contact person	Telephone no.	Email ID
Customer Service department	Mr. Bijendra Singh	022-39210300	cs.nps@iifl.com
Compliance officer – PFRDA	Mr. Mehul Khushal Shah	022- 61502040	mehul.shah3@iifl.com
Vice-President	Mr. Kiran Nandavadekar	022- 61502021	kiran.n@iifl.com

If the subscriber/ complainant is not satisfied with our response, you may refer to the Grievance Redressal Escalation Matrix available on the PFRDA website and the same is given in a summarized form below:

<b>Level 1</b>	<b>Escalation to Central Record Keeping Agency</b>																								
	<p>Subscribers can raise their grievances for resolution through the Central Grievance Management System (CGMS) of respective CRA's:</p> <p><b>Website:</b></p> <table> <tr> <th>CRA</th><th>Link</th></tr> <tr> <td><u>Protean</u></td><td><a href="https://www.npscra.nsdl.co.in/Log-your-grievance.php">https://www.npscra.nsdl.co.in/Log-your-grievance.php</a></td></tr> <tr> <td><u>KFin</u></td><td><a href="https://nps.kfintech.com/registergrievanceenquiry/registergrievanceenquiry/">https://nps.kfintech.com/registergrievanceenquiry/registergrievanceenquiry/</a></td></tr> <tr> <td><u>CAMS</u></td><td><a href="https://www.camsnps.com/subscribers/queries">https://www.camsnps.com/subscribers/queries</a></td></tr> </table> <p><b>Address:</b></p> <table> <tr> <th>CRA</th><th>Address</th></tr> <tr> <td><u>Protean</u></td><td>1st Floor, Times Tower, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai - 400 013</td></tr> <tr> <td><u>KFin</u></td><td>Selenium Tower B, Plot Nos. 31 &amp; 32, Financial District, Nanakramguda, Serilingampally Mandal , Hyderabad – 500 032</td></tr> <tr> <td><u>CAMS</u></td><td>No.158, Rayala Towers, Anna Salai, Chennai–600002</td></tr> </table> <p><b>Toll Free Numbers:</b></p> <table> <tr> <th>CRA</th><th>Toll Free Number</th></tr> <tr> <td><u>Protean</u></td><td>1800 210 0080</td></tr> <tr> <td><u>KFin</u></td><td>1800 208 1516</td></tr> <tr> <td><u>CAMS</u></td><td>1800 572 6557</td></tr> </table>	CRA	Link	<u>Protean</u>	<a href="https://www.npscra.nsdl.co.in/Log-your-grievance.php">https://www.npscra.nsdl.co.in/Log-your-grievance.php</a>	<u>KFin</u>	<a href="https://nps.kfintech.com/registergrievanceenquiry/registergrievanceenquiry/">https://nps.kfintech.com/registergrievanceenquiry/registergrievanceenquiry/</a>	<u>CAMS</u>	<a href="https://www.camsnps.com/subscribers/queries">https://www.camsnps.com/subscribers/queries</a>	CRA	Address	<u>Protean</u>	1st Floor, Times Tower, Kamala Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai - 400 013	<u>KFin</u>	Selenium Tower B, Plot Nos. 31 & 32, Financial District, Nanakramguda, Serilingampally Mandal , Hyderabad – 500 032	<u>CAMS</u>	No.158, Rayala Towers, Anna Salai, Chennai–600002	CRA	Toll Free Number	<u>Protean</u>	1800 210 0080	<u>KFin</u>	1800 208 1516	<u>CAMS</u>	1800 572 6557
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<b>Level 2</b>	<b>Escalation to NPS Trust</b>
	<p><b><u>Website:</u></b>  <a href="https://www.npstrust.org.in/lodge-a-grievance">https://www.npstrust.org.in/lodge-a-grievance</a></p> <p><b><u>Physical Letter:</u></b></p> <p>Grievance Redressal Officer (GRO )  National Pension System Trust  Tower B, B-302,  Third Floor, World Trade Center,  Nauroji Nagar, New Delhi-110029</p> <p><b><u>Phone/ Watsapp:</u></b></p> <p>Phone : +91-11-35655222  Whatsapp : +91-8588852130</p>
<b>Level 3</b>	<b>Ombudsman:</b>
	<p>If the complainant is not satisfied with the redressal of his/her grievance or no reply beyond 21 days at level 2 is received, Ombudsman appointed by PFRDA can be approached by the subscriber by submitting details in prescribed format.</p> <p>The Office of Ombudsman  Pension Fund Regulatory and Development Authority  Tower E, 5th Floor, E-500, World Trade Center  Nauroji Nagar, New Delhi – 110029</p> <p>Phone No.: 011-4071 7900  Email Id: ombudsman@pfrda.org.in</p>
<b>Level 4</b>	<b>Appeal to Designated Member against the order of Ombudsman</b>
	<p>If subscriber is not satisfied with the order passed by the Ombudsman, subscriber can file appeal against the order to the Designated member of PFRDA at following address:</p> <p>Ombudsman Department  Pension Fund Regulatory and Development Authority  Tower E, 5th Floor, E-500, World Trade Center  Nauroji Nagar, New Delhi – 110029  Phone No.: 011-4071 7900</p>
<b>Level 5</b>	<b>Appeal before the Securities and Appellate Tribunal</b>
	<p>If subscriber is not satisfied with the order passed by the Designated member of PFRDA, subscriber may approach the Securities Appellate Tribunal.</p>