

# **BAJAJ CAPITAL LIMITED**

[CIN: U67120DL1965PLC004338]

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## **GRIEVANCE REDRESSAL POLICY**

[Acting as Point of Presence (“PoP”) under the National Pension System (“NPS”)]

1.	Preamble	In terms of the applicable regulations laid down in the Pension Fund Regulatory and Development Authority (Redressal of Subscriber Grievance) Regulations, 2015 (the “ <b>Regulations</b> ”), every intermediary (as defined in regulation 2(i) of the said Regulations) are required to put in place/lay down the Grievance Redressal Policy (“ <b>GRP</b> ”), which aims at providing timely and seamless framework for handling the grievance in the interest of the subscribers (the subscribers to the NPS Scheme)
2.	Important Definitions of certain terms provided in the said Regulations	The definition of some of the important terms like authorized representative, award, complainant, grievances or complaint, intermediary, Ombudsman are provided in regulation 2 of the said Regulations. The said Regulations can be downloaded from the website of PFRDA ( <a href="http://www.pfrda.org.in">www.pfrda.org.in</a> ) or you may click on the link <a href="http://pfrda.org.in//MyAuth/Admin/showimg.cshtml?ID=665">http://pfrda.org.in//MyAuth/Admin/showimg.cshtml?ID=665</a>
3.	Objective of this Policy	<p>The purpose/objective of this Policy is to set forth the policy(ies) and procedures to be followed in receiving, handling and responding to any grievance/complaint by our Company, in respect of the services offered by our Company, as a PoP under NPS.</p> <p>The following are broad objectives for handling the subscriber grievances:-</p> <ul style="list-style-type: none"> <li>❖ to provide fair and equal treatment to all the subscribers, without bias at all times;</li> <li>❖ to ensure that all the issues raised by the subscribers/customers, are dealt with courtesy and resolved within the stipulated timelines;</li> <li>❖ to develop an adequate and timely organizational framework to promptly address and resolve the subscriber/customer grievances, fairly and equitably;</li> <li>❖ to provide enhanced level of subscribers’ satisfaction;</li> <li>❖ to provide easy accessibility to the subscriber, for timely redressal of his/her/its grievance;</li> <li>❖ to put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy;</li> <li>❖ to be compliant with the applicable provisions of the PFRDA Act, 2013, the Regulations and any other guidelines, circulars or notification, issued (from time to time) by appropriate Authority, relating to subscriber’s grievances.</li> </ul>
4.	Manner of registering/raising your (subscriber) grievance	<p>A subscriber can raise his/her/its grievance in the following manner:</p> <p>You may register your grievance/complaint by adopting any</p>

		<p>of the following ways:-</p> <p><u>Through Letter: Addressed to:</u></p> <p>The Grievance Redressal Officer  C/o Bajaj Capital Limited  5<sup>th</sup> Floor, 97 Bajaj House, Nehru Place, New Delhi – 110 019  (India)</p> <p>OR</p> <p><u>Through E-Mail:</u></p> <p>npsgrievance@bajajcapital.com</p> <p>OR</p> <p><u>Through Phone Call:</u></p> <p>At our centralized toll free number 1800 3000 6000</p> <p>OR</p> <p>You may submit your grievance letter with our nearest branch office addressed to the Branch Manager of the respective Branch Office (The Branch Manager is also designated as the Branch Grievance Redressal Officer)</p> <p>OR</p> <p><u>Through the Central Grievance Management System (CGMS) under the NPS:</u></p> <p>Any subscriber of NPS can raise the complaint through the CGMS using the login and password provided by Central Recordkeeping Agency to him/her/it.</p> <p>It be noted that grievance/complaint sent by the subscriber/complainant (through any of the above mode) should clearly mention, the subscriber's name, PRAN number/Application number, address, contact details (like phone number, e-mail id (if any)), client code, if any, given by Bajaj Capital, documents in support of the grievance, if any.</p>
5.	Manner of Registration of grievance	<p><u>Grievance received other than through telephone mode:</u></p> <p>Upon receipt of the grievance, the same shall be recorded in the central grievance management system and a unique reference number may be provided to the subscriber/complainant, for future reference.</p>

		<p><u>Grievance received through telephone mode:</u></p> <ul style="list-style-type: none"> <li>❖ where the grievance can be addressed immediately the same shall be addressed through telephone itself;</li> <li>❖ where it needs further details/additional information, the same shall be called in; and the details recorded in the central grievance management system and a unique reference number may be provided to the subscriber/complainant, for future reference.</li> <li>❖ upon receipt of the additional information, the same shall be worked upon and addressed as per the turn-around-time.</li> </ul>
6.	Acknowledgement	<p>An acknowledgement shall be sent to the subscriber/complainant, within three working days of the receipt of the grievance/complaint, mentioning the date of receipt of complaint/grievance, unique grievance number, expected date for resolution of grievance, name, designation and contact details of Officer, Grievance escalation matrix with contact details and address (includes organizational levels, NPST and Ombudsman) and manner and mode of tracking resolution of grievance/complaint with the Unique Grievance Number.</p> <p>In case the grievance/complaint received does not pertain to our Company, the grievance/complaint shall be transferred to the concerned intermediary, within three working days, under intimation to the subscriber/complainant.</p> <p>In case the complaint pertains to activity of more than one intermediary, then the complaint shall be transferred to each of such intermediary involved, provided however that resolution time shall not exceed 30 days from the date of the receipt of the complaint from the complainant.</p>
7.	Turn Around Time for Grievance Redressal	<p>The complaint letter/email to contain PRAN/Application No./other relevant reference number, Subscriber's/Complainant's name, address and contact details, copies of supporting documents, wherever applicable.</p> <p>All the grievance/complaint - registered in the Grievance</p>

		<p>Register of the Company, shall be assigned a unique reference number.</p> <p>If the grievance is resolved within three working days, the resolution shall be communicated along with the acknowledgement to the subscriber/complainant.</p> <p>The grievance/complaint shall be addressed as early as possible and within a maximum of thirty days of the receipt of the grievance/complaint.</p> <p>All grievance/complaints shall be escalated to the next higher level of authority within the Company, for cases which are pending for resolution for more than two (2) weeks from the date of sending acknowledgement.</p> <p>Cases which are escalated will be dealt with and monitored by the Chief Grievance Redressal Officer (CGRO) of the Company.</p> <p>The Grievance Redressal Officer (GRO) would monitor the resolution of complaints received by the Company and periodically put up the same for review before the Group CEO and/or Group Compliance Office.</p> <p>The Grievance Redressal Policy will be made accessible to all so as to ensure that information is readily available on the modalities of making and resolving complaints. This policy is available on the Company's website (<a href="http://www.bajajcapital.com">www.bajajcapital.com</a>).</p> <p>Grievance/Complaint details will be kept confidential and shall be shared with other organizations / regulatory authorities only in accordance with the relevant laws.</p> <p>All grievance/complaints shall be monitored and marked as closed only after resolution of the subscriber grievance.</p> <p>The grievance/complaint shall be treated as closed if the complainant has not responded within forty-five days of the receipt of the written response from the Company.</p>
8.	Resolution of Grievance/Complaint	The subscriber/complainant shall be intimated on resolution of his/her/it's grievance/complaint.
9.	Closure of Grievance/Complaint	<p>A grievance shall be considered as disposed off and closed in any of the following instances, namely:—</p> <ul style="list-style-type: none"> <li>❖ where the subscriber/complainant has indicated in writing, his/her/its acceptance of the response from the Company or is satisfied with the response from the Company;</li> </ul>

		<ul style="list-style-type: none"> <li>❖ where the subscriber/complainant has not responded within forty-five days of the receipt of the written response from the Company</li> <li>❖ where the Grievance Redressal Officer has certified under intimation to the subscriber/complainant that the Company has discharged its contractual, statutory and regulatory obligations and therefore closes the complaint;</li> <li>❖ when the Company, has acceded to the request of the complainant fully;</li> <li>❖ where the subscriber/complainant has not preferred any appeal within forty-five days from the date of receipt of resolution or rejection of the grievance communicated by the Company or the National Pension System Trust, as the case may be;</li> <li>❖ where the decision of the Ombudsman in appeal has been communicated to such subscriber/complainant, provided that the closure shall not be applicable where the Ombudsman or the Authority, as the case may be has allowed filing of the appeal, beyond the specified period.</li> </ul>
<p>10.</p>	<p>Details of Grievance Redressal Officer and Chief Grievance Redressal Officer (Two Level Grievance Redressal Mechanism)</p>	<p>Details of Grievance Redressal Officer: Currently, the following person has been designated as the Grievance Redressal Officer, to oversee the subscriber grievance/compliant:</p> <p><u>First Level-Corporate Office</u></p> <p>Name: Ms. Amrita Bisht          Designation: Asst. Manager-Fixed Income          Address: c/o Bajaj Capital Limited, 5<sup>th</sup> Floor, 97 Bajaj House, Nehru Place, New Delhi – 110 019 (India)          Contact No: +91 11 4169 3000          E-mail: <a href="mailto:amritab@bajajcapital.com">amritab@bajajcapital.com</a></p> <p>[Further it may be noted that each of the Branch Managers have been designated as Grievance Redressal Officer of the respective Branch Office of the Company. For list of branch offices and address, please visit our website <a href="http://www.bajajcapital.com">www.bajajcapital.com</a> and look for Branch Locator]</p> <p><u>Second Level</u></p> <p>In the event the subscriber is not satisfied with the redressal of his/her/its grievance as provided by the Grievance Redressal Officer or his/her/its grievance has not been resolved with the time specified, he/she/it may escalate the same to the second</p>

		<p>level i.e to the Chief Grievance Redressal Officer. Currently, the following person has been designated as the Chief Grievance Redressal Officer, to oversee the subscriber grievance/compliant:</p> <p>Name: Mr. Mohit Mittal          Designation: AVP – Fixed Income          Address: c/o Bajaj Capital Limited, 5<sup>th</sup> Floor, 97 Bajaj House, Nehru Place, New Delhi – 110 019 (India)          Contact No: +91 11 4169 3000   Extn. 671          E-mail: <a href="mailto:mohitm@bajajcapital.com">mohitm@bajajcapital.com</a></p> <p>The record(s) of the grievance shall be maintained by the Grievance Redressal Officer at the Corporate Office, under the guidance and supervision of the CGRO.</p>
11.	Escalation of Grievance/Complaint to NPST or Authority or Ombudsman	<p>Any subscriber, whose grievance/complaint has not been resolved within thirty days from the date of receipt of the grievance/complaint by the Company, or the subscriber is not satisfied with the resolution provided by the Company can prefer to register his/her/its grievance with the National Pension System Trust (NPST), against the Company.</p> <p>In the event the subscriber, whose grievance has not been resolved within the specified time by the NPST or if the subscriber is not satisfied with the resolution provided by the NPST can prefer an appeal to the Ombudsman (as may be appointed by the Authority/PFRDA).</p> <p>[for details you can visit the PFRDA website: <a href="http://www.pfrda.org.in">www.pfrda.org.in</a>]</p>
12.	Filing, display etc.	<p>As per the requirement specified in the Regulations, the Company shall file this Policy with the applicable authority and will use its best efforts to have the policy placed on the company’s website. The Company does not guarantee that the Policy will be available at all times on the website of the Company. In the event of any technical/force majeure, event the Policy may not be accessible. However, the Company shall use its best endeavors to rectify the technical/force majeure event at its earliest convenience.</p> <p>The Policy is subject to revision/modification/alteration (without notice), so as to conform to the benchmarks or standards as laid down or amended by the Authority from time to time or as may be advised by the Authority.</p>