



**WAY2WEALTH**  
A COFFEE DAY COMPANY

## **Grievance Redressal Policy**

**Under**

**PFRDA (Redressal of Subscriber Grievance)  
Regulations, 2015**





**Introduction:**

We M/s Way2Wealth Brokers Private Limited [WBPL] was appointed as a Point of Presence (POP) vide approval dated January 9, 2014

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

**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;

**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 Way2Wealth Brokers Private Limited 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

**How to raise the grievance :**

**Grievance Redressal Officer (GRO)**

If the subscriber is not satisfied or has any grievances about the services provided by the Company, the complaint could be addressed through the following modes namely:

- Call at +18004253690
- Raising a grievance in writing – letter to the registered address at  
**Grievance Redressal Officer (GRO)**  
No 14, Frontline Grandeur,  
Walton Road, Bangalore-560001
- Emailing the grievance to **[grievance@way2wealth.com](mailto:grievance@way2wealth.com)**

**T-A-T (Turnaround Time)**

Phone Call Response	T + 0 days immediately
Email Response	T + 30 days
Letter Response	T + 30 days

**Chief Grievance Redressal Officer**

If the subscriber is not satisfied with the response that he receives or if he does not hear from the Company within the time-frame mentioned, there is an escalated complaint handling mechanism for subscribers and the subscribers could raise the issue with a Chief Grievance Redressal Officer of the Company at the following address

Chief Grievance Redressal Officer  
No 14, Frontline Grandeur, Walton Road, Bangalore-560001  
Ph: 080 -43676862/Email:[compliance@way2wealth.com](mailto:compliance@way2wealth.com)





**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 intermediary, 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

**Maintenance of records and reporting**

- The GRO shall preserve records pertaining to grievance / complaint received resolution and closure of the grievance. CGMS platform of NPS shall be updated within a maximum period of one (01) working day after sending intimation of resolution to the subscriber
- The GRO shall submit required reports as per the guidelines of the Authority/NPS Trust

**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.

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

- a) when the intermediary or entity regulated by Authority has acceded to the request of the Complainant fully
- b) where the complainant has indicated in writing, its acceptance of the response of the intermediary or entity regulated by the Authority;
- c) where the complainant has not responded within forty-five days of the receipt of the Written response of the intermediary or entity regulated by the Authority;
- d) Where the Grievance Redressal Officer has certified under intimation to the subscriber that the intermediary or entity regulated by the Authority has discharged its contractual, Statutory and regulatory obligations and therefore closes the complaint;

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