

GRIEVANCE REDRESSAL POLICY



NATIONAL CAPITAL REGION PLANNING BOARD
CORE-IVB, 1ST FLOOR,
INDIA HABITAT CENTRE
LODHI ROAD
NEW DELHI-110003.

Table of Contents

i.	Introduction.....
ii.	Scope.....
iii.	Objective.....
iv.	How to raise the grievance.....
v.	Resolution mechanism for grievances.....
vi.	Turn Around Time (TAT).....
vii.	Record Keeping.....
viii.	Grievance Redressal Officer.....
ix.	Final Decision.....
x.	Escalation of grievance to NPS Trust.....

I. Introduction

The National Capital Region Planning Board has been constituted under an Act of Parliament namely the National Capital Region Planning Board Act, 1985, after due concurrence of legislatures of the participating states with following main objectives

- **Preparing a Regional Plan and Functional Plans** related to key elements of infrastructure; monitoring the implementation of these Plans and facilitating the preparation of Sub-Regional Plans, Development Plans and Project Plans by the constituent states of the Region.
- Arrange for and oversee the financing of selected development projects in the National Capital Region through Central and State Plan funds as well as other sources of revenue.

2. The key rationale for constituting a National Capital Region and a Board for it in 1985 was ***to promote balanced development of the NCR with Delhi centric emphasis to disperse/reduce pressure on the National Capital's infrastructure.*** In order to achieve this aim, NCRPB, through its Regional and Functional Plans and financing support for infrastructure development, has been attempting to channelise the flow and direction of economic growth along more balanced and spatially oriented paths. **The strategies adopted by the Regional Plans require creation of improved opportunity of employment and quality of life in the NCR and CMAs outside NCT of Delhi so that the immigration to Delhi for these purposes may be controlled.**

3. Further, the surrounding areas of NCT of Delhi, particularly the urban centres need to develop very fast and provide comparable infrastructural facilities including urban basic services to attract migrant population as counter magnets to NCT Delhi and *thereby to disperse/reduce pressure on the National Capital's infrastructure, which was the main intent for creating the National Capital Region in 1985.* **This would also mean that substantial investments in the infrastructure in the NCR and CMAs over and above the normal requirements are required to be made by the participating states through which policies and proposals of the Regional and Functional Plans are being implemented. In order to meet the increased investment requirements of the NCR, participating states and the CMAs have been seeking financial support from the Govt. of India and the NCRPB.** The NCR Planning Board has been trying to meet some of these crucial needs for urban infrastructure by providing long term loan assistance to the State Governments and their Implementing Agencies up to 75% of the project cost, out of plan resources available to it through various sources. The balance 25% of the cost for projects undertaken by these agencies in the NCR and CMAs is contributed by the states/agencies from their own resources.

4. NCRPB has been arranging financing support for selected projects through central plan fund sanctioned to it by Govt. of India and also by GNCT of Delhi in addition to market borrowing and redeployment of repayments and other receipts. All monies received by the Board by way of grants and loans from the central government, sums paid by the states and NCT of Delhi and received from other sources are required to be credited to a "NCRPB Fund" constituted under Section 22(1) of the NCRPB Act, 1985. NCRPB Act, 1985 vide Section 22(2) also lays down the objects/purposes for which amounts credited

into NCRPB Fund are to be used which includes providing financial assistance to the participating States including NCTD for the implementation of Sub-regional Plans and Project Plan and development of Counter Magnet Areas amongst others. Accordingly, all sums received by NCRPB including contribution received by the NCRPB from GNCT of Delhi have been credited to this Fund and have been used for providing financial support to the participating states for infrastructure development in NCR and CMAs with the prior approval of the Project Sanctioning and Monitoring Group headed by the Secretary, Ministry of Urban Development, Govt. of India with Pr. Secretary (L&B), GNCTD as one of the member of the said group.

Government of India introduced a New Pension Scheme replacing the defined benefit pension scheme. The New Pension Scheme comes into operation w.e.f. 01.01.2004 and applicable to all new entrants of Central Government service on or after 01.01.2004. The New Pension Scheme is working on defined contribution basis and will have two tiers- Tier-I and Tier-II. Tier-I is mandatory for all Govt. servants/employees of autonomous institutes. In Tier-I, NCRPB will have to make a contribution of 10% of Basic Pay, Grade Pay and DA which will be deducted from salary bill of the subscriber every month, NCRPB will make equal matching contribution and will deposit the same in NPS Tier-I account.

II. Scope

As an autonomous body under the Ministry of Urban Development, Govt. of India, the correct and timely deposit of contribution in Tier-I account is the prime concern of NCRPB. As a part of PFRDA (Redressal of Subscriber Grievance) Regulations, 2015, every intermediary is required to follow the Grievance Redressal Policy. Accordingly, the below stated Grievance Redressal Policy (GRP) is made for the grievances arising out of various services offered by NCRPB in the capacity of intermediary. The scope of this GRP is restricted to redressal of grievances raised against intermediary (NCRPB).

The term “Grievances” is defined as: “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 on the part of, an intermediary (NCRPB) 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) Complaint which are beyond the powers and functions of the NCRPB or beyond the provisions of the PFRDA Act and the rules and regulations framed there under; and
- (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.

III. 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 the NCRPB in respect of services offered by it. The following are broad objectives for handling the employee grievances:

- (i) To provide fair and equal treatment to all employees of NCRPB without bias at all times.
- (ii) To ensure that all issues raised by employees of NCRPB are dealt with courtesy and resolved in stipulated timelines.
- (iii) To develop an organizational framework to promptly address and resolve employees Grievances fairly and equitably.
- (iv) To provide enhanced level of satisfaction.
- (v) To provide easy accessibility to the employees of NCRPB for an immediate Grievance redressal.

IV. How to raise the grievance

The subscribers can raise grievances through the following modes:

- (i) By raising a grievance in writing – in the specified format/letters/ representation addressed to the Grievance Redressal Officer, NCRPB.
- (ii) By emailing the grievance to the Grievance Redressal Officer, NCRPB.

V. Resolution mechanism for grievances

1. Grievances received through written communication:
 - a. The grievances can be received through registered email.
 - b. The grievances received will be recorded in the Register maintained by Grievance Redressal Officer, NCRPB.
 - c. On receipt of a complaint/grievance, an acknowledgement for the same shall be sent to the applicant.
 - d. The grievance Redressal proceedings of the complaint shall be deemed to have commenced on the next date of receipt of the grievance by the NCRPB.
 - e. The grievance will be resolved and then appropriate reply will be sent to the subscriber.

VI. Turn Around Time (TAT)

TAT as defined in the Redressal of Subscriber Grievance Regulations, 2015 are adhered to. Following are the salient point with respect to TAT:

- a. Every grievance has to be disposed off within a period of thirty days of its receipt.

- b. In case a complaint requires additional time for resolution, the NCRPB will proactively inform the complainant about the reason for the delay and specify the additional time required for resolution.

VII. Record Keeping

The record of complaints and measures taken for its redressal would be maintained for a minimum period of 03 (three) years from the date of their resolution.

VIII. Grievance Redressal Officer

The present Grievance Redressal Officer, NCRPB(GRO) details are:

Name: Shri Ajitabh Saxena, Finance & Accounts Officer
NCR Planning Board
Core-IV B, 1st Floor,
India Habitat Centre,
Lodhi Road, New Delhi-110003.
[Email: fao@ncrpb.nic.in](mailto:fao@ncrpb.nic.in)

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

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

Name Shri Jagdish Parwani, Director (A&F)
NCR Planning Board
Core-IV B, 1st Floor,
India Habitat Centre,
Lodhi Road, New Delhi-110003.
Email: ncrpb-dr@nic.in

IX. Final Decision

In the following cases, the grievance shall be considered as disposed off:

- When the NCRPB has acceded to the request of the complainant fully.
- Where the complainant has indicated in writing, its acceptance of the response of the NCRPB.
- Where the complainant has not responded within 45 days of the receipt of the written response of the NCRPB.
- Where the Grievance Redressal Officer has certified under intimation to the complainant that the NCRPB has discharged its contractual, statutory and regulatory obligations and accordingly closes the complaint.
- Where the complainant has not preferred any appeal within 45 days from the date of receipt of resolution or rejection of grievance communicated by the NCRPB.

X. Escalation of grievances to NPS Trust

If the complainant is not satisfied with redressal of his grievances or if it has not been resolved by NCRPB by the end of thirty days of the filing of the complaint, he/she may escalate the grievance to the NPS Trust in accordance with the provisions contained in regulation 10 of Redressal Of Subscriber Grievance Regulations, 2015 as mentioned below (excerpt from the regulations given below):

- (1) Any subscriber whose grievance has not been resolved within thirty days from the date of receipt of the grievance by any intermediary, or who is not satisfied with resolution provided by the intermediary under the NATIONAL PENSION SYSTEM (other than NPS Trust) shall register a grievance with the NPS Trust, against the intermediary. The NPS Trust shall follow up the grievance with the intermediary for redressal of the subscriber grievance. The NPS Trust shall call for the resolution of the subscriber grievance and respond to the subscriber within thirty days from the date of receipt of the grievance under this sub-regulation, about the resolution of the grievances.
- (2) 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.
- (3) Nothing contained in sub-regulation (1) shall apply to a grievance which is directly against the NPS Trust, and it shall be resolved by the National Pension System Trust in accordance with the provisions of regulation 6.
- (4) This policy has been approved by the Competent Authority of the NCRPB and may be reviewed as and when need arises.
- (5) The policy would be available on NCRPB's website.
