

# **Center of Innovative & Applied Bioprocessing**

## **Grievance Redressal Policy under National Pension System**

### **Introduction:-**

Center of Innovative & Applied Bioprocessing (CIAB), Mohali is an autonomous institute of the Department of Biotechnology, Ministry of Science and Technology, Government of India, New Delhi. CIAB has been set up by the Department of Biotechnology in the year 2012 to be a lead research & innovation organization testing and translating compositional knowledge and leads of bioresources for their productive processing and value additive primary and secondary agriculture bioproducts for edible and non-edible usage.

Government of India have introduced a New Pension Scheme replacing the defined benefit pension scheme. The New Pension Scheme comes into operation w.e.f from 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, CIAB will have to make a contribution of 10% of the Basic Pay, DP and DA which will be deducted from his salary bill every month. CIAB will make equal matching contribution and will deposit the same in non withdrawal Pension Tier-I account.

### **Scope**

As an autonomous institution of Central Govt., the correct and timely deposit of contribution in Tier-I account is the prime concern of CIAB. 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 CIAB in the capacity of intermediary. The scope of this GRP is restricted to redressal of grievances raised against intermediary (CIAB).

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 (CIAB) 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) complaints which are beyond the powers and functions of the CIAB or beyond the provisions of the PFRDA Act and the rules and regulations framed thereunder; and

- (v) 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.

### **Objectives:-**

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 CIAB in respect of the services offered by it. The following are broad objectives for handling the customer grievances:

1. To provide fair and equal treatment to all employees of CIAB without bias at all times.
2. To ensure that all issues raised by employees of CIAB are dealt with courtesy and resolved in stipulated timelines.
3. To develop an organizational framework to promptly address and resolve employees Grievances fairly and equitably.
4. To provide enhanced level of satisfaction.
5. To provide easy accessibility to the employees of CIAB for an immediate Grievance redressal.
6. To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.

### **How to raise the grievance**

The subscribers can raise grievances through the following modes:

- a. By raising a grievance in writing – in the specified format /letters /representation addressed to the Grievance Redressal Officer, CIAB.
- b. By emailing the grievance to the Grievance Redressal Officer, CIAB.

### **Resolution mechanism for grievances**

The grievance will be resolved and then appropriate reply will be sent to the complainant.

### **Turn Around Time (TAT)**

Every grievance has to be disposed-off within a period of thirty days of its receipt at both the redressal tiers.

## **Grievance Redressal Officer and Chief Grievance Redressal Officer (CGRO)**

The present Grievance Redressal Officer (GRO) details are:

**Sh. Hardip Singh**

**Grievance Redressal Officer (GRO), NPS,**

**Store & Purchase Officer**

Center of Innovative & Applied Bioprocessing,

C-127, Industrial Area, S.A.S. Nagar, Phase 8,

Mohali, Punjab, India – 160071

Email: [hardipbpu@gmail.com](mailto:hardipbpu@gmail.com)

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

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

**Sh. Suneet Verma**

**Chief Grievance Redressal Officer (CGRO), NPS**

**Manager Finance**

Center of Innovative & Applied Bioprocessing,

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

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