



Consumer Grievance Management Procedure 2020

Foreword

National Pension and Provident Fund (NPPF) is committed to providing high quality and value for money services to our members and clients. The very existence of NPPF is because of the presence of our members and clients and therefore, each one of us in NPPF. Therefore, satisfying the expectations of our members and customers should be at our heart while delivering services. However, there could be occasions, where our services have not met customer's expectations. Therefore, it is essential to have a system where our clients could provide their feedbacks on our services and products.

This customer grievance management procedure is to give members and customers the platform to provide their valuable feedbacks or suggestions on our products and services. These procedures and processes are intended to record customer's feedbacks/suggestions and analyze for handling them for enhancing NPPF's services.

All feedbacks on NPPF should be given due considerations in an equitable, objective and timely manner.

The redressal system should be reviewed whenever necessary by the Consumer Protection Unit and approved by the management. The CEO shall be responsible for implementation of this procedure.


(Dungtu Drukpa)
Chief Executive Officer

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Abbreviations	Full Form
CPFSRR	Consumer Protection for Financial Services Rules and Regulations
CPU	Consumer Protection Unit (CPU)
CGMP	Customer Grievance Management Procedure
NPPF	National Pension and Provident Fund
SRR	Service Rules & Regulations
RMA	Royal Monetary Authority of Bhutan

1. Introduction:

In order to effectively implement the Consumer Protection for Financial Services Rules and Regulations (CPFSRR) 2019, a standard operation procedure is framed to handle consumer grievances within the NPPF. The management has created Consumer Protection Unit (CPU) in order to enforce the CPFSRR 2019 and manage the complaints as per the provisions of the said regulations.

2. Definitions:

2.1. Grievance/Complaint.

Any communication that causes dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service by a customer availing the services from any NPPF offices and intermediaries. The communication can be through formal written letter, email or other electronic scripts against the services of NPPF including Regional offices' Services. The complaint should seek remedial action but exclude following: -

- (i) Complaints that are incomplete or broad in nature;
- (ii) Communication seeking guidance or explanation; and
- (iii) Compliant(s) of vindictive nature.

2.2. Inquiry

An inquiry is any communication made by the customer to find out about the organization's products/services or confirmation on publicly available information about the organization like financial reports, circulars, notifications etc.

