

In terms of Regulation 31 of PFRDA (Redressal of Subscriber Grievances) Regulations, 2015, every intermediary, under NPS/ APY or under any other pension scheme regulated by PFRDA, is required to display the name and address of the Ombudsman in its office premises in such manner and at such place so that it put to the notice of the subscribers visiting their premises. The details of the ombudsman appointed by Pension Fund Regulatory and Development Authority (PFRDA) are as follows.

*\*Last Updated: September 29, 2020*

### **Address:**

The Ombudsman,  
The Office of Ombudsman,  
C/o Pension Fund Regulatory and Development Authority,  
Plot No-14/A, Chatrapati Shivaji Bhawan,  
Qutab Institutional Area, New Delhi-110016  
Email ID – [ombudsman@pfrda.org.in](mailto:ombudsman@pfrda.org.in)  
Landline: 011 - 26517507 Ext 188

### **Frequently Asked Questions -**

#### **1. Who is Ombudsman under National Pension System (NPS)?**

Ombudsman is a person appointed by Pension Fund Regulatory and Development Authority (PFRDA). PFRDA may appoint one or more Ombudsmen for different territorial jurisdiction.

#### **2. What is the role of Ombudsman?**

Ombudsman's important role is to receive, consider and facilitate resolution of complaints or grievances which fall within the ambit of PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 (hereinafter referred as 'the regulations').

#### **3. How many Ombudsmen have been appointed and where are they located?**

At present there is only one Ombudsmen appointed by PFRDA. **Shri. Vinod Kumar Pande** is appointed as Ombudsman by PFRDA.

#### **4. When can a complaint be filed with the Ombudsman?**

An appeal can be filed with the Ombudsman under the regulations –

- (a) by a complainant whose grievance has not been resolved within thirty days from the escalation of the grievance to National Pension System Trust
- (b) by a complainant, where a complaint has been made directly against the National Pension System Trust and no other intermediary and the same remains unresolved within the specified period of thirty days.

#### **5. How should the appeal be made?**

The appeal shall be in writing, duly signed by the complainant or his authorised representative (not being a legal practitioner) in the form as specified the regulations and supported by documents, if any.

#### **6. Can the Ombudsman dismiss the appeal?**

The Ombudsman may dismiss an appeal when such appeal is frivolous in his opinion or if the appeal is not adhering to the conditions specified in the regulations.

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For more details, PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 can be referred under the menu 'Regulations' on PFRDA's website [www.pfrda.org.in](http://www.pfrda.org.in)