

Grievance Redressal Policy

It is our vision to be the most preferred Point of Presence for serving the subscribers of the National Pension System. We endeavor to achieve this mission by striving to provide the best in class service continuously. It is also our attempt to make available multiple touch points and channels for the subscribers to be in touch with us. Your feedback and suggestions or grievances, will enable us to not only address and resolve them but also help us in our journey towards creating service excellence.

1. Grievances can be lodged, round the clock through our Website www.utimf.com. The link to the page is <https://www.utimf.com/help/write-to-us>
 - a. The above given link may be used to register your grievance.
 - b. Auto generated acknowledgement with registration number would be sent to the investor for further referencing / tracking.
 - c. Resolution status from POP would be communicated to the investor's registered email address.
2. You can email your grievance to service@uti.co.in or npspop@uti.co.in
 - a. Reply would be sent to the investors by our Customer Care Team through email for the action taken.
 - b. Final resolution status would be communicated to the investor's registered email address.
3. Investor's may also visit the nearest Point of Presence – Service Point (POP-SP) for resolution or
 - a. A communication can be sent to by post to the nearest UTI Financial Centre (UFC) / Official Points of Acceptance of UTI AMC.
 - b. You can find the POP-SP nearest to your location from:
<http://www.utimf.com/contact-US/pages/locate-Us.aspx>

Communication can also be sent to UTI AMC Corporate Office at :

UTI Asset Management Company Limited
UTI Tower, GN Block, Bandra Kurla Complex,
Bandra (E), Mumbai – Pin 400051

4. Details of Grievance Redressal officer:
Mr. Gladston Somervel
Head – Investor Services
UTI Asset Management Company Limited
UTI Tower, GN Block, Bandra Kurla Complex,
Bandra (E), Mumbai – Pin 400051

5. The timelines for responding to communication in respect of requests / grievances received are as below;

Type of communication	Timelines
Any Request in the nature of request for information.	Acknowledgement and issue of Unique Grievance Number – T+3 days. Final reply to the email providing the complete information T + 5.
Any Grievance of the subscriber regarding the services rendered by UTI AMC	Acknowledgement and issue of Unique Grievance Number – T + 3 days. UTI AMC shall strive to resolve the grievance with T+3 days of the grievance receipt date. In case of any dependency on third parties, the grievance shall be resolved completely and communicated to the investors within 30 days from the date of receipt of the grievance from the subscriber.

Escalations

Level 1: If the grievances are not resolved through the above sources within the respective times detailed above, from the date of lodgment of grievances, then you may escalate them to Designated Chief Managers (Grievance Redressal Offices at POP-SP).

Physical / E – mail grievances can also be submitted to the Chief Managers at nearest POP SP / our Regional Operations Coordinators (ROCs). To locate the POP SP / ROC nearest to you, please access the following link – <http://www.utimf.com/contact-US/pages/Locate-Us.aspx>

Level 2: In case the Grievance remains unresolved within 5 working days, despite escalation as above, then you may refer the grievance giving full particulars of the investment, at the following address:

Mr. N C Vasant Kumar
Vice President
Department of Operations
UTI Asset Management Company Limited
UTI Tower, GN Block, Bandra Kurla Complex
Bandra (East), Mumbai – 400 051
Tel: 022 6678 6666 / 022 6678 6506.

Level 3: If the grievances remain unresolved despite escalation or if you are not satisfied with the response, then it may be escalated to the Head – Investor Services by email to gladston@uti.co.in.

Escalation Matrix

Escalation Level	Source of Redressal	Email address	Telephone No
Level 1	Chief Managers (Designated Grievance Redressal Officer at POP-SP)	*Respective email ids. Please refer to the link below.	*For Respective details please refer to the link.
Level 2	N C Vasant Kumar	Vasant.kumar@uti.co.in	022 – 66786506
Level 3	Gladston Somervel	gladston@uti.co.in	022 -66786339

<http://www.utimf.com/contact-US/pages/Locate-Us.aspx>