

Citizens/Clients Charter

Of

**UTI Infrastructure Technology And Services
Limited (UTIITSL)**

**Plot No. 3, Sector 11,
CBD Belapur, Navi Mumbai 400614.**

<https://www.utiitsl.com/>

<https://www.utiitsl.com/rti>

Month of Issue- May, 2024

A. Preface

UTI Infrastructure Technology And Services Limited (UTIITSL) is a Government Company under section 2(45) of the Company's Act 2013. Therefore, this charter is termed as “**Citizens/ Clients Charter**”.

B. Our Vision, Mission and Key Objectives

i. Vision & Mission

We are committed to total customer satisfaction through efficient technology and high quality services in all domain areas.

This will be achieved through managing and upgrading people and technological assets of the Company.

ii. Quality Policy

We strive to achieve business performance by producing and delivering service that matches the best in the industry.

We will have involvement of quality human input, continual improvement of systems and procedures through efficient technology and high quality services in compliance with statutory and regulatory requirements.

iii. Quality Objectives

- Timely delivery of products and services
- Aiming for zero defects
- Monitoring and improving customer satisfaction

C. Main activities / Functions

We are one of the largest Financial Service Providers in India, as a SEBI registered Permanent Category-1 Registrar to an Issue and Share Transfer Agent, offering R&T services to the investors of Mutual Fund AMCs, Bond/Deposit/shareholders of Corporate and Financial Institutions.

UTIITSL is presently an active Mutual Fund Distributor empanelled with various Mutual Fund houses. We play a pivotal and valuable role in promoting sale of Mutual Funds by facilitating investors in buying and selling of units of Mutual Funds.

We have proven market leadership in Mutual Fund Distribution & Sales, R&T Agent services, PAN Card Issuance/ Printing (on behalf of Income Tax Department of India, CBDT) and PAN Verification services, Medical Bill Processing Agency (e-Adjudication & Settlement of Medical Claims for empanelled facilities - hospitals, pathology laboratories, diagnostic centres - on behalf of CGHS, ECHS, ESIC, ESIS, Railways, NIMHANS etc.), Infrastructure (Property Valuation, Interior Works) & Facility Management services for Ministries, Government departments & Public Sector Undertakings (PSUs), e-Governance solutions, and Information Technology services (IT, ITES & ICT).

Apart from our these major expertise services, we also cater to various entities, enterprises and organizations in Government/ Private sectors and PSUs by offering services with proven excellence in the field of Property purchase/ sale/ lease/ valuation/ interior works. We are also strongly equipped with expertise and resources in the domain for providing effective services for various Card based solutions, High Volume Transaction Processing and Citizen Centric solutions.

During our journey of more than 25 years, we have a proven trailblazing service record in delivering complete customer satisfaction to all our retail and institutional customers, by harnessing IT and best industrial practices to achieve growth, competitiveness and productivity.

D. Our Clients

1. Central Board of Director Tax (CBDT) – Income Tax Department
2. The Specified Undertaking of the Unit Trust of India (SUUTI)
3. Ex-Servicemen Contributory Health Scheme (ECHS)
4. Employees State Insurance Corporation (ESIC)
5. Employees State Insurance Scheme- Andhra Pradesh
6. Employees State Insurance Scheme Medical Service- Chhattisgarh
7. Employees State Insurance Scheme Medical Service- Karnataka
8. Employees State Insurance Scheme Medical Service- Maharashtra
9. Employees State Insurance Scheme Medical Service- Uttarakhand
10. NIMHANS
11. Railways
12. Air-India
13. UTI Asset Management Company (UTI AMC)
14. Unique Identification Authority of India (UIDAI)
15. PM-JAY

E. Service Delivery Standards

Sr. No.	Nature of Services	Service Delivery Standards/Time Frame
I. PAN Department		
1.	Issue of PAN Card for Indian Citizen	T+21 days
2.	Issue of PAN Card for Foreign Citizen	T+21 days
3.	Change/ Correction in PAN	T+21 days
4.	Reprint PAN Card	T+21 days
II. Registrar and Transfer (R & T) Services		
1.	Changes: Address, Bank details, name, etc	7 days
2.	Repurchase/Redemption of Units	7 days
3.	Issue of duplicate certificates	7 days
4.	Unit/Share Transfer	Not Applicable w.e.f. 01-04-2019
5.	Death Claim Settlement	7 days
6.	Demat of certificate	15 days
7.	Remat of certificate	30 days
8.	Reply to Complaints received from Investors.	10 days
9.	Reply to Complaints received from Investors through SCORES- SEBI Complaint Redressal System	5 days
III. Medical Bill Processing		
1.	Time-line (TAT) for Processing Medical Claims for following clients:	
	a. ECHS.	- 7 days
	b. ESIC	- 20 days
	c. NIMHANS	- 10 days
	d. Railways	- 15 days
	e. Air India	- 15 days
IV. RTI Section		
1.	Transfer of RTI Application to other Public Authorities u/s 6 (3) of RTI Act, 2005.	5 days
2.	Reply to RTI Application	30 days
3.	Reply to RTI Application, where information sought concerns the life or liberty of a person	48 Hours
4.	Reply to 1 st Appeal	30 days

F. Organizational Structure

To view the Organizational Structure of the Company, please refer **Annexure-I "Organizational Structure"** under tab of **RTI & Vigilance** on our website <https://www.utiitsl.com> of the Company under web-link- <https://www.utiitsl.com/rti>.

G. Indicative expectation from service recipients

We seek cooperation on the following:

1. To read frequently Asked Question (FAQs) in respect of the following services:
 - i. **PAN:** FAQ & Instructions -General, 49A, 49AA, CSF, Instruction for filing 49A, 49AA & CSF are provided under web-link- <https://www.pan.utiitsl.com/PAN/faqs.html>.
 - ii. **PM-JAY-** FAQ are provided under web-link- <https://www.pmjay.utiitsl.com/pmjayecard/#faq>.
 - iii. **SUUTI Scheme Investors-** Procedure to Claim- Maturity Payment, unclaimed amount & Where original certificate not available are furnished under web-link- <https://suuti.utiitsl.com/>
2. Applicant/information seeker should write the name, complete address with pin-code, contact number, email ID and also in brief point-wise mention the details of information/documents required under the provisions of the RTI Act, 2005. To ensure pay requisite amount of fee along with the RTI Application in the form of IPO (Indian Postal Order)/ Demand Draft/ Pay Order issued in favour of "UTI Infrastructure Technology And Services Limited (UTIITSL)" and do not enclose Indian Currency Note for the payment of fee.

H. Grievance Redress Mechanism

For escalation of complaints/request the details of designated email ID i.e. customer.care@utiitsl.com of Investor Grievance Redressal Officer is given on the website of the Company under web-link- <https://www.utiitsl.com/grievance>.

The list of Regional Offices and the respective Branch offices with the details of the Regional Head/ Branch In charge and their address, contact No. and email addresses are already available in our website <https://www.utiitsl.com/branchlocator> under the caption "**Contacts**". The Information seeker may contact to nearest Regional Offices/ Branch Office or contact through email /on telephone or the Information seeker also approach to the Public Information Officer for information/ documents.

Follow us on facebook under web link- <https://www.facebook.com/UTIITSL1993>,
youTube- <https://www.youtube.com/c/UTIITSLICTPROVIDER> and on Twitter
Account i.e. **utipanservices** for Information/queries.

I. Availability of Prescribed Forms

The categories of documents/Forms are available in printed/ Electronic format are furnished in the **Annexure-II (Information Manual & Handbooks)** under web-link-
<https://www.utiitsl.com/rti> of the Company.

J. Filing of RTI Application

The applicant / information seeker can file RTI application/appeal on-line through the centralized RTI portal <https://rtionline.gov.in/> to the Nodal Officer or also send written RTI Application/appeal through post to the Public Information/Fist Appellant Authority (FAA) as follows:

	Name and Address of the Officer	Telephone No.	Email ID
Appellate Authority	Shri Man Mohan Gupta Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614	022-67931034	manmohan.gupta@utiitsl.com
Public Information Officer & Nodal Officer	Shri Sandeep R Rajeshirke Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614	022-67931029	sandeep.rajeshirke@utiitsl.com
Transparency Officer	Shri Dinesh Tiwari Plot No.3, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614	022-67931135	dinesh.tiwari@utiitsl.com

K. Vigilance Matters

Vigilance matters you can complain to the Chief Vigilance Officer:

Shri Prankur Gupta
Chief Vigilance Officer
Deputy Secretary
Department of Investment and Public Asset Management (DIPAM),
Ministry of Finance, Government of India.
Block No.14, Room No.406,
4th Floor, C. G. O Complex,
Lodhi Road, New Delhi 110003.

Phone # 011-2436056
Email ID: vigilance.cvo@utiitsl.com
vigilance.deparment@utiitsl.com

L. Suggestions/Inputs for Improvements

The Information seeker/stakeholders can refer to the caption "**Write to us**" in our website <https://www.utiitsl.com/writetous> for any feedback or queries that might have about UTIITSL and its services.

At Customer Feedback Corner on our website under web-link-https://www.utiitsl.com/UTIITSL_FEEDBACK/ you can submit valuable feedback on our Website and also give your suggestion and rating.

M. Review of Charter

This Citizens Charter of UTI Infrastructure Technology And Services Limited (UTIITSL) will be reviewed time to time and update the same if there are any changes.



यूटीआई इन्फ्रास्ट्रक्चर टेक्नोलॉजी एण्ड सर्विसेस लिमिटेड
(भारत सरकार की एक कंपनी)

UTI Infrastructure Technology And Services Limited
(A Government of India Company)



CIN: U65991MH1993GOI072051

यूटीआईआईटीएसएल - पंजीकृत कार्यालय

प्लॉट नंबर 3, सेक्टर - 11, सीबीडी बेलापुर, नवी मुंबई - 400614

दूरभाष: 022-67931010 ई-मेल: mumbai@utiitsl.com

वेबसाइट: www.utiitsl.com

CMMI ML5 V2.0 Appraised & ISO/IEC 27001:2013, ISO/IEC 20000-1:2018, ISO 9001:2015 Certified Company

UTIITSL – REGISTERED OFFICE

Plot No. 3, Sector –11, CBD Belapur, Navi Mumbai – 400614

Tel: 022- 67931010 Email: mumbai@utiitsl.com

Website: www.utiitsl.com