

ANNEXURE IV
POLICY FOR COMPLAINT/GRIEVANCES REDRESSAL

This policy aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances.

The Bank's policy on grievance redressal follows the under noted principles:

- ❖ Customers be treated fairly at all times.
- ❖ Complaints raised by customers are dealt with courtesy and on time.
- ❖ Customers are fully informed of avenues to escalate their complaints/ grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints.
- ❖ Branches/ROs shall pay special attention to complaints emanating from rural areas and those relating to lending to priority sector including loans under Government's Poverty Alleviation Programmes.
- ❖ Bank will treat all complaints efficiently and fairly as they can damage the bank's reputation and business if handled otherwise.
- ❖ The bank employees must work in good faith and without prejudice to the interests of the customer.

1. The customer complaint arises due to –

- a. The attitudinal aspects in dealing with customers.
- b. Inadequacy of the functions/arrangements made available to the customers or gaps in standards of services expected and actual services rendered.

The customer is having full right to register his complaint if he is not satisfied with the services provided by the bank. He can give his complaint in writing, orally, over telephone or through the Complaints Box in Bank's premises.

If the customer's complaint is not resolved within given time or if he is not satisfied with the solution provided by the bank, he can approach Banking Ombudsman with his complaint or other legal avenues available for grievance redressal.

2. Internal Machinery to handle Customer complaints / grievances.

Customer Service Committee of the Board

This sub-committee of the Board will be responsible for formulation of a Comprehensive Deposit Policy incorporating the issues such as the treatment of death of a depositor for operations of his account, the product approval process and the annual survey of depositor satisfaction and the triennial audit of such services. The Committee will also examine any other issues having a bearing on the quality of customer service rendered including examining loan policies and service issues for the individuals as well as borrowers. This Committee will also review the functioning of Standing Committee on Customer Service.

Standing Committee on Customer Service

The Standing Committee on Customer Service will be chaired by the Managing Director / Executive Director of the Bank. Besides, the Committee will have three senior Executives and one External Member drawn from the public as Members. The Committee will have the following functions:

- ❖ Evaluate feedback on quality of customer service received from various quarters. The committee will also review comments/feedback on customer service and implementation of commitments in the Code of Bank's Commitments to Customers received from BCSBI.
- ❖ The Committee will be responsible to ensure that all regulatory instructions regarding customer service are followed by the bank.
- ❖ This committee also will consider unresolved complaints/grievances referred to it by VIPs/MOF/RBI and other functionaries and also complaints related to non-compliance with the Code of Bank's Commitments to Customers.
- ❖ The Committee will submit report on its performance to the customer service committee of the board at regular intervals.

Nodal Officer and other designated officials to handle complaints and grievances

The General Manager – Planning & Development, Corporate Office, Bangalore will be the Nodal Officer at Corporate Office to receive complaints from customers / VIPs / Reserve Bank of India / Ministry of Finance, etc. A Complaint Cell at Corporate Office will monitor the receipt and speedy redressal of complaints.

The Regional Heads will be Nodal Officers for their respective Regions to receive the complaints from various customers and will have to redress the complaints / grievances addressing appropriate letter to the complainant. **The Regional Offices shall designate an Executive in Scale IV as Complaint Redressal Officer to assist the Nodal Officer (Regional Head).**

At branch level, the Branch Head will have to receive the complaints irrespective of the mode – whether in person or otherwise including those found in the Complaint Box and will have to acknowledge the same to the complainant and redress the complaint and inform the same to Regional Office, by following the procedure laid down in this regard.

Mandatory display requirements

The Bank will be providing at the branches –

- ❖ A Complaint/Suggestion Box for lodging complaints
- ❖ The name, address and contact number of the Nodal Officers of the Regions for receiving complaints and suggestions.
- ❖ Name and address of the Banking Ombudsman of that area.
- ❖ Name, address and contact number of the Code Compliance Officers of the Regions and also Code of Bank's Commitments to Customers.
- ❖ Toll Free Voice Mail No.1800 425 6655
- ❖ Information regarding observance of Customers' Day on 15th of every month.
- ❖ Comprehensive Notice Board containing information on Customer Service, Service Charges, Grievance Redressal, Other Services and Information available in booklet form.

Resolution of Grievances

Branch Manager will be responsible for the redressal of complaints/grievances in respect of customer service by the branch. He would be responsible for ensuring closure of all complaints received at the branches. It is his foremost duty to see that the complaint be resolved completely to the customer's satisfaction. If the branch manager feels that it is not possible at his level to solve the problem he will have to refer the case to Regional Office for guidance. Similarly, if Regional Office finds that they are not able to solve the problem such cases will have to be referred to the Nodal Officer at Corporate Office.

In order to facilitate prioritization of complaints according to the gravity/sensitivity of the matter involved, complaints received at any level shall be classified into the following categories and the abbreviations mentioned below shall be prefixed to the registration No. of the complaint. The order of prioritization shall be 'Highly Sensitive' complaints first, followed by 'Sensitive' and 'General' complaints in that order. Prioritization notwithstanding, all complaints shall be redressed within the prescribed period.

Nature of complaint	Category	Abbreviation to be prefixed to the registration No. of the complaint
Allegations of fraud, Reference from Ministries of Central/State Govt./RBI/IBA/BCSBI/VIPs.,	Highly Sensitive	HS
Allegations of rude behaviour, bribery etc.	Sensitive	S
Other kinds of complaints	General	G

The customer is to be made aware of his right to approach the Banking Ombudsman concerned in case he/she is not satisfied with the Bank's response. As such, in the final letter addressed to the customer regarding redressal of complaints, it should be indicated that the complainant could also approach the Banking Ombudsman concerned in case the redressal is not up to his/her satisfaction. The name, address etc. of the Banking Ombudsman concerned should also be furnished in the letter. Accordingly, branches/administrative offices shall unfailingly include the following in their redressal letter:

“If you are not satisfied with the above redressal of your grievances, you may approach the Banking Ombudsman at the following address:

(Address of the respective Banking Ombudsman to be mentioned)”

As advised by RBI, the following procedure shall be followed with regard to complaints forwarded by the Customer Service Department of RBI and the Banking Ombudsman Office.

a) Complaints received at RBI, Central Office: Mumbai forwarded to Bank:

After the dispatch of such first resort complaints by RBI to a branch/office of the Bank, the Officer in CSD, RBI will contact the Nodal Officer concerned of the bank, responsible for the redressal action in the concerned region / zone over telephone / by E-mail and after getting the requisite feedback, would direct the complainant to approach the designated officer of the bank for settling the issue or providing necessary information within a specific time frame.

b) Complaints received at Banking Ombudsman Offices forwarded to Bank:

In regard to all first resort complaints forwarded by the Banking Ombudsman Offices, the branches/ROs are expected to redress the grievance in the shortest possible time but in any case within thirty days. On resolving the grievance, the branch must get necessary acknowledgement or letter of satisfaction from the complainant regarding the redressal of the grievance and accordingly advise the concerned Banking Ombudsman. No room should be given by branches for the customer to complain on the same issue to RBI save those that come with additional demands.

Wherever additional information or documents are called for by Banking Ombudsman Offices from the bank, the same should be furnished within seven working days failing which Banking Ombudsman may decide the cases ex-parte and all such decisions of Banking Ombudsman will be put up to the CSC of the Board. The Nodal Officers (i.e. Regional Heads) may ensure that the supply of information to all Banking Ombudsman Offices is smooth, reliable and speedy.

Time frame

The complaint received will have to be looked into/examined and grievance redressed to the satisfaction of the complainant. The complaint received at the branch should be analyzed and redressed within shortest possible time, and in any case not later than 7 days.

The complaint received at Regional Office is to be forwarded to Branch and after getting the clarification and confirmation of redressal, a letter to be sent to the complainant within 15 days of receipt of the complaint.

The complaint forwarded by the Nodal Officer at Corporate Office to the Regional Office to be redressed immediately and letter of redressal sent to the complainant under copy to the Nodal Officer within 15 days of receipt of the same at the Regional Office.

In case of complaints which may need longer time for examination/redressal of issues involved, a suitable letter acknowledging the complaint to be addressed to the complainant immediately.

Monitoring / Reporting Mechanism

Branches will have to maintain Complaints Book-cum-Register for maintenance of the complaints received at the branches.

All the complaints received irrespective of the mode i.e., whether in person or otherwise including those found in the Complaints Box will have to be recorded in the Complaints Register. The duplicate copy (perforated one) will have to be sent to the complainant as an acknowledgement. The third copy will have to be sent to Regional Office with remarks regarding redressal. The complaint should be redressed as per the time frame mentioned in 4.1 above.

Monthly/Quarterly statements on complaints have to be forwarded by Regional Office to CO: Planning & Development Dept. who in turn shall review and consolidate the statements and place monthly/quarterly Note to the Chairman & Managing Director/Executive Director/Board of Directors, as applicable..

In order to ensure that ROs pay due attention to the twin aspects of customer service and speedy redress of complaints, a system of quarterly rating of ROs based on the 'Number of complaints received' and 'Response Time' has been put in place.

Interaction with customers

The bank recognizes that customer's expectation/requirement/grievances can be better appreciated through personal interaction with customers by bank's staff.

All Heads of Branch and Regional Heads shall observe Customer Day on the 15th of every month at their office between 3 p.m. and 5 p.m.

If 15th happens to be a Saturday/holiday, 'Customer Day' shall be observed on the succeeding working day.

A Notice regarding the availability of the Branch/Office Heads from 3 p.m. to 5 p.m. on the 15th of each month or the next working day, if 15th happens to be a Saturday/holiday, shall be prominently displayed on the Notice Board.

Sensitizing operating staff on handling complaints

The staff will be properly trained for handling complaints. The sessions on Customer Service, Communication Skills, are being included in the curriculum of different training programmes.

The Nodal Officer, the General Manager-PDD will be responsible for the smooth functioning of internal machinery for handling complaints/grievances and will ensure that the system operates smoothly and efficiently at all levels. He will also be providing full feed back on training needs in customer service related areas to HO: PHRD Department.