

**CUSTOMER GRIEVANCE REDRESSAL POLICY**

**For**

**Sundarlal Sawji Urban Co-operative Bank Ltd.**

## **CUSTOMER GRIEVANCE REDRESSAL POLICY**

### **1. INTRODUCTION**

When it comes to a service organisation, customer satisfaction is of utmost importance as that is a base for the well being of an organisation. Banks firstly come under the purview of a service organisation and to have a customer satisfactory interface should always be a prime concern for a bank. Bank very well knows that its growth is because of the customer satisfaction and it always needs to take care of its customer's grievances and always find a prompt redressal or a fast solution for it.

#### **1.1. Objective of the Policy**

- a) All the customers must be treated fairly. Complaints raised by customers must be dealt with courtesy and on time.
- b) Customers must be made completely aware of their rights so that they can chose among the alternatives available to them and they must be made aware of the avenues where they can escalate their complaints.
- c) All the complaints shall be dealt effectively and efficiently and must be worked upon in good faith.
- d) Bank enables the customers to avail of services through multiple channels.
- e) The Bank has forums at various levels to review customer grievances and enhance the quality of customer service.
- f) The customers must be made aware about the risks involved through e-banking and bank will disclose on their website.

#### **1.2. Customer complaint arises due to:**

- a. Attitudinal issues when dealing with customers
- a. Gaps in standards of services/arrangements expected and services rendered
- b. Differences in the interpretation, perception in rules, law and acts.

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 or over telephone. If customer's complaint is not resolved within the

prescribed 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. Machinery to handle customer complaints/grievances**

### **2.1. Need for Board's involvement**

- a) The Board is responsible to deliberate matters involving customer service to ensure that the instructions are implemented meaningfully.
- b) The major responsibility of the board is to provide a hassle-free mechanism for the customer and a common person under the oversight of the board should be appointed.

### **2.2. Customer service committee of the board**

a. This Board would watch out the following matters;

- Formulate a comprehensive deposit policy
- Treatment of the death of the depositor for operations of his account.
- Annual survey for customer satisfaction.
- Tri-ennial audit of such services

### **2.3. Board meeting to Review and deliberate Customer service**

Bank will review customer service/relations and prepare a detailed memorandum and submit the same to the Board of Directors every six months and take prompt or correct action wherever gaps are noticed.

### **2.4. Standing Committee on Customer Service**

- a. The existing ad-hoc committee is to be converted into a standing committee and the features are as follows;
  - The committee would be chaired by the CMD or the ED and would include non-officials as its members, to ensure that an independent feedback committee is made
  - This committee will take care whether other departments in the bank in tune with the instructions given.
  - The Committee would be responsible to ensure that the bank follows all regulatory instructions regarding customer service. Towards this, the committee would obtain necessary feedback from regional managers/functional heads.

- The Standing Committee would act as a bridge between other Departments/Committees of the bank

### **2.5. Branch Level Customer Service Committee**

Bank has a scheme to establish Customer Service Committees at branch level. The branch level Customer Service would meet at least once a month to study complaints/suggestions, cases of delay, difficulties faced etc. This committee would also submit quarterly reports giving inputs/suggestions to the Standing Committee. Therefore, the Standing Committee would give feedback to the Customer Service Committee

### **2.6. Nodal Department/official for customer service**

Bank will have a nodal department / official for customer service in the Head Office and each controlling office, with whom customers with grievances can approach in the first instance and with whom the Banking Ombudsman and RBI can liaise

As per this, the nodal department for this bank would be.....

### **2.7 Board Approved Policies on Customer Service**

Our bank's priority along with profit is customer satisfaction and the bank has a board approved policy for all of the following;

#### **a) Comprehensive deposit policy**

- Bank has always been working to make a precise deposit policy setting out the rights of the depositors in general and small depositors in particular.
- It also takes care about operations of deposit accounts, charges leviable and other related issues to facilitate interaction of depositors at branch levels.

#### **b) Cheque collection policy**

Bank has facilitated a transparent scheme taking into account the technological changes and has incorporated systems such as,

#### **1. Immediate Credit for Local / Outstation cheques**

#### **2. Time frame for Collection of Local / Outstation Instruments**

### **3. Interest payment for delayed collection**

#### **c) Customer Compensation policy**

Bank has a well developed and documented customer compensation policy and it has incorporated issues such as:

- a) Erroneous Debits arising on fraudulent or other transactions
- b) Payment of interest for delays in collection
- c) Payment of interest for delay in issue of duplicate draft
- d) Other unauthorized actions of the bank leading to a financial loss to customer

### **3. MANDATORY DISPLAY REQUIREMENTS**

Bank would provide,

- a. Appropriate arrangement for receiving complaints and suggestions.
- b. The name, address and contact number of Nodal Officer(s)
- c. Contact details of Banking Ombudsman of the area
- d. Code of bank's commitments to customers/ Fair Practice code

#### **3.1. Notices**

Bank would incorporate such notices as,

- If you have any grievances/complaints, please approach:
- If your complaint is unresolved at the branch level, you may approach our Regional/Zonal Manager at: (Address)
- If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman at: (Name, address, telephone numbers and email address should be given)

#### **3.2.Complaint format**

1. Name of Complainant:
2. Address in full (for correspondence):
3. Age:
4. Telephone number (landline and mobile):
5. Email-Id (if any):

(Please do not write any other person's e-mail id. Bank will not be responsible for any leakage of secrecy or for any consequences there upon for messages/ letters through the given e-mail id)

6. Name of the branch to which complaint is related to:

7. Details of the complaint (Attach complaint sheet if any):

Place:

Date:

Signature of complainant

#### **4. Grievance redressal mechanism**

In case the customer feels that there is any inefficiency in the services provided, he/she can call

Our 24 hour Customer Care-

- a. Contact your branch-It is the prime responsibility of the branch to look forward to the customer complaints and find an easy and fast solution for the customer redressal. If the complainant does not receive a response from the branch within stipulated time or if the complaint is not redressed to the satisfaction of the customer, the matter may be taken up with the Zonal Level Code Compliance Officer (Nodal Officer) at the respective Zonal office, name and address of whom is available with the branch. The Zonal level code compliance officers shall be the respective Zonal Managers. The Zonal level code compliance officer shall also register the complaint in the complaints register maintained at Zonal office and shall try to redress the complaint. The Code Compliance Officer at the Zonal office shall respond to the complainant within a stipulated time of receipt of the complaint.
- b. After exhausting all the above machinery/channels, if the customer is still not satisfied, he/she may write to the Managing Director & Chief Executive Officer of the Bank in the following address Sundarlal Sawji urban Co-operative Bank Ltd. APMC Market Yard, Yeldari road, Taluka-Jintur, District-Parbhani431509
- c. In case the issue is still not resolved to the satisfaction of the customer, he/she may approach the Banking Ombudsman; address of the Ombudsman is available with the branches.

**d. No complaint to banking Ombudsman shall lie unless**

- the complainant had, before making a complaint to the Banking Ombudsman, made a written representation to the bank and the bank had rejected the complaint or the complainant had not received any reply within a period of one month after the bank received his representation or the complainant is not satisfied with the reply given to him by the bank;
  - The complaint is made not later than one year after the complainant has received the reply of the bank to his representation or, where no reply is received, not later than one year and one month after the date of the representation to the bank;
  - the complaint is not in respect of the same cause of action which was settled or dealt with on merits by the Banking Ombudsman in any previous proceedings whether or not received from the same complainant or along with one or more complainants or one or more of the parties concerned with the cause of action ;
  - the complaint does not pertain to the same cause of action, for which any proceedings before any court, tribunal or arbitrator or any other forum is pending or a decree or Award or order has been passed by any such court, tribunal, arbitrator or forum;
  - The complaint is not frivolous or vexatious in nature
  - The complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.
- e. Customers also have an option to register their complaints through mail and for this bank has a dedicated Email-Id which is atm@sawjibank.com

#### **4.1-Interaction with customers**

The bank understands that it is of utmost importance to have interaction personally with the customers. The bank staff has a responsibility towards its customers and the bank truly cares for the customer and for their hard earned money. Many complaints arise because of the lack of awareness among the customers and such complaints to an extent can be resolved by having a personal interaction with the customer. Output from customers and feedback from the customer's side is of prominent importance for the bank as it would help in increasing the result and services from the side of the bank.