



Grievance Redressal Policy

(Revised on June 2019)

Version:1.0

**CSB Bank Ltd
Head Office
Branch Service**

Grievance Redressal Policy

Gist of Amendments Made in 2019

Sl No	Para Ref	Existing Clause	Modifications/ Additions
1	2.2	<p>Standing committee on Customer service The MD & CEO, Head – Operations, Head – Retail Banking, Head – Planning & Development, Head - HR, Assistant General Manager (Branch Service) shall constitute the Standing Committee on Customer Service. Two or three customers from various fields are also included as nonofficial members as approved by the chairman.</p>	<p>Modified:</p> <p>The MD & CEO, Head – Operations, Head – Retail Banking, Dy General Manager (CASA & NRI), Head - HR, Assistant General Manager (Branch Service) shall constitute the Standing Committee on Customer Service. Two or three customers from various fields are also included as nonofficial members as approved by the chairman.</p>
2	2.3	<p>Nodal Officer and other designated officials to handle complaints and grievances:</p>	<p>The following sentence added:</p> <p>Bank would appoint a Principal Nodal Officer of the Rank of General Manager (or its equivalent).</p>
3	2.4	<p>Appointment of Internal Ombudsman</p> <p>(New position)</p>	<p>New clause added:</p> <p>The bank shall appointment an Internal Ombudsman who shall examine all customer grievances received by the bank and which are partly or wholly rejected by Bank's internal grievance redressal mechanism, before the bank conveys the final decision to the complainant.</p>
4	6	<p>Lodging of complaints/ grievances</p>	<p>New clause added:</p> <p>In case a customer feels that there is a deficiency in the service provided by the bank, the customer can register a complaint through the branch/ bank's Call Centre/ SMS/ e-mail/ on-line through the bank's website.</p>

Grievance Redressal Policy

1. Introduction

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity. This is more so for banks because banks are service organizations. As a service organization, customer service and customer satisfaction should be the prime concern of any bank. The bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy document 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 review mechanism should help in identifying shortcomings in product features and service delivery. Customer dissatisfaction would spoil bank's name and image. The bank's policy on grievance redressal follows the under noted principles:

- Customers are 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.

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.

In order to make bank's redressal mechanism more meaningful and effective, a structured system needs to be built up towards such end. Such system would ensure that the redressal sought is just and fair within the given framework of rules and regulation. The policy document would be made available at all branches. The employees concerned should be made aware about the complaint handling process. The complaint handling process and procedure is of general in nature. It should, therefore, be made known to all employees to ensure better customer service and general awareness in the bank.

- 1.1 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 or over telephone. If 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.

2.1 Customer Service Committee of the Board

This sub-committee of the Board would 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 would also examine any other issues having a bearing on the quality of customer service rendered to the individual both as a depositor and also as a borrower. The Committee will also examine loan policies and other service issues for the individual. This committee would also review the functioning of Standing Committee on Customer Service.

2.2 Standing Committee on Customer Service

The Standing Committee on Customer Service will be chaired by the Chairman / MD &CEO of the bank. Besides two to three senior executives of the bank, the committee would also have two to three eminent non-executives drawn from the public as members. The committee would have the following functions:

Evaluate feed-back on quality of customer service received from various quarters. The committee would also review comments / feed-back on customer service and implementation of commitments in the Code of Bank's Commitments to Customers received from BCSBI.

The Committee would be responsible to ensure that all regulatory instructions regarding customer service are followed by the bank. Towards this, the committee would obtain necessary feed-back from Zonal / regional Managers/ functional heads.

The committee also would consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice.

The committee would submit report on its performance to the customer service committee of the board

at quarterly intervals.

The committee would examine complaints related to non-implementation of commitments in the Code of Banks' Commitments to Customers received from BCSBI.

The MD & CEO, Head – Operations, Head – Retail Banking, Dy General Manager (CASA & NRI), Head - HR, Assistant General Manager (Branch Service) shall constitute the Standing Committee on Customer Service. Two or three customers from various fields are also included as nonofficial members as approved by the chairman.

2.3 Nodal Officer and other designated officials to handle complaints and grievances

Bank would appoint a Principal Nodal Officer of the Rank of General Manager (or its equivalent). The Bank would also appoint a Nodal Officer of the rank of Assistant General Manager (or its equivalent) who will be responsible for the implementation of customer service and complaint handling for the entire bank. The bank may also appoint Nodal Officer at Zonal / Regional offices to handle complaint grievances in respect of branches following under their control.

The Assistant General Manager (Branch Service) will be the Compliance Officer of the bank and one designated Area Manager will be Nodal Officer in the respective Zone.

2.4 The bank shall appointment an Internal Ombudsman who shall examine all customer grievances received by the bank and which are partly or wholly rejected by Bank's internal grievance redressal mechanism, before the bank conveys the final decision to the complainant.

2.5 Hearing of grievances of the borrowers classified as wilful defaulters by the bank.

A Grievance Redressal Committee comprising the following officials be and is constituted for hearing borrowers who represent that they have been wrongfully classified as wilful defaulters:-

- 1) MD & CEO
- 2) Chief Risk Officer
- 3) Head -Operations
- 4) Chief Compliance Officer
- 5) Assistant General Manager (Branch Service)

MD & CEO along with any two executives shall constitute quorum for the committee meetings.

3. Mandatory display requirements

It is mandatory for the bank to provide:

Appropriate arrangement for receiving complaints and suggestions. The name, address and contact number of Nodal Officer(s)

Contact details of Banking Ombudsman of the area

Code of bank's commitments to customers / Fair Practice code

The above details will be displayed in the bank's website as well as in the notice board of all branches / offices for facilitating contact by customers.

4. Resolution of Grievances

Branch Manager is responsible for the resolution 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 is resolved completely to the customer's satisfaction and if the customer is not satisfied, to provide him/her with alternate avenues to escalate the issue. If the branch manager feels that it is not possible at his level to solve the problem or if the issue remains unresolved after expiry of the stipulated period, he may refer the case to Zonal Office for guidance. Similarly, if Zonal Office finds that the mode of resolution exceeds their authority, the issue may be referred to the Nodal Officer/ when an issue remains unresolved after expiry of the stipulated period.

4.1 Time frame

Complaint has to be seen in the right perspective because they indirectly reveal a weak spot in the working of the bank. Complaint received should be analysed from all possible angles. Specific time schedule may be set up for handling complaints and disposing them at all levels including branches, zonal and head office. Branch Manager should try to resolve the complaint within specified time frame, i.e. Within 10 working days.

Communication of bank's position to the customer on the issue of grievance is a vital requirement. Complaints received, which would require some time for examination of issues involved should invariably be acknowledged promptly. Branch and Zonal Office must send to the Head Office action taken report on complaints received at the end of every month with all details, so as to reach at the Head Office on or before 10th of the succeeding month.

5. 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. Structured customer meets, say once in a month will give a message to the customers that the bank cares for them and values their feedback / suggestions for improvement in customer service. Many of the complaints arise on account of lack of awareness among customers about bank services and such interactions will help the customers appreciate banking services better. As for the bank the feedback from customers would be valuable input for revising its product and services to meet customer requirements. Branches should report on the customers meet to the Zonal Offices. Zonal Offices may submit the report on customer meet conducted at their offices to Head Office every month.

6. Lodging of complaints/ grievances:

In case a customer feels that there is a deficiency in the service provided by the bank, the customer can register a complaint through the branch/ bank's Call Centre/ SMS/ e- mail/ on-line through the bank's website.

7. Guiding operating staff on handling of complaints

Staff should be properly trained for handling complaints. We are dealing with people and hence difference of opinion and areas of conflict can arise. With an open mind and a smile on the face we should be able to win the customer's confidence. It would be the responsibility of the Nodal Officer to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. He should give feedback to the HR Dept. on training needs of staff at various levels.
