



GRIEVANCE REDRESSAL POLICY

1.1. Introduction

1.1.1. In the present scenario of competitive banking, an excellent 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 are the prime concern of the bank. The Bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain the 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 helps in identifying shortcomings in product features and service delivery. The Bank's policy on grievance redressal follows the under noted principles:

- Customers shall be treated fairly at all times
- Complaints raised by customers shall be dealt with courtesy and on time;
- Customers shall be 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.
- The Bank shall treat all complaints efficiently and fairly as they can damage the Bank's reputation and business if handled otherwise.
- The Bank employees shall work in good faith and without prejudice to the interest of the customer.

1.1.2. The customer shall have full right to register his complaint if he/she is not satisfied with the services provided by the Bank. He/she can give his/her complaint in writing, orally or over telephone. If customer's complaint is not resolved within given time or he/she is not satisfied with the solution provided by the bank, he/she can approach Banking Ombudsman with his/her complaint or other legal avenues available for grievance redressal.

1.2. Dealing with Customer Complaints

1.2.1. Complaints/ suggestions box shall be provided at each office of the bank.

1.2.2. Complaints / suggestions received by the Bank from the customers shall be duly recorded for monitoring of redressal / implementation thereof.

1.2.3. The name and contact particulars of the Nodal Officer of the Bank shall remain displayed as hitherto in the branch premises and also on Bank's website to facilitate the customers to raise their grievances/suggestions regarding customer services rendered by the Bank.

1.2.4. The Banking Ombudsman Scheme, 2006 containing provisions of the Scheme as well as contact details of all the Banking Ombudsman Offices shall remain displayed as



hitherto in the branch premises and on the bank's website.

- 1.2.5. Copies of the Code of Bank's Commitment to Customers / Fair Practice Code shall be available in the branches for distribution amongst the customers. Apart from this, the Code of Bank's Commitment to Customers shall also be displayed on the Bank's website.
- 1.2.6. A complaint register shall be kept at a prominent place by all the branches to make it convenient for the customers to enter their complaints therein. Apart from the complaint register a system under the branch operations and customer service department is being placed to deal with the complaint received from mail and social media . Such complains shall be docketed and resolved at the earliest. Resolution mail/letter should be sent to the customers accordingly.
- 1.3. **Resolution of Grievances**
 - 1.3.1. The Branch Manager is responsible for the resolution of complaints/grievances in respect of customer service in branches.
 - 1.3.2. He shall resolve the matter completely to the satisfaction of the customer.
 - 1.3.3. If not satisfied, the customer shall be provided with alternate avenues including Banking Ombudsman Scheme to escalate and resolve the Issue.
 - 1.3.4. If the Branch Manager feels that he is not in a position to resolve the complaint he shall seek the guidance of Cluster Heads / Zonal Heads, and further if required, Zonal Head may refer the case to the Nodal Officer at Head Office.
 - 1.3.5. The final letter sent to the customer regarding redressal of the complaint shall mention about the option to the customer to approach the concerned Banking Ombudsman in case he/she is not satisfied with the redressal of the complaint. The final letter shall also contain the details of the concerned Banking Ombudsman.
- 1.4. **Sensitizing operating staff on handling complaints:**
 - 1.4.1. The Bank shall impart training on an ongoing basis to its employees on handling complaints / redressal of grievances / customer counseling.
 - 1.4.2. The Nodal Officer of the Bank shall ensure that internal machinery for handling complaints / grievances operates smoothly and efficiently at all levels.
 - 1.4.3. Detailed operational guidelines will be framed by the bank from time to time for resolution of grievances received from customers through all modes and will be incorporated in the branch operations manual.
 - 1.4.4. Periodic analysis of customer complaints will conducted by ORMC for identifying the requisite gaps and suggest corrective action.



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