

## GRIEVANCE REDRESSAL POLICY

### 1. **Introduction:**

1.1. Bank is essentially an institution engaged in meeting financial as well as nonfinancial service needs of the society. Given this, customer service takes the center stage in the Banking business. In the present scenario of competitive banking, an excellent customer service is the most important tool for sustained business growth. Our Bank is committed to providing prompt and efficient service not only attract new customers, but also to retain the existing ones and to minimize instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances.

### 2. **Customer Service Principles:** The Bank's Customer Service Delivery will be based on the following principles:

2.1. **Courtesy** – Every customer will be shown due courtesies, whether or not the Bank is in a position to meet his/her needs. Staff will always be polite in their spoken words, body language and demeanour. Courtesy will be shown in all circumstances, even in difficult situations where the customer does not show similar courtesy in return.

2.2. **Ethics and Transparency** – Every dealing with customer will be done in an honest, equitable, ethical and fair manner. Complete, clear and precise information will be provided, as per extant guidelines, to the customers in response to their queries.

2.3. **Speed and Timeliness** – Customer's needs and instructions should always be given top priority and taken care of promptly without any undue delay. Commencement of banking business and opening of counter services should be done in time rendering uninterrupted service during business hours.

2.4. **Efficiency and Accuracy** – All customer instructions should be executed efficiently and accurately. The information provided by the Bank to the customer should be factual, accurate and unambiguous.

2.5. **Concern** – The bank will always be concerned for the well-being of its customers. Anticipating the customer's problems and guiding them shows that Bank cares for them and is equally concerned.

2.6. **Communication** – Communication with customers should be clear and effective. The Bank will always welcome opinion and suggestions from customers and such opinions/suggestions will be seriously evaluated, and, if found to be feasible, will be subsequently implemented.

### 3. **Grievance Redressal Mechanism:**

- 3.1. The Bank shall follow the principle of **“First Contact Resolution”**, i.e., all efforts to be made to resolve the grievance to full satisfaction of the complainant at the first point of first contact.
  - 3.2. Complaints maybe received by the Bank from its customers at all levels - Branches, Cluster Offices, Zonal Offices and Head Office. The Banking Operations & Customer Service Department of the Bank will act as the nodal department for resolution of complaints received at Head Office.
  - 3.3. A complaint redressal mechanism as given below shall be put in place by the Bank for resolving customer complaints expeditiously, to bring about more transparency and to assist in creating a positive image of the Bank amongst its customers
4. **Channels for receiving Customer Grievances / Complaints, turnaround time for resolution and Grievance escalation matrix:**
- 4.1. **Level 1 – Branch / Phone Banking Center:**
    - 4.1.1. Customer can fill up the complaint form (available in our branches or in the website) or just write a letter and submit it to the Branch Head, or any officer, of any one of our branches. Each branch will also have a complaints/suggestions box installed, which will be cleared on a daily basis by the authorized officer.
    - 4.1.2. Customers may lodge the complaint by email to [customercare@bandhanbank.com](mailto:customercare@bandhanbank.com)
    - 4.1.3. Customers may call our Toll free number at **1800-258-8181** and lodge a complaint.
    - 4.1.4. Branch Head will be responsible for resolution of complaints received in his / her branch.
    - 4.1.5. Head Phone Banking Center will be responsible for resolution of complaints received at the Phone Banking Center over telephone. He / she will also be responsible for complaints received by mail in the ID [customercare@bandhanbank.com](mailto:customercare@bandhanbank.com).
    - 4.1.6. Each complaint will be resolved within 7 working days. In case the resolution lies with some other department / branch of the bank, or involves fraud cases, legal cases and cases which need retrieval of documents and old records the resolution time would be up to 10 working days. If any case needs additional time, the Bank will inform the customer of the reasons for and provide expected time lines for resolution.
  - 4.2. **Level 2 – Cluster Offices**
    - 4.2.1. If the customer is not satisfied with the resolution provided and prefer to escalate the complaint, he may do so to the concerned Cluster Head (contact details available in the branches) or the Bank’s Nodal Officers to Banking Ombudsman of the

concerned area (list available in our website). Alternatively, the customer may also directly escalate to our Head Office (details given below).

4.2.2. The Cluster Head will relook into the matter and resolve the complaint within 10 days from receipt of the complaint. If any case needs additional time, the Bank will inform the customer of the reasons for and provide expected time lines for resolution.

#### 4.3. Level 3 – Head Office

4.3.1. If the customer is not satisfied with the steps taken by the Branch / Cluster Head, he may escalate the complaint to the Head-Banking Operations and Customer Service at Head Office who is the Principal Nodal Officer at [pno@bandhanbank.com](mailto:pno@bandhanbank.com)

4.3.2. Head-Banking Operations and Customer Service will look into the matter and arrange for resolution of the complainant within 15 days of receipt of the complaint.

4.4. As per RBI guidelines, the Bank also has an **Internal Ombudsman** who would examine customer complaints which are in the nature of deficiency in service on the part of the bank, (including those on the grounds of complaints listed in Clause 8 of the Banking Ombudsman Scheme, 2006) that are partly or wholly rejected by the bank.

#### 4.5. Banking Ombudsman:

4.5.1. It will be made known to the customer that if he / she is not satisfied by the resolution provided by the Bank, then he / she may approach the concerned Banking Ombudsman for resolution. List of Banking Ombudsmen Offices with contact details and jurisdiction should be available in bank's website as well as in the branches. List of our bank's nodal officers to the Banking Ombudsmen will also be available in our website.

4.5.2. There are 19 offices of Banking Ombudsman across the country. Our Regional Heads / Cluster Heads stationed at these or nearby locations will act as Nodal Officers. However, in some select centres, to overcome the distance factor, identified Branch Heads at these locations may function as Nodal Officers.

4.5.3. The Nodal Officer will be responsible receiving the complaints referred from the Office of the Ombudsman, investigating and taking corrective actions for resolution of the complaints and submitting the reply to B.O. Office well within the time lines allowed by B.O. They will be prompt in submitting any information called for by the B.O.

4.5.4. The Nodal Officer shall attend, without fail, all proceedings before the Banking Ombudsman (e.g. conciliation meetings) and shall be well prepared, with all the facts and figures, to be able to give a clear and accurate account of the matter under discussion from the bank's point of view.

4.5.5. The Nodal Officers will act under the guidance of the Branch Operations & Customer Service Department at Head Office. BOCS Department will be promptly intimated of any complaints received from B.O. Office.

4.5.6. All departments / verticals in the bank (e.g. business, legal, etc.) will provide all necessary support to the Nodal Officers for timely and satisfactory resolution of all complaints referred from Banking Ombudsman Offices.

4.5.7. The Nodal Officers will also be responsible for resolution of the complaints referred from Customer Education & Protection Department of RBI.

## **5. Complaints/suggestions box**

5.1. Each branch should have a Complaints/suggestions box installed, which should be cleared on a daily basis.

## **6. Complaint Book**

6.1. Complaint book with perforated copies should be available in the branches so as to instantly provide an acknowledgement to the customers. A copy of the complaint is required to be forwarded to the Cluster Office along with the remark of the Branch Manager within

## **7. Complaint Register**

7.1. All branches should maintain a separate complaints register in the prescribed format given for entering all the complaints/grievances received by them directly or through their Head Office/Govt. These registers should be maintained irrespective of the fact whether a complaint is received or not in the past. The complaints registers maintained by branches should be scrutinized by the concerned Cluster Head during his periodical visit to the branches and his observations/comments recorded in the relative visit reports.

## **8. Display of the Grievance Redressal Mechanism**

8.1. At each branch a notice explaining the Grievance Redressal Mechanism of the bank shall be prominently displayed. A format of the display is annexed hereto.

## **9. Reporting System**

9.1. All complaints received have to be duly registered in the 'CRM' module of the 'bERP' portal. It is the responsibility of the channel/branch that receives the complaint that the issue is resolved timely and due updation is made in 'CRM'.

9.2. BOCS department would consolidate the complaints received and entered in 'CRM' and shall place a report relating to the Bank as a whole to the Bank's Standing Customer Service Committee of the Board as an agenda item in each of the meetings conducted.