

Dombivli Nagari Sahakari Bank Ltd
Multi State Scheduled Bank
Planning & Operations Dept., Central Office

Customer Grievance Redressal Policy

I. Introduction:

- Customers Service and Experience has always been the most important value for the Bank and it is Bank's endeavor to ensure its practice and delivery of service in every branch and touch point, is uniform. Yet, there may sometimes arise situations where customer's expectations are not met leading to customer dissatisfaction and grievances.
- Bank's Customer Grievance Redressal Policy is a reflection of its commitment towards customer satisfaction and value addition. This policy document aims at minimizing instances of customer complaints through proper products / service delivery and review mechanism and to ensure prompt redressal of customer complaints.
- The Policy document will be made available at all branches and Bank's website. All the employees will be made aware about the complaint handling process.

II. Objective of the Policy:

- This Customer Grievance Redressal Policy lays down a uniform complaint redressal framework to be followed across the bank while handling and resolving customer complaints.
- It highlights the process set by the bank based on RBI guidelines for timely and satisfactory resolution of all customer grievances.
- The policy also informs our customers about various channels through which they can reach out to the Bank for sharing their concerns or unpleasant experiences and alternate avenues available with them for grievance redressal.

III. Scope of the Policy:

- The Policy covers resolution of all complaints raised by customers on account of system intricacies, procedures, gaps in customer service, service charges etc. Redressal machinery is also applicable to complaints raised on account of credit information of customers.
- The grievance redressal mechanism given in the Policy will be available for issues concerning the Bank's employees and the Bank will ensure that the customer issues are resolved expeditiously and effectively.

IV. Validity:

- This Policy will be valid till it is reviewed by Planning and Operations Department of the Bank. Modifications, if any, warranted by changes in RBI directives will be incorporated after approval of the Board.

V. Key Elements of the Policy:

- Lodgment of complaint
- Escalation Matrix & TAT
- Grievance Redressal Mechanism
- Mandatory Display requirements
- Interaction with customers
- Review of complaints
- Staff training

1. Lodgment of complaint:

Customer can register his/her grievance through any of the following channels.

- A. Personal Meeting:** Customer can lodge a complaint by visiting home branch or any other nearest branch in person. In case of any difficulty in transactions, the customers may approach the Branch Manager of the Branch. The staff at Branch will ensure that the customers' banking needs are attended to and resolved. However, if this does not happen, customers may demand the complaint register to lodge the complaint. The customer must remember to mention his/her 'Registered Mobile Number' and email address in the complaint register.

Branch Official will make endeavor to resolve the complaint at Branch level within 7 working days. Alternatively, the customers can drop their complaint /feedback in the boxes made available at the branch.

- B. Complaint through Email:** Customers may also choose to register their complaints by sending email. Bank has designated email addresses of all the Branches. The Customer can lodge the complaint to his/her home branch through email. Email addresses of all the Branches are available on website of the Bank.

- C. Complaint through post:** Customers can also submit their grievances by post to Bank's concerned Branch. The registered address of each branch is available on website of the bank. All efforts will be made to resolve the customer's concerns / complaints immediately.

D. Complaint about Unauthorized Transactions in the account:

If the customer notices any unauthorized UPI transaction/s in his/her account he/she can contact Toll Free Number 1800 233 1700 between 8.30 am to 8.30 pm and request the Customer Care Executives to block his/her UPI

transactions. The Customer Care Executives at the desk will immediately notify MAT department to block UPI transactions to MAT Department.

If the customer wants to LOCK / UNLOCK his Debit cum ATM card he/she can send SMS through his registered mobile number to designated mobile No. which at present is 921290555. In case SMS is sent to above mobile number as "LOCK" through his/her registered mobile number then his/her card will be locked for temporary period and he/she can UNLOCK his/her card by sending another SMS "UNLOCK" on the same mobile No.921290555 from his/her registered mobile number so that the card will be functional. However, in case the SMS is sent as LOST then the card is blocked permanently and the customer will have to contact his branch. The Branch will issue new card to the customer and necessary charges will be recovered from the customer.

2. Credit Information Bureaus

Bank will report closure of loan to CICs within 30 days of the event. If customer's loan account has been in default, but thereafter regularized, Bank will update this information with the CICs in the next report. If there is partial / delayed / any settlement of credit dues, it will impact customer's credit score.

In case of dispute about the information provided to the CICs, Bank will resolve the matter by satisfactorily explaining the reasons for reporting to CICs.

Bank, on request, will inform the customer of the details of the CIC(s) to whom the information regarding the credit / loan facility is submitted.

3. Escalation Matrix & TAT:

Any complaint received at the Branch is expected to resolve complaint within 7 working days from the receipt of the complaint. If the complaint remains unresolved, it is to be escalated to Planning and Operations Department along with background of the complaint, branch comments and recommendations and details of efforts made by the Branch for resolving the Complaint.

Any complaint received at the Planning and Operations Department, either directly from customer or escalated by branch, the same is expected to be resolved in 20 working days from the receipt of the complaint.

As per the Banking Ombudsman Scheme, if a customer's complaint is not attended to properly by any Bank / branch or the complaint is not accepted by the Bank / branch or the complaint is not resolved within 30 days, the customer can approach the Banking Ombudsman with his/her complaint or explore other legal avenues available for grievance redressal.

4. Grievance Redressal Mechanism:

Bank's endeavor is to resolve customer queries/complaints at the very 1st instance by offering appropriate information and assistance to customers.

However, it may not always be possible to resolve the complaint immediately. Thus, complaints received from various sources which are not resolved at the very 1st instance (branch) are escalated to Planning and Operations Department for timely resolution.

The entire grievance redressal mechanism is built around the following principles:

Accessibility:

The Bank will enable the customers to avail of services through multiple published channels as mentioned above like email addresses, post or visit to the branch.

Customer Education:

The Bank shall endeavor to make continuous efforts to educate its customers to enable them to make informed choices regarding banking products and reduce errors in banking transactions by organizing customer meets.

5. Mandatory Display requirements :

As per RBI's specifications, the below mentioned information is displayed in all the branches:

For receiving complaints and suggestions appropriate arrangement in the form of 'Complaint register' and 'suggestion box'. The name, address and contact number of the Nodal Officer, Name and Contact details of the Banking Ombudsman of the area. All our branches also display notice boards covering the following information beneficial for our customers:

- Key interest rates on deposits in the branch.
- Nomination facility is available on all deposit accounts, articles in safe deposit vaults.
- Display of ATM ID on ATM machine
- Display of Metro/Non-metro ATM sticker
- Notice of non working of ATMs
- Notices displayed to convey amendment in Bank's products & Procedures

- DICGC premium payment receipt & Information on DICGC cover to customer deposits Service Charges
- Banking Ombudsman Scheme

6. Interaction with customers:

- Bank recognizes the importance of customer experience and values their feedback and suggestions. A regular rapport with customers helps us understand their expectations and improves customer service.
- Bank will consider organizing customer meets and use different channels to seek customer feedback from time to time.
- Many of the complaints arise on account of lack of awareness among customers about the Bank's services and such interactions help the customers appreciate banking services better.
- The feedback from customers will be valuable inputs for the Bank for revising its products and services to meet customer requirements.

7. Review of complaints:

Bank understand the fact that periodic review of complaints provides valuable insights regarding problem areas related to quality of customer service, products, policies and overall gap between customer's expectations and actual service provided.

Hence, complaints received through RBI's CMS portal are placed in the Audit Committee Meetings.

8. Staff Training:

- The Bank provides comprehensive training to its employees from time to time. In such training programs, staff is trained on excellent customer service at the counters and they are also trained on RBI guidelines on grievance redressal.
- Various Circulars are issued from time to time about introduction of new products, changes in Rates of Interest (ROI) on deposits and Advances, information on revision of changes. Branches are advised to conduct staff meeting and enlight the staff about new products and changes in charges and ROIs.

Asst. General Manager
Central Office

General Manager & CEO