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Fincare Small Finance Bank

Customer Grievance Redressal Policy

Version 6.1

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1. Applicability:

1.1. Departments: All Departments

1.2. Product Lines: All Products

1.3. Function: All Functions

1.4. Staff: All Staff members

1.5. Geography: All

2. Context:

2.1. Compliance Context: This policy has been drafted on the basis of compliance obligations as detailed in Appendix I.

2.2. Governance Context:

2.2.1. Board: Applicable

2.2.2. Sub Committee of Board: Customer Service Committee of the Board

2.2.3. Management Committee: Standing Committee on Customer Service

3. Policy Content:

All personnel carrying out their duties with regard to the Customer Grievance Redressal function should ensure that they comply with the requirements of this policy. With reference to the RBI directions (Appendix I) related to customer grievance redressal the following guidelines will be adhered to by the Bank

For Frequently Asked Questions (FAQs) regarding the policies please refer to Appendix II.

4. Objective:

The objective of the bank to have this policy is to ensure that:

- All customers are treated respectfully, fairly and without bias at all times.
- All issues raised by customers are dealt with courtesy, efficiency and are resolved on time.
- Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.
- All employees will work in good faith and without prejudice to the interests of the customer.

5. Approach:

5.1. Modes of registering complaints

- Customer can register the complaint in written, verbal or electronic form.
- At the Banking outlets, customers can speak to officials for resolution of their issues or register their grievances through the complaint book available in physical or electronic mode in the touch points. Acknowledgment of the same will be given to the customer with the complaint number.
- Customers can also contact our Customer Care officers over the phone for redressal of issues or write to our Customer Service at Fincare Small Finance Bank Limited, 5th Floor, Bren Mercury, Kaikondanahalli, Sarjapur Main Road, Bangalore – 560102
- Customers can also lodge a complaint using the Complaint Registration Form placed on the website.
- All customers registering a complaint will get an appropriate acknowledgement of the same from the Bank depending on the channel through which the complaint is received.
- Customers are educated to register for SMS and Email alerts for all banking transactions.
- Fincare Small Finance Bank provides customers with 24x7 access to website for reporting un-authorized transactions that have taken place and/ or loss or theft of payment instrument such as card.
- Immediately on receipt of report of an un-authorized transaction from the customer, the bank would initiate immediate steps to prevent further un-authorized transactions in the account.

5.2. Mandatory Display of Information

As per Para No. 16.5 of RBI Circular No. DBR No. Leg.BC.21/09.07.006/2015-16 dated 1st July 2015, following information shall be displayed by Fincare Small Finance Bank:

Branch Display

- Names, complete address and contact details of the officials who can be contacted for redressal of complaints.
- Name and other details of the concerned Nodal Officer/Principal Nodal Officer appointed under the Banking Ombudsman Scheme, 2006.
- Details of Integrated Ombudsman Scheme 2021, name and address of the Banking Ombudsman is to be displayed in the branch premises.
- These details will be updated periodically.

Website Display

- Names and other details of the officials at the Head Office/Regional Offices/Zonal Offices who can be contacted for redressal of complaints including the names of the Nodal Officers/Principal Nodal Officers. The details of the Principal Nodal Officer will be prominently displayed in the portal of the Bank website.
- A direct link for lodging the complaints, with specific option to report un-authorized electronic transactions has been provided by the bank on the home page of its website.

5.3. System to capture complaints:

- As per RBI circular No. DBR No. Leg.BC.21/09.07.006/2015-16 dated 1st July 2015, Fincare Small Finance Bank has ensured that a suitable mechanism for receiving and addressing complaints is put in place. The Customer Relationship Management (CRM) module is a robust system which is being used to record all the complaints received from customers through different mediums.
- Branches and ATMs are provided with Complaint box, where the customers can register their complaints. The branch operations head maintains the complaint register which is available for the customer, the customer can record the complaint in the register and will be given acknowledgement for the same, and immediate action shall be taken to ensure customer complaints are resolved well on time leading to customer delight.
- All complaints from the customers, shall be logged into Helpdesk/CRM software/ mailed to Customer Service ID. With this the Bank shall not only ensure that all the complaints received are recorded and resolved, but also ensure effective monitoring/ escalation mechanism to the senior functionary responsible so as to make sure that none of the complaints remain unresolved.
- The internal mechanism for recording and resolution of complaints shall function efficiently at all times and shall be monitored on daily basis. The staff too will be trained for handling complaints efficiently.
- The system will also be used to deal with the issues relating to services provided by Outsourced Agencies/ Business facilitators and the Bank will ensure that the respective outsourcing service providers resolve customer issues expeditiously and effectively.
- The system will also be available for resolving issues related to any third-party product distribution undertaken by the Bank as a certified corporate agent.

- The Banks grievance redressal mechanism shall be further strengthened to ensure that the grievances raised by the policy holders/customers relating to their insurance policies, are addressed within the timelines as stipulated under the Regulations. The Authority will also be kept informed about the number, nature and other particulars of the complaints received from such clients in format and manner as may be specified by the Authority. Customer shall be allowed to approach any of the offices or call center of the Bank to register a complaint.

5.4. Resolution of Complaints:

- The complaints shall be analyzed from all possible angles. Complaints shall be resolved in a proper and time bound manner, as per the defined turnaround time for different types of grievances. In case the resolution needs time, a suitable interim response shall be communicated to the customer.

5.5. Liability of a Customer:

A customer shall be entitled to zero liability where the un-authorized transaction occurs in the following events:

- I. Contributory fraud/ negligence/ deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
- II. Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within three working days of receiving the communication from the bank regarding the un-authorized transaction.

A customer shall be liable for the loss occurring due to un-authorized transactions in the following cases:

- I. In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the un-authorized transaction to the bank. Any loss occurring after the reporting of the un-authorized transaction shall be borne by the bank provided, the customer is not guilty of negligence.
- II. In cases where the responsibility for the un-authorized electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount as mentioned in the table below , whichever is lower.

Table 1

Maximum Liability of a Customer			
	Type of Account	Maximum liability (₹) within 3 working	Maximum liability (₹) for 4 to 7 working
•	BSBD Accounts	Zero Liability	5,000

•	All other SB accounts		
•	Current/ Overdraft Accounts of MSMEs		
•	Current Accounts/ Overdraft Accounts of MSMEs, Individuals with annual average balance (During 365 days preceding the incidence of fraud)/limit upto Rs.25lakhs		10,000
•	All other Current/ Over-draft Accounts		25,000

Further, if the delay in reporting by the customer is beyond **seven working days**, the customer’s liability shall be 100%

Overall liability of the customer in third party breaches, as detailed above where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system shall be as detailed below:

Table 2

Summary of Customer’s Liability	
Time taken to report the fraudulent transaction from the date of receiving the communication	Customer’s liability (₹)
Within 3 working days	Zero liability
Within 4 to 7 working days	The transaction value or the amount mentioned in Table 1, whichever is lower
Beyond 7 working days	100% liability on Customer

The number of working days shall be counted as per the working schedule of the home branch of the customer excluding the date of receiving the communication.

5.6. Reversal Timeline for Zero Liability/ Limited Liability of customer in the case of unauthorized electronic transactions

On being notified by the customer, the bank shall credit the amount involved in the un-authorized electronic transaction to the customer’s account within 10 working days from the date of such notification by the customer as applicable in the above clauses.

Fincare Small Finance Bank shall endeavor to:

- I. Resolve the complaint and liability of the customer, if any, is established within such time, as may be specified in the bank’s Board approved policy, but not exceeding 30

days from the date of receipt of the complaint, and the customer is compensated as above.

- II. In case of debit card / bank account, the bank shall ensure that the customer does not suffer any loss of interest.

5.7. Escalation of Complaints:

Fincare Small Finance Bank shall ensure that all complaints are resolved, and the resolution is communicated to the Customers. The bank has a robust system a Customer Relationship Management (CRM) in place which is used to lodge and monitor customer complaints.

Customers shall also be provided detailed information on how to escalate the matter further in case the redressal is not found to be adequate or appropriate. The escalation matrix as given below will be provided to the customers.

5.8. Customer Touchpoint:

In case a customer is not satisfied with the resolution provided by the above-mentioned Customer Touchpoints or, there is a delay beyond the stipulated Turnaround Time (TAT), the customer has the option to register/escalate the complaint through electronic modes to the Customer Service Team. However, it is to be noted that the Bank branch is the first point of contact for complaint resolutions. The Branch Manager shall be the first point of contact.

5.9. Regional Nodal Officer:

The Bank has appointed Nodal officers at various locations in terms of Clause 15 (3), chapter IV, of the Banking Ombudsman scheme 2006 and a list of state wise nodal officers of the bank is available on the bank's website and is also displayed at the Branches. The same shall be updated periodically. The Regional Nodal officer will be the second level escalation if the query is not resolved or not resolved to the Customer's satisfaction.

5.10. Principal Nodal Officer:

The Bank has appointed a Principal Nodal Officer at the Corporate Office for the implementation of customer service and complaint handling for the entire Bank. It is the responsibility of the Principal Nodal Officer to ensure that internal machinery for handling complaints/ grievances operates smoothly and efficiently at all levels. She will give feedback on training needs of staff at various levels to the HR Dept.

Customers are provided an option of escalating to the Principal Nodal Officer if they are not satisfied with the resolution provided. The Principal Nodal Officer shall be the third level of escalation if the query is not resolved to the satisfaction of the customer. All the queries/complaints must be resolved at this level within 1 month from lodging the complaint. If the query/complaint resolution has not been satisfactory or the query/complaint has continued

to be unresolved after 1 month, then the customer can escalate the same to the Integrated Ombudsman.

All complaints/queries received from the Integrated Ombudsman, RBI, Government of India or the BCSBI at the Corporate Office will be handled by the designated Principal Nodal Officer. The Compliance Officer will ensure that they liaise and ensure that the customer's grievance is redressed and then close the complaint/query with the customer and the concerned official body.

5.11. Integrated Ombudsman:

RBI notification vide Ref. CEPD. PRD. No. S873/13.01.001/2021-22 dated November 2021, the Customer may approach the Integrated Ombudsman only if the complaint is not resolved at the bank level within 30 days. Similar information on the details of Integrated Ombudsman will be displayed in the branch notice board to indicate the name, address and contact details of the Integrated Ombudsman.

Additionally, If the Customer is not satisfied by the response given by the Principal Nodal Officer or doesn't receive a response within 30 days of making the complaint, he/she can contact the Integrated Ombudsman.

6. Review of customer grievances to enhance the quality of customer service:

6.1. Customer service committee of the Board:

As per the RBI guidelines vide Circular No. DBR No. Leg.BC.21/09.07.006/2015-16 dated 1st July 2015, Bank has constituted a Customer Service Committee of the Board. The members of the committee include experts and representatives of the customers as invitees. The Customer Service Committee will oversee the implementation of various customer service guidelines as mandated by Reserve Bank of India and Banking Codes and Standards Board of India. The Bank will place before the Customer Service Committee of the Board, all the awards given by the Banking Ombudsman and all the awards remaining unimplemented for more than three months with the reasons thereof. This Committee will also review the functioning of Standing Committee on Customer Service.

Bank shall review customer service / customer care aspects in the bank and submit a detailed memorandum in this regard to the Board of Directors, once every six months and initiate prompt corrective action wherever service quality / skill gaps have been noticed.

The composition, agenda and terms of reference of Customer Service Committee of the Board has been defined in detail in the Customer Service Committee Charter.

6.2. Standing committee on Customer Service:

A Standing Committee on Customer Service will be set in place, which shall be chaired by the MD & CEO Fincare Small Finance Bank. Besides three senior management team members from control functions and business, the committee will also include eminent members drawn from the public to enable independent feedback on quality of customer service rendered by the Bank. The Committee will focus on building and strengthening customer service orientation in the Bank through initiating various measures including simplifying processes for improvement in customer service levels. The Committee will hold review meetings once in every two months or at more frequency to discuss service updates, ongoing projects specifically targeted towards improvement of customer service and appropriate actions arising from discussions.

The Committee shall also periodically review the general banking related complaints as also complaints pertaining to un-authorized electronic banking transactions reported by the customers or otherwise, as also the action taken thereon, the functioning of the grievance redressal mechanism and initiate appropriate measures to improve the systems and procedures.

All un-authorized electronic banking transactions shall also be reviewed periodically by the bank's internal auditors.

The composition, agenda and terms of reference of the Standing Committee on Customer Service has been defined in the Customer Service Committee Charter.

6.3. Branch/ Banking Outlet level Customer Service Committee:

In order to encourage a formal channel of communication between the customer and the Bank at the branch level, the Bank will create branch level committees with greater involvement of customers. The branch level committees will include the Bank's customers as well. Further, as senior citizens usually form an important constituent in Banks, a senior citizen will also be preferably included therein. The branch level Customer Service Committee will meet at least once a month to study the complaints / suggestions, cases of delay, difficulties faced / reported difficulties faced / reported by customers / members of the Committee and evolve ways and means of improving customer service. The branch level committees will also submit quarterly reports giving inputs/ suggestions to the Standing Committee on Customer Service thus enabling the Standing Committee to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy/ procedural action.

6.4. Acting upon Customer feedback:

- The Bank recognizes that customer's expectations/ requirements/ grievances can be better appreciated through personal interaction with customers by the Bank's staff. The structured customer meets will (i) give a message to the customers that the Bank cares

for them (ii) the Bank values customer feedback/ suggestions (iii) increased awareness of Banking services (iv) help customers appreciate Banking services better and (v) provide a valuable input for revising its product and services to meet customer requirements.

- Customer feedback will be pro-actively collected to ensure that products/ processes are designed and fine-tuned, and grievances are pre-emptively handled. Employees will be given adequate training to ensure that customer complaints are efficiently handled.
- The Bank will also conduct periodic analysis of customer complaints to identify changes / improvements required in its systems, processes and procedures.
- The Bank will also conduct periodic checks to ensure that resolutions have been provided satisfactorily.

7. Customer Grievance Redressal Mechanism:

7.1 Customer Complaint and Query Resolution Process:

An Effective grievance redress shall be an integral part of the business strategy of the bank. A structured and robust internal mechanism for recording and resolving complaints and queries shall be established. In this direction, the Bank shall establish an exclusive Customer Care Unit to monitor on a regular basis the complaints/queries logged in the Helpdesk/CRM software. Complaints and queries shall be resolved in a proper and time bound manner with a detailed response to the customer. In case the resolution needs time, an interim response, acknowledging the complaint/query shall be issued/sent.

7.2. Customer Touch Points to register Complaints and Queries:

The following are the various touch points through which customers can lodge complaints and queries.

A. Branch:

The complaints/queries made at the Branch are logged. If the solution can be provided by the Branch team, they resolve the issue and communicate the same to Customers. If the Branch is unable to resolve the complaint it flows to the respective department who resolve and update the branch. Also, Customer Complaints / Suggestions Box is made available at all the Branches Such Complaints which are resolved by the branch gets reported to the HO and the Standing committee on Customer service.

B. Call Centre:

The Bank has published a toll free (1800 313 313) on the Bank's website for customers to register their complaints/queries. Complaints/queries received telephonically are captured online and unique

acknowledgement number is allotted. Further, it is referred to the appropriate unit for necessary timely resolution.

C. Online /E-Mail:

Web grievance form as Link is made available on Bank’s Website for the Customer to lodge compliant. Such complaints are taken up for resolution centrally. www.fincarebank.com >> Support >> Grievances Form

(Direct link: <http://fincarebank.com/grievance.php>)

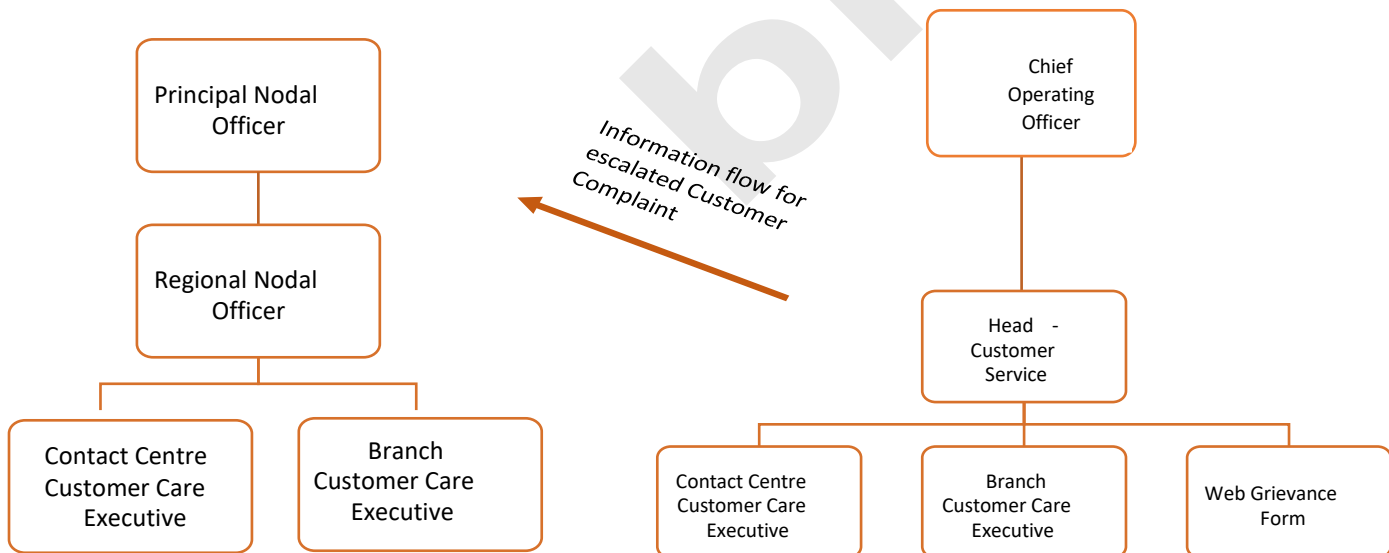
A mail also can be sent to the below mentioned mail ID.

customerservice@fincarebank.com

7.3. Customer Service Committee of the Board:

The Customer Service Committee of the Board will meet to review/modify the recommendations of the Standing Committee and ensure that the decisions taken are in line with the policy approach of the Bank.

Diagram 1: Internal Escalation Matrix



7.4. Locations of Principal and Regional Nodal Offices & Officers

Bank has appointed the Senior Executives as the **Regional Nodal Officers**, who are responsible for the implementation of Customer Service and complaint handling at Regional Level. Please refer the link below for the list of regional nodal officers.

<https://www.fincarebank.com/sites/default/files/2022-10/Annexure-4-Regional-Nodal-Officers-2022-10-25.pdf>

Further Bank has appointed the following Senior Executive as the **Principal Nodal Officer**, who is responsible for the implementation of Customer Service and Complaint handling for the entire bank at Corporate Level. The details of the Nodal Officers and Principal Nodal Officer is available in the below mentioned link.

<https://www.fincarebank.com/sites/default/files/2022-10/Annexure-4-Regional-Nodal-Officers-2022-10-25.pdf>

7.5. Strengthening of Grievance redress mechanism in Banks:

In line with RBI notification EPD.CO.PRD. Cir. No.01/13.01.013/2020-21 dated January 27, 2021 on Strengthening of Grievance Redress Mechanism in Banks, bank will ensure to strengthen the customer grievance redressal mechanism and will also ensure the enhanced disclosure is made by the bank on complaints and grievance redressal in its annual report.

8. Glossary:

Banking Ombudsman- Banking Ombudsman is a quasi-judicial authority functioning under India's Banking Ombudsman Scheme 2006, and the authority was created pursuant to a decision made by the Government of India to enable resolution of complaints of customers of Banks relating to certain services rendered by the Banks.

CRM- Customer Relationship Management

BCSBI- Banking Codes and Standards Board of India

9. Review of the Policy:

Revision of this policy is the principal way of formalizing changes and adjustments in the Customer Grievance Redressal process at Fincare Small Finance Bank. Such revisions provide flexibility to the Customer Grievance Redressal process at the Bank and ensure that the Policy remains relevant at all times.

This policy should be reviewed every year unless some changes occur in the Customer Grievance Redressal process which requires immediate changes to be made in the Policy. Any changes in the RBI regulations in relation with the policy will be applicable for the Bank and will be followed Mutatis Mutandis and will not require specific Board approval.

The Compliance Department will review change requests and recommend / reject any proposed revisions. The Compliance Department Head / Committee / Board will review the recommendation and accepts / rejects the proposed revision. If accepted, the Compliance Department will ensure that appropriate revisions are incorporated, and a new version is circulated to relevant users.

10. Document Review and Approval:

- 10.1 Policy Owner: Central Operations
- 10.2 SME: Mahender Chawla, COO (Central Operations)
- 10.3 Effective date: Dec 2018
- 10.4 Revision history: Dec 2019
- 10.5 Revision history: July 2020
- 10.6 Revision history: July 2021
- 10.7 Revision history: Aug 2022
- 10.8 Revision history: Jan 2022

Version	Author	Date	Revision
1	KPMG	19-06-2017	
2	Raghavendra Rao	22-06-2017	
3	Swaty Kajaria	11-01-2019	
4	Paromita	27-12-2019	
5	Meenaal Ram Manohar	09-07-2020	
6	Meenaal Ram Manohar	15-07-2021	Changes in Nodal officers and revised RBI circular dated January 27, 2021 on Strengthening of Grievance Redress Mechanism in Banks.
7	Meenaal Ram Manohar	08.06.2022	Policy review & version change
8.	Srashti Agarwal	03.11.2022	Addition of insurance Related grievance

11. Appendix:

11.1. Appendix 1:

S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
1	RBI	Master Circular – Policy Guidelines on Issuance and Operation of Pre-paid Payment Instruments in India	1-Jul-16	RBI/20162017/16 DPSS.CO. PD.PPI.No. 01/02.14.0 06/2016-17	14	<p>14.1 All pre-paid payment instrument issuers shall disclose all important terms and conditions in clear and simple language. (Preferably in English, Hindi and the local language) comprehensible to the holders while issuing the instruments. These disclosures shall include: i) All charges and fees associated with the use of the instrument. ii) The expiry period and the terms and conditions pertaining to expiration of the instrument. iii) The customer service telephone numbers and website URL.</p> <p>14.2 The non-Bank PPI issuer shall put in place an effective mechanism for redressal of customer complaints along with escalation matrix and publicize the same for the benefit of customers. Besides reporting of customer complaints in the format and frequency as already mandated, PPI issuers are also required to report frauds, if any, involving the PPIs issued by them on a quarterly basis (or earlier). Instances of fraud along with the modus-operandi adopted by the perpetrators, if known and analyzed, may be reported separately.</p> <p>14.3 In case of pre-paid payment instruments issued by Banks, customers shall have</p>
						recourse to Banking Ombudsman Scheme for grievance redressal.

2	RBI	Master Circular on Credit Card, Debit Card and Rupee Denominated Cobranded Pre-paid Card Operations of Banks and Credit Card issuing NBFCs	1-Jul-15	DBR.No.F SD.BC.18/ 24.01.009/ 2015-16	I (12.2)	The card issuing. Bank/NBFC should constitute Grievance Redressal machinery within the Bank/NBFC and give wide publicity about it through electronic and print media. The name and contact number of designated grievances redressal officer of the Bank/NBFC should be mentioned on the credit card bills. The designated officer should ensure that genuine grievances of credit card subscribers are redressed promptly without involving delay.
3	RBI	Master Circular on Credit Card, Debit Card and Rupee Denominated Cobranded Pre-paid	1-Jul-15	DBR.No.F SD.BC.18/ 24.01.009/ 2015-16	I (12.5)	The grievance redressal procedure of the Bank/NBFC and the time frame fixed for responding to the complaints should be placed on the Bank's website. The name, designation, address and contact number of important executives as well as the Grievance Redressal Officer of the Bank/NBFC may be displayed on the website. There should be a system of
4.	RBI	Customer Protection – Limiting Liability of Customers in Un-authorized Electronic Banking Transactions	06-July-2017	DBR.No. Leg.BC.78/09.07.005/2017-18		customer grievances relating to un-authorized transactions resulting in debits to their accounts/ cards, the criteria for determining the customer liability in these circumstances

S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
		Card Operations of Banks and Credit Card issuing NBFCs				acknowledging customers' complaints for follow up, such as complaint number/docket number, even if the complaints are received on phone.

4	RBI	Master Circular on Credit Card, Debit Card and Rupee Denominated Cobranded Pre-paid Card Operations of Banks and Credit Card issuing NBFCs	1-Jul-15	DBR.No.F SD.BC.18/ 24.01.009/ 2015-16	II (14)	Banks may ensure to put in place an effective mechanism for redressal of customer complaints. The grievance redressal procedure of the Bank and the time frame fixed for responding to the complaints should be placed on the Bank's website. The name, designation, address and contact number of important executives as well as the Grievance Redressal Officer of the Bank may be displayed on the website. There should be a system of acknowledging customers' complaints for follow up, such as complaint number/docket number, even if the complaints are received on phone. If a complainant does not get satisfactory response from the Bank within a maximum period of thirty (30) days from the date of his lodging the complaint, he will have the option to approach the Office of the concerned Banking Ombudsman for redressal of his grievance/s. DPSS guidelines on timeframe for reconciliation of failed transactions at ATMs as amended from time to time should be complied with in this regard
5	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	2	Need for Board's involvement Matters relating to customer service should be deliberated by the Board to ensure that the instructions are implemented meaningfully. Commitment to hassle-free service to the customer at large and the Common Person in particular under the oversight of the Board should be the major responsibility of the Board.
6	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	2.1	Banks are required to constitute a Customer Service Committee of the Board and include experts and representatives of customers as invitees to enable the Bank to formulate policies and assess the compliance thereof internally with a view to strengthening the corporate governance structure in the banking system and also to bring about ongoing improvements in the quality of customer service provided by the Banks.

S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
7	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	2.1.1.	<p>Role of the Customer Service Committee Customer Service Committee of the Board, illustratively, could address the following: -</p> <ul style="list-style-type: none"> • formulation of a Comprehensive Deposit Policy • issues such as the treatment of death of a depositor for operations of his account • product approval process with a view to suitability and appropriateness • annual survey of depositor satisfaction • tri-enniel audit of such services. <p>Besides, the Committee could also examine any other issues having a bearing on the quality of customer service rendered.</p>
8	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	2.1.2.	<p>Monitoring the implementation of awards under the Banking Ombudsman Scheme The Committee should also play a more proactive role with regard to complaints / grievances resolved by Banking Ombudsmen of the various States.</p> <p>Further, with a view to enhancing the effectiveness of the Customer Service Committee, Banks should also :</p> <p>a) place all the awards given by the Banking Ombudsman before the Customer Service Committee to enable them to address issues of systemic deficiencies existing in Banks, if any, brought out by the awards; and b) place all the awards remaining unimplemented for more than three months with the reasons therefor before the Customer Service Committee to enable the Customer Service Committee to report to the Board such delays in implementation without valid reasons and for initiating necessary remedial action.</p>
9	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	2.1.3.	<p>Banks are advised to review customer service / customer care aspects in the Bank and submit a detailed memorandum in this regard to the Board of Directors, once every six months and initiate prompt corrective</p>

						action wherever service quality / skill gaps have been noticed.
10	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	2.2.	The Committee on Procedures and Performance Audit of Public Services (CPPAPS) examined the issues relating to the continuance or otherwise of the Ad hoc Committees and observed that there should be a dedicated focal point for customer service in Banks, which should have sufficient powers to evaluate the functioning in various departments. The CPPAPS therefore recommended that the Ad hoc Committees should be converted into Standing Committees on Customer Service. On the basis of the above recommendation, Banks are required to convert the existing Ad

S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
						<p>hoc Committees into a Standing Committee on Customer Service. The Ad hoc Committees when converted as a permanent Standing Committee cutting across various departments can serve as the micro level executive committee driving the implementation process and providing relevant feedback while the Customer Service Committee of the Board would oversee and review / modify the initiatives. Thus the two Committees would be mutually reinforcing with one feeding into the other.</p> <p>The constitution and functions of the Standing Committee may be on the lines indicated below</p> <p>:-</p> <p>i) The Standing Committee may be chaired by the CMD or the ED and include non-officials as its members to enable an independent feedback on the quality of customer service rendered by the Bank. ii) The Standing Committee may be entrusted not only with the task of ensuring timely and effective compliance of the RBI instructions on customer service, but also that of receiving</p>

						<p>the necessary feedback to determine that the action taken by various departments of the Bank is in tune with the spirit and intent of such instructions. iii) The Standing Committee may review the practice and procedures prevalent in the Bank and take necessary corrective action, on an ongoing basis as the intent is translated into action only through procedures and practices. iv) A brief report on the performance of the Standing Committee during its tenure indicating, inter alia, the areas reviewed, procedures / practices identified and simplified / introduced may be submitted periodically to the Customer Service Committee of the Board.</p> <p>With the conversion of the Ad hoc Committees into Standing Committees on Customer Service, the Standing Committee will act as the bridge between the various departments of the Bank and the Board / Customer Service Committees of the Board.</p>
11	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	2.3.	<p>Branch Level Customer Service Committees Banks were advised to establish Customer Service Committees at branch level. In order to encourage a formal channel of communication between the customers and the Bank at the branch level, Banks should take necessary steps for strengthening the branch level committees with greater involvement of customers. It is desirable that branch level committees include their</p>

S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
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						<p>customers too. Further, as senior citizens usually form an important constituent in Banks, a senior citizen may preferably be included therein. The Branch Level Customer Service Committee may meet at least once a month to study complaints/ suggestions, cases of delay, difficulties faced / reported by customers / members of the Committee and evolve ways and means of improving customer service.</p> <p>The branch level committees may also submit quarterly reports giving inputs / suggestions to the Standing Committee on Customer Service thus enabling the Standing Committee to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy / procedural action.</p>
12	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	2.4.	Each Bank is expected to 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.
13	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	3.4.	Customer Grievance Redressal Policy Banks must have a well-documented Customer Grievance Redressal Policy duly approved by their Boards. The Policy should be framed based on the broad principles enumerated in paragraph 16 of this Circular.

14	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	8.3.1.	<p>The Group felt that rationalization of the existing instructions could be best achieved if the instructions were clubbed on certain categories such as 'customer service information', 'service charges', 'grievance redressal' and 'others'. At the same time, the Group felt that there may not be any need to place detailed information in the Notice Board and only the important aspects or 'indicators' to the information be placed. Accordingly, the existing mandatory instructions have been broadly grouped into four categories mentioned above and given in a Comprehensive Notice Board which has been formulated by the above Group. The format of the Comprehensive Notice Board is given in the Annex - II. The minimum size of the Board may be 2 feet by 2 feet as Board of such a size would facilitate comfortable viewing from a distance of 3 to 5 meters. Banks are advised to display the information in the Notice Boards of their Branches as per the format given for the Comprehensive Notice board.</p> <p>While displaying the information in the notice board, Banks may also adhere to the following principles:</p>
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S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
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						<p>(a) The notice board may be updated on a periodical basis and the board should indicate the date up to which the board was updated. (Incorporated in the display board)</p> <p>(b) Though the pattern, colour and design of the board is left to the discretion of the Banks, yet the display must be simple and readable. (c) The language requirements (i.e., bilingual in Hindi speaking states and trilingual in other states) may be taken into account. (d) The notice board shall specifically indicate wherever recent changes have been done. For instance, if there is a recent change in the SSI loan products offered by the Bank, the information on the SSI loan products may be displayed as 'We offer SSI loans/products (changed on)'.</p> <p>(e) The notice board may also indicate a list of items on which detailed information is available in booklet form. Further, in addition to the above Board, the Banks should also display details such as 'Name of the Bank / branch, Working Days, Working Hours and Weekly Off-days' outside the branch premises.</p>
15	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	8.3.3.	<p>The detailed information as indicated in Para (E) of Annex II may also be made available on the Bank's website. Banks should adhere to the broad guidelines relating to dating of material, legibility, etc., while placing the same on their websites. In this context, Banks are also advised to ensure that the customers are able to easily access the relevant information from the Home Page of the Bank's websites. Further, there are certain information relating to service charges and fee and grievance redressal that are to be posted compulsorily on the websites of the Bank. Reserve Bank is providing a link to the websites of Banks so that customers can also have access to the information through RBI's website.</p>

16	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	8.6.	Disclosure of information on products and services on websites is found to be an effective channel for reaching out to customers and the public at large. Such disclosures increase transparency in operations and also help to create awareness among customers about the products and services offered by Banks. Some of the details, which could be at the minimum, be made available for public viewing through websites of Banks are listed below: - I. Policy / Guidelines: (i) Citizen's Charter (ii) Deposit Policy
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S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
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						<ul style="list-style-type: none"> (iii) Deceased Depositors Policy along with Nomination Rules (iv) Cheque Collection Policy (v) Fair Practices Code for Lenders (vi) Fair Practices Code for Self-Regulation of Credit Card Business (vii) Code of Conduct for Direct Selling Agents (viii) Code for Collection of Dues and Repossession of Security II. Complaint: <ul style="list-style-type: none"> (i) Grievance Redressal Mechanism (ii) Information relating to Banking Ombudsmen (iii) Information relating to Customer Service Centres (for Public Sector Banks) <p>III. Opening of Accounts:</p> <ul style="list-style-type: none"> (i) Account Opening Forms (ii) Terms and Conditions (iii) Service Charges for various types of services – Should cover typical common services including courier charges – What services are available without any charges. (iv) Interest rates on Deposits (v) Minimum balances – along with corresponding facilities offered. <p>IV. Loans and Advances:</p> <ul style="list-style-type: none"> (i) Application forms relating to loans and advances. (ii) Copy of blank agreement to be executed by the borrower. (iii) Terms and Conditions (iv) Processing fee and other charges (v) Interest rates on Loans and Advances V. Branches: <ul style="list-style-type: none"> (i) Details of branches along with addresses and telephone numbers (with search engine for queries relating to branch location) (ii) Details of ATMs along with addresses
17	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	16.1	Complaints/suggestions box should be provided at each office of the Bank. Further, at every office of the Bank a notice requesting the customers to meet the branch manager may be displayed regarding grievances, if the grievances remain unredressed.

S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
18	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	16.2	<p>Complaint book with perforated copies in each set may be introduced, so designed as to instantly provide an acknowledgement to the customers and an intimation to the Controlling Office. IBA has, for the sake of uniformity, prepared a format of the complaint book with adequate number of perforated copies, which are so designed that the complainant could be given an acknowledged copy instantly. A copy of the complaint is required to be forwarded to the concerned Controlling Office of the Bank along with the remark of the Branch Manager within a time frame. Bank should introduce the complaint book as per the above format for uniformity.</p> <p>All Bank's branches should maintain a separate complaint 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 Regional Manager during his periodical visit to the branches and his observations/comments recorded in the relative visit reports.</p> <p>Banks having computerized operations may adopt the afore-said format and generate copies electronically.</p>

19	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	16.3	Further, a complaint form, along with the name of the Nodal Officer for complaint redressal, may be provided in the homepage itself to facilitate complaint submission by customers. The complaint form should also indicate that the first point for redressal of complaints is the Bank itself and that complainants may approach the Banking Ombudsman only if the complaint is not resolved at the Bank level within a month. Similar information may be displayed in the boards put up in all the Bank branches to indicate the name and address of the Banking Ombudsman. In addition, the name, address and telephone numbers of the Controlling Authority of the Bank to whom complaints can be addressed may also be given prominently.
20	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	16.4	The Committee on Procedures and Performance Audit on Public Services (CPPAPS) had recommended that Banks should place a statement before their Boards analyzing the complaints received. CPPAPS had further recommended that the Statement of complaints and its analysis should also be

S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
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					<p>disclosed by Banks along with their financial results. Further, a suggestion has been received that unimplemented award of the Banking Ombudsman should also be disclosed along with financial results.</p> <p>Banks should place a statement of complaints before their Boards / Customer Service Committees along with an analysis of the complaints received. The complaints should be analyzed (i) to identify customer service areas in which the complaints are frequently received; (ii) to identify frequent sources of complaint; (iii) to identify systemic deficiencies; and (iv) for initiating appropriate action to make the grievance redressal mechanism more effective.</p> <p>Further, Banks are also advised to disclose the following brief details along with their financial results:</p> <p>A. Customer Complaints:</p> <p>(a) No. of complaints pending at the beginning of the year.</p> <p>(b) No. of complaints received during the year (c) No. of complaints redressed during the year</p> <p>(d) No. of complaints pending at the end of the year.</p> <p>B. Awards passed by the Banking Ombudsman:</p> <p>(a) No. of unimplemented Awards at the beginning of the year</p> <p>(b) No. of Awards passed by the Banking Ombudsmen during the year</p> <p>(c) No. of Awards implemented during the year</p> <p>(d) No. of unimplemented Awards at the end of the year/</p> <p>Further, Banks are also advised to place the detailed statement of complaints and its analysis on their web-site for information of the general public at the end of each financial year. Banks should include all complaints pertaining to ATM cards issued by them in their disclosures.</p>
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21	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	16.5	<p>Banks should ensure that a suitable mechanism exists for receiving and addressing complaints from its customers / constituents with specific emphasis on resolving such complaints fairly and expeditiously regardless of source of the complaints.</p> <p>Banks are also advised to:</p> <p>(i) Ensure that the complaint registers are kept at prominent place in their branches which would make it possible for the customers to enter their complaints. (ii) Have a system of acknowledging the</p>
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					<p>complaints, where the complaints are received through letters / forms. (iii) Fix a time frame for resolving the complaints received at different levels. (iv) Ensure that redressal of complaints emanating from rural areas and those relating to financial assistance to Priority Sector and Government's Poverty Alleviation Programs also form part of the above process. (v) Prominently display at the branches, the names of the officials who can be contacted for redressal of complaints, together with their direct telephone number, fax number, complete address (not Post Box No.) and e-mail address, etc., for proper and timely contact by the customers and for enhancing the effectiveness of the redressal machinery.</p> <p>(vi) The names of the officials displayed at the branches who can be contacted for redressal of complaints should also include the name and other details of the concerned Nodal Officer appointed under the Banking Ombudsman Scheme, 2006.</p> <p>(vii) Banks should display on their web-sites, the names and other details of the officials at their Head Office / Regional Offices / Zonal Offices who can be contacted for redressal of complaints including the names of the Nodal Officers / Principal Nodal Officers. (viii) Further, Banks should also display on their web-sites, the names and other details of their CMD / CEO and also Line Functioning Heads for various operations to enable their customers to approach them in case of need, if necessary.</p> <p>Further, as stated above in Paragraph 16.4, Banks are required to disclose the brief details regarding the number of complaints along with their financial results. This statement should include all the complaints received at the Head Office / Controlling Office level as also the complaints received at the branch level. However, where the complaints are redressed within the next working day, Banks need not include the same in the statement of complaints. This is expected to serve as an incentive to the Banks and their branches to redress the complaints within the next working day.</p>
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						Where the complaints are not redressed within one month, the concerned branch / Controlling Office should forward a copy of the same to the concerned Nodal Officer under the Banking Ombudsman Scheme and keep him updated regarding the status of the complaint. This would enable the Nodal
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S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
						<p>Officer to deal with any reference received from the Banking Ombudsman regarding the complaint more effectively. Further, it is also necessary that the customer is made aware of his rights to approach the concerned Banking Ombudsman in case he is not satisfied with the Bank's response. As such, in the final letter sent to the customer regarding redressal of the complaint, Banks should indicate that the complainant can also approach the concerned Banking Ombudsman. The details of the concerned Banking Ombudsman should also be included in the letter.</p> <p>Banks should give wide publicity to the grievance redressal machinery through advertisements and also by placing them on their web sites.</p>

22	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	16.5.1	<p>With a view to making the Grievance Redressal Mechanism more effective, in addition to the instructions mentioned above, Banks are further advised as under i) Ensure that the Principal Nodal Officer appointed under the Banking Ombudsman Scheme is of a sufficiently senior level, not below the rank of a General Manager. ii) Contact details including name, complete address, telephone / fax number, email address, etc., of the Principal Nodal Officer needs to be prominently displayed in the portal of the Bank preferably on the first page of the web-site so that the aggrieved customer can approach the Bank with a sense of satisfaction that she / he has been attended at a senior level.</p> <p>iii) Grievance Redressal Mechanism (GRM) should be made simpler even if it is linked to call centre of customer care unit without customers facing hassles of proving identity, account details, etc.</p> <p>iv) Adequate and wider publicity are also required to be given by the respective financial services provider.</p> <p>The name and address of the Principal Nodal Officer may also be forwarded to the Chief General Manager, Customer Education and Protection Department, Reserve Bank of India, Central Office, 1st Floor, Amar Building, Sir P.M.Road, Mumbai-400 001 (email).</p>
23	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	16.7	<p>With a view to further boosting the quality of customer service and ensuring that there is undivided attention to resolution of customer complaints in Banks, all public sector Banks, and some private sector and foreign Banks (Annex X) have been advised to appoint an internal ombudsman designated as Chief</p>

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						Customer Service Officer (CCSO). These Banks have been selected on the basis of their asset size, business mix, etc. The CCSO should not have worked in the Bank in which he/she is appointed as CCSO. The Bank’s internal ombudsman will be a forum available to Bank customers for grievance redressal before they can even approach the Banking Ombudsman.
24	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	24.5	With a view to further strengthen the regulatory framework for inoperative accounts and unclaimed deposits, Banks are advised to put in place a Board approved policy on classification of unclaimed deposits; grievance redressal mechanism for quick resolution of complaints; record keeping; and periodic review of such accounts. The first periodic review of unclaimed deposits/inoperative accounts should be put up to their respective Bank Boards by September 30, 2012.
25	RBI	Master Circular on Customer Service in Banks	1-Jul-15	DBR No.Leg.BC. 21/09.07.0 06/2015-16	Annexure 1- 5	<p>(i) Deficiencies in the redressal of grievances about service charges: Deficient grievance redressal in the Banks, including a process of prolonged correspondence, always leads to complaints being escalated to the Banking Ombudsman/Reserve Bank of India. Banks are therefore required to have a robust grievance redressal structure and processes, to ensure prompt in-house redressal of all their customer complaints.</p> <p>(ii) Financial Education: The Working Group recommends that full-fledged information on Bank products and their implications are to be disclosed to the customers so that the customers can make an informed judgment about their choice of products.</p>

26	RBI	Master Circular- Loans and Advances – Statutory and Other Restrictions	1-Jul-15	DBR.No.Di r.BC.10/13.03.00/2015-16	2.5.4	The Board of Directors should also lay down the appropriate grievance redressal mechanism within the organization to resolve disputes arising in this regard. Such a mechanism should ensure that all disputes arising out of the decisions of lending institutions' functionaries are heard and disposed of at least at the next higher level. The Board of Directors should also provide for periodical review of the compliance of the Fair Practices Code and the functioning of the grievance's redressal mechanism at various levels of controlling offices. A consolidated report of such reviews may be submitted to the Board at regular intervals, as may be prescribed by it.
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S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary
27	RBI	Section 23 of the Banking Regulation Act, 1949 – Master Circular on Branch Authorization	1-Jul-14	DBOD. No. BAPD.BC. 7/22.01.00 1/2014-15	NA	Grievance Redressal Machinery should be constituted within the Banks for redressing complaints about services rendered by the BCs and give wide publicity about it through electronic and print media. The name and contact number of designated Grievance Redressal Officer of the Bank should also be made known and widely publicized. The designated officer should ensure that genuine grievances of customers are redressed promptly. The grievance redressal procedure of the Bank and the time frame fixed for responding to the complaints should be placed on the Bank's website. If a complainant does not get satisfactory response from the Bank within 60 days from the date of his lodging the complaint, he will have the option to approach the Office of the Banking Ombudsman concerned for redressal of his grievance/s

28	RBI	Collection of Information on Customer Grievances	14-Mar-13	DPSS.CO. OSD.No.16 04/06.06.0 05/201213	NA	All entities authorized for issuance of prepaid payment instruments in India are advised to submit the data related to customer grievances received and resolved, on a quarterly basis, in the attached excel formats. It may please be ensured that the format given is strictly adhered to while transmitting the data through email. It may please be ensured that the filled in information in the format need to reach us before 10th of the following month of a quarter
29	BCSBI	Code of Bank's Commitment to Micro and Small Enterprises	Aug- 15	NA	NA	<p>a. Giving you information about our financial products and services in Hindi, English and the concerned regional language.</p> <p>b. Ensuring that our advertising and promotional literature is clear and not misleading.</p> <p>c. Ensuring that you are given clear and full information about our products and services, the terms and conditions and the interest rates / service charges, which apply to them.</p> <p>d. Ensuring that there is no mis-selling of our / third party products.</p> <p>e. Giving information on the facilities provided to you, how you can avail of these and whom and how you may contact for addressing your queries / grievances.</p>
30	BCSBI	Code of Bank's Commitment to Micro and Small Enterprises	Aug- 15	NA	NA	<p>Providing you regular appropriate updates.</p> <p>b. Keeping you informed about changes in the interest rates, charges or terms and conditions.</p> <p>c. Displaying in our branches for your information:</p> <p>i. The services we provide. ii. Minimum balance requirement for Current Accounts and charges for non-maintenance thereof.</p>
S No	Regulator	Obligation Set Name	Regulation Date	Regulation Code	Paragraph reference	Obligation Summary

						<p>iii. Name of the official at the branch whom you may approach if you have a grievance.</p> <p>iv. Name and address of the Regional / Zonal Manager / Principal Nodal Officer (PNO) whom you can approach if your grievance is not redressed at the branch.</p> <p>v. Name, address and contact No. of Chief Vigilance Officer of our Bank.</p> <p>vi. Name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.</p> <p>vii. List of policies / documents available in booklet form.</p> <p>d. Displaying on our website our policies on:</p> <p>i. Deposits ii. Cheque Collection iii. Grievance Redressal</p> <p>iv. Compensation</p> <p>v. Collection of Dues and Security Repossession.</p>
31	BCSBI	Code of Bank's Commitment to Micro and Small Enterprises	Aug- 15	NA	NA	<p>a. In case we securitize (sell) your loans / dues to another entity, we will advise you the name and contact details of such entity along with the amount of your loan / dues transferred to them. In the normal course, loans / dues, which are not standard are considered for sale to an Asset Reconstruction Company (ARC) through assignments.</p> <p>b. In such a case, you will be liable to pay the entire amount due to the entity to which the loan / dues have been transferred.</p> <p>c. The entity to which the loan / dues have been transferred will continue to report your credit information to the CICs.</p> <p>d. We will endeavor to assist you in case you have a grievance against the entity to which your loan / dues have been transferred by us.</p>
31	RBI	Strengthening of Grievance Redress Mechanism in Banks	January 27, 2021	Applicable		Enhanced disclosure and strengthening of grievance redressal mechanism

32	RBI	RBI-Integrated Ombudsman scheme 2021	November 12, 2021	Applicable	<p>Integration of Banking Ombudsman scheme 2006, Ombudsman scheme for NBFC 2018 & Ombudsman scheme for digital transactions 2019.</p> <ul style="list-style-type: none"> i) It will no longer be necessary for a complainant to identify under which scheme he/she should file complaint with the Ombudsman. ii) The Scheme defines ‘deficiency in service’ as the ground for filing a complaint, with a specified list of exclusions. Therefore, the complaints would no longer be rejected simply on account of “not covered under the grounds listed in the scheme”. iii) The Scheme has done away with the jurisdiction of each ombudsman office. iv) A Centralised Receipt and Processing Centre has been set up at RBI, Chandigarh for receipt and initial processing of physical and email complaints in any language. v) The responsibility of representing the Regulated Entity and furnishing information in respect of complaints filed by customers against the Regulated Entity would be that of the Principal Nodal Officer in the rank of a General Manager in a Public Sector Bank or equivalent. vi) The Regulated Entity will not have the right to appeal in cases where an Award is issued by the ombudsman against it for not furnishing satisfactory and timely information/documents. vii) Complaints can continue to be filed online on https://cms.rbi.org.in. Complaints can also be filed through the dedicated e-mail or sent in physical mode to the ‘Centralised Receipt and Processing Centre’ set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the format. Additionally, a Contact Centre
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						<p>with a toll-free number – 14448 (9:30 am to 5:15 pm) – is also being operationalised in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course. The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI & to guide complainants in filing of complaints.</p>
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11.2. Appendix II:

Frequently Asked Questions:

On what grounds can a Banking Ombudsman receive complaints?

- a. The Banking Ombudsman can receive and consider any complaint relating to the following deficiency in banking services (including internet banking):
- non-payment or inordinate delay in the payment or collection of cheques, drafts, bills etc.
 - non-acceptance, without sufficient cause, of small denomination notes tendered for any purpose, and for charging of commission in respect thereof.
 - non-acceptance, without sufficient cause, of coins tendered and for charging of commission in respect thereof.
 - non-payment or delay in payment of inward remittances.
 - failure to issue or delay in issue of drafts, pay orders or bankers’ cheques.
 - non-adherence to prescribed working hours.
 - failure to provide or delay in providing a banking facility (other than loans and advances) promised in writing by a Bank or its direct selling agents.
 - delays, non-credit of proceeds to parties’ accounts, non-payment of deposit or nonobservance of the Reserve Bank directives, if any, applicable to rate of interest on deposits in any savings, current or other account maintained with a Bank complaint from Non-Resident Indians having accounts in India in relation to their remittances from abroad, deposits and other Bank-related matters.
 - refusal to open deposit accounts without any valid reason for refusal.
 - levying of charges without adequate prior notice to the customer.
 - non-adherence by the Bank or its subsidiaries to the instructions of Reserve Bank on ATM/Debit card operations or credit card operations.
 - non-disbursement or delay in disbursement of pension (to the extent the grievance can be attributed to the action on the part of the Bank concerned, but not with regard to its employees);

- refusal to accept or delay in accepting payment towards taxes, as required by Reserve Bank/Government.
 - refusal to issue or delay in issuing, or failure to service or delay in servicing or redemption of Government securities.
 - forced closure of deposit accounts without due notice or without sufficient reason.
 - refusal to close or delay in closing the accounts.
 - non-adherence to the fair practices codes as adopted by the Bank or non-adherence to the provisions of the Code of Bank's Commitments to Customers issued by Banking Codes and Standards Board of India and as adopted by the Bank.
 - non-observance of Reserve Bank guidelines on engagement of recovery agents by Banks; and
 - any other matter relating to the violation of the directives issued by the Reserve Bank in relation to banking or other services.
- b. The Banking Ombudsman may also deal with such other matter as may be specified by the Reserve Bank from time to time.

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