

RAJKOT NAGARIK SAHAKARI BANK LTD.

Policy No.B-20 (02)

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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 endeavour to ensure its practice and delivery in every branch, process and at every customer touch point. 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. The concerned 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. KEY ELEMENTS OF THE POLICY:

1. Lodgment of complaint
2. Credit Information Bureaus
3. Escalation Matrix & TAT
4. Grievance Redressal Mechanism
5. Mandatory Display requirements

6. Interaction with customers

7. Review of complaints

8. 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 his home branch or any other nearest branch in person. In case of any difficulty in transactions, the customers may approach the 'May I Help You' counter available at the Branch. The staff here 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 his complaint. The customer must remember to mention his 'Registered Mobile Number' or any other relevant mobile number.

Branch Official will enter the complaint on the Complaint Redressal System (CRS) and the customer will receive SMS as an acknowledgement of the complaint along with complaint number.

The customer can use this complaint number to know the status of his complaint. If the complaint is not resolved within the specified TAT, it will be escalated to the next level (Check details under Escalations & TAT)

Alternatively, the customers can drop their complaint /feedback in the boxes made available at the branch.

b. **Missed Call:** In case customers face problems related to branch service or do not get desired service at the branch counter, they can simply give missed call on the 94282 86268 number. The poster displaying this number is placed prominently at all branches.

A return call is made to the customer within 24 working hours to understand their concerns. The team responsible (Sabhasad Parivar Seva Kendra) will forward this complain to concern branch/dept and branch/dept head will ensure that the complaint is resolved to the satisfaction of the customer and within the guidelines laid by the Bank.

If the customer is not satisfied with the resolution given by this team, the customer may demand that the complaint be escalated. In such cases the complaint will be registered on the CRS portal and forwarded to respective branches or departments as required.

The customer will receive SMS as an acknowledgement of the complaint along with complaint number. The customer can use this complaint number to know the status of his complaint. If the complaint is not resolved within the specified TAT, it will be escalated to the next level

c. **Helpline Number:** Customers can also contact Bank's 24x7 customer service centre by using Help line 94282 94282 from their registered mobile number to get immediate assistance from our call centre executives. If the customer is not satisfied with the resolution

given by this team, the customer may demand that the complaint be escalated.

In such cases the complaint will be registered on the CRS portal and the customer will receive SMS as an acknowledgement of the complaint along with complaint number. The customer can use this complaint number to know the status of his complaint.

- d. **Complaint through Email:** Customers may also choose to register their complaints by sending email. Bank has 2 separate email ids to address issues/complaints raised by customers.

complain@rnsbindia.com: - This ID is managed by the DCM-Banking. Customer may use this ID for generic queries/complaints. The customer will receive an immediate acknowledgement on receipt of the email. Customer may expect a resolution within 24 to 72 working hours.

agmbanking@rnsbindia.com: - This ID is managed by the NODAL Officer's at banking department. Customer may use this ID for specific queries /complaints. The customer will receive an immediate acknowledgement on receipt of the email. Customer may expect a resolution within 24 to 72 working hours.

If the customer is not satisfied with the resolution given by the teams managing the above email ids, the complaint will be registered on the CRS portal and the process covered under missed call will be followed.

- g. **DEMAT:** Any complaints related to DEMAT transactions can be registered with the branch/Toll Free number or the Email ids mentioned above. However, for quick resolution, customers can call on the following numbers during working hours 94282 94282

If the customer is not satisfied with the resolution given by this team, the complaint will be registered on the CRS portal and the process covered under missed call will be followed.

For grievances / complaints on securities market related issues, customers can lodge their grievance through the said link

- <https://scores.gov.in/scores>

- h. **Bank's Website:** Customer can register their concerns and grievances through feedback form available on bank's official website under the section 'Feedback' on the homepage. The complaint form will be uploaded in this section. Feedback to be handled by DCM-Banking.

The customer can expect revert on his complaint in 24 to 72 working hours. The Banking department will work towards successfully resolving all the concerns/complaints. However, if the customer is not satisfied with the resolution given by this team, the complaint will be registered on the CRS portal and the process covered under missed call will be followed.

- i. **Complaint through post:** Customers can also submit their grievances by post to the Branch Offices / Head Offices. The customers may also write directly to the Chairman's Office or CEO's Office. The letters can be sent to the Head Office Address available on website.

All efforts will be made to resolve the customers concerns/complaints immediately. The complaint will be registered on the CRS portal and the process covered under missed call will be followed.

The reply to the customer in such cases will be sent after discussion/replies from the concerned branches /Departments.

Address details are available on Bank's Official Website.

- j. **SMS /Missed call facility for unauthorized transactions:** To report or register a complaint about any unauthorized transactions, customers may use the 94282 94282 number

On receipt of complaint of unauthorized transaction from the customer, Bank will take immediate steps to prevent further unauthorized transactions using the concerned channel by blocking the respective channel immediately.

2. Credit Information Bureaus

The Bank will update the credit status immediately but not later than 30 days on repayment of overdue. 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:**

With the help of CRS portal, Bank attempts to ensure that every complaint is attended as per the defined framework and TAT. This framework is applicable to all branches, Departments and Head office. Within the overall maximum period of three weeks, within which a complaint needs to be redressed. **(For complaints on failed transactions, TAT mentioned separately)**

- Any complaint received at the Branch is expected to be resolved within 7 days from the receipt of the complaint. If it remains unresolved, it is escalated to the DGM (Operations).
- The DGM (Operations) adopts needed measures to give a satisfactory resolution to the complaints escalated to his office. If the complaint is not

resolved or If the customer is yet not satisfied with the resolution, within 15 days of receipt at his office the complaint is reported to higher Management for further guidance by the DGM (Operations).

- 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 complaint or explore other legal avenues available for grievance redressal. Contact details of Banking Ombudsman are available on the Bank's website www.rnsbindia.com

- For complaints on failed digital transactions to be resolved considering RBI circular RBI/2019-20/67 DPSS.CO.PD No.629/02.01.014/2019-20 dated 20/09/2019 and RBI/2019-20/251DPSS.CO.PD.No.1897/02.14.003/2019-20 as per below table. If customer to be compensated, compensation to be credited to customer's account without waiting for customer complaint for claim.

Transaction Type	TAT (working days)	Compensation to customer for every delayed day
ATM debit transaction	T+5	Rs.100/-
POS : Card Swipe	T+5	Rs.100/-
e-COM	T+5	Rs.100/-
IMPS	T+1	Rs.100/-
UPI : Fund Transfer	T+1	Rs.100/-
UPI : Payment to merchant	T+5	Rs.100/-
NACH : Credit	T+1	Rs.100/-
NACH : Debit (though mandate revoked)	T+1	Rs.100/-

- A 'failed transaction' is a transaction which has not been fully completed due to any reason not attributable to the customer such as failure in communication links, non-availability of cash in an ATM, time-out of sessions, etc. Failed transactions shall also include the credits which could not be effected to the beneficiary account on account of lack of full information or lack of proper information and delay in initiating a reversal transaction.

In above Table (T means the date of transaction and + days means working days)

***TAT to be adhered by Reconciliation team (Cent. Banking Dept.)**

4. **Grievance Redressal Mechanism:** Bank's endeavour 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 are pushed into Bank's Complaint Redressal System portal for better monitoring and timely resolution.

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

- **Transparency:** The customer will be provided with information regarding the channels they can access to service their requirements and resolve their issues. In addition, the turn-around time for issues to be redressed including investigation and resolution will be communicated transparently.
- **Accessibility:** The Bank will enable the customers to avail of services through multiple published channels.
- **Escalation:** Information on the process of escalation of complaints to the next level in case the customer is not satisfied with the resolution provided by the current level in the Bank will be made available in the branches.
- **Customer Education:** The Bank shall endeavour to make continuous efforts to educate its customers to enable them to make informed choices regarding banking products and reduce errors in banking transactions.

5. **Mandatory Display requirements**

- **May I Help you Counter:** “May I help you” internal signage is displayed at the counter nearest to the entrance of the branch to guide the customers properly regarding Bank’s various procedures, schemes, circulars, etc. All our branches have a “May I help you” counter and it is manned by an experienced official with capabilities to correctly guide the customer. If a customer visiting the branch has any queries regarding our products or services or any operational issues, the same may be referred to the “May I help you” counter.
- 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 rates in the branch.
 - Nomination facility is available on all deposit accounts, safe deposit vaults.
 - We accept/exchange coins of all denominations.
 - Notice on availability of lockers
 - Display of ATM ID on ATM machine
 - Display the availability of magnifying glasses and other facilities available for persons with disabilities.
 - Notice to display the name and phone number of the officials with whom the ATM complaint can be lodged.
 - Notice on non-availability of cash in ATMs

- Notice stating that 'The Customer Centric Policies are available with Branch Manager'.
- Notices displayed to convey amendment in Bank's products & procedures
- Please refer to our cheque collection policy for the applicable timeframe for collection of local and outstation cheques.
- Bank's BPLR (Benchmark Prime Lending Rate)/MCLR(Marginal Cost of Lending Rate) & its effective date.
- Customer Information Desk (bilingual in Hindi speaking states and trilingual in other states)
- DICGC premium payment receipt & Information on DICGC cover to customer deposits
- Deposit, Loan schemes, Credit cards, Digital products
- Service Charges
- Banking Ombudsman Scheme
- Time norms for transactions

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:

We 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 various sources are regularly evaluated and analysed to decide corrective measures and design future plan of actions. The Bank has forums at various levels to review customer grievances and enhance the quality of customer service. The quality of Customer Service rendered by the Bank is examined periodically and a note placed before the Board every six months. The policy review considers following factors:

- Internal factors such as changes in organizational structure or products and services offered
- External factors such as changes in legislation or technological innovation
- The results of audit, if any conducted during the year by internal / external auditors.

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.
- Online tests are also conducted by Training Centre to keep the staff updated on the various products and services and circular issued from time to time. Amendments and circular instructions are issued which will help the staff to attend to customer queries promptly
- Training Centre is provided with list of most frequent/repetitive complaints related to staff behaviour or counter service. The centre, then designs training programs to address the common problems identified.