

POLICY DOCUMENT

ON

GRIEVANCE REDRESSAL

AT



CITIZENCREDIT™
CO-OPERATIVE
BANK LTD.

2011

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1. Introduction:

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The Bank's policy on grievance redressal follows the under noted principles:

- Customers be treated fairly at all times
- Complaints raised by customers are dealt with courtesy and on time
- Customers are fully informed of avenues to escalate their complaints / grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the Bank to their complaints.
- Bank will treat all complaints efficiently and fairly as they can damage the Bank's reputation and business if handled otherwise.
- The Bank employees must work in good faith and without prejudice to the interests of the customer.

The Grievance Redressal system would ensure that the redressal sought is just and fair and is permissible within the given frame-work of rules and regulation. The policy document would be made available at all branches. The concerned employees should be made aware about the Complaint handling process.

1.1 The customer complaint arises due to:

- a. The attitudinal aspects in dealing with customers
- b. Inadequacy of the functions / arrangements made available to the customers or gaps in standards of services expected and actual services rendered.

The customer has full right to register his complaint if he is not satisfied with the services provided by the Bank. His complaint should be given in writing. A complaint book is available at all branches to enable customers to record their grievances. If customer's complaint is not resolved within given time or if he is not satisfied with the solution provided by the Bank, he can approach the Banking Ombudsman with his complaint or other legal avenues available for grievance redressal.

2. Internal Machinery to handle Customer complaints / grievances:

2.1 Policy on Customer Service:

The Bank has put in place a policy on Customer Service to be adopted by all the staff of the Bank. This policy covers various aspects of customer service ranging from employee behavior, service at counters, products and services offered, settlement of claims, customer information, guidance of customers, etc.

2.2 Customer Service Committee at each Branch of the Bank:

A Customer Service Committee has been formed at each branch headed by the Branch Manager. This committee meets once a month and reviews the quality of customer service at the branch and examines issues requiring special attention.

2.3 Directors Planning, Business Development, Communications & Marketing Committee:

A monthly report of complaints / grievances received from customers at the branches and a half yearly review of customer service at each branch is placed before the Directors Planning, Business Development, Communications & Marketing Committee of the Bank for information, consideration and recommendation to the Board of Directors. This Committee has the following functions pertaining to Customer Service:

- Evaluate feed-back on quality of customer service received from various branches. The committee would also review comments / feed-back on customer service and implementation of commitments in the Code of Bank's Commitments to Customers received from BCSBI.
- The Committee would be responsible to ensure that all regulatory instructions regarding customer service are followed by the Bank.
- The committee also would consider unresolved complaints / grievances referred to it by functional heads responsible for redressal and offer their advice.

2.4 Nodal Officer to handle complaints and grievances:

The General Manager of the Bank is the Nodal Officer who will be responsible for the implementation of customer service and complaint handling for the entire Bank. The name and contact details of the Nodal Officer will be displayed on branch notice boards.

Customers are advised to approach the Branch Manager for any grievances / complaints in writing. If the complaint is not resolved at the branch level, the customer may approach the General Manager at the Registered Office of the Bank at Helena Apartments, 57, Mount Carmel Road, Bandra West, Mumbai 400 050.

If the customer is not satisfied with the Bank's grievance redressal, he may approach the Banking Ombudsman at: Office of the Banking Ombudsman (Maharashtra & Goa), C/o – Reserve Bank of India, Garment House, Ground floor, Dr. Annie Besant Road, Worli, Mumbai 400 018.

Branches should forward a copy of the complaint, if it is not redressed within one month to the Nodal Officer concerned under the Banking Ombudsman scheme and keep him updated about the status of the complaint.

3. Mandatory display requirements:

It is mandatory for the Bank to provide:

- Appropriate arrangement for receiving complaints and suggestions.
- The name, address and contact number of Nodal Officer.
- Contact details of Banking Ombudsman of the area
- Code of Bank's commitments to customers / Fair Practice code

4. Resolution of Grievances:

Branch Manager is responsible for the resolution of complaints / grievances in respect of customer service by the branch. He would be responsible for ensuring closure of all complaints received at the branches. It is his foremost duty to see that the complaint

should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he should be provided with alternate avenues to escalate the issue. If the Branch Manager feels that it is not possible at his level to solve the problem he can refer the case to the Central Administrative Office / Registered Office for guidance. Similarly, if the problem is still unresolved, such cases may be referred to the Nodal Officer.

4.1 Time Frame:

Complaint received will be analyzed from all possible angles. Branch Manager should try to resolve the complaint within a week. A complaint referred to the Nodal Officer of the Bank should be resolved within a month.

Communication of the Bank's stand on any issue to the customer is a vital requirement. Complaints received which would require some time for examination of issues involved should invariably be acknowledged promptly.

Branch must send action taken report on complaints received to the Central Administrative Office / Registered Office at the end of every month.

5. Interaction with customers:

The Bank recognizes that customer's expectation / requirement / grievances can be better appreciated through personal interaction with customers by Bank's staff. Structured customer meets will give a message to the customers that the Bank cares for them and values their feed back / suggestions for improvement in customer service. Many of the complaints arise on account of lack of awareness among customers about Bank services and such interactions will help the customers appreciate banking services better. As for the Bank the feed back from customers would be valuable input for revising its product and services to meet customer requirements.

6. Sensitizing operating staff on handling complaints:

Staff are properly trained for handling complaints and to win customer confidence. Imparting soft skills required for handling irate customers is made an integral part of the training programs. It is the responsibility of the Nodal Officer to ensure that internal machinery for handling complaints / grievances operates smoothly and efficiently at all levels.