

POLICY ON CUSTOMER GRIEVANCES REDRESSAL

Introduction :

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity. This is more so for banks because banks are service organizations. As a service organization, customer service and customer satisfaction should be the prime concern of any bank. The bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. 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 review mechanism should help in identifying shortcomings in product features and service delivery. Customer dissatisfaction would spoil bank's name and image.

Objective:

- All complaints, requests and queries received from customers are responded with courtesy as per defined timelines.
- 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 customers are treated fairly at all times.
- The bank employees must work in good faith and without prejudice to the interests of the customer.

Aspects of grievance redressal policy :

➤ Registration of complaints:

The Bank enables customers to avail of services through multiple channels. The various channels available to customers for registering the complaints are as follows:

- **Customer care:** Customers can contact our Customer Care officers over the phone for redressal of issues or send an e-mail/letter to the mail ids/addresses displayed in the escalation matrix at the branches and on the website.
- **Branch:** Customer can speak to the branch officials for resolution of their issues or register their grievances through the complaint book available in the branches. Alternatively, customers can drop their complaint/feedback in the boxes made available at the branch.

- **Bank's website:** Customers can log a complaint by writing in the logged-in section or through "Compliments and Complaints" link in the home page of the Bank's website. Customers can also write to the business heads of respective products, as updated on the Bank's website, in case they are not satisfied with the resolution provided through various channels.

➤ **Recording & tracking of complaints**

All the complaints received by the Bank must be recorded and tracked for end-to-end resolution. If customer demands acknowledgement will be given.

Time frame for response:

The turn-around-time for responding to a complaint is:

- Normal cases (other than the one mentioned below): 7 working days for normal cases
- Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: 21 working days
- Cases involving 3rd party (other Banks): 30 working days
- Chargeback related cases: 45 to 90 working days or as per VISA/Master Card guidelines
- For all the complaints received from the regulator, timelines as mandated by respective regulator will be adhered to through the concern officer.
- If any case needs additional time, the Bank will inform the customer/regulator the reasons of delay in resolution and provide expected time lines for resolution of the issue.

Channels available for customers to report grievance

Level 1:

- Level 1 includes call center, email & walk-in at branches. Bank will acknowledge the customer issue and capture the same in the appropriate system
- Bank has a defined turnaround time of 10 days for a response
- If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 2 (Regional Cluster Head/Nodal Officer)

Level 2:

Nodal Officer

- Bank has a defined turnaround time of 10 days for a response
- If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 3 (Principal Nodal officer)

Write	Email	Call
Nodal Officer Mr. R.R. Lolage Rajarambapu Sahakari Bank Ltd, Peth, Tal.Walwa Sangli-415407.	recovery@rajarambapubank.org	Ph. 9860600901

Level 3:

- Principal Nodal office will acknowledge the customer issue and capture the same in the appropriate system
- Bank has a defined turnaround time of 10 days for a response at this level

Write	Email	Call
Principal Nodal Officer Rajarambapu Sahakari Bank Ltd, Peth, Sangli-415407.	cgm@rajarambapubank.org 	Ph. 9860600705 (Monday to Friday) 11.00 AM to 6.00 PM (Excluding 2 nd & 4 th Saturday and Bank Holidays)

Level 4:

If your issue remains unresolved after approaching Level 1 /Level 2 /Level 3 or if the bank has not provided a resolution within 30 days you may choose to refer the matter to the Banking Ombudsman's office. Details of the same are as under:

<https://cms.rbi.org.in/>

• Internal Review Mechanism

The board has monthly take review quality of customer service and grievance redressal mechanism of the Bank.


Assistant General Manager