Grievance Redressal Policy

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1. Introduction

CITIZENCREDIT Co-operative Bank Ltd has a core philosophy of providing prompt and efficient customer service. The Bank believes in excellence in customer is the most important tool for sustained business growth. This policy document aims at minimizing instances of customer complaints and grievance through a proper service delivery and review mechanism to ensure a prompt redressal of customer complaints and grievance.

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.

2. Background

The Bank realizes that quick and effective handling of complaints as well as prompt corrective & preventive actions to improve processes are essential to provide excellent customer service to all segments of customers.

Through this Policy, the Bank will 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 sources of the complaints.

3. Identifying Complaints

A complaint is defined as:

1) Any expression of dissatisfaction, whether oral or written and whether justified or not , about CITIZENCREDIT Co-operative Bank Ltd's provision for or failure to provide a financial service and
2) Must involve an allegation that the complainant has suffered, or may suffer, financial loss, material inconvenience or material distress.

Nature of complaint will also include :

3) Any deficiency/delay in service while opening/closing of any deposit or loan accounts and also delay in sanctioning of loan accounts.
4) Issues arising out of Non-compliance of mandated business hours for branches, levy of charges without intimation to the customer or excess charges other than that specified in the Service Charges list.
5) Inconvenience caused to the customer arising due to issues in technological services like ATM, Email Statements, M-POS, IMPS, SMS Alerts.
6) Non adherence to instructions provided by RBI in Loan Recovery Process and using threatening calls/ inappropriate approach for the same.
7) Any other matter relating to the violation of the directives issued by the Reserve Bank in relation to banking or other services.

The customer complaint arises due to:

8) The attitudinal aspects in dealing with customers.
9) 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.

4. Scope of Policy

The Policy will cover 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 will ensure that the customer issues are resolved expeditiously and effectively.

5. Internal Machinery to handle Customer complaints / grievances

i) Branch (Level 1)
As customers normally deal with the branches, it is likely that the complaints are lodged at the branch office. The Branch Manager will thus be responsible for attending to complaints /grievances in respect of customer service at the branch level. He will be responsible for ensuring the satisfactory closure of all complaints received at the branches. A register of all complaints received will be maintained and reported in the Branch Head's Monthly compliance certificate to their Group Heads.

In case the Branch Manager is not in a position to resolve the complaint completely or the customer is not satisfied with the resolution provided by the Branch Manager, then the customer will be provided with alternate channels to report the matter. Thus the Branch Manager will make provisions for:

Acknowledge all formal complaints (including complaints lodged through electronic means) within three working days and work to resolve it within a reasonable period, not exceeding 30 days (including the time for escalation and examination of the complaint by the highest ranking internal official responsible for grievance redressal). The 30 day period will be reckoned after all the necessary information sought from the customer is received;

Provide aggrieved customers with the details of the Banking Ombudsman Scheme for resolution of a complaint if the customer is not satisfied with the resolution of a dispute, or with the outcome of a dispute handling process;

The Branch Head will try to resolve the complaints within specified time frames. As per the Policy, the complaints received at the Branch level should be resolved within 7 working days. The Branch head will also inform the complainant of the option to escalate his complaint upto the Banking ombudsman, if the complaint is not redressed within the pre-set time.

If the Branch Head feels that it is not possible at his/her level to solve the problem he/she will refer the case to the Group Head for guidance and necessary action under advice to the customer within 3 working days.

ii) Group Head (Level 2)
The Group Head will try to resolve the complaints received at the office either from the branch or directly from the customer within the prescribed time frame (stated later in this Policy).

If the Group Head is unable to satisfy the customer, such complaints will be referred to the Grievance Cell at CAO. The Office will refer the case to the Grievance Cell within 7 days from the date of receipt of the complaint by the Group Head.

iii) Customer Grievance Cell at CAO (Level 3)
The Customer Grievance Cell will be overseen by the AGM-Operations (also the Nodal officer). The Customer Grievance Cell will try to resolve the case of complaints received at the Central Office either from the branch, Toll Free Number, via E-mail or directly from the customer or Group Head within the prescribed time frame (stated later in this Policy) .

The Nodal Officer will oversee the entire Grievance Mechanism in the Bank. AGM Operations will evaluate the feedback on quality of customer service of the Bank and also review comments/feed-back on customer service and implementation of commitments to Customers.

The AGM Operations will be responsible to ensure that all regulatory instructions regarding customer service are followed by the Bank. Towards this, the AGM Operations will obtain necessary feedback from Group Heads/Branch Heads/ Department Heads.

6. Appointment & Responsibility of Nodal Officer to Handle Complaints and Grievances

Based on instructions of Indian Banks' Association, our Bank has already put in place the internal machinery to handle customer complaints/grievances. The Nodal Officer has been appointed for the Bank to handle complaints and provide appropriate solutions.

The Nodal Officer of the Bank is responsible for reporting to the Banking Ombudsman. The Nodal Officer 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 holding charge,will be displayed on branch notice boards & the banks website.

Customers should be 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 AGM Operations (Nodal Officer) at the Registered Office of the Bank at Helena Apartments, 57, Mt. Carmel Road, Bandra West, Mumbai 400 050 or call the Grievance Cell on the Toll Free Number-1800 123 0209.
Email Id: complaints@citizencreditbank.com

7 Banking Ombudsman

The Banking Ombudsman Scheme is an expeditious and inexpensive forum for bank customers for resolution of complaints relating to certain services rendered by banks. The Banking Ombudsman Scheme is introduced under Section 35 A of the Banking Regulation Act, 1949 by RBI with effect from 1995.If the complainant is not satisfied with the reply given by the bank.l, he may approach the Banking Ombudsman at:

Centre	**Name & Address of the Office of Banking Ombudsman**	**Area of Operation**
Mumbai (I)	Smt. Ranjana Sahajwala C/o Reserve Bank of India 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No. 23022028 Fax : 23022024 Email : bomumbai@rbi.org.in	Districts of Mumbai, Mumbai Suburban and Thane
Mumbai (II)	Shri P K Jena C/o Reserve Bank of India, 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Telephone: 23028140 Fax : 23022024 Email : bomumbai2@rbi.org.in	Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane)
Ahmedabad	Shri G J Raju C/o Reserve Bank of India La Gajjar Chambers, Ashram Road Ahmedabad-380 009 STD Code: 079 Tel. No. 26582357/26586718 Fax No. 26583325 Email : boahmedabad@rbi.org.in	Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu

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

8 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.

9 Customer Rights Policy

The Bank has put in place a Customer Rights Policy which includes :

- Right to fair treatment
- Right to transparency & honest dealing
- Right to suitability
- Right to Privacy
- Right to Grievance Redressal & Compensation

10 Customer Service Committee at each Branch of the Bank

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

The Branch level customer service committees have been encouraged to include a senior citizen customer as its member to provide suggestions and voice out their opinions.The complaint register will be reviewed periodically by the committee.

11 Directors Planning, Business Development, Communications & Marketing Committee

A monthly report of all 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 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.

12 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
- The appropriate arrangement for receiving complaints and suggestions - Complaint register and suggestion box are provided at branches, Bank’s grievance id and toll free number.

13 Resolution of Grievances

The Nodal Officer and the Customer Grievance Cell is responsible for the resolution of complaints/ grievances in respect of customer service and would be responsible for ensuring closure of all complaints received at the branches. It is the foremost duty of the Customer Grievance Cell 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.

14 Time Frame

Complaint received will be analyzed from all possible angles.

1. The complaints received at the Branch should be resolved / escalated within 7 working days.
2. The complaints received at the Group Head Office should be resolved/ escalated within 7 working days from the date of the receipt.
3. Any Complaints received at the Customer Grievance Cell at Central Office .i.e. via Customers visits, bank's e-mail , Toll Free number as well as matter escalated from Branches/Group Heads should be resolved/ escalated within 7 working days from the date of the receipt.
4. The AGM Operations will review comments/feed-back on customer service and implementation of commitments to Customers and will also deal with unresolved complaints/grievances referred to him /her and ensure that the matter stands resolved within 30 working days from the receipt of the complaint.

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.

15 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.

16 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.