Customer Grievances Redressal Policy

July 2017
Contents

1. Introduction ........................................................................................................................................ 3
2. Purpose of the policy ............................................................................................................................ 3
3. Complaints / suggestions box ............................................................................................................... 3
4. Complaint Book / Register .................................................................................................................... 4
5. Dealing with the Customers Complaint ................................................................................................ 4
6. Complaint Handling Process ............................................................................................................. 5
7. Customer Service Committee ............................................................................................................. 5
8. Disclosure of complaints ..................................................................................................................... 5
  8.1. Customer Complaints ..................................................................................................................... 5
  8.2. Awards passed by the Banking Ombudsman ................................................................................. 6
9. Nodal Officer ....................................................................................................................................... 6
10. Review of Grievance Redressal Mechanism ..................................................................................... 7
1. **Introduction**

Reserve Bank of India has issued Master Circular on Customer Service in Banks dated July 1, 2015 to all scheduled commercial banks informing, inter-alia, that Banks must have a well-documented Customer Grievance Redressal Policy duly approved by their Boards. It is further stated that the Policy should be framed on the broad principles enumerated in paragraph 16 of the Circular. Keeping in view of the Reserve Bank guidelines, Emirates NBD India has framed Customer grievance Redressal Policy and the same has been approved by its EXCO Committee.

2. **Purpose of the policy**

The policy aims at minimising instances of customer complaints and grievances through proper service delivery and review mechanism. It ensures prompt redressal of customer complaints and grievances based on the following principles.

a. Customers would be treated fairly at all times
b. Complaints, if any, received from customers would be dealt with courtesy, promptly and to their satisfaction.

3. **Complaints / suggestions box**

The Bank would provide complaints / suggestions box at its branch. The bank would prominently display the name/s of the official /ls who can be contacted for redressal of complaints, together with his direct telephone number, fax number, complete address and e-mail address, etc., for proper and timely contact by the customers and for enhancing the effectiveness of the redressal machinery. This information would also include the name and other details of the concerned Nodal Officer appointed by the bank under the Banking Ombudsman Scheme, 2006. Code of bank’s commitments to customers/Fair Practice Code along with this policy document shall also be made available in the branch. All employees shall be made aware of the complaint handling process.

Further, a notice would be displayed in the Bank premises stating that the customers could meet the branch manager if their grievances are not attended to or they remain unresolved.
4. Complaint Book / Register

The Bank shall introduce the complaint register as per the format prepared by Indian Banks Association (IBA) for the sake of uniformity (refer annexure).

The Bank shall maintain a separate complaints register for entering all the complaints / grievances received by it. This register shall be maintained irrespective of the fact whether a complaint is received or not in the past. All complaints received either orally or in writing over any medium of communication (telephone, email, etc.) shall be recorded in the complaint register. The complaints register maintained by the bank would be scrutinized by the senior official of the bank at periodic intervals and he would record his comments / observations.

If the complaint is not resolved by the bank within agreed timeline or if the customer is not satisfied with the solutions provided by the bank, he / she can approach the Banking Ombudsman with the complaint.

5. Dealing with the Customers Complaint

The customer’s complaints may arise due to:

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

The Branch Manager will ensure that complaints/grievances received are resolved as expeditiously as possible and to the satisfaction of the customers. Any complaint/grievance not addressed/resolved within one month shall be escalated in line with the Banking Ombudsman Scheme.

A complaint form along with the name of the Nodal Officer for complaint redressal shall be provided in the homepage of the bank’s website to facilitate complaint submission by customers. All complaints received shall be acknowledged in writing and a resolution timeframe (including escalations, if any) shall be advised to the customer by the bank.
6. Complaint Handling Process

At the first instance, the complaint would be attended at the “May I Help You Desk” where the counter staff would make all efforts to resolve the complaint immediately. In case the customer is not satisfied, then he/she could either meet the dealing official or Branch Manager.

7. Customer Service Committee

The bank shall constitute Customer Service Committee customers per it’s governance structure to address issues like:

a. Formulation of Comprehensive Deposit Policy.
b. Evaluating feedback on quality of customer service received from various quarters.
c. Ensuring all regulatory instructions regarding customer service are followed by the bank
d. Reviewing unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer advice for redressal, if any.
e. Submitting report on its performance to EXCO at quarterly intervals.

8. Disclosure of complaints

The bank shall analyse the complaints received. The analysis shall include:

a. customer service areas in which the complaints are frequently received;
b. frequent sources of complaints;
c. systemic deficiencies; and
d. Action initiated to make the grievance redressal mechanism more effective.

The analysis shall be submitted to the EXCO for their review and also published along with its annual financial results on its website for the information of all the stake holders. The disclosure shall also include the following:

8.1. Customer Complaints

a. No. of complaints pending at the beginning of the year
b. No. of complaints received during the year
c. No. of complaints redressed during the year
d. No. of complaints pending at the end of the year

8.2. Awards passed by the Banking Ombudsman

a. No. of unimplemented Awards at the beginning of the year
b. No. of Awards passed by the Banking Ombudsman during the year
c. No. of Awards implemented during the year
d. No. of unimplemented Awards at the end of the year

Disclosure of Complaints in Annual Accounts

Disclosure of Complaints needs to be disclosed in Annual Accounts as per the format enclosed below:

Customer Complaints

<table>
<thead>
<tr>
<th>Customer Complaints</th>
<th>Current year</th>
<th>Previous year</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) No. of complaints pending at the beginning of the year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b) No. of complaints received during the year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c) No. of complaints redressed during the year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(d) No. of complaints pending at the end of the year</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Nodal Officer

The bank shall appoint a Nodal Officer who would be responsible for the following:

a. Implementation of all the regulatory instructions and codes issued by the RBI and Banking Codes and Standards Board of India (BCSBI) respectively.
b. Arranging range resolution of all complaints/grievances in respect of the customer service.
c. Examining suggestions received from the customers for better customer service and arrange to implement them wherever feasible.
d. Ensuring closure of all complaints to the customer’s satisfaction within the prescribed time schedule, if necessary in consultation with the CEO.

e. Ensuring that complaints are closed only if the grievances are redressed to the satisfaction of the customers.

f. Ensuring implementation of the awards, if any, within the stipulated timeline given by the Banking Ombudsman.

g. Arranging training programme for imparting soft skills required for handling irate customers.

h. Ensuring internal processes for handling complaints / grievances operate smoothly at all levels.

10. Review of Grievance Redressal Mechanism

EXCO will review the implementation of Customer Redressal Mechanism in its meeting at regular intervals.