



CUSTOMER COMPLAINT & GRIEVANCES REDRESSAL POLICY

**Head Office,
MEHSANA (384002)
GUJARAT**





PREFACE

Business and growth of any service Organization is purely depending on the types and quality of customer service it provides to its customers. In present day scenario, the market is changed from seller to buyers' market and banking is not an exception to it. The Bank has a holistic approach towards setting up service standards and continuously improvising customer experience based on market practice as well as customer feedback across multiple channels.

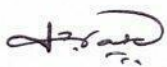
Reserve Bank of India is also keen to see that all the banks to provide good customer services. The norms are fixed as per Goiporia Committee recommendations. Further, there are various avenues available to the customers to make complains as regards service quality of the Bank. Banks are supposed to redress the complains within specified time limit.

Considering the same our Bank has decided to frame out a policy on "Customer Complaint & Grievances Redressal Policy". The policy covers the laid down norms, record keeping and redressal part.

The policy was put up to the Board of Directors in their meeting dated 24-07-2023 and it was approved vide Resolution No.19 dated 24-07-2023. The policy shall be valid for a period of an years from the date of its approval. During this intervening period any subsequent amendment, guidelines, circulars etc in this connection issued/advised by the Bank shall also be part of this policy.

Head Office,

Date: 25-07-2023


(Vinodkumar M Patel)

Chief Executive





INDEX

S No	Content	Page No
1	<u>Objectives</u>	4
2	<u>Complaint</u>	4
3	<u>Query</u>	4
4	<u>Complaint Resolution Officer (CRO)</u>	4
5	<u>Complaint Processing and Response Guidelines</u>	5
6	<u>Ways to make complaints</u>	5
7	<u>Handling of Customer Claim</u>	5
8	<u>Compensation to customers</u>	6
9	<u>Grievance Re-dressal Mechanism</u>	6
10	<u>Banking Ombudsman Scheme-2021</u>	7
11	<u>Internal Machinery to Handle Complaints/ Grievances</u>	8
12	<u>Standard Turn-around Time (TAT) for broad level of queries/ Complaints Annexure-I</u>	10-11





COMPLAINT MANAGEMENT

The basic purpose of this policy is to spell out the framework for Grievance Redressal in the Bank as outlined in the Master Circular on Customer Services UCB and Banking Code and Standards Board of India (BCSBI) and also to design a mechanism in respect of handling customer complaints in a very efficient and effective manner as well as to identify the causes of the complain and to provide customer satisfaction and bank be a first choice of the customers. Therefore, with a view to ensure consistent superior service experience in its endeavor to become the "Best Quality Bank", the Bank to provide a responsive, fair, expeditious and customer centric complaint management procedure to all external customers.

1. Objectives:

Our Bank has aimed to handle the customer complaints effectively and Bank will;

- a) Ensure visibility and accessibility of complaint handling process to all complainants.
- b) Handle complaints professionally & in a transparent manner.
- c) Ensure objectivity in the complaint handling process.
- d) Ensure confidentiality of Complainants information unless required for addressing the complaint.
- e) Provide prompt & Responsive Complaint Resolution to the Customers.
- f) Identify official to deal with the complaints in a time bound manner, resolution and reporting of complaints.
- g) All customers are treated fairly and in an unbiased manner at all times.
- h) Ensure adherence to all relevant Regulatory & Statutory requirements as mandated by RBI and mentioned in the Grievance redressal policy.
- i) Continually improve its processes & systems by taking input from customers, employees and other interested parties.
- j) Provide access to grievance redressal policy to customer.

It is the policy of MUC Bank to respond to customer complaints, dispute and issues swiftly and to act upon each and every complaint with seriousness. The Bank is committed to quick, decisive and accurate response to all inquiries, questions and concerns brought to our attention.

2. Complaint:

As per the RBI Ombudsman scheme, complaint means a representation in writing or through other modes alleging deficiency in service on the part of a Bank and seeking relief under the Scheme". A complaint may be expressed in person, over the telephone or in writing or through electronic media.

3. Query:

Sometimes customers may have doubt etc. and require clarifications from Bank's authority, may raise query. Therefore, a query is a question, often expressing doubt about something, or looking for an answer from an authority.





A query is (a) a form of questioning, in a line of inquiry, (b) a request for information or guidance on particular matter and (c) an expectation from the customer - for data/ clarification etc.

4. Complaint Resolution Officer (CRO):

- a) The Board of Directors delegates the responsibility of monitoring and responding to complaints to the senior management of the bank. The Compliance Officer is identified and have assigned the duty to act as the complaint resolution officer (CRO).
- b) The CRO to enter all the complaints whether written, over telephone, through email whatsoever media in a specific complaint received register and direct the complaints to the appropriate functional area/department with remarks etc. The CRO to also brought to the notice of CEO of any such complaints received and action initiated.
- c) The appropriate personnel attached to the department will prepare a **draft response** to be sent to consumers and/or shall discuss with the CRO and CEO for final approval of the same. Generally, the CRO will have to keep a records and related files of complaints and responses, document etc. CRO to submit information on complains received and redressed during the review period, to the Board of Directors for noting and guidance etc.

5. Complaint Processing and Response Guidelines:

Unless otherwise prescribed by regulation, the following general guidelines should be followed regarding responses to complaints:

- a) Complaints should be acknowledged immediately to the complainant by the branches and intimated to CRO.
- b) Inquiries, comments, or objections if any etc. should be answered or information to be provided within maximum time of 10 business days after receipt.
- c) Complaints involving misbehavior of staff/employees to be processed and responded to within 10 days after receipt.
- d) Complaints involving any investigation irrespective of nature to be resolved within maximum period of 30 days from the date of receipt of complaint. If the bank's investigation is not completed within the above time limit, the bank will notify the consumer and specify a date when the bank expects to complete its investigation.

6. Ways to make complaints:

- a) Customer can make complaint through complaint box provided at the branches. Branch Manager to regularly open the complaint and suggestion box and if anything is there, go through the same and submit to CRO along with Branch comments.
- b) In each of our branches Bank has displayed the name and contact details of concerned. Executive/officers with Cell number and email ID to whom written complaints can be made or may be contacted over phone for any complaints. Our Toll-free service is available at 18002336822. Even email can be sent at cfc@mucbank.com or complaint online by visiting www.mucbank.com/mucbcrms/

7. Handling of Customer Claim:

- a) It is obligatory on the part of the customer to provide complete details along with the claim. The detail should include;





- b) Description of the claim, including why the consumer believes their account was improperly charged, Statement of loss and an estimate of the amount of the loss.
- c) Reason why production of the original or a better copy is necessary to determine whether or not the charge is valid.
- d) Sufficient information to identify the factual position/case etc.
- e) If a customer makes a claim but fails to provide all of the required information, then the bank must tell the customer that the claim is not complete, and identification is difficult for want of the information which are missing.
- f) Bank prefers that claim be submitted in writing; however customers may submit their written claims electronically or verbally. The bank will immediately inform to the customer who make an oral claim about the written claim requirement and tell them that the bank must receive the written claim **within -3- business days**.

8. Compensation to customers:

- a) As and when complain is received for wrong debit of the account or financial loss etc. Bank to immediately take up the matter with the concerned bank organisation and lodge the claim as claimed by the customer. If any records evidence etc. asked for by the counter party, it must be provided with full comments, reasons for claiming the same amount on behalf of the customer.
- b) If the wrong debit to the customer's account is on account of any misunderstanding/misinterpretation etc. The CRO to take the matter with the concern department and rectify the same without any further delay. If it is wrong transaction, the amount needs to be re-credited to the customer's account.
- c) If by any reason genuine claim of the customer be entertained and after satisfying with the fact and figures, Bank is liable to compensate the customer.
- d) The payment to customer should not be delayed beyond certain limit which is based on process involved in investigating the matter, amount to be claimed from the counter party/bank and time taken by them. However, once it is established, customer to be paid with compensation.
- e) The turnaround time (TAT) for ATM, POS, E-Com transaction is T+5. Compensation payable Rs. 100 per day of delay beyond T+5 days. and TAT for IMPS, UPI is T+1. Compensation payable Rs. 100 per day of delay beyond T+1 days
- f) **Power for compensation:** The CEO with the consent of the Board may consider claim for compensation to customer. The compensation may be without interest or with interest. The CRO to submit all such claims of the customers along with detailed investigation report, note covering the history and reasons for recommending compensation to CEO. In turn CEO will present the note for seeking authority for the same.

9. Grievance Redressal Mechanism

- a) Generally, all the customers complaints are resolved in an effective and efficient manner to the utmost satisfaction of the customer by the BH and/or identified CRO. However, some time, it may not satisfy the customer. Customers are provided with complaint reference numbers for all future purpose/correspondence etc.





- b) Bank is always eager to resolve the complaints normally within -7- working days. However, timeline and Turn Around Times for difference types of Complaints and Queries is defined as per Annexure 1 A.
- c) If the resolution provided by BH/CRO does not meet the expectation of the customer, he/she can approach our Principal Nodal officer. Contact details of Principal Nodal Officer are available at all our branches and our website.
- d) Even after that if he/she is not satisfied with the resolution provided, customer can approach our Principal Nodal Officer at cfc@mucbank.com. Contact details of Principal Nodal Officer are available at all our branches and our website.
- e) The complainant has a right to visit the Corporate office at Highway Road, Mehsana to meet the General Manager to express the grievances and the resolution provided by BH/CRO is not acceptable to him/her.
- f) All documents with respect to customer grievance redressal would be retained for a period of 10 years from the date of resolution.

10. Banking Ombudsman Scheme-2021:

With a view to redress the customer's complaints and pay the compensation for the grievances to the customer, RBI has introduced Banking Ombudsman Scheme which is implemented from 12.11.2021 and cover Co-operative Banks also.

The salient features of this scheme are as under;

- a) Customer / Authorised Representative, other than an advocate, duly appointed and authorised in writing to represent the complainant in the proceedings before the Ombudsman.
- b) "Deficiency in service" means a shortcoming or an inadequacy in any financial service, which the Bank is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer. No complaint for deficiency in service shall lie under the Scheme which are non- maintainable.
- c) The complaints under the Scheme can be made by the customer online by registering the same on the portal (<https://cms.rbi.org.in>), physical form, including postal and hand-delivered complaints.
- d) Centralised Receipt and Processing Centre of the Reserve Bank is established, for scrutiny and initial processing of complaint.
- e) There is no limit on the amount in a dispute that can be brought before the Ombudsman for which the Ombudsman can pass an Award. However, for any consequential loss suffered by the complainant, the Ombudsman shall have the power to provide a **compensation up to Rupees 20 Lakh**, in addition to, up to **Rupees One lakh** for the loss of the complainant's time, expenses incurred and for harassment / mental anguish suffered by the complainant.
- f) The complainant before making a complaint under Scheme, must have made a written complaint to the Bank concerned, if the complaint was rejected wholly or partly by the Bank, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the Bank reviewed the complaint. The complaint is made to the Ombudsman and within one year after the





complainant has received the reply from the Bank to the complaint or, where no reply is received, within one year and 30 days from the date of the complaint.

- g) Bank shall, on receipt of the complaint, file its written version in reply to the resolution of the complaint enclosing therewith copies of the documents relied upon, within 15 days before the Ombudsman for resolution.
- h) In case the Bank omits or fails to file its written version and documents within the time as provided in terms of sub-clause (3), the Ombudsman may proceed ex-parte based on the evidence available on record and pass appropriate Order or issue an Award. There shall be no right of appeal to the Bank in respect of the Award issued on account of non-response or non-furnishing of information sought within the stipulated time.
- i) Resolution of Complaint - The complaint would be deemed to be resolved when: **(a)** it has been settled by the Bank with the complainant upon the intervention of the Ombudsman; or **(b)** the complainant has agreed in writing or otherwise (which may be recorded) that the manner and the extent of resolution of the grievance is satisfactory; **(c)** the complainant has withdrawn the complaint voluntarily.
- j) Settlement means an agreement reached by the parties to the complaint by facilitation or conciliation or mediation, as per the provisions of this Scheme.
- k) Right to make Appeal is there for both customer as well as Bank.
- l) Scheme is available in all branches and bank website and can be provided to the customer for reference upon request.

Internal Machinery to Handle Complaints/ Grievances

Bank has also constituted three layers of Committees for effective monitoring of customer service including grievance redressal.

1. Customer Service Committee of the Board

The committee would also examine any other issues having a bearing on the quality of customer service rendered. The Customer Service Committee would also review the following:

- 1. Complaints received from the Regulator.
- 2. Awards passed by the Banking Ombudsman.
- 3 Internal complaint received, resolved and pending with root cause analysis and action steps to reduce complaints.
- 4. Effectiveness of the Grievance Redressal mechanism adopted by the Bank
- 5. Review the standing committee's report.
- 6. Any other items concerning customer service.

2. Standing Committee on Customer Service

The Standing Committee on Customer Service is chaired by Chief Executive Officer, who is also member of Customer Service Committee of the Board and other senior members of the Bank its constituents. The Committee has the following functions:

- 1. Evaluate feed-back on quality of customer service received from various quarters, across Branches
- 2. Ensure that all regulatory instructions regarding customer service are





followed by the bank

- 3 Consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice.
- 4 The committee would submit report on its performance to Customer Service Committee of the Board at regular intervals.

3. Customer Service Committee in Branches

Each Branch would have Service Committee comprising of senior members of the Branch team, viz. Branch Manager, Officer, etc. the functions of the Committee are:

1. Meet selected customers on a regular basis (currently every quarter) to ascertain their feedback & comments on the service level rendered by the Branch
2. Ensure that all regulatory & internal instructions regarding customer service are followed by the branch.
3. Evaluate feedback on quality of customer service receive from various quarters.
4. Identify & work on action steps to enhance the level of customer service offered by the Branch
5. The complaints, analysis and action points thereon, would be shared with the Head - Customer Service for further Bank wide analyses and presentation to the Standing Committee on Customer Service and Customer Service Committee of the Board.

XXXX





Annexure 1 A

Standard Turn-around Time (TAT) for broad level of queries/ Complaints

Mentioned below is the range of TATs applicable for Complaints or Queries within a broad classification.

S.no	Query / Complaint Classification	Turn Around Time (In working days)	Remarks
1	Account Management	3 - 7	Queries / Complaints in case of any data capturing errors in account maintenance or delays in the same.
2	Account Opening / Closure	3 - 8	Queries / Complaints on any data capture differences during account opening or status of account opening.
3	ATM Related	5- 17	Complaint of cases where cash not dispensed from MUCB ATM / other bank ATM. Cases of chargeback where transaction is claimed as successful.
4	Deliverables	3 - 8	Queries / Complaints pertaining to dispatch status of various deliverables such as cheque book etc.
5	FD Related	3 - 7	Queries / Complaint pertaining to FD interest calculation / TDS related.
6	Net Banking, / Digital Banking Solutions	3 - 10	Queries /Complaint pertaining to technical /Processing / Servicing issues faced for net banking/digital banking solution as a product or service.
7	Retail Assets Related	3 - 7	Queries / Complaint pertaining to any loan servicing
8	Transaction Related	07	IMPS transactions
		30	Unsuccessful Domestic POS Transactions
		30	Claimed transactions
9	Clearing Related	3 - 7	Queries / Complaint on clearing status of cheques/ECS/RTGS/NEFT transactions.
10	Staff / Customer Service Related	5 - 7	Queries /Complaint pertaining to information status provided by the branch staff.
11	Third Party Product Related	4 - 7	Queries and complaints pertaining to the product.
12	Excess BalanceRefund	4 - 7	Queries and complaints pertaining to the Credit / Excess balance refund for the payment receiving via NEFT, Retail net banking and ATM channels.
13	SMS/OTP/Net Banking Related	2 - 5	Queries / Complaint pertaining to SMS Alert / one time password and unable to login to Net Banking related

Certain queries where there are dependencies on external parties for a resolution warrant a higher TAT toward resolution. An indicative example is queries or complaint of the following types:

1. Retrieval of CCTV footage from Acquirer Banks





2. Disputed POS transaction – Reversal request raised to acquirer through network.
 3. Disputed Online Payments – Reversal request raised through third party aggregator
- XXX---

