SHRI VEERSHAIV CO-OP BANK LTD., KOLHAPUR
(Multi-State Bank)

GRIEVANCES REDRESSAL POLICY
2025-26

INDEX

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(Multistate Bank.)

GRIEVANCE REDRESSAL POLICY 2025-2026

1. **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 far in 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 providing prompt and efficient policy document aims at minimizing instances of customer complaints and grievances through proper services 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. Therefore, the Bank has framed a GRIEVANCE REDRESSAL POLICY which follows principles mentioned below:

1. Customers be treated fairly at all times.
2. Complaints raised by customers are dealt with courtesy and on time.
3. 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 response of the bank to their complaints.
4. Bank will treat all complaints efficiently and fairly as they can damage the bank's reputation and business if handled otherwise.
5. The bank employee must work in good faith and without prejudice to the interests of the customer.

The policy document would be made available at all branches. The Complaint handling process and procedure is of general nature. It should therefore be made known to all employees to ensure better customer service and general awareness in the bank/branch.

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 is having full right to register his complaint if he is not satisfied with the services provided by the bank. He can give his complaint is writing, orally or over telephone. 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 Banking Ombudsman with his complaint or other legal avenue available for grievance redressal.

2. Internal Machinery to Handle Customer Complaints/Grievances

- **Customer Service Committee:**

  The Customer Service committee will comprise of

  I. General manager
  II. Asst. General Manager-Recovery
  III. Asst. General Manager-Credit
  IV. Asst. General Manager-I.T. (Technical)
  V. Asst. General Manager- I.T. (Administration)

  The Committee would formulate a Comprehensive Deposit Policy Incorporating the issues such as the treatment of death of a depositor satisfaction. The committee would also examine any other issues having an effect on the quality of customer service rendered & review the functioning of Standing Committee on Customer Service.

- **Standing Committee On Customer Service**

The Standing Committee on Customer Service will be chaired by the Chairman of the Executive Committee. All the members of the Executive Committee (Customer Complaints) are part of the Committee.

- **Functions of Committee**

1. Evaluate feed-back on quality of customer service received from various quarters. The committee would also review comments /feed-back on customer service and implementation of Bank's Commitments to Customers
2. The Committee would be responsible to ensure that all regulatory instructions regarding customer service are followed by the bank.

Towards this, the committee would obtain necessary feed-back from Branch heads/Cluster heads.

3. The Committee also would consider unresolved complaints/ grievances referred to it by Branch/Cluster heads responsible for redressal and offer their advice.
4. The Committee would submit report on its performance to the Board at regular intervals.

- **Nodal Officer to handle complaints and grievances.**

The NODAL OFFICER will look after the implementation of customer service and complaint handling for the entire bank. Assistant General Manager will be the Nodal Officer for handling complaints and grievances.

3. Mandatory Display Requirements

Every branch of the bank is provided with information as to:

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

4. Resolution of Grievances

Branch Manager is responsible for the resolution of complaints /grievances in respect of customer's 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. When an issue remains unresolved after expiry of the stipulated period 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 NODAL OFFICER at the Head Office.

4.1 Time frame

Complaint has to be seen in the right perspective because they indirectly reveal a weak spot in the working of the bank. Complaint received should be analysed from all possible angles. If customer's complaint is not resolved within one week the same shall be referred to Nodal Officer at Head Office for redressal within three weeks. Even after one month if the complainant is not satisfied, he may approach Banking Ombudsman appointed by Reserve Bank of India or other legal avenues available for grievance redressal. Branch manager/Nodal officer should try to resolve the compliant within specified time frames, decided by the bank.

Written communication of 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. Branches must send action taken report on complaints received to the head office within 15 days from the date of receipt of the complaint. Customer Service Committee should resolve the issue within one 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, say once in three month will give a message to the customers that the bank cares for them and values their feedback/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 feedback from customers would be valuable input for revising its product and services to meet customers' requirements.

6. Sensitizing operating staff on handling complaints

Staff should be properly trained for handling complaints. We are dealing with people and hence difference of opinion and areas of friction can arise. With an open mind and a smile hence difference of opinion and areas of friction can arise. With an open mind and a smile on the face we should be able to win the customer's confidence. It would be the responsibility of the Nodal Officer to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. He should arrange to conduct training on the above issues to all or select staff at regular intervals.

7. Maintenances of Complaint Box/Complaint Registers

All the offices & branches of the Bank would maintain a complaint register where the customers can enter their complaints. In addition to this a Suggestion-cum-Complaint box would be placed in a suitable position where it would be easily visible and identifiable. The customers may drop their written suggestions/complaints with their name and address in the Box.

8. Standard Operating Procedure (SOP)

The procedure for the Grievances Redressal, Standard Operation Procedure (SOP), is resolved in Board of Directors Meeting dated 13.06.2025 vide Resolution No.9 and it will be included in Grievance Redressal Policy of the Bank in Review.

Standard Operating Procedure (SOP for Grievances Redressal)

- **Object:** To ensure prompt & fair redressal of concurrent grievance in a transparent and efficient manner in a compliance with RBI and internal policies.
- **Steps:** To cover all types of customer grievance, including but not limited to Banking Services, Digital Channel, Staff Behaviour, Delay and or denial of Banking Service, charges and interest.
- **Registration & Acknowledgment -**
  1. All complaints must be registered in a centralized system within 24 hours of the receipt of complaint.
  2. Add the key details to segregate the complaint: like Customer Name, Contact Information, Complaint Category, Date & Time of Complaint, Subject Matter of Complaint, Channel of Receipt of Complaint, Description of Complaint, Priority Level of Complaint (e.g., High, Medium, Low).
- **Steps to be followed –**

  a) **Step 1:** Receive complaint.

  b) **Step 2:** Log complaint into the "Grievance Mechanism"

  c) **Step 3:** Provide a unique "Complaint ID (Ticket No)"

  d) **Step 4:** Categorize the complaint based on types (e.g., product defect, digital Transactions, service delay, billing error, staff behaviour any other).

  e) **Step 5:** Assign urgency level based on impact and nature.
- **Acknowledgment –**

  a) Acknowledge the receipt of the complaint to the customer within 24 working Hours.

  b) Provide the Complaint ID/Ticket No and expected resolution time of the complaint

c) Acknowledge through automated email/SMS generated by System with Complaint ID/Ticket No.
d) Any high-urgency complaints, a personal call from a designated grievance officer Within 6 Working hours.

➢ **Complaint Investigation & Resolution**
a) Initial Assessment & Ownership of Complaint, escalation mainly Branch, Nodal Officer, MD/CEO and then Board of the Bank.
b) At branch level Branch Manager and at HO Grievances Redressal Officer and his Team Members will assess the complaint and about its ownership.
c) Initial investigation to gather relevant information and evidence.

➢ **After Investigation –**
a) **Step 1:** Assign complaint to the relevant department/team based on category.
b) **Step 2:** Department Team will review the complaint and same is to be Investigated With individual or with team investigator.
c) **Step 3:** Investigator will collect all primary information in relation to the complaint
d) **Step 4:** Contact customer for clarification if necessary and record the document of the communication.
e) **Step 5:** Attempt immediate resolution if possible regarding the complaint.

➢ **Communication of Process**
a) Keep the customer informed about the progress of his complaint.
b) Elaborate unresolved complaints to higher levels within 48 to 72 working hours.

➢ **Communication Update-**
a) **Step 1:** Update customer on progress every bit of updated information until final Resolution.
b) **Step 2:** The complaint cannot be resolved by the team or department then within 7 working days forwarded to the next level of management.
c) **Step 3:** If the complaint is still unresolved after 7 working days report the same With available resources in the Committee or BoD Meeting.

➢ **Root-Cause Analysis (RCA) – obtain facts & needs from the Branches and analyse, check and accountability. Record filing generation system.**

➢ **Guideline: Mandatory RCA for Identified Complaints**
a) All complaints categorized as "critical" or "high impact".
b) Recurring complaints of the same type or from the same customer.
c) Complaints leading to significant financial loss or reputational damage.
d) Complaints identified by the GRC as requiring systemic analysis.
e) RCA should be conducted by a team appointed by the Graveness Redressal Officer or by the Management.

➢ **Performing Root-Cause Analysis**
a) **Step 1: Define the Problem Clearly (Problem Statement)**

- What exactly happened? Who was affected? When and where did it happen? What was the impact?
- "Customers are frequently complaining about delays in product delivery within the city."

b) Step 2: Collect Data & Evidence

- Review all complaint details, customer interactions, process logs, performance metrics, relevant policies, and procedures.
- Conduct interviews with frontline staff, supervisors, and customers (if appropriate).

c) Step 3: Identify Potential Causal Factors.

- Categorize potential causes into major branches (e.g., People, Process, Technology, Environment, Measurement, Materials).

d) Step 4: Identify the True Root Cause

- Analyse the potential causes identified in Step 3.
- Look for the fundamental, underlying reasons that, if addressed, would prevent the problem from recurring.
- Validate root causes with data and evidence avoid blaming individuals focus on systemic issues.

e) Step 5: Document RCA Findings Prepare an RCA report detailing:

- Problem statement.
- Data collected.
- RCA tools used (Fishbone, 5 Whys).
- Identified root cause(s).
- Evidence supporting the root cause(s).

➢ Systemic Deficiency Solving (Corrective Actions)

➢ Action Planning for Root Causes

a) Action is to be specific, measurable, achievable, relevant, and time-bound corrective and preventive actions for each identified root cause.
b) All the actions taken should address the systemic deficiency, not just the symptom of complaint.
c) Each root cause identified, will develop multiple potential solutions and consider best practices, technological upgrades, process re-engineering, training, policy changes.
d) With evaluation all these Manager or Grievances Redressal Officer or person appointed by him will select Best Solutions for the resolution of complaint.

➢ Communicate with Customer for Final Resolution.

a) Inform the customer about the resolution and actions taken to redress and prevent recurrence of the same.
b) The final resolution may communicate with email, message, in writing letter and with evidence.
c) Record the same resolution informed to the customer.
d) Seek customer feedback on the resolution.

e) Close the Complaint ID/Ticket No raised for tracking of Complaint.

- **Maintenance of Record**
  a) Document all complaints, investigations, RCA findings, action plans, and effectiveness reviews.
  b) Establish a knowledge base of recurring complaints, their root causes, and successful solutions for future reference and training.

- **Verification Implementation & Continuous Improvement**

- **Effectiveness Verification**
  - Graveness Redressal team will monitor the effectiveness of implemented corrective and preventive actions.
  - Verify that the systemic deficiency has been eliminated and the problem has not recurred.

- **Monitoring & Verification**
  - Graveness Redressal team Conduct follow-up audits or reviews of the modified process & policy.
  - Analyse new incoming complaints and to ensure similar reparative issues are not arriving again and again.
  - The Grievance Redressal team reviews the effectiveness reports.
  - Findings of complaints and systemic improvements with relevant evidence share with concerned departments and senior management.

- **Roles and Responsibilities structure:**

  a) Receiver of Complaint/Branch Staff: Receiver of Complaint or Branch staff is the First point of contact for complaints, and he has to do accurate registration, and primary investigation and record the same.

  b) Complaint Handlers/Investigators: Actual team/department will conduct further investigation, attempt resolution, and gather data w.r.t. for RCA.

  c) Grievance Redressal Officer: Will monitor and track the entire grievance process and ensures adherence to SOPs, facilitates RCA, and involve personally when needed.

  Committee: Analysis and outcome of the same will be discussed in the Committee meeting or in BoD. And put the report to an appellate body for unresolved complaints for further actions.

- **Tools and Technologies:**

  a) For Grievance Management: Centralized software for logging, tracking, managing, and reporting on complaints. Should have features for workflow automation, escalation matrix, and reporting.

  b) Data Analytics & Reporting Tools: To identify complaint trends, recurring issues, and measure the effectiveness of interventions.

- **Key Performance Indicators for Grievance Redressal:**

  a) Average time for Resolution: (1 to 30 days from complaint receipt to resolution.)

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- Low frequency level complaints within 10 days from receipt of complaint.
- Medium frequency level complaints within 20 days from the receipt of complaint.
- High frequency level complaints within 20 days from the receipt of complaint.
- Further any lawful action on the complaint the resolution will depend upon after resolved by the competent authority (e.g. Hon. Courts, DRT, DRAT)

b) Complaint Backlog: System will track number of unresolved complaints at any Time.

c) Customer Satisfaction Score: Feedback after complaint resolution will have Marking system which will define satisfaction score.

d) First Contact Resolution Rate: Percentage of complaints resolved on the first Interaction.

e) Root Cause Identified Percentage: Percentage of complaints where a root cause Was successfully identified.

f) Recurrence Rate: Percentage of complaints of the same type recurring after Systemic changes.

g) Effectiveness of Corrective Actions: Measured by a reduction in related Complaints over time.

h) Number of Systemic Improvements Implemented: Based on RCA findings.

This comprehensive framework, with its stipulated guidelines will take place for complaints received at any stage and ensure an organization to resolve any or bulk individual customer complaints efficiently. It will be continuously monitored and to enhanced customer loyalty and operational excellence.

9. Changes in the Policy:

Though the Board of Directors having rights for any changes or suggestions in this regards.

- **PLACED IN THE BOARD MEETING ON**

This Customer Grievances Redressal Policy is duly approved by the Board of Directors in its Meeting dated 27.06.2025 vide Resolution No.10.

Shri Veershaiv Co-op. Bank Ltd. H. O. Tararani Chowk, Kolhapur (Multi-State Bank)

Assi. General Manager

General Manager

Managing Director

Shri Veershaiv Co-op. Bank Ltd. H. O. Tararani Chowk,