

**DARUSSALAM**  
CO-OPERATIVE  
URBAN BANK LTD.

**GRIEVANCE REDRESSAL POLICY**

THE DARUSSALAM CO-OPERATIVE URBAN BANK LTD  
HYDERABAD.

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**THE DARUSSALAM CO-OPERATIVE URBAN BANK LTD  
HYDERABAD.**

**GRIEVANCE REDRESSAL POLICY**

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 complaints and to provide customer satisfaction. With a view to ensure consistent superior Customer Service, the Bank provides a responsive, fair, expeditious and customer centric complaint management procedure to all customers.

**1. Objectives:**

Our Bank's aim is to handle customer complaints effectively and the Bank will;

- a) ensure visibility and accessibility of complaint handling process to all complainants.
- b) handle complaints professionally and 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/s 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 the Bank to respond to customer complaints, disputes and issues swiftly and to act



upon each and every complaint with seriousness. The Bank is committed to be quick, decisive and accurate response to all inquiries, questions and concerns brought to its attention.

## **2. Complaint:**

As per the RBI Ombudsman scheme, a 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 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. Request:**

Request refers to ask for fulfilment action on account of customer relationship with the Bank and will have a specific turnaround time (TAT) that will be communicated to the customer.

Examples of request:

Customer is requesting for waiver / reversal of fees / charges

Customer is requesting for duplicate statement of account

Customer is requesting for re-issuance of PIN / Card etc.



## **5. Escalation of Complaint To Principal Nodal Officer (PNO):**

The Board of Directors delegates the responsibility of monitoring and responding to complaints to the Senior Management of the Bank.

### **a). At the Branch (First Level – Grievance Officer / Branch Manager):-**

The customers are dealing with the bank first through its branches. The customers will lodge the complaints with the Branch Managers. They will be primarily responsible to attend, resolve and satisfactory closure of all the grievances in respect of the customer services rendered at the branch level. The Branch Manager will acknowledge complaint by way of letter / mail and resolve the customer grievance within a period of 7 days from the date of receipt of the complaint. A register of all complaints received will be maintained.

### **b). At the Head Office (Second Level – Nodal Officer):-**

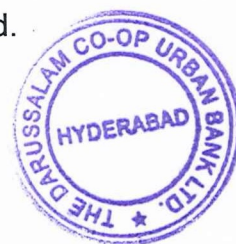
Nodal Officer at the Head Office to resolve the customer grievances who will receive the unresolved complaints from the branches, complaints / suggestions directly received from the customers, general public about the customer service, any procedure or improvement in working of the branch / Bank etc. He will acknowledge complaint by way of letter / mail and examine and evaluate the complaint, suggestion received as above and will resolve the same within 13 days from the receipt of such complaint / suggestion and will send reply to the customer about disposal of his complaint / suggestion. If the complaint is directly received at Head Office by Nodal Officer, he should first acknowledge the same and resolved complaint within stipulated time.

### **Details of Nodal Officer (N.O.)**

**Email ID :** nodalofficer@darussalam.bank.in

**Contact No:** 040-23786786

**Address :** # 5-6-995, Darussalam Road, Aghapura, Hyderabad.



c). At the Head Office (**Third Level – Principal Nodal Officer**):-

The PNO shall bring to the notice of CEO of any such complaints received and action initiated. The appropriate personnel attached to the department shall prepare a draft response to be sent to the customer and/or shall discuss with the PNO and CEO for final approval of the same. Generally, the PNO will have to keep a record and related files of complaints and responses, document etc. PNO to submit information on complains received and redressed during the review period, to the Board of Directors for noting and guidance etc.

**Details of Principal Nodal Officer (PNO)**

**Email ID :** pno@darussalam.bank.in

**Contact No:** 040-23786786

**Address :** # 5-6-995, Darussalam Road, Aghapura, Hyderabad.

**Complaint Resolution Escalation Matrix :-**

Complaint received at	Applicable TAT (from the date of complaint received)	Remarks
Branch (Branch Manager)	7 days	If the complaint is un resolved at Branch then it will escalate to Nodal Officer, Head Office.
Head Office (Nodal Officer)	13 days	If the complaint is un resolved by Nodal Officer then it will escalate to Principal Nodal Officer, Head Office.
Head Office (Principal Nodal Officer)	10 days	If the complaint is un resolved at Principal Nodal Officer then it will escalate to Board.



## **6. 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 Nodal Officer.
- 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 shall notify the consumer and specify a date when the bank expects to complete its investigation.

## **7. Procedure to make complaints:**

- a) Customer can make complaint through complaint box provided at the branches. Complaint and Suggestion Box to be opened by HO Officer in presence of respective Branch Manager and if anything is present, go through the same and submit to PNO along with comments of Branch Manager.
- b) In every branch, the Bank has displayed the name and contact details of manager/officers with contact number and email ID to whom written complaints can be made or may be contacted over phone.

## **8. Handling of Customer Claim:**

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

- a) 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.



b) reason why production of the original or a better copy is necessary to determine whether or not the charge is valid.

c) sufficient information to identify the factual position/case etc.

d) 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 / complaint within -3- business days.

#### **9. Disclosure By Bank:**

Disclosure serves as an important tool for market discipline as well as for customer awareness and protection. Appropriate disclosure relating to the number and nature of customer complaints and their redress facilitate customers and interested market participants to better differentiate among banks to take an informed decision in availing their products and services. To ensure provision of relevant and important information in this regard to bank customer and other stake holders. Current disclosures are made in terms of para 16.4 of Master circular on Customer Service in Banks dt July 1, 2015. The current disclosures made on complaints and grievance redress by the bank are being enhanced as indicated below-

#### **Customer complaints (received by the Bank):-**

Sr No.	Particulars	Previous year	Current year
1	No of complaints pending at the beginning of the year		
2	No of complaints received during the year		
3	No of complaints redressed during the year		
4	No of complaints pending at the end of the year		



**Maintainable complaints received by the Bank from the office of Ombudsman :-**

<b>Sr No.</b>	<b>Particular</b>	<b>Previous year</b>	<b>Current year</b>
<b>1</b>	No of maintainable complaints received by the Bank from the office of Ombudsman		
<b>2</b>	No of complaints resolved in favor of the bank by office of Ombudsman		
<b>3</b>	No of complaints resolved through conciliation/mediation/advisories issued by office of Ombudsman		
<b>4</b>	No of complaints resolved after passing of awards by office of Ombudsman against the bank		
<b>5</b>	No of awards unimplemented within the stipulate time (other than those appealed)		

The **Master List of Grounds of Complaints** used for disclosure of the “**Top Ground-wise Receipt of Complaints**” is prescribed by the **Reserve Bank of India (RBI)** under the guidelines on strengthening the grievance redress mechanism.

**Master List of Grounds of Complaints (For Disclosure by Banks)**

1. **ATM / Debit Cards**
2. **Mobile / Electronic Banking**
3. **Account opening / Difficulty in operation of accounts**
4. **Pension and facilities for senior citizens / differently abled**
5. **Loans and advances**
6. **Levy of charges without prior notice / excessive charges / foreclosure charges**
7. **Cheques / drafts / bills**
8. **Non-observance of Fair Practices Code**
9. **Exchange of coins / issuance or acceptance of small denomination notes and coins**
10. **Bank Guarantees / Letter of Credit / documentary credits**
11. **Staff behaviour**
12. **Facilities for customers visiting the branch / adherence to prescribed working hours by branch**
13. **Others**

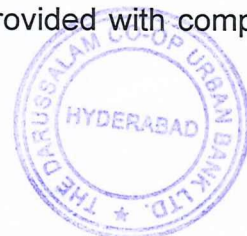


## **10. Compensation to Customers:**

- a) As and when complaint is received for wrong debit of the account or financial loss etc. Bank shall immediately take up the matter with the concerned bank / organization 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 grievance officer/principal nodal officer take the matter to 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 PNO 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.

## **11. 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 Branch Manager. However, sometimes, 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 different types of Complaints and Queries is defined as per **Annexure-1**.

c) If the resolution provided by Branch Manager does not meet the expectation of the customer, he/she can approach Bank's Nodal officer. Contact details of 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 pno@darussalam.bank.in. Contact details of Principal Nodal Officer are available at all our branches and our website.

e) The complainant has a right to visit the Head office at Aghapura Hyderabad. to meet the Principal Nodal Officer / Chief Executive Officer to express the grievances and the resolution provided by Branch Manager / Nodal Officer is not acceptable to him/her.

f) All documents with respect to customer grievance redressal should be retained for a period of 10 years from the date of resolution.

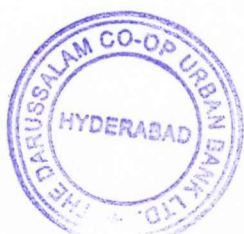
## **12. Banking Ombudsman Scheme-2021:**

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 covers Co-operative Banks also.

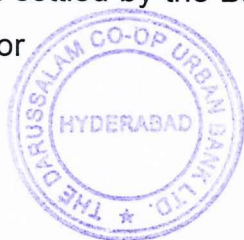
The salient features of this scheme are as under;

a) Customer / Authorized Representative, other than an advocate, duly appointed and authorized 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) Centralized 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's website and can be provided to the customer for reference upon request.

### **13. 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 Customer Service Committee constitutes the members from the Board of Management and the Chief Executive Officer, experts and representatives of customers as invitees to enable the Bank to formulate policies and assess the compliance thereof internally with a view to strengthening the corporate governance structure in the banking system and also to bring about ongoing improvements in the quality of customer service provided by the Banks.

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

1. Complaints received from the Regulator.
2. Awards passed by the Banking Ombudsman.
3. Internal complaints received, resolved and action steps to reduce complaints pending with root cause analysis
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 Customer Service Committee comprising of senior members of the Branch, Branch Manager and the Assistant Branch Manager. The functions of the Committee are:

1. Meet selected customers on a regular basis 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 received 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 Office for further Bank-wide analyses and presentation to the Standing Committee on Customer Service and Customer Service Committee of the Board.



## **Role of the Customer Service Committee**

Customer Service Committee of the Board, illustratively, could address the following:-

- formulation of a Comprehensive Deposit Policy
- issues such as the treatment of death of a depositor for operations of his account
- product approval process with a view to suitability and appropriateness



### Annexure -1

**14. 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 (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 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	Term Deposit Related	3-7	Queries / Complaint pertaining to FD interest calculation / TDS related.
6	Mobile / Digital Banking Solution	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	7	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 Services Related	5-7	Queries /Complaint pertaining to information status provided by the branch staff.
11	Excess Balance Refund	4-7	Queries and complaints pertaining to the Credit/ Excess balance refund for the payment receiving via NEFT, Retail net banking and ATM channels.
12	SMS / OTP 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

**Review of Policy:**

This policy shall be reviewed at least annually and updated in line with RBI guidelines, Circulars and supervisory observations.

