# The Pandharpur Urban Co-Op. Bank Ltd., Pandharpur

## Policy for Customer Grievances Redressal Policy

## For the year 2026-27

Policy Reviewed on- 28/04/2026

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## 1. CUSTOMER GRIEVANCES REDRESSAL POLICY OF THE BANK

## PREFACE:

The Bank believes that customer service experience is the key to acquire and nurture enduring relationship with our customers. As we deal with human beings, difference of opinion and friction may arise out of interactions and our customers may express their dissatisfaction as complaints. A complaint is an opportunity for the Bank not only to do the service upsurge and win the customers trust back but also to improve the product, process, technology and people aspects at the bank. Grievances therefore are a great source of the voice of the customers.

### 1. Introduction:

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Bank has attached high priority to customer satisfaction and also taken a number of initiatives aimed at achieving high standards of customer satisfaction and complaint free customer service. Customer complaints are part of the business life of any corporate entity as every business has to deal with situations in which things go wrong from a customer's point of view. As a service organization, imparting good customer service and enhancing level of customer satisfaction should be the prime concern of any bank. Providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. Customer dissatisfaction would spoil bank's name and image.

The Bank's Customer Grievances Redressal Policy aims at minimizing instances of customer complaints and grievances through proper service delivery, review and prompt and effective redressal mechanism. The review mechanism will help in identifying shortcomings in product features and service delivery.

The Bank's Customer Grievances Redressal Policy follows the under noted principles:

- Customers be treated fairly at all times
- Complaints raised by customers are to be dealt with courtesy and in 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 complaints efficiently and fairly as they can damage the bank's reputation and business if handled otherwise.

❖ The bank employee would work in good faith and without prejudice to the interests of the customers.

❖ Complaints emanating from rural areas and those relating to financial assistance to priority sector and Government poverty alleviation programme also form part of the above process.

In order to make Bank's redressal mechanism more meaningful and effective, a structured system will function at Branches/Head Office, which will ensure that redressal sought is just and fair and is within the given frame-work of rules and regulation.

The policy document would be made available at all branches / Regional Offices/Head Office and at Bank's website. The concerned employees would be made aware about the Complaint handling process to ensure better customer service and general awareness with in the Bank.

1.1 A complaint is an expression of dissatisfaction or grievance or resentment made to an organization, related to its products or service, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

1.2 The reason for customer complaint can be divided into following main categories:

1. ATM/Debit Cards
2. Account opening/difficulty in operation of accounts
3. Mis-selling/Para-banking
4. Loans and advances
5. Levy of charge without prior notice/excessive charges/foreclosure charges
6. Cheques/drafts/bills
7. Exchange of coins, issuance/acceptance of small denomination notes and coins
8. Bank Guarantees/Letter of Credit and documentary credits
9. Staff behavior
10. Facilities for customers visiting the branch/adherence to prescribed working hours by the branch etc.
11. Others

1.3 The customer is having full right to register his complaint if he/she is not satisfied with the services provided by the Bank. He/she can give his/her complaint in writing, orally or over telephone. If customer complaint is not resolved within given time or if he/she is not satisfied with the solution provided by the bank, he/she can approach Banking Ombudsman with his/her complaint or other legal avenues available for grievance redressal.

## 2. Resolution of Grievances:

### 2.1. Internal Machinery to monitor & review Customer service/grievances

a) If the customer wants to make a complaint, we will inform:
   i. Where to make complaint
   ii. How a complaint should be made
   iii. When to expect a reply
   iv. Whom to approach for redressal
   v. What to do if customers are not happy about the outcome
b) If the customer complaint is received in writing, Bank will endeavor to send an acknowledgement/a response within a week. If customer complaint is relayed over email Bank keep customers informed of the progress within a reasonable period of time.
c) After examining the matter, Bank will send a final decision within 30 days of receipt of complaint.
d) The Bank has made available portal for the online grievance redressal system namely **Complaints** at WEBSITE of the Bank, we have provided customers to register their complaints online. This package records a complaint, generates a unique reference number and forward the same automatically to the concerned wings/ sections. It also provides the customer to track the complaints status online.

## 3. Complaint Redressal Mechanism and Grievance Escalation System in the Bank (Internal Machinery):

### 3.1. At Branch level:

Branch Manager will be responsible for the resolution of the complaints/grievances in respect of customer's service by the Branch. He/she would be responsible for ensuring closure of all complaints received at Branches. It is his/her foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he shall be provided with alternate avenues to escalate the issue if the same is not resolved within the stipulated period. If the Branch Manager feels that it is

not possible at his/her level to solve the problem, he/she may refer the case to the Chief Nodal Officer of the Bank at Head office. Following steps are taken to facilitate the customers to make their complaints easily and quickly:

1. Suggestion Box and complaint Book are provided in all the branches. Any written complaint is instantly and promptly acknowledged.
2. At every office of the Bank a notice requesting the customer "to meet the Branch Manager" shall be displayed with regard to Grievances, if it remains un-redressed.
3. Customers can lodge their complaints directly to Branch-in-charge and it will be the responsibility of the Branch-in-charge to resolve the complaint within 15 days from the date of receipt.
4. The Branch-in-charge will analyze the complaint and if need be, he/she will contact the complainant personally and resolve the complaint.
5. A complaint redressal letter will be sent to complainant, if the complaint is resolved at Branch level. The Branch will also send the details of the grievance received at periodical intervals to Head Office.
6. If the Branch-in-charge is not able to resolve the complaint within 15 days, the complaint will be forwarded to the Nodal officer at Head Office.
7. All branches should maintain a separate complaint register for entering all the complaints/grievances received by them directly or through HO and other sources.
8. The complaint registers maintained by branches shall be scrutinized by the concerned Guardian officer appointed by Head office during his/her periodical visit to the branches and his observations/comments recorded in the relative visit reports.
9. Counter staff are provided with training and additional inputs.
10. If counter staff/Supervisor is unable to resolve a grievance, the branch in-charge shall intervene and try to resolve the issue.

### 3.2. At Head Office level:

i. The Bank has nominated Manager, Head Office, as Principal Nodal Officer to monitor the implementation of Customer Service and complaint handling for the entire Bank.

| ***Complaint Officer*** |
|---|
| ***Shri Rajesh Audumbar Agawane*** |

The customers with grievances can approach in the first instance and also can approach the Banking Ombudsman, in case if they are not satisfied with the response/reply.

ii. An acknowledgement is sent to the customer immediately on receipt of the complaint by letter in case of formal application & may e-mail in case of website.

iii. Manager, Head Office, as Principal Nodal Officer at Head Office will analyze the complaint and the replies received from Branch and various departments and appropriate decision is taken on the complaint. A complaint redressal letter is sent to the complainant from Head Office, duly explaining the decision taken on the complaint and suitable instructions are passed on to Branch, various departments for taking action in the deficient areas. Whenever the decision is taken to reject the claim, the same shall be communicated to the complainant.

iv. Bank will review periodically into the areas in which the number of complaints is large or on the increase. Bank shall arrange to include one or two sessions on customer service, public relations etc. in training programs conducted

v. Quarterly Bank will place a detailed statement of Customer complaints and Awards passed by the Banking Ombudsman, if any, before the Board along with an analysis of the complaints received along with financial results. The complaints shall be analyzed to identify customer service areas in which the complaints are frequently received, to identify frequent sources of complaints, to identify systemic deficiencies and for initiating appropriate action to make the grievance redressal mechanism more effective.

## 4. Banking Ombudsman Scheme:

Bank has displayed on our website and in all our Branches a notice explaining that we are covered by the Banking Ombudsman Scheme, 2006 of the Reserve Bank of India. The copy of the scheme is made available at all the branches. Reply will be issued to customers within 30 days of lodging a complaint with us. If customer does not get a satisfactory response from us and if customer wishes to pursue other avenues for redressal of grievances, customer may approach Banking Ombudsman appointed by Reserve Bank of India under Banking Ombudsman Scheme, 2006.
Salient features of the Banking Ombudsman Scheme, 2006 are displayed in the branch notice boards. If customers face any difficulty our Staff will explain the procedure in this regard.

## 5. Mandatory display requirements:

The Bank has made it mandatory to display the following at Branches and at our website for the benefit of our customers:

1. The name, address and contact number and email address etc, of Principal Nodal Officer / Nodal Officer(s) and other details of Officials at Head office / Regional offices, who can be contacted for redressal of the

complaint is displayed for proper and timely contact by the customers and for enhancing effective of the redressal machinery.

2. Details of Code of Bank's commitments to customers/Fair practice code (BCSBI)
3. Details on appropriate arrangements made for receiving complaints and suggestions.

## 6. Time Frame:

The Bank has adopted the following escalation Time matrix for the resolution of all complaints:

| Parameter | Stipulated time Adopted by Bank |
|---|---|
| General Complaints | 30 days |
| Complaints forwarded by RBI/MOF MPs/VVIPs | 30 days |
| Complaints from PMs office | 30 days |

If any complaint requires additional data or any legal or technical assistance then the time mentioned above may be escalated further by 30 days.

## 7. Interaction with customers:

Customer's expectation/requirement/grievances can be better understood 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 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 the banking services better. The feedback from customers would be a valuable input for revising our product and services to meet customer requirements.

## 8. Sensitizing the operating staff on handling complaints:

Our staff will be properly trained for handling complaints. During all the Training Sessions, the importance of handling complaints is explained to all the participants and they are trained to deal with customer complaints. Principle Nodal Officer for the Bank will ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels and he will be giving feedback on training needs of staff at various levels to the Human Resources Department.

THE PANDHARPUR URBAN CO-OP BANK LTD. HEAD OFFICE

**Chief Executive Officer**