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Customer Grievances Redressal Policy

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. As a service organisation, customer satisfaction is the prime concern for any bank. The bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to prevail over the existing customers. This policy document aims at minimising instances of customer complaints and grievances through proper service delivery and review mechanism and ensuring prompt redressal of complaints and grievances. The review mechanism will help in identifying the shortcomings in product features and service delivery. Customer dissatisfaction would tarnish the bank's name and image. The bank's policy on grievance redressal follows the undernoted principles.

- Customers will be treated courteously at all times
- Complaints raised by customers are dealt with fairly and in time
- A complaint / suggestion box is provided at all branches and offices
- Further, a notice requesting the customers to meet the branch manager, if the grievances remain un-redressed is displayed on the complaint box
- Customers are fully informed of the avenues available to escalate their complaints / grievances within the bank and their rights for alternative remedy, if they are not fully satisfied with the response
- The bank will handle all complaints efficiently and fairly as they can damage the bank's reputation and business, if handled otherwise
- The bank employees will work in good faith and without prejudice to the interests of the customers.

This policy document is made available at all branches. All employees of the bank are made aware about the complaint handling process.

Customer complaints arise due to

- The attitudinal aspects in dealing with customers.
- Technological issues relating to failure of transactions
- Skimming and phishing of accounts / passwords / emails, etc.

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- Inadequacy of the functions / arrangements available to the customers or gaps in the standards of services expected and the actual services rendered.

The customer is having every right to register complaint if the services are not satisfactory. Complaints can be made in writing / orally / over phone / e-mail / or through website. If the customer's complaint is not resolved within the given timeframe or if he is not satisfied with the solution, he can approach the Banking Ombudsman or other legal avenues for grievance redressal.

2. Internal machinery to handle complaints / grievances

a) Customer service committee of the board

This Committee is responsible for formulation of a comprehensive deposit policy, incorporating issues, such as treatment of death of a depositor, product approval process and annual survey of depositor satisfaction. This committee will examine any other issues having a bearing on the quality of customer service rendered. This committee will also review the functioning of the standing committee on customer service.

b) Standing committee on customer service

The standing committee on customer service will be chaired by the Managing Director and Chief Executive Officer. Vice President and all the General Managers, Deputy General Manager (Legal), Assistant General Manager (Secretarial Section), Chief Compliance Officer, Chief Manager - Planning Development and Resource Mobilisation Department, Chief Manager – Information and Technology Department and the Chief Manager – Customer Service Cell will be the official members. The Committee will also have non-official members as decided by the MD and CEO from time to time.

This committee will have the following functions.

- Evaluate the feedback on the quality of customer service received from various quarters. The committee will review comments / feedback on customer service and implementation of commitments in the code of bank's commitments to customers as envisaged by the BCSBI.

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- The committee is responsible for ensuring that all regulatory guidelines regarding customer service are adhered to. To achieve this, the committee will review the feedback of customers expressed in the branch level customer service committee meetings.
- The committee will review the initiatives and measures taken by the bank for improving customer service.
- As envisaged by the BCSBI, the measures taken by the bank to enhance awareness to the codes in the minds of customers and staff members will be reviewed by the standing committee.
- The minutes of the committee meeting will be placed to the customer service committee of the board at quarterly intervals.

c) Nodal officer and other designated officials to handle complaints and grievances

- All the Regional Managers will be acting as nodal officers of their respective region and they are responsible for handling complaints / grievances in respect of branches under their control.
- All the Regional Managers are designated as nodal officers for the Banking Ombudsmen of their region.
- The General Manager, in-charge of the Customer Service Cell will be responsible for implementation of customer service and complaint handling for the bank.
- The General Manager, in-charge of the Customer Service Cell has been designated as the chief code compliance officer for the banking codes and standards board of India.
- The General Manager, in-charge of the Customer Service Cell has been designated as the nodal officer for reporting on matters relating to customer service to the Reserve Bank of India, consumer education and protection department.

d) Mandatory display requirements

- The name, address and contact number of the nodal officer are displayed in the notice boards at all branches.
- The contact details of the Banking Ombudsman of the area are also displayed.
- The code of bank's commitments to customers is displayed in all the branches. It is also available in bank's website.
- Under the NEFT procedural guidelines, the bank has established a dedicated customer facilitation centers (CFCs) to handle customer queries / complaints regarding NEFT transactions. The contact details of CFCs are available on the website of the bank (www.tmb.in) as well as the website of RBI for easy availability to the customers.

e) Resolution of complaint / grievances

The branch manager is responsible for resolution of complaints / grievances in respect of customer service. It is his foremost duty to see that the complaint is resolved to the customer's satisfaction and if the customer is not satisfied, then he can escalate to the alternate avenues. If it is not possible for resolving at the branch level, it may be referred to the Regional Office for guidance. Matters involving legal issues will also be referred to the Regional Offices and also to the legal division at Head Office for their guidance, if required.

If the complaint is rejected / partially rejected by the Bank, such complaints will be escalated to the Internal Ombudsman of the Bank. This escalation process will be automated in the Software used for handling complaints so that the rejected / partially rejected complaints are auto-escalated , within 20 days of receipt, for a final decision.

Where the Internal Ombudsman overrules the decision of the Bank to reject or partly reject the complaint, the Bank can disagree with the decision of the Internal Ombudsman only with the approval of the MD & CEO. Such decision must be communicated to the complainant within 7 days of communication of the decision of the Internal Ombudsman on the case to the Bank.

The Bank shall ensure that the final decision is communicated to the complainant within a period of 30 days from the date of receipt of complaint by the Bank.

f) Grievances redressal mechanism

- In case of grievances, customers may lodge complaint in the forms available at all branches. The complaint form also indicates that the first point for redressal is the bank itself and that the complainants may approach the Banking Ombudsman only if the complaint is not resolved within one month. The third copy of the complaint will be returned to customer as acknowledgement. Another copy is to be forwarded to the concerned Regional Office along with the remarks of the Branch Manager. Branches will make efforts to resolve the complaints expeditiously within a maximum period of three weeks. The complaint form is also available in the bank's website.
- Customers may also lodge complaints through alternate channels viz. toll free helpline number 18004250426, customer care number 09842461461 or e-mail to complaints@tmbank.in or customerservice@tmbank.in. Complaints are forwarded to the concerned branches / departments for redressal by the Customer Service Cell, Head Office.
- In case of difficulty or unsatisfactory reply, customers can approach the Regional Manager, under whose administrative control the branch functions. The contact details of the Regional Manager is displayed in the notice board at the branches.
- Branches should maintain a complaints register in the prescribed format for recording the complaints / grievances. All complaints received at the branch level, through RO / HO or other modes should be invariably recorded in the register. The complaints register should be scrutinised by the Regional Manager during branch visits and his observations / comments should be recorded in the visit reports.
- A statement of complaints will be submitted to the Customer Service Committee of Board along with detailed analysis of the individual complaints received. The complaints will be analysed (i) to identify customer service areas in which the complaints are frequently received (ii) to identify frequent sources of complaint (iii) to identify systemic deficiencies and (iv) for initiating appropriate action to make the grievance redressal mechanism more effective.
- The details of complaints will be disclosed in the Notes to Accounts of the financial results of the bank under enhanced disclosures on complaints and grievance redressal as below, as stipulated in RBI.

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Summary information on complaints received by the bank from customers and from the OBOs

Sl. No		Particulars	Previous year	Current year
Complaints received by the bank from its customers				
1.		Number of complaints pending at the beginning of the year		
2.		Number of complaints received during the year		
3.		Number of complaints disposed during the year		
	3.1	Of which, number of complaints rejected by the bank		
4.		Number of complaints pending at the end of the year		
Maintainable complaints received by the bank from OBOs				
5.		Number of maintainable complaints received by the bank from OBOs		
	5.1	Of 5, number of complaints resolved in favour of the bank by BOs		
	5.2	Of 5, number of complaints resolved through conciliation / mediation / advisories issued by BOs		
	5.3	Of 5, number of complaints resolved after passing of Awards by BOs against the bank		
6.		Number of Awards unimplemented within the stipulated time (other than those appealed)		

Note: Maintainable complaints refer to complaints on the grounds specifically mentioned in BO Scheme 2006 and covered within the ambit of the Scheme

Top five grounds of complaints received by the bank from customers

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Ground of complaints, (i.e. complaints relating to)	Number of complaints pending at the beginning of the year	Number of complaints received during the year	% increase / decrease in the number of complaints received over the previous year	Number of complaints pending at the end of the year	Of 5, number of complaints pending beyond 30 days
1	2	3	4	5	6
Current Year					
Ground – 1					
Ground - 2					
Ground – 3					
Ground – 4					
Ground – 5					
Others					
Total					
Previous Year					
Ground – 1					
Ground - 2					
Ground – 3					
Ground – 4					
Ground – 5					
Others					
Total					

Note: The master list for identifying the grounds of complaints is provided in Appendix 1.

3. Escalation matrix for customer complaints

Within the overall maximum period of 30 days within which a complaint needs to be redressed, there will be a prescribed escalation matrix for redressal of complaints at different levels in the organisation. The matrix prescribes the time period for unresolved complaints / grievances to be escalated to the next higher authorities as under.

Sl. no	Lodging / escalation / auto escalation of complaints	Time Limit (in days)	Days available for redressal (within the maximum 30 days)
1	Branch	1-7	7 days
2	Regional office	8-14	7 days
3	Head office	15-20	6 days
	Internal Ombudsman	21-25	5 days
	Managing Director and CEO (In case, the Internal Ombudsman overrules the decision of the Bank to reject or partly reject the complaint)	Day 26	-

The complaint lodged by a customer is first assigned to the branch for redressal. If the complaint is not redressed within 7 days or if the customer is not satisfied with the reply, he may escalate the complaint to the Regional Office on the 8th day. If the complaint is not redressed within next 7 days by the Regional Office, the customer may further escalate the complaint to Head Office.

The decision should be intimated to the complainant within 30 days from the date of complaint. If the customer is not satisfied with the reply or his grievance was not redressed within 30 days from the date of complaint, he can approach the Banking Ombudsman.

Branches should obtain complaint withdrawal / satisfaction letter where the complaints are withdrawn by the complainant or redressed to his / her satisfaction.

4. Centralised registry for recording complaints

The bank has developed an in-house module for recording the complaints received through various channels and it is installed in the bank's intranet. It could be used by all branches, Regional Offices and customer service cell, Head Office. Branches can view

the complaints pending and submit reply in the system itself, which will be reviewed and approved by their Regional Offices and Customer Service Cell, Head Office.

5. Interaction with customers

To have a better banker – customer relationship, branch level customer service committee is formed, which meets every month. The feedbacks given by customers in the meeting are conveyed to the Regional Offices and Customer Service Cell, Head Office. Viable and bankable suggestions / feedback are taken up with the concerned departments for implementation. The suggestions given by the customers are much useful in improving the existing products and services and also while devising new products.

6. Sensitising operating staff on handling complaints

Training on matters relating to customer service, adherence to BCSBI codes and RBI's clean note policy is imparted to staff members at all cadres periodically at our Staff Training College. The bank is also engaging the services of guest faculty from RBI for handling sessions on clean note policy and the facility for exchange of soiled notes to the public.

7. Review of the policy

The bank shall review the policy on an annual basis.

Appendix I

Master list of grounds of complaints to be used for disclosure on the top five ground-wise receipt of complaints by Banks

1. ATM/Debit Cards
2. Credit Cards
3. Internet/Mobile/Electronic Banking
4. Account opening / difficulty in operation of accounts
5. Mis-selling / Para-banking
6. Recovery Agents / Direct Sales Agents
7. Pension and facilities for senior citizens / differently abled
8. Loans and advances
9. Levy of charges without prior notice / excessive charges / foreclosure charges
10. Cheques / drafts / bills
11. Non-observance of Fair Practices Code
12. Exchange of coins, issuance/acceptance of small denomination notes and coins
13. Bank Guarantees / Letter of Credit and documentary credits
14. Staff behavior
15. Facilities for customers visiting the branch / adherence to prescribed working hours by the branch, etc.
16. Others