



Grievance Redressal Policy

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Corporate Strategy and Planning Department

Corporate Centre

Mumbai

Index

Grievance Redressal Policy-2023

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Grievance Redressal Policy of IDBI Bank Ltd.

1. Introduction

In the present scenario of competitive banking, excellence in Customer service is one of the key aspects for sustained business growth. The timely handling of grievances and Customer delight is fundamental to the Bank's mission and its commitment to treat Customer fairly at all times. This policy document aims at providing prompt and efficient redressal across Bank's Customer touch points and minimizing instances of customer complaints through proper service delivery and review mechanism. The review mechanism is aimed to identify shortcomings in product / service delivery and towards enhancement in services across the Bank. The Bank's policy on grievance redressal follows the under noted principles:

- All Customers be treated efficiently and fairly at all times;
- Complaints raised by customers are dealt with courtesy and on time;
- Customers are fully informed of avenues to escalate their complaints / grievances within the Bank and their rights to alternative remedy, if they are not satisfied with the response of the Bank to their complaints ;
- The Bank's employees must work in good faith and without prejudice to the interests of the customer;
- Grievance of differently abled customers, pensioners and senior citizens and customers who are not literate are dealt on priority.

In order to make the Bank's redressal mechanism more meaningful and effective, a structured system needs to be built up towards such end. Such system would ensure that the redressal is just and fair and is within the given framework and in compliance with the rules and regulations. The policy document would be made available at all branches/ business units. All employees of the Bank would be made aware of the complaint handling process.

Customer complaints arise due to:

- a. Inadequacy of the business and technological processes/ functions/

arrangements made available to the customers or gaps in standards of services expected and actual services rendered.

b. Attitudinal aspects in dealing with customers.

The customer has full right to register his complaint if he/ she is not satisfied with the services provided by the Bank. He/she can lodge complaint over telephone or in writing through letters/ e-mail/ Bank's website/ branch/ digital channels. The customers can track the status of their complaint on the Bank's website. Also, a link has been provided to facilitate escalation of complaints to the next higher level in case Customer is not satisfied with the resolution of the complaint. If the customer's complaint is not resolved within given time or if he / she is not satisfied with the resolution provided by the Bank, which has also been seen by the Internal Ombudsman (IO), he / she can approach the office of the RBI Ombudsman, RBI or other statutory / regulatory avenues available for grievance redressal.

2. Scope of Policy

2.1 The Policy is applicable across all the branches / Customer touch points, business segments of the Bank and the outsourced agencies of the Bank. The policy is also applicable to offshore/ overseas branches of the Bank subject to conformity with applicable guidelines. The Policy is to be read in tandem with changes/ modifications that may be advised by RBI and/ or any regulator and/ or by the Bank from time to time. The Bank also has various other Board approved policies in place with regard to Customer Service, viz.(i) Compensation Policy (ii) Cheque Collection Policy (iii) Policy on Unauthorised Electronic Banking transactions (iv) Customer Care Policy (v) Model deposit Policy and (vi) Customer Rights Policy which are available on the website of the Bank.

2.2. The policy shall be reviewed annually in tune with the regulatory guidelines issued from time to time or internal requirements or as and when considered necessary.

3. Definition of Complaint and Query

Customers may approach the Bank for various reasons which inter-alia include, enquiry/clarifications regarding the services, process or products of the Bank, request to avail a service/ product, and to raise a grievance regarding deficiency in service of the Bank. The Bank has defined Query/ Request and Complaint clearly, so that the Customer issues can be lodged appropriately and addressed accordingly.

3.1 A Complaint is any Customer dissatisfaction expressed through any of the Bank's Channels/modes, with respect to product/services of the Bank/Offered by the Bank, employee or Outsourced service provider or related to any of the below mentioned scenarios, but not limited to the following:

- a) Delayed processing of requests, claim settlement or non-execution of service requests after expiry of Turnaround time for such service/ deliverable, as prescribed by the Bank or Regulatory Bodies.
- b) Complaints related to deficiency in services, technology related complaint.
- c) Customer claiming levy of charges which are not mentioned in the schedule of charges communicated, without adequate prior notice to the borrower/customer.
- d) Customer complaints related to service issues, employee behavior and activities outsourced by the Bank.
- e) Non reversal of amount for failed electronic transaction after expiry of prescribed timelines.

3.2 Any doubt/ enquiry/ clarification/ seeking status/ request processing which is placed with Bank may be categorized as Query or Request before expiry of Turn Around Time (TAT) prescribed by the Bank.

4. Grievance Redressal Mechanism

4.1. Registration of Complaint (Internal Machinery)

It is the Bank's endeavour to provide all the Customers with the best Customer service. However, for any issues faced by the Customers, the Bank has

facilitated various channels through which Customer may lodge their complaint, such as branch, call centre, letters, Email and digital forms or any other available modes, the details of which are available at the Bank's website. All grievances received through any channel to be lodged into a common platform to have an integrated monitoring and resolution system for customer grievance where a unique reference number is generated along with an acknowledgement.

4.1.1 CVM-SPGRS is a module for registering, assigning and resolving customer grievances within a pre-defined turnaround time. Complaints received from all the channels to be entered in this module. The software has an inbuilt escalation matrix for speedy and efficient redressal. CVM-SPGRS also keeps a record of all the registered grievances along with chronology of events till resolution/rejection of the complaints. Hence, CVM-SPGRS acts as an E-register for complaints.

4.1.2 All the Verticals / Departments/ Branches/ Units/ Nodal offices are required to mandatorily register all the complaints/ grievances of the retail or corporate customers through all modes/channels (e.g. branch walk-in, email, letter/ Banking Ombudsman etc.) in the module. The Branch and concerned units should ensure prompt and complete resolution of customers' grievances. Clear closure remarks with the attachments of supporting documents if required be provided to avoid escalation of complaints by Customers and to ensure compliance with RBIs guidelines in terms of maintaining a centralized record for all complaints.

4.1.3 Facility of complaint tracking by Customer through website is made available for SPGRS registered complaints.

4.1.4 Registration of Complaints related to digital transaction:

(i) Keeping in view the growing trend and increased significance of Digital Banking products (like ATMs, Internet Banking, Mobile Banking, Credit Cards, UPI, etc.) and newer interfaces of customer engagements, the Bank has introduced mechanisms for redressal of grievances arising from use of these channels. The contact details /e-mail address are made available at all branches as well as on the Bank's website.

(ii) Customer should notify the Bank of any Unauthorized Electronic Banking Transaction immediately for blocking of channels after the occurrence of such transaction. The Unauthorized Electronic Banking transactions will be governed by the Bank's Board approved policy hosted on the Bank's website as "Unauthorized Electronic banking Transaction Policy".

(iii) For complaints related to failed transactions, the Bank will be abided by the guidelines issued by RBI from time to time with regard to harmonization and compensation for failed transactions using authorized payment systems.

4.1.5 The Bank must attentively address the grievance raised by senior citizens and differently abled persons, striving to resolve these issues to the best of its abilities.

4.2. Registration of Customer Complaints to Regulators and other Government portals (External Machinery)

If customer's complaint is not resolved within the given time or if he/ she is not satisfied with the resolution provided by the Bank after having been examined by the IO, he/ she may be provided information about how he/she can escalate his/her complaint to the next level i.e. to the Office of Reserve Bank of India Ombudsman (ORBIO) or other regulatory/statutory avenues which are available for grievance redressal.

4.2.1. Reserve Bank - Integrated Ombudsman Scheme, 2021

The Integrated Ombudsman Scheme, 2021 is an initiative of the Reserve Bank of India (RBI) which enables an expeditious and inexpensive forum to customers for resolution of complaints relating to certain services rendered by Banks/ NBFC/ Payment service operator. In case customers have not received a satisfactory resolution to their complaint within 30 days of lodging the complaint with the Bank, they can escalate the matter to the ORBIOs through the Complaint Management System (CMS) portal available on the RBI website (<https://cms.rbi.org.in/>) / physical complaint through post to the designated address: 'Centralised Receipt and Processing Centre', Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the prescribed format or

through calling on designated toll-free number 14448. As on date, twenty two Banking Ombudsman have been appointed with their offices located mostly in state capitals. The Integrated Ombudsman Scheme as well as addresses and contact details of the Integrated Ombudsman offices are available at the RBI's website (www.rbi.org.in) and also updated on the Bank's website (www.idbibank.in) and displayed at branches. The Bank has appointed Nodal Officers (NO) at each ORBIO location in order to facilitate customers who have escalated their complaint to RBI-Integrated Ombudsman. Nodal officer to ensure internal machinery for handling complaints/ grievances operates smoothly and efficiently at all levels. The Nodal Officer operates as a point of contact between the RBI, the customer and concerned branch/ department of the Bank for ensuring prompt resolution of the complaints.

4.2.2. Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

The Government of India, Department of Administrative Reforms & Public Grievances, Ministry of Personnel, Public Grievance & Pension has a web based mechanism for lodging of complaints / grievances by citizens of India, which includes the Bank's customers as well. This is known as PUBLIC GRIEVANCE PORTAL (www.pgportal.gov.in). Aggrieved customers may lodge their complaint to Government of India through online Public Grievance Lodging and Monitoring System available on website (www.pgportal.gov.in).

4.2.3. Other Regulators

The Bank receives complaints from other regulators which inter alia include Securities and Exchange Board of India, National Consumer Helpline, Govt. of India, etc. The complaints received from the concerned authority are handled in line with laid down process and within the timelines prescribed by the respective regulator.

5. Grievance Resolution TAT and Escalation matrix for Customer complaints

5.1. Complaints received through Internal Machinery:

5.1.1. Complaints received at the Bank from across channels should be analysed from all possible angles by doing a root cause analysis. Complaints have to be seen in the right perspective because they are indicators of an underlying gap/issue in the business processes and delivery channels. In case of non-resolution within the stipulated time-frame, the complainant may escalate the complaints to the next authority as per the prescribed escalation matrix. The complainant may escalate the complaint through the website or the link that is provided in the SMS triggered to the customer on resolution of a complaint. The Bank will adopt the following escalation matrix for the resolution of all complaints. :

S.No.	Level of Complaint Lodgement/ Escalation and Official	Day of lodging / escalating complaint	Days Available for Redressal
1	First Level: Branch/ Region Branch Head/ Regional Head Customer care team, IIL Inet & MB support team, Mobile and Inet Product team at HO Credit card Product team at HO	Day 1	6 Working Days
2	Second Level: Zone Grievance Redressal Officer (GRO) GM Credit Card DGM-Product Head Mobile & Inet Banking and GM (DBEPD)	Day 7	4 Working Days
3	Third Level: Head Office Principal Nodal Officer (PNO)	Day 11	4 Working Days

5.1.2. Deputy Zonal Heads at all zones are designated as Grievance Redressal Officers (GRO). General Manager (CSPD) handling Customer Care at Head office is designated

as Principal Nodal Officer (PNO). However, MD & CEO have the authority to change the designation as and when required.

5.1.3. The details of the PNO and GROs are displayed at the Branches and on the website of the Bank www.idbibank.in.

5.1.4. In line with the Internal Ombudsman Scheme 2018, a complaint which is partly or wholly rejected by the Bank's Internal Grievance redressal mechanism should be internally escalated to the Bank's Internal Ombudsman for review before sending the reply to complainant.

5.1.5. In case grievance is not resolved within 30 working days of lodging of complaint, the Customer can approach office of the RBI Ombudsman (ORBIO) as per extant guidelines.

5.1.6. For complaints related to failed transactions

In line with the guidelines issued by RBI from time to time with regard to Harmonization and compensation for failed transactions using authorized payment systems, the applicable TAT to be maintained. (As per **Annexure**)

5.2 Complaints received through External Machinery (Regulators/ Government)

5.2.1. For complaints received through the Banking Ombudsman: 30 days

5.2.2. For complaints received through Centralised Public Grievance Redress and Monitoring System of GoI: 30 days

5.2.3. For all the complaints received from the regulators (other than Banking Ombudsman), timelines as mandated by respective regulator.

5.2.4. All efforts would be made to resolve each complaint received by the Bank within the timeframe as specified above.

5.3 Internal Ombudsman (IO)

The Bank has appointed an IO, who is an independent authority placed at apex position in the Bank's Internal Grievance Redressal Mechanism. All the cases, wherein the Bank decides to reject the complaint or provides only partial relief to the complainant would be forwarded by the Principal Nodal Officer (PNO) to IO for

further examination and final decision. All such complaints will be escalated to IO before conveying the final decision to the complainant within a period of 30 days, from the receipt of complaint. The advice to the complainant after examination by IO in such cases would necessarily have a clause that the grievance has also been examined by the IO and in case the complainant is still not satisfied, he/ she can appeal further to the office of the Reserve Bank of India Ombudsman (ORBIO), RBI, whose address shall be provided by the Bank in the reply.

6. Review Mechanism

6.1. Standing Committee on Customer Service (SCCS)

Bank has a SCCS in place chaired by the Deputy Managing Director of the Bank and comprising of senior executives of the Bank. Customer may be invited during these meetings. The IO of the Bank is a member of the Standing Committee on Customer Service (SCCS). The Committee would have the following functions:

- (i) Evaluate feedback on quality of customer service received from various quarters.
- (ii) The Committee would be responsible to ensure that all regulatory instructions regarding customer service are followed by the Bank. Accordingly, the Committee would obtain necessary feedback from Zonal/ Regional Managers/ functional heads.
- (iii) The Committee would also take note and issue directions with regards to complaints / grievances referred to it.
- (iv) The Committee would submit report on its performance to the Customer Service Committee of the Board at quarterly intervals.

6.2. Customer Service Committee of the Board (CSCB)

6.2.1. The Customer Service Committee of the Board shall periodically review major areas of customer grievances and measures taken to improve customer service. The Committee will review the annual survey of depositor satisfaction, triennial audit of services and customer service and protection measures undertaken by the Bank.

6.2.2 The Committee, inter-alia, will exercise oversight on the functioning of the Internal Ombudsman (IO), who shall furnish periodical reports (at least once in six

months) with regard to complaints referred and outcome there of as also the latter's effectiveness.

7. Mandatory display requirements for Grievance Redressal

It is mandatory for the Bank to provide;

7.1 Appropriate arrangement for receiving complaints and suggestions and resolution mechanism.

7.2 Prominently display at the branches, the names of the officials who can be contacted for redressal of complaints, together with their telephone number, complete address and e-mail address, etc., for proper and timely contact by the customers and for enhancing the effectiveness of the redressal machinery.

7.3 Contact details of ORBIO of the area

7.4 The Bank's Toll Free Number(s)

7.5 Any other regulatory requirement as prescribed from time to time.

8. Interaction with customers

The Bank recognizes that customers' expectations/ requirements/ grievances can be better appreciated through personal interaction with customers by the Bank's staff. The Bank has established Branch Level Customer Service Committees (BLCSC) as per RBI guidelines, at all its branches. BLCSC encourages communication between customers and the Bank at the branch level, thereby strengthening the branch service with the active involvement of cross section of customers.

9. Sensitizing operating staff on handling complaints

Customer Grievances provide valuable feedback on quality of service at branches and whether the initiatives taken by the Bank in technology and re-engineering of business processes are having the desired impact on business growth and improved customer satisfaction. Bank also understands the importance of sensitizing staff to handle customer transactions/ requests with courtesy, empathy and promptness. Staff should be properly trained for handling complaints. The Bank deals

with people and hence difference of opinion and areas of friction can arise. With an open mind and a smile on the face, the bank should be able to win the customer's confidence. Imparting soft skills required for handling irate customers will be an integral part of the staff training programs. While it shall be the endeavour of the Bank to provide customers with hassle-free and fair treatment, the Bank would expect all the customers to behave courteously and honestly in their dealings with the Bank.

10. Customer education:

The Bank, shall make continuous efforts to educate its customers including those covered under financial inclusion to enable them to make informed choices regarding banking products and also educate them about the grievance redressal mechanism to express their dissatisfaction, if any.

Annexure

**Harmonisation of Turnaround Time (TAT) and customer compensation for failed transactions using authorised Payment Systems
(w.e.f. October 15, 2019)**

Sl. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	I	II	IV
1	Automated Teller Machines (ATMs) including Micro-ATMs		
a	Customer's account debited but cash not dispensed.	Pro-active reversal (R) of failed transaction within a maximum of T + 5 days.	₹ 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
2	Card Transaction		
a	<u>Card to card transfer</u> Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T + 1 day, if credit is not effected to the beneficiary account.	₹ 100/- per day of delay beyond T + 1 day.
b	<u>Point of Sale (PoS) (Card Present) including Cash at PoS</u> Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days.	₹ 100/- per day of delay beyond T + 5 days.
c	<u>Card Not Present (CNP) (e-commerce)</u> Account debited but confirmation not received at merchant's system.		
3	Immediate Payment System (IMPS)		
a	Account debited but the beneficiary account is not credited.	If unable to credit to beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
4	Unified Payments Interface (UPI)		
a	Account debited but the beneficiary account is not credited (transfer of funds).	If unable to credit the beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.

SI. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	II	III	IV
5	Aadhaar Enabled Payment System (including Aadhaar Pay)		
a	Account debited but transaction confirmation not received at merchant location.	Acquirer to initiate "Credit Adjustment" within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.
b	Account debited but beneficiary account not credited.		
6	Aadhaar Payment Bridge System (APBS)		
a	Delay in crediting beneficiary's account.	Beneficiary bank to reverse the transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
7	National Automated Clearing House (NACH)		
a	Delay in crediting beneficiary's account or reversal of amount.	Beneficiary bank to reverse the uncredited transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
b	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such debit. Resolution to be completed within T + 1 day.	
8	Prepaid Payment Instruments (PPIs) – Cards / Wallets		
a	<u>Off-Us transaction</u> The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT and compensation rule of respective system shall apply.		
b	<u>On-Us transaction</u> Beneficiary's PPI not credited. PPI debited but transaction confirmation not received at merchant location.	Reversal effected in Remitter's account within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.

* T is the day of transaction and refers to the calendar date.