



Grievance Redressal Policy

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Grievance Redressal Policy-2019

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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 point Channels and minimizing instances of customer complaints through proper service delivery and review mechanism. The review mechanism is aimed to identify shortcomings in product features, 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 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 fully satisfied with the response of the Bank to their complaints ;
- The Bank will treat all complaints efficiently and fairly as they can damage its reputation and business if handled otherwise;
- 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/ the Bank's website/ social media. 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 Banking Ombudsman, RBI or other statutory / regulatory avenues available for grievance redressal.

The Bank has in place the following Board approved policies with regard to Customer Service:

- a. **Compensation Policy** which provides the contours of the financial compensation in the event of any difficulty/inconvenience/loss suffered or likely to be suffered by the customers in their day to day operations with the Bank, on account of the action of Bank.
- b. **Cheque Collection Policy** which provides rights and responsibilities of the Customer and Bank, in matters relating to cheque collection.
- c. **Policy on Unauthorised Electronic Banking transactions** to abide by the RBI guidelines on Limiting liability of customer in case of unauthorised electronic banking transactions.
- d. **Customer Care Policy** too aims to assist the staff in rendering high-quality customer service consistently and to continually improve its services.

- e. **Model deposit Policy:** The policy aims at imparting greater transparency in dealing with the individual customers and creating awareness among customers of their rights. The ultimate objective is that the customer will get services they are rightfully entitled to receive without demand.
- f. **Customer Rights Policy** which enshrines broad and overarching principles for protection of bank customers and enunciates the five basic rights of bank customers, viz. (i) Right to Fair Treatment, (ii) Right to Transparency, Fair and Honest Dealing, (iii) Right to Suitability, (iv) Right to Privacy and (v) Right to Grievance Redress and Compensation.

2. Scope of Policy

2.01 The Policy is applicable across all the branches / Customer touch point Channels, business segments of the Bank and the outsourced agencies of the Bank. 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.

2.02. The Policy may be reviewed every three years or earlier, if required.

3. Definition of Query and Complaint

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 and Complaint clearly, so that the Customer issues can be lodged appropriately and addressed accordingly. A few illustrations of Queries and Complaints are given below:

3.1 A query is:

- a) Any doubt/ enquiry
- b) Customer seeking/ cross checking for clarification/ more information before expiry of Turnaround time for service/ deliverable
- c) Customer making a request (e.g. Hotlisting, Card Request, etc.)

- d) Customer seeking information on levy of charges which are already mentioned in the schedule of Charges communicated and acknowledged by the customer. This will include all amounts debited / charged to the customer mentioned in SOF as well as other forms of communications (eg: LOI for loans, etc.)

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

- a) Delayed processing of service requests, claim settlement or non-execution of service requests after expiry of Turnaround time for service/ deliverable.
- 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.

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. Further, in view of the growing trend in digital banking channels, complaints related to unauthorised transaction, digital banking services/ products viz, ATM, Internet Banking, mobile banking, UPI etc. can also be registered through above mentioned channels.

4.1.1. Grievance registration through Branch:

In case of any grievance, Customers may register their complaints at branches. The Branch shall make efforts to resolve complaint promptly .The Bank has in place a Standardised Public Grievance Redressal System (SPGRS) so as to ensure timely &

qualitative redressal of complaints received from the customers and also to minimise escalation to Banking Ombudsman/ Regulatory level.

4.1.2. All grievances received through multiple channels to be lodged into a common platform to have an integrated monitoring and resolution system for customer grievance. A unique reference number (Tran ID) is generated along with an acknowledgement stating the likely time within which the final reply would be sent to the customer.

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

4.1.4. In case a Customer is unable to visit branch, complaints can also be registered through any of the following channels:

24 x 7 Customer Care Numbers (Toll Free)	1800 209 4324 or 1800 22 1070 1800 425 7600 (for Credit Cards)
Hot-listing Number (Toll Free)	1800 22 6999 (for Debit Cards) 1800 425 7600 (for Credit Cards)
Customer Calling from overseas (Non-Toll Free)	022-67719777 022-4042 6013 (for Credit Cards)
Email to Customer Care	customercare@idbi.co.in
Website	Visit the Customer Care Page on Bank's website www.idbibank.in –Customer Care—Grievance Redressal- Banking Complaints
Social Media	@IDBIBankCares on Twitter IDBI Bank on Facebook
SMS	SMS 'IDBICARE' to 9220800800
Letter	Details of concerned Grievance Redressal Officers (GRO) at individual Zones and Principal Nodal Officer (PNO) at Corporate centre are updated on Bank's website www.idbibank.in –Customer Care Grievance Redressal- Banking Complaints

4.1.5. Registration of Unauthorized Electronic Banking Transactions: For notifying the unauthorised electronic Banking transactions in their accounts/ Blocking of card, customers can use the following modes, in addition to the above mentioned

toll-free numbers:

Bank's website	www.idbibank.in >> reporting of unauthorised digital transactions
SMS	BLOCK < Customer ID > to 5676777 Eg: BLOCK 12345678 to 5676777 and to block mobile banking service customers may send SMS:>> MBBLCK <Space> <Customer Id> to 9560853000
Internet Banking	'Card Hotlisting' request available on the mentioned platforms
Go Mobile +	
Abhay App	

4.1.6. Customer should notify the Bank of any unauthorized electronic Banking transaction immediately after the occurrence of such transaction.

4.1.7. 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".

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 Banking Ombudsman or other regulatory/statutory avenues which are available for grievance redressal.

4.2.1. Banking Ombudsman (BO)

The Banking Ombudsman Scheme is an initiative of the Reserve Bank of India (RBI) which enables an expeditious and inexpensive forum to bank customers for resolution of complaints relating to certain services rendered by banks. 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 BO through

the Complaint Management System (CMS) portal available on the RBI website (www.rbi.org.in). As on date, twenty two Banking Ombudsmen have been appointed with their offices located mostly in state capitals. The Banking Ombudsman Scheme as well as addresses and contact details of the Banking 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 RBI (BO) location in order to facilitate customers who have escalated their complaint to RBI-Banking Ombudsman. 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 recently introduced 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 individual 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. Complaint 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. The complainant can lodge complaints through multiple channels, viz. phone banking, website, e-mails, letters, social media, and through complaint form at branches. 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. :

For General banking complaints (excluding Credit Cards)

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	Day 1	8 Working Days
2	Second Level: Zone Grievance Redressal Officer (GRO)	Day 9	3 Working Days
3	Third Level: Head Office Principal Nodal Officer (PNO)	Day 12	3 Working Days

For Credit Card Related Complaints

S.No.	Level of Complaint Lodgement/ Escalation and Official	Day of lodging / escalating complaint	Days Available for Redressal
1	First Level: ATOS/ Head Office ATOS Customer Care Team/ Credit Card Team (Head Office)	Day 1	8 Working Days
2	Second Level: Head Office Product Head – Credit Cards	Day 9	3 Working Days
3	Third Level: Head Office Principal Nodal Officer (PNO)	Day 12	3 Working Days

5.1.2. First Level – Branch, Call centre, Email, Website: The complaints received through the various channels such as Call centre, branches, website, emails are considered as first level and assigned to Branch for redressal. Bank has a defined turnaround time of 8 working days for a response at First level. It is the foremost duty of branch to see that the complaint should be resolved promptly and to the customer's satisfaction and if the customer is not satisfied, then he/she should be provided with alternate avenues to escalate the issue to second level.

5.1.3. Second Level - Grievance Redressal Officer (GRO) at Zonal Level: The Bank would appoint GROs at Zonal Level who would be the second level of escalation for grievance resolution. If the complaint is not redressed within 8 working days or the customer is not happy with the redressal by the branch, they can escalate their complaint to Grievance Redressal officer (GRO) at Zonal Office on the 9th day. Bank would strive to provide response to customer grievance within the next 3 working days (11 working days from day 1).

5.1.4. Third Level – Principal Nodal Officer (PNO): The Bank has appointed a Principal Nodal Officer (PNO) at the Head Office of the Bank, to facilitate resolution of escalated complaints. If the complaint is not redressed within 11 working days, (from day 1), the complaint can be escalated to the next level i.e. PNO at Corporate office level. Bank would strive to provide the response to customer grievance within the next 3 working days (14 working days from day 1).

In case grievance is not resolved within 30 working days of lodging of complaint, the Customer can approach Banking Ombudsman as per extant guidelines. The details of the PNO are also displayed at the Branches and on the website of the Bank www.idbibank.in.

General Manager & Principal Nodal Officer (PNO)	IDBI Bank Ltd., Customer Care Centre, 19 th Floor, IDBI Tower, WTC Complex, Cuffe Parade, Mumbai -400 005 Telephone No: 022- 6655 2143 E-mail ID: pno@idbi.co.in
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5.1.5. 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 within two weeks.

For complaints related to failed transactions

5.1.6. 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: 60 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 within two weeks of receipt of complaint, 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 Banking Ombudsman, RBI, whose address shall be given 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 is also 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:

6.1.1. Evaluate feedback on quality of customer service received from various quarters.

6.1.2. 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.

6.1.3. The Committee would also take note of unresolved complaints / grievances referred to it by the Principal Nodal Officer (PNO) responsible for redressal and offer its advice.

6.1.4. 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 the latter's effectiveness.

6.2.3. The Committee shall also examine aspects relating to frauds, misappropriation, etc. reported by IO.

7. Mandatory display requirements

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 direct telephone number, fax 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 Banking Ombudsman of the area

7.4. The Bank's Toll Free Number(s)

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) 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 its customers. The Committee provides a forum for direct interaction with a cross section of branch customers representing at least four categories of

customers comprising of a savings account holder, current account holder, a lady customer and a senior citizen. Accordingly, meetings are held on 15th (next working day, if 15th happens to be a holiday) of every month. These structured customer meets 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 is a valuable input for revising its products and services to meet customer requirements.

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.

Annexure

**Harmonisation of Turn around Time (TAT) and customer compensation
for failed transactions using authorised Payment Systems**

(w.e.f. October 15, 2019)

SI No	Description of the Incident	Framework for auto-reversal and compensation
		Timeline for auto-reversal
I	II	III
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.
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.
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.
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.
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.
b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.

SI No	Description of the Incident	Framework for auto-reversal and compensation
		Timeline for auto-reversal
I	II	III
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.
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.
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.
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.	Reversal effected in Remitter’s account within T + 1 day.
b	<u>On-Us transaction</u> Beneficiary’s PPI not credited. PPI debited but transaction confirmation not received at merchant location.	