

Customer Grievance Redressal Policy

1. Introduction :-

Shivalik Mercantile Co-operative Bank has adopted the following policy, in respect of handling customer complaints/grievances, in line with the Quality Policy of the Bank. With a view to ensure consistent superior service experience, the Bank shall provide a responsive, fair, expeditious and customer-centric query/ complaint management procedures to all external customers.

In view of above the Bank shall -

- 1.1 Ensure visibility and accessibility of complaint handling process to all complainants by providing access to Grievance Redressal policy to customers
- 1.2 Handle complaints promptly, professionally & in a transparent and fair manner
- 1.3 Ensure objectivity in the complaint handling process
- 1.4 Ensure confidentiality of Complainants information unless required for addressing the complaint
- 1.5 Ensure clear accountability for resolving and reporting of complaints

2. Objective :-

The objective of the policy is to:

- 2.1 Ensure all customers are provided courteous, timely and fair resolution to problems
- 2.2 Customers are given full support on the complaints raised and are made aware about the complete scenario so that the customer is satisfied and retained
- 2.3 Ensure that all the Bank employees work in good faith and without prejudice towards the interest of the customers
- 2.4 Ensure adherence to all relevant Regulatory & Statutory requirements as mandated by RBI and mentioned in the Shivalik Grievance redressal policy
- 2.5 Continually improve its processes & systems by taking inputs from customers, employees and other interested parties

3. Applicability/Coverage:-

Shivalik Bank understands the importance to classify & differentiate complaints from queries. The policy clearly defines the two.

3.1 Defining “Complaint”:

A **complaint** may be defined as "An expression of dissatisfaction made to an organization, related to its products and services, or the complaints-handling process itself, where a response or resolution is expected.

A complaint may be expressed in person, over the telephone or in writing

3.2 Defining “Query”

A **query** can be defined as a question, often expressing doubt about something or looking for an answer from an authority. A query is:

- A form of questioning, in a line of enquiry
- In nature of a request for information or guidance
- Where there is an expectation from the customer – for data / clarification

3.3 The Policy will be applicable to all customers including customers from rural/SHG background

4 Customer Complaints Resolution Process:

4.1 Ways of contacting the Bank: -

At Shivalik, we are committed for providing the best customer service. Still if any point the customer feels uncomfortable in any situation he can get in touch with us by different ways

In person	Visit the Branch and speak to any official or can drop in the complaint in the complaint box or can get the complained filed in the register
Mobile	Can send “UNHAPPY” message on 9266680802
In writing	Can send the email on complaints@shivalikbank.com
Bank’s website	Customer can log in the complaint by writing in the “complaints/suggestion” link available in the homepage of the Bank’s website www.shivalikbank.com

4.2 Three level Grievance Redressal Mechanism

Level 1: Branch Channel

- Customer can visit our branch and log his complaint in the complaint register maintained at all our branches (during working hours of the branch) or drop the complaint in the complaint box
- Customers can also give their views during customer meets where they can give their opinions/feedback on products & services of the Bank

Level 2

- If the resolution is not provided by the Level 1 within the prescribed timeframe (as per annexure 1A) or resolution provided does not meet customer's expectation/requirement then customer can approach our Cluster Heads/Department Heads.
- Contact details of Cluster Head are mentioned below as well as the same are available at all our branches under Escalation Matrix.

Level 3

- If the resolution provided at Level 2 does not meet customer's expectation or not provided within 7 days then he can write to our Principal Nodal Officer at Head Office at the following email address - pno@shivalikbank.com
- Contact details of Principal Nodal Officer (Operations Head – Mr. Ravi Ratnaker Singh) will be made available at all our branches and our website. Escalation matrix is given below-

1st Level

Name of the Official	Designation	Contact No.	E-mail ID
	Branch Head		

2nd Level

Name of the Official	Designation	Contact No.	E-mail ID
	Cluster Head		

3rd Level

Principal Nodal Officer: If customer is not satisfied even after escalating the issue at 1st and 2nd level, he can further escalate the matter to the Principal Nodal Officer as per following details:

Name: - Mr. Ravi Ratnaker Singh

Mobile: - 9776640005

E-mail Id: - pno@shivalikbank.com

4.3 Shivalik follows this golden rule “First contact is the last contact for the customer”

- Once the customer contacts any of the Shivalik Bank staff then he shall become the “First Contact” and instead of passing the complaint to any other officer he shall be responsible for providing the solution to the customer by contacting the concerned authority
- Simultaneously customer will be informed about the proceedings happening about the complaint and keep in touch till the problem gets resolved

4.4 Time Frame and Nature of Feedback:

We shall respond within 3 working days to the customer’s complaint. A range of turnaround time for different types of Complaints and Queries is defined as per Annexure 1 A.

Nature of Complaint and Query can fall in any of the following categories –

- Transaction Related Complaints: Dealing with all customer transaction related matters including delay in collection of instruments/ remittance, NPCI settlement, transaction failures, etc.
- Account Related Complaints: Deals with general account complaints such as dispute on charges/interest, disposal of deceased cases, transfer of account, etc.
- Banking Channel Complaints: ATM, CDM, net banking, mATM, mobile banking, etc.
- Complaints received from regulatory bodies
- Staff behavior
- Other: Includes credit related decisions, fraud in the Account etc.

4.5 Complaint reference Number:

- Bank shall record the complaints with a reference number and shall provide the same to customers on request.

INTERNAL MACHINERY TO HANDLE COMPLAINTS/ GRIEVANCES

Executive Committee

Bank has framed Executive committee in which CEO and other senior functionaries of the Bank participate on monthly basis and review the following-

1. Complaints received from the Regulator
2. Internal complaints received, resolved and pending with root cause analysis and action steps to reduce complaints
3. Effectiveness of the Grievance Redressal mechanism adopted by the Bank
4. Any other items concerning customer service

Nodal/Principal Officer for handling Customer Services and Complaints

Bank has appointed a senior officer of the bank as Nodal/Principal officer who will responsible for implementation of customer services and complaints resolution in the entire Bank. The details of the Nodal officer will be displayed in every branch.

Customer Service Committee in Branches:

Each Branch would have a Service Committee comprising of senior members of the Branch team, viz. Branch Head, Assistant. Branch Manager etc. The Committee will sit on monthly basis for review. The functions of the Committee are:

1. Meet selected customers on a regular basis to ascertain their feedback & comments on the service levels rendered by the Branch.
2. Ensure that all regulatory & internal instructions regarding customer service are followed by the branch.
3. Evaluate feed-back on quality of customer service receive from various quarters.
4. Identify & work on action steps to enhance the level of customer service offered by the Branch
5. The Complaints, analyses and action points thereon, would be shared with the Head – Customer Service for further branch wise analyses and presentation to the standing committee on customer service and customer service committee of the Board.

Time frame for response: -

Standard Turnaround Time (TAT) for broad level of queries / Complaints mentioned in Annexure 1 A.
Mentioned below is the range of TATs applicable for Complaints or queries within a broad classification.

Annexure 1A

Query / Complaint	Turn Around Time (Working Days)	Remarks
Account related		
A/C Management	3-7	Queries / Complaints in case of any data capturing errors in account maintenance or delay in the same
Account Opening / Closure	3-8	Queries / Complaints on any data capture differences during account opening or status of account opening
Clearing/CMS Related	3-7	Queries / Complaints on clearing status of cheques/ECS/NEFT/RTGS transactions
Banking Channels		
Net Banking	3-10	Queries / Complaints pertaining to technical issues faced for net banking. Queries for reversal of unsuccessful online payment transactions
ATM Related	5-17	Complaints of cases where cash not dispensed from Shivalik ATM / other bank ATM. Cases of chargeback where transaction is claimed as successful.
Deliverables	3-8	Queries/Complaints pertaining to dispatch status of various deliverables - welcome kit, chq book etc.
FD Related	3-7	Queries / Complaints pertaining to FD interest calculations / TDS related
Mobile Banking	3-10	Queries / Complaints pertaining to technical issues faced for net banking. Queries for reversal of unsuccessful online payment transactions
Transaction Related		
Transaction Related	7	IMPS transactions
	32	Unsuccessful Domestic POS transactions
	45	Unsuccessful International POS transactions
	75	Claimed transactions
	90	Chargeback Related Cases (As per Rupay Guidelines)
Staff related		
Staff / Customer Service Related	5-7	Queries or complaints pertaining branch staff
Products related		
Third Party Product Related Operations	4-7	Queries or complaints pertaining to insurance products, Operations

Retail Assets Related	3-7	Queries / Complaints pertaining to any loan servicing
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Certain queries where there are dependencies on external parties for a resolution warrant a higher TAT towards resolution. An indicative example is queries or complaints of the following types:

- Retrieval of CCTV footage from Acquirer Banks
- Disputed POS transaction – Reversal request raised to acquirer through network
- Disputed Online payments – Reversal requests raised through third party aggregators

The TAT in these types of cases will be as follows:

Police Cases		
Fraud cases and cases wherein retrieval of documents is required	21	Complaints related to fraud as well as further investigation.
Cases Involving 3rd party		
Any kind of complaint	30	Any kind of complaint for which Shivalik Bank needs to follow up with other Banks and Financial institutions

If any case needs additional time, the Bank will inform the customer the reasons of delay in resolution and provide expected time lines for resolution of the issue.