

# **GRIEVANCE REDRESSAL POLICY**

**2020-21**

**Strategic Planning & Development Wing  
Head Office, 112, JC Road, Bengaluru**

## GRIEVANCE REDRESSAL POLICY - 2020-21

### A1. OBJECTIVES

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Ever since inception our Bank has attached high priority to customer satisfaction. Over the years, steps have been taken to come out with a number of initiative aimed at achieving high standards of customer satisfaction and complaint free branch network. Customer complaint is part of the business life of any corporate entity. As a service organization, customer service and customer satisfaction is the prime concern of the Bank. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism will help in identifying shortcomings in product features and service delivery.

The Bank's policy on Grievance Redressal follows the under noted principles:

- a) Our customers will be treated fairly at all times
- b) Complaints raised by our customers will be dealt with courtesy and in time
- c) Our customers will be 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.
- d) Our Bank will treat all complaints efficiently and fairly as they can damage the Bank's reputation and business if handled otherwise.
- e) Our employees will work in good faith and without prejudice to the interests of the customer.
- f) 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/Circle Offices/Head Office, which will ensure that redressal sought is just and fair and is within the given framework of rules and regulation.

This policy document will be made available at all branches. All the employees will be made aware about the complaint handling process to ensure better customer service and general awareness in the Bank.

#### 1.1 The customer complaint arises due to :

- a) The attitudinal aspects in dealing with customers.
- b) Inadequacy of the functions/arrangements made available to the customers or gaps in standards of services expected and actual services rendered.
- c) 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.

## **B ROLES AND RESPONSIBILITIES**

### **2. Internal Machinery to handle customer complaints/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. The Bank will inform customers where to find details of procedures for handling complaints fairly and quickly.
  - a. If the customer complaint is received in writing, we will endeavour to send an acknowledgement/a response within a week. If customer complaint is relayed over phone at our designated telephone helpdesk or customer service number, we shall provide a complaint reference number and keep customers informed of the progress within a reasonable period of time.
  - b. After examining the matter, we will send our final response or explain why we need more time to respond and shall endeavour to do so within 30 days of receipt of complaint and will tell customers to take their complaint further if they are still not satisfied.

#### **c. Internal Ombudsman**

In order to strengthen the customer confidence in fair and just redressal of complaints, the Bank has appointed the Internal Ombudsman, a retired senior officer of the rank of General Manager from another Bank, at the apex level of Grievance Redressal System of the Bank. The Office of Internal Ombudsman is internal to the Bank and the Bank is required to internally escalate all cases to the Internal Ombudsman for final decision where either the complaint is rejected or only partial relief is provided to the complainant. In all such cases the decision of the Internal Ombudsman is binding on the Bank and if the Bank has any disagreement, the same shall be reported directly to RBI. This helps the customer to get the grievances redressed faster in a fair manner without escalating to any other external authorities like the Banking Ombudsman, RBI, Consumer Courts, Government Portal etc., This mechanism is adopted by the Bank in line with the RBI guidelines.

#### **2.1 Complaint Redressal Mechanism in our Bank (Internal Machinery):**

Bank is having a nodal department/official for customer service in HO and each controlling office, with whom customers with grievances can approach in the first instance and with whom the Banking Ombudsman and RBI can liaise.

The General Manager, PC & FI Wing shall act as the nodal officer to ensure monitoring of credit related grievances forwarded by the Ministry for taking appropriate action on merits.

### **2.1.1 At Branch:**

#### **Resolution of Grievances**

Branch Manager will be responsible for the resolution of the complaints/grievances in respect of customer 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 is not possible at his/her level to solve the problem he/she may refer the case to Circle Office or Head Office for guidance. Similarly, if Circle Office finds that they are not able to solve the problem, such cases may be referred to the Principal Nodal Officer of the Bank.

1. Suggestion Box and complaint Book are provided in all the branches. Any written complaint is instantly and promptly acknowledged.
2. The Complaint Registers are to be kept at prominent place which would make it possible for the customers to enter their grievances. The register shall be in perforated copies in each set so that the acknowledgement to the customers would be provided instantly and an intimation to the controlling office.
3. 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.
4. A copy of the complaint is required to be forwarded to the concerned controlling office of the bank along with the remark of the branch manager within a time frame. (within a maximum of 10 days depending upon the nature of Grievances)
5. All branches should maintain a separate complaints register for entering all the complaints/grievances received by them directly or through CO/ HO and other sources. These registers should be maintained irrespective of the fact whether a complaint is received or not in the past.
6. The complaint registers maintained by branches shall be scrutinized by the concerned Circle Nodal Executive during his periodical visit to the branches and his observations/comments recorded in the relative visit reports.
7. Bank having computerized operation may adopt the aforesaid format and generate copies electronically. Canara Bank has developed an in house portal namely Canara Public Grievance Redressal Package (CPGRS) in which all the complaints are registered and redressed. The data is maintained in the package electronically
8. Grievances/complaints relating to congestion in banking premises should be examined by the bank's internal inspectors/auditors on a continuing basis and action taken for augmentation of space, where ever necessary, keeping in view the availability of larger accommodation in the same locality at a reasonable rent and other commercial considerations.

9. All branches other than small branches will have "May I help you counters".
10. Counter staff are provided with training and additional inputs.
11. If counter staff/Supervisor is unable to resolve a grievance, the branch in-charge shall intervene and try to resolve the issue.
12. Customers' Day is observed on 15<sup>th</sup> of every month. On this day branch in-charge will make himself/herself available at the branch between 3 p.m. and 5 p.m. to meet customers without any prior appointment.

### **13. Branch Level Customer Service Committees**

Banks were advised to establish Customer Service Committees at branch level. In order to encourage a formal channel of communication between the customers and the bank at the branch level, banks should take necessary steps for strengthening the branch level committees with greater involvement of customers. It is desirable that branch level committees include their customers too. Further, as senior citizens usually form an important constituent in banks, a senior citizen may preferably be included therein. The Branch Level Customer Service Committee may meet at least once a month to study complaints/suggestions, cases of delay, difficulties faced/reported by customers/members of the Committee and evolve ways and means of improving customer service.

The branch level committees may also submit quarterly reports giving inputs/suggestions to the Standing Committee on Customer Service thus enabling the Standing Committee to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy/procedural action.

14. Customer Service Committee meeting is held every month at all Branches and Circle Offices. The sole task of the Committee is to find out ways and means to render service to the satisfaction of the Customers. For this purpose Committee will meet regularly at stipulated intervals to discuss in detail the strengths and deficiencies of the services presently rendered and take steps to improve it.

15. Special Customers' Meet is conducted on special occasions.

16. Every year, during November Customer Fortnight is observed to create awareness among Public as well as staff for achieving the objective of Complaint free branch network, and to also highlight our products and services.

17. Both the Drop box facility and the facility for acknowledgement of the cheques at regular collection counters shall be available to the customers and no branch shall refuse to give an acknowledgement if the customer tenders the cheque at the counters.

18. Bank shall ensure that customers are not compelled to drop the cheques in drop box.

19. Bank shall invariably display on the cheque drop box itself that 'Customers can also tender the cheques at the counters and obtain acknowledgement on the pay-in-slips.' This message is displayed in English, Hindi and the concerned regional language of the state.

### **2.1.2 At Circle Office:**

- a. Divisional Manager/Assistant General Manager holds exclusive charge of Customer Service Section at Circle office.
- b. By and large, complaints are redressed within shortest possible time.
- c. Whenever it is not possible and more cross checking is required, steps are taken to settle the matter within a reasonable time.
- d. The Executives of Circle Office visit branches periodically and submit a report on Customer Service, as per the detailed checklist
- e. Divisional Manager/Assistant General Manager in-charge of Customer Service Section, Circle Office contact the aggrieved customers as and when necessary, meet him personally with the Branch Manager, for ensuring timely redressal of the complaint.
- f. Wherever deficiencies are noticed, accountability is fixed and erring employees punished.

Still there may be some aggrieved customers, who write to Head office.

### **2.1.3 At Head Office:**

- i. A full-fledged Customer Service Section is functioning at SP&D Wing, Head Office, overseen by General Manager.
- ii. An acknowledgement is sent to the customer immediately on receipt of the complaint.
- iii. Thorough analysis of the complaint is done and necessary instructions are given to CO/Branches for speedy redressal and followed up till final redressal letter is sent to the complainant duly explaining the decision taken on the complaint.
- iv. On 15<sup>th</sup> of every month, Customers' Day is observed between 3 p.m. and 5 p.m. during which our overseeing Executives are available for meeting the public / Customers without prior appointment.
- v. Special Customers' Meets are organized for different segments of the market, viz., Exporters, SSI, NRI, Agriculturists, etc.
- vi. Customer Satisfaction Surveys through In-house as well as by External agencies are conducted to assess the level of customer satisfaction.
- vii. Bank shall place a statement of complaints before the Customer Service Committee of the Board along with an analysis of the complaints received. 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
- viii. The Bank shall disclose following details along with financial results:
  - A. Customer Complaints
    - a) No. of complaints pending at the beginning of the year
    - b) No. of complaints received during the year
    - c) No. of complaints redressed during the year
    - d) No. of complaints pending at the end of the year

## B. Awards passed by the Banking Ombudsman

- a) No of un-implemented awards at the beginning of the year.
- b) No. of awards passed by the banking Ombudsman during the year
- c) No. of Awards implemented during the year
- d) No. of un-implemented awards at the end of the year

Further bank shall place a detailed statement of complaints and its analysis in the web-site for information of the general public at the end of each financial year by including all complaints pertaining to ATM card issues.

### **Internal Ombudsman:**

In order to ensure the speedy redressal of complaints, the Bank has appointed the Internal Ombudsman, a retired senior officer not below the rank of the General Manager, from other Bank, at the highest rank of the General Manger in our Bank. The rejected and partially accepted complaints from any level i.e. Branch/Regional Office/Circle Office/Head Office are placed before the Internal Ombudsman of the Bank by the Customer Service Section, Head Office. This helps the customer to get the grievances redressed faster without escalating to any other external authorities like The Banking Ombudsman, RBI, Consumer Courts, Government portal etc. This mechanism adopted by the Bank is working efficiently.

## **C REPORTING STRUCTURE/REQUIREMENTS**

### **2.1.4 Grievance Escalation System:**

- a. 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 7 days from the date of receipt.
- b. The Branch-in-charge will analyze the complaint and if need be he/she will contact the complainant personally and resolve the complaint.
- c. 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 Circle Office.
- d. If the Branch-in-charge is not able to resolve the complaint within 7 days, the complaint will be referred by the Branches to the concerned Circle Office along with their comments/replies for further action.
- e. The complaints referred to Circle Office will be analyzed by Customer Service Section and based on the explanation received from the Branch, CO will send a suitable reply to complainant.
- f. If the reply received from the Branch is not satisfactory and if Circle Office cannot resolve the complaint within 7 days from the date of receipt of complaints, the same will be referred to Customer Service Section, Head Office along with their comments/explanations. The Circle Office will also send the details of the complaints received directly by them and not settled within seven days to Customer Service Section, Head Office along with their comments/ replies.
- g. Customer Service Section, Head Office will analyze the complaint and the replies received from Branch and Circle Office. On placing the

matter before appropriate authorities a decision is taken on the complaint. A complaint redressal letter is sent to the complainant from Head Office and suitable instructions are passed on to Branch, Circle Office for taking action in the deficient areas. Whenever the decision is taken to reject the claim or partial relief is proposed, it shall be escalated to Internal Ombudsman.

- h. Bank shall critically examine on an on-going basis as to how grievance redressal machinery is working and whether the same has been found to be effective in achieving improvement in customer service in different areas.
- i. Bank shall constitute special squads to look 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 programmes conducted.

### **3. ONLINE GRIEVANCE REDRESSAL SYSTEM: CPGRS (CANARA PUBLIC GRIEVANCE REDRESSAL SYSTEM)**

Based on the Recommendations of the Damodaran Committee, IBA and also as per the instructions of the Ministry of Finance, the bank has developed an in-house package for the online grievance redressal system namely CPGRS (Canara Public Grievance Redressal System). The same is made available in the Banks Website. This package enables the customers to register their complaints online through our website. This package records a complaint and provides the customer the complaint status tracking and receiving response from the bank.

The information about the CPGRS has been circulated vide our Circular No 122/2012 dated 20/04/2012. Through the website of the bank the customers register the complaints. A unique reference number is generated by the system for the reference to the customer. The complaint goes to the concerned branch automatically and the branch redresses the issue.

#### **AT BRANCH LEVEL:**

- a) Branches to follow up CPGRS complaint under SAS package on day-to-day basis for close monitoring of redressal of grievances.
- b) Branches have to invariably enter redressal within the prescribed time norms (i.e. within the 7th day of lodging of the complaint) under the tab - "Pending Complaints assigned to your office within the Due date".
- c) After entering the redressal by the branch, the complaint would automatically flow to the respective Regional Office for review of redressal entered by the branch and closure of the same at their end.
- d) Wherever branches do not attend the complaints within the prescribed time lines, the complaint itself would flow to the next higher authority (i.e. - RO) for the redressal and closure. Branches would be having only view rights of such complaints under the tab - "Auto Escalated Complaints of your branch/Office which are pending at RO/CO/HO CSS (view only)".



#### **AT REGIONAL OFFICE LEVEL:**

- a) Regional Offices are requested to monitor the grievance redressal of complaints at their branches within the prescribed time norms (i.e. within the 7th day of lodging of the complaint).
- b) After the branch enters the redressal of complaint, it automatically flows to the respective Regional Office for review of redressal entered by the branch and closure of the same under the tab - "Auto Escalated Complaints to your RO from your Branches (Action has to be taken at your level only)".
- c) If the complaint remains unattended at branch level, on 7th day of lodging of the complaint, the complaint itself flows to RO for necessary redressal and closure. Branches would be having only view rights of such complaints. RO has to close such complaint under the tab - "Pending Complaints assigned to your office within the Due date".
- d) If the complaint still remains open on the 5th day of the complaint landing at RO, it would flow to the next higher authority (i.e. - CO) for necessary redressal and closure. ROs will be having only view rights of such complaints under the tab - "Auto Escalated Complaints of your RO which are Pending at CO/HO CSS (view only)".
- e) Before rejecting or providing partial relief to any of the customers' complaints they need to be escalated to the Internal Ombudsman (IO) of the Bank. It is required to select the option "Partially closed/ rejected complaints-refer to Internal Ombudsman" at the time of Closure of such complaints.

#### **AT CIRCLE OFFICE LEVEL:**

- a) Circle Offices are requested to monitor the grievance redressal of complaints at their branches/ offices within the prescribed time norms.
- b) If the complaint remains unattended at RO level, on 12th day of lodging of the complaint, the complaint itself would flow to CO for necessary redressal and closure. ROs would be having only view rights of such complaints. CO has to close such complaint under the tab - "Auto escalated complaints to your Circle Office from RO/ Branches (Action has to be taken at Circle Level only)".
- c) If the complaint still remains open on the 5th day of landing at the CO, it would flow to the next higher authority (i.e. - Customer Service Section, HO) for necessary redressal and closure. COs will be having only view rights of such complaints under the tab - "Auto escalated complaints from your Circle Office to HO CSS (View Only)".
- d) Before rejecting or providing partial relief to any of the customers' complaints they need to be escalated to the Internal Ombudsman (IO) of the Bank. It is required to select the option "Partially closed/ rejected complaints-refer to Internal Ombudsman" at the time of Closure of such complaints.

HO follows up on each case and redresses the issue to the satisfaction of the customer. The information about redressing the issue is given to the customer by SMS and E mail.

#### **4. BANKING OMBUDSMAN SCHEME:**

We have 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 and the scheme itself is displayed on our Website [www.canarabank.com](http://www.canarabank.com). If customers face any difficulty, our Staff will explain the procedure in this regard.

1. Where the complaints are not redressed within one month, the concerned Branch / Controlling Office shall forward a copy of the same to the concerned Nodal Officer under the Banking Ombudsman Scheme and keep him updated regarding status of the complaint. This would enable the Nodal Officer to deal with any reference received from the Banking Ombudsman regarding the complaint more effectively. Further, it is also necessary the customer is made aware of his rights to approach the concerned Banking Ombudsman in case he is not satisfied with the bank's response.
2. Bank shall appoint Principal Nodal Officer of sufficiently senior level, not below the rank of a General Manager under Banking Ombudsman Scheme. (Page 67 point no. 16.5.1 (i) of Master Circular on Customer Service 2015 issued by RBI)
3. It is necessary that the customer is made aware of his rights to approach the concerned Banking Ombudsman in case he is not satisfied with bank's response. As such, in the final letter sent to the customer regarding redressal of the complaint, bank shall indicate that complainant can also approach the concerned Banking Ombudsman. The details of the concerned Banking Ombudsman shall also be included in the letter.

#### **D STRATEGIES FOR MEETING OBJECTIVES**

##### **5. Standing Committee on Customer Service (constituted on 22/06/2005)**

In order to benchmark the current level of service, review the progress periodically, enhance the timeliness and quality, rationalize the processes taking into account technological developments and suggest appropriate incentives to facilitate change on an ongoing basis the Standing Committee on Customer Service is functioning.

The Standing Committee on Customer Service will be chaired by the Managing Director and CEO or Executive Director of the Bank. Besides two to three Senior Executives of the Bank, the Committee would also have two to three eminent non- executives drawn from the public as members.

The Committee is having the following functions:

1. To convene meeting every quarter.
2. The committee would submit report on the deliberations of the meeting to the customer service committee of the board at quarterly intervals.

3. Evaluate feedback on quality of customer service received from various quarters. The committee would also review comments/feedback on customer service, implementation of commitments in the Code of Bank's Commitments to customers received from BCSBI.
4. The committee would be responsible to ensure that all regulatory instructions regarding customer service are followed by the Bank. Towards this, the committee would obtain necessary feedback from Regional Managers/ Functional heads.
5. The committee would consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer its advice.

#### **6. Customer Service Committee of the Board (constituted on 1/08/2004)**

This sub-committee of the Board would be responsible for formulation of a Comprehensive Deposit Policy incorporating the issues such as the treatment of death of a depositor for operations of his account, the product approval process and annual survey of depositor satisfaction. The committee would also examine any other issues having a bearing on the quality of customer service rendered. This committee would also review the functioning of the Standing Committee on Customer Service.

#### **7. Nodal Officer and other designated officials to handle complaints and grievances.**

##### **7.1 At Head Office:**

##### ***Nodal Officer:***

The Bank has nominated General Manager, Customer Service Section, SP & D Wing Head Office, Bangalore as PRINCIPAL NODAL OFFICER, who is monitoring the implementation of Customer Service and complaint handling for the entire Bank.

##### **7.2 At Circle Office:**

Overseeing Executive of Customer Service Section at Circle Offices is handling the complaints received directly from customers of that region. Customer Service Committees are in place in all the Circle Offices to look into implementation of customer service.

#### **8. Mandatory display requirements**

The Bank has made it mandatory to display the following at Branches and at our website [www.canarabank.com](http://www.canarabank.com) for the benefit of our customers:

1. Details on appropriate arrangements made for receiving complaints and suggestions.
2. The name, address and contact number, fax number and email address etc, of Nodal Officer(s) who can redress the complaints.
3. Contact details of Banking Ombudsman of the area.
4. Details of Code of Bank's commitments to customers/Fair practice code (BCSBI).
5. Prominently display at the branches, the names of the Officials who can be contacted for redressal of complaints, together with their direct Telephone No., Fax No, complete address ( not Post Box No.) and e-mail

address, etc., for proper and timely contact by the customers and for enhancing effectiveness of the redressal machinery.

6. The names of the Officials displayed at the branches who can be contacted for redressal of complaints shall also include the name and other details of concerned Nodal Officer appointed under The Banking Ombudsman Scheme-2006, in the Circle.
7. Bank shall display on its website, the names and other details of Officials at their Head Office/ Circle Offices who can be contacted for redressal of complaints including the names of the Nodal Officers / Principal Nodal Officer.
8. Further, Bank shall also display in its website, the names and other details of its MD & CEO and also Line Functioning Heads for various operations to enable their customers to approach them in case of need, if necessary.
9. Banks shall give wide publicity to the grievance redressal machinery through advertisements and also by placing them on its website.
10. The details including name, complete address, telephone / fax number, e-mail address, etc., of the Principal Nodal Officer shall be displayed in the portal of the bank preferably on the first page of the website so that the aggrieved customer can approach the Bank with a sense of satisfaction that he/she has been attended at a senior level.

## 9. Resolution of Grievances

Branch Manager is responsible for the resolution of complaints/grievances in respect of customer service at the branch. He would be responsible for ensuring closure of all complaints received at the branches. It is his 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 should be provided with alternate avenues to escalate the issue. If the branch manager feels that it is not possible at his level to solve the problem he can refer the case to Circle Office for guidance. Similarly, if Circle office finds that they are not able to solve the problem such cases may be referred to the Principal Nodal Officer of the Bank.

## 10. Time Frame

Complaints received will be seen in right perspective and will be analyzed from all possible angles. Specific time schedule is set up for handling complaints and disposing them at all levels including branches/Circle Offices and Head Office. The Branch Manager will try to resolve the complaint within specified time frames decided by the Bank.

### Time Schedule for Redressal of Complaints:

	Stipulated by Ministry of Finance	Adopted by Bank
General Complaints	30 days	21 days
Complaints forwarded by RBI/MOF MPs/VVIPs	21 days	15 days
Complaints from PMs office	15 days	7 days

All the complaints received will be acknowledged immediately. In cases where complaints received would require some time for examination, the same will be informed to customer through an interim reply.

Branches/Circle Offices will send action taken report on complaints received at their end to Head Office at the end of every month.

## **E LIMIT STRUCTURE/TRIGGER MECHANISM**

### **11.1 DISPUTE REDRESSAL MECHANISM: TECHNOLOGICAL PRODUCTS:**

#### **Lodging of ATM related Complaints**

The following information should be displayed prominently at the ATM locations:-

- i. ATM ID may be displayed clearly in the premises to make use of it while making a complaint / suggestion
- ii. Information that complaints should be lodged at the branches where customers maintain accounts to which ATM card is linked
- iii. Telephone numbers of help desk / contact persons of the ATM owning bank to lodge complaint / seek assistance
- iv. Uniform Template for lodging of complaints relating to ATM transactions. (as given in page-24 Annexure).

To improve the customer service through enhancement of efficiency in ATM operations, banks are advised to initiate following action:

- (i) Message regarding non-availability of cash in ATMs should be displayed before the transaction is initiated by customer
- (ii) Make available forms for lodging the complaints with name and phone number of the officials with whom they have to be lodged
- (iii) Make available sufficient toll-free phone numbers for lodging complaints / reporting and blocking lost cards and also attend the requests on priority
- (iv) Mobile numbers / e-mail IDs of the customers may be registered to send alerts

In case of complaints pertaining to a failed ATM transaction at other bank ATMs, the customer should lodge a complaint with the card issuing bank even if the transaction was carried out at another bank's ATM.

#### **Transactions at ATM-Procedural Amendment - Pin Validation for Every Successive Transaction**

The process flow followed for ATM transactions varies from bank to bank. The type of card readers installed by each ATM vendor also contributes to the

variation in the process flow. Security concerns arise in the case of certain type of card readers which facilitate multiple transactions without the need for pin validation for every successive transaction. The possibility of frauds / misuse of cards are very high in a scenario where the card is inserted in such reader slots, the card holder fails to collect the card after the transaction is completed and the card is misused. This risk can be eliminated to a great extent if, for every transaction, the process flow demands pin validation. Hence each bank may ensure that the process flow is modified to provide for the pin validation for every transaction, including balance enquiry facilitated through ATM. Further, as an additional safety measure, banks are advised that the time-out of sessions should be enabled for all screens / stages of ATM transaction keeping in view the time required for such functions in normal course.

Non-adherence to the above provisions shall attract penalty as prescribed under the Payment and Settlement Systems Act 2007 (Act 51 of 2007).

Security Issues and Risk mitigation measures- Online alerts to the cardholder for usage of credit/debit cards

Banks were mandated to send online alerts to the cardholders for all Card Not Present (CNP) transactions for the value of ₹5000/- and above. In view of the incidents of unauthorized / fraudulent withdrawals at ATMs that came to the notice of RBI, banks were advised to put in place, latest by June 30, 2011, a system of online alerts for all types of transactions irrespective of the amount, involving usage of cards at various channels. This measure is expected to encourage further usage of cards at various delivery channels. Banks should provide easier methods (like SMS) for the customer to block his card and get a confirmation to that effect after blocking the card.

Security Issues and Risk mitigation measures related to Card Not Present (CNP) transactions

Banks have been mandated to necessarily put in place additional factor of authentication/validation based on information not visible on the cards for all on-line Card not Present (CNP) transactions in a phased manner, starting with online transactions followed by Interactive Voice Response (IVR), Mail Order Telephone Order (MOTO) and Standing Instructions (SI). In the case of MOTO and SI transactions, it has been stated that in case of customer complaint regarding issues, if any, arising out of transactions effected without the additional factor of authentication after the stipulated date, the issuer bank has to reimburse the loss to the customer further without demur.

## **11.2 ATM FAILED TRANSACTIONS:**

The complaints regarding non-materialized ATM transactions can be grouped as under:

- a. Our Debit Cards used at our ATMs attached to the branch of issue.
- b. Our Debit Cards used at our ATMs not attached to the branch of issue.
- c. Other Bank cardholder using his card at our ATM
- d. Our Debit Cards used at other Bank ATMs.

In terms of Reserve Bank of India guidelines, the wrongful debit in the customers account on account of ATM failed transactions shall be reversed within T+5 Calender days (T is the ATM transaction date). If the customer's account is not credited on T+5 days, then a penalty of Rs.100/- per day to be paid *Suo Moto* (Penalty to be paid without customers asking).

Any customer is entitled to receive such compensation for delay, if a claim is lodged with the issuing bank within 30 days of the date of the transaction.

If the customer prefers the complaint after 30 days but within 60 days the claim will be settled without compensation through our NPCI- Dispute Management System (DMS) package. The claim preferred after 60 days but within 120 days, known as good faith claim, is settled through NPCI- DMS without penalty.

All disputes regarding ATM failed transactions within 120 days from the date of transaction shall be settled by the issuing bank and the acquiring bank through National Payment Corporation of India only. No bilateral settlement arrangement outside the dispute resolution mechanism available with the system provider is permissible.

However, ATM failed transactions beyond 120 days from the date of transaction be settled by issuing bank and acquiring bank through bilateral arrangement on good faith claim basis.

The number of free transactions permitted per month at other bank ATMs to Saving Bank account holders shall be **inclusive** of all types of transactions, financial or non financial.

All disputes regarding ATM failed transactions shall be settled by the issuing bank and the acquiring bank through the ATM System Provider only. No bilateral settlement arrangement outside the dispute resolution mechanism available with the system provider is permissible. This measure is intended to bring down the instances of disputes in payment of compensation between the issuing and acquiring banks.

### **11.3 Exception handling:**

Exception transactions are those that cannot be reconciled or reported as erroneous by a card holder. Members should collaboratively endeavour to settle discrepancies in settlement, if raised by other member banks, and all such discrepancies should be resolved amicably as per settlement procedure document, by Card Dispute Management Section, Digital Banking Services Wing.

### **11.4 Charge Backs:**

It is obligatory on the part of the card issuer member to resolve and settle all adjustments pertaining to the cardholder transaction arising out of error, within 120 days after date of original transaction provided a claim is lodged with the issuing bank within 30 days of the date of the transaction. The card issuer member shall furnish all documents in support of cardholder's transaction dispute. If the acquirer member bank does not honor the

cardholder dispute, the acquirer member bank shall submit a representation within 60 working days after the charge back initiated date.

A charge back form may be submitted by an issuer to NFS (National Financial Switch) in response to a cardholder dispute using the appropriate form. NFS will in turn forward the charge back form to the concerned member bank after making necessary adjustments in the daily settlement report.

### **11.5 Credit/Debit Adjustments**

Acquirer Member Bank should take appropriate measures to adjust cardholder's balance arising out of error, identified during EOD balancing. However, it is obligatory on the part of all acquirer Member Banks to submit adjustment details along with appropriate documents to NPCI, within 30 working days after the settlement date of the original transaction. An issuer bank may at its discretion accept an adjustment beyond the specified period.

NFS will in turn forward the adjustment form to the concerned member bank after making necessary adjustments in the daily settlement report.

### **11.6 Representation**

An acquirer member bank shall submit a representation in order to reverse a cardholder's dispute. The representation shall be submitted within 60 working days after the settlement dates of cardholder's dispute along with all relevant documents. The document should be sent to the card issuer member bank and in case the card issuer member bank does not respond the same within 5 working days from the date of dispatch, NPCI reserves the right to reverse the representation.

## **12. Net Banking:**

Grievances related to the following shall be redressed by the concerned branch:

1. For availing Net Banking facility (User creation)
2. Reset of Login password (In case the customer is not able to reset the login password online using the option available in Net Banking home page)-Now customers can unlock login password.
3. Unlock (In case the customer is not able to reset the login password online using the option available in Net Banking home page)
4. Reset of Login(other than online) and Transaction password
5. Modification of details like address, Mobile number and e-mail Id
6. Activation of Net Banking facility

Now, the Bank has enabled user creation, creation of login password, Transaction Password, Unlock/ resetting of the password and regenerate OTP by the customers themselves by using internet facility.

Other grievances such as non receipt of password PIN mailer and any Net Banking issues which could not be resolved at the Branch level shall be handled by Internet and Mobile Banking Section of Digital Banking Service Wing.



If grievances are technology related, Internet and Mobile Banking Section has to take up the matter with the concerned group of DIT Wing for resolving the issues and communicating the same to the customer.

Grievances related to Digital software solution extended to Net Banking facility and non receipt/delayed receipt of OTP shall be handled by Payment Systems and Alternate Delivery Channels Group of DIT Wing.

### **13. Mobile Banking:**

Grievances related to the following shall be redressed by the concerned branch:

- A Registration for Mobile Banking facility
- B Activation of Mobile Banking facility after MPIN change by the customer

Grievances which could not be resolved at the Branch level shall be handled by Internet and Mobile Banking Section of Digital Banking Service Wing.

If grievances are technology related, Internet and Mobile Banking Section has to take up the matter with the Mobile Banking group of DIT Wing for resolving the issues and communicating the same to the customer.

### **14. 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.

### **15. Sensitizing the operating staff on handling complaints**

Our staff will be properly trained for handling complaints. During all the Training Sessions at our Apex Staff Training College and Regional Staff Training Colleges, the importance of handling complaints is explained to all the participants and they are trained to deal with customer complaints. 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 feed back on training needs of staff at various levels to the Human Resources Department.

Redressal of complaints emanating from rural areas and those relating to financial assistance to Priority Sector and Governments Poverty Alleviation Programme also form part of the above process.

The existing grievance policy adopted, approved by the Board and published in our website is applicable to the complaints emanating from rural areas also.

Our Toll Free number 18004250018 satisfies the grievances of Rural Customers also. Rural Customers can register their grievances by using this Toll Free number in seven regional languages namely Hindi, Kannada, Tamil, Telugu, Malayalam, Marathi and Bengali apart from English.

## **16. Home Loans-Levy of fore-closure charges/pre-payment penalty:**

1. The removal of fore closure charges/prepayment penalty on home loans will lead to reduction in the discrimination between existing and new borrowers and competition among banks will result in finer pricing of the floating rate home loans. Though many banks have in the recent past voluntarily abolished pre-payment penalties on floating rate home loans, there is a need to ensure uniformity across the banking system. It has, therefore, been decided that bank shall not charge foreclosure charges/pre-payment penalties on home loans on floating rate basis, with immediate effect.
2. As per extant guidelines a fixed rate loan is one where the rate is fixed for a certain period with reset clause option. Hence, Dual rate/Special rate home loans sanctioned by the bank cannot be treated as fixed rate loans. In case of Dual rate/Special rate home loans, the provisions of lower interest rate will be applicable from the date the rate of interest on the loan becomes floating.
3. Bank shall not charge foreclosure charges/pre-payment penalties on all floating term loans sanctioned to individual borrowers.

## **17. Uniformity in Intersol Charges:**

With the introduction of Core Banking Solution (CBS), it is expected that customers of the bank would be treated uniformly at any sales or service delivery point. It is, therefore, bank is not discriminating against the customers on the basis of one branch being designated as 'home' or 'base' branch where charges are not levied for products/services and other branches of the same bank being referred to as 'non-home' branch. As such, if a particular service is provided free at 'home' branch, the same shall be available free at 'non home' branches also. There shall not be any discrimination as regards intersol charges between similar transactions done by customers at 'home branch' and 'non home' branches. (Page 33 point no. 6.6 of Master Circular on Customer Service 2015 issued by RBI)

## **18. Charges for sending SMS alerts:**

With a view to ensuring reasonableness and equity in the charges levied by the bank for sending SMS alerts to customers, bank is leveraging the technology available and the telecom service providers to ensure that such charges can be levied on all customers on actual usage basis.

Service charges of Rs.15/- per quarter per customer and applicable GST and cess thereon are being collected for sending SMS alerts to customers. The same may be reviewed periodically. For this purpose messages, other than regulatory messages, which are induced by customer viz, RTGS/NEFT confirmation, cheques debited etc will be charged. These charges shall not be applicable to Jan Dhan accounts, Canara Basic Saving Bank deposit accounts and other financial inclusion SB accounts.

Annexure-I

ENCLOSURE TO 11.1.iv Uniform Template

To: The Branch Manager

\_\_\_\_\_ (Name of the Bank)

\_\_\_\_\_ (Name of the Branch)\*

\_\_\_\_\_ (Name of the City)

1	<p><u>Customer Information:</u></p> <p>Name of the Customer : Account No. : Debit Card / ATM Card No :</p>
	<p><u>ATM Information:</u> ATM ID/Location, if ID is not available : Name of the ATM Bank</p>
	<p><u>Nature of the Complaints</u></p> <p>a) Complaint relating to Cash Withdrawal:</p> <p>Amount requested for withdrawal : (Rs. ) Amount actually disbursed at ATM : (Rs. ) Amount to the account debited : (Rs. ) Date of transaction : (Rs. ) Time of transaction : (Rs. )</p> <p>b) Card Capture by ATM :</p> <p>c) Other complaint :</p>
	<p>Date : Signature of the Card Holder Contact Tel/Mobile No.</p>

*\*(Name of the bank branch where cardholder account is maintained which is linked to ATM card)*