

Document Name	Policy on Grievance Redressal Mechanism	Document Number	OPR/GRM/2024/1
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Policy on Grievance Redressal Mechanism

THE NAINITAL BANK LIMITED

Regd. Office: G.B. Pant Road, Nainital. Uttarakhand

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1.Preamble

In the present scenario of competitive banking, excellence in customer services is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity. This is more so for banks because banks are service organization. As a service organization, customer service and customer satisfaction should be the prime concern of any bank. The bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing one.

2.Objective

The bank's policy on grievance redressal follows the under noted principles:

1. Customers be treated fairly at all times.
2. Complaints raised by customers are dealt with courtesy and on time.
3. Customers are 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.
4. Bank will treat all complaints efficiently and fairly as they can damage the bank's reputation and business if handled otherwise.
5. The bank employees must work in good faith and without prejudice to the interests of the customer.

3.Scope

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 should help in identifying shortcomings in product features and service delivery. Customer dissatisfaction would spoil bank's name and image.

4.Policy

4.1 Cause of Customer complaint:

- 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.

The customer is having full right to register his complaint if he is not satisfied with the services provided by the bank. He can give his complaint in writing, orally or over telephone. If customer's complaint is not resolved within given time or if he is not satisfied with the solution provided by the bank, he can approach Banking Ombudsman with his complaint or other legal avenues available for grievance redressal.

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4.1.1 Registration of complaints:

Customers can lodge their grievances through various channels as mentioned below:

- **Branch:** Customers can submit their complaints to the branch officials for resolution of their issues. Alternatively, customers can drop their complaint/feedback in the boxes made available at the branch. The branches will lodge the captioned complaint in the bank's Complaints management System (CMS) portal.
- **Contact Centre:** Customers can contact our Contact Centre personnel at the below given toll free number for lodging the complaint.
18001804031 available 24*7*365 and For Queries/Suggestions/Feedback/ Grievance other than ATM (10 AM to 6 PM) : +918069840140 (This facility is not available on 2nd & 4th Saturdays, all Sundays and Bank Holidays)
- **Bank's website:** Complainant can register his/her grievance through the Online complaint Management Portal i.e. feedback/grievance redressal portal available on banks' website: <https://cms.nainitalbank.co.in/>
- **CPGRAMS:** The customer can also lodge their complaints on Central Public Grievance Redressal and Monitoring System (CPGRAMS), the complaint management portal of Government of India.
- **Social Media:** Customers may give their feedback on social media.

4.1.2 Recording & tracking of complaints:

All complaints received by the Bank will be recorded and tracked for end-to-end resolution. All complaints received in India is lodged in feedback portal and assigned to the respective Regional Office/functional Departments/branch for resolution.

4.1.3 Acknowledgement:

- Acknowledgement will be sent to all the customers by way of a Reference Number, via SMS on the mobile number provided by the customer at the time of lodging the complaint. In case of receipt of complaint through any mode other than feedback portal, the same will be lodged into feedback portal by the respective channel/ branch and the Reference Number will be sent to the complainant via SMS.
- Using the reference Number, the customer can track the status of the complaint at any given point of time.

4.1.4 Resolution of complaints:

- The concerned Regional Office or functional departments are responsible for solution and closure of customer issues.

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- An intimation will be sent to the customer on redressal and closure of the complaint. The customer can check the final reply through the website of the bank with the help of the complaint tracking ID.
- A dedicated Customer Service department has been set up at Head Office, Regional Office, to assess the quality and timeliness of the resolutions provided. This department also analyses the root causes of the complaints and takes necessary steps to eradicate them.
- In case the Bank is liable to pay any compensation, the same would be paid to the complainant as per the provisions of the Customer Compensation Policy of the Bank.
- Redressal of complaints related to unauthorized Electronic Banking Transactions will be ensured as per Customer Protection Policy — Limiting Liability of Customers in Unauthorized Electronic Banking. The Policy is placed on website of our Bank.
- *Customers have the option to provide their feedback upon resolution of their complaint through banks feedback/ CMS portal or through registered emails of respective branch or departments.*

4.1.5 Turnaround Time

Bank will endeavor to redress complaints within a maximum period of **21 business days**. However, specific and tentative turnaround times (TAT) depending on the nature of complaints has been stipulated by the Bank and the same is enclosed here as **Annexure 1**.

In case, the bank requires more time to redress the complaint, Bank will intimate the customer and an interim response will be sent.

4.1.6 Escalation Matrix:

If the resolution provided at the first level, does not meet the customer's expectation, the customer can approach the Regional/Zonal/Principal Nodal Officer*:

Sl.No.	Level	Day of lodging/Escalation	Days Available for Redressal
1.	Branch/Call-center/Feedback portal	Day1	5Days
Escalation	Matrix		
2.	Regional Office	Day6	3Days
3.	Head Office	Day9	3Days
4.	Principal Nodal Officer	Day12	1Day

* The contact details of the Senior Management and Principal Nodal Officer have been provided on the bank's website.

4.1.7 Internal Ombudsman of the Bank:

As recommended by RBI, the bank has appointed an Internal Ombudsman. The Internal Ombudsman is an independent authority and is not a Nainital Bank employee.

In case the Bank decides to reject a complaint or provide only partial relief to the complainant, Bank will forward such complaints to the Internal Ombudsman for further examination.

Complaints will be independently reviewed by the IO and the decision of the Internal Ombudsman of the Bank will be binding on the Bank. However, the bank may in certain cases disagree with the decision of Internal Ombudsman, and such cases would be reported to the MD & CEO of the bank.

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Escalation to regulator:

If customer's complaint is not resolved within given time or in case the customer is not satisfied with the response from the Bank (duly examined by Internal Ombudsman), customer may approach the Banking Ombudsman (RBI). (The details of BO are made available on the Bank's website and branches). Details of Banking Ombudsman is also attached as per **Annexure 2**.

4.1.8 Root Cause Analysis of complaints

Bank's aim is to minimize instances of customer complaints. Bank shall make efforts to conduct root cause analysis in areas where bank receives large numbers of complaints/ complaints of repetitive nature to identify weak areas if any. This review mechanism will help the bank in identifying shortcomings (in product features, services or technology) and taking necessary measures to address the same.

4.2 Internal Machinery to Handle Customer Complaints/Grievances:

4.2.1 Customer Service Committee of the Board;

This sub-committee of the Board would also 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 the annual survey of depositor satisfaction and the triennial audit of such services. 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 Standing Committee on Customer Service.

4.2.2 Standing Committee on Customer Service:

The Chief Operating Officer of the Bank will chair the Standing Committee on Customer Service. Besides two or three senior executives of the bank, the committee would also have two or three eminent non-executives drawn from the public as members. The committee would have the following functions;

- Evaluate feedback on quality of customer services received from various quarters. The committee would also review comments/feedback on customer service and implementation of commitments in the Code of Bank's Commitment to Customers received from BCSBI.
- The committee would be responsible to ensure that all regulatory instructions regarding customer services are followed by the bank. Towards this, the committee would also obtain necessary feedback from Regional managers/functional heads.
- The committee would also consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice.
- The committee would submit report on its performance to the customer service committee of the board at quarterly intervals

4.3 NODAL OFFICER AND OTHER DESIGNATED OFFICIALS TO HANDLE COMPLAINTS AND GRIEVANCES

Bank would appoint Nodal Officer of the rank of Associate Vice President and above who will be responsible for the implementation of customer service and complaint handling for the entire bank. The bank may also appoint other designated officers at specified centres to handle complaint grievances in respect of branches following under their control. The name and contact details of nodal officer(s) will be displayed on branch notice boards and banks' website.

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4.4 MANDATORY DISPLAY REQUIREMENTS:

It is mandatory for the bank to provide:

- *Appropriate arrangement for receiving complaints and suggestions.
- *The name, address and contact number of Nodal Officer(s).
- *Contact details of Banking Ombudsman of the area.
- *Code of bank's commitments to customers/ Fair Practice Code.
- *Displaying of names and other details of Managing Director& CEO/Executive Directors / line offunctionaries for various operations at the Bank's website.

4.5 INTERACTION WITH CUSTOMERS

The bank recognizes that customer's expectation/ requirement/ grievances can be better appreciated through personal interaction with customers by bank's staff. Structured customer meets, say once in a month will give a message to the customers that the bank cares for them and value their feedback/suggestion 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 service better. As for the bank the feedback from the customers would be valuable input for revising its products and services to meet customer requirements.

4.6 SENSITIZING OPERATING STAFF ON HANDLING COMPLAINTS

Staff should be properly trained for handling complaints. We are dealing with people and hence difference of opinion and areas of friction can arise. With an open mind and a smile on the face we should be able to win the customer's confidence. Imparting soft skills required for handling irate customers, to be an integral part of the training programs. It would be the responsibility of the Nodal Officer to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. He should give feedback on training needs of staff at various levels to the HRM Department.

5.Applicability

The policy is effective from 12 December, 2024.

6.Periodicity of Review of Policy

The policy will be effective for 12 months i.e. upto 12 December 2025. The Approved Policy may be reviewed/ amended before 12 December 2025, if there is any change /fresh guidelines issued by RBI/Government/Bank.

End of Document

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Annexure 1

Standard Turn Around Time (TAT) for broad level of Queries/Complaints

Nature of Complaint	TAT (In Working Days)	Remarks
A/C Management	3-7	Any error or delay in account maintenance
Account Opening/ Closure	3-8	Data capture issues during account opening or delay In account opening/closure
FD Related	3-7	Issues related to FD interest calculations/TDS related/Certificates
Other Operational Issues	21	Legal Cases/Investigative Cases
	Morethan21days Or as per each case	Cases which need retrieval of documents/exceptionally old records
Advances related	3-11	Pertaining to any loan servicing
ATM Related	7-17	Cases where cash is not dispensed from ATM /other bank ATM. Cases of chargeback where transaction is claimed as successful. (If Registered within 120 days from date of transaction If registered >120 days from date of transaction, it falls under GOOD FAITH category, hence no prescribed TAT)
	1-3	Card Issuance, PIN Regeneration, Blocking, De-blocking, Dispatch
Transaction Related (IMPS/POS/ Commerce)	3-7	IMPS Failed transactions
	30-32	Unsuccessful POS transactions
	45-47	Unsuccessful International POS transactions
	75	Claimed transactions* *If registered within 120 days from date of transaction. If registered >120 days from date of transaction, it falls under GOOD FAITH category hence no TAT)
Mobile Banking	3	Non Credit of Transaction
Staff/Customer Service Related	5-7	Pertaining to Information provided by branch staff
Clearing/CTS/Remittance Related	3-7	Status of clearing cheques/ECS/NEFT/RTGS transactions
Deliverables	3-8	Regarding dispatch status of various deliverables—Chq Book/Debit Card/PIN etc.

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Annexure 2

Details of Banking Ombudsman

Address and Area of Operation of RBI Ombudsmen		
Sl. No.	Centre	Name & Address of the Office of RBI Ombudsman
1.	Ahmedabad	Reserve Bank of India 4th Floor, "Riverfront House", Behind H.K. Arts College, Between Gandhi & Nehru Bridge, Pujya Pramukh Swami Marg (Riverfront Road - West), Ahmedabad-380 009 STD Code: 079 Tel. No. 26582357 Email: crpc@rbi.org.in Click here to lodge complaint
2.	Bengaluru	Reserve Bank of India 10/3/8, Nrupathunga Road Bengaluru -560 001 STD Code: 080 Tel. No. 22277660/22180221 Email: crpc@rbi.org.in Click here to lodge complaint
3.	Bhopal	Reserve Bank of India Hoshangabad Road Post Box No. 32, Bhopal-462 011 STD Code: 0755 Tel. No. 2573772/2573779 Email: crpc@rbi.org.in Click here to lodge complaint
4.	Bhubaneswar	Reserve Bank of India Pt. Jawaharlal Nehru Marg Bhubaneswar-751 001 STD Code: 0674 Tel. No. 2396420/2396207 Email: crpc@rbi.org.in Click here to lodge complaint
5.	Chandigarh	Reserve Bank of India 4th Floor, Sector 17 Chandigarh STD Code: 0172 Tel. No. - 2721109, 2721011, 2727118 Email: crpc@rbi.org.in Click here to lodge complaint

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6.	Chennai	Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Tel No. 25395964 Fax. 25395488 Email: crpc@rbi.org.in Click here to lodge complaint
7.	Dehradun	Reserve Bank of India 74/1 G.M.V.N. Building, 1st floor, Rajpur Road, Dehradun - 248 001 STD Code: 0135 Tel No.: 2742006 Email: crpc@rbi.org.in Click here to lodge complaint
8.	Guwahati	Reserve Bank of India Station Road, Pan Bazar Guwahati-781 001 STD Code: 0361 Tel.No. 2542556 Email: crpc@rbi.org.in Click here to lodge complaint
9.	Hyderabad	Reserve Bank of India 6-1-56, Secretariat Road Saifabad, Hyderabad-500 004 STD Code: 040 Tel. No. 23210013 Email: crpc@rbi.org.in Click here to lodge complaint
10.	Jaipur	Reserve Bank of India, 4th floor Rambagh Circle, Tonk Road, Jaipur - 302 004 STD Code: 0141 Tel. No. 2577931 Email: crpc@rbi.org.in Click here to lodge complaint
11.	Jammu	Reserve Bank of India, Rail Head Complex, Jammu- 180012 STD Code: 0191 Tel No.: 2477905 Email: crpc@rbi.org.in Click here to lodge complaint
12.	Kanpur	Reserve Bank of India M. G. Road, Post Box No. 82 Kanpur-208 001

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		STD Code: 0512 Tel. No. 2305174/2303004 Email: crpc@rbi.org.in Click here to lodge complaint
13.	Kolkata	Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Tel. No. 22310217 Email: crpc@rbi.org.in Click here to lodge complaint
14.	Mumbai (I)	Reserve Bank of India 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No. 23022028 Email: crpc@rbi.org.in Click here to lodge complaint
15.	Mumbai (II)	Reserve Bank of India, 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No.: 23001483 Email: crpc@rbi.org.in Click here to lodge complaint
16.	Patna	Reserve Bank of India Patna-800 001 STD Code: 0612 Tel. No. 2322569/2323734 Email: crpc@rbi.org.in Click here to lodge complaint
17.	New Delhi (I)	Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23725445 Email: crpc@rbi.org.in Click here to lodge complaint
18.	New Delhi (II)	Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23724856 Email: crpc@rbi.org.in Click here to lodge complaint

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19.	New Delhi (III)	Reserve Bank of India Sansad Marg, New Delhi STD Code: 011 Tel. No. 23715393 Email: crpc@rbi.org.in Click here to lodge complaint
20.	Raipur	Reserve Bank of India 54/949, Shubhashish Parisar, Satya Prem Vihar Mahadev Ghat Road, Sundar Nagar, Raipur- 492013 STD Code: 0771 Tel. No: 2244246 Email: crpc@rbi.org.in Click here to lodge complaint
21.	Ranchi	Reserve Bank of India 4th Floor, Pragati Sadan, RRDA Building, Kutchery Road, Ranchi Jharkhand 834001 STD Code: 0651 Tel No.: 8521346222/9771863111/ 7542975444 Email : crpc@rbi.org.in Click here to lodge complaint
22.	Thiruvananthapuram	Reserve Bank of India Bakery Junction Thiruvananthapuram-695 033 STD Code: 0471 Tel. No. 2326769 Email: crpc@rbi.org.in Click here to lodge complaint