



Grievance Redressal Policy

Bank of Baroda
Customer Service Department
Head Office,
Baroda

Date: 09.11.2017

GRIEVANCE REDRESSAL POLICY

1. Introduction

In the present scenario, excellence in customer service is the key competitive differentiator in the banking Industry.

However, Customer grievances are part of the business life of any corporate entity and is inevitable, no matter how streamlined the businesses are. It is therefore desirable that the Customer grievances are acknowledged and dealt with effectively by developing an efficient system to ensure that they are resolved quickly and accurately.

2. Aim/ Objective

The bank has built an effective grievance redressal machinery to address customer issues. All the employees of the Bank will be made aware about the Grievance Redressal process. The bank's policy on grievance redressal is based on the following principles.

- Customers will be treated fairly at all times
- Complaints raised by customers will be dealt with courtesy and on time.
- Customers are fully informed of avenues to escalate their grievances/ complaints within the organization and their rights to alternate remedy, if they are not fully satisfied with the response of the bank.
- The bank employees will work in good faith and without prejudice, in the interest of the customer.
- Customer complaints and feedback are important to the bank, the root causes are analysed with the aim of eradicating /minimising grievances.

The policy document would be made available at all branches. This redressal Machinery is within the given frame-work of regulatory guidelines.

3. Framework

3.1 The definition of "Complaint":

"Complaint means a representation in writing or through electronic means containing a grievance alleging deficiency in services on part of the Bank, an employee, or Bank's vendor (third party or partner that the Bank may have tied up with for delivery services)"

Further, as per RBI directive, the complaint redressed within the next working day, need not to be included in the statement of complaints for reporting purpose.

3.2 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. Technology related issues

3.3 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.
- **Contact Centre:** Customers can contact our Contact Centre personnel at the below given numbers for lodging the complaint.

Contact Centre 24 * 7	Toll Free number for all customers (except PMJDY customers and other Financial Inclusion schemes)	1800 22 33 44
		1800 102 44 55
	NRIs (From Overseas locations)	91 22 26529981 91 22 40768300
Debit Cards (India) 24 * 7	For Card Hot listing	1800 22 04 00
Contact Centre 06.00 am to 10.00 pm IST	Dedicated Toll free no. for Pradhan Mantri Jan Dhan Yojana (PMJDY) customers and other Financial Inclusion schemes.	1800 102 77 88

- **Bank's website:** Complainant can register his/her grievance through the Online complaint Management Portal i.e. Standardized Public Grievance Redress system (**SPGRS**) on our Banks website.

A simple and easy way to log into the centralised grievance redressal system (SPGRS) is to use the link provided on the bank's website.

An option to "Re-open" the same complaint within 15 days, is also provided in the System, if the complainant is not satisfied with the redressal of the complaint.

- **E-mail:** Customer can send their grievance to the Banks' e-mail ID – customerservice@bankofbaroda.com

- **CPGRAMS:** The customer can also lodge their complaints on Central Public Grievance Redress and Monitoring System (CPGRAMS), the complaint management portal of Government of India.
- **Social Media:** Customers may give their feedback on social media.

3.4 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 SPGRS and assigned to the respective Regional Office/ functional Departments for resolution.

3.5 Acknowledgement:

- Acknowledgement will be provided to all the customers by way of a Tracker ID. In case of receipt of complaint through any mode other than SPGRS, the same will be lodged into SPGRS by the respective channel/ branch and the Tracker ID will be sent to the complainant.
- Using the tracker ID, the customer can track the status of the complaint at any given point of time.

3.6 Resolution of complaints:

- The concerned Regional Office or functional departments are responsible for the resolution and closure of customer issues.
- An intimation will be sent to the customer on redressal and closure of the complaint.
- A dedicated Customer Service department has been set up at Head Office, Baroda, 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.

3.7 Turnaround Time

Bank will endeavor to redress complaints within a maximum period of 15 business days. However, specific turn around times (TAT) depending on the nature of complaints has been stipulated by the Bank and the same is enclosed here in annex 1 for customers' reference.

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

3.8 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/ SPGRS	Day 1	5 Days
Escalation Matrix			
2.	Regional Level	Day 6	3 Days
3.	Zonal Level	Day 9	2 Days
4.	Principal Nodal Officer	Day 11	1 day

*** The contact details of the principal nodal officer and senior management has been provided on the bank's website.

3.9 Internal Ombudsman of the Bank:

The Internal Ombudsman is an independent authority and is not a Bank of Baroda employee. The Internal Ombudsman of the Bank is usually a retired senior banker, not less than the rank of a General Manager/Deputy General Manager of a Scheduled Commercial Bank.

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.

The decision of the Internal Ombudsman of the Bank will be binding on the Bank. However, the bank may disagree with the decision of Internal Ombudsman, and such cases would be reported to RBI by the Internal Ombudsman and also by the Bank.

3.10 Escalation to regulator:

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.

The Bank reserves the right to modify its Grievance Redressal Process in the light of any change as per notification by the Regulators or as per requirement of the Bank as such.

3.11 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. Forum to Review Customer Grievances and Enhance the Customer Experience.

4.1 Customer Service Committee of the Board

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 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 Standing Committee on Customer Service

The Standing Committee on Customer Service will be chaired by the Managing Director/ 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 would have the following functions.

1. Evaluate feed-back on the quality of customer service received from various quarters. The committee would also review comments/feed-back on customer service and implementation of commitments in the Code of Bank's Commitments to Customers received from BCSBI.
2. Ensure that all regulatory instructions regarding customer service are followed by the bank.
3. Consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice.
4. The complaints related to non-compliance of the Codes of the Banking Codes and Standards Board of India and remedial action taken by the Bank will be put up to the Standing Committee on Customer Services in their periodical meetings.
5. The committee would submit report on its performance to the Customer Service Committee of the Board at quarterly intervals.

5. 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) including Nodal Officers appointed under Banking Ombudsman scheme.
- Contact details of Banking Ombudsman of the area.
- Code of bank's commitments to customers.
- Names and other details of Managing Director & CEO / Executive Directors / line of functionaries for various operations.

6. Interaction with customers

The bank recognizes that customers' expectations /requirements /grievances can be better appreciated through personal interactions with customers by bank's staff. To enable the customers to voice their grievances or offer suggestions/ feedback for improvement "Customer Day" is observed at all the branches, Regional / Zonal Offices and Head Office, on 15th of every month (next day, if 15th is a holiday).

7. Periodicity of Review of the Policy

The policy will be effective and valid up to 31.12.2018. However the Policy will continue to be in force till the reviewed policy comes into place. The policy may be reviewed before the validity date, if there is any change in the guidelines issued by RBI or the Bank during the operative period.

.....

E:\Trivedi_wef_01.01.17\GRIEVANCE REDRESSAL POLICY\GRP 2017_18.doc

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
	More than 21 days 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 (In India) 45 (Abroad)	Cases where cash is not dispensed from BOB 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, Deblocking, Dispatch
Transaction Related (IMPS/POS/ E-Commerce)	3-7	IMPS Failed transactions
	30-32	Unsuccessful Domestic 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)
Baroda Connect (Net Banking)	5-8	Failed transactions/Other general queries and issues
Mobile Banking	3	Non Credit of Transaction
Third Party Product Related	30-60	Mutual Fund/Insurances/DEMAT related
NRI Services Related	4-7	Taxation, reactivation of dormant accounts etc.
Staff / Customer Service Related	5-7	Pertaining to Information provided by branch staff
Clearing/ CMS 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.