



Grievance Redressal Policy

(As amended on December 30, 2016)

Grievance Redressal Policy of IDBI Bank Ltd.

1. Introduction

In the present scenario of competitive banking, excellence in customer service is one of the most important tools for sustained business growth. Customer complaints are a part of business life of any corporate entity. This is more so in banks, being service organizations. The Bank believes 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 should help in identifying shortcomings in product features and service delivery. Customer dissatisfaction would spoil the Bank's image. The Bank's policy on grievance redressal follows the under noted principles:

- 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 customer 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. 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 put in place a system whereby in case the Bank decides to reject a complaint and/or decides to provide only partial relief to the complainant, it would invariably forward such cases to the Internal Ombudsman (IO) for further examination. 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. The Bank has in place Board approved Compensation Policy, Cheque Collection Policy and Customer Care Policy that guide the officials in handling the customer grievances and appropriately compensate them, for any financial loss he/she might incur due to deficiency in service on the part of the Bank or any act of omission or commission directly attributable to the Bank and there is no negligence on the part of the customer to avoid such loss.

2. Scope of Policy

2.01 The Policy is applicable across all branches / business segments of the Bank, and 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. Resolution of Grievances

3.01 Internal Machinery to handle Customer complaints/ grievances:

Customer Service Committee of the Board (CSCB)

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 measure undertaken by the Bank. 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. The Committee shall also examine aspects relating to frauds, misappropriation, etc. reported by IO.

Standing Committee on Customer Service (SCCS)

The SCCS would be chaired by the Deputy Managing Director of the Bank and comprise of senior executives of the Bank. Customers are also invited during these meetings. The IO of the Bank will be a member of the Standing Committee on Customer Service (SCCS). The Committee would have the following functions.

- Evaluate feedback on quality of customer service received from various quarters. The Committee would also review comments/ feedback on customer service and implementation of recommendations received from BCSBI in regard to the Code of Bank's Commitments to Customers.
- 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.
- The Committee would also take note of unresolved complaints / grievances referred to it by the Chief Grievance Redressal Officer (CGRO) responsible for

redressal and offer its advice.

- The Committee would submit report on its performance to the Customer Service Committee of the Board at quarterly intervals.

Chief Grievance Redressal Officer (CGRO) and Grievance Redressal Officer (GRO) to handle complaints and grievances

The Bank would appoint a CGRO, who will be responsible for the implementation of customer service and complaint handling for the entire bank. The CGRO would be posted at the centralized Customer Care Centre (CCC) situated at the Corporate Centre. CCC in association with the Zonal/ Regional offices and branches will strive to resolve all customer grievances, including examination by IO, wherever necessary, within the specified timeframe of 30 days. Towards this end, the Bank would appoint a 2nd tier of Grievance Redressal Officer (GRO) at its Zonal Offices. Branch Managers would be responsible for ensuring closure of all complaints received at the 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/she should be provided with alternate avenues to escalate the issue. If the branch manager feels that it is not possible at his/her level to solve the problem, he/she should refer/escalate the case to GRO at the Zonal level. In case, a complaint remains still unresolved, it could be escalated to CGRO at CCC, Corporate Centre.

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 CGRO to IO for further examination. 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.

Nodal Officer

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 quick closure of the complaints.

Standardized Public Grievances Redressal System (SPGRS)

The Bank has implemented SPGRS so as to ensure timely & qualitative redressal of complaints received from the customers and also to maintain escalation of complaints to Ombudsman/regulatory level to the barest minimum.

The salient features of SPGRS are as under:

- All grievances received through multiple channels to be lodged into a common digital platform in order to have an integrated information system for customer grievance.
- A unique reference number to be generated along with an intermediate reply stating the likely time within which the final reply would be sent to the customer, but not later than 30 days, in any case.
- Facility of complaint tracking by customers.

Customers can lodge/ register his/ her grievance/ feedback through any of the following channels/ inter alia:

- Online on the Bank's website at www.idbibank.co.in
- By calling at Phone Banking centre at 1800-200-1947 , 1800-22-1070
- By mailing to customercare@idbi.co.in
- By sending SMS at ' IDBICARE' on 9220800800
- By visiting a Branch
- By writing to the Branch Manager/ Regional Head/ Grievance Redressal Officer/ Chief Grievance Redressal Officer.

3.02 External Machinery to handle Customer complaints/ grievances

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.

Banking Ombudsman (BO)

The Banking Ombudsman Scheme enables an expeditious and inexpensive forum to bank customers for resolution of complaints relating to certain services rendered by banks. As on date, eighteen 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.idbi.com).

Banking Codes and Standards Board of India (BCSBI)

Aggrieved customers may approach the BCSBI, if their complaints in respect of the non-compliance of the BCSBI Code remain unresolved after escalating to the Chief Code Compliance Officer (CCCO) of the Bank. Chief Grievance Redressal Officer (CGRO) will act as the CCCO of the Bank as well.

Complaints relating to non-compliance of the BCSBI Code may be referred to Bank's Code Compliance Officer at Regional level, who shall ensure speedy disposal of all such complaints. In case, a complaint remains still unresolved, it could be escalated to Chief Code Compliance Officer of the Bank. The names, address and contact numbers of Code Compliance Officers and Chief Code Compliance Officer are available at the Bank's branch as well as on Bank's website (www.idbi.com).

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. Mandatory display requirements

It is mandatory for the Bank to provide;

- Appropriate arrangement for receiving complaints and suggestions and resolution mechanism.
- The names, addresses and contact numbers of CGRO/Grievance Redressal Officers.
- Contact details of Banking Ombudsman of the area
- Code of Bank's Commitments to Customers/Fair Practice code framed by Banking Codes and Standard Board of India (BCSBI)
- The Bank's Toll Free Number(s)

5. Time frame

Complaints have to be seen in the right perspective because they indirectly reveal a weak spot in the working of the Bank. Complaint received should be analysed from all possible angles by doing a root cause analysis. The complainant can lodge complaints through multiple channels, viz. phone banking, website, generic e-mails, letters, social media, and complaint form at branch level. 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	5 Working Days
3	Third Level: Head Office Chief Grievance Redressal Officer (CGRO)	Day 14	6 Working Days
4	Fourth Level: Head Office Internal Ombudsman (IO)	Day 20	11 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	5 Working Days
3	Third Level: Head Office Chief Grievance Redressal Officer (CGRO)	Day 14	6 Working Days
4	Fourth Level: Head Office Internal Ombudsman (IO)	Day 20	11 Working Days

However, in line with the RBI directives as outlined in the Bank's Compensation Policy, in case of complaints lodged by the customer on account of failed ATM transactions, efforts would be made to resolve the complaint by crediting the customer's account within 7 working days from the date of complaint.

All efforts would be made to resolve each complaint received by the Bank within the timeframe as specified above. If the customer's complaint is not resolved

within the given time or the customer is not satisfied by the resolution provided by the Bank, he / she can appeal to the Banking Ombudsman, RBI.

6. 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.

7. Sensitizing operating staff on handling complaints

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.
