

GS MAHANAGAR CO-OP. BANK LTD
(Scheduled Bank)
H.O.- LALBAUG, MUMBAI- 400012.

CUSTOMER GRIEVANCE REDRESSAL POLICY- 2022-25

The co-operative banks are set up for satisfying the financial needs of masses in the society. As a service organization, customer service and customer satisfaction are the prime concern of our bank. The bank believes that providing prompt and efficient service is essential not only to attract new customer, but also to retain existing ones.

Bank's Customer Grievance Redressal Policy is a reflection of its commitment towards customer satisfaction and value addition. This policy document aims at minimizing instances of customer complaints through proper products / service delivery and review mechanism and to ensure prompt redressal of customer complaints.

2. OBJECTIVE OF THE POLICY:

- a) To lay down a uniform complaint redressal framework to be followed across the bank while handling and resolving customer complaints.
- b) To evaluate the grievance without prejudice
- c) To highlights the process set by the bank based on RBI guidelines for timely and satisfactory resolution of all customer grievances.
- d) To inform the customers about various channels through which they can reach out to the Bank for sharing their concerns or unpleasant experiences and alternate avenues available with them for grievance redressal.

3. SCOPE OF THE POLICY:

- Resolution of all complaints raised by customers on account of various reasons like attitudinal aspects of employee in dealing with customers, inadequacy of the functions/arrangements made available to the customers or gaps in standards of services expected and actual services rendered etc.
- The grievance redressal mechanism given in the Policy will be available for issues concerning the Bank's employees and the Bank will ensure that the customer issues are resolved expeditiously and effectively without any hindrance.

4. Lodgment of complaint:

Customer can register his/her grievance through any of the following channels.

- a) **Complaint through Email:** Customers can register their complaints by sending mail on e-mail ID complaint@mahanagarbank.com.
- b) **Complaint at Branch Level:** Customer can lodge a complaint in a register maintained in the branch if the customers' banking needs are not attended to or resolved by bank's staff. The branch Manager will be primarily responsible to attend, resolve and satisfactory closure of all the grievances in respect of the customer services rendered at the branch level.

c) **Complaint through Bank's Website:**

Customer can lodge their complaint on Bank's official website under the section "Complaints".

d) **Digital transaction complaints:**

For complaints related to digital transactions, customer may contact our toll free No 1800220096 from their registered mobile number for getting immediate assistance. If the customer is not satisfied he can register their complaints through Complaint Desk on Bank's website.

e) **Complaint through post:**

Customers can send their grievances by post to the branch or Head Office address available on bank's official website.

5. Time frame for Resolution of Grievance

- a) Customer may expect a resolution of their complaint within three working days from the date of registration of complaint on e-mail ID complaint@mahanagarbank.com.
- b) The Branch Manager will resolve the customer complaint received at branch within a period of seven working days from the date of receipt of the complaint. If more time is required to examine / investigate the matter in respect of complaint of customer, then the branch Manager will inform the customer about approximate time to resolve his/her complaint. If the branch Manager is not in a position to resolve the complaint within given time frame to the satisfaction of the customer, then the branch Manager will facilitate the customer to escalate his complaint and make him available the name, phone number and address of Nodal Officer of the bank. If the Branch Manager feels that it is not possible to solve the problem at his/her level then he/she will refer the complaint to the Nodal Officer for guidance and necessary action under advice to the customer. The Branch Manager will give the customer an acknowledgement of his complaint.
- c) Customer may expect a resolution of their complaint including digital transaction complaints registered through Bank's official website within seven working days from the date of registration of complaint.
- d) Customer may expect a resolution of their complaint send through post within seven working days from the date of receipt of complaint at branch/Head Office.

6. Escalation of complaints:

If any complaint not resolved within the time period mentioned above then the concerned branch/HO Department should forward a copy of the same to the Bank's Nodal Officer, Head Office. The Nodal Officer will adopt required measures to give a satisfactory resolution to the complaints escalated to his office. If the complaint is not resolved within 30 days, the customer can approach the Banking Ombudsman with his complaint or explore other legal avenues available for grievance redressal. The details of the bank's Nodal Officer and Banking Ombudsman are displayed in all branches for the information of customers.

7. Review of complaints:

We understand the fact that periodic review of complaints provides valuable insights regarding problem related areas for quality of customer service, products, policies and overall gap between customer's expectations and actual service provided.

Hence, complaints received through various sources are regularly evaluated and analyzed to decide corrective measures and design future course of actions. The Bank has Board level Customer Service Committee to review customer grievances and resolution thereof on quarterly basis.

8. Sensitizing staff on customer service:

The Bank provides comprehensive training to all staff for offering best customer service. All staff members are updated on the various products and services through issue of circulars from time to time which help the staff to attend to customer queries promptly and serve the customers to the extent of their maximum satisfaction.

Managing Director