



Grievance Redressal Policy

Particulars	Date	Remarks
Policy/approved date	10-07-2025	Res. No. 12
Next review date	06-05-2027	
Calendar of review	12 Months	

Grievance Redressal Policy

1) Introduction:

Customer focus is one of the five core values of THE CHERPALCHERI CO OPERATIVE URBAN Bank. The bank has a holistic approach towards setting up service standards and continuously improvising customer experience based on market practice as well as customer feedback across multiple channels.

The bank ensures to provide multiple channels to customers to provide feedback on the services of the Bank as well as lodge their grievances. The bank aims to ensure quick and effective handling of customer grievance, as well as prompt corrective & preventive action (including correction of the process, wherever required) in order to avoid recurrence.

In order to meet the above objective, the bank has outlined a framework for redressal of customer grievances and documented it in the form of a policy for the reference of customer touchpoints. The bank shall ensure that the Customer Grievance Redressal Policy is also available in public domain (on its website and at branches).

2) Scope and Objectives:

The objective of the policy is to spell out the framework for Grievance Redressal in the bank as outlined in the Master Circular on Customer Service, Customer Rights Policy, Banking Code and Standards Board of India (BCSBI) and Internal Ombudsman Scheme, Master Direction – Credit Card and Debit Card – Issuance and Conduct Directions to ensure that:

- a) All customers are treated fairly and in an unbiased manner at all times
- b) All issues raised by customers are dealt with courtesy and resolved on time
- c) Customers are made completely aware of avenues to escalate their grievance within the bank and their rights to alternate remedies if they are not fully satisfied with the response or resolution to their grievance
- d) The employees shall work in good faith and without prejudice towards the interest of the customer

Through this policy, the bank shall ensure that a suitable mechanism exists for receiving and addressing grievances from its customers and their constituents including pensioners, with specific emphasis on resolving such cases fairly and expeditiously regardless of source of the case.

The policy entails adherence to the provisions prescribed by the Reserve Bank of India (RBI), the Banking Codes and Standards Board of India (BCSBI) and the Insurance Regulatory Development Authority of India (IRDA) from time to time.

3) Tenets of grievance redressal:

The bank shall be guided by the following tenets in its approach to grievance redressal:

- a) Customer Awareness: The bank shall endeavor to make continuous efforts to educate its customers to enable them to make informed choices regarding banking products as well as channels to approach for grievance redressal.
- b) Fairness & transparency: The customer's grievance shall be examined in all fairness and the bank shall take a balanced approach to resolve the same. Bank shall ensure customer grievances are resolved in a timely and efficient manner.
- c) Escalation: All responses to customer grievances will provide an escalation matrix mentioning the details of the next level of grievance redressal for the customer.
- d) Review: The bank shall have a regular process of internal review of customer grievances at multiple hierarchies to enhance quality and effectiveness of customer service

4) Definition of Request, Query and Complaint:

The bank has clearly defined Requests, Queries and Complaints so that customer issues are logged accurately. It is to be noted that examples mentioned below are illustrative.

4.1 Request:

A Request is an ask made by the customer for banking services / products:

Examples of requests:

- i. Customer is requesting for waiver/reversal of fees/charges
- ii. Customer is requesting for duplicate statement of account
- iii. Customer is requesting for re-issuance of PIN/Card

4.2 Query: A

Query is:

- a) Any doubt/ enquiry
- b) Customer seeking/ cross-checking clarification/more information
- c) Customer enquiring/ cross checking before the expiry of specified turnaround time (TAT) for service/deliverables
- d) Customer checking status/ progress

Examples of queries:

- i. Non-receipt of card/PIN (within stipulated TAT) / statement (1st time)
- ii. Query on application status (Within stipulated TAT)
- iii. Query on Pension disbursement, TDS on Pension, Submission of Pension documents, Pension revisions.

4.3 Complaint:

A Complaint is:

- a) Service deficiency or error on the part of the bank in offering any service and /or
- b) Non-conformance in any of the bank's product / process leading to
- c) A dispute / grievance / protest / grumble / accusation / objection

Examples of complaints:

- i. Delay in providing any product / service of the bank beyond the stipulated / committed TAT e.g.
 - Address change request submitted, not done
 - Cheque deposited; credit not received
 - Delay / non-receipt of welcome kit
 - Insta account not activated
 - Delay in closure of account
 - Pension not disbursed ii.
 - Cash not dispensed / less cash dispensed from ATM
- iii. Any dispute on online, POS, ATM transactions carried out through Debit Card, IMPS
 - claimed as not done by the customer iv. Delay in credit of card payment
- v. Customer claims to have received abusive / harsh call
- vi. Customer disputes on EMI / ROI / Tenor / Loan Amount
- vii. Customer alleging insurance misspell

5) Process of handling customer grievances

- a) Touch points to report customer grievances: Customers will be informed about the channels available for referring/seeking redressal of grievances. These are:
 - 1. Retail Branches
 - 2. Email
 - 3. Social Media
 - 4. Senior Management and Principal Nodal officer
 - 5. Head Office
- b) Sources of grievances (in addition to above mentioned channels): Grievances received through Reserve Bank of India, RBI Ombudsman, National Consumer Helpline (NCH), Ministry of Finance, Government of India, Centralized Public Grievance Redress and Monitoring system Grievance (CPGRAMS), Securities and Exchange Board of India (SEBI), Stock Exchanges (SEs) and Consumer Forum.
- c) Turnaround time: Depending on the nature of the grievance, specific timelines have been set for the resolution. Grievances shall be resolved in a proper and time bound manner with detailed advice to the customer. The customer is kept informed in case of any delay envisaged by the bank in resolution of the grievance beyond the stated timelines.
- d) Mode of response: Bank shall ensure that the mode of response is as per the mode of customer intimation received e.g., cases received through e-mail shall be responded through e-mail.
- e) Escalation of grievances: The bank has a three-tier escalation mechanism for customer grievances, as given below:
 - i. 1stLevel: All front-end channels
 - ii. 2ndLevel: Grievance Redressal Cell (GRC)

iii. 3rd Level: Principal Nodal Officer (PNO)

In line with the Reserve Bank Integrated Ombudsman (RBIOS) Scheme, the Bank will appoint Principal Nodal Officer. The bank will prominently display the name and contact details (Telephone/mobile number and E-mail ID) of the Principal Nodal Officer along with the details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>) at the website and branches/places where the business is transacted, for the benefit of the customers.

The bank will also appoint Nodal officer to assist the Principal Nodal officer for operational efficiency.

A list of State-wise Nodal officers of the bank shall be made available on the bank's website and through displays at the Branches.

The bank has also appointed Internal Ombudsmen as per the guidelines prescribed by the Reserve Bank of India. Partially or wholly rejected customer complaints are referred to the Internal Ombudsman for guidance. The decision of the Internal Ombudsman is binding on the bank.

- f) Employee training and awareness: All employees at customer facing channels and other support departments shall be periodically trained in handling customer grievances. This would include functional training as well as training in soft skills.

6) Review & Oversight of monitoring customer grievances:

Primary responsibility of review and monitoring of the customer grievances would be with the respective front-end channels. The bank shall establish a Complaints Management Cell to monitor the customer grievances logged in the bank on a regular basis. This cell, as part of its monitoring, shall perform the following activities:

- a) Analyse/conduct a root-cause analysis of the complaints logged on a quarterly basis. The analysis shall be carried out basis the nature and type of complaint with a view to identify areas of complaints which are endemic in nature and require process review / procedural change.
- b) The analysis shall also include review of closure of case (adequacy of closure as well as timelines). Key aspects of the analysis shall be highlighted to the senior management. Summary of the complaints received and closed shall be reported as part of calendar of reviews prescribed by the RBI.
- c) Pro-active monitoring by the Senior Officers shall be carried out at a monthly frequency on sample basis for frequent areas of complaints to raise issues to the concerned units including for cases not resolved or inadequately resolved or incorrectly logged.
- d) Customer feedback by way of complaints, through structured Customer Service Committee meetings (Customer Service Committee of the Board, Standing Committee on Customer Service, Branch/ Virtual Customer Committee meetings) and Net promoter Score shall be analyzed and acted upon. Quality Initiatives Group of the bank shall be responsible to drive process improvement in coordination with other functions of the bank.

e) As per requirements of the Master Circular on Customer Service, the bank has also constituted three Committees. One of the objectives of these committees is to provide oversight- on bank's grievance redressal mechanism:

- i. Branch Level Customer Service Committee – a monthly meeting at all branches
- ii. Standing Committee on Customer Service – Executive Committee of senior bank officials along with customer representatives which meets quarterly to review compliance with regulatory guidelines, feedback from branch committees & frequent areas of complaints.
- iii. Customer Service Committee of the Board – Committee at the Board level which meets quarterly to review working of the Standing Committee and oversees the effectiveness of the grievance redressal mechanism of the bank.

-----**END of Document**-----

Policy Approved

Chairman

Director

General Manager