



ARYAVART BANK
HEAD OFFICE

POLICY FOR GRIEVANCE REDRESSAL AND HIERARCHY FOR RESOLUTION OF GRIEVANCES AND COMPLAINTS OF CUSTOMERS

Board is advised that 'Policy for Grievance Redressal has been adopted as part of Banking Codes and Standards Board of India-Customer Centric. This policy stipulates appointment of a Nodal Officer of the rank of General Manager for the implementation of customer service and complaint handling for the entire Bank. The Bank may also appoint other designated Officers at Regional Offices to handle complaint grievances in respect of Branches under their control.

Regarding resolution of grievances/complaints this policy stipulates as mentioned below:

Branch Manager is responsible for the resolution of complaints/grievances in respect of customer service by the branch. He would be responsible for ensuring closure of all complaints received at the Branches. It is his 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 should be provided with alternate avenues to escalate the issue. If the Branch Manager feels that it is not possible at his level to solve the problem he can refer the case to the Regional Office for guidance. Similarly, if the Regional Manager finds that he is not able to solve the problem, such cases may be referred to the Nodal Officer. In spite of above, it has been observed that customers are making their complaints directly to the Head Office without referring it either to Branch Manager or Regional Manager. Head Office refers such complaints to concerned RO for redressal and RO in turn refers it to Branches. After compliance branch sends it the Head Office through their RO. Due to time taken in postal transition at various level it is not possible to resolve complaints which are directly received at the Head Office within 30 days as stipulated in clause 9(3)(a) in Chapter -IV of Banking Ombudsman Scheme-2006. This leads to many complaints against the Branches of Bank referred to Banking Ombudsman Office of the RBI.



