

# **Customer Grievance Redressal Policy (Electronic Banking)**

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## **Background**

Customer service is a key focus area of the Bank. Bank always strives to provide customers the best products and services with consistent improvement in customer experience and quality of operations. We strongly believe that a satisfied customer is the most important factor in developing our business.

At present below Electronic Banking Services are provided by bank –

- ATM & Debit Cards
- Mobile Banking
- Net Banking
- SMS Banking

The Customer Grievance Redressal Policy outlines the framework for addressing the customer grievances.

The Bank shall ensure that the policy is made available in public domain (bank web site and branches).

## **Objective**

The objective of the policy is to ensure that –

- All customers are treated fairly and without bias at all times
- All issues raised by customers are dealt with courtesy and resolved on time
- Customers are informed about the avenues to escalate their grievances within the organisation

## **Applicability/Coverage**

The policy is applicable to all customers of bank performing electronic banking transactions using Bank's delivery channels viz. ATMs, Debit Cards, Mobile Banking and Net Banking.

## **Definition of Customer Grievance**

A customer grievance is an expression of dissatisfaction from a customer, requiring a response about business activities performed by bank or any of its employees or performed on their behalf by any third party.

## **Principles of Grievance Redressal**

The guiding principles of the approach to grievance redressal are as follows -

**Transparency:** The customer shall be provided with information regarding the channels they can access to service their requirements and resolve their issues. In addition, the turn-around-time for issues to be redressed, including investigation and resolution shall be communicated transparently.

**Accessibility:** The Bank shall enable the customers to avail of services through multiple published channels.

**Escalation:** Information on the process of escalation of complaints to the next level, in case the customer is not satisfied with the resolution provided by the current level in the Bank will be made available in the branches/Bank's website/Bank's call center.

**Customer Education:** The Bank shall endeavour to make continuous efforts to educate its customers to enable them to make informed choices regarding banking products and reduce errors in banking transactions.

**Review:** The Bank shall have forums at various levels to review customer grievances and enhance the quality of customer service.

## **Aspects of grievance redressal policy**

**Registration of Complaints:** The Bank enables customers' to avail of services through multiple channels. The various channels available to customers for registering the complaints are as follows:

**Customer Care:** Customers can call on Bank's toll free numbers 24x7 at 022-2860 2000 or email at [customercare@nkgsb-bank.com](mailto:customercare@nkgsb-bank.com)

**Branch:** Customers can visit any branch to register complaints either in the Complaint Register available at all branches or directly with any branch official.

**Bank's web site:** Customers can use 'Helpdesk' option available on the homepage of Bank's website 'www.nkgsb-bank.com to lodge a complaint.

## **Recording and Tracking of complaints:**

### **1) Complaints received at branches / Zonal Offices / Departments:**

- i. Complaints received will be sent on [gru@nkgsb-bank.com](mailto:gru@nkgsb-bank.com)
- ii. The GRU will assign a unique reference No. to every complaint received on the above email id.
- iii. Branch / Zone / Dept. shall resolve the complaint if pertaining to them, within a maximum TAT of 5 working days. Once resolved, the status shall be updated to the GRU as GRU will maintain the database of all the complaints received across the Bank.
- iv. Complaints which cannot be resolved by the branch / the Zonal Office / Dept shall be reported to the GRU within 1 working day.
- v. GRU shall resolve the complaint forwarded by branch / the Zonal Office / Dept., within 2 working days and reply directly to the aggrieved customer.
- vi. If feedback on any complaint is required from a dept. or some other branch, same shall be referred to them by the GRU within next working day from the date of receipt of such complaint.
- vii. If no response is recd. within the above TAT, the matter shall be escalated to the Nodal Officer, with copy marked to MD & DMD.
- viii. If additional time is required for resolution of the complaint, an intervening mail shall be sent to the customer by GRU.
- ix. On receipt of response from branch/dept. reply to customer shall be given within 2 working days.
- x. All correspondence with customers must quote unique reference number.

### **2) Complaints received at MD's Office:**

- i. Shall be forthwith sent to the GRU by email on [gru@nkgsb-bank.com](mailto:gru@nkgsb-bank.com)
- ii. Shall be addressed by GRU on priority considering the criticality of complaints.
- iii. The GRU shall assign a Unique reference No. to the complaints received.
- iv. GRU shall draft a reply in co-ordination with the respective Branch / Zonal Office / Dept. and send the same to MD's Office within 3 working days.
- v. The letter to customer will be finalized by MD and in his absence by the DMD.

### **3) Complaints received at Customer Service Centre (CSC):**

- i. General queries / issues shall be addressed by CSC as per regular practice.
- ii. Critical issues/Complaints shall be addressed to [gru@nkgsb-bank.com](mailto:gru@nkgsb-bank.com) on the date of receipt.
- iii. GRU shall assign a Unique reference No. to the complaints received.
- iv. GRU shall reply within 1 working day.

- v. If feedback needed from dept./branch/ Zonal Office, shall be obtained within 2 working days.
- vi. Customer shall be replied within 1 working day by the GRU.

**4) Other points:**

- i. All complaints received by GRU, shall be immediately acknowledged giving a time limit for resolution of the same.
- ii. GRU shall quote the unique reference No. in all correspondence with the customer
- iii. Complaints shall be monitored and marked as closed only after the same are resolved.
- iv. Critical complaints of high severity shall be escalated to MD/DMD

**Liability of Customer / Bank in case of unauthorized transactions**

**(a) Zero Liability of Customer**

A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following events:

- Contributory fraud/negligence/deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
- Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within three working days of receiving the communication from the bank regarding unauthorised transaction.

**(b) Limited Liability of a customer**

A customer shall be liable for the loss occurring due to unauthorised transactions in the following cases:

- In cases where the loss is due to negligence by a customer, such as, where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised transaction to the bank. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the bank.
- In cases where the responsibility for the unauthorised electronic banking transaction lies neither with the bank nor with the customer,

but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving communication from the bank) on the part of the customer in notifying the bank of such a transaction, the transaction liability of the customer shall be limited to the transaction value or the amount as prescribed below, whichever is lower.

<b>Maximum Liability of a Customer</b>	
<b>Type of Account</b>	<b>Maximum Liability (Rs.)</b>
Basic Savings Account (No Frill)	5,000/-
All other SB Accounts, Current/Cash Credit/Overdraft accounts of MSMEs, Current Accounts/Cash Credit/Overdraft Accounts of Individuals with annual average balance(during 365 days preceding the incidence of fraud) / limit upto Rs. 25 lakh.	10,000/-
All other current / Cash Credit / Overdraft Accounts	25,000/-

Further, if the delay in reporting is beyond 7 working days, the customer liability shall be limited to Rs. 50,000/-

Overall liability of the customer in third party breaches, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarised below:

<b>Time taken to Report the fraudulent transaction</b>	<b>Customer's Liability</b>
Within 3 working days	Zero Liability
Within 4 to 7 working days	The Transaction value or the amount as prescribed in above table, whichever is lower
Beyond 7 working days	Rs. 50,000/-

On being notified by the customer, the bank shall credit the amount involved in the unauthorised electronic transaction to the customer's account within 10 working days from the date of such notification by the customer. The credit shall be value dated to be as of the date of the unauthorised transaction.

## **Escalation**

The Bank shall strive to resolve the complaints at various touch points itself within the stipulated timelines. In addition, a complaint escalation mechanism would be made available to customers to highlight any delay / deficiency in resolution.

Accordingly, in case a customer is not satisfied with the resolution provided or if a complaint is not resolved within 10 days of its lodgement or within the extended turnaround time communicated, the complaint may be escalated to the Nodal Officer of the Bank.

### ➤ **Level 1 : Nodal Officer:**

<b>Write</b>	<b>Email</b>	<b>Call</b>
Mr. Girish Hoskote Nodal Officer NKGSB Bank Dyna Business Park, Plot No. A-57, Road No.1 MIDC, Andheri (E), Mumbai - 400 093.	<a href="mailto:girishhoskote@nkgsb-bank.com">girishhoskote@nkgsb-bank.com</a>	022 - 6104 9879 Timings: 10.00 a.m. to 5.00 p.m.  Monday to Saturday (except 2 <sup>nd</sup> and 4 <sup>th</sup> Saturdays and Banking Holidays)

### ➤ **Level 2 : Managing Director:**

<b>Write</b>	<b>Email</b>	<b>Call</b>
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Mr. Chintamani Nadkarni  
Managing Director  
NKGSB Bank  
Laxmi Sadan,  
Girgaum, Mumbai 400 004

[chintamaninadkarni@nkgsb-bank.com](mailto:chintamaninadkarni@nkgsb-bank.com)

022 – 6754 5000  
Timings:  
10.00 a.m. to 5.00 p.m.  
Monday to Saturday  
(except 2<sup>nd</sup> and 4<sup>th</sup>  
Saturdays and  
Banking Holidays)

➤ **Level 3 : Banking Ombudsman:**

In the unlikely event of a customer not receiving a response within one month from the date of lodgement of the initial complaint, or in case of dissatisfaction with the response given by the Bank, he may approach the Banking Ombudsman. The details of

Sl. No.	Centre	Address of the Office of Banking Ombudsman	Area of Operation
1.	Ahmedabad	Shri G J Raju C/o Reserve Bank of India La Gajjar Chambers, Ashram Road Ahmedabad-380 009 STD Code: 079 Tel. No. 26582357/26586718 Fax No. 26583325 Email : <a href="mailto:boahmedabad@rbi.org.in">boahmedabad@rbi.org.in</a>	Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu
2.	Bengaluru	Ms. C R Samyuktha C/o Reserve Bank of India 10/3/8, Nrupathunga Road Bengaluru -560 001 STD Code: 080 Tel. No. 22210771/22275629 Fax No. 22244047 Email : <a href="mailto:bobangalore@rbi.org.in">bobangalore@rbi.org.in</a>	Karnataka

the Banking Ombudsman are as under:

3.	Mumbai	Smt. Ranjana Sahajwala C/o Reserve Bank of India 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No. 23022028 Fax : 23022024 Email : <a href="mailto:bomumbai@rbi.org.in">bomumbai@rbi.org.in</a>	Maharashtra and Goa
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### **Review**

The Bank shall put in place a suitable mechanism and structure for the reporting of the customer liability cases to the Board or one of its Committees. The standing committee shall periodically review the unauthorised electronic banking transactions reported by customers or otherwise, as also the action taken thereon, the functioning of the grievance redress mechanism and shall take appropriate measures to improve the systems and procedures.