Rajgurunagar Sahakari Bank Limited

Rajgurunagar, Dist. Pune.

Customer Grievance Policy

POLICY VERSION 1.4

REVISED UP TO MARCH 2026

Head Office
S.No319/320, Pune-Nashik Highway, Rajgurunagar
Taluka-Khed, Dist. Pune, Maharashtra - 410505

Customer Grievance Policy

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Board Resolution No. 5(12) Dated 16/07/2022.

Board Resolution No. 5(12)-7 Dated 28/03/2023.

Board Resolution No. 5(10)-7 Dated 26/03/2024.

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Customer Grievance Policy

REVISION HISTORY

Sr. No.	Doc Number	Summary of Change	Prepared By	Approved By	Version No.	Board Approval Date
1		**Policy Created**	**IT Department**	**Board Of Director**	**1.0**	**16/07/2022**
2		**Policy Review**	**IT Department**	**Board Of Director**	**1.1**	**28/03/2023**
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Customer Grievance Policy

		Customer Grievance Policy for Rajgurunagar Sahakari Bank Limited
	1	**Purpose**
		In today's competitive and technology-driven banking environment, customer service is the primary focus of banks. Rajgurunagar Sahakari Bank Limited recognizes that efficient and responsive customer service is essential for building trust, enhancing customer satisfaction, and maintaining the Bank's reputation. Addressing customer complaints and resolving grievances promptly is a fundamental responsibility of the Bank, its employees, and its Board of Directors. This policy aims to: • Minimize instances of customer complaints and grievances through effective service delivery and continuous monitoring. • Establish a structured and efficient grievance redressal mechanism. • Ensure timely and fair resolution of customer complaints. • Identify gaps in products, processes, and service delivery through periodic review. • Strengthen customer confidence and protect the Bank's image and goodwill. The Bank acknowledges that customer dissatisfaction can adversely impact its reputation. Therefore, it is committed to handling all customer grievances in a transparent, prompt, and courteous manner. The Bank's grievance redressal framework shall be governed by the principles outlined in this policy.
	2	Policy Statement
		Customers of the Bank shall be entitled to the following rights, which the Bank shall uphold at all times: **a) Right to Fair Treatment** The Bank shall treat all customers fairly and without discrimination on the basis of gender, age, religion, caste, disability, or any other prohibited grounds. Services shall be provided in a courteous, transparent, and non-biased manner.

		b) Right to Transparency, Fair and Honest Dealing All products, services, contracts, and agreements offered by the Bank shall be transparent, easily understandable, and communicated in clear language. The Bank shall disclose all key terms and conditions, including fees, charges, risks, and obligations, upfront. **c) Right to Suitability** The Bank shall ensure that products and services offered are appropriate to the customer's needs, financial position, and risk profile. Mis-selling or coercive selling practices shall be strictly prohibited. **d) Right to Privacy and Data Protection** The Bank shall maintain strict confidentiality of customer information and comply with applicable data protection laws and RBI guidelines. Customer information shall not be shared with third parties without explicit consent, except where required by law. The Bank shall also ensure that customers are not subjected to unsolicited or unwarranted communications. **e) Right to Grievance Redressal and Compensation** The Bank shall provide an efficient, accessible, and time-bound grievance redressal mechanism. Customers shall have the right to seek redressal of complaints and receive appropriate compensation for any deficiency in service, in accordance with the Bank's policy and regulatory guidelines.
	3	Scope
		This Policy shall apply to all customers of the Bank, including but not limited to: • Savings Bank, Current Account, and Term/Fixed Deposit account holders • Loan and credit facility customers, including retail, MSME, and other borrowers • Users of digital banking channels, including Mobile Banking, Internet Banking, UPI, ATM, POS, and other electronic payment systems • Customers availing third-party products distributed by the Bank, such as insurance, mutual funds, and other investment products • Prospective customers and former customers, where grievances relate to services offered by the Bank This Policy shall be applicable across: • All branches, offices, and administrative units of the Bank

		• All departments, including operations, credit, IT, customer service, and third-party service providers engaged by the Bank • All service delivery channels, including physical branches, call centers, digital platforms, and outsourced/agent channels The Policy also covers grievances arising out of: • Deficiency in service, delays, errors, or omissions • Non-adherence to regulatory guidelines issued by the Reserve Bank of India • Issues related to charges, transparency, mis-selling, or unfair practices
	4	**Customer Complaints**
		Customer complaints may arise due to, but are not limited to, the following: • Deficiency in customer service or delays in service delivery • Inappropriate or unprofessional behavior of employees while dealing with customers • Inadequacy or failure of systems, processes, or arrangements made available to customers • Gaps between the standards of service promised by the Bank and the actual services rendered • Errors in transactions, unauthorized charges, or lack of transparency in dealings The Bank recognizes the right of every customer to register a complaint if they are not satisfied with the services provided. Customers may lodge their complaints through any of the following channels: • In writing (letter/email) • Oral communication (in person at branch or via call center) • Telephone or other approved electronic channels All complaints received shall be acknowledged and resolved in a fair, transparent, and time-bound manner as per the Bank's grievance redressal framework.

		If a complaint is not resolved within the stipulated timeframe, or if the customer is not satisfied with the resolution provided, the customer may escalate the complaint to higher authorities within the Bank, including the designated Nodal Officer. If the complaint remains unresolved or unsatisfactory even after escalation, the customer may approach the **Reserve Bank of India Integrated Ombudsman Scheme (RB-IOS), 2021**, or any other legal forum available for grievance redressal, in accordance with applicable guidelines.
	5	Complaint Registration Channels
		Customers may lodge their complaints through any of the following channels. The Bank shall ensure that all channels are accessible, responsive, and properly monitored. **5.1 Branch Level** • Submission of written complaint in the Complaint Register available at the branch • Dropping complaints in the Complaint/Suggestion Box placed at branches • Direct interaction with the Branch Manager or designated officer **5.2 Digital Channels** • Email to the Bank's official grievance redressal email ID • Online complaint form available on the Bank's website **5.3 Telephone Channel** • Customer Care / Helpline numbers designated by the Bank • Complaints received over phone shall be recorded in the system and a complaint reference number shall be provided to the customer **5.4 Postal Channel** • Written complaints sent to the Head Office or designated grievance redressal cell of the Bank **5.5 General Provisions Applicable to All Channels**

		• All complaints, irrespective of the channel, shall be recorded in a centralized complaint management system/register • A unique complaint reference number shall be generated and communicated to the customer for tracking purposes • Complaints received through any channel shall be acknowledged and processed in accordance with the Bank's Turnaround Time (TAT) policy • The Bank shall ensure confidentiality and data privacy of customer information in line with regulatory requirements
	5	Provision in the Bank to Handle Customer Complaints.
		The Bank shall establish a robust, transparent, and customer-friendly mechanism for handling complaints and grievances. **1. Display and Awareness Requirements** The Bank shall prominently display at all branches and on its website the following information for the benefit of customers: a) Where and how to lodge a complaint b) Channels available for submitting complaints (branch, email, phone, online, etc.) c) Expected timelines for acknowledgment and resolution d) Details of officials responsible for grievance redressal, including escalation levels e) Procedure for escalation if the customer is not satisfied with the resolution f) Information regarding the **Reserve Bank of India Integrated Ombudsman Scheme (RB-IOS), 2021**, including contact details The Bank shall also make available detailed procedures for fair and expeditious complaint handling through brochures, website disclosures, and branch notice boards. **2. Registration and Acknowledgment of Complaints** • All complaints received in writing (letter/email/online) shall be recorded in the Customer Complaint Register/System. • An acknowledgment, along with a unique complaint reference number, shall be provided to the customer promptly.

		• Complaints received through telephone or in person shall also be recorded, and a complaint reference number shall be communicated to the customer. **3. Resolution Process and Timelines** • The Bank shall examine each complaint thoroughly and provide a fair and reasoned response. • The Bank shall endeavor to resolve complaints within **7 working days** from the date of receipt. • In case additional time is required, the Bank shall inform the customer about the reasons for the delay and indicate the expected timeframe for resolution. **4. Communication of Final Response** • The final response to the customer shall include: o Outcome of the complaint investigation o Reasons for the decision o Details of escalation options available to the customer • If the customer is not satisfied with the resolution, they shall be informed of their right to escalate the complaint within the Bank and/or approach the **Reserve Bank of India Ombudsman** under the applicable scheme. **5. Escalation and Customer Rights** If the complaint is not resolved within the stipulated timeframe or the customer is dissatisfied with the response, the customer may: • Escalate the complaint to higher authorities within the Bank, including the Nodal Officer • Approach the Reserve Bank of India under the Integrated Ombudsman Scheme or other legal forums
	6	Procedure for Customer Complaints Internal Setup
		6.1 Resolution of Customer Grievances at Branch Level a) The Branch Manager shall be the primary authority responsible for the resolution of all customer complaints and grievances pertaining to services rendered by the branch.

b) The Branch Manager shall ensure timely and effective closure of all complaints received at the branch. Every effort shall be made to resolve complaints to the customer's satisfaction.

c) Where the customer is not satisfied with the resolution, the Branch Manager shall clearly inform the customer about the available escalation mechanisms within the Bank.

d) In cases where the complaint cannot be resolved at the branch level, the Branch Manager shall escalate the matter to the Head Office/concerned department within **24 hours** of receipt of the complaint, along with all relevant details.

e) The Branch shall maintain proper records of all complaints received, actions taken, and closure status for audit and review purposes.

6.2 Grievance Escalation Mechanism

a) Complaint/Suggestion Boxes and Complaint Registers shall be maintained at all branches. All written complaints shall be promptly acknowledged with a complaint reference number.

b) Frontline staff (counter staff) shall be adequately trained to handle customer queries and complaints efficiently and courteously.

c) If the counter staff or supervisor is unable to resolve a complaint, the matter shall be escalated to the Branch Manager without delay.

d) The Branch Manager shall personally intervene in unresolved or sensitive complaints and ensure appropriate resolution within the stipulated timeframe.

e) Periodic **Customer Meets/Grievance Redressal Camps** shall be conducted at least once every quarter to:

- Enhance customer awareness regarding products and services
- Educate customers on grievance redressal mechanisms
- Obtain feedback for continuous service improvement

6.3 Oversight and Regulatory Alignment

- The internal grievance redressal mechanism shall operate in line with guidelines issued by the Reserve Bank of India

		• Unresolved or escalated complaints shall be monitored at the Head Office level for timely resolution • The Bank shall ensure that customers are informed about their right to approach the RBI Integrated Ombudsman Scheme in case of unsatisfactory resolution
	7	Integrated Ombudsman Scheme 2021
		As per the circular issued by the Reserve Bank of India vide Ref. No. **CEPD.PRD.No.S873/13.01.001/2021-22 dated November 12, 2021**, the **Integrated Ombudsman Scheme, 2021 (RB-IOS, 2021)** is applicable to the Bank. In accordance with the said circular, the Scheme is applicable to all banks regulated by the Reserve Bank of India, including those having deposit size of ₹50 crore and above. Under this Scheme: • The Bank shall be covered under the jurisdiction of the RBI Ombudsman for redressal of customer complaints. • Customers have the right to approach the Ombudsman in case their complaints are not resolved satisfactorily by the Bank within **30 days** from the date of complaint. • The Bank shall prominently display details of the Ombudsman Scheme, including contact details and complaint filing procedures, at all branches and on its website. • The Bank shall appoint a **Nodal Officer** to coordinate with the Ombudsman and ensure compliance with the Scheme. The Bank shall ensure full compliance with the provisions of the Integrated Ombudsman Scheme, 2021 and facilitate customers in availing the benefits of the Scheme for grievance redressal.
	8	Grievances Redressal Mechanism at Bank
		In case a customer experiences any deficiency in service or non-fulfilment of promised services, the Bank shall provide a structured grievance redressal mechanism. The Bank shall endeavor to resolve all customer complaints within a maximum period of **15 days** from the date of receipt, except in cases

		requiring extended investigation, which shall be duly communicated to the customer. a) Branch Level Resolution i. Customers may approach the respective branch or the Branch Manager for immediate redressal of their complaints. Complaints may be submitted in writing or through any of the prescribed channels. ii. All complaints received shall be recorded in the Complaint Register/System, and acknowledgment with a complaint reference number shall be provided. iii. The Branch Manager shall make every effort to resolve the complaint within **10 days** of receipt. iv. If the Branch Manager is of the opinion that the complaint requires intervention of higher authorities, the same shall be escalated to the Head Office within **24 hours** of receipt, along with relevant details. b) Head Office Level Escalation If the customer does not receive a response within **15 days**, or if the resolution provided by the branch is not satisfactory, the complaint may be escalated to the Head Office. The General Manager / Customer Grievance Officer shall review and respond to such complaints within **10 days** of receipt. **Address for Head Office Complaints:** Customer Grievance Officer Rajgurunagar Sahakari Bank Limited S. No. 319/320, Pune-Nashik Highway Rajgurunagar, Taluka Khed Dist. Pune, Maharashtra – 410505 If the customer is not satisfied with the response, the matter may be further escalated to the Chairman of the Bank.

		c) Escalation to Ombudsman If the complaint remains unresolved or the customer is not satisfied with the response of the Bank, the customer may approach the **Reserve Bank of India Integrated Ombudsman Scheme (RB-IOS), 2021**. Details of the Ombudsman and the complaint filing process shall be available at all branches and on the Bank's website. d) Conditions for Filing Complaint before Ombudsman A complaint may be filed under the Ombudsman Scheme subject to the following conditions: i. The complainant has first made a written representation to the Bank and: • The complaint has been rejected, or • No reply has been received within **30 days**, or • The complainant is not satisfied with the response ii. The complaint is filed within **one year** from the date of receipt of the Bank's reply, or within **one year and one month** from the date of representation where no reply is received iii. The complaint is not related to a matter already settled or dealt with by the Ombudsman in previous proceedings iv. The complaint is not pending before or decided by any court, tribunal, arbitrator, or any other forum v. The complaint is not frivolous, vexatious, or malicious in nature vi. The complaint is filed within the limitation period prescribed under the **Limitation Act, 1963** e) Customer Awareness and Transparency • The Bank shall display details of the grievance redressal mechanism, escalation matrix, and Ombudsman Scheme at all branches and on its website

		• Customers shall be informed of their rights and available remedies at each stage of complaint handling
	9	**DISPUTE REDRESSAL MECHANISM: TECHNOLOGICAL PRODUCTS**
		The Bank shall establish a robust mechanism for handling disputes arising from transactions carried out through technological channels such as ATMs, Debit Cards, IMPS, UPI, Mobile Banking, and Internet Banking, in accordance with guidelines issued by the Reserve Bank of India and National Payments Corporation of India. 1. Classification of ATM-Related Complaints Complaints relating to failed ATM transactions shall be categorized as follows: a) Bank’s Debit Cards used at Bank’s own ATMs (same branch network) b) Bank’s Debit Cards used at Bank’s ATMs (other locations within the Bank network) c) Other Bank customers using their cards at the Bank’s ATMs (acquirer bank cases) d) Bank’s Debit Cards used at other Bank ATMs (issuer bank cases) 2. Reversal of Failed ATM Transactions • In case of wrongful debit due to failed ATM transactions, the amount shall be reversed within **7 working days** from the date of receipt of complaint. • If the Bank fails to reverse the amount within this period, it shall pay a compensation of **₹100 per day** of delay to the customer, in addition to the disputed amount. 3. Digital Transaction Failures (IMPS / UPI / Mobile Banking) • For failed transactions through IMPS, UPI, and Mobile Banking, the amount shall be auto-reversed within **T+1 (next working day)** as per NPCI guidelines. 4. Eligibility for Compensation • Customers shall be eligible for compensation if the complaint is lodged within **30 days** from the date of the transaction.

5. Delayed Reporting of Complaints

- Complaints lodged after 30 days but within 60 days shall be processed through the Bank's **Dispute Management System (DMS)**; however, compensation may not be applicable.
- Complaints reported after 60 days but within 120 days may be considered as **"Good Faith Claims"** and shall be processed through NPCI, subject to applicable rules.

6. Interbank Dispute Resolution

- All disputes involving ATM and card transactions shall be settled between issuing and acquiring banks through the dispute resolution mechanism provided by National Payments Corporation of India.
- No bilateral settlement outside the prescribed NPCI mechanism shall be permitted.

7. Exception Handling

- Exception transactions are those which cannot be reconciled during settlement or are reported as erroneous by the cardholder.
- Member banks shall cooperate and make best efforts to resolve such discrepancies amicably within the prescribed timelines.

8. Chargeback Process

- The issuing bank shall initiate chargebacks for disputed transactions within the prescribed timelines.
- All chargeback cases shall be resolved within **120 days** from the date of the original transaction, provided the complaint is lodged within 30 days.
- The issuing bank shall provide all necessary supporting documents for dispute processing.
- If the acquiring bank does not accept the chargeback, it shall submit a representation within **60 working days** from the chargeback initiation date.
- Chargeback requests shall be routed through the **National Financial Switch (NFS)** system, which will process and forward them to the concerned member bank after necessary settlement adjustments.

9. Credit / Debit Adjustments

		• The acquiring bank shall take necessary steps to rectify discrepancies identified during End-of-Day (EOD) reconciliation. • Adjustment requests, along with supporting documents, shall be submitted to NPCI within **30 working days** from the settlement date. • Acceptance of adjustments beyond this period shall be at the discretion of the issuing bank. 10. Representment • The acquiring bank may submit a representment to contest a chargeback within **60 working days** from the settlement date of the dispute. • All supporting documents must be provided to the issuing bank. • If the issuing bank fails to respond within **5 working days**, NPCI may proceed with reversal based on available evidence. 11. Customer Communication and Transparency • Customers shall be informed about the status of their dispute and expected resolution timelines. • The Bank shall ensure transparency, timely updates, and adherence to regulatory timelines in all dispute handling cases.
		Escalation Matrix

		If a complaint is not resolved within the stipulated timeframe or the customer is not satisfied with the resolution provided, the complaint may be escalated through the following levels:
		
		Level 1 – Branch Manager
		
		• **Role:** First point of contact for complaint handling and resolution
		• **Responsibility:**
		  o Register and acknowledge the complaint
		  o Attempt resolution at the branch level
		• **Timeline:** Resolution within **7 working days** from the date of complaint
		
		Level 2 – Regional Office / Head Office
		
		• **Trigger:**

		o Complaint not resolved within 7 days at Branch level, or o Customer not satisfied with Branch response • **Role:** Review and intervene in unresolved complaints • **Responsibility:** o Examine the complaint independently o Provide a reasoned response and resolution • **Timeline:** Resolution within **next 7 working days** Level 3 – Nodal Officer (Grievance Redressal Officer) • **Trigger:** o Complaint remains unresolved after Head Office review, or o Customer remains dissatisfied • **Role:** Final internal authority for grievance redressal • **Responsibility:** o Ensure compliance with guidelines issued by the Reserve Bank of India o Review the complaint from a regulatory and customer protection perspective o Provide final response to the customer • **Timeline:** Final resolution within **7 working days** Nodal Officer Details • **Name:** [To be updated] • **Designation:** Grievance Redressal Officer / Nodal Officer • **Contact Details:** [Phone Number / Email ID] Customer Right to External Escalation If the complaint is not resolved within **30 days** from the date of lodging the complaint, or if the customer is not satisfied with the final response provided by the Bank, the customer may approach the **Reserve Bank of India Integrated Ombudsman Scheme (RB-IOS), 2021**.
	10	**Customer Liability in Unauthorized Electronic Banking Transaction**
		A. Systems and Procedures The Bank shall maintain robust systems and controls to ensure the safety and security of electronic banking transactions: 1. Adequate systems and procedures shall be in place to safeguard electronic transactions.

2. A robust and dynamic fraud detection and prevention mechanism shall be implemented.
3. The Bank shall assess risks arising from unauthorized transactions and evaluate associated liabilities.
4. Continuous measures shall be taken to mitigate risks and protect customers and the Bank from losses.
5. The Bank shall periodically educate customers on safe banking practices and fraud prevention.

B. Reporting of Unauthorized Transactions

1. Customers shall mandatorily register for SMS alerts and, wherever available, email alerts for electronic transactions.
2. The Bank shall send SMS alerts for all electronic transactions and email alerts where registered.
3. Customers shall report unauthorized transactions immediately through:
    - Bank’s website (24x7 availability)
    - Email: **support.dc@rajgurunagar.bank.in**
4. Delay in reporting may increase customer liability.
5. Customers are required to file an FIR with the appropriate police authority and submit a copy to the Bank.

C. Zero Liability of Customer

A customer shall have **zero liability** in the following cases:

1. Unauthorized transactions resulting from fraud, negligence, or deficiency on the part of the Bank
2. Third-party breach where:
    - Neither the Bank nor the customer is at fault, and
    - The customer reports the transaction within **3 working days** of receiving communication from the Bank

D. Limited Liability of Customer

A customer shall bear limited liability under the following circumstances:

1. **Customer Negligence** (e.g., sharing credentials):
    - Customer bears the loss until the transaction is reported
    - Post-reporting loss shall be borne by the Bank
2. **Third-party breach (delay in reporting 4–7 working days):**

- Liability limited to transaction value or capped amount, whichever is lower

Maximum Liability Limits:

Sr. No.	Type of Account	Maximum Liability
1	Basic Savings Account	₹5,000
2	SB accounts, PPI, MSME CC/OD, Individual accounts ≤ ₹25 lakh, Credit cards ≤ ₹5 lakh	₹10,000
3	Other CC/OD accounts, Credit cards > ₹5 lakh	₹25,000

E. Summary of Customer Liability

Reporting Time	Customer Liability
Within 3 working days	Zero Liability
4–7 working days	Limited (as per above table)
Beyond 7 working days	As per Board-approved policy

F. Reversal and Compensation Timeline

1. The Bank shall provide **provisional credit (shadow reversal)** within **10 working days** from the date of reporting the unauthorized transaction.
2. The credit shall be value-dated to the date of the unauthorized transaction.
3. The Bank shall resolve the complaint and determine liability within **90 days** of receipt.
4. If not resolved within 90 days, the customer shall be compensated as per the applicable provisions.

G. Reporting Beyond 7 Working Days

- If the customer reports the unauthorized transaction after **7 working days**, liability shall be:
    - **50% of transaction value or ₹10,000 (whichever is higher)**, as per Board-approved policy

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	11	**Interaction with customers**
		Customer's expectation/requirement/grievances can be better understood through personal interaction with customers by Bank's staff. Bank shall take structured customer meets to 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 the banking services better. The feedback from customers would be a valuable input for revising our product and services to meet customer requirements. Branch shall have Customer feedback register for the same.
	12	**Alerting the operating staff on handling complaints**
		Our staff will be properly trained for handling complaints. During all the Training Sessions, the importance of handling complaints is explained to all the participants and they are trained to deal with customer complaints. Bank will ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. Customer grievance policy adopted, approved by the Board and published in Banks website.

Policy has been approved by Board of Director Meeting Dated 24/03/2026 Resolution Number 5(19)-7.

Assistant General Manager I.T. **General Manager**

Chief Executive Officer **Chairman**