

Grievance Redressal Policy

1. Introduction –

As a service organisation customer service and customer satisfaction is the prime concern of the bank . It is well said that He (customer) is not depended on us but, we (bank) are depended upon him.

Further, bank believes that customer experience is the key to keep customer happy and ensuring a long lasting relationship with the bank.

Grievance Redressal Policy the framework for addressing customer grievance. It aim at minimising instances of customer complaints and grievance though proper delivery and review system mechanism and to ensure prompt redressal of customer complaints and grievance.

2. Objectives –

The objective of the policy is to ensure that :

- a) All customers are always treated fairly and without bias.
- b) All complaints, requests and queries received form customers are responded with courtesy as per defined time lines
- c) Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with response or resolution to their complaint.

3. Scope -

- a) The policy is applicable to all branches of the bank
- b) All canner across products which the bank has enabled for the customer transitions and providing services.
- c) To comply the regulators concern on four c s through root analysis
 - i) Consolidation of service offered by the bank
 - ii) Customisation of product and services
 - iii) Convenience of transacting
 - iv) Concern for customers

4. Definition of complaint -

Customer raising a concern on account of deficiency in service delay in fulfilment, concern emanating from a failed transaction or non-conformance to stated arrangement with the customer.

- i) An allegation of unacceptable employee behaviour
- ii) An alleged violation of law, regulation or policy
- iii) A product issue including product design or performance issue
- iv) A sales or service practice issue
- v) Un authorised electronic banking transaction dispute
- vi) Any deficiency or gap in service delivery towards the commitment provided to the customer

1) Definition of customer -

Customer can be an individual or an artificial person created by law having perpetual existence. A customer is some one who has an account with the bank or who is in such a relation with the bank that a relationship of a banker and customer. There are two types of customer.

- i) Active customer –

Active customer is an active account holder. He is user of most of the banking channels and the one who by word of mouth bring new customers to the bank. These customers are vociferous and more prone to lodge the complaints

ii) **Passive customer –**

Passive customers can be active or dormant account holder. This type of customers do avail the banking services, but does not have much expectations from the bank. These type of customers are complaint prone, but may silently shift to another bank.

5. **Customers Right –**

Following are the basic right of bank customer.

- i) Right to fair treatment
- ii) Right to transparency, fair and honest dealing
- iii) Right to suitability
- iv) Right to privacy
- v) Right to grievance redressal and compensation

6. **Exclusions form the definition of complaint –**

- Notwithstanding the bank as part of its commitment to its customers shall be bound to provide all support to its customers within the ambit of larger regulatory and internal policies to ensure that the concern raised is logically concluded
- Complaint/ concern raised by customers with the bank for reversal of charges / fees applied to his accounts as part of the previously agreed and accepted terms and condition, or restoration of charges / fees paid by the customers as part his application for loan notwithstanding the fact that the same has not been sanctioned to by the bank in accordance with the banks lending norms or assessment practices of credit limit fall out side the definition of complaint
- Complaints / concern raised by customers with the bank on action taken by the bank in accordance with regulatory directions with due notifications (s) to customers through appropriate channels and where customers have filed to act in accordance to comply with the direction notified by the bank shall fall out of the purview definition of complaint.

7. **Type of Complaints –**

With proliferation of technology in banking and introduction of various IT based banking service and products nature of complaints received has undergone a major shift.

Audit log , transaction log, IP addresses switch report etc resolving the issue. Complaints can be broadly classified on its nature as –

- Technology related
- Failed digital transaction
- Staff misbehaviour
- Death claims
- SMS alert
- Charges / fee related
- TDS related
- Cheque book related / Stop payment , cancellation of cheque book, delivery of cheque book etc.)

- Complaints of senior citizens
- Complaints about infrastructure at branches
- Account operation related complaints etc.
- Customer queries, doubts, enquiries, status request and clarifications will not be treated as complaints.

8. **Channels available to the customer for lodgement of complaint -**

a) **Level 1 complaints –**

1) The bank has enabled the following front-end touch points to customer to register their complaint on any products and services

- Any of the branch
- The phone / cell phone number of the branch manager and of the branch.
- E- mail of the branch
- Web page of the bank

Following are the details for various touch point at first level

Sr. No.	Name & address of the Branch e-mail	Name of the Branch Manager	Branch Manager Cell Phone	Branch Telephone	Complaint Box - Facility
1	RENDAL - A/P- RENDAL, VITTHAL MANDIR 1ST FLOOR, MAIN ROAD, TAL - HATKANANGALE DIST- KOLHAPUR - 416203 aprsbank02@aprsbank.com	Shri Anil Rajaram Patil	8208167376	0230-2452620	Yes
2	HUPARI - A/P- HUPARI, OM PLAZA, TAL - HATKANANGALE DIST- KOLHAPUR 416203 aprsbank03@aprsbank.com	Shri Krushnath Datu Mali	9890802746	0230-2450528	Yes
3	ICHALAKARANJI - ADAT PETH, KUMBHAR GALLI, SHAHAPUR ROAD, ICHALAKARANJI TAL - HATKANANGALE DIST- KOLHAPUR - 416115 aprsbank04@aprsbank.com	Shri Santosh Ramchandra Karade	7249682413	0230-2433858	Yes
4	KOLHAPUR-611, E WARD, SHAHUPURI 2ND LANE, KOLHAPUR, TAL-KARVEER DIST- KOLHAPUR - 416002 aprsbank05@aprsbank.com	Shri Kirtibhushan Dattajirav Powar	9970743311	0231-2652420	Yes
5	SHIRDHON - A/P- SHIRDHON TAL - SHIROL DIST - KOLHAPUR - 416121 aprsbank06@aprsbank.com	Shri Suhas Shridhar Harulge	9762270652	02322-258150	Yes
6	PETH VADGAON - A/P - PETH VADGAON, BAVADEKAR COMPLEX ,NEAR BUS-STOP, TAL- HATKANANGLE DIST.- KOLHAPUR - 416112 aprsbank07@aprsbank.com	Shri Arun Baburao Dandge	8956498170	0230-2472233	Yes
7	KAGAL - MADHAV CHAMBER, RING ROAD, BLOCK NO.G3 & G4, KAGAL, TAL KAGAL, DIST. KOLHAPUR - 416216 aprsbank08@aprsbank.com	Shri Rahul Pandit Patil	8805796228	02325-243390	Yes
8	LIMBU CHOWK ICHALKARANJI - KADAPURE TAL, LIMBU CHOUK BLOCK NO.2 & 3, ICHALAKARANJI, TAL -HATKANANGLE DIST- KOLHAPUR - 416115 aprsbank09@aprsbank.com	Shri Vijay Dhondiram Gavali	8275450277	0230-2433898	Yes

All level 1 complaints in writing & e-mailed received by the Branch Manager he will acknowledge the same. Complaints in the complaint box will be open once in a month and thereafter it will be entertained and resolved within turn- around time (TAT) period.

b) Level – 2 (Two) at Head office –

If the customer is not satisfied with the response offered at level -1 i.e. in the branch then he/she may choose to refer the matter to the Head office

- 1) Compliance officer will acknowledge the customer issue and record the same to the complaint register at Head office. He will acknowledge the complaint. He will acknowledge the complaint
He will obtain report or view from the concern branch (Branch manager) handled the complaint at level -1(one)

- 2) Turn around time of 10 days for a response is allowed at level -2 (two)

Sr. No.	Name and designation	e-mail of the H,O	Cell phone number	e-mail of the
1	Mr. Nilkanth Shripari Gatade compliance officer	ho@aprsbank.com	9834402623	accounts@aprsbank.com

c) Level – 3 (Three) at Head Office –

If the customer is not satisfied with the response offered by the compliance officer (level-2 (two)) the customer may choose to refer the matter to level – 3 (three)

1. Manager / Assistant Manager looking after the portfolio of the Administration and customer service will acknowledge the customer issue
2. Bank has defined turn- around time (TAT) period of 10 days for a response at this level

Sr. No.	Name and designation	e-mail of the H,O	Cell phone number	e-mail of the compliance officer
1	Manager / Assistant Manager Administrative Department	ho@aprsbank.com		ho@aprsbank.com

d) Level – 4 (Four) office of the Banking ombudsman.

If the customer's issue remains unresolved after approaching level one (1), level two (2), level three (3) or if the bank has not provided a resolution within 30 days, the customer may choose to refer the matter to the Banking Ombudsman's office details of the same is as under –

Center	Telephone Number	Address
MUMBAI (i)	022-23022028	c/o Reserve Bank of India 4 th floor, RBI Byculla office building OPP. Mumbai central Railway station Byculla , Mumbai – 400 008
MUMBAI (ii)	022-23001280	c/o Reserve Bank of India 4 th floor, RBI Byculla office building Opp. Mumbai center Railway station Byculla – Mumbai – 400 008

On line complaint with Reserve Bank of India ombudsman (RBI)

<http://cms-rbi.org.in>

E-mail - crpc@rbi.org.in

Decision of the Banking ombudsman will be binding on both i.e. bank and customer who has lodged the complaint. However in such advisories passed against the bank which can be questioned, such advisories can be challenge on obtaining legal advice with Appellate Authority at R.B.I

Customer before making a complaint under the scheme, made a written complaint to the bank and the complaint was rejected – wholly or partly by the bank and the complaint is not satisfied with the reply or the complaint had not received any reply within 30 days after the bank received complaint with proof of having made a complaint may approach Banking Ombudsman.

9. Free charge customers and Turnaround Time (TAT)

Level – 1 (One) channel

Free charge has defined timeline of 10 days excluding time taken by the customer to provide required information / document for resolution / response.

Level – 2 (Two) Channel –

Free charge has defined timeline of 10 days excluding time taken by the customer to provide required information / document for resolution / response.

Level – 3 (Three) Channel –

Free charge has defined timeline of 10 days excluding time taken by the customer to provide required information / document for resolution / response.

Thus, total turnaround time (TAT) will be of 30 days to resolve / response the complaint.

10. Customers Service Committee of the Board –

This committee of the Board will oversee and guide implementation of service enhancement initiative across the bank. The committee meets once every quarter to review complaints, regulatory mandates policy decision, review banks performance on initiative to enhance customer experience.

11. Customer Service Meet –

Bank will conduct quarterly branch level customer meeting at branches. Display screen facility is provided at branch in cities. Display covers various awareness material about KYC / C-KYC in operative / dormant account, benefits of regular EMI payments, clean note issue and RBI ombudsman etc.

As part of the customer meeting bank will able to get feedback about banks product / services

Bank will invite customers across the segment like women, SC/ST, pensioner, senior citizen, well-wishers etc. Further there will be five to seven invitees for each customer service committee. These invitees will be member and well-wisher of the bank. They will help bank to resolve customer complaint & issue as well as for recovery of overdue at branch level.

This Policy has been approved by the Board of Directors in their Meeting held on 30.4.2024 under Resolution No.27