

UNIVERSAL COOPERATIVE URBAN BANK LIMITED, MANCHERIAL.

CUSTOMER COMPLAINTS AND GRIEVANCES REDRESSAL MECHANISM POLICY

Approved in the Managing Committee Meeting Held on Dated 16.10.2025 vide
Resolution No.8C

PREFACE:

The Bank believes that customer service experience is the key to acquire and nurture enduring relationship with our customers. As we deal with human beings, difference of opinion and friction may arise out of interactions and our customers may express their dissatisfaction as complaints. A complaint is an opportunity for the Bank not only to do the service upsurge and win the customers trust back but also to improve the product, process, technology and people aspects at the bank. Grievances therefore are a great source of the voice of the customers.

1. Introduction:

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Bank has attached high priority to customer satisfaction and also taken a number of initiatives aimed at achieving high standards of customer satisfaction and complaint free customer service. Customer complaints are part of the business life of any entity as every business has to deal with situations in which things go wrong from a customer's point of view. As a service organization, imparting good customer service and enhancing level of customer satisfaction should be the prime concern of any bank. Providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. Customer dissatisfaction would spoil bank's name and image.

The Bank's Customer Complaints/Grievances Redressal Policy aims at minimizing instances of customer complaints and grievances through proper service delivery, review and prompt and effective redressal mechanism. The review mechanism will help in identifying shortcomings in product features and service delivery.

The Bank's Customer Grievances Redressal Policy follows the under noted principles:

- ❖ Customers be always treated fairly
- ❖ Complaints raised by customers are to be dealt with courtesy and in time
- ❖ Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints.
- ❖ Bank will treat complaints efficiently and fairly as they can damage the bank's reputation and business if handled otherwise.
- ❖ The bank employee would work in good faith and without prejudice to the interests of the customers.

UNIVERSAL CO-OPERATIVE URBAN BANK LIMITED, MANCHERIAL.

In order to make Bank's redressal mechanism more meaningful and effective, a structured system will function at Branches/Head Office, which will ensure that redressal sought is just and fair and is within the given frame-work of rules and regulation.

The policy document would be made available at all branches /Head Office. The concerned employees would be made aware about the Complaint handling process to ensure better customer service and general awareness with in the Bank.

- 1.1 A complaint is an expression of dissatisfaction or grievance or resentment made to an organization, related to its products or service, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.
- 1.2 The reason for customer complaint can be divided into following main categories:
 - a) The attitudinal/Behavioral aspects in dealing with customers.
 - b) **Operational aspects**-Inadequacy of the functions/ arrangements made available to the customers, working/operations or gaps in standards of services expected and actual services rendered.
 - c) Technology Related.
- 1.3 The customer is having full right to register his complaint if he/she is not satisfied with the services provided by the Bank. He/she can give his/her complaint in writing, orally or over telephone. If customer complaint is not resolved within given time or if he/she is not satisfied with the solution provided by the bank, he/she can approach Banking Ombudsman with his/her complaint or other legal avenues available for grievance redressal.

2. Resolution of Grievances:

2.1. Internal Machinery to monitor & review Customer service/grievances

- a) If the customer wants to make a complaint, we will inform:
 - i. Where to make complaint
 - ii. How a complaint should be made
 - iii. When to expect a reply
 - iv. Whom to approach for redressal
 - v. What to do if customers are not happy about the outcome
- b) If the customer complaint is received in writing, Bank will endeavour to send an acknowledgement/a response within a week. If customer complaint is relayed over phone to the Bank telephone number and keep customers informed of the progress within a reasonable period of time.
- c) After examining the matter, Bank will send a final decision within 30 days of receipt of complaint.

UNIVERSAL CO-OPERATIVE URBAN BANK LIMITED, MANCHERIAL.

2.2. Customer Service Committee of the Board:

In order to benchmark the current level of service, review the progress periodically, enhance the timeliness and quality, rationalize the processes taking into account technological developments and suggest appropriate incentives to facilitate change on an ongoing basis, the Customer Service Committee is constituted.

The Customer Service Committee will be chaired by the Chairman, Chief Executive Officer and 4 Directors of the bank as its members. The Committee will have the following functions:

1. To convene meeting every quarter.
2. The committee would submit report on the deliberations of the meeting to the board at quarterly intervals.
3. Evaluate feedback on quality of customer service received from various quarters. The committee would also review comments/feedback on customer service.
4. The committee would be responsible to ensure that all regulatory instructions regarding customer service are followed by the Bank. Towards this, the committee would obtain, if necessary, the feedback from Branch Managers.
5. The committee would consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer its advice.
6. The committee would also examine any other issues having a bearing on the quality of customer service rendered.

3. Complaint Redressal Mechanism and Grievance Escalation System in the Bank (Internal Machinery):

3.1. At Branch level:

Branch Manager will be responsible for the resolution of the complaints/grievances in respect of customer's service by the Branch. He/she would be responsible for ensuring closure of all complaints received at Branches. It is his/her 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 shall be provided with alternate avenues to escalate the issue if the same is not resolved within the stipulated period. If the Branch Manager feels that it is not possible at his/her level to solve the problem, he/she may refer the case to the Head Office for guidance. Following steps are taken to facilitate the customers to make their complaints easily and quickly:

1. Suggestion Box and complaint Book are provided in all the branches. Any written complaint is instantly and promptly acknowledged.

UNIVERSAL CO-OPERATIVE URBAN BANK LIMITED, MANCHERIAL.

2. At every office of the Bank a notice requesting the customer "to meet the Branch Manager" shall be displayed with regard to Grievances, if it remains un-redressed.
3. Customers can lodge their complaints directly to Branch-in-charge and it will be the responsibility of the Branch-in-charge to resolve the complaint within 7 days from the date of receipt.
4. The Branch-in-charge will analyze the complaint and if need be, he/she will contact the complainant personally and resolve the complaint.
5. If the Branch-in-charge is not able to resolve the complaint within 7 days, the complaint will be forwarded to the Head Office along with the remark of the branch manager within a time frame. (within a maximum of 10 days depending upon the nature of Grievances)
6. All branches should maintain a separate complaint register for entering all the complaints/grievances received by them.
7. The complaint registers maintained by branches shall be scrutinized by the Chief Executive Officer during his periodical visit to the branches and his observations/comments recorded in the relative visit reports.
8. Counter staff are provided with training and additional inputs.
9. If counter staff is unable to resolve a grievance, the branch in-charge shall intervene and try to resolve the issue.
10. The Customers can meet the Branch In charge any time during the Business hours of all working days for addressing their unresolved issues.

3.2. At Head Office level:

- i. The Bank has nominated Chief Executive Officer as Principal Nodal Officer to monitor the implementation of Customer Service and complaint handling for the entire Bank. The customers with grievances can approach in the first instance and also can approach the Banking Ombudsman, in case if they are not satisfied with the Bank's response/reply.
- ii. An acknowledgement will be given to the customer immediately on receipt of the complaint.
- iii. Head Office will analyze the complaint and the replies received from Branch and appropriate decision is taken on the complaint. A complaint redressal letter is sent to the complainant from Head Office, duly explaining the decision taken on the complaint and suitable instructions are passed on to Branch. Whenever the decision is taken to reject the claim, the same shall be communicated to the complainant.
- iv. Bank will review periodically into the areas in which the number of complaints is large or on the increase.
- v. Bank will place a detailed statement of Customer complaints and Awards passed by the Banking Ombudsman, if any, before the Customer Service Committee of the Board along with an analysis of the complaints received quarterly. The complaints shall be analyzed to identify customer service areas in which the complaints are frequently received, to identify frequent sources of complaints, to identify systemic deficiencies and for initiating appropriate action to make the grievance redressal mechanism more effective.

UNIVERSAL CO-OPERATIVE URBAN BANK LIMITED, MANCHERIAL.

4. Banking Ombudsman Scheme:

Bank has displayed in the notice board in all our Branches a notice explaining that we are covered by the Banking Ombudsman Scheme, 2021 of the Reserve Bank of India. The copy of the scheme is made available at all the branches. Reply will be issued to customers within 30 days of lodging a complaint with us. If customer does not get a satisfactory response from us and if customer wishes to pursue other avenues for redressal of grievances, customer may approach Banking Ombudsman appointed by Reserve Bank of India under Banking Ombudsman Scheme, 2021.

Salient features of the Banking Ombudsman Scheme, 2021 are displayed in the branch notice boards. If customers face any difficulty, our Staff will explain the procedure in this regard.

5. Mandatory display requirements:

The Bank has made it mandatory to display the following at Branches for the benefit of our customers:

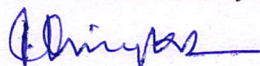
1. Details on appropriate arrangements made for receiving complaints and suggestions.
2. The name, address and contact number and email address etc, of Principal Nodal Officer / Nodal Officer(s) and other details of Officials at Head office, who can be contacted for redressal of the complaint is displayed for proper and timely contact by the customers and for enhancing effective of the redressal machinery.

6. Interaction with customers:

Customer's expectation/requirement/grievances can be better understood through personal interaction with customers by Bank's staff. Structured customer meets will 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.

7. Sensitizing the operating staff on handling complaints:

Our staff will be properly trained for handling complaints. During the Training Sessions, the importance of handling complaints is explained to all the participants and they are trained to deal with customer complaints. Principle Nodal Officer for the Bank will ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels.



Chairman



Chief Executive Officer