Jain Co-operative Bank Ltd.

HO:80, Darya Ganj, New Delhi-110002

Office Note **Dated: 28.07.2025**

Subject: Customer Grievance Redressal Policy of Jain Cooperative Bank Ltd.

1. **Introduction:**
   (1) **In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity more so for Banks because we are service organizations. As a service organization, customer service and customer satisfaction should be the core concern of our bank. At Jain Co-operative Bank Ltd., customer service is the essence of our business strategy. The Bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. The policy aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer grievances.**
   (2) **A grievance redressal mechanism is a system that allows individuals or groups to raise concerns, complaints, or issues and have them addressed by an organization or entity. It's a crucial part of good governance and administration, ensuring accountability, transparency, and responsiveness. Such mechanisms are designed to handle feedback and complaints from stakeholders, providing a structured process for resolution.**
   (3) **A grievance redressal mechanism is a formal process for receiving, assessing, and resolving complaints or feedback. It provides a way for individuals or groups to voice their concerns when they feel they have been wronged, mistreated, or when service delivery is not up to par.**
2. **Key components of the Policy:**
   (1) **Applicability:**

   This policy is applicable to all branches, offices, all personnel, including outsourced employees working at various locations of the Bank.

   (2) **Objective of the Policy:**

   Objective of the policy is to ensure a prompt and fair resolution of customer complaints and to enhance customer satisfaction through a transparent and responsive mechanism.

   (3) **Principles of the policy:**
   - (i) **Fair Treatment: Bank staff will ensure that all customers are treated fairly and with courtesy at all times and without prejudice to the interests of the customer. There should be no discrimination between customers. Each customer should be treated at par with other customers.**
   - (ii) **Timely Resolution: Bank staff should address and resolve customer complaints in an efficient and timely manner.**
   - (iii) **Accessibility: Bank staff should provide accessible channels for customers to**

lodge/ escalate their grievances within the Bank and their rights to alternative remedy if the resolution is not to their satisfaction.

(iv) Transparency: Bank staff should maintain transparency in the complaint handling process and keep customers informed.

(v) Bank staff should make Bank's redressal mechanism more meaningful and effective so that the solution offered is just and fair and within the given frame-work of rules and regulations of the Bank and Regulators.

(vi) Confidentiality: The Bank staff responsible for resolving grievances will protect the privacy of individuals making complaints and ensure confidentiality throughout the process.

(vii) Accountability: The Bank staff responsible for resolving grievances will be held accountable for their actions and decisions.

(viii) Independence: The process will be independent of the entity against whom the grievance is being made, or have a clearly defined process for addressing conflicts of interest.

3. Definition of complaint, Request and Enquiry:

(1) Complaint: A lapse or gap in service delivery vis-a-vis the standard expectations as per banking rules and regulations as well as RBI guidelines. Complaints could be on account of breach in committed turnaround time (TAT), non-fulfilment of admissible request placed with the bank.

(2) Request: The act of asking for something admissible/ lawful that the customer asks for in regards to his relationship with the bank. Requests will have specific turnaround time (TAT) depending upon its nature.

(3) Enquiry: Any information that the customer seeks regarding the product or service.

4. Indicative list of matters not considered as complaint:

(1) Anonymous complaints (except whistleblower complaints)
(2) Incomplete or un-specific complaints
(3) Allegations without supporting documents
(4) Suggestions or seeking guidance/explanation
(5) Complaints on matters not relating to the financial products or services provided by the Bank.
(6) Complaints about any unregistered/ un-regulated activity
(7) References in the nature of seeking information or clarifications about financial products or services

5. Grievance Redressal Mechanism: Modes to lodge complaint/grievance:

(1) Customers can register their complaints at any branch, either by personal visit or over the telephone or through their registered e-mail ID. Complaint Register will also be made available at all branches for recording of the complaints.

(2) Customers can also send their complaints at our dedicated e-mail id: customercare@jainbank.com.

(3) If the customer's complaint is not resolved or not satisfied with the resolution provided by the Branch, then the said customer can further approach Bank's

Nodal Grievance Redressal Officer, who will ensure that complaint of the customer is resolved and his grievance is redressed in a time bound manner.

6. **Time frame for complaint handling process:**

   (1) **Customers have a right to register a complaint. The Branch Head is responsible for resolution of grievances in respect of customer service at the Branch. He will be responsible for closure of all complaints received at the Branch. It is his prime responsibility to ensure that the complaint is resolved promptly up to the customer's satisfaction within time frame decided by the Bank and if the customer is not satisfied, he should provide alternate avenues to escalate the issue.**

   (2) **If the Branch Head feels that it is not possible to resolve the complaint at his level within seven days, he should refer it to the Senior Manager. If the Senior Manager is also not able to resolve the complaint at his level within next 7 days, he should refer the complaint to the Nodal Grievance Redressal Officer to redress the grievances within next seven days.**

   (3) **The Branch Head at Branch Level, the Senior Manager and Nodal Grievance Redressal Officer should try to resolve the complaint promptly and within the specified time frame decided by the Bank which should not exceed 21 days. The communication of the Bank's stand on any issue to the customer is of prime importance. Complaints which require time for investigation of issues should be acknowledged promptly by the Branch Head. If more time is needed for resolving the grievance depending upon the nature of complaint, interim reply should be sent to the customer by the Branch Head.**

7. **Escalation Matrix:**

   (1) **Level-1: Branch Head**

   (2) **Level-2: Senior Manager**

   (3) **Level-3: Nodal Grievance Redressal Officer**

8. **Mandatory Requirements:**

   (1) **Complaint cum Suggestion Box should be provided in the Banking Hall of all the branches.**
   (2) **Complaint Register should always be readily available with the Branch Heads of all the branches.**
   (3) **The Complaint Registers should be maintained properly by all the Branch Heads irrespective of the fact whether any complaint is received or not in the past.**
   (4) **The Nodal Grievance Redressal Officer or any of the Head Office Authorities during their periodical visits to the branches should take review of the observations/comments recorded in complaint registers maintained by the branches and status of resolutions of the complaints.**
   (5) **All the Branches should display the names of the bank officials like Nodal**

Grievance Redressal Officer and/or other Officer who can be contacted for redressal of complaints, together with their names, contact numbers, e-mail details and office address at prominent place on the notice board of branches.

(6) Branch Level Customer Service Committee headed by the Branch Manager should be formed at all the branches of the Bank. The Committee should meet at least once in a month to study complaints / suggestions, cases of delay, difficulties faced as reported by customers or members of the Committee and suggest ways and means to improve the customer service.

(7) Some of the customers should also be invited by the Branch Head to participate in these meetings so that their feed back may also be obtained about quality of customer service in the Bank. It should be noted that different customers should be invited to participate in different monthly meetings. This is important with a view to collect feedback from the customers, to reduce information gap between the customers and the bank and most importantly to build trust amongst the customers.

(8) Minutes of the branch Level Customer Service Committee meetings should be properly recorded in the Minute Book and copy thereof should be submitted by the Branch Head to the General Manager/Nodal Grievance Redressal Officer for his review.

(9) Concurrent Auditors and Internal Auditors should comment about compliance of all these aspects in their periodical audit reports.

9. Detail of Nodal Grievance Redressal Officer:

(1) **Name: Sri R.R. Tandon**

(2) **Designation: General Manager**

(3) **Address: Office of General Manager, Jain Cooperative Bank Ltd. Vishwas Nagar, Shahdara Branch, New Delhi.**

(4) **His Mobile No: 9313784974**

(5) **His e-mail id: gm@jainbank.com**

10. Training of operating staff on handling complaints:

Senior Manager and General Manager during their visits to the branches will impart on the job training to operating staff to enable them to provide efficient customer service and to properly handle customer complaints.

11. Submitted for approval of BOD.

General Manager **Officiating Chief Executive Officer**

(Approved in BOD meeting held on 28.07.2025)