



**STATE BANK OF
MAURITIUS LTD**

POLICY FOR CUSTOMER'S GRIEVANCE REDRESSAL

INDIAN OPERATIONS

(Not to be reproduced)

July 2009

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Policy For Customer's Grievance Redressal

1. Introduction

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. This is more so for banks because banks are service organizations. As a service organization, customer service and customer satisfaction should be the prime concern of any bank. The bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism should help in identifying shortcomings in product features and service delivery. Customer dissatisfaction would spoil bank's name and image. The bank's policy on grievance re-dressal follows the under noted principles.

- ❖ Customers be treated fairly at all times
- ❖ Complaints raised by customers are dealt with courtesy and on 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 all complaints efficiently and fairly as they can damage the bank's reputation and business if handled otherwise.
- ❖ The bank employees must work in good faith and without prejudice to the interests of the customer.

In order to make bank's redressal mechanism more meaningful and effective, a structured system needs to be built up towards such end. Such system would ensure that the redressal sought is just and fair and is permissible within the given frame-work of rules and regulation. The policy document would be made available at all branches. The concerned employees should be made aware about the Complaint handling process.

- 1.1 The customer complaint arises due to;
 - a. The attitudinal aspects in dealing with customers
 - b. Inadequacy of the functions/arrangements made available to the customers or gaps in standards of services expected and actual services rendered.

The customer is having full right to register his complaint if he is not satisfied with the services provided by the bank. He can give his complaint in writing, orally or over telephone to;

**The Executive Vice-President
STATE BANK OF MAURITIUS LTD,
101 Raheja Centre, Free Press Journal Marg, Nariman Point,
Mumbai 400 021
Tel no. (91) (22) 2284 2965
Fax no. (91) (22) 2284 2966
E-mail : admin@sbm-india.com**

If customer's complaint is not resolved within given time or if he is not satisfied with the solution provided by the bank, he can approach Banking Ombudsman with his complaint or other legal avenues available for grievance redressal on the it's addresses displayed at the branches of the bank.

2. Internal Machinery to handle Customer complaints/ grievances

- 2.1 Customer Service Committee

This Customer Service Committee headed by Country Head, IOPS would be responsible for update of deposit policy, incorporating the issues such as the treatment of death of a depositor for operations of his account, the product approval process and the annual survey of depositor satisfaction and the tri-ennial audit of such services. The Committee would also examine any other issues having a bearing on the quality of customer service rendered. This Committee would also review the functioning of branch level Customer Service.

- ❖ Evaluate feed-back on quality of customer service received from various quarters. The committee would also review comments/feed-back on customer service and implementation of commitments.
- ❖ 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 necessary feed-back from zonal/regional managers/ functional heads.
- ❖ The committee also would consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice.
- ❖ The committee would submit report on its performance to the customer service committee of the board at quarterly intervals.

2. Nodal Officer to handle complaints and grievances

The Executive Vice President, STATE BANK OF MAURITIUS LTD., India is Nodal Officer who will be responsible for the implementation of customer service and complaint handling for the entire bank.

3. Mandatory display requirements

Bank has provided;

- ❖ A complaint box and complaint register for receiving complaints and suggestions is available at each branch.
- ❖ The name, address and contact number of Nodal Officer is as follows
The Executive Vice-President
STATE BANK OF MAURITIUS LTD,
101 Raheja Centre, Free Press Journal Marg, Nariman Point,
Mumbai 400 021
Tel no. (91) (22) 2284 2965
Fax no. (91) (22) 2284 2966
E-mail : admin@sbm-india.com
- ❖ Contact details of Banking Ombudsman of the area is displayed at each Branch.
- ❖ Code of bank's commitments to customers/Fair Practice code is available /displayed at each branch.

4. Resolution of Grievances

Branch Head is responsible for the resolution of complaints/grievances in respect of customer's service by the branch. He would be responsible for ensuring resolution of all complaints received at the branches. It is his 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 should be provided with alternate avenues to escalate the issue. If the branch head feels that it is not possible at his level to solve the problem he can refer the case to nodal officer for guidance.

4.1 Time frame

Complaint has to be seen in the right perspective because they indirectly reveal a weak spot in the working of the bank. Complaint received should be analyzed from all possible angles. Time schedule may be set up for handling complaints and disposing them at all levels including branches

will be a week. Branch head should try to resolve the complaint within specified time frames, decided by the bank.

Communication of bank's stand on any issue to the customer is a vital requirement. Complaints received which would require some time for examination of issues involved should invariably be acknowledged promptly.

Branch must send action taken report on complaints to the Country Head IOPS, Mumbai at the end of every month.

5. Interaction with customers

The bank recognizes that customer's expectation/requirement/grievances can be better appreciated through personal interaction with customers by bank's staff. Structured customer meets, say once in a quarter will give a message to the customers that the bank cares for them and values their feed back/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 banking services better. To capture the feed back from customers would be valuable input for revising its product and services to meet customer requirements and therefore it is incorporated as a part of Customer Service Committee.

6. Sensitizing operating staff on handling complaints

IOPS should ensure that staff should be properly trained for handling complaints. We are dealing with people and hence difference of opinion and areas of friction can arise. With an open mind and a smile on the face we should be able to win the customer's confidence. It would be the responsibility of the Branch Heads and Nodal Officer to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. They should

give feed back on training needs of staff at various levels to the Country Head,
IOPS.
