



Policy on Compensation, Grievance Redressal and Customers Rights 2023-24



OPERATION DEPARTMENT, CENTRAL OFFICE

The Arcade, Tower 4, 2nd Floor, World Trade Centre, Cuffe Parade, Mumbai-400005

Ph: 022-22178800; E-mail: operations.team@unionbankofindia.com

CHAPTER-I

COMPENSATION POLICY 2023-24

Table of Contents

Sr.No.	Point No.	Particulars	Page No.
1	1	Introduction	5
2	2	Scope of the Policy	5
3	3	Objective of the Policy	5
4	4	Provisions of the Policy:	6
5	5	Unauthorized/Erroneous Debit	6
6	6	NACH/ECS/NECS direct debits/other debits to accounts	7
7	7	Payment of Cheques after Stop Payment Instructions	7
8	8	Fraudulent collection of cheques under CTS	7
9	9	Foreign Exchange Services	7-8
10	9.1	Compensation for delayed payment in Foreign Exchange transactions	8
11	10	Payment of Interest for delayed Collection/delayed Interest credit	8-9
12	11	Compensation for loss of instrument in transit	9
13	11.1	Cheques / Instruments lost in transit / in clearing process or at paying bank's branch	9
14	11.2	Fraudulent encashment of cheques lost in transit	10
15	11.3	Compensation for loss of instrument in Transit in case of Discounted Cheques	10
16	12	Issue of Duplicate Demand Draft and Compensation for delays	10
17	13	Violation of the Code by Bank's agent	10
18	14	Transaction of "at par instruments" of Co-op Banks by Commercial Banks	10
19	15	Payment of penal interest for delays in credit/ return of RTGS/NEFT/NACH/ECS/NECS transactions	11
20	16	Compensation decided by Banking Ombudsman /Consumer Forum / Internal Ombudsman	11
21	17	Lenders liability; Commitment to borrowers	11-12
22	18	Failure of ATM Transactions	12-15
23	19	Fraudulent/unauthorized debits through alternate channels	15
24	19.1	Safeguards to reduce possibility of frauds	15
25	19.2	Compensating the Customer	15-16
26	19.3	Liability Shift on account of ATM cum Debit Card Cloning on our Bank's ATM	16
27	20	Liability of Banks in case of Safe Deposit Vault/Lockers	16
28	21	Customer Protection - Limiting Liability of Customers in Unauthorised Electronic Banking Transactions	16

29	21.1	Electronic/Digital Banking transactions	16-17
30	21.2	Terms & Explanations	17-18
31	21.3	Coverage under this policy for Electronic Banking transactions	18-20
32	22	Roles & Responsibilities of the Bank	20-23
33	22.1	Rights & Obligations of the Customer	21-22
34	22.2	Notifying the Bank of the Unauthorized transaction	22-23
35	22.3	Burden of Proof of Customer Liability	23
36	22.4	Reporting and Monitoring	23
37	23	Force Majeure	23
38	24	Wealth Management Products	23
39	25	Customer Responsibility	24
40	26	Disclaimer Clause	24
41	27	Validity & Review of the Policy	24
42		Appendix-I (Delegated Authority for approval of compensation)	25-28
43		Appendix-II (Security/Safeguard Measures)	29-32

Abbreviations

Abbreviation	Description
AEPS	Aadhaar Enabled Payment System
APBS	Aadhaar Payment Bridge System
BANCS	Bell Administrative Communications System
CNP	Card not Present
CP	Card Present
CPP	Compromise Point and Period
CTS	Cheque Truncation System
CVV	Card Verification Value
DSA	Direct Selling Agent
ECS	Electronic Clearing Service
FEDAI	Foreign Exchange Dealers Association of India
IMPS	Immediate Payment System
IO	Internal Ombudsman
MPIN	Mobile Banking Personal Identification Number
NACH	National Automated Clearing House
NECS	National Electronic Clearing Service
NEFT	National Electronic Fund Transfer
NPCI	National Payments Corporation of India
ODR	Online Dispute Resolution
OTP	One Time Password
PIN	Personal Identification Number
POS	Point of Sale
PPI	Pre-paid Payment Instruments
PRD	Panel for Resolution of Dispute
PSO	Payment System Operator
PSP	Payment System Participant
RTGS	Real Time Gross Settlement
TAT	Turn Around Time
TPAP	Third Party App Providers
UPI	Unified Payments Interface
VBV	Verified By Visa
VBV/ MCSC	Verified by Visa/MasterCard Secure Code
VPA	Virtual Payment Address



Operation Department, World Trade Centre, Cuffe Parade, Mumbai

COMPENSATION POLICY 2023-24

1. Introduction:

The technology revolution in the payment and settlement system has caused qualitative changes in operational systems and processes. This in turn has enabled market forces of competition to come into play to improve efficiencies in providing better service to the users of the system. It will be the Bank's endeavor to offer services to its customers with best possible utilization of its technology infrastructure. Withdrawal of the Reserve Bank of India guidelines to commercial banks on time frame for collection of outstation cheques, payment of interest on delayed collection of outstation cheques/instruments, with effect from 1st November 2004, had offered the Bank further scope to increase its efficiency for better performance. The policy consist of latest RBI/IBA/Regulatory and statutory guideline till date.

2. Scope of the Policy:

The policy is applicable to all the Domestic Branches PAN India. This Compensation Policy of the Bank is therefore, designed to cover areas relating to unauthorized debiting of account, payment of interest to customers for delayed collection of cheques/instruments, payment of cheques after acknowledgement of stop payment instructions, remittances within India, foreign exchange services, lending, compensation for unauthorized Electronic transactions under customer protection-Limited Liability of Customer etc. The policy is based on principles of transparency and fairness in the treatment of customers.

3. Objective of the Policy:

The objective of this Policy is to establish a system whereby the Bank compensates the customer for any financial loss he/she might incur due to deficiency in service on the part of the Bank or any act of omission or commission directly attributable to the Bank. By ensuring that the customer is compensated before he demands for it, the bank expects instances when the customer has to approach Banking Ombudsman or any other Forum for redressal to come down significantly.

4. Provisions of the Policy:

It is reiterated that the Policy covers only compensation for financial losses which customers might incur due to deficiency in the services offered by the Bank which can be measured directly and as such the commitments under this Policy are without prejudice to any right, the Bank will have in defending its position before any Forum duly constituted to adjudicate banker-customer disputes.

5. Unauthorized/Erroneous Debit :

- 5.1 If the Bank has raised an unauthorized / erroneous direct debit to an account, the entry will be reversed immediately on being informed of the erroneous debit, after verifying the actual position/reasons for same.
- 5.2 In the event the unauthorized/erroneous debit has resulted in a financial loss for the customer by way of reduction in the minimum balance applicable for payment of interest on savings bank deposit or payment of additional interest to the bank in a loan account, the Bank will compensate the customer for such loss. Further, if the customer has suffered any financial loss incidental to return of a cheque or failure of direct debit instructions due to insufficiency of balance on account of the unauthorized/erroneous debit, the Bank will compensate the customer to the extent of such financial losses.
- 5.3 Also the Bank reserves its right to debit the account for reversing the amounts in case a wrong credit is posted to a customer's account without payment of any compensation. Whenever, there is a request from other bank, for reversal of proceeds of RTGS/NEFT due to error on their part, such request need to be verified from RBI Settlement Report i.e. Structured Financing Messaging System (SFMS), and on confirmation of error, proceeds need to be reversed.
- 5.4 In case verification of the entry reported to be erroneous by the customer does not involve a third party, the Bank shall arrange to complete the process of verification within a maximum period of 7 working days from the date of reporting of erroneous debit. In case, the verification involves a third party or where verifications are to be done at overseas centers, the Bank shall complete the verification process within a maximum period of one month/30 days from the date of reporting of erroneous transaction by the customer.
- 5.5 Erroneous transaction reported by customer in respect of credit card operations which require reference to a merchant establishment will be handled as per rules laid down by card association.
- 5.6 Further, this provision, would not apply to recovery of legitimate bank charges by debit to the account, which is as per terms and conditions accepted by the customer and done only after the laid down process has been followed by the Bank. In case of non-availability of physical copy of charges/fees at the branch, it can be downloaded from the Bank's website and customer's concern can be immediately resolved. Banks website www.unionbankofindia.co.in have updated data on Banks policies, products, services, customer rights, compensation, grievance redressal etc., which can be used for the benefit of customers and stakeholders.

6. NACH/ECS/NECS direct debits/other debits to accounts:

- 6.1 The Bank will undertake to carry out direct debit/NACH/ECS/NECS debit instructions of customers in time. In the event the bank fails to meet such commitments, customer will be compensated to the extent of any financial loss the customer would incur on account of delay in carrying out the instruction/ failure to carry out the instructions.
- 6.2 The Bank would debit the customer's account with any applicable service charge as per the schedule of charges notified by the Bank. In the event the Bank levies any charge, the Bank will reverse the charges when pointed out by the customer subject to scrutiny of agreed terms and conditions.

6.3 Credit Cards:

Where it is established that the bank had issued and activated a credit card without written consent of the recipient, the bank would reverse the charges immediately and also pay a penalty without demur to the recipient amounting to twice the value of charges reversed in this regard. Transactions reported as erroneous by customers in respect of credit card operations, which require specific reference to a merchant establishment will be handled as per chargeback rules laid down by RuPay /VISA / Master Card International. The bank will provide explanation and, if necessary documentary evidence to the customer within a maximum period of 60 days.

7. Payment of Cheques after Stop Payment Instructions:

In case a cheque has been paid after stop payment instruction is acknowledged by the Bank, the bank shall reverse the transaction and give value dated credit to protect the interest of the customer. Any consequential financial loss to the customer will be compensated as provided under Para 1 above. Such debits will be reversed within next 2 working days of the customer intimating the transaction to the Bank.

8. Fraudulent collection of cheques under CTS:

If a cheque presented under CTS is fraudulently collected in the account maintained with our Bank, the Bank will immediately make payment of the disputed amount to the drawee/paying bank on being informed of the fraudulent collection, after verifying the position. The payment in such cases will be made on a case-to-case basis with the approval of competent authority/Official in Central Office.

9. Foreign Exchange Services:

Compensation for delayed payment of Clean Instruments is incorporated in FEDAI (Foreign Exchange Dealers Association of India) Circular No.SPL-05.BC/FEDAI Rules/2019 dated 11th March, 2019(updated up to 15 November 2020). It is mandatory for the Banks to follow the guidelines of FEDAI. In line with this circular the Bank would not compensate the customer for delays in collection of cheques under different currencies sent to different foreign countries, as the bank would not be able to ensure timely credit from overseas banks. It is the Bank's experience that time for collection of instruments drawn on banks in foreign countries differ from country to country and even within a country, from place to place. The time norms for return of instruments cleared provisionally also vary from country to country. Bank, however, may consider upfront credit against such instrument by purchasing the cheque/instrument, provided the conduct of the account has been satisfactory in the past.

However, the Bank will compensate the customer for undue delays in affording credit once proceeds are credited to the Nostro Account of the Bank with its correspondent. Such compensation will be given for delays beyond one week from the date of credit to Nostro Account/ due date after taking into account normal cooling period stipulated. The compensation in such cases will be worked out as follows:

- a) Interest for the delay in crediting proceeds as indicated in the Collection Policy of the Bank.
- b) Compensation for any possible loss on account of adverse movement in foreign exchange rate.

9.1. Compensation for delayed payment in Foreign Exchange Transactions:

As per FEDAI Circular No.SPL-05.BC/FEDAI Rules/2019 dated 11th March, 2019(updated up to 15 November 2020), Authorised Dealers (ADs) shall pay or send intimation, as the case may be, to the beneficiary in two working days from the date of receipt of credit advice / Nostro statement. On receipt of disposal instruction complying with guidelines, required documents from the beneficiary the Bank shall transfer funds for the credit of beneficiary's account immediately but not exceeding 2 working days from date of such receipt.

In case of delay, the bank shall pay the beneficiary interest @ 2% over its savings bank interest rate. The bank shall also pay compensation for adverse movement of exchange rate, if any, as per its compensation policy specifying the reference rate and date applicable for calculating such exchange loss.

In case, the beneficiary does not respond within 5 working days from receipt of credit intimation as above and the bank does not return the remittance to the remitting bank, the bank shall initiate action to crystallize the remittance -

9.1.1 Bank notify due action to the remitting bank and the beneficiary

9.1.2 Bank shall crystallize the remittance within certain period as per their policy, not exceeding the time allowed for surrendering of foreign currency under any Statute or any other Regulation including RBI Directions.

10. Payment of Interest for delayed Collection / delayed Interest credit:

As part of the compensation policy, the Bank will pay interest to its customer on the amount of collection instruments in case there is delay in giving credit beyond the time period specified in Bank's cheque collection policy. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

Interest for delayed collection shall be paid at the following rates:

10.1 Savings Bank rate for the period of delay beyond T+2 days in collection of local cheques.

10.2 Savings Bank rate for the period of delay beyond T+6 days in collection of outstation cheques sent to Bank's own branches at other centers.

10.3 In case of cheques sent to other bank branches for collection where delay is beyond T+10 days interest will be paid at the rate applicable to term deposit for the respective period or Savings Bank rate, whichever is higher.

10.4 In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding interest rate mentioned above.

10.5 In the event the proceeds of cheque under collection were to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extra ordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.

11. Compensation for Loss of Instrument in Transit:

The bank’s compensation policy towards financial loss suffered by the customers due to loss of instrument after it has been handed over to the bank for collection by the customer would also be as indicated in our “Policy on Collection of Cheques/Instruments & Dishonor of Instruments”. The reasons of loss in transit and compensation payable is given here below:

11.1. Cheques / Instruments lost in transit / in clearing process or at paying bank’s branch:

In the event a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank’s branch, the Bank shall immediately on coming to know of the loss, bring the same to the notice of the account holder so that he/she can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonored due to non-credit of the amount of the lost cheques / instruments. The Bank would provide all required reasonable assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

In line with the Compensation Policy of the Bank, the Bank will compensate the accountholder in respect of instruments lost in transit in the following way:

a. In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection i.e.

i. Cheques/ instruments drawn on one of our branches deposited at another center - Same day

ii. Cheques/instruments drawn on other bank and sent for collection to:

Centers where we have a branch - Maximum T+6 days

Centers where we do not have a branch:

Centers	Maximum Timeframe (in days)
State Capitals	7
Major Cities	10
Other Locations	14

b. If the period (7/10/14 days as the case may be) exceeds, interest will be paid for the period exceeding the stipulated collection period at the rates specified above.

c. In addition, Bank will pay interest on the amount of the cheque for a further period of 15 days at Savings Bank rate to provide for likely further delay in obtaining duplicate cheque/instrument and collection thereof.

d. The Bank would also compensate the customer for any reasonable charges he/she incurs in getting duplicate cheque/instrument upon production of receipt, in the event the

instrument is to be obtained from a bank/institution who would charge a fee if any for issue of duplicate instrument.

11.2. Fraudulent encashment of cheques lost in transit:

In case cheques sent for collection by our Bank are lost in transit and later on fraudulently encashed by collecting/presenting through other banks, the Bank will make payment of the disputed amount to the original payee who has not received the credit, on being informed of the fraudulent collection, after verifying the position and /or declaration of fraud as per Bank's procedure. The payment in such cases will be made on a case-to-case basis with the approval of Competent Authority as mentioned in **Appendix-I**.

11.3. Compensation for loss of instrument in Transit in case of discounted cheques:

Where the cheque is lost after it is discounted, the Bank would bear all the costs for obtaining duplicate instruments but the customer will assist in obtaining duplicate instrument. However, Customers' liability under negotiable instrument act will not be extinguished till Bank receives the proceeds of the cheque.

12. Issue of Duplicate Demand Draft and Compensation for delays:

12.1 Duplicate Draft will be issued within a fortnight from the receipt of such request from the purchaser thereof provided all the required documentation as per Bank's procedure in vogue is completed and submitted by the Customer.

12.2 For delay beyond the above stipulated period, interest at the rate applicable for fixed deposit of corresponding period as existing during that point of time, will be paid as compensation to the customer for such delay.

12.3 It is clarified that the above instructions would be applicable only in cases where the request for duplicate demand draft is made by the purchaser or the beneficiary and would not be applicable in the case of draft endorsed to third parties.

13. Violation of the Code by Bank's Agent:

In the event of receipt of any complaint from the customer that the bank's representative/ courier or DSA has engaged in any improper conduct or acted in violation of the Code of Bank's Commitment to Customers, which the bank has adopted, the bank is committed to investigate the matter and endeavor to communicate the findings to the customer within 7 working days from the date of receipt of complaint and wherever justified, compensate the customer for, reasonable financial loss, if any, as contemplated under this policy.

14. Transaction of "At Par Instruments" of Co-operative Banks by Commercial Banks:

The RBI has expressed concern over the lack of transparency in the arrangement for payment of "At Par" instruments of co-operative banks by commercial banks resulting in dishonor of such instruments when the remitter has already paid for the instruments. In this connection it is clarified that the Bank will not honor cheques drawn on current accounts maintained by other banks with it unless specific arrangements are made/ entered into for funding cheques issued. Accordingly issuing bank should be responsible to compensate the cheque

holder for non-payment/delayed payment of cheques in the absence of adequate funding arrangement.

15. Payment of penal interest for delays in Credit / Return of RTGS/ NEFT/NACH/ ECS/ NECS Transactions:

The Bank will pay interest to its customers on account of delay in credit / return of RTGS/ NEFT/ NACH/ECS/NECS transactions. The interest will be paid at current/prevaling RBI LAF Repo Rate plus 2 percent for the period of delay/till the date of refund as the case may be to the affected customers.

16. Compensation decided by Banking Ombudsman/ Consumer Forum/Internal Ombudsman (IO):

Nowadays in certain cases referred to Banking Ombudsman and Consumer Forum, banks have been ordered to pay compensation to complainants. With a view to settle compensation without delay and as per the Compensation Policy, Bank will pay compensation as decided by the Banking Ombudsman/Internal Ombudsman (IO)/Banking Ombudsman (BO)/Consumer Forum Cases, as per the delegation/ limit mentioned in **Appendix-I**.

Advisories by Banking Ombudsman: The payment in case of Advisories Issued by the Banking Ombudsman has to be made within 30 days without fail, by obtaining sanction from the respective Delegated Authority.

Awards by Banking Ombudsman: The Advisories if not paid within the stipulated time period, then, it becomes award. Banking Ombudsman may issue award against the bank, which reflects in the Bank's Balance Sheet, hence, utmost care need to be taken to meet the advisory well in time.

17. Lenders liability; Commitment to borrowers:

The Bank has adopted the principles of lenders liability. In terms of the guidelines for lenders liability and the Code of Bank's Commitment to Customers adopted by the Bank, the Bank would return to the borrowers all the securities/ documents/title deeds to mortgaged property within 15 days of repayment of all dues to the satisfaction of the Bank, provided the Bank has not exercised any lien thereon on account of any other dues to the party, agreed to or contracted by. The bank will compensate the borrower for monetary loss suffered, if any, due to delay in return of the same. In the event of loss of title deeds to mortgage property at the hands of the Bank the compensation will cover out of pocket expenses for obtaining duplicate documents plus a lump sum amount Rs.100/- per day beyond 15 days subject to maximum Rs.10,000/- or as may be decided by the Bank from time to time.

There will be no compensation paid to the Borrower(s) / Guarantor(s) in following circumstances:

17.1 Force Majeure events.

17.2 If there is delay on part of the Borrower(s) / Guarantor(s). For e.g: if any of the Borrower(s) / Guarantor(s) is not available or does not have required Identity Proof/or other required documents to prove that he/she is the same person.

- 17.3** If the Borrower(s) / Guarantor(s) have changed their residential / mailing address / phone numbers and have not intimated the bank and bank is not able to contact them for collection of original title documents. (Intimation by way of phone, letter or email to any one of the Borrower(s) / Guarantor(s) will be deemed intimation to all Borrower(s) / Guarantor(s).)
- 17.4** In case the Bank receives any complaint/claim/demand from the Borrowers/Guarantors, Legal Heirs, Executors, Successors, Joint Owners/holders, etc. intimating the Bank about inter se disputes and/or not to hand over the title documents or hand over the same to particular persons, etc., then bank shall direct the parties to resolve their disputes and thereafter approach the Bank with a joint application signed by all concerned for release of such title documents or obtain necessary direction from Competent Authority/Hon'ble Court for a particular/specific course of action. Till such time and in such/similar circumstances, the Bank shall not liable to release the title documents to the Borrowers/Guarantors (as the case may be) and shall not be liable to pay any compensation to any party.

18. Failure of ATM Transactions:

It is mandatory for the Bank to reimburse the customer, the amount wrongfully debited on account of failed ATM within a maximum period of 5 working days from the receipt of the complaint. Proactive credit is being given to customer for failed transactions within 5 calendar days, through credit/debit adjustment process. Beyond T+5, compensation of Rs.100/- is being effected to the credit of the account holder. TAT as per latest RBI Circular DPSS.CO.PD No.629/02.01.014/2019-20 dated September 20, 2019 for Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems is as under :

Harmonization of Turn around Time (TAT) and customer compensation for failed transactions using authorised Payment System.

Sl. No.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
1	Automated Teller Machines (ATMs) including Micro-ATMs		
1a	Customer's account debited but cash not dispensed.	Pro-active reversal (R) of failed transaction within a maximum of T + 5 days.	₹ 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
2	Card Transaction		
2a	<u>Card to card transfer</u> Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T + 1 day, if credit is not effected to the beneficiary account.	₹ 100/- per day of delay beyond T + 1 day.

2b	Point of Sale (PoS) (Card Present) including Cash at PoS Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days.	₹ 100/- per day of delay beyond T + 5 days.
2c	Card Not Present (CNP) (e-commerce) Account debited but confirmation not received at merchant's system.		
3	Immediate Payment System (IMPS)		
3a	Account debited but the beneficiary account is not credited.	If unable to credit to beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
4	Unified Payments Interface (UPI)		
4a	Account debited but the beneficiary account is not credited (transfer of funds).	If unable to credit the beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
4b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.

Sl. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
5	Aadhaar Enabled Payment System (including Aadhaar Pay)		
5a	Account debited but transaction confirmation not received at merchant location.	Acquirer to initiate "Credit Adjustment" within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.
5b	Account debited but beneficiary account not credited.		

6	Aadhaar Payment Bridge System (APBS)		
6a	Delay in crediting beneficiary's Account.	Beneficiary bank to reverse the transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.

7 National Automated Clearing House (NACH)			
7a	Delay in crediting beneficiary's account or reversal of amount.	Beneficiary bank to reverse the uncredited transaction within T+ 1 day.	₹100/- per day if delay is beyond T + 1 day.
7b	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such debit. Resolution to be completed within T + 1 day.	
8 Prepaid Payment Instruments (PPIs) - Cards / Wallets			
8a	<u>Off-Us transaction</u> The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT and compensation rule of respective system shall apply.		
8b	<u>On-Us transaction</u> Beneficiary's PPI not credited. PPI debited but transaction confirmation not received at merchant location.	Reversal effected in Remitter's account within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.

18.1 General Instructions covering the Turn around Time (TAT):

18.1.1 The principle behind the TAT is based on the following:

- a. If the transaction is a 'credit-push' funds transfer and the beneficiary account is not credited while the debit to originator has been effected, then credit is to be effected within the prescribed time period failing which the penalty has to be paid to the beneficiary;
- b. If there is delay in initiation of a transaction at the originator bank's end beyond the TAT, then penalty has to be paid to the originator.

18.1.2 A 'Failed Transaction' is a transaction which has not been fully completed due to any reason not attributable to the customer such as failure in communication links, non-availability of cash in an ATM, time-out of sessions, etc. Failed transactions shall also include the credits which could **not** be effected to the beneficiary account on account of lack of full information or lack of proper information and delay in initiating a reversal transaction.

Terms	Definition
T	It is the day of transaction and refers to the calendar date.
R	It is the day on which the reversal is concluded and the funds are received by the issuer / originator. Reversal should be effected at the issuer / originator end on the same day when the funds are received from the beneficiary end.
Bank	The term bank includes non-banks also and applies to them wherever they are authorised to operate.
Domestic Transactions	Domestic transactions i.e., those where both the Originator and Beneficiary are within India are covered under this framework.

Charge Back Claims	In respect of ‘charge back’ claims made by the customer (card holder) due to usage of cards at ATMs Network of our Bank /NFS Network /Other Networks / any other arrangement existing and that made in future, process of verification shall be undertaken as per the arrangement amongst the member banks to settle the claims.
--------------------	--

19. Fraudulent / Unauthorized Debits through Alternate Channels:

19.1 Bank has put in place dynamic fraud prevention systems for various alternate channels viz. ATMs, Credit Cards, Debit Cards, UPI and Internet Banking etc. Following safeguards are in place to reduce possibility of frauds:

- a. Bank’s internet banking facility is supported by two factor authentication.
- b. Beneficiary registration is necessary in case of fund transfer through internet banking.
- c. Additional security features like generation of One Time Password (OTP) for all transactions. SMS alerts on transactions are sent to registered mobile no. of customers.
- d. Customers are cautioned so as to avoid fraudulent communications asking for User Id, Password, Card No., Account No., SMS, and Emails etc. through website as well as internet banking log-in page.
- e. While signature authentication is available in case of Visa/Master Cards, PIN validation is additional security feature of Rupay Cards. In case of UPI/IMPS transaction MPIN/Transaction PIN authentication is available.
- f. All our debit and credit card transactions for online purchase (Card Not Present - CNP) are enabled with two factor of authentication Verified by Visa (VBV) for Visa Cards and Secured Codes for Master Card which is applicable for Indian Merchants.
- g. Use of cards at ATM is protected by PIN which is not supposed to be divulged to anybody by the customer.
- h. Lost Card Insurance cover is available from lodgment of complaint by customer.
- i. 24 x 7 facility for immediate blocking of lost card is available through call center. Customer can also block the card through Mobile banking app (VYOM) and whatsapp banking (UVConn).
- j. UPI payment through App. MPIN can be set through Branch, ATM or Mobile Banking App (VYOM).

19.2 Compensating the Customer:

- a. The Bank would provide immediate compensation in respect of unauthorized transactions of debit/credit card arising due to clone cards or unauthorized transactions in ‘card not present scenario’.
- b. On the failed online transactions, the Bank through its Customer Care Unit would facilitate obtaining reimbursement of the amount expeditiously. However, as such reimbursements have to go through the process of merchant establishments/ payment aggregators; the Bank’s commitment will be restricted to obtaining reimbursement.

- c. Compensation under the Policy will, however, not be available in case of compromise of password/security features by the customer.

19.3. Liability Shift on account of ATM cum Debit Card Cloning on our Bank's ATM:

In case of fraudulent cash withdrawals through ATM cum Debit Cards, NPCI has introduced EMV liability process, where, if fraudulent transaction took place at non EMV compliant ATM/Terminal, chargeback claim can be lodged as per the NPCI guidelines. (Details guidelines is issued by Digital Banking Department vide IC No.02109 dated 25.06.2020). Such claims will be examined by Digital Banking Department, Central Office for lodging the claim at NPCI Portal. The payment in such cases will be made with the approval of Competent Authority in Controlling Offices/Central Office authorized to settle claims arising out of unauthorized/erroneous direct debits to customer's accounts given in **Appendix-I** of the Policy.

20. Liability of Banks in case of Safe Deposit Vault/Lockers:

The Bank shall not be liable for any loss or damage to the contents of the locker arising from natural calamities or Acts of God like earthquake, floods, lightning and thunderstorm or any act that is attributable to the sole fault or negligence of the customer.

However, Bank shall take all steps for the safety and security of premises in which the safe deposit vaults are housed. The Bank shall ensure that incidents like fire, theft/burglary/robbery, dacoity and building collapse do not occur in the banks premises due to its own shortcomings, negligence and by any act of omission/commission.

The banks liability shall be for an amount equivalent to one hundred times the prevailing annual rent of the safe deposit locker in instances where loss of contents of locker are due to incidents mentioned above or attributable to fraud committed by its employee(s).

21. Customer Protection - Limiting Liability of Customers in Unauthorized Electronic Banking Transactions:

With the increased thrust on financial inclusion and customer protection and considering the recent surge in customer grievances relating to unauthorized transactions resulting in debits to their accounts/ cards, the criteria for determining the customer liability in these circumstances have been reviewed by RBI (vide RBI/2017-18/15 DBR.No.Leg.BC.78/09.07.005/2017-18) and the revised directions in this regard are set out below.

21.1. Electronic/ Digital Banking Transactions: Broadly, the Card Transactions can be divided into two categories:

- a. Remote/ Online Payment Transactions [Transactions that do not require physical payment instruments to be presented at the point of transactions e.g. internet banking, mobile banking, card not present (CNP) transactions], Pre-paid Payment Instruments (PPI), and

- b. Face-to-face/ proximity payment transactions (transactions which require the physical payment instrument such as a card or mobile phone to be present at the point of transaction e.g. ATM, POS, etc.)

Any other electronic modes of credit effected from one entity to another like UPI, IMPS & other currently used digital channels being used or adopted from time to time.

The policy excludes electronic banking transactions effected on account of error by a customer (e.g. NEFT carried out to an incorrect payee or for an incorrect amount), transactions done under duress, claims due to opportunity loss, reputation loss, other incidental costs or collateral damage.

21.2. Terms & Explanations used in this policy:

- a. Real loss is defined as financial outgo from customer's account e.g. debit to customer's account or card.
- b. "Card Not Present (CNP) Transactions" are defined as transactions that require use of Card information without card being physically used e.g. e-commerce transactions.
- c. "Card Present (CP) Transactions" are defined as transactions that require use of physical card e.g. at ATM or Shops (POS).
- d. Payment transactions are defined as transactions that involve transfer of funds from one account/ wallet to another electronically and do not require card information e.g. NEFT.
- e. "Unauthorized Transaction" is defined as debit to customer's account without customer's consent.
- f. Consent includes authorization of a transaction debit either through standing instructions, as per accepted banking practice and regulation, based on account opening process and related matters or based on additional authentication required by the bank such as use of security passwords, input of dynamic password (OTP) or static VBV/ MCSC, challenge questions or use of Card details (CVV/ Expiry date) or in case of any other electronic authentication such as UPI/IMPSN Authorisation is required through MPIN and transaction PIN.
- g. Date & time of reporting is defined as date & time on which customer has submitted a unique complaint. Date of receiving communication from the Bank, is excluded for purpose of computing number of working days for all action specified in this policy. The working schedule of the home branch would be considered for calculating working days for customer reporting. Time of reporting will be as per Indian Standard Time.
- h. Notification means an act of the customer reporting unauthorized electronic banking transaction to the bank.
- i. UPI/IMPS requires MPIN and Transaction Pin Authorisation respectively.
- j. Number of days will be computed based on working days

- k. Mode of reporting will be the channel through which customer complaint is received first time by the Bank, independent of multiple reporting of the same unauthorized transaction.
- l. Loss in foreign currency if any shall be converted to Indian currency for the purpose of this policy as per bank's policies on conversion at card rate net of commission.

21.3. Coverage under this policy for Electronic Banking Transactions:

Customer shall be compensated in line with this policy in case of loss occurring due to unauthorized transaction as follows:

21.3.1 Zero Liability of a Customer: A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following events:

- a. Contributory Fraud/ Negligence/ Deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
- b. Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within **3 working days** of receiving the communication from the bank regarding the unauthorized transaction.

21.3.2 Limited Liability of a Customer: A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:

- a. Customer shall bear the entire loss in cases where the loss is due to negligence by the customer, e.g. where the customer has shared payment credentials or Account/Transaction details, viz. Internet Banking user Id & PIN, Debit/Credit Card PIN/OTP or due to improper protection on customer devices like mobile / laptop/ desktop leading to malware / Trojan or Phishing / Vishing attack. This could also be due to SIM deactivation by the fraudster. Under such situations, the customer will bear the entire loss until the customer reports unauthorized transaction to the bank. Any loss occurring after reporting of unauthorized transaction shall be borne by the bank.
- b. In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in below Table, whichever is lower.

Maximum Liability of a Customer in case of unauthorized Electronic Transaction where Responsibility is neither with the Bank nor with the customer but lies elsewhere in the system & customer has reported unauthorized transaction from the date of receiving the communication within working days as mentioned below		
Type of Account	Within 3 (Three) working days	Within 4 to 7 working days
• BSBD Accounts	Zero Liability	5,000

• All other SB accounts	Zero Liability	10,000
• Pre-paid Payment Instruments and Gift Cards	Zero Liability	10,000
• Current/ Cash Credit/ Overdraft Accounts of MSMEs	Zero Liability	10,000
• Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh	Zero Liability	10,000
• Credit cards with limit up to Rs.5 lakh	Zero Liability	10,000
• All other Current/ Cash Credit/ Overdraft Accounts	Zero Liability	25,000
• Credit cards with limit above Rs.5 lakh	Zero Liability	25,000

Any unauthorized electronic banking transaction reported after 7 working days from the date of receiving the communication will be treated as 100% customer liability.

21.3.3 Third Party Breach:

The following would be considered as Third party breach where deficiency lies neither with the Bank nor customer but elsewhere in the system:

- Application Frauds
- Account Takeover
- Skimming / Cloning
- External Frauds / Compromise of other systems, for e.g. ATMs / mail servers etc. being compromised

Overall liability of the customer in third party breaches, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarized as below:

Summary of Customer's Liability Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability (₹)
Within 3 working days	Zero liability to customer
Within 4 to 7 working days	The transaction value or the amount mentioned in point No. 21.3.2 above, whichever is lower
Beyond 7 working days	100% customer liability.

The number of working days mentioned in the above table, shall be counted as per the working schedule of the home branch of the customer excluding the date of receiving the communication.

21.3.4 Reversal Timeline for Zero Liability/ Limited Liability of customer:

- The Bank shall afford shadow credit to the customer account within 10 working days from the date of reporting in all cases as per above statements. Within 90 days of date of reporting, the Bank shall either establish customer negligence or provide final credit to customer. Customer will be given value dated credit (based on date of unauthorized transaction) when customer becomes eligible to be compensated. In case of Debit

Card/ Bank Account, the customer shall not suffer loss of interest and in case of Credit Card; customer shall not bear any additional burden of interest for such credit.

- b. The Bank, at its discretion and in circumstances so prevailing may, agree to credit the customer even in case of an established negligence by the customer.
- c. Customer would not be entitled to compensation of loss if any, in case customer does not agree to get the card hot listed or does not cooperate with the Bank by providing necessary documents and evidences including but not limited to police complaint and cardholder dispute form.
- d. Compensation would be limited to real loss after deduction of reversals or recoveries received by the customer.

22. Roles & Responsibilities of the Bank:

- a. The Bank shall ensure that the Compensation Policy is available on the Bank's website as well as at Bank's branches for the reference by customers. The Bank shall also ensure that existing customers are individually informed about the bank's policy.
- b. The Bank will regularly conduct awareness on carrying out safe electronic banking transactions to its customers and staff. Information of Safe Banking practices will be made available through campaigns on any or all of the following - website, emails, ATMs, Phone Banking, Net Banking, Mobile Banking. Such information will include rights and obligation of the customers as well as non-disclosure of sensitive information e.g. password, PIN, OTP, date of birth, MPIN (see out content in account statement over mail) etc.
- c. The Bank should communicate to its customers to mandatorily register for SMS alerts. The Bank will send SMS alerts to all valid registered mobile number for all debit electronic banking transactions. The Bank may also send alert by email where email Id has been registered with the Bank.
- d. The Bank will enable various modes for reporting of unauthorized transaction by customers. These may include SMS, Call Centre, Email, Website, Toll Free Number, IVR, Phone Banking or through its branches. The Bank will also enable specific space on its home page where customers can report unauthorized electronic banking transaction.
- e. The Bank shall respond to customer's notification of unauthorized electronic banking transaction with acknowledgement specifying Complaint Number, date and time of transaction alert sent and date and time of receipt of customer's notification. On receipt of customer's notification, the Bank will take immediate steps to prevent further unauthorized electronic banking transactions in the account or card.
- f. The Bank shall ensure that all such complaints are resolved and liability of customer if any, established within a maximum of 90 days from the date of receipt of complaint, failing which, bank would pay compensation as described in this policy.
- g. During investigation, in case it is detected that the customer has falsely claimed or disputed a valid transactions, the bank reserves its right to take due preventive action

of the same including closing the account, blocking card limits or other course of actions, as per governing laws of land.

- h. The Bank may restrict customer from conducting electronic banking transaction including ATM transaction in case of non-availability of customer's mobile number.
- i. This policy should be read in conjunction with the latest Policies/Guidelines, Product & Services features, Terms and condition, notices, information etc. placed in website of the Bank. Clauses from the Bank's Grievance Redressal Policy shall form a part of this policy where not specifically addressed in this policy.

22.1 Rights & Obligations of the Customer:

22.1.1 Customer is entitled to -

- a. SMS alerts on valid registered mobile number for all financial electronic debit transactions
- b. Email alerts where valid email Id is registered for alerts with the Bank
- c. Register complaint through multiple modes - as specified in point relating to Bank's roles & responsibilities
- d. Intimation at valid registered email/ mobile number with complaint number and date & time of complaint
- e. Receive compensation in line with this policy document where applicable. This would include getting shadow credit within 10 working days from reporting date and final credit within 90 days of reporting date subject to customer fulfilling obligations detailed herein and with customer liability being limited as specified in the above Table at point No. 21.3.2, & 21.3.3 of this policy.

22.1.2 Customer is bound by following obligations with respect to banking activities: Bank at a time and also from time to time inform/update the customers its various Initiative/ Products/Services/Charges and more particularly adopted by the Customers. Other key points are enumerated as under:

- a. Customer shall mandatorily register valid mobile number with the Bank.
- b. Customer shall regularly update his /her registered contact details as soon as such registered details goes to Trash/Spam of SMS/Email and are changed. It will be responsibility of the customer to view/update with such alerts. Bank will only reach out to customer at the last registered/known email/ mobile number. Any failure on the part of customer to update the Bank with changes shall be considered as customer negligence. Any unauthorized transaction arising out of this negligence/delay shall be treated as customer liability.
- c. Customer should provide all necessary documentation - customer dispute form, proof of transaction success/ failure and should also file a police complaint and provide copy of the same to the Bank.

- d. Customer should co-operate with the Bank's investigating authorities and provide all assistance.
- e. Customer must not share sensitive information (such as Debit/Credit Card details & PIN, CVV, Net Banking Id & password, OTP, transaction PIN, MPIN in case of UPI transactions, challenge questions etc.) with any entity, including bank staff.
- f. Customer must protect his/her device as per best practices specified on the Bank's website, including updation of latest antivirus software on the device (Device includes smart phone, feature phone, laptop, desktop and Tab) etc.
- g. Customer shall abide by the tips and safeguards mentioned on the Bank's Website for alerts/updates on Secured Banking.
- h. Customer shall go through various instructions and awareness communication sent by the bank on secured banking.
- i. Customer must set transaction limits in various mode of Alternate Banking Channels to ensure minimized exposure to any such fraudulent attempts.
- j. Customer must verify transaction details from time to time in his/her Bank Account Statement and/or Credit Card Statement and raise query with the bank as soon as possible in case of any mismatch/discrepancy/disagreement. (A detail list on security is attached as Appendix-II)

22.2. Notifying the Bank of the unauthorized transaction:

- 22.2.1 Customer shall report unauthorized transaction to the Bank at the earliest, with basic details such as Account No/Customer ID and/ or Card number, date & time of transaction and amount of transaction.
- 22.2.2 Customer shall follow bank's reporting process viz.
 - a. Notify/ report through SMS, email, website, toll free number, IVR, Phone Banking or through its branches. In case customer is unable to do so, customer could report through phone banking or at the nearest branch.
 - b. Lodge police complaint and maintain copy of the same and furnish police complaint when sought by bank's authorized personnel.
- 22.2.3 Customer shall authorize the bank to block the credit/ debit card/ net banking/ account(s) to reduce likelihood of additional loss.
- 22.2.4 Customer to clearly specify the facilities to be blocked failing which the Bank reserves the right to block all electronic transactions of the customer to protect the customer's interest. Also, revoking these blocks would require explicit consent from customer for each facility.
- 22.2.5 Customer shall share relevant documents as needed for investigation or insurance claim viz. cardholder dispute form, copy of passport in case of international transactions and police complaint.

22.2.6 Fully co-operate and comply with Bank's reasonable requirements towards investigation and provide details of transaction, customer presence, etc.

22.3. Burden of Proof of customer liability:

The burden of proving customer liability in case of unauthorized electronic banking transactions shall lie on the bank. The Bank has a process of second factor authentication for electronic transactions, as regulated by the Reserve Bank of India. Bank has onus to prove that all logs / proofs / reports for confirming two factor authentication is available. Any unauthorized electronic banking transaction which has been processed post second factor authentication known only to the customer would be considered as sufficient proof of customer's involvement / consent in effecting the transaction.

22.4. Reporting and Monitoring:

Digital Banking Department shall report the customer liability cases to the Stakeholders' Relationship Committee of the Board every Quarter. The reporting shall, *inter alia*, include volume/ number of cases and the aggregate value involved and distribution across various categories of cases viz., card present (CP) transactions, card not present (CNP) transactions, internet banking, mobile banking, ATM transactions, etc. The Standing Committee on Customer Service in the bank shall periodically review the unauthorized electronic banking transactions reported by customers or otherwise, as also the action taken thereon, the functioning of the grievance redress mechanism and take appropriate measures to improve the systems and procedures. All such transactions shall be reviewed by the bank's internal auditors.

23. Force Majeure:

The Bank shall not be liable to compensate customers for delayed credit if some unforeseen event (including but not limited to Civil Commotion, Sabotage, Lockout, Lockdown, Strike or other labor disturbances, accident, fires, natural disasters or other "Acts of God", War, Pandemic, Invocation of Disaster Management Act by any authority of the country such as Central/State/District/Local, Damage to the bank's facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation, etc.) beyond the control of the bank, prevents it from performing its obligations within the specified service delivery parameters.

24. Wealth Management Products: Insurance/Investment Distribution related Customer Grievance:

The bank is a corporate Agent and distributor of Insurance and Mutual Fund products. For any deficiencies in such services, the bank will assist all customers to raise their grievances with the tie-up partners.

For any deficiencies in services at the bank level raised by customers, the issue will be examined by the bank and if the lapse on the part of the bank is confirmed (mis-selling) the customer will be compensated, based on the facts and circumstances of the case.

25. Customer Responsibility:

25.1 Bank will not be responsible for the loss to the customers due to customer's carelessness in keeping the Cheque book, passbook, cards, PIN or other security information and not following "Do's and Don'ts" issued by the Bank, until the Bank has been notified by the customer.

25.2 The Bank will not be responsible for the loss to the customer, if the customer acts fraudulently and/or acts without reasonable care which has resulted in loss to him/her. Bank will also not be responsible for the losses arising out of misuse of lost PIN, compromise of passwords or confidential information, until the time the Bank has been notified of such loss/compromise and has taken steps to prevent its misuse.

26. Disclaimer Clause:

Notwithstanding anything contained here above, the Bank shall not pay any compensation in the following cases:-

26.1 Any deficiency in regard to loans and advances activities of the Bank.

26.2 Dishonour of at par payment agreement with other banks, due to non- funding and security compliance.

26.3 In case of delay on account of non-functioning of business due to factors beyond the control of the bank the period covered by such events shall be omitted for calculation of delay etc.

26.4 Where the issues are sub-judice and pending before Courts, Ombudsman, Arbitrator, Government and/or matter put on hold due to stay.

27. Validity & Review of the Policy:

27.1 The policy shall be reviewed annually in tune with the regulatory guidelines issued from time to time or internal requirements or as and when considered necessary.

27.2 The Compensation Policy 2023-24 shall be valid upto 31st March, 2024.

Appendix-I

Delegated Authority for approval of Compensation (per Customer/ Per Occasion/ per sanction):

(Rs. in lakhs)

NATURE OF TRANSACTIONS	MCB	CAC-I	CAC-II	CAC-III	ZLCC	RLCC-I Headed by RH in Scale-VI	RLCC-I Headed by RH in Scale-V
1. Fraud compensation							
i. ATM and Alternate Channels related fraud transactions.	Above 100.00	100.00	80.00	60.00	40.00	18.00	7.50
ii. Claims arising out of frauds in payment of Cheques under CTS, Fraudulent encashment of cheques lost in transit and all cheque related frauds.	Above 100.00	100.00	80.00	60.00	40.00	18.00	7.50
iii. Payment of Shadow Balance (with lien) to aggrieved account under Cheque related fraud before referring the case to PRD (Panel for resolution of Disputes) as per RBI guidelines. (Lien will be released after PRD decision or within 7 days of approval of compensation after complying sanction terms, whichever is earlier).	Above 100.00	100.00	80.00	60.00	40.00	18.00	7.50
iv. Payment against PRD (Panel for Resolution for disputes), RBI order in cheque related fraud & other fraud cases	Above 100.00	100.00	80.00	60.00	40.00	18.00	7.50
v. Any other cases of frauds.	Above 100.00	100.00	80.00	60.00	40.00	18.00	7.50

<p>2. Claims arising out of unauthorized/ erroneous direct debits to customers' accounts that result in :</p> <p>a. Reduction in minimum balance, reduction of balance in current account, payment of additional interest by customer in loan account, penalty in deposit accounts (RD).</p> <p>b. Returning of cheque</p> <p>c. Insufficient balance in account resulting in failing of direct debit instructions.</p> <p>d. Returning of cheque given for payment of loan installment.</p> <p>e. Payment of cheque after stop payment instructions acknowledged by Bank.</p> <p>f. Debits/Charges arising out of failed ATM transactions.</p> <p>g. Any other debits in form of service charges, penalty, penal interest.</p> <p>h. Payment of Awards/Advisories of Banking Ombudsman/Internal Ombudsman and Awards/ advisories of Consumer Forum</p>	Above 100.00	100.00	80.00	60.00	40.00	18.00	7.50
<p>3. Failure to carry out:</p> <p>a. NACH/ECS/NECS debit/credit instructions.</p> <p>b. Standing instructions.</p>	Above 100.00	100.00	80.00	60.00	40.00	18.00	7.50
<p>4. Fault of System or Branch for not entering proper details and system failures</p>	Above 100.00	100.00	80.00	60.00	40.00	18.00	7.50

<p>5. Claims related to Collection of instruments including foreign exchange services transactions:</p> <p>a. Delay in collection of instruments.</p> <p>b. Instruments accepted for collection lost in transit/clearing etc.</p>	Above 100.00	100.00	80.00	60.00	40.00	18.00	7 . 5 0
<p>6. Miscellaneous:</p> <p>a. Violation of code of Bank's commitment to customers</p> <p>b. Improper conduct of Bank's representative/ courier/ Direct Selling Agent.</p> <p>c. All other type of cases (other than frauds) which are not covered above for which compensation is payable on account of deficiency in service.</p> <p>d. Payment of compensation to issuer Bank as per Govt./Ministry/ RBI guidelines</p> <p>e. Giving Shadow Balance in the system (Detailed guidelines will be issued by Digital Banking Department, CO.</p>	Above 100.00	100.00	80.00	60.00	40.00	18.00	7 . 5 0

Procedure for handling compensation claims:

In order to streamline the process and to ensure quick disposal of such cases following procedure will be adopted:

Claims falling within the delegated authority of FGM/Regional Head will be settled at ZLCC/RLCC. If necessary, opinion of concerned department at Central Office may be obtained on technical issues relating to alternate channels to confirm perpetration of fraud.

Claims where two FGMOs/ROs are involved (Account of the customer is held in one Zone/RO and fraud has happened in other Zone/RO), necessary entry for compensation would be made in FGMO/RO where account is maintained.

Claims falling within the delegated authority in Central Office will be referred to respective departments in Central Office. The proposal to be prepared by the concerned verticals at CO to place the same before respective competent authority as mentioned above for consideration/approval. Approved note will be sent to Operations Deptt., CO for creating the

necessary entry through suspense account Fraud (in case of compensation in fraud cases) as has been directed by ORMC (vide Agenda No.6 dated 23.08.2018).

- a. Claims relating Credit Card will be examined by Credit Card & Merchant Acquiring Business, CO.
- b. Claims relating Internet Banking/Mobile Banking will be examined by Digitization Department, CO.
- c. Claims relating to short interest payment in Deposit accounts will be examined by Deposit Mobilisation Department, CO.
- d. Claims relating to any legal matters like set aside of SARFAESIA sale proceeds by any Hon'ble court, etc. will be examined by SAMV, CO.
- e. Claims relating to third party products i.e. Insurance, Mutual Fund products will be examined by Third Party Products Department.
- f. Claims relating to Government Business transactions like PPF, pension etc. will be examined by Government Business and Relationship Department.
- g. Other claims arising out of mistake or fault in the system/ATM/Debit Card will be examined by Operations Department in consultation with Dept. of Information Technology, wherever necessary.
- h. While referring any claim arising out of fraud, the Regional Office should confirm to the respective delegate that the case is reported to Transaction Monitoring and Fraud Management Dept. CO in prescribed format.
- i. Claims relating to Gold Loan will be examined by Gold Loan Vertical.

References:

1. Model Compensation policy of Indian Banks Association.
2. RBI/2017-18/15 DBR.No.Leg.BC.78/09.07.005/2017-18 dated July 6, 2017 on Customer Protection - Limiting Liability of Customers in Unauthorised Electronic Banking Transactions.
3. RBI circular DBOD.Leg.BC.86/09.07.007/2001-02 dated April 8, 2002 regarding reversal of erroneous debits arising from fraudulent or other transactions.
4. RBI Master Circular DBR.No.FSD.BC.18/24.01.009/2015-16 dated July 1, 2015 on Credit Card, Debit Card and Rupee Denominated Co-branded Pre-paid Card Operations of Banks and Credit card issuing NBFCs.
5. RBI Master Circular RBI/2015-16/59 DBR No.Leg.BC.21/09.07.006/2015-16 dated July 1, 2015 on Customer Service in Banks.
6. FEDAI Circular No.SPL-05.BC/ FEDAI Rules/2019 dated 11th March 2019(updated up to 15 November 2020)
7. RBI Circular No.RBI/2019-20/67,DPPS.CO.PD No.629/02.01.014/2019-20 dated 20.09.2019 on Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorised payment systems.
8. RBI Circular No.RBI/2020-21/21,DPPS.CO.PD No.116/02.12.004/2020-21 dated 06.08.2020 on Online Dispute Resolution (ODR) system for digital payments.

Appendix - II

Security/ Safeguard Measures

1. Any desk App warning:

“Do not download “ANYDESK” from Play store or any other source, which Fraudster can use to take control of your mobile device and carry out transactions.

- a. You may receive a phone call from a fraudster, who will claim to be a representative from a tech company/bank offering to fix issues in your smartphone or mobile banking apps.
- b. The fraudster will then lure you to download a mobile app like 'Any Desk' from Play store or App Store, which can provide him with remote access to your mobile.
- c. Post the installation of the app (in this case 'Any Desk'), a 9-digit code will be generated, which the fraudster will ask you to share.
- d. Then the fraudster will further ask you to grant him certain permissions. Once granted, the fraudster is now in control of your mobile device.
- e. Further, Mobile Banking credentials and PIN are vished (stolen) from you and the fraudster can now choose to carry out financial transactions from your mobile app which was already installed.
- f. The fraudsters also forward one SMS to you and advise you to forward it to a specific mobile number from your phone. On the basis of this, the fraudster is able to link/register your mobile number/account with UPI on his own mobile device.
- g. The fraudster subsequently seeks confidential account related credentials like Debit Card number, PIN, expiry date, OTP and sets the MPIN which is then used to authenticate transactions.
- h. Sometimes, the fraudsters could also send “Collect request” to your VPA and ask you to approve/authenticate it on the respective UPI apps to get reversal/refunds. Assuming that you will get credit/refund in your account, you approve the request by authenticating the transaction with MPIN [which is only known to you] but you might end up losing money since your account gets debited once the collect request is approved/ authenticated.

Do's and Don'ts you should follow:

- a. Be alert to fraudulent calls (vishing) that ask you to download apps or share confidential information (disconnect such calls immediately)
- b. In case you have already downloaded “Any Desk” app and it is no longer required, uninstall it

IMMEDIATELY:

- a. Please enable app-lock on your payment or mobile banking related apps.
- b. Report any suspicious activity at your nearest Bank Branch / genuine customer care number only
- c. Do not share your banking passwords or store them in your mobile handset.

- d. Do not share your other sensitive financial details on call such as UPI PIN / MPIN, Debit / Credit Card, CVV, expiry date, OTP, ATM PIN, bank account details, etc.
- e. Don't allow a stranger to guide you to install a mobile app through App Store / Play store, or instruct you to change the setting of your mobile.
- f. Do not rely on customer service numbers of various merchants/entities/ banks etc. retrieved via Google search, since they can be fake.
- g. Do not forward any unsolicited SMS received on a request of so-called representative from a tech company/bank

2. Please Be Aware of the Following:

- a. Choose an account with two factor authentication
- b. Create a strong password
- c. Secure your computer and keep it up-to-date
- d. Avoid clicking through emails
- e. Access your accounts from a secure location
- f. Always log out when you are done
- g. Set up account notifications (if available)
- h. Monitor your accounts regularly

3. PHISHING E-MAIL

- a. Do not click on links or download attachments from unknown sources.
- b. Never reply/forward the mail in case it is found suspicious
- c. Be suspicious of mails even when received from known sources when you are not expecting it.
- d. Do not provide any personal or financial information (like user name, password, credit/debit card credentials etc.) over email
- e. Be wary and cautious of unsolicited emails that demand immediate action
- f. Pay attention to URL of a website. Malicious sites may look identical to a legitimate site but the URL may use a variation in spelling such as 'l' may be replaced with identical looking '1' etc.,
- g. Always think twice before clicking on any link attached in the e-mail
- h. Check the URL by placing (hovering) mouse poi
- i. Enter on the link provided in the mail which displays the correct website / URL where the link is actually pointed.

4. Internet Security:

- a. Do not blindly click on pop-ups
- b. Do not download software's which are not Approved by Bank
- c. Do not Upload any data belonging to bank on Internet
- d. Users are responsible for protecting their Internet account and password
- e. Users should ensure that they do not access websites by clicking on links provide in emails or in other websites

5. Browser Security:

- a. Older versions of web browsers may contain vulnerabilities. So keep it up to date

- b. Pop-ups can be used as a front for malicious activities. It is advisable to block pop-ups
- 6. Wi-Fi Security:**
- a. Don't enable Auto-Connect to open Wi-Fi Networks
 - b. Don't leave broadband connectivity open when it is not utilized
 - c. Don't connect to unknown Wi-Fi network at office or public place
 - d. Change Default Administrator Passwords and User names
- 7. Desktop Security:**
- a. Shut down the desktop while leaving
 - b. Ensure you have updated anti-virus
 - c. Scan the attachments before opening
 - d. Do not install any unauthorized software
 - e. Follow the Clear Desk & Clear Screen policy
 - f. Do not enable sharing of folders in your C: drive
 - g. Ensure confidential documents are not kept in the open
- 8. Password Security:**
- a. Do use hard to guess Passwords
 - b. Do not use same password for all Accounts
 - c. Do not write passwords anywhere
 - d. Do not use personal information as password e.g. DOB, Name, Mobile No...
 - e. Passwords should be unique from previously used passwords.
 - f. You are responsible for the work carried out in your User ID. It is your digital identity
 - g. Passwords should be created so that they can be easily remembered
- 9. CREATE AN ALTERNATE EMAIL ADDRESS**
- a. Instead of using your primary email address for every online account, create an alternative email address for public-facing accounts and users
- 10. DON'T GIVE AWAY ADMIN RIGHTS**
- a. When a new software or app is asking for system admin rights check the access it's asking for, look in documentation for reasons why, and contact a support team if possible
- 11. CREATE A SECURITY PLAN**
- a. Create a checklist for yourself of do's and don'ts, reminders for regular backups and updates. Please read Cyber security Policy, Information Security Policy & CISO office Circulars.
- 12. BE CARD SMART**
- a. Don't save your card information when you purchase something online or on an app
- 13. KEEP RECOVERY INFORMATION CURRENT**

- a. Check and update the recovery email addresses, phone numbers, and physical addresses associated with your accounts

14. DON'T CLICK LINKS FROM SUSPICIOUS SOURCES

- a. Avoid clicking short links from unknown or questionable sources

15. MONITOR ACCOUNT ACTIVITY

- a. Track the activity logs for your accounts on regular basis

16. CHECK YOUR EMAIL ACCOUNTS

- a. Go through all your email accounts, delete what you aren't using anymore and set up stringent security measures for the accounts you want to keep

17. BACK UP YOUR DATA

- a. Back up your data frequently and in multiple locations to protect your critical information

18. UPDATE YOUR SOFTWARE

- a. Make sure any software you use on your personal computer is updated regularly.

19. DISABLE AUTO-CONNECT

- a. Make sure your Wi-Fi auto discovery functions and Bluetooth is off when you are travelling or in public.

20. CONTROL MOBILE APP ACESS

- a. Get into the habit of not installing any app unless they come from the official app store

21. REVIEW YOUR PASSWORDS PERIODICALLY

- a. Make sure they are strong and contain an assortment of characters and change them regularly.

22. REGULARLY UPDATE YOUR BROWESERS

- a. Make sure you're using the latest versions of your Internet browsers and any related plug-in.

23. PROTECT YOUR SYSTEMS

- a. Carefully vet antivirus, firewall, and ad-blocker solutions are patched and updated on regular basis

24. SET UP 2FA (TWO FACTOR AUTHENTICATION)

- a. Make sure to link your accounts to your cell phone and/or emails address to verify your identity when you sign in

CHAPTER-II

GRIEVANCE REDRESSAL POLICY 2023-24

Table of Contents

SNo.	Particulars	Page No.
1	Preamble	5
2	Scope	5
3	Objective	5
4	Need for Revision of Guidelines/Policy, Pre & Post Amalgamation Process, Post Amalgamation Process	6
5	Customer, Active Customer, Passive Customer, Customers Right	7
6	Query, Service Request & Complaint	7
7	Reasons for complaint	8
8	Types of complaints	9
9	Sources of complaints	9
10	Severity of complaint	9
11	Importance of complaints, Principles of Grievance Redressal	10
12	Capturing of Complaints	11
13	Grievance Redressal Mechanism in the Bank	12
14	Structure of Customer Care Unit (CCU) at Central Office	14
15	Roles and Responsibility	15
16	Suspected Fraudulent Transactions and its Treatment	22
17	Time Frame	24
18	Escalation Matrix	25
19	Internal Review Mechanism	27
20	Feedback on Social Media	32
21	Mandatory Display Requirement	32
22	Escalation to Regulator	32
23	Record Keeping	32
24	Grievance Redressal for Intermediary under National Pension Scheme (NPS)	32
25	Grievance Redressal under PMJDY	33
26	Death Claim under Covid	34
27	Interaction with customers	34
28	Tips for Handling Customers	34
29	Sensitising Operating Staff on handling complaints	35
30	Customer Feedback	36
31	New-Addition/Initiatives for handling Customer Grievance	36
32	Periodicity of Review of Policy	37
33	Appendix-I Reserve Bank-Integrated Ombudsman Scheme, 2021	

ABBREVIATION

Abbreviation	Full Form
CCU	Customer Care Unit
OCRM	Operational Customer Relationship Management
BOCMS	Banking Ombudsman Complaint Management System
CPGRAM	Centralised Process for Grievance Redressal Mechanism
INGRAM	Integrated Grievance Redressal Mechanism
CC	Call Centre
DIT	Department of Information and Technology
DBD	Digital Banking Department
TPPD	Third Party Product Department
GB Cell	Government Business Cell
CPPC	Centralised Pension Processing Cell
FRMD	Fraud Risk Management Department
FRMC	Fraud Risk Management Committee
FGMO	Field General Managers Office
CRBD	Customer Relationship and Business Development Department
IMC	Implementation & Monitoring Committee (For amalgamation process)
FCM	Functional Committee Meeting (For amalgamation process)
SR	Service Request
SRA	Service Request Area
IO	Internal Ombudsman
BO	Banking Ombudsman
BONO	Banking Ombudsman Nodal Officer
F-GRO	FGMO- Grievance Redressal Officer
R-GRO	RO -Grievance Redressal Officer
SSR	Sub Service Request Area
RO	Regional Office
CGO	Chief Grievance Officer
MB	Mobile Banking
IB	Internet Banking
MADP	Mobile Application Development Platform
ASBA	Application supported by Blocked Account
DRT	Debt Recovery Tribunal
IT	Income Tax Department
CP	Crime Police
ED	Enforcement Directorate
RBI	Reserve Bank of India

SFIO	Serious Fraud Investigation Organisation
DFS	Department of Financial Services
CID	Central Investigation Department
SA	Statutory Authority.
ATS	Anti-Terrorist Squad
CSCB	Customer Service Committee of the Board



Operations Department, World Trade Centre, Cuffe Parade, Mumbai

Grievance Redressal Policy 2023-24

1. Preamble:

- 1.1 Customer centricity is one of the core values of the Bank. As a service organisation customer service and customer satisfaction is the prime concern of the Bank. Bank believes that Customer Experience is the key to keep customers happy and thereby ensuring a long-lasting relationship with the Bank. Grievance expressed by customer serves as feedback mechanism for bringing about improvement in quality of service delivered to customers. However, Customer grievances are part of the business life of any corporate entity and is inevitable, no matter how streamlined the business processes are. It is therefore desirable that the Customer grievances are acknowledged and dealt with effectively by developing an efficient system to ensure that complaints are resolved quickly and accurately.
- 1.2 Grievance Redressal Policy of the bank is formalized in line with Regulatory guidelines on Customer Service to have guidelines in place for having standard operating procedure across organisation. Policy outlines the framework for addressing customer grievances; it aims at minimizing instances of customer complaints and grievances through proper delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. Timely redressal not only satisfies the customer but is also an opportunity to cross sell our products to the customers/noncustomers.

2. Scope:

- 2.1 This Grievance Redressal Policy shall cover the Grievance Redressal function of all the domestic Branches/Offices located in India. For Foreign Branches/Offices a separate policy is formulated by our International Banking Division (IBD).

3. Aim/ Objective:

- 3.1. To adopt a system which is combination of technology, processes and people to develop and maintain profitable relationship with prospective and present customers. To practice and generate better understanding of the customer for product development, segmentation, appropriate targeting, campaign management and maintenance of long term profitable and mutually beneficial relationship with customers. To comply the regulators concern on 4 C's through Root Cause Analysis and for:

- 3.1.1 Consolidation of services offered by banks
3.1.2 Customisation of products and services for customers
3.1.3 Convenience of transacting

3.1.4 Concern for customers.

3.2. To have complete understanding of the customer's experience at all touch points of services.

3.2.1 To understand the level of satisfaction with the various channels with which the customer interacts in his day to day transactions with Union Bank and ways to further strengthen the same.

3.2.2 To identify gaps in servicing and areas requiring improvement.

3.2.3 To evaluate, if internally defined service norms are being met.

3.2.4 To make available proactively, micro-level improvement areas.

3.2.5 To understand inherent systemic problems so that corrective and timely measures can be taken before they become acute, such as: Retention strategies, Communication Needs, Training Needs, Rewards & Recognition, Benchmarking and setting of SOPs.

3.2.6 To ensure Process Improvement, fair treatment, courtesy in services, working in good faith without prejudice.

3.2.7 Customers are fully informed of avenues to escalate their grievances/Complaints within the organization and their rights to alternate remedy, if they are not fully satisfied with the response of the bank.

4. Need for Revision in Guidelines/Policy:

Policy is required to be updated by incorporating latest guidelines received from DFS, RBI and other regulated entities.

4.2 Hon'ble Governor's Statement, December 4, 2020

With a view to enhancing the efficacy of the grievance redressal mechanism in Banks it has been decided by the RBI to put in place a comprehensive framework comprising inter alia:

- a. Enhanced disclosure on customer complaints
- b. Monetary disincentives in the form of recovery of cost of redressal of complaints and
- c. Undertaking intensive review of grievance redressal mechanisms and supervisory action against regulated entities failing to improve their redressal mechanisms.

4.3 Post Amalgamation Process: As given above, the changes are incorporated in the style of functioning of Customer Care Unit, and well defined in the Policy Document. The existing policy was last reviewed on 29.12.2021 valid upto 31.03.23. Post Amalgamation it is a prerequisite to formulate common Grievance Redressal Policy/guidelines incorporating therein the changes adopted. Hence, revision/modification in policy is incorporated to take care of Grievance Redressal System and its mechanism post amalgamation. Adoption of OCRM, BOCMS system of standalone UBI, in Amalgamated Entity:

- a. Nomination of F-GROs, R-GROs at RO's and FGMO's
- b. Well defined Standard Operating Procedures (SOP) at all levels,
- c. Working of Call Centres at Hyderabad, Mumbai and Bangalore

- d. Handling of Government Portal Complaints under common User ID's
- e. Handling of State Government Portal Complaints under common User ID's
- f. Handling of RBI complaints,
- g. Revisiting Escalation Matrix,
- h. Defining the role and responsibilities of the CCU and GROs incorporated to be made.
- i. CCU to work as a Centralised Unit post amalgamation to be headed by a senior level executive to be attached to Operation Department.

5. **Customer:** Customer can be an individual or an artificial person created by law having perpetual existence. A customer is someone who has an account with the Bank or who is in such a relationship with the Bank that a relationship of a banker and customer exists. These services may include Credit Cards, Bank Loans, Savings account, Current Account, Term Deposits, Third Party Product Buyer, authorised person to operate the account, PA holder, Representative of the individual/company/firm or prospective account holder etc.

Customer can be existing /prospective/non customer, for ex. Non customer is a person who buys a Demand Draft from the Bank or who remits school/college fees through our Bank. Customers can be further classified as:

- 5.1 **Active Customer:** Active customer can be active account holder, user of most of the banking channels and the one who by word of his mouth bring in new customers to the bank or vice-versa. These customers are vociferous and more prone to lodge the complaints.
- 5.2 **Passive Customer:** Passive customers can be active or dormant account holders. This type of customers do avail the banking services, but does not have much expectations from the Bank. These type of customers are less complaint prone, but may silently shift to another Bank.
- 5.3 **Customers Right:** While, dealing with the customer complaints, officials must know that, the "Charter of Customer Rights" covers five Basic Rights of bank customer, viz.,
 - a. Right to Fair Treatment
 - b. Right to Transparency Fair and Honest Dealing,
 - c. Right to Suitability
 - d. Right to Privacy and
 - e. Right to Grievance Redressal and Compensation

We have in place the policy for Customer Right and Grievance Redressal and Compensation, covering charter of customer rights.

6. Query, Service Request & Complaint:

When, customer expectation is not met, then customer may ask for solution to resolve the issue. There are two possibilities that the services customer is expecting are because of promises made by the Bank staff. OR the issue raised is beyond the purview of the Bank. Issues, which are beyond banks purview, can be answered immediately and the matter can be resolved. But, when the issue relates to Standard Banking Practices, then it must be

resolved within a timeline (TAT). Any delay in resolution/nonresolution will lead to customer complaint. The expression of the customer constitutes:

- 6.1 Query:** when customer makes initial enquiries on products and services. It's merely a question arising out of non-clarity regarding certain issue. In many cases, these can easily be responded and handled with courtesy by branch/call centre or other offices to the satisfaction of the customer/non-customer.
- 6.2 Service Request:** When customer makes request to avail services, Bank has promised to provide. It can be resolved through a process set by the Bank within definite timeline. Service Request is an extended arm of Query which can be dealt with directing to correct touch point to resolve it. Service Request when shared with Primary Sharer (Branch/RO/ZO/Vertical Head), it need to be looked into to provide the required service at the earliest, without allowing its conversion as complaint.
- 6.3 Complaint:** When Query or Request of customer does not get resolved then it turns into complaint. A Complaint is communication to the Bank through any means (Oral/written/Email etc.,) which express the dissatisfaction about any aspect of the Banks Products, Services, Employee behaviour/attitude, Processes, systems etc. It may start with front desk staff, call centre, email, hard copy, government portal, RBI etc. and escalate to:
 - a. Branch/Back Office
 - b. RO/FGMO/CO
 - c. CGM/ED/MD &CEO/Chairman
 - d. Banking Ombudsman
 - e. RBI/Government Portal
 - f. Consumer Forums
 - g. Litigation/Other Courts
- 7. Reasons for complaints:** The Major reasons for the complaints are:
 - a. Not replying the customers query
 - b. Not directing customer properly
 - c. Lack of Product Knowledge amongst staff
 - d. Technical Issues
 - e. The attitudinal aspects of dealing with the customers
 - f. Not adhering to the Standard Practices
 - g. Not adhering to the Regulatory Guidelines
 - h. Non-transparency in selling products and services
 - i. Mis-selling of products
 - j. Mis-behaviour by staff
 - k. Delay in providing Service
 - l. Cumbersome Process and Practices
 - m. Non-availability of services as per EASE agenda
 - n. Non-availability of basic facilities leading to delay in extending services etc.

8. Types of Complaints:

With proliferation of technology in banking and introduction of various digital products and services, nature of complaints received has undergone a major shift. Knowledge of Audit log, transaction log, IP addresses, and EJ log, Switch Report etc. resolving the issues of Internet Banking and ATM transactions proved to be very helpful in effective and efficient resolution of fraudulent complaints. Hence, complaints can be broadly classified based on its nature as:

- a. Technology Related
- b. Failed Digital Transactions
- c. Staff Misbehaviour
- d. Death Claims
- e. SMS Alerts
- f. Charges related
- g. ECS related
- h. TDS related
- i. Pension related
- j. Cheque Book Related, Cheque Collection, Clearing
- k. Complaints of Senior Citizens, Pension Related
- l. Loan Related
- m. Complaint against Call Centre.
- n. Account Operation Related
- o. DEMAT, ASBA related complaints etc.

9. Sources of Complaints:

Complaints may be lodged by a customer/ non customer through various channels viz.

- a. Through Branch/complaint box/complaint register
- b. Telephonic calls/Call Centre
- c. Online complaints - Through Vyom -mobile application, Net banking, WhatsApp banking etc.
- d. Online complaints lodged by the customers / non-customers, through Online Grievance Portal, link for which is provided on Banks' Corporate website (unionbankofindia.co.in).
- e. Written complaints received at Branch/ RO/ FGMO/CO through Letters
- f. Email via customercare@unionbankofindia.bank and cgo@unionbankofindia.bank plus those received via various authorities of the bank.
- g. Letter in writing by hand delivery/post/email etc., (to be entered into OCRM / Other CRM)
- h. Banking Ombudsman/RBI
- i. Social Media Ex: Twitter/Face book etc.,

- j. Government of India/State Government Portal (CPGRAM/INGRAM) etc.,

10. Severity of Complaint:

Generally, customers may lodge complaints when resolution is not provided at the initial level i.e. Branch, Regional Office, Zonal Office, Central Office. The complaints, if not resolved in time may get escalated to Banking Ombudsman, Consumer Forum, Litigation in court etc. Complaints which were escalated to RBI, DFS and other adjudicating authorities for redressal, may lead to Advisories/Awards/directions, which adversely affects the image of the Bank. All the complaints must be dealt on priority basis. without giving further scope for escalation to regulators/DFS etc.,

Proper analysis of the complaint and finding the root cause of the complaint will help the bank in extending suitable and speedy resolution. Non resolution of the complaint within in stipulated time may lead to:

- a. Payment of Heavy Penalties
- b. Payment of Compensation
- c. Disclosure in Bank's Balance Sheet

11. Complaints: Importance, Feedback & Principles:

11.1 Importance of Complaint: Banking Industry being a Service oriented Industry, customer service plays a vital role in business growth and health of the bank. Complaint made by customer/non-customer indicates deficiency in services extended by the branches/offices. Information Technology and its adoption at the grass-route level have made communication faster which in turn increased communication in manifold. Moreover, social media has become a platform of discussion on services extended by the bank which may affect the Bank's reputation in Public eye.

Good customer Service and resolution of grievances raised by the customer in timely and effective manner will lead to sustained business growth. Further increased competition in Banking sector has created a wide array of financial services and products available to consumers coupled with new risks and rewards. This has made it easy for the customer to take an informed decision as per his/her requirements.

11.2 Feedback: Complaint is a type of customer's feedback on the services extended by the bank. It helps the Bank to ascertain merits and demerits of Bank's product and services. Further, it given an opportunity to rectify the drawbacks in the Bank's product and services and to enhance the customer experience. Analysis of the Complaints will lead to improvement in systems and process, hence, if not dealt with due care, may lead to loss of business opportunity.

11.3 Principles of Grievance Redressal.

11.3.1 Accessibility: The Bank provides various channels (such as Branch, contact centre, email ids, etc.) to the customer for registering their grievance and assist the customers in escalating their concerns to the appropriate authority within the Bank.

- 11.3.2 Acknowledgment and Resolution of Grievances:** The Bank shall acknowledge the receipt of complaints received through various channels and provide the resolution within the defined time liens.
- 11.3.3 Transparency:** Bank shall respond the complaints in a professional and transparent manner. Further ensure the objectivity in the complaint handling process. The bank shall acknowledge the receipt of the complaint appropriately and will communicate the turn-around-time for issues to be redressed.
- 11.3.4 Prompt & Responsive Complaint Resolution:** Bank shall provide Prompt response to all complaints and ensure its timely resolution. Further Bank maintains the confidentiality of Complainants details. Further, Bank shall ensure the resolution provided is as per the Compensation policy of the Bank in vogue . Bank ensures the adherence of all relevant Regulatory & Statutory requirements as mandated by RBI from time to time and as per Grievance redressal policy of the Bank.
- 11.3.5 Escalation:** The Bank shall provide the information, on the process of escalation of complaints to the next/higher level, if the customer is not satisfied with the resolution provided by the Branch/Office. The escalation matrix is made available in branches, Bank's website & at Bank's call centre.
- 11.3.6 Customer Education:** The Bank, through various channels/forums shall put continuous efforts to educate the customers on Banks various products and services and create awareness on digital frauds.
- 11.3.7 Review:** Bank put all its efforts to improve its processes & systems by taking inputs from customers, employees and other stake holders The Bank shall have forums at various levels viz. Branch Customer Service Committee, Customer Service Standing Committee, Customer Service Committee of the Board, to review customer grievances and enhance the quality of customer service.

12. Capturing of Complaints:

A customer may lodge complaint either in writing or through electronic means if he is not satisfied with the services provided by the Bank. All complaints will be recorded by the Bank in a database. The database, along with the acknowledgement letter and other correspondence **will be preserved at least for 3 years** for future reference. However, no action will be taken on anonymous/ pseudonymous complaints and the same will be filed as per guidelines issued by Central Vigilance Commission. Arrangements for receiving complaints and suggestions are given hereunder.

- 12.1 Complaints in Person:** Complaint Register is made available at all the branches. A customer can obtain it from the branch manager, record his grievances therein and obtain acknowledgement. Customer may use complaint cum suggestion box kept at branch for any feedback/ suggestions for improvement in our products and services.
- 12.2 Complaints over Telephone:** The complaint may be lodged over telephone with the Regional Office of the concerned branch or to the Branch Manager. The name and telephone number of Regional Head of the concerned Branch are displayed in the Branches and are also available on Bank's website.

12.3 Contact Centre/Call Centre: Complaints can also be lodged at Bank's Contact Centre on toll free number 1800222244, 18002082244 on 24 x 7 basis. Further through 080-61817110 (chargeable number).

12.4 Complaints through mail/e-mail: Customer can submit complaint by post or through e-mail on 'cgo@unionbankofindia.bank'. Complaints received by e-mail shall be acknowledged through return e-mail. E-mail IDs of the Nodal Officers shall be provided at the Branches and also on bank's website.

12.5 Complaint through Online Channels: Complaint Management System i.e. Operation Customer Relationship Management System (OCRM) is made available to record complaints received online at Customer Care Unit, Central Office, Mumbai, Call Centre at Bangalore & Mumbai, Digital Banking Department (DBD), Department of Information Technology(DIT), ROs, ZO's and Branches. Besides, the customers may directly lodge the complaints through Bank's Website, Internet Banking, Mobile Banking and WhatsApp Banking. Customer Care Unit should coordinate with the concerned branches, Regional offices, Field General Managers Office for resolution. Customer, who lodges the complaint online **through Bank's Website, Internet Banking, Mobile Banking, WhatsApp Banking etc.** receive automatic acknowledgement of his/her complaint along with a reference number on his/her Registered Mobile No./Mail. With this reference number customer can track the status of their complaint online.

12.6 Capturing in ORCM Package (IC: 5528-2021 Dt. 05.05.2021): All complaint, received by RO's/ZO's or RGRO's/FGRO's through mail, telephone call, physical complaint or any other mode (physical submission etc) is to be entered into OCRM for tracking and closure of complaint. Entry into OCRM will certainly be supporting the RGRO's and FGRO's for the simple reason that each complaint entered into OCRM is also attended by CCU Team. Hence, RGRO's and FGRO's will be in a position to get the status as well as intervention of CCU Team as and when required. Hence entry into OCRM will benefit entire ecosystem of grievances redressal.

12.7 My Diary Portal (IC: 02601-2021 Dt. 07.05.2021): All complaints lodged in OCRM package and BOCMS package are uploaded in My Diary Portal to help the branches to know the outstanding complaints of their Branch/region in order to speedy redressal of the complaints within TAT. The Portal is equipped with Dashboard in respect of pending complaints at various levels with respect to OCRM & Banking Ombudsman.

12.8 Customer Care Unit: Customers can also send complaints to the Principal Nodal Officer at the following address:-

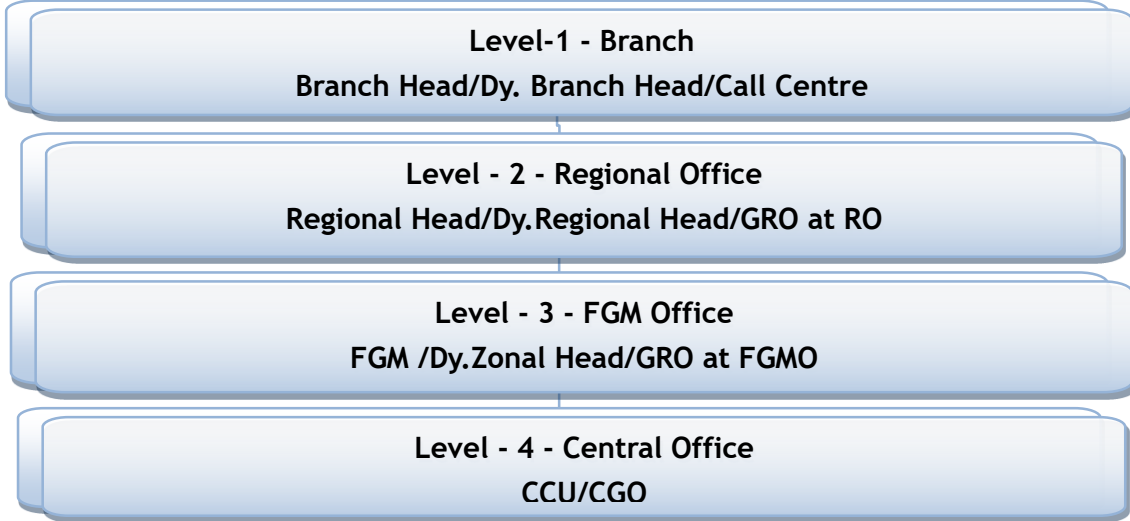
The Principal Nodal Officer cum Chief Grievances Redressal Officer
Union Bank of India, Customer Care Unit,
Operation Department, Central Office,
"The Arcade" 2nd Floor, Tower -4, World Trade Centre,
Cufee Parade, Mumbai-400005.

Contact No. : 022-22178871, Email: cgo@unionbankofindia.bank

The contact details of Principal Nodal Officer cum Chief Grievances Redressal Officer are available in all branches of the Bank on the Comprehensive Notice Board. Besides, contact details are also printed in the Passbook. It should be ensured that the customer is provided with the resolution at the Branch, RO/ZO to restrict it from further escalation at CCU / Central Office level.

13. Grievance Redressal Mechanism in the Bank:

13.1 Grievance Redressal Structure in the Bank:



The Contact details (Direct Line as well as E-mail ids) shall also be displayed in Bank's Website for Central Office and FGM Office Level.

13.2 System Support available to CCU, CO:

- OCRM - For complaints other than BO complaints
- BOCMS - For BO complaints
- CPGRAM/INGRAM - For complaints registered through Government Portals.
- Complaint Management System (CMS) of RBI

13.2.1 The URL for accessing the Union Customer Connect Portal is as below:

- Lease Line: http://10.0.222.16/funsoui_enu
- HCL: http://172.31.0.220/funsoui_enu
- HECL: http://192.168.104.220/funsoui_enu
- Bharti: http://192.168.11.220/funsoui_enu
- Access to OCRM Solution is available on
- UBINET>>Useful Link>>Union Customer Connect (OCRM)

Branches/RO/FGMOs may login to OCRM package in the following way:

User id: SOL ID

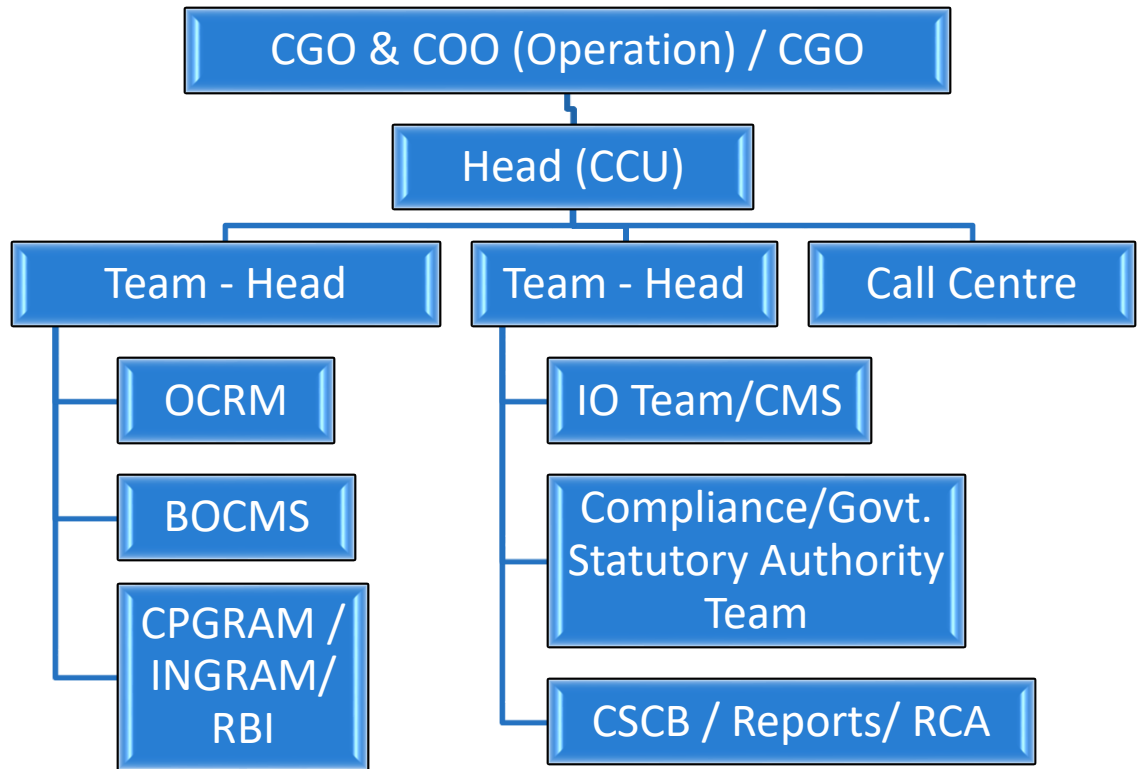
Password: (As already provided)

13.2.2 Complaint Resolution Support Partner of CCU:

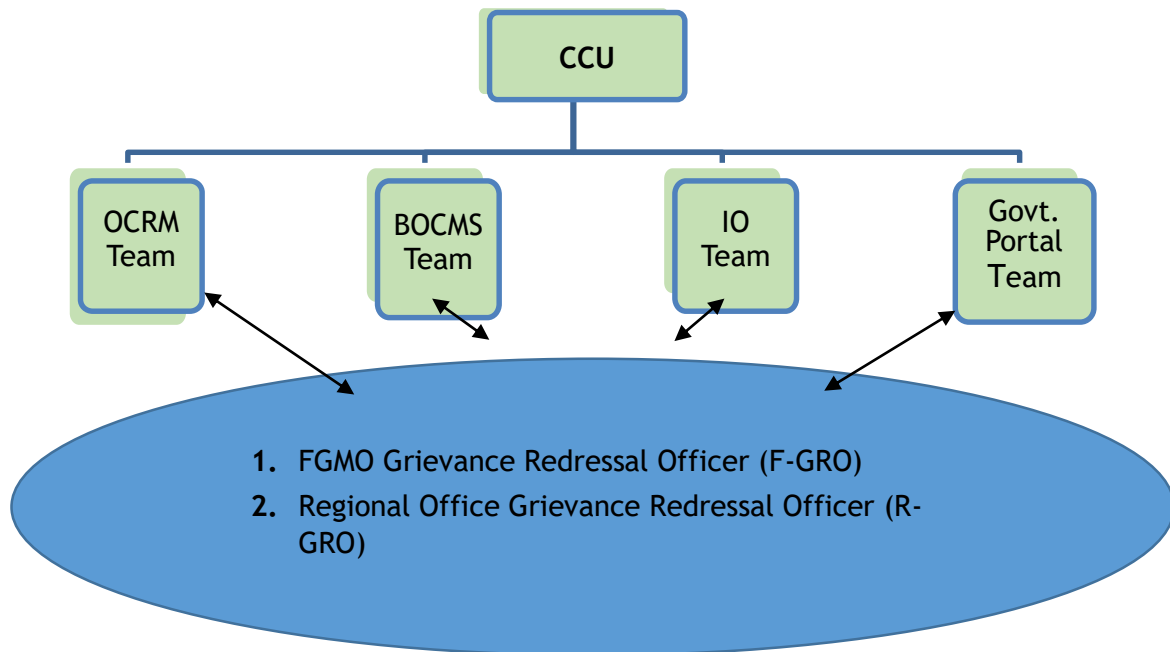
S.N.	Issues	Support Partner
01.	Lodgement of complaint in OCRM	Call Centre
02.	Resolution of Internet Banking (Non-financial) Issues	DIT
03.	On line/Internet Banking (Financial Issues)	Digital Banking-Operations
04.	Remittances through NEFT/RTGS	NEFT/RTGS Cell
05.	For Service Charges, Compensation, Waiver of Charges etc.	Operation Vertical
06.	For Deposit Product features and marketing	Retails Deposits Vertical
07.	For Forex Transactions/NRE Customers	IBD
08.	For Loan Related Issues	FI/MSME/LCV/MCV/RA
09.	For Recovery Related/OTS	SAMV Vertical
10.	For Pension Related Issues	CPPC
11.	For Vetting of Rejected complaints	IO Office
12.	For Technological Support on OCRM & BOCMS	DIT/DBD
13.	For ASBA, Dematerialisation complaints	MSM Branch, D. Mat. Dept.
14.	TDS & Tax related issues	Tax Cell, CO
15.	For Reports Generation	Team OCRM and BOCMS at DIT

13.2.3 Complaint Management Handbook - Union Care Version 2.0 (IC: 02818-2021 Dt. 30.09.2021) - To facilitate the branches in resolving customer grievances in a timely manner, Operations Vertical has designed Union Care Handbook-Version-2.0. The handbook covers the categorization of complaint, probable reason of complaint and remedial measures, escalation matrix and contact numbers of officials nominated for resolving customer complaints in the area of ATM, Internet Banking, Pension, Mobile Banking, Door Step Banking, NEFT/RTGS, ASBA/DEMAT etc.

14. Detailed Structure of Customer Care Unit (CCU) at Central Office:



14.1 Communication Structure for Field linked to CCU(F-GROs & R-GROs):



The names and the contact details of the Grievance Redressal Officers at ROs and FGMO to be displayed in branches and CGO as well as RGROs/FGROs in Bank's website to enable ease to customer in quick resolution of complaints.

15. Roles and Responsibilities of Branches / Offices:

15.1 Roles and Responsibility of Branch Head/Deputy Branch Head:

Branch Manager is responsible for the resolution of complaints/grievances in respect of customers serviced by the branch. He would be responsible for ensuring closure of all complaints received at the branch. This will also include all complaints received through Customer Care Unit. 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 Manager feels that it is not possible at his level to solve the problem, he should refer the case to Regional or Field General Manager's Office for guidance and for resolution.

Grievances related to attitudinal aspects: All such complaints shall be handled courteously, sympathetically and above all swiftly. Misbehaviour/rude behaviour with customers shall be treated with **Zero tolerance**, and immediate corrective steps for non-recurrence should be kept in place. Under no circumstances Bank shall tolerate misbehaviour of any degree by its staff members.

To keep the complaints related to misbehaviour/rude behaviour at zero tolerance level, stern action/ disciplinary action against the erring officials would be initiated by the respective Disciplinary Authority.

Branch Head & Officials at the Branch should ensure that Queries & Complaints received directly at Branch or through OCRM/BOCMS or any other modes are dealt as under:

- a. Resolve all the queries/service request at initial level itself to avoid its conversion as a complaint. Reply to the customer should be sent under copy to CCU/R-GROs/F-GROs.
- b. In case of verbal complaint, emails, letters etc., which remains unresolved by the within 24 hours, the same should be uploaded in the OCRM portal and should be escalated to the GRO at Regional Office for resolution.
- c. In case the complaint pertaining to online/digital failed transaction, the same should be entered in the ATM Claim Menu in Finacle and followed-up with DBD/DIT/MADP for early resolution of the matter under copy to concerned R-GROs/F-GROs
- d. The branch manager should sensitize branch front-line staff for proper handling of customer's queries and service request.
- e. The BH/Dy.BH should invariably access the OCRM module on a daily basis and attend the complaints lodged in Module and resolve the complaint within the stipulated TAT.
- f. On resolution of the complaint the BH/Dy.BH should obtain a satisfaction letter from the customer and upload the same in OCRM Portal while recommending its closure.
- g. Branch Manager should ensure that complaints are resolved within maximum 15 days so that it does not get escalated to Banking Ombudsman.
- h. In case the complainant escalates the matter to BO, the Branch Head/Dy.BH should ensure that the reply is submitted to the GRO/BONO within the stipulated TAT along with the requisite supporting documents, if any.

- i. The BH/Dy.BH should submit Weekly/Monthly/Quarterly report to the GROs at Regional Office.
- j. To conduct Monthly Customer Service Meeting and submit the feedback and suggestions received to the R-GRO under copy to F-GROs.

15.2 Roles and Responsibilities of R-GROs at RO's and F-GROs at FGMO (Other than BO Complaints):

- a. To resolve queries at initial level properly to avoid its escalation as complaint
- b. To escalate the issue to Dy. RH/ RH for timely resolution.
- c. To refer circular/policies on Customers Right, Grievance Redressal, Compensation to alleviate the complaints at the initial level.
- d. To ensure that complaints are resolved properly so that it does not further escalate to BO/Consumer forum etc.
- e. R-GROs to submit the report fortnightly to RH, F-GRO and CCU on regular basis.
- f. F-GROs to submit the fortnightly report to FGM on regular basis
- g. To Create User ID and Password in the OCRM system for branch users, generate reports on daily basis, to reduce the pendency at the branches and respective RO (Ref. IC No.04593 dated 18.07.2019)
- h. Follow-up of all complaints escalated to Regional Office/FGMOs for speedy resolution.
- i. To follow-up with the Branches/RO's/NOs and resolve the issues and mark the closure in the OCRM Portal. In case of CPGRAMS/INGRAMS Complaints, ensure that a copy of the reply to the complainant is invariably marked to CCU giving therein complaint reference number for enabling them for closure of the complaint.
- j. To ensure that the complaints are resolved in time and the complaints/ claims pending at RO level/FGMO level are attended proactively. Genuine claims shall not remain unpaid/unattended beyond TAT.
- k. To ensure that all the partially/fully rejected complaints have been vetted by IO. Hence, such complaints need to be forwarded to the IO (through OCRM/BOCMS) under copy to CCU.

15.3 RBI Banking Ombudsman complaints: RBI has set up 30 Banking Ombudsman Offices across India for redressal of BO complaints. The centres where the Banking Ombudsman Offices are present, respective Deputy Regional Head/Deputy Zonal Head shall act as a Nodal Officer for the respective Banking Ombudsman and designated as Baking Ombudsman Nodal Officers (BONO). The Roles & Responsibilities of BONO are as under:

- a. To access RBI CMS package on daily basis to know the new complaints received.
- b. To initiate immediate process of resolution to provide timely reply to BO.
- c. If complaint pertaining to other RO/FGMOs, immediately get it assigned to concerned RO/FGMO through PNO Office for resolution

- d. To ensure the submission of reply in the RBI CMS Portal within 15 days of receipt of complaint.
- e. Due to genuine reasons, Bank could not submit the reply within 15 days, seek additional time from concerned OBO through RBI CMS Portal.
- f. In case of partially/fully rejected of complaints, BONO should submit the reply in CMS portal after vetting the reply by Bank's Internal Ombudsman.
- g. To ensure that Reports are submitted to Operation Vertical on daily basis.
- h. To escalate the pendency beyond 7 days to FGMO/CO Operation Vertical for further follow up.
- i. Advisories issued by OBO is to be complied within stipulated time. In exceptional cases, advisories may be represented for reconsideration, if RO/FGMO found the additional information/documents to substantiate the Bank's claim. Such representation shall made within time stipulated time by OBO for compliance of the advisories.
- j. In case of advisories/awards received in matters where the reply submitted to the BO without being vetted by IO, explanation to be called from the official responsible for submitting the reply directly to BO without IO vetting.

15.4 In case of Information sought by Statutory Authority (Compliance Matters) for F-GROs & R-GROs: At times, the enforcement agencies are seeking various information, KYC Data , Account Statement and the same to be coordinated with the Branches. The roles and responsibilities in this regard shall be as under:

- a. To follow up and ensure that the requisite information is submitted to Central Office within the stipulated TAT.
- b. Request for extension of time should be recommended by the Regional Head in case Old records are sought which are not easily available or are cumbersome in nature.
- c. On receipt of the email from the Central Office the Branch Head/Dy. BH, should immediately (on same day) submit the documents/information to the Central Office after getting the same duly verified by an officials not below the rank of Scale IV (Scale-I, II & III branches to vet it from RO).
- d. In case where old records (beyond 08 years) are sought or are cumbersome in nature which may take some additional time to retrieve, the branch head/Deputy branch head should take it up with F-GRO/R-GRO and RH/FGM for extension of time, and in turn RH should ensure that the extension is obtained from the Statutory Authority. The request to statutory authority should be routed through CCU-Compliance Team/ CCU-Head, under copy to FGM/CGO.
- e. The branch head should adhere to the TAT prescribed for the said process.

15.5 Do's and Don'ts for FGRO and RGRO (IC: 02445-2021 Dt. 23.02.2021)

SN	DO's	DONT's
1	Attend all complaints with compassion. communication with complainant should be lucid & soft.	Never be rude / harsh during the conversation with complainant.
2	Understand the concern of customer then evaluate resolution as per Bank's guidelines.	Never be offensive or reactive in communication.
3	Escalate the complaint as per policy guidelines.	Never keep the complaint pending.
4	All complaints received to be routed through OCRM Package invariably and closed as per TAT.	Shift/transfer the calls to other Cells/other Department by your office.
5	A substitute will always be made available for proper redressal of complaint, in case the FGRO/RGRO is on leave or any other official assignment outside office.	Never keep the complaint call unattended/unresponded.
6	Demonstrate a spirit of ownership & assist customer in right spirit.	Never taunt or daunt customer deceived by fraudulent transactions.
7	Treat complaint fairly and honestly.	Never be in conflict, even if you feel discussion as wastage of time.

15.6 Do's and Don'ts for Banking Ombudsman Nodal Officers (BONO) (IC: 02445-2021 Dt. 23.02.2021)

SN	DO's	DONT's
1	Documents pertains to BO complaints should be scanned and saved as Searchable PDF.	File to be shared with Banking Ombudsman should be password protected to avoid access to third party.
2	Highlight the disputed transaction in searchable EJ logs/switch report/account statements; Disputed transaction must be noted by Nodal Officer.	Do not submit incomplete/inconclusive documents to Banking Ombudsman.
3	Text / word files should be modified in readable format.	Do not submit reply to Banking Ombudsman without any analysis of complaint or documentary evidences.
4	Ensure submission of Complete SMS/OTP report and EJ log.	Do not mark lien on advisory amount.
5	Ensure submission of UPI activation report; SMS / OTP initiation report, delivery date and time in case of UPI transaction.	Do not truncate SMS Report/ OTP Log / EJ Log as content of report is crucial.
6	Ensure submission of EJ Log with minimum 3 Proceeding and Succeeding Successful Withdrawals.	Take suitable action at Nodal Officer level by coordinating with other bank Nodal Officer as this co-ordination is crucial.
7	Ensure submission of Switch Report with 8 Preceding & Succeeding Successful withdrawals.	Do not submit Casual Responses such as complaint resolved - resolution not evident; Document reportedly attached - Missing; Referred matter to CO / ZO / RO.
8	Kindly share alternative Email IDs / contact person details with respective Banking Ombudsman if Nodal Officer is on leave.	Do not indulge in unethical means for obtaining Letter of Satisfaction.
9	Amount received from Acquirer Bank should be credited within maximum 3 days else penalty / compensation by Issuer would be payable	Do not submit unsigned, undated documents or on plain paper but submit the same on bank's letter head.
10	Attach Letter of Satisfaction in CMS, if received else, provide declaration mentioning basis of satisfaction. Nodal Officers to cross checks Letter of Satisfaction telephonically.	Multiple IDs of Nodal Officers in CMS - After amalgamation the Bank need to take care to remove multiple user ID's of Nodal Officer in CMS

15.7 Roles and Responsibilities of Officials at Customer Care Unit (CCU):

15.7.1 OCRM Team / Officials at CCU:

- a. To attend all the complaints received in their ID directly from Call Centre
- b. To lodge complaint in OCRM, received through letters, SMS, Social Media, telephone, emails, RBI/DFS, Govt. portal, at Operation vertical.
- c. To lodge complaint in ATM Claim menu of finacle on receipt of complaint.
- d. To attend all the mails received in their email id/generic email id's, as per assigned ownership.
- e. To update the compliance portal and provide the required information for its updation to the concerned officer.
- f. To classify the complaints properly in the OCRM and take it up with the concerned Branch/RO/FGMO for its resolution
- g. To follow up with the R- GROs and F-GROs, CO Verticals, DBD, DIT, CPPC etc. for quick Redressal of the complaints.
- h. To follow up with the branches and ensure that the information sought is obtained within the stipulated TAT and to ensure that the information submitted is verified by an official above Scale IV at branch /RO/ZO.
- i. In case of delay beyond the stipulated TAT then to escalate the matter to the Regional Head/Deputy Regional Head, FGM/Deputy Zonal Head, CGO as the case may be to ensure submission of the requisite information.
- j. Wherever necessary obtain replies under signature of Regional Head/Zonal Head.
- k. To monitor the resolution of complaints as per defined TAT.
- l. To ensure that complaints are resolved and closed properly within pre-defined TAT.
- m. To ensure that the complainant is replied properly via mail/letter before closing the complaint in the system
- n. To report on daily basis to the incharge on pendency position and status of the complaint, reasons of pendency, record of follow-up and escalation thereof to the R-GROs, F-GROs, RH, FGM, Concerned Vertical Heads etc.
- o. To note down the minutes of SRCB, follow-up for ATR and compile Agenda for SRCB on quarterly basis.
- p. Any other work assigned from time to time with the Superiors
- q. To conduct quarterly RCA meeting in coordination with DBD and DIT official as per existing practice.
- r. To review regularly Areas and Sub-Areas defined in OCRM, so that the proper classification of complaints and its assignment is made to the right owner. To introduce and develop the Menu's, Sub-Menus' in coordination with the DIT -OCRM Team for Business Analytics and Report Generation thereof.

15.7.2 Banking Ombudsman Complaint Team:

- a. The team to collect pendency position on daily/weekly basis from R-GROs, F- GROs looking after Complaint Management System of RBI/Banking Ombudsman (BO) complaints.
- b. To follow-up with R-GROs, F-GROs for reducing pendency of Banking Ombudsman complaints

- c. To ensure that the Advisories passed are attended to within 15 days from the date of Advisory
- d. To ensure that no Advisory gets converted to Award
- e. If appeal is preferred by RO/ZO against the advisory/award of Banking Ombudsman: To obtain the recommendation with complete set of document (supporting documents to appeal) from RH/FGM, in case of Appeal against the Advisory/Award.
- f. To compile the data of Advisories and Awards with complete details
- g. To analyse the data and present it to the Top Management /SRCB, so that, timely action can be initiated to avoid recurrence of complaints.
- h. To compile monthly data and prepare note thereof for reports.
- i. Any other work assigned time to time by the superiors/Team Leader.

15.7.3 Compliance Team for complying to Govt. Bodies/Statutory Authorities/ RBI/CBI/ED/SFIO/IT/Vigilance/Crime Dept./DRT/CID/DFS etc.:

- a. To attend the queries received from Government Bodies/Statutory authority.
- b. To issue Caution Advises / Circulars immediately considering seriousness of the issue, as a precautionary measure to alert staff in the field.
- c. To take up the issues with respective branch/ROs/ZOs/CO Verticals/Offices, for its logical conclusion within 24 hours from the receipt of query, under copy to R-GRO, F-GRO. To follow-up with the F-GROs, R-GROs for proper resolution and replies.
- d. To update the resolutions in compliance package and provide resolution to concerned department.
- e. If issues, pertains to complaints, ensures its lodgement in OCRM portal.
- f. In case of delay beyond the stipulated TAT to escalate the matter to the Regional Head/Deputy Regional Head, FGM/Deputy Zonal Head, CGM and COO(Operation), as the case may be to ensure submission of the requisite information.
- g. In case the branch seeks extension of time for submission of document/information sought, the same should be taken up with statutory authority.
- h. To place daily pending position before the Top Management.
- i. To place weekly Action taken report to Top Management, CGO/CVO/ED/MD.
- j. To obtain information from various branches/verticals, consolidate it, get it duly verified from a Competent Authority and submit it to the Statutory Authority in the prescribed format.
- k. To ensure that the request stands closed in the system on submission of the information to the Statutory Authority.
- l. To reply to the mails of by Compliance Departments or Department Concern.
- m. Any other work assigned time to time by the Superiors

15.7.4 Roles and Responsibilities of Officials at Call Centre:

- a. The Customer can lodge his/her complaint by calling Call Centres situated at Mumbai, Bangalore or Hyderabad through Toll free Numbers.

Union Bank of India	1800 2222 44, 1800 208 22444
	1800 425 1515
	1800 425 3555

- b. To lodge claims in ATM Claim menu on receipt of failed transaction complaints immediately, Officers at Call Centre should confirm and ensure that the process is well adopted by the Call Centre Agents.
- c. On receipt of complaint at Call Centre, Call Centre Agent should enter the detail of the complaint in OCRM package immediately with proper classification viz. digital products complaint, Pension complaint, General banking complaints, Legal complaint, Staff behaviour complaints, etc., so that, it gets assigned to the right owner for speedy resolution. Call Centre In-charge need to supervise proper classification and make random checking for proper administration of the Call Centre.
- d. The CALL CENTRE in-charge should therefore conduct periodic briefing to the agents in this regard and review the call logs of the Call Centre Team, to ensure proper classification and entry of proper details in the respective fields in OCRM. CALL CENTRE in charge should keep proper records of periodic review/call log check and submit the daily/weekly/monthly/quarterly reports, to Superiors regularly at CCU.
- e. Call Centre Incharge should ensure that the Pendency beyond TAT is checked regularly and regular follow-up thereof is made with CCU Head.
- f. Call Centre Incharge and his/her team to ensure that the Call Centre Agents are provided regular training on the products and services of the Bank, so that, they can reply to the queries correctly and guide the customer properly.

15.7.5 OFFICIALS AT DBD/DIT/ASBA (MADP) etc.

- a. To resolve queries at initial level properly to avoid its escalation to complaint.
- b. To raise charge back in case of failed transactions immediately on receipt of complaint through OCRM.
- c. On receipt of the complaint in OCRM Portal, the same should be escalated to various vendors, NPCI; other Banks etc., and ensure resolution of the complaint as per TAT.
- d. To ensure that complaints are resolved properly so that it does not escalate to BO or Consumer Forum.
- e. To raise charge back, pre-arbitration and arbitration cases.
- f. To seek EJ Log, SWITCH REPORT, NO CASH EXCESS REPORT, CCTV footage when the Complaint is first lodged by the Customer. The same should be preserved with them for further reference.

- g.** To ensure that shadow credit is provided in case of suspected fraudulent transactions within 10 days from the date of receipt of complaint as per circular No.2109 dated 28.07.2020.
- h.** To ensure that the shadow credit is released/reversed within 90 days from the date of complaint. Refer Circular No.2109 dated 28.07.2020 towards shadow credit in case of suspected fraudulent transactions.
- i.** The Officials at DBD/DIT should ensure that the resolution is provided to the complainant under copy to CCU and complaint is closed in OCRM.
- j.** The officials attending MADP/ASBA/DEMAT related complaints should ensure that the complainant is provided with the proper resolution/reply, under copy to CCU so that the complaint can be closed in OCRM.

16. Suspected Fraudulent Transactions and its Treatment:

- a.** In case of suspected fraudulent transaction, ensure to provide/follow-up for the Shadow Credit within 10 days from the date of transaction
- b.** To ensure that the shadow credit is released/reversed within 90 days from the date of complaint. Refer Circular No.2109 dated 28.07.2020 towards shadow credit in case of suspected fraudulent transactions.
- c.** In no case the suspected fraudulent transactions complaint shall remain pending beyond 90 days for the reason of internal processes, such as FRMC decision, Delay in FRMC meeting, non-receipt of report from RO's etc.
- d.** To take-up the issue to provide the pro-active credit on identification of error point in failed digital transactions.

16.1 Law Officers at RO, ZO & Central Office, Legal Services Department:

- a.** Law Officers at RO / ZO should vet the documents and advise the RH/FGM, in case of decision to go for Appeal against the advisory/award of Ombudsman. Draft a Note with supportive documents under signature of RH/FGM and forward it to Legal Support Department, Central Office for its further submission to CGO (IO Team - at CCU), so that, CGO can put-up the note to MD & CEO for approval with the recommendation.
- b.** The Law Officer at RO/FGMO should prepare the draft note and submit to Central Office along with relevant documents for filing appeal with Appellate Authority. All the queries raised by Appellate Authority should be attended promptly. Name, Mobile No. and email address of the concerned law officer (RO/ZO) and co-ordinating Officer need to be provided to the Appellate Authority, so that, the queries raised by the Appellate authority can be attended in time.
- c.** Any information sought by the Appellate Authority needs to be directly provided to the Appellate Authority under copy to CGO/CCU incharge/R-GRO/F-GRO.

16.2 Appeal to the Appellate Authority at RBI:

- a.** To ensure that in case of Awards passed against the bank, which can be questioned, such Awards can be challenged. Respective RH to recommend the same to FGM along with the

“Draft-Note” and all supportive documents for obtaining approval of MD & CEO. Further, FGM office to get the Draft Note, vetted from Chief Law Officer, Law Department, SAMV, Central Office, Mumbai. To submit the duly vetted note to CGM, Operation along with recommendation, for its further submission/approval from MD& CEO.

- b. Chief Law Officer to ensure that on obtaining approval from MD & CEO, the appeal should be filed with Appellate Authority of RBI and the details are informed to office of CGO (IO Team). CLO has to present the case to Appellate Authority, concerned officer (DBD/DIT/Law Officer) has to attend it for any future requirement of RBI Appellate Office. Chief Law Officer to ensure that the case is represented by the concerned officer with the help of Law Officer without fail.

17. Time frame:

Complaints have to be dealt in the right perspective because they indirectly reveal weak spots in the working of the Bank. Complaints received should be analysed from all possible angles. Specific time schedule has been set up for handling complaints and disposing them at all levels including Customer Care Unit, branches, Regional/Field General Manager’s Office and Central Office. All officials should try to resolve the complaint within specified time frames decided by the Bank.

17.1 If the complaint is received in writing or through e-mail or orally or over telephone it should be the endeavour of the bank official to have the complaint entered in the Operational Customer Relationship Management System (OCRM), so as to enable tracking and handling by Customer Care Unit. Bank should also encourage the customer to use the Grievances Online link or Call Centre or other system set up by the bank from time to time.

17.2 If the complaint is registered in Operational Customer Relationship Management System (OCRM), after being received through Grievances Online link or Call Centre or other system set up by the bank, the time schedule will be as per TAT (Turn Around Time) defined for each complaint subhead. The system auto escalates unresolved complaints to the concerned Reporting Officer and then to higher levels including Regional Office/Field General Manager’s Office/Central Office.

17.3 Turn Around Time (TAT) in resolving complaints: The TAT for various types of complaints and information sought by Statutory Authority is furnished in hereunder:

17.3.1 General Banking complaints:

Nature	SR Owner	Primary Sharer	TAT in days
Misbehaviour of Staff	Team CCU	RO	15
CASA	Team CCU	Branch / RO	7
Fund Transfer	Team CCU	Branch / RO	10
Locker	Team CCU	Branch / RO	20
Death Claim	Team CCU	Branch / RO	20
Service related viz. Note exchange and issue etc.	Team CCU	Branch / RO	15
Non adherence to Compliance	Team CCU	Branch / RO	15
Term Deposit	Team CCU	Branch / RO	7

Pension Related	Team CCU	Branch / RO/CPPC	10
Loan / Advances	Team CCU	Branch / RO	15
Legal	Team CCU	Branch/RO/Legal cell	30
Forex	Team CCU	Branch/RO/IBD	10
TPPD	Team CCU	Branch / RO/TPPD	15
DEMAT	Team CCU	Branch / Demat cell	10
Govt. Business issues	Team CCU	Branch / GBD	10

17.3.2 Digital Banking Complaints:

Nature	SR Owner	Primary Sharer	TAT (Days)
Mobile Banking	Team CCU	DIT_MB_TM1	10
Internet Banking	Team CCU	Internet Banking I & II	7
ATM	Team CCU	ATM_I & II	7
Debit Card	Team CCU	DEBIT_CARD I & II	7
Credit Card	Team CCU	CREDIT_CARD	15
All Failed Transactions incl. OTP related	Team CCU	Failed _Transaction _	15
DIT Related			07

17.3.3 Cases received from Statutory Investigative Authority:

Nature	SR Owner	Primary Sharer	TAT (Days)
Information sought by Statutory Investigative Authority	Team CCU	CCU	07

For disputed transaction as per Master/Visa guidelines, 30 days time for Retrieval Receipt and further 45 days for charge back claim. Communication of the 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 besides being acknowledged be sent an interim reply within the TAT prescribed in the policy.

17.3.4 Time limit for disposal of Public Grievance in CPGRAMS Portal (IC: 05604-2021 Dt. 19.07.2021)

Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) is the web based platform, which enables citizens to lodge their grievances from anywhere and anytime (24X7) to public authorities in Central Ministries/Departments/State Government/UTs. Tracking of grievances is also enabled on this portal through the system generated unique registration number.

All the complaints received through CPGRAMS portal should be resolved promptly within 30 days. In case redressal is not possible within 30 days due to the circumstance beyond the control of the Bank such as sub-judice matters/policy issues etc., an interim reply shall be

given to the complainant. The grievances under COVID-19 category shall be taken up on high priority and resolved maximum within 3 days.

18. Escalation Matrix:

18.1 Escalation of grievances: The Bank has a three-tier escalation mechanism for customer grievances, as given below:

18.1.1 Field Level: The complaints forwarded to the branch through OCRM and followed-up from the end of CCU if not resolved in time are escalated to: Dy. Regional Head/Regional Head of the respective Region and further to the Deputy Zonal Head/Zonal Head of the respective Zone. [Branch> RGRO (RH) > F-GRO (ZH)]

18.1.2 Central Office Level: Complaints assigned to Customer Care Unit Official if not resolved within TAT are escalated to the Head, CCU and further to the Chief Grievance Officer. [CCU > Head (CCU) > CGO]

18.1.3 Digital Banking Complaints: Complaints assigned to Digital Banking Officials if not resolved within TAT are escalated to the Department Incharge DBD along with Head, CCU and further to the GM, Digital Banking along with Chief Grievance Officer for expeditious resolution. {DBD>> AGM (DBD), DGM (CCU) >> GM (DBD), CGO}

18.1.4 DIT Related Complaints: Complaints assigned to the Department of Information Technology (DIT) Officials if not resolved within TAT are escalated to the Department Incharge DIT along with Head CCU, and further to the GM (DIT) and Chief Grievance Officer.{DIT>> AGM (DIT), DGM (CCU)>> GM (DIT), CGO}

Note: Customer has right to lodge the complaint at any touch points, hence any user (Branch) throughout the organisation can register a complaint received from any customer of any another branch via phone, email or letters. (Refer Circular No.04953-2019 dated 18.07.2019)

18.2 Escalation Matrix for General Complaints:

Level No.	Authorities	Day of lodging/Escalation	Days Available for Redressal
1 st	Branch /Call Center/ OCRM- General Complaints other than Pension / Loan or Staff Behaviour Related	1 st Day	1 st to 5 th Day (5 days)
2 nd	Regional Level	6 th Day	6 th to 8 th Day (3 days)
3 rd	FGMO Level	9 th Day	9 th Day (1 day)
4 th	Central Office/Principal Nodal Officer	10 th Day	10 th Day (1 day)

18.3 Escalation Matrix for Pension/Loan/Staff Behaviour Related Complaints:

Level No.	Authorities	Day of lodging/Escalation	Days available for Redressal
1.	Branch /Call Center/ OCRM-Pension/Loan/Staff Behaviour	1 st Day	1 st to 4 th Day (4 days)
2.	Regional Level	5 th Day	5 th to 7 th Day (3 days)
3.	FGMO Level	8 th Day	8 th to 10 th Day (3 days)
4.	Central Office/Principal Nodal Officer	11 th Day	11 th to 14 th Day (4 days)

18.4 Escalation Matrix for Digital Complaints:

Level No.	Authorities	Day of lodging/Escalation	Days available for Redressal
1.	Branch /Call Center/ OCRM - DBD/DIT/ASBA	1 st Day	1 st to 3 rd Day (3 days)
2.	Regional Level	4 th Day	4 th to 5 th Day (2 days)
3.	FGMO Level	6 th Day	6 th Day (1 day)
4.	Central office/Principal Nodal Officer	7 th Day	7 th Day (1 day)

18.5 Escalation Matrix for Banking Ombudsman Complaints:

Level NO.	Authorities	Day of lodging/Escalation	Days available for Redressal
1.	Branch - receives BO complaints from BONO	1 st Day	1 st to 3 rd Day(3 days)
2.	Regional Level	4 th Day	4 th to 5 th Day (2 days)
3.	FGMO Level	6 th Day	6 th day (1 day)
4.	Central office/Principal Nodal Officer	7 th Day	7 th Day (1 day)

18.6 Escalation Matrix for Cases received from Statutory Investigative Authority:

Level No.	Authorities	Day of lodging/Escalation	Days available for Redressal
1.	Branch /Call centre/ OCRM-DBD/DIT/ASBA	1 st Day	1 st day (1 day)
2.	Regional Level	2 nd Day	2 nd Day (1 day)
3.	Central Office	3 rd Day	3 rd Day (1 day)

Note: The above escalation matrix in number of days is outer limit, however in case the Enforcement Agencies or the type of complaint / request etc specifies a certain date / time, the same shall be considered as the outer limit.

19. Internal Review Mechanism: Forum to Review Customer Grievances and to Enhance the Customer Experience: Bank has set up the following committees & review mechanism to monitor and review quality of customer service and grievance Redressal mechanism of the Bank.

19.1 Root Cause Analysis (RCA): Root cause Analysis is an important tool in the hands of the banks that aims to minimize instances of customer complaints. Bank shall make efforts to conduct root cause analysis in areas where bank receives large numbers of complaints/ complaints of repetitive nature to identify weak areas if any. This review mechanism will help the bank in identifying shortcomings (in product features, services or technology) and taking necessary corrective measures to address.

Quarterly meeting of executives of DIT, DBD and CCU, (minimum of the Rank of Scale-V & above) to be held regularly. CCU (Team-Operation) will be co-ordinator of the meeting. Minutes to be prepared and forwarded to CGO, CCU Head and Respective Vertical Head to bring in improvement in the area of concern, so that recurrence of complaints do not take place. Minutes of RCA to be a part of reporting by CCU in CSCB.

19.2 Branch/RO/FGMO Level Customer Service Committee: The bank recognizes that customers' expectations /requirements /grievances can be better appreciated through personal interactions with customers by bank's staff. Customer Service Committees shall be set up in all Branches/Regions/Zones to look into the quality of customer service rendered and critically examine the feedback/suggestions for improvement in customer service. Regional and Branch level committees shall meet once in a month where staff and invited customers shall interact freely on service related issues. Zonal Level committee shall meet once in a quarter.

Branch Level Committee would be headed by Branch Head, One Officer, One Front Line Staff and at least 2 to 3 members from Customers (one member should be senior citizen/Pensioner.)

RO/ZO Level Committee would be headed by Regional Head/Zonal Head, Dy.RH/Dy.ZH, Head of Saral, Incharge of Credit, Human Resource (HR), P&D, RCC .

19.2.1 Branch/es to conduct, monthly Customer Service Meeting: Generally on 15th day of every month, wherein, improvement areas in the branch services, any suggestion from customer in product improvement, service improvement, ambiance of the branch etc. need to be discussed, noted and Minutes of the Meeting to be prepared. The members of the meeting at the Branch level are Branch Manager, Accountant/Officer Staff, participation from front line staff, Senior Customers (preferably pensioners) & Asset Customer on rotation basis. Branch Head/ Dy. Branch Head, shall act as co-ordinator of the meeting at the Branch Level. Dy.RH/P&D In-charge shall act as co-ordinator for meeting at RO's. Minutes of the meeting need to be submitted to FGMO for its further submission to CSCB.

The Customer Service Committee headed by Branch head, should meet at least once a month to study complaints/ suggestions, cases of delay, difficulties faced / reported by

customers / members of the Committee and evolve ways and means of improving customer service. The Committee acts as a forum to enable customers meet and interact with the senior officials of the Bank with the following objectives:

- a. Collect customer feedback on services provided by the Bank
- b. Reduce information gap between customers and Bank
- c. Most importantly build trust amongst customers

The committees should also submit quarterly reports giving inputs / suggestions to the Standing Committee on Customer Service thus enabling the Standing Committee to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy / procedural action.

19.2.2 FGMO to conduct quarterly meeting on Customer Service of the zone, wherein participation from FGMO, Dy. ZH, BM, RH/Representatives of RO and few of the customers from the zone shall be members of the meeting. The Dy. Zonal Head will act as a co-ordinator for the meeting. The minutes of the meeting needs to be further submitted to CGO (CCU -Team) for its incorporation in CSCB agenda for discussion.

19.2.3 Nodal Officer and other designated officials to handle complaints and grievances. The Bank nominates Chief Grievance Officer (Principal Nodal Officer) as Nodal Officer of the rank of Chief General Manager/General Manager (or its equivalent) of the bank who will be responsible for implementation of customer service and complaint handling for the entire Bank. The Bank designated Grievance Redressal Officer at Field General Manager and Regional Managers Office to handle the complaints/grievances in respect of branches falling under their control. The name and contact details of Grievance Redressal Officers (Nodal Officer(s)) to be displayed on branch notice boards.

The Nodal officer before communicating his decision/ or partial relief, will be referred to the internal Ombudsman of the bank for his vetting. If the customer is still not satisfied may have option to go to Banking Ombudsman with his complaint or other avenues available for grievance redressal.

19.3 Reserve Bank - Integrated Ombudsman Scheme, 2021.

A Scheme for resolving customer grievances in relation to services provided by entities regulated by Reserve bank of India in an expeditious and cost-effective manner under Section 35A of Banking Regulation Act, 1949.

The Reserve Bank of India shall appoint one or more of its Officers as Ombudsman and Deputy Ombudsman for the period not exceeding three years at time to carry out the functions entrusted to them under the Scheme. The Centralised Receipt and Processing Centre located at Chandigarh shall receive the complaints filed under the Scheme. The Ombudsman shall consider the complaints of customers relating to deficiency in service. To operationalise the new scheme, RBI has expanded the Banking Ombudsman Offices across the county to 30 from 22.

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 the complaint (proof of having made a complaint is to be produced).

The Ombudsman shall endeavour to promote settlement of a complaint by agreement between the complaint and the Regulated Entity through facilitation or conciliation or mediation.

The complaint would be deemed to be resolved when it has been settled by the bank with the complainant upon intervention of the Ombudsman or the complaint has agreed in writing that the resolution of the grievance is satisfactory or the complainant has withdrawn the complaint voluntarily. The Salient features of the Scheme are furnished in Appendix-I.

19.4 Monetary disincentives in the form of recovery of cost of redressal of complaints:

Given that the banker-customer relationship is the primary relationship, the main responsibility of customer grievance redressal lies with banks. With a view to ensure that banks discharge this responsibility effectively, the cost of redressal of complaints will now be recovered from those banks against whom the maintainable complaints in the OBOs exceed their peer group average. However, grievance redress under Banking Ombudsman Scheme for customers will continue to remain cost-free. To operationalize the cost-recovery framework for banks, peer groups based on the asset size of banks as on March 31 of the previous year will be identified, and peer group average of maintainable complaints received in OBOs would be computed on the following parameters:

- a. Average number of maintainable complaints per branch;
- b. Average number of maintainable complaints per 1000 accounts (total of deposit and credit accounts) held by the Bank.
- c. Average number of maintainable digital complaints per 1000 digital transactions executed through the bank by its customers.

The cost of redressing complaints in excess of the peer group average will be recovered from the Bank as follows:

- a. Excess in any one Parameter- 30% of the cost of redressing a complaint (in the OBO) for the number of complaints in excess of the peer group average.
- b. Excess in any two parameters-60% of the cost of redressing a complaint for the number of complaints exceeding the peer group average in the parameter with the higher excess.
- c. Excess in all the three parameters-100% of the cost of redressing a complaint for the number of complaints exceeding the peer group in the parameter with the highest excess.
- d. The cost of redress to be recovered in this respect will be the average cost of handling a complaint at the OBOs during the year.

19.5 Internal Ombudsman (IO) of the Bank:

- a. The Internal Ombudsman mechanism was set up with a view to strengthen the internal grievance redressal system of banks and to ensure redressal of complaints of the customers at the highest level authority of the bank so as to minimize the need for the customers to approach other for a for redressal.
- b. The appointment of the Internal Ombudsman is made in the bank as per RBI guidelines on “Internal Ombudsman Scheme, 2018”, Chapter-II of the Scheme deals with the appointment of IO in all public and private sector banks. The Internal Ombudsman of the Bank is usually a retired senior banker, not less than the rank of a General Manager/Deputy General Manager of a Scheduled Commercial Bank other than our bank. As per directives from Reserve Bank of India, any complaints rejected fully or partially by the bank need to be vetted from the Internal Ombudsman.
- c. In case of partial grant of compensation claim or total rejection claim, the reply has to be vetted and concurred by IO. The reply should mention explicitly that the complaint has been examined by the IO. Such cases need to be forwarded by branches/offices to the AGM CCU, Operations Department, Mumbai. However, the IO shall not examine the references in the nature of suggestions, request for concessions in rate of interest charged, modifications in sanction terms & conditions etc. which are primarily in the nature of commercial decisions and hence cases need **NOT** be forwarded for concurrence of Internal Ombudsman.
- d. The Internal Ombudsman, as an independent authority shall review complaints, examines customer complaints which are in the nature of deficiency in service on the part of the bank (including complaints received from Banking Ombudsman) that are partly or wholly rejected by the bank. Bank shall internally escalate all complaints, which are not fully redressed to IO (Internal Ombudsman) before conveying the final decision to the complainant. The customers of the bank need not approach the Internal Ombudsman directly.
- e. The customer, if not satisfied with the settlement offer, will however be at liberty to appeal to the Banking Ombudsman of Reserve Bank of India. The implementation of IO Scheme, 2018 will be monitored by the bank’s internal audit mechanism apart from regulatory oversight by RBI. (Refer Appendix-II)

19.6 Stakeholders Relationship Committee of the Board (earlier Customer Service Committee of the Board):

This sub-committee of the Board is responsible to oversee & guide implementation of service enhancement initiatives across the Bank. The Committee meets once in every quarter to review customer complaints, regulatory mandates, and policy decisions to review banks performance on initiatives to enhance customer experience.

This sub-committee of the Board shall periodically review major areas of customer grievances and measures taken to improve customer service. The Committee would also

examine all issues that have a bearing on the quality of customer service provided to individual depositors and borrowers. The Committee could address any other issues having a bearing on the quality of customer service rendered along with the annual survey of depositor satisfaction and the triennial audit of such services. Further, detail of complaints with its analysis is placed before Customer Service Committee of the Board on quarterly basis. This Committee would review the functioning of Standing Committee on Customer Service and oversees the effectiveness of the grievance redressal mechanism of the Bank and also to bring about ongoing improvement in the quality of customer service.

The Committee, since, highest level Committee takes care of the issues of standing Committee on Customer Service. The committee would review the minutes of Root Cause analysis and accordingly advise the concerned verticals to resolve the root causes for arresting recurrence of complaints.

19.7 Standing Committee on Customer Service at Central Office:

The Standing Committee on Customer Service will be chaired by Executive Director and other members of the committee would consist of Vertical Head of Large Corporate (LCV), Mid Corporate (MCV), Customer Relationship and Business Development (CRBD), Micro, Small and Medium Enterprises (MSME), Operation, Digital Banking (DBD), Department of Information & Technology (DIT) and Human Resource(HR). The meeting will be coordinated by the DGM/AGM from Operation Vertical as per the extant guidelines. The quorum for the meeting would be minimum four members. of the committee would meet once every quarter. The committee would have the following functions:

- 19.7.1** Evaluate feedback on quality of customer service received from various quarters. The Committee would also review comments/ feedback on customer service and implementation of commitments in the Code of Bank's Commitments to Customers received from BCSBI
- 19.7.2** The Committee would be responsible for ensuring that all regulatory instructions regarding customer service are followed by the Bank. Towards this, the Committee would obtain necessary feedback from Regional Managers/ Field General Managers [wherever in existence]/ functional heads.
- 19.7.3** The Committee also would consider unresolved complaints/ grievances referred to it by functional heads responsible for redressal and offer its advice.
- 19.7.4** The Committee would submit report on its performance to the Customer Service Committee of the Board at quarterly intervals.

20. Feedback on Social Media:

A team of Digital Banking Department works 24X7 for taking up the issues posted on social media platforms like Face Book, Twitter, Instagram & YouTube etc. These issues are taken up for providing solution with the respective verticals & resolved immediately.

21. Mandatory display requirements: It is mandatory for the Bank to provide:

- 21.1** Appropriate arrangement for receiving complaints and suggestions.
- 21.2** The name, address and contact number of Nodal Officer(s)

21.3 Name, address, phone no., email of the Principal Nodal Officer

21.4 Contact details of Banking Ombudsman of the area

21.5 Code of Bank's Commitment to Customers/Fair Practice Code

22. Escalation to Regulator:

In case the customer is not satisfied with the response from the Bank (duly examined by Internal Ombudsman), customer may approach the Banking Ombudsman (RBI). The details of BO are made available on the Bank's website, display on the notice board at the Branch/Offices.

The Bank shall, accordingly modify its Grievance Redressal Process in the light of any change as per notification by the Regulators or as per requirement of the Bank as such.

23. Record Keeping:

The records of complaints are maintained for a minimum period of eight years from the date of resolution. Backup copies are maintained as per the latest Backup Policy under the Information Systems Security Policy.

23.1 The Nodal Officer shall preserve records pertaining to grievance/ complaint received resolution and closure of the grievance.

23.2 The Nodal Officer shall submit required reports to Chief Nodal Officer.

24. Grievance Redressal for National Pension System (NPS) Complaints:

24.1 Generally complaints under NPS are received in following area:

- a. Non Opening of Account, Non Receipt of PRAN, Non-reflection of contribution in NPS account of customer, Non-updation of changes requested by customer, Non receipt of I-PIN/T-PIN, Non-activation of Tier-II account and Non-receipt of withdrawal.
 - i. The Nodal Officer shall preserve records pertaining to grievance/complaint received, resolution and closure of the grievance.
 - ii. The Nodal Officer shall submit required reports to Chief Nodal Officer

24.2 Escalation of Grievances to NPS Trust:

- a. Any subscriber whose grievance has not been resolved within 30 days from the date of receipt of the grievance by the Bank, or who is not satisfied with the resolution provided can escalate the grievance to the National Pension System Trust.
- b. The subscriber whose grievance has not been resolved by the Bank, within 30 days from the date of submission of the grievance to the National Pension System Trust, or who is not satisfied with the resolution provided by the National Pension System Trust shall prefer an appeal to the Ombudsman against the concerned Bank or entity.

24.3 Closure of grievance:

Every grievance shall be disposed off within a period of 30 days of its receipt and a final reply shall be sent to complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing. A grievance shall be considered as disposed off and closed in any of the following instances namely:

- a. When the Bank has acceded to the request of the complainant fully;
- b. Where the complainant has indicated in writing, its acceptance of the response of the Bank;
- c. Where the complainant has not responded within 45 days of the receipt of the written response of the Bank;
- d. Where the Nodal Officer has certified under intimation to the subscriber that the Bank has discharged its contractual, statutory and regulatory obligations and therefore closes the complaint;
- e. Where the complainant has not preferred any appeal within 45 days from the date of receipt of resolution or rejection of the grievance communicated by the Bank or National Pension System Trust, as the case may be;
- f. Where the decision of the Ombudsman is appeal has been communicated to such complainant;

Provided that the closure shall not be applicable where the Ombudsman or the Authority, as the case may be has allowed filing of the appeal/ revision, beyond specified period.

“The redressal of Grievances pertaining to National Pension Scheme (NPS) subscribers shall be governed by provisions of Grievance Redressal Policy of NPS Trust under PFRDA (Redressal of Subscriber Grievance) Regulations 2015”.

25. Grievance Redressal under PMJDY:

25.1 Complaints under PMJDY: Generally complaints under PMJDY are received in following area:

- a. Refusal by branch to open account under BSBDA/BSBDS category - particularly under BSBDS category where complete KYC documents are not required.
- b. Non-receipt of RuPay Card
- c. Non-activation of RuPay Cards at ATMs
- d. Accidental insurance claim settlement

With a view to ensure prompt redressal of grievances relating to accounts under PMJDY, Bank has put in a separate grievance redressal mechanism for PMJDY where the PMJDY Customers will call Call Center and the complaint will be identified under PMJDY Category and then will be routed to specific CCU Officers for timely resolution.

26. Death Claim settlement under COVID: To expedite the Death claim Settlement process and to mitigate the challenges posed by the PANDEMIC and death due to COVID/Coronavirus, to support the Small Depositors in particular Bank has revised the Death claim settlement process (IC No.02692:2021 dated 7th October 2021).

Grievance Redressal Officers at Regional Offices, Zonal Offices need to ensure that the Death Claim application received under COVID are processed on priority, particularly of the small depositors and immediate relief is provided to the family of the deceased.

Wherever required, the help/support of Law Officer at RO/ZO to be obtained and family member/s of the deceased to be handhold for such settlement of death claim. For such COVID related death and its claim settlement there upon, it is expected that law officer attached to RO/ZO shall suitably guide the Branches for appropriate hand holding of Legal Heirs of deceased customers.

27. Interaction with customers:

- 27.1 The Bank recognizes that customer expectation/ requirements/ grievances can be better appreciated through personal interaction with customers by the Bank's staff.
- 27.2 Structured Customer Meets, say once in a month will give a message to customers that the Bank cares for them and values their feedback/suggestions for improvement in customer service.
- 27.3 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.
- 27.4 As for the Bank the feedback from customers would be a valuable input for revising its products and services to meet customer requirements.

28. Tips for handling Customers:

- 28.1 Keep the Branch premises clean & hygienic. Provide basic amenities like proper sitting arrangement / drinking water facility.
- 28.2 Keep a vigil on the activities in the branch by roving - Interact with customers and staff.
- 28.3 Be a guide/mentor to the staff members and adopt innovative ways to deliver services by reading local pulse.
- 28.4 Be equipped with solutions to showcase leadership qualities
- 28.5 Well informed with escalation matrix for technical resolutions
- 28.6 Prioritise tasks with timelines & improve upon quality of service
- 28.7 Delegate responsibility to frontline staff - a feel of togetherness
- 28.8 Sensitise operating staff on handling complaints
- 28.9 Imparting training in technical areas of banking to the staff at delivery point
- 28.10 Conduct periodical meetings to study behaviour of staff/customer
- 28.11 Checklist to be provided to frontline staff for account opening, digital products, retail loans etc.,
- 28.12 Explore possibility of setting-up May I Help You Counters / regular reception counters at bigger branches
- 28.13 Set up ease of convenience for on-boarding customers
- 28.14 Develop power of Tolerance and Endurance
- 28.15 Take steps to decongest the branch by promoting digital mode of banking.

29. Sensitizing operating staff on handling complaints:

29.1 Staff will be properly trained for handling complaints. Bank officials 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. Imparting soft skills required for handling irate customers is to be an integral part of the training programmes. It would be the responsibility of the Nodal Officer to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. Nodal Officer should give feedback on training needs of staff at various levels to the Human Resources Department at Regional / Zonal Office.

29.2 Union Care - Booklet / Guide on Handling Customer Complaints: The department has also build a handbook for the staff in branches / offices for effective handling of the customer queries, feedback and complaints. The handbook also covers all the contact details of officials nominated for resolving customer complaints in the area of ATM, Internet Banking, Pension, Mobile Banking, Door Step Banking, NEFT / RTGS etc. Broadly, the booklet covers as under:

SN	Content / Particulars
1	Tips for Branch Heads
2	Do’s & Don’ts for Frontline staff
3	Security Tips for Fraud Prevention
4	Decongest Branches: Spare staff for value added functions
5	Common issues pertaining to Complaints
6	Category of Complaints: ATM/Debit Card
7	Category of Complaints: All failed Transaction
8	Category of Complaints: Staff Misbehavior
9	Category of Complaints: Death Claims
10	Category of Complaints: SMS Alerts
11	Category of Complaints: Charges Related
12	Category of Complaints: Operation of Accounts
13	Category of Complaints: Chequebook Issues
14	Category of Complaints: Pension related
15	Category of Complaints: Collection Related
16	Category of Complaints: Loan Related
17	Category of Complaints: Call Centre Issues
18	Team Customer Care Unit - Contact Details
19	Escalation Matrix- Digital Banking Department
20	Escalation Matrix- CPPC & GBD
21	Escalation Matrix- DIT
22	Escalation Matrix- NEFT/RTGS
23	Important Circulars on Customer Grievance Redressal
24	Banking facility to Senior Citizens & Differently-abled Persons
25	Important Helpline Numbers

30. Customer Feed Back - Customer Satisfaction Survey:

30.1 Delight of customer can be measured by the growth in business. A delighted customer works as an Ambassador for the Bank. At the same time, employee develops his/her personal brand, which works in getting recognition from the Superiors. Overall, it's always a win-win situation to Banker and customer.

30.2 Banks Objective for Customer and Employee Satisfaction Survey:

- a. To understand the level of satisfaction with the various channels with which the customer interacts in his day to day transactions with Union Bank and ways to further strengthen the same.
- b. To identify Gaps in service quality and strengthen the areas requiring improvement.
- c. To evaluate, if internally defined service norms are being met.
- d. To make available proactively, micro-level improvement areas.
- e. To understand, satisfaction level of internal customer i.e. employee.
- f. To provide framework, to track performance on a continuous basis.
- g. To understand systemic problems so that corrective action can be taken before they become acute.
- h. To understand overall experience of the Bank on EASE (Enhanced Access and Service Excellence) in the areas related to Customer Service, Digital Products, Liability and Assets Products and HR issues and parameters under EASE covering Customer Services
- i. To introduce Process Improvement, Retention strategies, Communication Needs, Training Needs, Rewards & Recognition, Benchmarking and setting of SOPs.
- j. Customers will be treated fairly at all times.
- k. Complaints raised by customers will be dealt with courtesy and in time.
- l. Customers are fully informed of avenues to escalate their grievances/ complaints within the organization and their rights to alternate remedy, if they are not fully satisfied with the response of the bank.
- m. The bank employees will work in good faith and without prejudice, in the interest of the customer.
- n. Customer complaints and feedback are important to the bank, its root cause is analysed with the ultimate aim of eradicating /minimising grievances.

31. New Additions/Initiatives for Handling Customer Grievance:

31.1 **PMJDY Option in IVR:** As per the directions of Ministry of Finance, to make available the PMJDY option in IVR menus at the Call Centre working in the bank, we have modified the IVR option Menu for the convenience of the PMJDY customer to lodge complaint. With this PMJDY customer can lodge the complaint hassle-free, in the Regional Language with convenience.

31.2 **The list of Banking Ombudsman Offices:** The list along with the contact details and email id is made available to field functionaries for convenience.(Appendix-I)

- 31.3 Monitoring of IO mechanism** to strengthen the internal grievance redressal system in banks. RBI vide its Press Release: 2018-201/542 dated 3rd September, 2018 has introduced that the implementation of IO Scheme 2018 will be monitored by the Banks Internal Audit Mechanism apart from regulatory oversight by RBI.
- 31.4 Ministry of Finance**, Department of Financial Services is also endeavouring to consolidate state-level Complaints Platform and create PAN-India movement for improved quality and timely redressal of public grievances using the best technology platforms. The policy as well as preparations of the department is in line with the same.
- 31.5 Complaint Management Handbook-Union Care:** Operation Department has issued a Complaint Management Handbook “Union Care” to help the field functionaries in attending the customer complaints/issues giving therein the Entire Process Flow on Grievance Redressal mechanism with clear cut escalation matrix.
- 32. Periodicity of Review of the Policy:**

The existing policy was last reviewed on 29.12.2021 and is valid upto 31.03.2023. However, the revision of the policy will become effective from the date of adoption of this policy and shall be valid up to 31.03.2024. The further continuity of the policy may also be extended for a further period not exceeding three months with the specific approval of Managing Director & Chief Executive Officer of the Bank.

Reserve Bank -Integrated Ombudsman Scheme, 2021

1. The Reserve Bank of India vide notification Ref:CEPD.PRD No./13.01.001/2021-22 dated 12th November 2021 has integrated the existing three Ombudsman Schemes (i) the Banking Ombudsman Scheme, 2006 as amended upto July 01,2017, (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018, and (iii) the Ombudsman Scheme for Digital Transactions, 2019 into the Reserve Bank-Integrated Ombudsman Scheme, 2021, w.e.f. 12th November 2021. The scheme aims for resolving customer grievances in relation to services provided by entities regulated by Reserve Bank of India in an expeditious and cost-effective manner under Section 35A of the Banking Regulation Act, 1949

2. Salient features of the Scheme:

2.1 The Reserve Bank of India shall appoint one or more of its Officers as Ombudsman and Deputy Ombudsman for the period of not exceeding 3 years at a time.

2.2 The Reserve Bank of India has established the Centralised Receipt and processing Centre at Chandigarh to receive complaints filed under the Scheme.

2.3 The Ombudsman/Deputy Ombudsman shall consider the complaints of customers of Regulated Entities relating to deficiency in service.

2.4 There no limit on the amount in a dispute that can be brought before the Ombudsman for which Ombudsman can pass an Award. However, for any consequential loss suffered by the Complainant, the Ombudsman shall be the power to provide a compensation upto Rs.20 lakh, in addition to, upto Rs.1 lakh for the loss of the complainants' time, expenses incurred and for harassment/mental anguish suffered by the complaint.

3. Procedure for redressal of Grievance under the Scheme.

3.1 **Grounds of Complaint:** Any customer aggrieved by the act or omission of a Regulated Entity resulting in deficiency in service may filed a complaint under the Scheme personally or through an authorized representative.

3.2 **Maintainability of a complaint:** 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 complainant is not satisfied with the reply or the complainant had not received any reply within 30 days after the Bank received the complaint (proof of having made a complainant is to be produced).

The complaint is made to the Ombudsman within one year after the complainant has received the reply from the Regulated Entity to the complaint or, where no reply is received, within one year and 30 days from the date of the complaint.

3.3 **Non- maintainable Complaints:** The non-maintainable complaints are:

- a) A dispute Pending/settled before any Court, Tribunal or Arbitrator or any other Forum or Authority.
- b) Complaint was made after the expiry of the period of limitation.
- c) The complaint made through a advocate unless the advocate is the aggrieved person.
- d) A dispute involving the employee–employers relationship of a Regulated Entity.
- e) A dispute in which action is initiated by the Bank in compliance with the orders of a statutory or law enforcing authority.

3.4 Procedure for Filing a Complaint: The complaint may be lodged online through designated portal (<https://cms.rbi.org.in>), also submitted through Email at crpc@rbi.org.in and through physical mode to h Centralised Receipt and processing Centre, RBI, Central Vista, Sector 17, Chandigarh-160017.

3.5 Initial Scrutiny of Complaints: Complaints which are in the nature of suggestions, seeking guidance or explanation and which are non-maintainable under clause 10 shall be separated and closed with suitable communication to the complaint. The remaining complaints shall be assigned to the offices of the Ombudsman for further examination and under intimation to the complainant. Ombudsman shall forward the complaint to Bank with directions to submit its written version.

3.6 Power to Call Information: The Ombudsman for the purpose of carrying out duties under the Scheme may call for any information or furnish certified copies of any document which are or is alleged to be in it possession. In the event of failure of a Bank to comply with the requisition without sufficient cause, the Ombudsman may draw an inference that the Bank has not information to furnish.

4. Resolution of Complaints:

4.1 The Ombudsman/Deputy Ombudsman shall endeavour to promote settlement of a complaint by agreement between the complaint and the Regulated Entity through facilitation or conciliation or mediation.

4.2 The proceedings before the Ombudsman shall be summary in nature and shall not be bound by any rules of evidence. Ombudsman may examine either party to the complaint and records their statement.

4.3 On receipt of the complaint, Bank has to file its written version in reply to the averments in the complaint enclosing therewith copies of the documents relied upon, within 15 days before the ombudsman for resolution. . Ombudsman at the written request of the Bank may grant further time for submitting the reply.

4.4 In case Bank fails to file its written version and documents within the time as provided by Ombudsman, the Ombudsman may proceed ex-parte base on the evidence available on record and pass appropriate Order or issue an Award. Bank does not have any right of appeal in respect of the Award issue on account of non-response or non-furnishing of information sought within the stipulated time.

4.5 In case of complaint is not resolved through facilitation, such action as may be considered appropriate, including a meeting of the complainant with the officials of Bank, for resolution of the complaint by conciliation or mediation may be initiated. If any amicable settlement of the complaint is arrived at between parties, the same shall be recorded and signed by both the parties and thereafter, the fact of settlement may be recorded, annexing thereto the terms and settlement, directing the parties to comply with the terms within the stipulated time.

4.6 The complaint would be deemed to be resolved when

- a) It has been settled by the bank with the complainant upon the intervention of the Ombudsman or
- b) The complaint has agreed in writing or otherwise that the manner and extent of resolution of the grievance is satisfactory or
- c) The complaint has withdrawn the complaint voluntarily.

5. Awards of the Ombudsman:

5.1 The award shall contain, inter alia, the direction, if any, to the Bank for specific performance of its obligation and in addition to otherwise, the amount, if any, to be paid by the Bank to the complainant by way of compensation for any loss suffered by the complainant.

5.2 Ombudsman shall not have the power to pass an Award directing payment by way of compensation, an amount which is more than the consequential loss suffered by the complainant or Rs.20 lakh whichever is lower. The compensation that can be awarded by the Ombudsman shall be exclusive of the amount involved in the dispute.

5.3 The Ombudsman may also award a compensation not exceeding RS.1 lakh to the complainant, taking into account the loss of time, expenses incurred, harassment and mental anguish suffered by the complainant.

5.4 The award passed is valid only when complainant furnishes a letter of acceptance of the Award in full and final settlement of the claim to Bank, within a period of 30 days from the date of receipt of the copy of the Award.

5.5 Bank shall comply with the Award and intimate compliance to the Ombudsman within 30 days from the date of receipt of the letter of acceptance from the complainant, unless it has preferred an appeal.

6. Rejection of a Complaint: The Ombudsman/Deputy Ombudsman may reject a complaint at any stage if in his opinion there is no deficiency in service/without any sufficient cause/ there is no financial loss or damage or inconvenience caused to the complainant/ the compensation sought for the consequential loss is beyond the power of the Ombudsman etc.,

- 7. Appeal before the Appellate Authority:** Bank, aggrieved by an Award, may prefer the appeal with Appellate Authority, within 30 days from the date of receipt of letter of acceptance of Award by the Complaint with prior approval from Managing Director/Chief Executive Officer or in the his absence, the Executive Director.

The Appellate Authority may allow further period not exceeding 30 days, if he is satisfied that the Bank had sufficient cause for not making the appeal within the time.

The complainant, aggrieved by an Award, may prefer the appeal within 30 days from the date of receipt of the Award/rejection of the complaint.

- 8. Scrutiny of the Appeal:** The Appellate Authority Secretariat shall scrutinise the process of the Appeal. The Appellate Authority after hearing both the parties may dismiss the appeal/allow the appeal and set aside the Award or order of the Ombudsman/remand the matter to the Ombudsman for fresh disposal/modify the order of the Ombudsman/pass any other order as it may deem fit.

- 9. Display of Salient Features of the Scheme for the knowledge of the public:** Bank has to display prominently the Name and Contact details of the Principal Nodal Officer (Telephone number and Email ID) along with the details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>) in all Branches.

Further the copy of the Scheme is made available to customer for reference, upon request in all the branches.

The salient features of the Scheme along with the copy of the Scheme and the contact details of the Principal Nodal Officer shall be displayed and updated on the Bank's website.

- 10. Repeal of the Existing Schemes and Application of Pending Proceedings:** The existing (i) the Banking Ombudsman Scheme, 2006, (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018, and (iii) the Ombudsman Scheme for Digital Transactions, 2019 stand repealed.

The adjudication of pending complaints, appeal and execution of the Awards already passed as on 12.11.2021, shall continue to be governed by the provisions of the respective Ombudsman Schemes.

DETAILS OF BANKING OMBUDSMAN

UNION BANK OF INDIA ENDEAVOURS TO OPTIMISE CUSTOMER SERVICE AND SATISFY THE CUSTOMERS BY A ROBUST GRIEVANCE REDRESSAL MECHANISM.

If you are not satisfied with resolution provided by the Bank you may approach Principal Nodal Officer (BO) and/or Reserve Bank of India Banking Ombudsman on following address.

- 1. The Principal Nodal Officer (BO)**
Union Bank of India,
Operations Department,
The Arcade, Tower No. 4,
2nd Floor, World Trade Centre,
Cuffe Parade, Mumbai-400005,
Tel:022-22178871.
Email: cgm.coo@unionbankofindia.com
- 2. Banking Ombudsman (RBI)**
Centralized Receipt and Processing Centre (CRPC)
Reserve Bank of India,
Central Vista, Sector-17,
Chandigarh-160017,
Email: crpc@rbi.org.in

DESIGN OF THE NOTICE BOARD ON GRIEVANCE REDRESSAL MECHANISM

UNION BANK OF INDIA ENDEAVOURS TO OPTIMISE CUSTOMER SERVICE AND SATISFY THE CUSTOMERS BY A ROBUST GRIEVANCE REDRESSAL MECHANISM.

1. **LEVEL-1:** Customers can lodge their grievances with Branch Manager or **ONLINE** through channels like:

- ✚ Call Centre (Toll Free No: 1800222244)
- ✚ U-Mobile
- ✚ Website (www.unionbankofindia.co.in)

2. **LEVEL-2:** If the grievance is not redressed, customer can directly approach to the Regional Grievances Redressal Officer (RGRO) for redressal at the following address.

Name of Regional Grievance Redressal Officer (RGRO):

Full Address:

Phone No: (Direct Line)

Email ID:

3. **LEVEL-3:** If the grievance is not resolved, customer can directly approach to the Field Grievance Redressal Officer (FGRO) for redressal at the following address.

Name of Field Grievance Redressal Officer (FGRO):

Full Address:

Phone No: (Direct Line)

Email ID:

4. **LEVEL-4:** If grievance is still not redressed, customer can approach to CGO at following address:

**Chief Grievance Officer,
Operations Department,
The Arcade, Tower No. 4,
2nd Floor, World Trade Centre,
Cuffe Parade, Mumbai-400005,**

DEPUTY GOVERNOR

Reserve Bank of India

Mumbai

Reserve Bank - Integrated Ombudsman Scheme, 2021

NOTIFICATION

Ref. CEPD. PRD. No. /13.01.001/2021-22

November 12, 2021

In exercise of the powers conferred by Section 35A of the Banking Regulation Act, 1949 (10 of 1949), Section 45L of the Reserve Bank of India Act, 1934 (2 of 1934) and Section 18 of the Payment and Settlement Systems Act, 2007 (51 of 2007), and in supersession of its Notifications Ref. (i) CEPD. PRS. No. 6317 /13.01.01/2016-17 dated June 16, 2017; (ii) CEPD. PRS. No. 3590 /13.01.004/2017-18 dated February 23, 2018; and (iii) CEPD. PRS. No. 3370 /13.01.010/2018-19 dated January 31, 2019, the Reserve Bank of India, being satisfied that it is in public interest to do so, and to make the alternate dispute redress mechanism simpler and more responsive to the customers of entities regulated by it, hereby integrates the three Ombudsman schemes – (i) the Banking Ombudsman Scheme, 2006, as amended up to July 01, 2017; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019 into the Reserve Bank - Integrated Ombudsman Scheme, 2021 (the Scheme).

2. The Scheme covers the following regulated entities:

- i. all Commercial Banks, Regional Rural Banks, Scheduled Primary (Urban) Co-operative Banks and Non-Scheduled Primary (Urban) Co-operative Banks with deposits size of Rupees 50 crore and above as on the date of the audited balance sheet of the previous financial year;
- ii. all Non-Banking Financial Companies (excluding Housing Finance Companies) which (a) are authorised to accept deposits; or (b) have customer interface, with an assets size of Rupees 100 crore and above as on the date of the audited balance sheet of the previous financial year;
- iii. all System Participants as defined under the Scheme.

3. The regulated entities shall comply with the Scheme from the date of its implementation.

4. The format for filing a complaint under the Scheme is **annexed**.

5. The Scheme shall come into force from November 12, 2021.

(Name)

THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

A Scheme for resolving customer grievances in relation to services provided by entities regulated by Reserve Bank of India in an expeditious and cost-effective manner under Section 35A of the Banking Regulation Act, 1949 (10 of 1949), Section 45L of the Reserve Bank of India Act, 1934 (2 of 1934) and Section 18 of the Payment and Settlement Systems Act, 2007 (51 of 2007).

CHAPTER I

PRELIMINARY

1. Short Title, Commencement, Extent and Application

- (1) This Scheme may be called the Reserve Bank - Integrated Ombudsman Scheme, 2021.
- (2) It shall come into force on such date as the Reserve Bank may specify.
- (3) It shall extend to the whole of India.
- (4) The Scheme shall apply to the services provided by a Regulated Entity in India to its customers under the provisions of the Reserve Bank of India Act, 1934, the Banking Regulation Act, 1949, and the Payment and Settlement Systems Act, 2007.

2. Suspension of the Scheme

- (1) The Reserve Bank, if it is satisfied that it is expedient so to do, may by order suspend for such period as may be specified in the order, the operation of all or any of the clauses of the Scheme, either generally or in relation to any specified Regulated Entity.
- (2) The Reserve Bank may, by order, extend from time to time, the period of any suspension ordered as aforesaid by such period, as it may deem fit.

3. Definitions

- (1) In the Scheme, unless the context otherwise requires:
 - (a) "Appellate Authority" means the Executive Director in-Charge of the Department of the Reserve Bank administering the Scheme;
 - (b) "Appellate Authority Secretariat" means the Department in the Reserve Bank which is administering the Scheme;

(c) “Authorised Representative” means a person, other than an advocate, duly appointed and authorised in writing to represent the complainant in the proceedings before the Ombudsman;

(d) “Award” means an award passed by the Ombudsman in accordance with the Scheme;

(e) “bank” means a ‘banking company’, a ‘corresponding new bank’, a ‘Regional Rural Bank’, ‘State Bank of India’ as defined in the Banking Regulation Act, 1949, a ‘co-operative bank’ as defined in Section 56 (c) of the Banking Regulation Act, 1949 to the extent not excluded under the Scheme, but does not include a bank in resolution or winding up or under directions or any other bank as specified by the Reserve Bank;

(f) “Complaint” means a representation in writing or through other modes alleging deficiency in service on the part of a Regulated Entity, and seeking relief under the Scheme;

(g) “Deficiency in service” means a shortcoming or an inadequacy in any financial service, which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer;

(h) “Deputy Ombudsman” means any person appointed by the Reserve Bank as such under the Scheme;

(i) “Non-Banking Financial Company” (NBFC) means an NBFC as defined in Section 45-I (f) of the Reserve Bank of India Act, 1934 and registered with the Reserve Bank, to the extent not excluded under the Scheme, but does not include a Core Investment Company (CIC), an Infrastructure Debt Fund-Non-Banking Financial Company (IDF-NBFC), a Non-Banking Financial Company - Infrastructure Finance Company (NBFC-IFC), a company in resolution or winding up/liquidation, or any other NBFC specified by the Reserve Bank;

Explanation: The terms CIC and IDF-NBFC shall have the same meaning assigned to them under the RBI Directions.

(j) “Regulated Entity” means a bank or a Non-Banking Financial Company or a System Participant as defined in the Scheme, or any other entity as may be specified by the Reserve Bank from time to time; to the extent not excluded under the Scheme;

(k) "Settlement" means an agreement reached by the parties to the complaint by facilitation or conciliation or mediation, as per the provisions of this Scheme;

(l) "System Participant" means a person other than the Reserve Bank and a System Provider, participating in a payment system as defined in the Payment and Settlement Systems Act, 2007;

(m) "System Provider" means and includes a person who operates an authorised payment system as defined in Section 2 of the Payment and Settlement Systems Act, 2007;

(n) "The Reserve Bank" means Reserve Bank of India constituted under Section 3 of the Reserve Bank of India Act, 1934.

(2) Words and expressions used and not defined in the Scheme, but defined in the Reserve Bank of India Act, 1934, or in the Banking Regulation Act, 1949, or in the Payment and Settlement Systems Act, 2007 or in the Regulations or guidelines or Directions issued by the Reserve Bank in exercise of its powers conferred by the Acts referred to herein above, shall have the meanings respectively assigned to them.

CHAPTER II

OFFICES UNDER THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021

4. Appointment and Tenure of Ombudsman and Deputy Ombudsman

(1) The Reserve Bank may appoint one or more of its officers as Ombudsman and Deputy Ombudsman, to carry out the functions entrusted to them under the Scheme.

(2) The appointment of Ombudsman or the Deputy Ombudsman, as the case may be, shall be made for a period not exceeding three years at a time.

5. Location of the Office of the Ombudsman

(1) The offices of the Ombudsman shall be at such places as may be specified by the Reserve Bank.

(2) In order to expedite disposal of the complaints, the Ombudsman may hold sittings at such places and in such manner as may be considered necessary and proper in respect of a complaint.

6. Establishment of a Centralised Receipt and Processing Centre

(1) The Reserve Bank shall establish the Centralised Receipt and Processing Centre at any place as may be decided by it to receive the complaints filed under the Scheme and process them.

(2) The complaints under the Scheme made online shall be registered on the portal (<https://cms.rbi.org.in>). Complaints in electronic mode (E-mail) and physical form, including postal and hand-delivered complaints, shall be addressed and sent to the place where the Centralised Receipt and Processing Centre of the Reserve Bank is established, for scrutiny and initial processing.

Provided that the complaints that are received directly in any of the offices of the Reserve Bank shall be forwarded to the Centralised Receipt and Processing Centre for further action.

7. Staffing of the Offices of Ombudsman and Centralised Receipt and Processing Centre

The Reserve Bank shall ensure that the offices of the Ombudsman and the Centralised Receipt and Processing Centre are adequately staffed and shall bear the cost thereof.

CHAPTER III

POWERS AND FUNCTIONS OF THE OMBUDSMAN

8. Powers and Functions

(1) The Ombudsman/Deputy Ombudsman shall consider the complaints of customers of Regulated Entities relating to deficiency in service.

(2) There is no limit on the amount in a dispute that can be brought before the Ombudsman for which the Ombudsman can pass an Award. However, for any consequential loss suffered by the complainant, the Ombudsman shall have the power to provide a compensation up to Rupees 20 lakh, in addition to, up to Rupees One lakh for the loss of the complainant's time, expenses incurred and for harassment/mental anguish suffered by the complainant.

(3) While the Ombudsman shall have the power to address and close all complaints, the Deputy Ombudsman shall have the power to close those complaints falling under clause 10 of the Scheme and complaints settled through facilitation as stated under clause 14 of the Scheme.

(4) The Ombudsman shall send to the Deputy Governor, Reserve Bank of India, a report, as on March 31st every year, containing a general review of the activities of the office during the preceding financial year, and shall furnish such other information as the Reserve Bank may direct.

(5) The Reserve Bank may, if it considers necessary in the public interest to do so, publish the report and the information received from the Ombudsman in such consolidated form or otherwise, as it may deem fit.

CHAPTER IV

PROCEDURE FOR REDRESSAL OF GRIEVANCE UNDER THE SCHEME

9. Grounds of Complaint

Any customer aggrieved by an act or omission of a Regulated Entity resulting in deficiency in service may file a complaint under the Scheme personally or through an authorised representative as defined under clause 3(1)(c).

10. Grounds for non-maintainability of a Complaint

(1) No complaint for deficiency in service shall lie under the Scheme in matters involving:

- (a) commercial judgment/commercial decision of a Regulated Entity;
- (b) a dispute between a vendor and a Regulated Entity relating to an outsourcing contract;
- (c) a grievance not addressed to the Ombudsman directly;
- (d) general grievances against Management or Executives of a Regulated Entity;
- (e) a dispute in which action is initiated by a Regulated Entity in compliance with the orders of a statutory or law enforcing authority;
- (f) a service not within the regulatory purview of the Reserve Bank;
- (g) a dispute between Regulated Entities; and
- (h) a dispute involving the employee-employer relationship of a Regulated Entity.

(2) A complaint under the Scheme shall not lie unless:

- (a) the complainant had, before making a complaint under the Scheme, made a written complaint to the Regulated Entity concerned and -
 - (i) the complaint was rejected wholly or partly by the Regulated Entity, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the Regulated Entity received the complaint; and
 - (ii) the complaint is made to the Ombudsman within one year after the complainant has received the reply from the Regulated Entity to the

complaint or, where no reply is received, within one year and 30 days from the date of the complaint.

- (b) the complaint is not in respect of the same cause of action which is already-
 - (i) pending before an Ombudsman or settled or dealt with on merits, by an Ombudsman, whether or not received from the same complainant or along with one or more complainants, or one or more of the parties concerned;
 - (ii) pending before any Court, Tribunal or Arbitrator or any other Forum or Authority; or, settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other Forum or Authority, whether or not received from the same complainant or along with one or more of the complainants/parties concerned;
- (c) the complaint is not abusive or frivolous or vexatious in nature;
- (d) the complaint to the Regulated Entity was made before the expiry of the period of limitation prescribed under the Limitation Act, 1963, for such claims;
- (e) the complainant provides complete information as specified in clause 11 of the Scheme;
- (f) the complaint is lodged by the complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person.

Explanation 1: For the purposes of sub-clause (2)(a), 'written complaint' shall include complaints made through other modes where proof of having made a complaint can be produced by the complainant.

Explanation 2: For the purposes of sub-clause (2)(b)(ii), a complaint in respect of the same cause of action does not include criminal proceedings pending or decided before a Court or Tribunal or any police investigation initiated in a criminal offence.

11. Procedure for Filing a Complaint

- (1) The complaint may be lodged online through the portal designed for the purpose (<https://cms.rbi.org.in>).
- (2) The complaint may also be submitted through electronic or physical mode to the Centralised Receipt and Processing Centre as notified by the Reserve Bank. The complaint, if submitted in physical form, shall be duly signed by the complainant or by

the authorised representative. The complaint shall be submitted in electronic or physical mode in such format and containing such information as may be specified by Reserve Bank.

12. Initial Scrutiny of Complaints

(1) Complaints which are in the nature of offering suggestions or seeking guidance or explanation shall not be treated as valid complaints under the Scheme and shall be closed accordingly with a suitable communication to the complainant.

(2) Complaints which are non-maintainable under clause 10 shall be separated to issue a suitable communication to the complainant.

(3) The remaining complaints shall be assigned to the offices of the Ombudsman for further examination under intimation to the complainant. A copy of the complaint shall also be forwarded to the Regulated Entity against whom the complaint is filed with a direction to submit its written version.

13. Power to Call for Information

(1) The Ombudsman may, for the purpose of carrying out duties under this Scheme, require the Regulated Entity against whom the complaint has been made or any other Regulated Entity which is a party to the dispute to provide any information or furnish certified copies of any document relating to the complaint which are or is alleged to be in its possession.

Provided that in the event of failure of a Regulated Entity to comply with the requisition without sufficient cause, the Ombudsman may draw an inference that the Regulated Entity has no information to furnish.

(2) The Ombudsman shall maintain confidentiality of the information or the documents coming to its knowledge or possession in the course of discharging duties and shall not disclose such information or documents to any person except as otherwise required by law, or with the consent of the person furnishing such information or documents.

Provided that nothing in this sub-clause shall prevent the Ombudsman from disclosing information or documents furnished by the parties to the proceedings to each other, to the extent considered necessary to comply with the principles of natural justice and fair play:

Provided further that provisions of this sub-clause shall not apply in relation to the disclosure made or information furnished by the Ombudsman to the Reserve Bank or filing thereof before any Court, Forum or Authority.

14. Resolution of Complaints

(1) The Ombudsman/Deputy Ombudsman shall endeavour to promote settlement of a complaint by agreement between the complainant and the Regulated Entity through facilitation or conciliation or mediation.

(2) The proceedings before the Ombudsman shall be summary in nature and shall not be bound by any rules of evidence. The Ombudsman may examine either party to the complaint and record their statement.

(3) The Regulated Entity shall, on receipt of the complaint, file its written version in reply to the averments in the complaint enclosing therewith copies of the documents relied upon, within 15 days before the Ombudsman for resolution.

Provided that the Ombudsman may, at the request of the Regulated Entity in writing to the satisfaction of the Ombudsman, grant such further time as may be deemed fit to file its written version and documents.

(4) In case the Regulated Entity omits or fails to file its written version and documents within the time as provided in terms of sub-clause (3), the Ombudsman may proceed *ex-parte* based on the evidence available on record and pass appropriate Order or issue an Award. There shall be no right of appeal to the Regulated Entity in respect of the Award issued on account of non-response or non-furnishing of information sought within the stipulated time.

(5) The Ombudsman/Deputy Ombudsman shall ensure that the written version or reply or documents filed by one party, to the extent relevant and pertaining to the complaint, are furnished to other party and follow such procedure and provide additional time as may be considered appropriate.

(6) In case the complaint is not resolved through facilitation, such action as may be considered appropriate, including a meeting of the complainant with the officials of Regulated Entity, for resolution of the complaint by conciliation or mediation may be initiated.

(7) The parties to the complaint shall cooperate in good faith with the Ombudsman/Deputy Ombudsman, as the case may be, in resolution of the dispute

and comply with the direction for production of any evidence and other related documents within the stipulated time.

(8) If any amicable settlement of the complaint is arrived at between the parties, the same shall be recorded and signed by both the parties and thereafter, the fact of settlement may be recorded, annexing thereto the terms of settlement, directing the parties to comply with the terms within the stipulated time.

(9) The complaint would be deemed to be resolved when:

- (a) it has been settled by the Regulated Entity with the complainant upon the intervention of the Ombudsman; or
- (b) the complainant has agreed in writing or otherwise (which may be recorded) that the manner and the extent of resolution of the grievance is satisfactory; or
- (c) the complainant has withdrawn the complaint voluntarily.

15. Award by the Ombudsman

(1) Unless the complaint is rejected under clause 16, the Ombudsman shall pass an Award in the event of:

- (a) non-furnishing of documents/information as enumerated in clause 14(4); or
- (b) the matter not getting resolved under clause 14(9) based on records placed, and after affording a reasonable opportunity of being heard to both the parties.

(2) The Ombudsman shall also take into account, in addition, the principles of banking law and practice, directions, instructions and guidelines issued by the Reserve Bank from time to time and such other factors as may be relevant, before passing a reasoned Award.

(3) The Award shall contain, *inter alia*, the direction, if any, to the Regulated Entity for specific performance of its obligations and in addition to or otherwise, the amount, if any, to be paid by the Regulated Entity to the complainant by way of compensation for any loss suffered by the complainant.

(4) Notwithstanding anything contained in sub-clause (3), the Ombudsman shall not have the power to pass an Award directing payment by way of compensation, an amount which is more than the consequential loss suffered by the complainant or Rupees 20 lakh whichever is lower. The compensation that can be awarded by the Ombudsman shall be exclusive of the amount involved in the dispute.

(5) The Ombudsman may also award a compensation not exceeding Rupees one lakh to the complainant, taking into account the loss of the complainant's time, expenses incurred, harassment and mental anguish suffered by the complainant.

(6) A copy of the Award shall be sent to the complainant and the Regulated Entity.

(7) The Award passed under sub-clause (1) shall lapse and be of no effect unless the complainant furnishes a letter of acceptance of the Award in full and final settlement of the claim to the Regulated Entity concerned, within a period of 30 days from the date of receipt of the copy of the Award.

Provided that no such acceptance may be furnished by the complainant if he has filed an appeal under sub-clause (3) of clause 17.

(8) The Regulated Entity shall comply with the Award and intimate compliance to the Ombudsman within 30 days from the date of receipt of the letter of acceptance from the complainant, unless it has preferred an appeal under sub-clause (2) of clause 17.

16. Rejection of a Complaint

(1) The Deputy Ombudsman or the Ombudsman may reject a complaint at any stage if it appears that the complaint made:

(a) is non-maintainable under clause 10; or

(b) is in the nature of offering suggestions or seeking guidance or explanation

(2) The Ombudsman may reject a complaint at any stage if:

(a) in his opinion there is no deficiency in service; or

(b) the compensation sought for the consequential loss is beyond the power of the Ombudsman to award the compensation as indicated in clause 8(2); or

(c) the complaint is not pursued by the complainant with reasonable diligence;

or

(d) the complaint is without any sufficient cause; or

(e) the complaint requires consideration of elaborate documentary and oral evidence and the proceedings before the Ombudsman are not appropriate for adjudication of such complaint; or

(f) in the opinion of the Ombudsman there is no financial loss or damage, or inconvenience caused to the complainant.

17. Appeal before the Appellate Authority

(1) There shall not be any right of appeal to a Regulated Entity for an Award issued for non-furnishing of documents/information under clause 15(1)(a).

(2) The Regulated Entity may, aggrieved by an Award under clause 15(1)(b) or closure of a complaint under clauses 16(2)(c) to 16(2)(f), within 30 days of the date of receipt of communication of Award or closure of the complaint, prefer an appeal before the Appellate Authority.

(a) Provided that in the case of an appeal by a Regulated Entity, the period of 30 days for filing an appeal shall commence from the date on which the Regulated Entity receives the letter of acceptance of Award by the complainant:

(b) Provided further that an appeal may be filed by a Regulated Entity only with the previous sanction of the Chairman or the Managing Director/Chief Executive Officer or, in their absence, the Executive Director/Official of equal rank.

(c) Provided that the Appellate Authority may, if he is satisfied that the Regulated Entity had sufficient cause for not making the appeal within the time, may allow a further period not exceeding 30 days.

(3) The complainant may, aggrieved by an Award under clause 15(1) or rejection of a complaint under clauses 16(2)(c) to 16(2)(f), within 30 days of the date of receipt of the Award or rejection of the complaint, prefer an appeal before the Appellate Authority.

Provided that the Appellate Authority may, if he is satisfied that the complainant had sufficient cause for not making the appeal within the time, may allow a further period not exceeding 30 days.

(4) The Appellate Authority's Secretariat shall scrutinise and process the Appeal.

(5) The Appellate Authority may, after giving the parties a reasonable opportunity of being heard:

(a) dismiss the appeal; or

(b) allow the appeal and set aside the Award or order of the Ombudsman; or

(c) remand the matter to the Ombudsman for fresh disposal in accordance with such directions as the Appellate Authority may consider necessary or proper;

or

(d) modify the order of the Ombudsman or Award and pass such directions as may be necessary to give effect to the order of the Ombudsman or Award so modified; or

(e) pass any other order as it may deem fit.

(6) The order of the Appellate Authority shall have the same effect as the Award passed by Ombudsman under clause 15 or the order rejecting the complaint under clause 16, as the case may be.

18. Regulated Entity to Display Salient Features of the Scheme for Knowledge of the Public

(1) The Regulated Entity to which the Scheme is applicable shall facilitate the smooth conduct of the Scheme by ensuring meticulous adherence to the requirements under the Scheme, failing which, the Reserve Bank may take such action as it may deem fit.

(2) The Regulated Entity shall appoint a Principal Nodal Officer at their head office who shall not be a rank less than a General Manager or an officer of equivalent rank and shall be responsible for representing the Regulated Entity and furnishing information on behalf of the Regulated Entity in respect of complaints filed against the Regulated Entity. The Regulated Entity may appoint such other Nodal Officers to assist the Principal Nodal Officer as it may deem fit for operational efficiency.

(3) The Regulated Entity shall display prominently for the benefit of their customers at their branches/places where the business is transacted, the name and contact details (Telephone/mobile number and E-mail ID) of the Principal Nodal Officer along with the details of the complaint lodging portal of the Ombudsman (<https://cms.rbi.org.in>).

(4) The Regulated Entity to which the Scheme is applicable shall ensure that the salient features of the Scheme are displayed prominently in English, Hindi and the regional language in all its offices, branches and places where the business is transacted in such a manner that a person visiting the office or branch has adequate information on the Scheme.

(5) The Regulated Entity shall ensure that a copy of the Scheme is available in all its branches to be provided to the customer for reference upon request.

(6) The salient features of the Scheme along with the copy of the Scheme and the contact details of the Principal Nodal Officer shall be displayed and updated on the website of the Regulated Entity.

CHAPTER V

MISCELLANEOUS

19. Removal of Difficulties

If any difficulty arises in giving effect to the provisions of the Scheme, the Reserve Bank may make such provisions not inconsistent with the Reserve Bank of India Act, 1934, or the Banking Regulation Act, 1949, or the Payment and Settlement Systems Act, 2007, or the Scheme, as it may consider necessary or expedient for removing any difficulty.

20. Repeal of the Existing Schemes and Application to Pending Proceedings

(1) The Banking Ombudsman Scheme, 2006, the Ombudsman Scheme for Non-Banking Financial Companies, 2018, and the Ombudsman Scheme for Digital Transactions, 2019, hereby stand repealed.

(2) The adjudication of pending complaints, appeals and execution of the Awards already passed, as on the date of commencement of the Reserve Bank - Integrated Ombudsman Scheme, 2021, shall continue to be governed by the provisions of the respective Ombudsman Schemes and instructions of the Reserve Bank issued thereunder.

FORM OF COMPLAINT (TO BE LODGED) WITH THE OMBUDSMAN

[Clause 11(2) of the Scheme]

(TO BE FILLED UP BY THE COMPLAINANT)

All the fields are mandatory except wherever indicated otherwise

To
The Ombudsman

Madam/Sir,

Sub: Complaint against(place of Regulated Entity's branch or office) of(name of the Regulated Entity)

Details of the complaint:

1. Name of the complainant
2. Age (years).....
3. Gender.....
4. Full address of the complainant
-
-
- Pin Code
- Phone No. (if available).....
- Mobile Number.
- E-mail (if available)

5. Complaint against (Name and full address of the branch or office of the Regulated Entity)
-
- Pin Code

6. Nature of relationship/account number (if any) with the Regulated Entity
-

7. Transaction date and details, if available

.....

(a) Date of complaint already made by the complainant to the Regulated Entity

(Please enclose a copy of the complaint)

.....

(b) Whether any reminder was sent by the complainant? Yes/No

(Please enclose a copy of the reminder)

.....

8. Please tick the relevant box (Yes/No)

Whether your complaint:

(i)	is sub-judice/under arbitration ¹ ?	Yes	No
(ii)	is made through an advocate, except when the advocate is the aggrieved party?	Yes	No
(iii)	has already been dealt with or is under process on the same ground with the Ombudsman?	Yes	No
(iv)	is in the nature of general complaint/s against Management or Executives of a Regulated Entity?	Yes	No
(v)	is on account of a dispute between Regulated Entities?	Yes	No
(vi)	involves employer-employee relationship?	Yes	No

9. Subject matter of the complaint

.....

10. Details of the complaint:

(If space is not sufficient, please enclose a separate sheet)

.....

.....

.....

.....

.....

¹ **Complaint is sub-judice/under arbitration** if the complaint in respect of the same cause of action is already pending/dealt with on merits by any Court, Tribunal or Arbitrator or any other Authority, whether individually or jointly.

11. Whether any reply has been received from the Regulated Entity within a period of 30 days of receipt of the complaint by it? Yes/No
(if yes, please enclose a copy of the reply)

12. Relief sought from the Ombudsman

.....
.....

(Please enclose a copy of documentary proof, if any, in support of your claim)

13. Nature and extent of monetary loss, if any, claimed by the complainant by way of compensation (please refer to clauses 15 (4) & 15 (5) of the Scheme)

Rs.....
.....

14. List of documents enclosed:

Declaration

(i) I/We, the complainant/s herein declare that:

a) the information furnished above is true and correct; and

b) I/We have not concealed or misrepresented any fact stated above, and in the documents submitted herewith.

(ii) The complaint is filed before the expiry of a period of one year reckoned in accordance with the provisions of clause 10 (2) of the Scheme.

Yours faithfully

(Signature of the Complainant/Authorised Representative)

AUTHORISATION

If the complainant wants to authorise a representative to appear and make submission on her/his behalf before the Ombudsman, the following declaration should be submitted:

I/We hereby nominate Shri/Smt..... as my/our authorised representative whose contact details are as below:

Full Address
.....
.....

Pin Code

Phone No:.....

Mobile Number.

E-mail

(Signature of the Complainant)

CHAPTER-III

CUSTOMER RIGHTS POLICY 2023-24

Table of Contents

Sr.No.	Particulars	Page No.
1	Introduction	3
2	Objective of the Policy	3
3	Scope of the Policy	3-4
4	Right to Fair Treatment	4
5	Right to Transparency, Fair and Honest Dealing	5-7
6	Right to Suitability	7
7	Right to Privacy	7-8
8	Providing Banking Facility for Senior Citizens and Differently-abled Persons	8-9
9	Right to Grievance Redress and Compensation	9-10
10	Validity & Review of the Policy	10
11	Appendix - I: Abbreviations	11
12	Appendix-II : (A) List of references including related policies/forms, RBI circulars, etc., (B) Frequently Asked Questions (FAQ) & (C) Banks initiative to reach out to Customers: Support systems for Customers	12-16



CUSTOMER RIGHTS POLICY 2023-24

1. Introduction:

Customer protection is an integral aspect of financial inclusion. The business of bank entirely depends on the customer. To protect the rights of customer has become an integral aspect of financial services provided by the bank. The following comprehensive Customer Rights Policy based on domestic experience and global best practices is brought out to enhance such protection.

Customer Rights Policy identifies the intrinsic rights, a customer gets during and after termination of his/her banking relationship. The policy also defines the ways to deal honestly and fairly with the customer.

The policy is based on the guiding principles enlisted in the RBI “Master Circular on Customer Service in Banks” circulated vide RBI/2015-16/59/DBR No.Leg.BC.21/09.07.006/ 2015-16 dated 1st July, 2015.

The policy also aims to create a fair and conducive environment for its customers in obtaining satisfactory customer services through various banking channels.

2. Objective of the Policy:

The objective of the policy is to document/enshrine basic rights of the customers of the Bank regulated by the Reserve Bank of India. Policy is based on domestic experience and global best practices brought out to enhance customers’ protection. The policy envisages that a customer should be dealt fairly, sympathetically and all dealings with the Bank are done in an honest and transparent manner. The policy also advises to communicate all terms, conditions, pricing & features of a product/service, location of the service outlets, policies and marketing & promotional material etc. in clear and unambiguous language.

3. Scope of the Policy:

In traversing the policy principles, the customer has been conferred the right to escalate and get his grievance redressed in a timely and fair manner without demur.

The Policy applies to all products and services offered by the bank or its agents, whether provided across the counter, over phone, by post, through interactive electronic devices, on internet or by any other method/mode.

4. Customer Rights:

4.1 Right to Fair Treatment:

Both the customer and the financial services provider have a right to be treated with courtesy. The customer should not be unfairly discriminated against on grounds such as gender, age, religion, caste and physical ability when offering and delivering financial products.

In pursuance of the above Right, bank will -

- 4.1.1 Promote good and fair banking practices by setting minimum standards in all dealings with the customers;
- 4.1.2 Promote a fair and equitable relationship between the bank and the customer;
- 4.1.3 Train bank staff attending to the customers, adequately and appropriately;
- 4.1.4 Ensure that staff members attend to customers and their business promptly and courteously;
- 4.1.5 Treat all customers fairly and not discriminate against any customer on grounds such as gender, age, religion, caste, literacy, economic status, physical ability, etc. Bank may, however, have special schemes or products which are specifically designed for members of a target market group or may use defensible, commercially acceptable economic rationale for customer differentiation. Bank may also have schemes or products as part of an affirmative action such as for women or backward classes. Such schemes/products will not tantamount to unfair discrimination. The rationale for such special schemes or terms will be explained by bank wherever required;
- 4.1.6 Ensure that the above principle is applied while offering all products and services;
- 4.1.7 Ensure that the products and services offered are in accordance with relevant laws and regulations;
- 4.1.8 Ensure to enhance customer awareness of their rights, particularly among hitherto marginalized customers, financially illiterate and semi-illiterate sections of the society by making available the pictorial presentation of basic rights contained in the code of Bank's commitment to customers.
- 4.1.9 Promote Safe and Fair customer dealing in case of banking in a digital environment.

While it shall be the endeavor of the bank to provide their customers with hassle free and fair treatment, bank would expect their customers to behave courteously and honestly in their dealings with the bank.

It shall also be the bank's endeavor to encourage their customers to approach the bank's internal grievance redressal machinery and approach alternate forum after exhausting all their remedies under bank's internal grievance mechanism.

4.2 Right to Transparency, Fair and Honest Dealing:

The financial services provider should make every effort to ensure that the

contracts or agreements it frames are transparent, easily understood by and well communicated to, the common person. The product's price, the associated risks, the terms and conditions that govern use over the product's life cycle and the responsibilities of the customer and financial service provider, should be clearly disclosed. The customer should not be subject to unfair business or marketing practices, coercive contractual terms or misleading representations. Over the course of their relationship, the financial services provider cannot threaten the customer with physical harm, exert undue influence, or engage in blatant harassment.

In pursuance of the above Right, the bank will -

- 4.2.1 Ensure complete transparency so that the customer can have a better understanding of what he or she can reasonably / fairly expect from the bank;
- 4.2.2 Ensure that the bank's dealings with the customer rest on ethical principles of equity, integrity and transparency;
- 4.2.3 Provide customers with clear information about its products and services, terms and conditions, and the interest rates / service charges in simple and easily understandable language, and with sufficient information so that the customer could be reasonably expected to make an appropriate and informed choice of product;
- 4.2.4 Ensure that all terms and conditions are fair and set out the respective rights, liabilities and obligations clearly and as far as possible in plain and simple language;
- 4.2.5 Make known the key risks associated with the product as well as any features that may especially disadvantage the customer to him/her. Most Important Terms and Conditions (MITC) associated with the product or service will be clearly brought to the notice of the customer while offering the product. In general, it will be ensured that such terms will not inhibit a customer's future choice.
- 4.2.6 Provide information on interest rates, fees and charges either on the Notice Board in the branches or website or through help-lines or help-desk and where appropriate the customer will be informed directly;
- 4.2.7 Display the tariff Schedule on their website and a copy of it will be made available at every branch for customer's perusal. Also will display in its branches a notice about the availability of the Tariff Schedule at the branch;
- 4.2.8 Give details, in their Tariff Schedule, of all charges, if any, applicable to the products and services chosen by customer;
- 4.2.9 Inform the customer of any change in the terms and conditions through a letter or Statement of Account, SMS or email as agreed by the customer at least one month prior to the revised terms and conditions becoming effective;
- 4.2.10 Ensure that such changes are made only with prospective effect after giving notice of one month. If the bank has made any change without giving such notice which is favorable to the customer, it will notify the change within 30 days of

such change. If the change is adverse to the customer, prior notice of minimum 30 days will be provided and the customer may be provided options, to close the account or switch to any other eligible account without having to pay the revised charge or interest within 60 days of such notice;

- 4.2.11 Provide information about the penalties leviable in case of non-observance / breach of any of the terms and conditions governing the product / services chosen by the customer;
- 4.2.12 Display on public domain the Banks' Policies on Deposits, Cheque Collection, Grievance Redressal, Compensation and Collection of Dues and Security Repossession;
- 4.2.13 Make every effort to ensure that staff dealing in a particular product is properly trained to provide relevant information to customers fully, correctly and honestly;
- 4.2.14 Ensure to communicate to the applicant within a reasonable time period as decided by the bank about the acceptance / non-acceptance of applications submitted for availing a product / service and convey in writing the reasons for not accepting / declining the application. Such period will be notified in the bank's website and also in the application of the particular product or service
- 4.2.15 Communicate unambiguously the information about -
 - a. Discontinuation of particular products,
 - b. Relocation of their offices
 - c. Changes in working hours
 - d. Change in telephone numbers
 - e. Closure of any office or branch
 - With advance notice of at least 30 days.

Also affirms that disclosure of information is an on-going process through the life-cycle of the product / relationship and will be diligently followed by them. Ensure to use all possible channels of communication, including web-site, to ensure that information on all changes are made known to the customer upfront;

- 4.2.16 Advise the customer at the time of selling the product regarding the rights and obligations embedded in law and/or banking regulation including the need to report any critical incidents that the customer suspect, discover or encounter;
- 4.2.17 The bank's staff members shall, when approached by the customer for availing a product or service, provide all relevant information related to the product / service and also provide direction to informational resources on similar products available in the market with a view to enable the customer to make an informed decision;
- 4.2.18 Not terminate a customer relationship without giving reasonable or contractual prior notice to the customer;

- 4.2.19 Assist the customer in all available ways for managing his/her account, financial relationship by providing regular inputs in the bank's realms such as account statements/passbooks, alerts, timely information about the product's performance, term deposits maturity etc.;
- 4.2.20 Ensure that all marketing and promotional material is clear and not misleading;
- 4.2.21 Not threaten the customer with physical harm, exert influence or engage in behavior that would reasonably be construed as unwarranted harassment. Ensure adherence only to the normal appropriate business practices.
- 4.2.22 Ensure that the fees and charges on products/services and its structure are not unreasonable to the customer.
- 4.2.23 Ensure that our advertisements will also include any relevant messages which require to be conveyed for enhancing awareness against unscrupulous/ fictitious offers.

4.3 Right to Suitability:

The products offered should be appropriate to the needs of the customer and based on an assessment of the customer's financial circumstances and understanding.

In pursuance of the above Right, the bank will -

- 4.3.1 Ensure that it has a Board approved policy for assessing suitability of products for customers prior to sale;
- 4.3.2 Endeavour to make sure that the product or service sold or offered is appropriate to the customer's needs and not inappropriate to the customer's financial standing and understanding based on the assessment made by it. Such assessment will be appropriately documented in the records;
- 4.3.3 Sell third party products only if it is authorized to do so, after putting in place a Board approved policy for marketing and distributing third party financial products;
- 4.3.4 Not compel a customer to subscribe to any third party products as a quid-pro-quo for any service availed from the bank;
- 4.3.5 Ensure that the products being sold or service being offered, including third party products, are in accordance with extant rules and regulations;
- 4.3.6 Inform the customer about his responsibility to promptly and honestly provide all relevant and reasonable information that is sought by bank to enable them to determine the suitability of the product to the customer.
- 4.3.7 Adhere to all statutory guidelines of RBI, IRDA, SEBI etc. on para banking activities like sale of insurance/mutual fund/other third party investment products.

4.4 Right to Privacy:

Customers' personal information should be kept confidential unless they have offered specific consent to the financial services provider or such information is required to be provided under the law or it is provided for a mandated business purpose (for example,

to credit information companies). The customer should be informed upfront about likely mandated business purposes. Customers have the right to protection from all kinds of communications, electronic or otherwise, which infringe upon their privacy.

In pursuance of the above Right, bank will -

- 4.4.1** Treat customer's personal information as private and confidential (even when the customer is no longer banking with us), and, as a general rule, not disclose such information to any other individual/institutions including its subsidiaries / associates, tie-up institutions etc. for any purpose unless:
- The customer has authorized such disclosure explicitly in writing
 - Disclosure is compelled by law / regulation;
 - Bank has a duty to the public to disclose i.e. in public interest
 - Bank has to protect its interests through disclosure
 - It is for a regulatory mandated business purpose such as disclosure of default to credit information companies or debt collection agencies;
- 4.4.2** Ensure such likely mandated disclosures be communicated immediately to the customer in writing;
- 4.4.3** Shall not use or share customer's personal information for marketing purpose, unless the customer has specifically authorized it;
- 4.4.4** Shall adhere to Telecom Commercial Communications Customer Preference Regulations, 2010 (National Customer Preference Registry) issued by Telecom Regulatory Authority of India, while communicating with customers.

4.5 Providing Banking Facility for Senior Citizens and Differently abled Persons:

The financial services provider should make every effort to ensure that there should not be any occasion that bank discourage or turn away senior citizens and differently abled persons from availing banking facilities in branches. Notwithstanding the need to push digital transactions and use of ATMs, it is imperative to be sensitive to the requirements of senior citizens and differently abled persons.

In pursuance of the above Right, bank will -

- 4.5.1** Provide a clearly identifiable dedicated counter or a counter which provides priority to senior citizens and people who are differently abled including visually impaired persons.
- 4.5.2** Provide pensioners the facility to submit physical Life Certificate form at any branch of the pension paying bank and should ensure that the same is updated promptly by the receiving branch in the Core Banking Solution (CBS) system of the bank, resulting in avoidable hardship to the pensioners and to avoid any delay in credit of pension.
- 4.5.3** Provide the facility to issue cheque books to customers, whenever a request is received, through a requisition slip which is part of the cheque book issued earlier or request received by any other mode. Provide minimum one cheque book every year, if requested,

in savings bank account, by these customers. And should not insist on physical presence of any customer including senior citizens and differently abled persons for getting cheque books.

- 4.5.4 Provide the facility to automatically convert the A/c into a 'Senior Citizen Account' once the customer becomes senior citizen, based on the date of birth available in bank's records.
- 4.5.5 Provide the facility to allow operations in visually impaired customer's accounts through identification of thumb/toe impression/mark by two independent witnesses and authorizing a person who would withdraw the amount on behalf of such customers.
- 4.5.6 Provide senior citizens and differently abled persons Form 15G/H once in a year (preferably in April) to enable them to submit the same, where applicable, within the stipulated time.
- 4.5.7 Provide doorstep banking to senior citizens of more than 70 years of age and differently abled or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired, such as pick up of cash and instruments against receipt, delivery of cash against withdrawal from account, delivery of demand drafts, submission of Know Your Customer (KYC) documents and Life certificate at the premises/ residence of such customers on case to case basis as per the need based requirement of the customer.

4.6 Right to Grievance Redressal and Compensation :

The customer has a right to hold the financial services provider accountable for the products offered and to have a clear and easy way to have any valid grievances redressed. The provider should also facilitate redress of grievances stemming from its sale of third party products. The financial services provider must communicate its policy for compensating mistakes, lapses in conduct, as well as non-performance or delays in performance, whether caused by the provider or otherwise. The policy must lay out the rights and duties of the customer when such events occur.

In pursuance of the above Right, bank will –

- 4.6.1 Deal sympathetically and expeditiously with all things that go wrong;
- 4.6.2 correct mistakes promptly;
- 4.6.3 cancel any charge that has been applied wrongly and by mistake;
- 4.6.4 Compensate the customer for any direct financial loss that might have been incurred by the customer due to its lapses.

The bank will also -

- 4.6.5 Place in public domain its Customer Grievance Redressal Policy, including the grievance redressal procedure available for the customer;
- 4.6.6 Place in public domain the compensation policy for delays / lapses in conducting / settling customer transactions within the stipulated time and in accordance with the agreed terms of contract;

- 4.6.7 Ensure to have a robust and responsive grievance redressal procedure and clearly indicate the grievance resolution authority who should be approached by the customer;
- 4.6.8 Make grievance redressal mechanism easily accessible to customers;
- 4.6.9 Advise the customer about how to make a complaint, to whom such a complaint is to be made, when to expect a reply and what to do if the customer is not satisfied with the outcome;
- 4.6.10 Display name, address and contact details of the Grievance Redressal Authority / Nodal Officer. The time limit for resolution of complaints will be clearly displayed / accessible at all service delivery locations;
- 4.6.11 Inform the complainant of the option to escalate his complaint to the Banking Ombudsman if the complaint is not redressed within the pre-set time;
- 4.6.12 Place in public domain information about Banking Ombudsman Scheme;
- 4.6.13 Display at customer contact points the name and contact details of the Banking Ombudsman under whose jurisdiction the bank's branch falls.

Further, the bank will -

- 4.6.14 Acknowledge all formal complaints (including complaints lodged through electronic means) within three working days and work to resolve it within a reasonable period, not exceeding 30 days (including the time for escalation and examination of the complaint by the highest ranking internal official responsible for grievance redressal). The 30 day period will be reckoned after all the necessary information sought from the customer is received;
- 4.6.15 Provide aggrieved customers with the details of the Banking Ombudsman Scheme for resolution of a complaint if the customer is not satisfied with the resolution of a dispute, or with the outcome of a dispute handling process;

In addition, the bank will

- a. Clearly spell out, at the time of establishing a customer relationship, the liability for losses, as well as the rights and responsibilities of all parties, in the event of products not performing as per specifications or things going wrong. However, the bank will not be liable for any losses caused by extraneous circumstances that are beyond its reasonable control (such as market changes, performance of the product due to market variables, etc.).
- b. Ensure the customer is refunded without delay and demur, if it cannot show beyond reasonable doubt to the customer on any disputed transaction (along with interest/charges).

5 Validity & Review of the Policy:

The policy shall be reviewed annually in tune with the regulatory guidelines issued from time to time or internal requirements or as and when considered necessary.

The Customer Rights Policy will be valid upto 31st March, 2024.

Appendix-I

Abbreviation

Abbreviation	Description
MITC	Most Important Terms and Conditions
SMS	Simplified Messaging Service
EMAIL	Electronic Mail
KYC	Know Your Customer
ATM	Automated Teller Machine
RBI	Reserve Bank of India
IRDA	Insurance Regulatory and Development Authority
SEBI	Securities and Exchange Board of India

Appendix-II

A. List of references including related policies/forms, RBI circulars, etc.

- “Master Circular on Customer Service in Banks” circulated vide RBI/2015-16/59/DBR No.Leg.BC.21/09.07.006/2015-16 dated 1st July 2015.
- Telecom Commercial Communications Customer Preference Regulations 2010 (National Consumer Preference Registry) issued by Telecom Regulatory Authority of India.

B. Frequently Asked Questions

Sr.No.	FAQ	Reply
1	Can branch deny a transgender/third gender from opening an account with us?	The policy confers the right to be treated fairly without any discrimination on the grounds of gender, age, religion, caste and physical disability when offering and delivering financial products.
2	Does the policy confers any right to treat Bank uncourteously?	While it shall be the endeavour of the Bank to provide their customers with hassle free and fair treatment, bank would expect their customers to behave courteously and honestly in their dealings with the bank.
3	Can the MITC/ charges/ tariff be changed without informing the customer?	The customers are required to be informed of any change in terms and conditions. We inform the same via: <ul style="list-style-type: none"> ➤ Website of the Bank, ➤ SMS, Email, ➤ Branch Notice Board ➤ Newspaper etc. The changes are to be intimated 30 days in advance of such changes.
4	Is it mandatory for the customer to subscribe to such changed tariff or MITC and pay the penalties effected, if any?	No, the customer will be provided an option to close the account or switch to any other eligible scheme without having to pay the revised charges or interest within 60 days of such advance notice with respect to change in charges/ tariff/ MITC.
5	Can the Bank discontinue/ change a product/ existing branch location/ working hours/ contact details or closure any office without information to its customers?	No, an advance notice of 30 days has to be given to its customers. The policy also affirms that disclosure of information is an on-going process throughout the life-cycle of the product/ relationship and will be diligently followed by Bank.
6	Can the Bank use customer information for marketing purpose?	The customers’ personal information is to be kept confidential unless they specifically authorized for it.

C. Banks initiative to reach out to Customers: Support systems for Customers

1. Grievance Redressal:

- **Call Centers** (by calling on toll free No.1800222244)
- **Online Complaint** can be lodged through union bank web-site on the following link. An option of Online Grievance is made available under the Title GRIEVANCE REDRESSAL.
www.unionbankofindia.co.in/english/grievances-redressal.aspx
Also, customers by downloading Vyom (mobile Banking Application) on **Google Playstore/ Apple Appstore for Android/iOS devices** for availing online services and to lodge any grievance by raising query/service request/complaint.
- **Chief Grievance Officer/Grievance Redressal Officers** (The address and the contact details of the Chief Grievance Officer and Grievance Redressal Officer, of the respective Regions/Zone is made available on web site. i.e. www.unionbankofindia.co.in/english/grievances-redressal.aspx with a sub-link of Grievance Officers.)
- **By sending physical copy to:** The Chief Grievance Officer,
Union Bank of India,
World Trade Centre, The Arcade, Tower-4,
2nd Floor, Cuffe Parade,
Mumbai - 400005.
- **Branch/Offices:** Customers can reach out to the front-line staff at the branches and resolve the issues if any. Also, branch halls are provided with the address of the RH/ZH and CGO for escalation of the issue, if not resolved at the branch level.
- **Customer Care Unit:** Customer can lodge the complaints directly to the customer care unit by writing mail on: customercare@unionbankofindia.bank
- **Through Grievance Redressal Mechanism :** By sending mail to cgo@unionbankofindia.bank OR,

2. Rates/Service Charges related

- **Interest Rates- Deposit:** Interest rates are subject to change. Customers/Depositors can ascertain the rates as on the date of placement from the website link by clicking on **Rates & Charges**- OR,
<https://www.unionbankofindia.co.in/english/interest-rate.aspx>
- **Interest Rates- Loans and Advances:** Customers can access/avail latest interest rates based on marginal cost of funds based lending rate(MCLR) from the website link by clicking on **Rates & Charges**- OR,
<https://www.unionbankofindia.co.in/english/interestrates-loansadvances.aspx>

- **Interest Rates for NRIs:** Customers/Depositors can ascertain the rates as on the date of placement from the website link by clicking on **Rates & Charges**- OR,
<https://www.unionbankofindia.co.in/english/interestrates-nris.aspx>
- **Fees and Services:** Customers can access fees and applicable service charges such as Debit card service charges, Service charges on Inland Service, Service charges relating to Foreign Exchange, Demat charges, Schedule of charges and Fees for Inland Rupee advances from the website link by clicking on **We Care>Rates & Charges>Fees and Services**- OR,
<https://www.unionbankofindia.co.in/english/fees-and-services.aspx>
- **Interest Rate for Govt. Business Scheme:** Rate of interest on Govt. deposit schemes is managed by Govt. of India and updates Quarterly as notified by GOI from time to time. Customers can access the rates from the website link by clicking on **Rates & Charges>Read more** OR,
<https://www.unionbankofindia.co.in/english/government-saving-scheme.aspx>

3. Information related

- **Door Step Banking:** Customer at any location can easily avail banking services such as cash withdrawal, Digital Life Certificate for pensioners, non-financial services using Mobile Application, Web based Portal and contacting Call Centre through authorized agents (service providers) at his/her own choice of address/location (100 centres) under Door Step Banking.
- **Accounts & Deposits:** Customers can access information regarding Saving Bank Deposit products, Current Deposit products, Term Deposit products from the website link by clicking on **Products>Accounts & Deposits**- OR,
<https://www.unionbankofindia.co.in/english/personal-account-deposit.aspx>
- **Schemes/Product/Services:** Customer can also be informed of Bank's International presence in terms of Exports services (Post shipment finance, Online DGFT payment, Packing Credit facility), Import services (Bills Collection/Payment, Letter of Credit, External Commercial Borrowings), Authorised Dealing Branches, Overseas Branches under the website link by clicking on **Products>Schemes/Product/Services**- OR,
<https://www.unionbankofindia.co.in/english/international-schemes.aspx>
- **Treasury & Other Products:** For information regarding Treasury products & Services like Forward Contract, Interest Rate Swaps, Currency Futures, Options etc. customers can reach out to website link by clicking on **Products>Treasury & Other Products**- OR,
<https://www.unionbankofindia.co.in/english/international-treasury-other-services.aspx>
- **Remittances:** Union Bank is a member of the SWIFT network for worldwide transfer of funds. Customers can access information from the website link by clicking on **Products>Remittances**- OR,
<https://www.unionbankofindia.co.in/english/inter-remittances.aspx>

- **Branch/ATM Locator:** Our Branch/ATM can be easily located by accessing to website link by clicking on **Locate>Branch/ATM Locator-** OR <https://app.mapmyindia.com/UBI/index.htm>

4. Investor related

- **Shareholders' Information:** For information regarding Credit Rating, Listing at Stock Exchanges, Details of Depositories, Shares and Dividend, Advertisement in newspaper etc. customers can reach out to website link by clicking on **Investor Relations>Shareholders' Information-** OR, <https://www.unionbankofindia.co.in/english/shareholders-information.aspx>
- **Financial Results:** Customers can access bank's performance Quarterly/Half Yearly/Annually from the website link by clicking on **Investor Relations>Financial Results-** OR, <https://www.unionbankofindia.co.in/english/financial-result.aspx>
- **Annual Reports:** Annual Reports of the bank for previous years can be viewed from the website link by clicking on **Investor Relations>Annual Reports-** OR, <https://www.unionbankofindia.co.in/english/aboutus-investor-annualreports.aspx>
- **Quarterly/Half Yearly Communication to Shareholders:** Shareholders can access Banks's Quarterly/Half Yearly Communication by clicking on the website link **Investor Relations>Quarterly/Half Yearly Communication to Shareholders-** OR, <https://www.unionbankofindia.co.in/english/half-yearly-communication.aspx>
- **General Meetings:** Meeting minutes of previous held Annual General Meeting (AGM) and Extraordinary General Meeting (EGM) can be viewed from the website link by clicking on **Investor Relations>General Meetings-** OR, <https://www.unionbankofindia.co.in/english/general-meeting.aspx>
- **On line platform - VYOM:** One such initiative for providing easiest banking services like Fund Transfer, Recharge & Bill Payment, m-Passbook, Making Loan Request, Opening New FD Account, m-Shopping, Raising Service Request, Applying Credit Card/Debit Card, Cheque Book application, Enroll for Govt. Schemes such as PMJJBY/PMSBY, Bank's wide range of Products can easily be accessed by the customers by downloading VYOM App from Google Playstore/ Apple Appstore for Android/iOS devices
- **Union Bank NET banking:** Customers can avail facilities such as Self User Creation, Retail User/Corporate User Login, Register for Mobile Banking, etc. by clicking on the website link- <https://www.unionbankonline.co.in>
- **Website:** <https://www.unionbankonline.co.in/ContactUs.html> And customercare@unionbankofindia.com

5. Branches of Union Bank

- **Display of Notice Boards:** Notice Boards are displayed at Branches on Service Charges, Rates and For escalation of grievance: detailed address of the Regional Head, Chief Grievance Officer along with telephone No's, email id and complete address.
- **Front Line Staff at Branches:** Front Line staff at Branches can be contacted for resolving the difficulties by the customers immediately. Most of the branches are having “May I Help You” counter in place for better customer service.
- **NEDU (Network Electronic Display Unit) at Branches:** An electronic screen is displayed at the Branches, which is directly connected with the finacle network where, updated Interest Rates and information on product and services is displayed.