



GP PARSIK SAHAKARI BANK LTD

(Multi-State Scheduled Bank)

CUSTOMER GRIEVANCES REDRESSAL POLICY, 2025-26
(Board Meeting dated, 29th April, 2025)

GP PARSIK SAHAKARI BANK LTD.,
(Multi-State Scheduled Bank)
KALWA, THANE - 5.
CUSTOMER GRIEVANCES REDRESSAL POLICY, 2025-26

This Customer Grievances Redressal Policy of GP Parsik Sahakari Bank Ltd. is framed as per Bye Law No.59 of the Bank and same is duly approved and reviewed by the Board of Directors in its Meeting dated 29th April, 2024 vide Resolution No. 2(4.2)

INTRODUCTION:

The co-operative Banks are set up for satisfying the financial needs of masses in the society. These banks are set up for local people by the local people. Banking is the service industry and customer is the centre of business of these banks. In the competitive age, survival of co-operative banks is much dependent on degree of quality of customer service rendered by co-operative banks. High degree of customer satisfaction will enable the banks to maintain its image, create confidence and attract funds at low cost consequently to achieve the business goals and reputation. The Goiporia Committee on customer service recommended the guidelines for the customer service. A satisfied customer will spread good word about the bank with two customers, but a dissatisfied customer will spread word with ten customers resulting harmful to the image of the bank. The bank should have mechanism to resolve consumer grievance, if arose during the course of business of the banks. The Reserve Bank of India (RBI) has also issued guidelines through circulars on customer services on various occasions.

OBJECTIVES:

1. To observe the guidelines issued by RBI on customer service and render the qualitative customer service
2. To address the grievance of the customer of the bank.
3. To evaluate the grievance without prejudice
4. To provide remedy / solution to the grievance to the best possible extent.

SCOPE:

- a) The Policy covers resolution of all complaints raised by customers on account of system intricacies, banking procedures, gaps in customer service, service charges etc. Redressal machinery is also applicable to complaints raised on account of credit information of customers.

- b) The Policy is based on principles of transparency and fairness in the treatment of customers. It is designed to cover deficiency in service by the employees and the bank will ensure that customer's grievances will be addressed and resolved properly, expeditiously and effectively.

BANK'S INTERNAL MECHANISM :

Branch Level:

- The customers are dealing with the bank first through its branches. The customers will lodge the complaints with the branch managers. He will be primarily responsible to attend resolve and satisfactory closure of all the grievances in respect of the customer services rendered at the branch level. The Branch Manager will resolve the customer grievance within a period of seven days from the date of receipt of the complaint. If more time is required to examine / investigate the matter in respect of complaint of customer, then the Branch manager will inform the customer about approximate time to resolve his complaint. A register of all complaints received will be maintained.

As per RBI circular CO.CEPD.PRS.NO.S1409/13-01-017/2024-2025 dated March 13, 2025.

- 3rd Saturday of every month to be observed as "Grievance Redress Day" in every Branch wherein the aggrieved customer can walk in to the Branches of the Bank without any prior appointment to share their Grievances with a designated Branch Manager / Officiating Branch Manager or Assistant to Branch Manager in each Branch. Branch will follow our Bank's "Customer Grievances Redressal Policy".
- If the 3rd Saturday happens to be a Bank Holiday, then previous working day will be considered as a "Grievance Redressal day".
- Legal Department shall place the Statement of Complaint on Quarterly basis, before the Board which covers the important parameter including the number of Grievances received and resolved by Bank over a period of time from all channels including their own portal / complaint management system etc. Number of cases where appeals have been filed Turn Around Time (TAT) taken for Grievance resolution, and cases in which time lines, whether Regulatory or Internal, have not been adhered to..
- Analysis and Measures for resolution of Grievances as "Annexure A"
- Number of Complaints from all sources for the period 01.04.2024 to 31.03.2025 as "Annexure B"

- Analysis of Complaints received. as Annexure “C”.
- Measures To Ensure Timely and Quality Disposal Of Grievances as “Annexure D”

As per RBI circular CEPD.CO.PRS/S 1214/20.56.001/2024-25 dated December 26, 2024.

- According to this circular a robust grievance redressal mechanism is vital in ensuring that Bank maintain customer trust, meet regulatory requirements and improve service quality. On the basis of grievances received by the Banking sector, a “Root Cause Analysis” has been conducted to understand the nature of complaints received and examine the underlying causes of such complaints. Some common grounds of complaints relate to deficiency in customer service, retirement / pension payment, frauds / digital payments, debit card, levy of charges, loans and fair practices, harassment for recovery of loans, etc.
- RBI through its guidelines provide guidance to the Bank for taking pro active measures to pre-empt such complaints and for taking Corrective action. It is observed that despite having an elaborate internal grievance redress framework at the Bank, including the internal ombudsman (IO) mechanism, grievances continue to arise on account of issues which are systematic in nature and can be prevented through protective measures.
- Bank should adhere to the guidelines issued in the Master direction – RBI (Internal Ombudsman for REs) Direction, 2023, wherein the IO is required to conduct analysis of the Complaint received and furnish the same to the committee of the Board.
- Legal Department have gone through the Root Cause Analysis of each complaint as per “Annexure E” and advise the respective department / officials regarding deficiencies.
- Department shall place the Statement of Complaints on Quarterly basis, before the Board which covers the Root Cause Analysis of the complaints and protective measures to pre-empt such complaints.
- If the Branch Manager / Asst. to Branch Manager is not in a position to resolve the complaint within given time frame to the satisfaction of the customer, then the Branch manager will facilitate the customer to escalate his complaint and make him available following:
- The Branch manager will make appropriate arrangement to submit the complaint suggestion in a specified format as per **Annexure I.**

- The Branch Manager will give the customer an acknowledgement of his complaint suggestion.
- The Branch Manager will make him available the name, phone number and address of Nodal Officer and also Banking Ombudsman of the area.
- If the Branch Manager feels that it is not possible to solve the problem at his/her level then he/she will refer the complaint to the Nodal Officer for guidance and necessary action under advice to the customer.

APPOINTMENT OF NODAL OFFICER AT HEAD OFFICE LEVEL

The Bank should appoint Nodal Officer at the head Office to resolve the customer grievances who will receive the unresolved complaints from the branches, complaints / suggestions directly received from the customers, general public about the customer service, any procedure or improvement in working of the branch / bank. He will examine and evaluate the complaint, suggestion received as above and will resolve the same within one month from the receipt of such complaint / suggestion and will send reply to the customer about disposal of his complaint / suggestion. If the complaint is directly received at Head Office by Nodal officer, he should first acknowledge the same by sending SMS to the complainant and inform complainant the time required to send the detailed reply.

MANDATORY DISPLAY REQUIREMENTS:

It is mandatory on the part of banks to provide:

- Appropriate arrangement for receiving complaints and suggestions.
- The name, address and contact number of Nodal Officer(s)
- Contact details of Banking Ombudsman of the area
- Code of bank's commitments to customers/Fair Practice code
- Complaint mail id of the bank where customers can send their complaints / suggestions.

INTERACTION WITH CUSTOMERS:

The bank recognizes that customer's expectation/requirement/grievances can be better appreciated through personal interaction with customers by bank's staff. Structured customer meets, will give a message to the customers that the bank cares for them and values their feed back / suggestions for improvement in customer service. Many of the complaints arise on account of lack of awareness among

customers about bank services and such interactions will help the customers appreciate banking services better. As for the bank the feedback from customers would be valuable input for revising its product and services to meet customer requirements.

TRAINING TO THE STAFF:

The Bank will provide comprehensive training to its employees. In such training programmes specifically meant for handling customer complaints and grievances the guidelines given by BCSBI.

REPORTING:

The Bank's Legal Department shall review & consolidate all the complaints and keep record of i) customer complaints and its disposal at various branches, ii) e-channels complaints. The Legal Dept. shall report details of complaints on half yearly or more frequently basis to Board of Directors / Executive committee.

AMENDMENT/MODIFICATION OF THE POLICY:

The Bank reserves the right to amend/modify this Policy, as and when deemed fit and proper, at its sole discretion. Bank shall also endeavor, to review the Policy at annual intervals.

Annexure - I



GP PARSIK SAHAKARI BANK LTD

(Multi-State Scheduled Bank)

Ref : _____

Date :

To,
The Manager,
Legal Department.

Sir,

Sub:- Information regarding complaint received on _____ from

Our _____ branch is in receipt of the above referred complaint /
suggestion _____ regarding
_____ .

We have forwarding this complaint / Suggestion for your consideration and further
action.

Thanking you,

Yours faithfully,

Branch Manager.

Encl: Copy of Complaint / Suggestion

GP PARSIK SAHAKARI BANK LIMITED
Legal Department – Head Office
“ Annexure A ”

Analysis of Complaints received and resolution of Grievances during the period _____

1.	Number of Grievances received from all channels	
2.	Number of Grievances resolved	
3.	Number of Cases where appeals have been filed	
4.	Turnaround time taken for Grievances Resolution	
5.	Cases in which time lines, whether regulatory or internal have not been adhered to.	

GP PARSIK SAHAKARI BANK LIMITED
Legal Department – Head Office
“Annexure B”

Number of Complaints from all sources for the period _____.

Sr.	Customer Service Area	Branch	Head Office	Help Desk	Total No. of Complaints
1	ATM/Debit Cards				
2	Credit Cards				
3	Internet/Mobile/Electronic Banking				
4	Account opening/ difficulty in operation of accounts				
5	Mis-selling/Para-banking				
6	Recovery Agents/ Direct Sales Agents				
7	Pension and facilities for senior citizens/ differently abled				
8	Customer Service				
9	Loans and advances				
10	Levy of charges without prior notice/ excessive charges/ foreclosure charges				
11	Cheques/ drafts/ bills				
12	Non-observance of Fair Practices Code				
13	Exchange of coins, issuance/ acceptance of small denomination notes and coins				
14	Bank Guarantees/ Letter of Credit and documentary credits				
15	Staff behavior				
16	Facilities for customers visiting the branch/ adherence to prescribed working hours by the branch, etc				
17	Others				
	Total				

“ Annexure C”
Analysis of Complaints received.

Sr. No.	Particulars	Remark
1.	To Identify Customer Service areas in which the complaints are frequently received.	
2.	To identify frequent sources of Complaints	
3.	To Identify Systematic deficiencies.	

GP PARSIK SAHAKARI BANK LIMITED
Legal Department – Head Office
“ Annexure D”

Measures To Ensure Timely and Quality Disposal Of Grievances

Sr. No.	Particulars	Remark
1.	Appropriate action to make the Grievances redressal mechanism more effective.	
2.	Effective Measures for Timely and Quality Disposal of Grievances.	

GP PARSIK SAHAKARI BANK LIMITED
Legal Department – Head Office
“Annexure E”

Sr. No.	Category of Complaints	Nature of Complaints	Root cause Analysis
1	Retirement benefits/delay in Payment of pension.		
2	Fraud/Digital Payment/Misappropriation.		
3	Credit Cards/ATMs/Debit Cards/CDM etc.		
4	Mobile Banking/Internet Banking/POS/UPI.		
5	OTS/NPA/Restructuring/Waiver of loan/Non-Adherence of Fair practices.		
6	Complaint regarding Housing/Education Loan.		
7	Deficiency in Customer Services.		
8	Pre-payment / Foreclosure charges from Micro and Small Enterprises.		
9	Mis-selling of products.		
10	Use of unfair practices for recovery of loans & advances, recovery related harassment by outsourced Agencies.		
11	Levy of Charges for non-maintenance of Minimum Balance and Negative Balance in Savings Accounts.		