



जनसेवतून जनसमृद्धी...

**Janaseva Sahakari Bank Ltd.,
Hadapsar, Pune**

Customer Right & Grievances Policy - 2022

Approved in the Board Meeting on

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Customer Right Policy 2022

➤ Introduction:

In today's competitive environment, excellence in customer service is of paramount importance. Induction of new customers and retention of existing customers can only happen if prompt customer service is provided. Apart from qualitative customer service, the Bank should adopt a policy of customer protection, which is an integral aspect of customer confidence and reliability. In the light of the above, the interest and rights of the customers assume great importance and relationship between both the parties should be cordial, based on mutual trust and transparency. With a view to exhibiting transparency the Bank has drafted 'Customer Rights Policy'. They are fully described in the following policy statements. **This policy is based on the guiding principles enlisted in the RBI "Master circular on Customer Service in Banks" circulated vide RBI/2015-16/61/DCBR.CO.BPD. (PCB). MC.No.15/12.05.001/2015-16 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.**

➤ Objectives:

The objective of the Policy is to enshrine basic rights of the customers of the Banks regulated by the Reserve Bank of India. It spells out the rights of the customer and also the responsibilities of the Bank.

➤ Scope:

The policy is based on domestic experience and global best practices brought out to enhance customers' protection. 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. It covers five basic rights of customer such as Right to Fair Treatment, Right to Transparency, Fair and Honest Dealing, Right to Suitability, Right to Privacy and Right to Grievance Redress and Compensation.

1. Right to Fair Treatment –

Both the customer and the Bank 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 –

- i. Promote good and fair banking practices by setting minimum standards in all dealings with the customers;
- ii. Promote a fair and equitable relationship between the Bank and the customer;

- iii. Train bank staff attending to the customers, adequately and appropriately;
- iv. Ensure that staff members attend to customers and their business promptly and courteously. Also provide considerate and sympathetic customer service to the pensioners, especially to those pensioners who are of old age.
- v. Treat all customers fairly and not discriminate against any customer on grounds such as gender, age, religion, caste, literacy, economic status, physical ability etc.
- vi. Ensure that the above principle is applied while offering all products and services;
- vii. Ensure that the products and services offered are in accordance with relevant laws and regulations.

While it shall be the endeavour of the bank to provide the customers with hassle free and fair treatment, bank would expect its customers to behave courteously and honestly in their dealings with the bank. It shall also be the bank's endeavour to encourage the customers to approach the bank's internal grievance redressal machinery and approach alternate fora after exhausting all the remedies under bank's internal grievance mechanism.

2. Right to Transparency, Fair and Honest Dealing

The Bank should make every effort to ensure that the contracts or agreements it fumes 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 Bank, 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 Bank cannot threaten the customer with physical harm, exert undue influence, or engage in blatant harassment.

In pursuance of the above Right, the bank will –

- i. Ensure complete transparency so that the customer can have a better understanding of what he or she can reasonably/ fairly expect from the bank;
- ii. Ensure that the bank's dealings with the customer rest on ethical principles of equity, integrity and transparency;
- iii. 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;
- iv. 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;
- v. Make known the key risks associated with the product as well as any features that may especially disadvantage the customer. 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 prohibit a customer's future choice.

- vi. Provide information on interest rates, fees and charges either on the Notice Board in the branches or website or through help-lines/ help-desk/ Call Centre and wherever appropriate, the customer will be informed directly;
- vii. Display the tariff Schedule on Bank's 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;
- viii. Give details, in the Tariff Schedule, of all charges, if any, applicable to the products and services chosen by customer;
- ix. Inform the customer of any change in the terms and conditions through Bank's web site, 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;
- x. 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 favourable to the customer, it will notify the change within 30 days of such change. If the change is averse 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;
- xi. 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;
- xii. Display on public domain the Banks' Policies on Deposits, Cheque Collection, Grievance Redressal, Compensation and Collection of Dues, Security Repossession and Limiting Liability of Customers in unauthorised electronic transactions.
- xiii. 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;
- xiv. Ensure to communicate to the applicant within a reasonable time period as decided by the bank about the acceptance i 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.
- xv. Communicate unambiguously the information about —
 - a. discontinuation of particular products,
 - b. relocation of offices
 - c. changes in working hours
 - d. change in telephone numbers

- e. closure of any office or branch
- f. with advance notice through web site or any other mode 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;
- xvi. Advise the customer at the time of selling the product of 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;
- xvii. 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;
- xviii. Not terminate a customer relationship without giving reasonable or contractual prior notice to the customer;
- xix. 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.;
- xx. Ensure that all marketing and promotional material is clear and not misleading;
- xxi. Not threaten the customer with physical harm, exert influence or engage in behaviour that would reasonably be construed as unwarranted harassment. Ensure adherence only to the normal appropriate business practices.
- xxii. Ensure that the fees and charges on products/ services and its structure are as per the prevailing banking norms and specific risk appetite.
- xxiii. In case of any unauthorised electronic transaction in the account of the customer, Bank will compensate the customer as per the Bank's Customer Protection Policy and upon reporting of the same by the customer, take immediate steps to prevent further loss due to unauthorised transactions in the account.

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 –

- i. Ensure that it has a Board approved policy for assessing suitability of products for customers prior to sale;
- ii. 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 its records.
- iii. 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;
- iv. Not compel a customer to subscribe to any third-party products as a quid-pro-quo for any service availed from the bank;
- v. Ensure that the products being sold or service being offered, including third party products, are in accordance with extant rules and regulations;
- vi. 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. Right to Privacy

Customers' personal information should be kept confidential unless they have offered specific consent to the Bank 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 Bank's privacy.

In pursuance of the above Right, bank will –

- i. 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
 - (a) The customer has authorized such disclosure explicitly in writing
 - (b) Disclosure is compelled by law/ regulation;
 - (c) Bank has a duty to the public to disclose i.e. in public interest
 - (d) Bank has to protect its interests through disclosure
 - (e) It is for a regulatory mandated business purpose such as disclosure of default to credit information companies or debt collection agencies.
- ii. Ensure such likely mandated disclosures be communicated immediately to the customer in writing.

- iii. Shall not use or share customer's personal information for marketing purpose, unless the customer has specifically authorized it;
- iv. 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.

5. Right to Grievance Redress and Compensation

The customer has a right to hold the Bank 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 Bank 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.

- (a) In pursuance of the above Right, bank will –
 - i. deal sympathetically and expeditiously with all things that go wrong;
 - ii. correct mistakes promptly;
 - iii. cancel any charge that has been applied wrongly and by mistake;
 - iv. compensate the customer for any direct financial loss that might have been incurred by the customer due to its lapses.
- (b) The bank will also –
 - i. Place in public domain its Customer Grievance Redressal Policy, including the grievance redressal procedure available for the customer;
 - ii. 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;
 - iii. Ensure to have a robust and responsive grievance redressal procedure and clearly indicate the grievance resolution authority who shall be approached by the customer;
 - iv. Make grievance redressal mechanism easily accessible to customers;
 - v. 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;
 - vi. 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;
 - vii. Inform the complainant of the option to escalate his complaint to the Banking Ombudsman/ Ombudsman for Digital Transactions as the case may be, if the complaint is not redressed within the pre-set time;



- viii. Place in public domain information about Banking Ombudsman;
- ix. Display at customer contact points the name and contact details of the Banking Ombudsman under whose jurisdiction the bank's branch falls.

(c) Further, the bank will –

- i. Acknowledge all formal complaints (including complaints lodged through electronic means) within three working days and work to resolve it within two weeks, but not exceeding 30 days (including the time for escalation and examination of the complaint by the highest ranking internal official responsible for grievance redressal/ Internal Ombudsman). The 30 days period will be reckoned after all the necessary information sought from the customer, is received and the fresh timeline will be informed to the complainant;
- ii. Provide aggrieved customers with the details of the Banking Ombudsman 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;

(d) In addition, the bank will –

- i. 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.).
- ii. 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)

➤ **Dealing with Complaints and improving Customer relations**

- i. **Complaint / Suggestion box** – We have already kept Complaint / Suggestion box at every branch. We open complaint box at every Thursday. Further, at every office of the bank a notice requesting the customers to meet the branch manager may be displayed regarding grievances, if the grievances remain unredressed.
- ii. **Complaint Book / Register** – Complaint book is present at every branch. We address every complaint at branch level after complaint received. A copy of the complaint is required to be forwarded to the concerned Controlling Office of the bank along with the remark of the Branch Manager within a time frame. All branches should maintain a separate complaint register in the prescribed format given for

entering all the complaints/grievances received by them directly or through their Head Office. These registers should be maintained irrespective of the fact whether a complaint is received or not in the past.

iii. Complaint Form – Proforma of Complaint form is given in **Annexure – 1**. The form is given at every branch. Customer can fill the complaint form and submit to the Branch manager for further process. The complaint form should also indicate that the first point for redressal of complaints is the branch manager itself and that complainants may approach the Nominated Nodal Officer at Head office only if the complaint is not resolved at the bank level within a month. Similar information may be displayed in the boards put up in all the bank branches to indicate the name and address of the Banking Ombudsman. In addition, the name, address and telephone numbers of the Controlling Authority (Nodal Officer) of the bank to whom complaints can be addressed may also be given prominently.

iv. Analysis and Disclosure of Complaints – Bank should place a statement of complaints before Audit Committee Board (ACB) or Board of Director (BoD) along with an analysis of the complaints received. The complaints should be analysed (i) to identify customer service areas in which the complaints are frequently received; (ii) to identify frequent sources of complaint; (iii) to identify systemic deficiencies; and (iv) for initiating appropriate action to make the grievance redressal mechanism more effective.

➤ **Banks initiative to reach out to customers: support system for customer**

✚ **Grievance Redressal –**

i) Call centres for calling -

- For ATM Operations – 1800-2201-99
- For IMPS Operations – 1800-1200-304
- For Banking Operations – 020-26704445

ii) Branch / Offices – A customer can reach out to the various branches of Janaseva Sahakari Bank and resolve issues if any. Customer can also drop their complaint or any suggestion regarding services at branches where suggestion / complaint box is kept.

iii) Customer can lodge the complaints directly to the customer care by writing mail on – customercare@janasevabankpune.in or grc@janasevabankpune.com.

iv) Bank has appointed grievances officer level wise for addressing customer complaint.

Level	Write	Email	Call	Time
1	Mr. Tilekar Bharat Anna (Assistant General Manager – Nodal Officer)	tilekar.bharat@janasevabankpune.in	020- 26704366	Monday to Saturday 10.00 AM to 5.00 PM (2 nd & 4 th Saturday banking holidays)
2	Mr. Polekar Shirish Nivruti (General Manager)	Shirish.polekar@janasevabankpune.in	020- 26704433	Monday to Saturday – 10.00 AM to 5.00 PM (2 nd & 4 th Saturday banking holidays)
3	Mr. Naik Tukaram Anant (Chief Executive Officer)	ceo@janasevabankpune.in	020- 26704466	Monday to Saturday 10.00 AM to 5.00 PM (2 nd & 4 th Saturday banking holidays)

Rates / Service charges / Branch address related

i) Interest Rates for deposits

Link - <https://www.janasevabankpune.net/depositsirs.php>

ii) Various loan schemes for customer like Vehicle loan, Educational loan, Housing loan, Loan against Fixed deposit, Gold loan etc.

Link - <https://janasevabankpune.net/index1.php>

iii) Service charges related to various banking operations

Link - <https://www.janasevabankpune.net/servicecharges.php>

iv) Branch Address for Pune, Satara, Nashik, Thane & Navi Mumbai

(a) For Pune-

<https://www.janasevabankpune.net/branches.php?city=Pune&branch=1>

(b) For Satara –

<https://www.janasevabankpune.net/branches.php?city=Satara&branch=16>

(c) For Nashik –

<https://www.janasevabankpune.net/branches.php?city=Nashik&branch=31>

(d) For Thane –

<https://www.janasevabankpune.net/branches.php?city=Thane&branch=22>

(e) For Navi Mumbai –

<https://www.janasevabankpune.net/branches.php?city=Navi%20Mumbai&branch=25>

Other Information

i. Profile of the Bank

Link – <https://www.janasevabankpune.net/profile.php>

ii. **Board of Directors**

Link - <https://www.janasevabankpune.net/directors.php>

iii. **Annual Reports of Bank**

Link – <https://www.janasevabankpune.net/financials.php>

iv. **Para banking (Our insurance partners)**

Link - <https://www.janasevabankpune.net/parabanking.php>

➤ **Branches of Janaseva Bank:**

Notice boards are displayed at branches on service charges, rates of interest, Nodal Officer contact number, detailed address of the branch along with Head Office address with telephone no and emails. Also, Front line staff at branches always ready for help of customer. They are always ready to resolved the difficulties by the customers. Most of the branches are having “How, May I help You?” counter in place for better customer service

➤ **Monitoring and Oversight Mechanism:**

Effective implementation and monitoring of the Customers’ Rights Policy is the responsibility of the branches and controlling authorities.

➤ **Periodicity of Review:**

Frequency of the review of the policy will be one year. However, the policy will be reviewed before the expiry date if there is any change in the guidelines issued by RBI or the Bank during the operative period.



Assistant General Manager



Deputy General Manager

(Audit & Inspection Department)



General Manager



Chief Executive Officer



Chairman

(Audit Committee)

Chairman

Janaseva Sahakari Bank Ltd., Hadapsar, Pune

Branch

(Complainant Copy / Branch Copy / HO Copy)

Name: _____

Address: _____

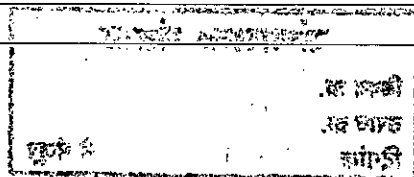
Nature of account, if applicable/maintained: _____

Complaint: _____

Signature of Complainant

Sent to controlling office on dated: _____

Remarks by Branch Manager: _____

_____

Seal of Bank & Signature of Branch Manager