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Punjab & Sind Bank

Grievance Redressal Policy

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Grievance Redressal Policy

Preamble

The purpose of the Grievance Redressal Policy is to set out the processes that are required to ensure timely and effective redressal of customer complaints/grievances across the Bank.

This policy addresses the following areas:

i. Sources of complaints/grievances & process to lodge complaint/grievance.
ii. Procedure & Internal mechanism to handle complaints/grievances.

This policy helps to make Bank's Grievance Redressal Mechanism more meaningful and effective to ensure timely redressal of customer complaints/grievances and enhances customer satisfaction level.

This Policy has been prepared in terms of all the statutory / regulatory guidelines.

Bontha Koteswara Rao
General Manager
(Operations Department)

Grievance Redressal Policy

1. Introduction:

In the competitive Banking scenario, prompt & courteous customer service is the *mantra* for sustained business growth. The deficiency in customer service results into customer grievances. Banks, being service oriented organizations, are prone to customer grievances, which are part of its business life. A satisfied customer is the ambassador of the Bank, as such, imparting good customer service and enhancing level of customer satisfaction becomes the prime concern of any Bank, besides the quick & prompt redressal of customer grievances.

To make our customers aware of their rights, Citizen's Charter, Customer's Rights and The Reserve Bank - Integrated Ombudsman Scheme, 2021(RB-IOS) are uploaded on Bank's website. Some of the reasons which result into customer grievances are:

(a) The attitudinal / behavioural aspects in dealing with customers.

(b) Inadequacy of the working/operations or gaps between standards of services expected and actual services rendered.

(c) Technology Related issues.

This policy document aims at minimizing instances of customer complaints and grievances through proper grievances review & redressal mechanism to ensure that:

(a) Customers are treated fairly at all times.

(b) Grievances of customers are redressed in time.

(c) Grievances of pensioners and senior citizens are dealt on priority.

(d) Customers are fully informed about avenues to escalate their complaints/ grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the Bank about their grievances.

(e) Bank will treat all complaints efficiently and fairly to avoid reputational loss as well as business loss. Bank's employees will work in good faith and without prejudice to the interests of the customer.

In order to make Bank's Grievance Redressal Mechanism more meaningful and effective, a structured system has been built up. This system would ensure that the redressal sought is just and fair and is permissible within the given frame-work of rules and regulations.

2. Definition:

- **"Complaint"** means a representation in writing or through other modes alleging deficiency in service on the part of the bank with or without seeking relief thereon.
- **"Customer"** means a person who uses, or is an applicant for, a service provided by the bank;
- **"Deficiency in service"** means a shortcoming or an inadequacy in any service, which the bank is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer.

3. Sources of Grievances:

Complaint/Grievance can be received from any of the following sources:

(a) Bank's Website.
(b) Call Centre.
(c) Email.
(d) CPGRAMS.
(e) INGRAM.
(f) Social Media.
(g) Directly from the Complainant or authorized representative.
(h) From the Staff/ Ex-staff against officials of the Bank.
(i) RBI Ombudsman.
(j) Reserve Bank of India (Central/ State Offices).
(k) Ministry of Finance (Banking Division).
(l) Dept. of Public Grievances, GOI.
(m) Member of Parliament/ Member of Legislative assemblies.
(n) Prime Minister's Office.
(o) Banking related regulated agencies/authorities like IBA, SEBI, etc.
(p) CBI/ CVC/ Consumer Forums.
(q) Any other Office of Central/State Govt., Public bodies etc.

4. Ways to Lodge Grievance:

In case of any difficulty, the customers may approach the Branch Manager, who will ensure that the customers' banking needs are attended to. However, if this does not happen, customers may demand the complaint register, which will be available in all Branches with the Branch Incharge, and lodge a written complaint. A copy of the complaint shall be returned to the customer with an acknowledgement of receipt. Alternatively, customers can drop their complaint in the complaint box available at the branch. A written complaint received at the branch will be entered in Bank's Customer Relationship Management (CRM) application by the Branch by the next working day and complaint number will be conveyed to customer by SMS on the registered mobile number / on registered email address automatically by CRM application. The Branch shall make efforts to ensure that the redressal of the complaint takes place expeditiously and in any case within a maximum period of seven days. If, for any reason, the Branch is unable to redress the grievance within seven days, it will be escalated to concerned Regional Office. After redressal, the branch shall submit the details of the resolution to the RO for closure of the complaint through the CRM portal. Under no circumstances shall the branch close the complaint, whether the complaint has been resolved (fully or partially) or rejected.

In case the customer is unable to visit the Branch, he may lodge his complaint through other channels viz. Call Centre toll free number, through email to the designated e-mail Id or lodge his grievance online on the Bank's website (https://punjabandsind.bank.in) under the link 'Lodge a Complaint'. On completing the particulars and submitting the complaint in online complaint form, the customer will be given a unique complaint number which will enable him to follow up on his grievance with the Branch / RO / ZO / Call Centre. Complaints lodged on these channels are forwarded/referred to the Branches / offices through web-based system for redressal as above.

In case of difficulty with the Branch, or unsatisfactory reply in respect of complaint lodged with the Branch / other channels, the customer can approach the concerned Regional Office under whose administrative control the Branch functions.

5. <u>Internal Machinery to Handle Customer Grievance:</u>

The customer grievances will be handled at four levels in the Bank i.e. Branch, Regional Office, Zonal Office and Head Office. Complaints received at any of these Offices will be immediately acknowledged, entered in Bank's CRM application, redressed and final reply will be given to the complainants within the timeframe.

6. <u>Grievances Redressal Structure:</u>

6.1. Board of Directors/Customer Service Committee of the Board: To review quarterly progress of redressal of grievances.

6.2. Standing Committee on Customer Service: To monitor and review the functioning of Grievance Redressal Mechanism through HO Complaint Cell.

6.3.Principal Nodal Officer (PNO): An independent authority of the rank of General Manager nominated as PNO shall be an additional layer of Grievance Redressal

Mechanism for monitoring complaints received from customers/ RBI Ombudsman/ RBI/ MOF/ CPGRAMS/ INGRAM/ CRM, any other source detailed in the policy etc. Aggrieved customers can write directly to the Principal Nodal Officer regarding their grievances at the following address:

General Manager (Operations),
Punjab & Sind Bank,
Bank House, 6th Floor,
21, Rajendra Place,
New Delhi-110008.
Phone: 011- 25726359
E-mail: pno@psb.bank.in

PNO shall be responsible for representing the bank and furnishing information on its behalf in respect of complaints filed against the bank. Any changes in appointment or contact details of Principal Nodal Officer shall be reported to Consumer Education and Protection Department, Central Office, Reserve Bank of India prior to or in case of exigency, immediately post any such change.

6.4. Regional Nodal Officer for RBI Ombudsman (RB-IOS):

Bank may appoint other Nodal Officers to assist the Principal Nodal Officer as it may deem fit for operational efficiency. The official posted as Regional Manager at Regional Offices (Nodal Offices) to oversee the process of redressal of grievances received by the RO (Nodal Office) from the office of RBI Ombudsman (RB-IOS) irrespective of the RO complaints belong to. Nodal Offices have to follow up with RO(s)/ Department(s) for timely resolution of grievances received from RBI Ombudsman offices. Nodal Offices have to keep liaison with those RBI-Ombudsman offices from where grievances are referred to the Bank and the Head Office/ PNO. All ROs will assist Nodal offices for timely resolution of grievances received from RBI Ombudsman offices. Following ROs are designated as Nodal Office for RBI Ombudsman and concerned Regional Managers shall be the Nodal Officer for RBI Ombudsman:

1. Bhopal
2. Chennai
3. Chandigarh
4. Delhi-I
5. Kolkata
6. Lucknow
7. Mumbai
8. Dehradun
9. Guwahati
10. Jaipur
11. Delhi-II
12. Gurdaspur
13. Patna
14. Shimla

The PNO shall be the competent authority to appoint additional Regional Managers as Nodal Officers for RBI Ombudsman to ensure operational efficiency.

6.5. Regional Nodal Officer (respective Regional Manager): The Regional Manager of the rank of GM/DGM/AGM of the respective ROs will be the Nodal Officer for grievances (including complaints received through District Consumer Forum, under Consumer Protection (amendment) Act 2019, which is being handled/ monitored/pursued by HO. L & R Dept. independently) for redressal & monitoring of grievances received in its Office/the Branches functioning under their jurisdiction. The Regional Nodal Officer (Regional Manager) shall nominate an official not below the rank of Manager for implementation and monitoring of the Grievance Redressal Mechanism for all offices under the jurisdiction of the RO.

6.6. Zonal Nodal Officer (respective Zonal Manager): The Zonal Manager of the respective Zonal Offices will be the Nodal Officer for redressal & monitoring of grievances received by branches/ROs functioning under their jurisdiction. The Zonal Nodal Officer (Zonal Manager) shall nominate an official not below the rank of Senior Manager for implementation and monitoring of the Grievance Redressal Mechanism for all offices under the jurisdiction of the ZO. Zonal Nodal Officer shall also monitor the functioning of Regional Nodal Officers for RBI Ombudsman.

6.7. Branch Manager: The Branch Manager shall act as the Nodal Officer for grievances and shall be responsible for the redressal and monitoring of all grievances received by the branch. After redressal, the branch shall submit the details of the resolution to the RO for closure of the complaint through the CRM portal. Under no circumstances shall the branch close the complaint, whether the complaint has been resolved (fully or partially) or rejected.

6.8. HO Complaint Cell: HO Complaint Cell headed by DGM/AGM//Chief Manager shall be Nodal Office for review/ monitoring of Grievances/ Complaints in connection with deficiencies in banking services and will assist PNO for grievances.

6.9. Internal Ombudsman (IO) / Deputy Internal Ombudsman (Dy. IO): Bank shall examine the grievances as per the Internal Grievances Redressal Mechanism and all complaints that are partially resolved or wholly rejected by the bank's internal grievance redress mechanism shall be auto escalated to the office of the IO for review.

i. The office of the IO shall not handle complaints received directly from the complainants or members of the public. It shall deal with the complaints that have already been examined by the bank but have been partially resolved or being wholly rejected by the bank.

ii. While the IO may decide any or all complaints, the Dy. IO, if appointed, shall decide complaints involving issues on which similar cases have already been decided earlier by the IO, citing the details of the previous cases.

iii. The IO / Dy. IO shall recommend suitable compensation to the complainant, as per the compensation prescribed by the Reserve Bank of India in its extant guidelines, if any, and as per the compensation policy of the bank, if any, in case there is no prescription from the Reserve Bank of India.

iv. The IO may recommend compensation in accordance with the Reserve Bank-Integrated Ombudsman Scheme, as amended from time to time, for any consequential loss and the loss of time, expenses incurred and harassment / mental agony suffered by the complainant, over and above the compensation recommended in clause 12(4) of Reserve Bank of India (Commercial Banks - Internal Ombudsman) Directions, 2026.

v. The following types of complaints shall be outside the purview of the IO / Dy. IO and shall not be handled by the IO / Dy. IO:

(a) Complaints related to corporate frauds, misappropriation etc., on the part of the bank that do not impact the customer in any manner;

(b) References in the nature of suggestions and commercial decisions of the bank. However, service deficiencies in cases falling under 'commercial decisions' will be valid complaints for the office of the IO;

(c) Complaints / references relating to (i) internal administration, (ii) human resources, or (iii) pay and emoluments of staff in the bank;

(d) Complaints which have been decided by or are already pending in judicial / quasi-judicial fora such as Courts, Consumer Disputes Redressal Commission, Arbitration, etc.;

(e) Disputes for which remedy has been provided under Section 18 of the Credit Information Companies (Regulation) Act, 2005.

The bank shall forward all rejected / partially resolved complaints under the categories (a) and (b) above to the IO / Dy. IO, who shall look for inherent deficiency in service in such cases and take a view whether any of these complaints can be exempted under (a) and / or (b) above as decided by the bank. Complaints that are outside the purview of the IO / Dy. IO shall be immediately returned back to the bank by the IO / Dy. IO.

vi. The office of IO shall, on a quarterly basis, analyse the pattern of all complaints received against the bank, such as product-wise, category-wise, consumer group-wise, geographical location-wise, etc., and provide inputs to the bank for policy intervention, if so warranted.

vii. The IO shall suggest means for taking actions to address the root cause of complaints of similar / repeat nature and those that require policy level changes in the bank.

viii. The IO/ Dy. IO shall have 'read-only' access to the Reserve Bank's Complaint Management System to enable them to keep abreast of decisions of the RBI Ombudsman / Appellate Authority.

ix. The IO / Dy. IO shall record a "reasoned decision" in each case.

x. The IO / Dy. IO shall not represent the bank in legal cases before any court or fora or authority.

xi. The Internal Ombudsman shall report to the Executive Director In-charge of customer service of the bank administratively (i.e. domain ED of HO Operations Department), and to the Customer Service Committee of the Board of the Bank functionally.

xii. The Dy. IO shall functionally report to the IO.

xiii. The IO shall be designated as a permanent invitee to the meetings of the Customer Service Committee of the Board.

xiv. The contact details of the IO / Dy. IO shall not be provided in the public domain as the IO / Dy. IO shall not handle complaints received directly from the customers.

xv. The bank shall ensure that the post of the IO does not remain vacant at any point of time. During the temporary absence of the IO, the Dy. IO may function as the IO.

xvi. Appointment/reappointment/removal of IO / Dy. IO as per Reserve Bank of India (Commercial Banks - Internal Ombudsman) Directions, 2026, review of requirement of additional IO/Dy. IO (at least once in a year by the Customer Service Committee of the Board) will be handled by HO HRD Department. Within five working days of appointment of the IO or Dy. IO, the details of the official so appointed should be furnished to the Consumer Education and Protection Department, Central Office, Reserve Bank of India (email: iocepd@rbi.org.in) in the prescribed format.

xvii. In a rare case where both IO and Dy. IO are on leave / absent, HO HRD Department will designate serving official equivalent to the General Manager rank as the IO for a period not exceeding one month, with the approval of the Customer Service Committee of the Board. Such official shall not have any reporting relationship with the business verticals of the bank during the period in which he/she is designated as the IO.

xviii. The bank shall use the analysis of complaints handled by IO / Dy. IO in the training programmes / conferences to raise awareness about the pattern of complaints including the root causes, remedial measures, etc., among the frontline staff, in order to evolve consistency in handling of complaints. The IO / Dy. IO may also be involved in such trainings, where necessary.

xix. While assessing the performance of the IO / Dy. IO, in addition to the level of pendency and work done by the IO / Dy. IO towards developing uniformity across the bank in the redress of complaints, the Customer Service Committee of the Board shall also analyse the number of cases where there is substantive difference between the decisions of the IO / Dy. IO vis-à-vis those given by the RBI Ombudsman subsequently.

xx. Bank shall put in place a system of periodic reporting of information to the Consumer Education and Protection Department, Central Office, Reserve Bank of India, on a quarterly basis in the prescribed format on or before the 15th day of the month following the quarter to which it relates to.

7. Internal Procedure to handle grievances/complaints:

On receipt of grievance(s)/ complaint(s), an acknowledgement should be sent immediately to the complainant/representative **as per annexure-I**/based on the mode through which the complaint/grievance is received.

I. In case of receipt of complaint/ grievance from any Govt. agency, an acknowledgement should be sent **as per annexure-II/**based on the mode through which the complaint/ grievance is received.

II. Besides Bank's own CRM application, HO Complaint Cell is using two other portals; namely CPGRAMS and INGRAM provided by the Department of Administrative Reforms & Public Grievances & Ministry of Consumer Affairs respectively, for receipt of grievances and subsequent reporting of redressal/ closure.

III. All customer complaints received by branches/ROs/ZOs/HO departments shall be entered in Bank's Customer Relationship Management (CRM) application. All the grievances/complaints will be allotted complaint number under appropriate category available in Bank's Customer Relationship Management (CRM).

IV. After lodgement, received complaints should be analyzed from all possible angles and resolved within timeframe.

V. All grievance(s)/ complaint(s) shall be redressed within 30 days, unless a different timeline is prescribed by RBI/NPCI or card network. The time given to various levels would be as follows:

a) **Branch Level Redressal** will be 7 days on receipt of the complaint. After redressal, the branch shall submit the details of the resolution to the RO for closure of the complaint, through the CRM portal. Under no circumstances shall the branch close the complaint, whether the complaint has been resolved (fully or partially) or rejected. If Branch is unable to redress the complaint, it shall be escalated to Regional Office.

b) **The Regional Office Redressal** will be in next 3 days (within 10 days from the receipt of the complaint), if Regional Office fails to resolve within given timelines or resolution will take more than prescribed, RO has to take up the matter with concerned HO Department through ZO and appraise reasons & date by which grievance would be resolved to HO Complaint Cell. RO shall submit, on a daily basis, details of complaints pending for more than 10 days to ZO to facilitate prompt intervention and expeditious resolution.

No complaint lodged against a RO / ZO shall be closed or marked as resolved by the RO / ZO itself. Such cases shall be escalated to the HO Complaint Cell along with all relevant documents for appropriate redressal.

c) The concerned **HO Department** will redress the complaint/grievance pertains to their department within next 4 days (within 14 days from the receipt of the complaint) and communicate decision to concerned RO, ZO & HO Complaint Cell. However, as the CRM solution maps complaints to the concerned department from the date of lodgement based on pre-defined logic, along with all other stakeholders (i.e., Branch, RO, ZO, and HO Complaint Cell), the concerned HO Departments should proactively initiate necessary action from the very first day in cases where no actionable input is required from other stakeholders, without waiting for escalation from the RO / ZO.

d) On receiving response from concerned RO / ZO /HO department, for Partially Resolved/ Wholly Rejected complaints, **HO Complaint Cell** will review the matter and demand for any further clarification/information/document from concerned RO / ZO /HO department. HO Complaint Cell will redress the complaint/grievance within next 6 days (within 20 days from the receipt of the complaint) and escalate Partially Resolved/ Wholly Rejected complaint/grievance to the office of the Internal Ombudsman for a final decision through grievance redressal portal.

e) In case of complaints, for which Reserve Bank of India, National Payments Corporation of India, or card network guidelines prescribe a timeline for resolution, complaint, should be escalated to the office of the IO sufficiently in advance such that IO / Dy. IO gets at least 10 days for review of such complaints to enable final decision to be communicated to the complainants within the timelines prescribed by Reserve Bank of India, National Payments Corporation of India, or card network, as applicable.

f) The bank shall ensure that the final decision is communicated to the complainant within a period of 30 days from the date of receipt of complaint by the bank.

Additionally, any specific TAT as stipulated by NPCI, RBI, other regulatory authorities and CPGRAMS/ INGRAM shall be adhered to.

g) The CPGRAMS (Centralized Public Grievance Redress and Monitoring System) grievances shall be resolved promptly as soon as they are received and the maximum redressal time for cases in CPGRAMS is 21 days. In cases, where the redressal requires longer time, an interim reply may be given stating the reason for the same and expected timeline when the grievance could be resolved.

VI. On redressal of the grievance, the complainant/ representatives will be informed accordingly and if possible & agreed by the complainant; a letter of satisfaction may be obtained & kept on record in CRM.

VII. Under no circumstances shall the branch/unit/other touch points close the complaint, whether the complaint has been resolved (fully or partially) or rejected. A complaint which is being wholly rejected or partially resolved shall be reviewed by HO Complaint Cell, before sending it to the office of IO.

VIII. A fully automated Complaints Management System (CRM) is in place and access to the System shall be provided to the IO / Dy. IO. All complaints that are partially resolved or wholly rejected by the bank's internal grievance redress mechanism shall be auto escalated to the office of the IO for review. The bank shall provide only three categories i.e. 'Fully Resolved', 'Partially Resolved' and 'Wholly Rejected' in its Complaint Management System (CRM) for recording the decision on the complaints before escalation to the office of IO. The complaints outside the purview of the IO/ Dy. IO are exempted from such classification.

IX. The IO/ Dy. IO shall examine the complaints based on records available with the bank, including any documents submitted by the complainant and comments/ clarifications furnished by the bank to the specific queries of the IO.

X. The IO/ Dy. IO may hold meetings with the concerned functionaries of the bank and seek any additional record / document available with the bank that are necessary for examining the complaint and reviewing the decision.

XI. The IO / Dy. IO may, if they find it necessary, seek written or oral submission (including additional information and documents) from the complainant, through the secretariat.

XII. Where the IO / Dy. IO upholds the decision of the bank to reject or partially resolve the complaint, the reply to the complainant should explicitly state that the said complaint has been reviewed by the IO / Dy. IO.

XIII. For complaints that are partially resolved or wholly rejected after examination by the IO / Dy. IO, the bank shall advise the complainant about the option of approaching the RBI Ombudsman for redress (excluding complaints not covered under the Reserve Bank - Integrated Ombudsman Scheme, as amended from time to time) along with complete details of the complaint. The bank in its reply shall also mention the URL of Reserve Bank's Complaint Management System portal for online filing of customer complaints (https://cms.rbi.org.in) and the physical / email address of the Centralised Receipt and Processing Centre.

XIV. The decision of the IO / Dy. IO can be overruled only with the approval of the Competent Authority; Executive Director In-charge of customer service of the bank, i.e. domain ED of HO Operations Department. All such cases where the decision of the IO / Dy. IO has been overruled by the Competent Authority shall be placed before the Customer Service Committee of the Board of the bank for review. Where bank disagree with the decision of the Internal Ombudsman, concerned department will get the approval of the Competent Authority (Executive Director In-charge of customer service of the bank, i.e. domain ED of HO Operations Department) and provide the same to HO Complaint Cell.

XV. All grievances/complaints from staff against officials of the Bank, received either at the HO Complaint Cell or directly at the HO HRD Department, shall be handled and redressed by the HO HRD Department. Such cases shall be excluded from customer complaints for reporting purposes. The HO HRD Department shall maintain records of all such cases.

XVI. All grievances/complaints from investors, received either at the HO Complaint Cell or directly at the HO Share Cell, shall be handled and redressed by the HO Share Cell. Such cases shall be excluded from customer complaints for reporting purposes. The HO Share Cell shall maintain records of all such cases.

XVII. The database along with the acknowledgement letter and other correspondence will be preserved at least for 3 years for future reference.

XVIII. For delayed updation/ rectification of credit information, complainants shall be entitled to a compensation of ₹100 per calendar day in case their complaint is not resolved within a period of thirty (30) calendar days from the date of the initial filing of the complaint by the complainant with bank or credit information companies. HO Credit Monitoring Department shall ensure compliance of the same and maintain the MIS of such compensation.

XIX. Bank shall have the representation of Divyangjan in the Grievance Redressal Cell (Complaint Cell). Divyangjans' Grievance Redressal Committee shall be formed to ensure that grievances–particularly those raised by Persons with Disabilities (PwDs) – are addressed with the highest level of sensitivity and satisfaction. This committee will receive feedback from such complainants to evaluate actionable improvements in system and process, thereby reducing the recurrence of similar grievances.

Quorum of the Committee:

- GM-Principal Nodal Officer (PNO), DGM/AGM (Operations Dept.), Chief Manager (Complaint Cell) & the Divyangjan official of the Complaint Cell will be permanent member.
- The Divyangjan staff member shall act as the **convener**. In case of any difficulty,

the Manager/Sr. Manager (Complaint Cell) will assume this role.

- In the absence of the Chief Manager (Complaint Cell), the senior most official of the Complaint Cell will be part of the quorum.
- In the absence of GM (PNO), the link GM will serve as a committee member.
- The Bank may verify the genuineness of the complainant's claim of being a Divyangjan/PwD before referring the matter to the committee.

XX. Type & Sub-Type (Category & Sub-category) of complaints made available in the CRM application, shall be reviewed quarterly by the Principal Nodal Officer (PNO), who shall be the approving authority for any addition, deletion or modification. Any such requirement identified by departments shall be routed through the HO Complaint Cell for approval and subsequent updation in the CRM.

8. Internal Procedure to handle Grievances received from the office of the RBI Ombudsman (RB-IOS):

Chapter IV of The Reserve Bank - Integrated Ombudsman Scheme, 2026 (RB-IOS) prescribes procedure for redressal of grievance. In terms thereof, grounds of complaint & grounds for maintainability of a complaint defined as follows:

- **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.
- **Grounds for maintainability of a Complaint:**
  (1) A complaint under the Scheme shall be maintainable only if the following conditions are satisfied:

  (a) The complaint is addressed to the RBI Ombudsman directly. However, it does not include a communication in which the Reserve Bank is merely endorsed/marked in copy (whether by e-mail or in physical form); and

  (b) The complaint is lodged by the Complainant personally or through an authorised representative other than an advocate unless the advocate is the aggrieved person; and

  (c) The Complainant provides complete information as specified in the Scheme; and

  (d) The complaint is not abusive or frivolous or vexatious in nature; and

  (e) The Complainant had first made a complaint in writing or through any other mode to the Regulated Entity concerned, where proof of having made a complaint can be produced by the Complainant, before making a complaint under the Scheme; and

  (f) The Complainant has not received any reply within 30 days or within the time specified by the Reserve Bank, National Payments Corporation of India, or under Card Network guidelines, if any, whichever is higher after the Regulated Entity received the complaint; or the Complainant is not satisfied with the reply / resolution provided by the Regulated Entity; and

  (g) The complaint is made to the RBI Ombudsman within 90 days from the date on which the timeline specified in sub-clause (1) (f) expires or the date of the last communication from the concerned Regulated Entity, whichever is later; and

  (h) The complaint is not relating to the same grievance, which is already pending before the Office of the RBI Ombudsman, whether or not received from the same Complainant or along with one or more Complainants; or

(i) The complaint is not relating to the same grievance, which is already settled or dealt with on merits, by the Office of the RBI Ombudsman, whether or not received from the same Complainant or along with one or more Complainants; and

(j) The complaint is not relating to the same grievance, which is already pending before any Court, Tribunal or Arbitrator or any other judicial or quasi-judicial forum, whether or not received from the same Complainant or along with one or more of the Complainants; or

(k) The complaint is not relating to the same grievance, which is already settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other judicial or quasi-judicial forum, whether or not received from the same Complainant or along with one or more of the Complainants; and

(l) 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.

Explanation: For the purposes of sub-clause (1)(j) and (1)(k), a complaint relating to the same grievance does not include criminal proceedings pending or decided before a Court or Tribunal or any police investigation initiated in a criminal offence.

(2) The complaints involving the following matters are excluded from the purview of the Scheme:

(a) Matters related to commercial judgment or decision of a Regulated Entity;

(b) A dispute between a vendor and a Regulated Entity;

(c) Grievances against Management or Executives of a Regulated Entity;

(d) A grievance arising from an action of a Regulated Entity in compliance with the orders of a judicial/quasi-judicial or statutory or law enforcing authority;

(e) A service not within the regulatory purview of the Reserve Bank;

(f) A dispute between Regulated Entities;

(g) A dispute involving the employee-employer relationship of a Regulated Entity;

(h) A grievance for which a remedy has been provided in Section 18 of the Credit Information Companies (Regulation) Act, 2005; and

(i) A grievance pertaining to customers of Regulated Entity not included under the Scheme.

(3) Complaints not meeting the eligibility conditions as specified under sub-clause (1) and complaints that are mentioned in sub-clause (2), shall be rejected at the outset as non-maintainable without further examination, with appropriate communication to the Complainant.

8.1. Handling of New Complaints Received from RBI Ombudsman:

(a) **Nodal Officer** of the Bank for RBI Ombudsman shall be responsible for representing the Bank and furnishing information to the RBI Ombudsman in respect of complaints filed against the Bank received by his/her office.

(b) The **Nodal Office** shall ensure that all complaints received from the RBI Ombudsman are promptly recorded in the 'RBI Ombudsman' module of the CRM application and assigned to the concerned RO / Head Office Department without delay.

(c) The concerned **RO / Head Office Department** shall submit a detailed reply along with all relevant documents through the 'RBI Ombudsman' module of the CRM within 7 days from the date of receipt of the complaint by the Bank.

(d) The decision of the IO / Dy. IO shall be mandatorily included in the information to be submitted by the **RO / Head Office Department** to the RBI Ombudsman if the complaint was already reviewed by the IO / Dy. IO. In case, the complaint was not earlier reviewed by the IO / Dy. IO, the **RO / Head Office Department** shall necessarily seek his/ her comments and submit the same to the RBI Ombudsman.

(e) The **Nodal Office** shall submit the final response along with supporting documents to the RBI Ombudsman through the Reserve Bank's Complaint Management System (CMS).

It shall be ensured by the **Nodal Office** / RO/ ZO / Head Office Departments that, under no circumstances, the final written response to the RBI Ombudsman exceeds 15 days from the date of receipt of the complaint by the Bank.

8.2. Handling of Re-opened Complaints Received from RBI Ombudsman:

(a) In cases where the Office of the RBI Ombudsman (ORBIO) seeks additional information / documents in a complaint already responded to, the Nodal Office shall promptly record such requisition in the 'RBI Ombudsman' module of the CRM application and assign it to the concerned Regional Office / Head Office Department without delay.

(b) The concerned Regional Office / Head Office Department shall submit the requisite information / documents through the CRM module within 5 working days from the date of such requisition or within the timeline stipulated by ORBIO, whichever is earlier.

(c) In case the RBI Ombudsman has not granted any extension or has prescribed a shorter timeline, the same shall be strictly adhered to, and no delay shall be permitted.

8.3. Handling of Advisory from RBI Ombudsman:

(a) The Nodal Office shall promptly record and update the advisory in the 'RBI Ombudsman' module of the CRM application.

(b) The concerned RO shall examine the advisory in detail. Where adequate and supportable documentary evidence exists, the RO may submit a request for reconsideration of the advisory to the Office of the RBI Ombudsman (ORBIO), along with all relevant documents. Wherever required, the RO shall obtain the opinion of the ZO, concerned Head Office Department and/or HO Complaint Cell prior to such submission.

(c) In cases where no tenable grounds exist for seeking reconsideration, the concerned RO shall ensure compliance with the advisory within the stipulated timeline. Compliance details, duly supported by documentary evidence, shall be submitted to ORBIO promptly.

8.4. Handling of Award from RBI Ombudsman:

(a) In case the complainant fails to submit a letter of acceptance of the Award in full and final settlement of the claim, to the Bank within 30 days from the date of receipt of copy of the award, the Award shall lapse and be of no effect. The concerned RO shall accordingly inform the Office of the RBI Ombudsman regarding such lapse; or

(b) Concerned RO shall comply with the Award and intimate compliance to the RBI Ombudsman or appeal to the Appellate Authority subject to the provisions of Clause 17 of the scheme, within 30 days from the date of receipt of the letter of acceptance from the Complainant.

(c) The Bank shall not have the right to appeal against an Award passed on account of non-furnishing of documents/information within the stipulated time.

(d) In cases where a matter is proposed to be referred to the Appellate Authority, the concerned RO shall obtain prior approval from the relevant Department at Head Office under intimation to HO Complaint Cell. Upon receipt of such proposal, the concerned Head Office Department shall examine the case and place it before the Executive Director in charge of Customer Service (i.e., the domain Executive Director of the Operations Department), who is the Competent Authority for this purpose under the Reserve Bank – Integrated Ombudsman Scheme, 2026, for necessary approval.

9. <u>Payment of Compensation / Advisory / Award:</u>

The payment of compensation to customers on account of deficiency in service or an act of omission or commission directly attributable to Bank shall continue to be governed by the

Board approved 'Compensation Policy'. The payment of Compensation, Advisory & Award passed by RBI Ombudsman and Bank's Internal Ombudsman shall be paid by the Regional Office. However, prior to allowing payment, the Regional Office should obtain the opinion of the ZO and/or Head Office. The Regional Offices have to furnish details of payment of **Compensation, Advisory & Award** to HO Complaint Cell to apprise the top management.

10. Root Cause Analysis (RCA):

(a) Regional Offices shall undertake root cause analysis (RCA) of every complaint pertaining to their jurisdiction, take corrective measures to prevent recurrence and update the RCA in the designated field in the CRM application while processing the complaint.

(b) Zonal Offices shall undertake root cause analysis (RCA) of complaints pertaining to branches/ ROs under their jurisdiction, take corrective measures to prevent recurrence and submit the RCA along with Action Taken Reports (ATR) to the HO Complaint Cell on or before the 10th day of the month following the quarter to which it relates to.

(c) Head Office Departments shall undertake root cause analysis (RCA) of complaints pertaining to their respective areas of operation, take corrective measures to prevent recurrence and submit the RCA along with Action Taken Reports (ATR) to the HO Complaint Cell on or before the 10th day of the month following the quarter to which it relates to.

(d) HO Complaint Cell shall also undertake an independent analysis of complaints received across the Bank and suggest process/systemic improvements to the concerned departments.

(e) Consolidated RCA reports along with remedial measures shall be placed before the Customer Service Committee of the Board on a quarterly basis.

11. Reporting:

(a) HO Complaint Cell will place a quarterly review note on status of Customer Grievances before the Customer Service Committee of the Board and annually before the Board of the Bank.

(b) All such cases where the decision of the IO / Dy. IO has been overruled by the Competent Authority shall be placed before the Customer Service Committee of the Board of the bank for review.

(c) Information on the complaints resolved by the RBI Ombudsman in favour of complainant, either partially or fully, shall also be placed before the Customer

Service Committee of the Board, on quarterly basis. The information shall be accompanied with an analysis of minimum top five categories of complaints along with remedial measures so as to avoid complaints of a similar nature in future.

(d) The IO shall furnish periodic reports (including the analysis of complaints) on his / her activities to the Customer Service Committee of the Board, preferably at quarterly, but not less than half yearly, intervals.

12. Scope and Applicability:

(a) No action shall be taken on anonymous or pseudonymous complaints in accordance with the guidelines issued by the Central Vigilance Commission.

(b) Complaints shall be lodged by the complainant either personally or through an authorised representative other than an advocate, unless the advocate is the aggrieved person. Any complaint received from a third party without proper authorization shall be filed without any action.

(c) This policy is intended for redressal of customer grievances only. Disputes relating to employee–employer relationships, dispute between a vendor and the bank, inter-bank issues/communications, etc. shall not be covered under this policy and shall be handled by the respective departments. However, employees may lodge complaints in their capacity as customers for issues relating to banking services. Customer complaints relating to outsourced services affecting customers shall be covered under this policy.

(d) No action shall be taken on complaints pertaining to matters already examined by the Bank’s Internal Ombudsman or those redressed by the RBI Ombudsman.

(e) Complaints falling under the Whistle Blower Policy shall be dealt with strictly as per the Bank’s Whistle Blower Policy and shall not be handled under this framework.

13. Internal Audit:

The Internal auditors/ Concurrent auditors during RBIA/CCA needs to oversee the adherence to Grievances Redressal Mechanism and have to comment upon the quality of resolution of Customer Complaints and to report irregularity/deviation, if any, noticed by them. Internal auditors/ Concurrent auditors required to oversee the adherence to Clause 16 of the policy, i.e. “Mandatory requirements”. The Internal auditors/ Concurrent auditors will comment in their respective reports about the payment of monetary compensation on account of grievances.

14. Exceptions:

In case of exigencies the MD & CEO or ED (in case post of the MD & CEO is vacant) is authorized to approve addition/deletions/modifications in the policy and such action will be got ratified later on from the Board.

15. Amendment/ Modification in the Grievance Redressal Policy:

The Bank reserves the right to amend/modify Grievance Redressal Policy. This policy shall be reviewed triennially or as and when required. Present policy shall be valid till the time of its next review.

16. Mandatory requirements:

All the branches shall make appropriate arrangement for;

- **(a)** A properly labelled Complaint Box and Complaint Register to be kept at prominent place, preferably near the entrance of the branch.
- **(b)** Prominent display of the name, address and contact details of the Nodal Officer(s) and the Principal Nodal Officer on the wall of the branch where other notices/information are being displayed.
- **(c)** Prominent display of the contact details of the RBI Ombudsman office [Centralized Receipt and Processing Centre (CRPC), 4th Floor, Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160017] along with details of the complaint lodging portal of the RBI Ombudsman (https://cms.rbi.org.in) on the wall of the branch where other notices/information are being displayed.
- **(d)** Salient features of the Reserve Bank – Integrated Ombudsman Scheme, 2026 are displayed prominently in English, Hindi and the regional language; and a copy of the Scheme is available in the branch to be provided to the customer for reference upon request.
- **(e)** A copy of the Grievance Redressal Policy of the bank is available in the branch to be provided to the customer for reference upon request.

Note: A copy of this policy is available in Bank's official website https://punjabandsind.bank.in.

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Annexure-I

SPECIMEN OF ACKNOWLEDGEMENT LETTER TO BE SENT TO COMPLAINANT

Shri/Smt. ____________

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Dear Sir/Madam,

REG: YOUR LETTER/COMPLAINT DATED ___________REGARDING COMPLAINT AGAINST Shri/BO________

We acknowledge having received your captioned letter.

Please note that matter has been referred to our (NAME OF THE CONCERNED BRANCH/ /RO/ZO/HO DEPARTMENT) for necessary action/ clarifications. We shall revert back on hearing from them.

The inconvenience caused is regretted, however, we assure you of our best services and sincere cooperation in future also.

Yours faithfully,

Annexure-II

SPECIMEN OF ACKNOWLEDGEMENT LETTER TO BE SENT TO CSC/ RBI/ MOF

Shri/Smt. _____________

(Designation)__________

____

____

Dear Sir,

REF: YOUR LETTER No.____________ DATED ___________.

REG: GRIEVANCE / COMPLAINT OF Shri/Smt./M/s._______ AGAINSTShri/ BO _____

We acknowledge having received your captioned letter.

We may inform you that captioned matter has been referred to our (NAME OF THE CONCERNED BRANCH/ /RO/ZO/HO DEPARTMENT) for necessary action/ clarifications.

We shall revert to the matter immediately on hearing from them.

Yours faithfully,