



co-operative
urbanbank
Ltd.No.1758, Perinthalmanna

Grievance Redressal **Policy**

BDR 815 DATED 24.06.2025

Grievance Redressal Policy

Background

Customer centricity is one of the five core values of the bank. Bank believes that Customer experience is the key to keeping 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.

The Grievance Redressed Policy of Urban Co-operative Bank, Perinthalmanna has been formulated in line with regulator guidelines on Customer Service. Policy outlines the framework for addressing customer grievances.

Bank defines a complaint as any deficiency or gap in service delivery towards the commitment provided to the customer. Complaints could be on account of breach in committed turnaround time or non-fulfillment of the request customer has placed with the bank.

Policy is made available in public domain (Bank's website & Branches).

Objective:

The objective of the policy is to ensure that:

- All customers are treated fairly at all times.
- All complaints, requests and queries received from customers are responded with courtesy as per defined timelines
- Customers are fully informed of avenues to escalate their grievance within the Bank and their rights to escalate, if they are not satisfied with the response of the Bank.

Applicability/Coverage

- The policy is applicable to all branches including overseas and all personnel working in branches & offices
- Applicable to Central Office departments and its personnel involved in functioning of overseas and domestic operations of the Bank
- It is applicable to NPS customers where Urban Co-operative Bank, Perinthalmanna is a trustee of Bank for NPS trust
- Customers from rural areas
- Pension account holders including those covered under Atal Pension Yojana, National Pension Schemes, Civil and Defence Pension & Employment Provident Fund Organisation Pension
- Third party products distributed/referred by the Bank
- Customers availing insurance schemes of Government of India which includes Pradhan Mantri Jeevan Jyoti Bima Yojana and Pradhan Mantri Suraksha Bima Yojana
- Customers making tax payments for which RBI has authorized the Bank, under Agency Business
- Customers availing Public Provident Fund, Senior Citizen Savings Schemes & Kisan Vikas Patra and other Small Savings Schemes
- Any other schemes introduced by the Government and serviced by the Bank
- Applicable to Business Correspondents , Outsourced employees & bank subsidiaries
- Applicable to Free charge customers

Aspects of grievance redressal policy

- The Bank provides multiple touch-points to customers to register their grievance such as Branch, Call Centre, Email, Loan Centres, Axis support & Social media.
- Once the grievance is registered the bank takes it up with the concerned department for resolution.
- Resolution is provided as per the defined turn around time.
- The Bank uses appropriate system for tracking and reporting the grievances raised by customers.
- For all interactions received through regulator, timelines as mandated by respective regulator will be adhered to.

Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems

Sl. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	II	III	IV
1	Automated Teller Machines (ATMs) including Micro-ATMs		
a	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		
a	<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.
b	<u>Point of Sale (PoS) (Card Present) including Cash at PoS</u> 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.
c	<u>Card Not Present (CNP) (e-commerce)</u> Account debited but confirmation not received at merchant's system.		
3	Immediate Payment System (IMPS)		
a	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)		
a	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.
b	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.
5	Aadhaar Enabled Payment System (including Aadhaar Pay)		
a	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.
b	Account debited but beneficiary account not credited.		
6	Aadhaar Payment Bridge System (APBS)		
a	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)		

a	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.
b	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			
a	<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.		
b	<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.

Types of customer responses

1. Queries: Queries to banks typically revolve around account details (balance, transactions, statements), loan information (eligibility, rates, terms), card services (activation, replacement, limits), online banking (registration, access, security), and general banking services (fees, charges, policies). Customers also inquire about specific products like fixed deposits, insurance, or investment options.

While queries, that comes normally from either existing customers or potential customers have the basic characteristics of seeking know-how, no-response or muted response or half-response or indecent response or sharing incorrect information or misleading information or mis-selling may translate into complaints. Therefore, operating staff should have, product knowledge, soft-skills and positive attitude coupled with customer-orientation simultaneously.

2. Requests: Common Types of Requests are:

Account Management:

Opening new accounts (savings, checking, etc.)

Closing existing accounts

Updating account information (KYC, address, contact details, etc.)

Requesting account statements

Financial Transactions:

Depositing and withdrawing funds

Transferring money (domestic and international)

Requesting bank drafts or money orders

Making payments (online, through cheques, etc.)

Loan and Credit Services:

Applying for loans (personal, housing, etc.)

Applying for debit cards

Inquiring about loan or credit card terms

Customer Service and Support:

Reporting lost or stolen cards

Resolving account issues or disputes

Inquiring about bank policies and procedures

Seeking financial advice or guidance

Other Requests:

Requesting bank references

Requesting documents related to transactions

Obtaining information about bank products and services

Requests normally come from existing customers, who have expectations about the standard, quality and promptness of service they get from the Bank. In case of any negative deviation from the expected degrees on any of the above will transpire into complaint.

3. Complaints

Complaints to banks commonly relate to issues with service quality, fees, loan processing, and fraudulent transactions. Customers may also complain about non-adherence to RBI guidelines, problems with ATMs and cards, and delays in payments or account closures.

Service Issues:

Deficiency in service:

This is a broad category encompassing any failure to provide services as promised.

Unfair or hidden charges:

Customers often complain about excessive or undisclosed fees, like late payment fees or charges for services not used.

Mis-selling of financial products:

This involves bank employees misleading customers into purchasing unsuitable products like insurance or investments.

Non-adherence to RBI guidelines:

Banks are expected to follow RBI directives on various aspects of banking, and complaints can arise when they fail to do so.

Financial Transactions:

Fraudulent transactions:

Disputes over unauthorized withdrawals, security breaches, or cyber fraud are common.

Issues with loans and EMIs:

This includes incorrect interest calculations, harassment during loan recovery, or unfair denial of loan restructuring.

ATM/Debit Card issues:

Complaints about unauthorized withdrawals, card blocking, or billing errors are frequent.

Other Common Complaints:

Delays in processing:

This can involve delays in loan processing, account openings, or other banking services.

Problems with account closures:

Complaints can arise from delays or refusal to close accounts without valid reasons.

Non-payment or delay in payments:

This includes issues with cheque processing, drafts, and other payment instruments.

Complaints are the faces of customer perception about the Bank. Not necessary that all the 100% of the dissatisfied customers will lodge a complaint; it may be a small portion. But that speaks for the rest. And practically there may not be a situation where nobody has complaint. It is our Bank's duty to ensure that (i) ensure that we do not give room for a complaint to emanate; (ii) ensure that all complaints have been redressed without any loss of time to the utmost satisfaction of the complainant; (iii) to take, post resolution, feedback of complainants to gauge the degree of satisfaction; (iv) review and address causes of continued dis-satisfaction, if any and (v) obviate all reasons for any kind of dis-satisfaction of customers.

Channels available for customers to report grievance

Level 1:

- Level 1 includes call center, email & walk-in at loan centers and branches. Bank will acknowledge the customer issue and capture the same in the appropriate system
- Bank has a defined turnaround time of 10 days for a response.
- If the customer is not satisfied with the response offered, then the customer may choose to refer the matter to Level 2 (Circle Nodal officer/ Nodal Officer at HO)

- Call Centre numbers > 04933-226976
- E Mail info@ucbpmna.com
- Branches/Loan Centres (please visit www.ucbperinthalmanna.com to locate the nearest branch /loan centre)

Level 2:

Circle Nodal Officer/Nodal Officer at HO

- Nodal office will acknowledge the customer issue and record in the system.
- Bank has a defined turnaround time of 10 days for a response.
- If the customer is not satisfied with the response offered, then the customer may choose to refer the matter to Level 3 (Principal Nodal officer)

Write	Email	Call
Nodal Officer The Urban Co op Bank Ltd Perinthalmanna PB No 10 Malappuram Kerala	info@ucbpmna.com	Ph. 04933-226976 (Monday to Friday) 9.30 AM to 5.30 PM (Excluding 2 nd & 4 th Saturday and Bank Holidays)

Level 3:

- Principal Nodal office will acknowledge the customer issue and capture the same in the appropriate system
- Bank has a defined turn around time of 10 days for a response at this level.

Write	Email	Call
Principal Nodal Officer The Urban Co op Bank Ltd Perinthalmanna PB No 10 Malappuram Kerala	info@ucbpmna.com	Ph. 04933-226976 (Monday to Friday) 9.30 AM to 5.30 PM (Excluding 2 nd & 4 th Saturday and Bank Holidays)

Level 4:

- If the issue remains unresolved after approaching Level 1/Level 2/Level 3 or if the bank has not provided a resolution within 30 days, the customer may choose to refer the matter to the Banking Ombudsman's office. Details of the same are as under:

Banking Ombudsman, Reserve Bank of India
Bakery Junction, Thiruvananthapuram
Phone Number: 0471 2332723 / 2323959
Email: crpc@rbi.org.in

Managing Director

Director

Director

Chairman