



Jio Payments Bank
Customer Grievance Redressal Policy



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1. Introduction

The consistent growth in Bank's business can be ensured only with effective customer service at all levels. The quality and content of dispensation of customer service requires a focused engagement with the Customers for a hassle free delivery. Jio Payments Bank (herein after referred as the "Bank") aims at providing good quality services in a friendly, efficient and helpful way, which implies that customers are treated with dignity, respect and courtesy in their dealings with the Bank. The Bank shall endeavour to provide the highest quality of customer service to ensure continued customer satisfaction, retention and sustained growth of products and services.

2. Objective

This policy sets out the systems, procedures and review mechanism for minimizing instances of customer complaints and grievances and ensure prompt redressal of customer complaints and grievances. Broadly, the key objectives of this policy are as under:

- Facilitate fair and timely resolution of customer requests and complaints;
- Ensure unbiased, fair and just treatment to customers while dealing with their concerns;
- Ensure courteous and expedient resolution of customer issues;
- Educate the customers about alternate escalation mechanisms within and outside the Bank, for resolution of the complaints / issues if they are not satisfied with the Bank's response.

3. Applicability

The policy will apply to employees of the Bank as well as Business Correspondents / Agents and shall be applicable in respect of their dealings with the customers of the Bank. The policy will cover all the products and services offered by the Bank including third party products distributed by the Bank.

4. Governance Framework

The Bank has laid down three tier grievance redressal governance framework as under:

4.1. Customer Service and Grievance Committee of the Board

This Board level committee shall meet at a quarterly frequency with following broad objective:

- Review and recommend Deposit Policy, Deceased Depositor Policy and Any other Policies/standards as may be envisaged in the regulations or as recommended by the Committee;
- Review Management reports on Customer complaints feedback and their resolution;
- Review report on:



- The awards given by the Banking Ombudsman to address issues of systemic deficiencies existing in banks, if any, brought out by the awards;
- Awards remaining unimplemented for more than three months for appropriate action and reporting to the Board;
- Approve new / modification in Product with a view of suitability and appropriateness;
- Periodic review of un-claimed deposit / inoperative account, depositor satisfaction survey;
- Review Management reports on Partner SLAs, customer TATs, Services up-time and access-point level customer feedback;
- Monitor Compliance to regulations as applicable to Customer Servicing and review audit finding pertaining to Customer Servicing;
- Review claims received pertaining to deceased depositors and those pending beyond the stipulated period and reason thereof;
- Review of performance of Management Committee on Customer Service;
- Perform such other functions as may be necessary or appropriate for the performance of its duties.

4.2. Management Committee on Customer Service

The Committee will be chaired by the CEO, or official nominated in absence of CEO and may include senior executives from different departments of the Bank.

Responsibility of the Management Committee include:

- Ensure timely and effective compliance of the RBI instructions on customer service;
- Evaluate feedback on quality of customer service received from various quarters;
- Seek and review necessary feedback from various departments on implementation of customer service standards;
- Implementation of commitments in the Code of Bank's Commitments to Customers received from BCSBI;
- Review existing practices and procedures which may impact customer service and initiate necessary corrective action on an ongoing basis;
- Consider unresolved complaints/grievances referred to it by other functional heads responsible for redressal and offer their advice.

A report of the deliberations that take place at the quarterly meetings of the Management Committee on Customer Service is submitted to the Customer Service Committee of the Board.

4.3. Principal Nodal Officer (or Grievance Redressal Officer)

The Bank shall appoint a Principal Nodal Officer of sufficient seniority who shall be responsible for implementation of the directions received from the high level committees in regard to customer service and resolution of complaints for the entire Bank. Principal Nodal Officer shall also be the single point of contact for Banking Ombudsman and Reserve Bank of India for customer grievances.



5. Dissemination of Grievance Redressal Mechanism

The Bank shall display following details in the mobile app and on the website of the Bank.

- Names of officials who can be contacted for redressal of complaints along with direct telephone number, fax number, complete address and email address;
- Name and contact details of Principal Nodal Officer;
- Names and contact details of CEO and other business heads to enable customers to approach them if required
- Contact details of the Banking Ombudsman Offices of the respective areas
- Code of Bank's Commitment to Customers framed by BCSBI Grievance Redressal Mechanism

6. Complaints Handling and Resolution Process

A 'complaint' means a representation in writing or through electronic means containing a grievance alleging deficiency in banking service as mentioned in clause 8 of the Banking Ombudsman Scheme, 2006. It may be related to any of the following:

- **Transaction related:** Deposit /cash related / opening of account / closure of account/claims on deceased depositors' accounts / TDS related /service charge related etc.
- **Staff related:** Alleged harassment, misbehaviour /use of rude language, alleged bribery etc.
- **Technology related:** System downtime, App issues / crashes etc
- **Business Correspondent related:** Misbehaviour / use of rude language, mis-selling of products, levy of fees / commission / additional charges, technology related issues at BC outlets, non-availability of the BC agents at field level, denial of services to customers, etc.

The Bank's grievance redressal mechanism provides for a comprehensive framework for registration, tracking, resolution and analysis of customer complaints. A robust review mechanism shall assist the Bank in identifying and resolving gaps in the customer service, product features and the delivery of the products through its own branches and business correspondents / agents.

Adequate care shall be taken so that the Bank employees, dealers, etc. are informed and trained to deliver customer service in good faith and without prejudice to the interests of the customer.

6.1. Registration & Tracking of Query, Request, Complaints and Feedback

Customers may raise their queries, request, complaints and feedback (QRCF) through Bank's access points who shall provide necessary assistance. Additionally, customers may use other assisted channels voice-call, email or self-register their complaints on the web portal or mobile application.



Help-desk service representatives shall be trained to answer customer QRCF. Customers, who prefer to seek help from the Bank, can do so by getting in touch with these representatives either through a voice-call, email, or registering their complaints on the web portal or mobile application.

The Customer shall be given an acknowledgement of his QRCF. An automated system will record the QRCF received through multiple channels, and update the status for tracking. Each of these QRCFs shall be assigned a unique tracking number which will be shared with the customer for future reference and monitoring purpose.

6.2. Redressal and Escalation of QRCF:

The Bank shall have comprehensive framework for registration, tracking, resolution and analysis of Customer QRCF, and a robust review mechanism to identify and resolve gaps in the customer service, product features and the delivery of the products.

The resolution of the QRCs shall be done in a courteous and timely manner to ensure customer satisfaction. The timeframe for resolution of QRCs shall be communicated to the customer and in case, additional time will be required for redressing the grievance, an interim response shall be sent to the customer. Escalation matrix containing Name and contact details of all the escalation levels shall be prominently displayed at all access points and website/ mobile app.

Resolution at Level I: Bank shall ensure that the Customer are responded through an email/SMS with a resolution / holding reply within 10 days from day of filing the QRCF. In case if the same is not resolved within the stipulated TAT, an interim communication shall be sent to the Customer along with revised time frame of resolution.

Escalation at Level II: In case of non-redressal of complaint within specified timeframe/ non-satisfied with Level I response, the customer may escalate to next level for resolution with the request number and communication/ solution received from Level I officer. Escalation may be routed to:

- a) For complaints initially raised through access points:** District Nodal Officer for the concerned district;
- b) For complaints initially raised through voice-call, email, web portal or mobile application:** the Grievance Redressal cell.

Level II officer shall respond with a resolution in 10 days from the date of escalation. In case if the same is not resolved within the stipulated TAT, an interim communication shall be sent to the Customer along with revised time frame of resolution.

Escalation at Level III – In case of non-redressal of complaint within specified timeframe or unsatisfactory resolution at Level II, customer may raise the case to Principal Nodal Officer for resolution. Principal Nodal Officer shall respond with a resolution within 10 days from the date of escalation. In case if the same is not resolved within the stipulated TAT, an interim communication shall be sent to the Customer along with revised time frame of resolution.



If the customer is still not satisfied with the response within one month from the date of complaint or did not receive any resolution, customer may approach Banking Ombudsman for an independent review. The details of Banking Ombudsman Scheme is available at <https://rbidocs.rbi.org.in/rdocs/Content/PDFs/67933.pdf>

The Bank shall have an internal mechanism to track and review all complaints not addressed within the defined time-frame. Principal Nodal Officer shall take appropriate action for resolution of cases outstanding beyond stipulated turn-around time. All complaints received through Banking Ombudsman, Consumer Forum, Regulators/ Government Organizations shall be handled on priority.

In case the Bank is liable to pay any compensation, the same would be paid to the complainant as per the provisions of the Customer Compensation Policy of the Bank.

7. Policy Review & Updates

The policy shall be reviewed annually for necessary amendments and updates, or earlier to incorporate the change in business strategy or amendments in applicable regulations impacting the policy. Any revisions in the policy shall be approved by the Board.

8. Regulatory References

- RBI Master Circular on Customer Service in Banks dated July 1, 2015
- IBA Model Policy for Grievance Redressal in Banks
- IBA Fair Practice Code
- IBA Model Customer Rights Policy
- BCSBI Code of Commitment to Customers