

**NaBFID's policy on Complaint and Dispute Resolution may broadly follow the under noted principles:**

- Customers be always treated fairly
- Grievances raised by customers shall be dealt with courtesy and on time.
- Institution shall treat all grievances efficiently and fairly, as they can damage the Institution's reputation and business, if handled otherwise.
  - NaBFID employees shall work in good faith and without prejudice to the interests of the customer.
- Customers shall be fully informed of 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 Institution to their complaints.

1. Registration of complaint - Customer shall lodge / register his grievance through any of the following channels:

1.1 Complaint in Person: A customer shall lodge a complaint in person at the office of NaBFID by giving his complaint in the complaint book or giving a written letter and obtaining an acknowledgement or drops the same in Complaint Box kept at the Office.

1.2 Complaints through post / mail / email: Customers can also submit their grievances by post to NaBFID office or through email at <mailto:complaints@nabfid.org>

1.3 Online Registration of Complaints - The Institution shall put in place a web-enabled registration of complaints / grievances, where the customer having grievance can visit the Institution's website / Mobile Application once ready and register complaint online under Online Complaints / Grievance Form (Online Complaints / Grievance Redressal)

1.4 Grievances lodged through the Public Grievance Portal - The Govt. of India, Department of Administrative Reforms & Public Grievances, Ministry of Personnel, Public Grievance & Pension has introduced a web-based mechanism 'Centralized Public Grievances Redress and Monitoring System (CPGRAMS)', for lodging Complaints / Grievances by Citizens of India which

includes customers as well. This is known as Public Grievance portal ([www.pgportal.gov.in](http://www.pgportal.gov.in)). Customers / Public may make use of the said Portal to communicate their grievances. CPGRAMS provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer of the concerned Ministry / Departments of Government of India and States. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. Similar institutions like SIDBI, NaBARD etc. are listed in the portal. NaBFID being a new entity, it may approach its parent Ministry (Ministry of Finance) for getting itself listed in the portal. The Nodal Officer being identified by NaBFID for the purpose of handling the complaints of the institution shall be nominated for handling the grievances registered through the portal.

## 2. Mandatory display requirements at the office of NaBFID

- Complaints/Suggestion Box shall be kept at a prominent place.
- The complaint form shall be provided in the home page of NaBFID's website to facilitate complaint submission by the customers.
- The Notice Board at Office should display, among others, the followings-
  - (i) "If you have any grievances/complaints, please approach Nodal Officer of NaBFID identified for the purpose. (Name, address, phone no.). NaBFID may nominate Head (Administration) for the purpose.
  - (ii) If your complaint is unresolved at the Nodal Officer level within 8 working days, you may approach the Chief Grievance Officer. (Name, address, phone no.). NaBFID may nominate Chief Administration Officer for the purpose"

## 3. Resolution of grievances / complaints -

- Any complaint through mail/ person shall be acknowledged promptly and complaints received through letters / forms shall be acknowledged within 3 working days but not later than 5 days after receipt of the complaint.
- The Institution shall put in place an escalation matrix for attending to customer grievances at Nodal Officer level and the name of the Chief

Grievance Officer shall be displayed preferably on the first page of the website. The identified Nodal Officer shall be responsible for the acknowledgment and resolution of customer complaints / grievances. The Nodal Officer shall be responsible for ensuring closure of all complaints received at NaBFID's Office. It shall be the responsibility of the Nodal Officer to ensure that the internal machinery for handling complaints/grievances operates smoothly and efficiently. It is his / her foremost duty to see that the complaint is resolved to the customer's satisfaction. If the Nodal Officer feels that it is not possible at his/her level to resolve the complaint, he/she may discuss with the senior officials of the concerned department, the Chief Grievance Officer for guidance and early resolution of the complaint.

- If the customer is still not satisfied, he / she shall approach directly to Chief Grievance Officer who has been appointed by the Institution for the implementation of customer services and complaints handling of the Institution.

- Anonymous complaints will not be entertained

4. Time Frame - The Nodal Officer may send an acknowledgement to the complaints registered in the complaint register / complaint box to at the earliest, but not later than 5 days from the date of receipt of complaint by the Institution. NaBFID may examine the possibility of putting in place a Customer Management Module (CMM) for the purpose in due course. All efforts may be made to resolve each complaint received by the Institution generally within stipulated time as per the following escalation matrix: Level Official No. of working days First Nodal officer, Second Chief Grievance Officer. There may be some complaints which require deeper analyses from all possible angles. In such cases, the Institution shall try to resolve the grievance within one month from the receipt of complaint. The Nodal Officer shall send Action Taken Report on complaints received to the MD / DMD at the end of every month.

5. Customer Service Committee As per the RBI Master Circular on Customer Service in Banks dated July 01, 2015, Banks were advised to strengthen Customer Service Committees with greater involvement of customers to encourage a formal channel of communication between the customers and the Bank. In line with RBI guidelines, a five- member Customer Service

Committee may to be set up with two select customers as its members. NaBFID's customers shall be mostly institutional / corporate customers. Hence, we may consider top two customers (on the basis of loan outstanding as on March 31 of the previous FY) for nomination in the Committee through their authorised representatives. Roles and Responsibilities of Customer Service Committee:

- Customer Service Committee (CSC) shall encourage formal channels of communication between the customers and the Institution, with greater involvement of customers.
  - CSC shall meet once on a quarterly to discuss the queries, grievances, suggestions and observations of the customers / Nodal Officer.
  - The CSC shall focus on finding out ways and means to render efficient and timely service to the customers. For this purpose, the strengths and deficiencies of the services presently rendered shall be discussed vis-a-vis steps taken / suggested to improve the same and set benchmarks for improvement of customer services of the Institution as a whole.
  - The suggestions emerging in the meetings / feedback may be shared with respective Departments for suitable intervention / improvements of products / turnaround time and simplification of procedures etc.
  - Department-wise feedback / information to be gathered and discussed at the monthly CSC meeting and reported to the respective Department Heads by 5th of the following month.
6. Standing Committee on Customer Services (SCCS).

As mandated by RBI Master Circular on Customer Service in Banks dated July 01, 2015, Standing Committee on Customer Service (SCCS) may be put in place which can serve as micro level executive committee driving the implementation process of customer services and providing necessary feedback to Customer Service Committee of the Board (CSCB).

The constitution and functions of the Standing Committee may be on the lines indicated below:

- (i) The Standing Committee may be chaired by the MD / DMD of the Institution and include non-officials as its members to enable an

independent feedback on the quality of customer services rendered by the Institution.

- (ii) The Standing Committee may be entrusted not only with the task of ensuring timely and effective compliance of the RBI instructions on customer services, but also that of receiving the necessary feedback to determine that the action taken by various Departments of the Institution is in tune with the spirit and intent of such instructions.
- (iii) The Standing Committee may review the practice and procedures prevalent in the Institution and take necessary corrective action, on an ongoing basis as the intent is translated into action only through procedures and practices. (iv) A brief report on the performance of the Standing Committee during its tenure indicating, inter alia, the areas reviewed, procedures / practices identified and simplified / introduced may be submitted periodically to the Customer Service Committee of the Board (CSCB).