

POLICY ON CUSTOMER GRIEVANCES REDRESSAL

1. UGB's policy on customer grievances redressal is based on the following principle:

'The customer is the focus of the Bank's products, services and people. The Bank's business growth depends entirely on the satisfaction of customers with what the Bank offers them. A suitable mechanism must therefore exist for receiving and redressing customer grievances courteously, promptly and satisfactorily. Any mistakes made by the Bank should be rectified immediately. The details of grievances redressal mechanism must be in the domain of public knowledge'.

The above principle is incorporated in the Bank's policy of grievances redressal.

2. Grievances relating to branch transactions:

i) In case of any difficulty in transactions, 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 book, which will be available in all branches, and lodge a written complaint. A copy of the complaint shall be returned to customer with an acknowledgement of receipt. 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 three weeks. If for any reason the branch is unable to redress the grievance within three weeks, the customer will be informed of the reasons and the action taken for early redressal.

ii) In case the customer is unable to visit the Branch, Customers can also send their complaints through email at ugb_dun@rediffmail.com. Complaints lodged are forwarded to the branches for redressal.

iii) In case of difficulty with the branch, or unsatisfactory reply in respect of complaint lodged with the Branch/alternate channel, the customer can approach the Regional Manager [Regional office (RO)] / General Manager of the Head Office under whose administrative control the Branch functions. The contact particulars of the officials can be obtained from the Branch or from the numbers at the concerned Regional Office. The telephone numbers and addresses are given in the Annexure I. The numbers will also be made available on the Bank's website.

iii) The customers can also write to the Grievance Cell at the Head Office. The addresses and contact details of the Regional Office and Head Office are available at the branches.

iv) A Complaint Form will also be made available on the Bank's website for customers to register their grievances. On completing the particulars and submitting the form, the customer will be given a unique ticket number which will enable him to follow up on his grievance with the branch/ Regional Office/ Head Office.

3. Escalation matrix for customer complaints

Within the overall maximum period of three weeks within which a complaint needs to be redressed, there will be a prescribed escalation matrix for redressal of the complaints at different levels in the organisation. The matrix prescribes the time period for unresolved complaints/ grievances not redressed to customers satisfaction to be escalated by customers to higher authorities. The escalation matrix for customer complaints is given below:

Sl. No.	Lodging / Escalation /Auto Escalation of complaints	Day of lodging / Escalation	Days available for redressal (Within the maximum three weeks)
1	Branch	Day 1	10 days
2	Regional Office	Day 11	5 days
3	Head Office	Day 16	6 days