



Bank of Bahrain and Kuwait B S C

BANK OF BAHRAIN AND KUWAIT BSC

POLICY ON GRIEVANCE REDRESSAL

1. Introduction

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity. This is more so for banks because banks are service organizations. As a service organization, customer service and customer satisfaction should be the prime concern of any bank. The Bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones.

This policy document aims at minimizing instances of customer complaints / grievances through proper service delivery and review mechanism to ensure prompt redressal of customer complaints and grievances. The review mechanism would help in identifying shortcomings in product features and service delivery.

The Bank's policy on grievance redressal follows the under noted principles:

- ❖ Customers are treated fairly at all times
- ❖ Complaints raised by customers are dealt with courtesy and resolved on time
- ❖ Customers are 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 bank to their complaints.
- ❖ Bank will always act in good faith and without prejudice to the interest of the customer.

The policy document is available at the branches and also on our website.



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The Bank shall ensure that all the concerned employees will be informed about the Complaint Handling Process.

2. Grievance Redressal Mechanism:

2.1 The customer is having full right to register his complaint if he is not satisfied with the services provided by the Bank or by the outsourcing agency, if any, appointed by the Bank.

The various channels available to customers for redressal of complaints/grievances are as follows:

- i) Customers can register their complaint through online complaint form on our website www.bbkindia.com.
- ii) Customers can visit branches and log complaint in the Complaint Register maintained at the branches (during working hours of the branch).
- iii) Call /write to Assistant Vice-President - Operations / Branch Head at the branches at

Mumbai – The Assistant Vice-President - Operations, Bank of Bahrain & Kuwait BSC, Jolly Maker Chambers II, 225, Nariman Point, Mumbai- 400 021. Tel: 022 22823698/99 Fax: 022 22044458 / 22841416 e-mail: mumbai@bbkindia.com	Hyderabad – The Branch Head, Bank of Bahrain & Kuwait BSC, 6-3-550, L.B. Bhawan, Akashganga, SomajigudaHyderabad-500 082. Tel: 040 23398219/20 Fax: 040 23398218 e-mail: hyderabad@bbkindia.com
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<p>Aluva – The Branch Head, Bank of Bahrain & Kuwait BSC, Ground Floor, Hotel Sunny's Building No19/1(2) Re S No.26 & 81, NH 47, Bypass Junction, Aluva 638 101 Dist. Ernakulam, Kerala Tel: 91-484-4037437 e-mail: aluva@bbkindia.com</p>	<p>New Delhi - The Branch Head, Bank of Bahrain & Kuwait BSC, Unit No 3 & 4, Ground Floor, Eros Corporate Tower, Opp Nehru Place Metro Station, Nehru Place, New Delhi 110019 Tel: 91-011-33234801 /02 / 03 /04 e-mail: newdelhi@bbkindia.com</p>
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- iv) All the complaints received through letters / forms will be entered in Complaints Register and acknowledged with a complaint number.
- v) A complaint/suggestion box has been kept in the Banking Hall of the branches for customer’s use.
- vi) The branch officials shall provide all required information regarding procedure for lodging the complaint.
- vii) It is displayed in the Branches and on Bank’s website the name and contact details of officers who can be contacted for raising complaints.

2.2 Escalation: In the absence of any revert / unsatisfactory revert provided through these channels, the customer can approach / write to the Nodal Officer:

Mr S V R Murty, Vice-President (Operations)
Bank of Bahrain & Kuwait BSC, Jolly Maker Chambers II, 225, Nariman Point,
Mumbai 400 021.
Tel: 022 43349238 e-mail: murty.saripalli@bbkindia.com

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2.3 Time Frame for Response:

- i) Normal cases : 7 working days
- ii) Fraud cases, legal cases, cases which need retrieval of old documents and cases involving 3rd party (other Banks): 30 working days.

2.4 If customer's complaint is not resolved within given time or if he is not satisfied with the solution provided by the Bank, he can approach Banking Ombudsman of the concerned State appointed by Reserve Bank of India. The contact details of Banking Ombudsman are available at the branches / website. Further, it is also necessary that the customer is made aware of his rights to approach the concerned Banking Ombudsman in case he is not satisfied with the Bank's response.

2.5 Where the complaints are not redressed within one month, a copy of the complaint shall be forwarded to the concerned Nodal Officer (by the Compliance Officer, BBK, India) under the Banking Ombudsman Scheme and keep him updated regarding the status of the complaint. This would enable the Nodal Officer to deal with the issue more effectively, as and when any reference is received from the Banking Ombudsman regarding the complaint.

2.6 In cases where the contention of the complainant has not been accepted, a complete reply shall be given to the complainant by the Assistant Vice-President (Operations), Mumbai or respective Branch Heads.

3. Internal Machinery to handle Customer complaints/ grievances

3.1 Standing Committee on Customer Service

The Standing Committee on Customer Service is chaired by Vice President (Operations) and has senior executives of the bank as its constituents. The committee, which will meet at least once every quarter, has the following functions.

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- 3.1.1 Evaluate feed-back on quality of customer service received from various quarters and review comments / feed-back on customer service.
- 3.1.2 Review implementation of commitments in the Code of Bank's Commitments to Customers formulated by Banking Codes and Standards Board of India (BCSBI).
- 3.1.3 Ensure that all regulatory instructions regarding customer service are followed. Towards this, the committee will obtain necessary feed-back from branch / functional heads.
- 3.1.4 Consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice.
- 3.1.5 Analyze the complaints
 - (i) to identify customer service areas in which the complaints are frequently received;
 - (ii) to identify frequent sources of complaints;
 - (iii) to identify systemic deficiencies; and
 - (iv) for initiating appropriate action to make the grievance redressal mechanism more effective.
 - (v) Submit report on its performance to Indian Operations Review Committee (IORC) at quarterly intervals.
- 3.1.6 Awards under Banking Ombudsman Scheme: The Committee should play a pro-active role with regard to complaints / grievances resolved by the Banking Ombudsman of the various states where the branches of the Bank are located. To this end, the Committee shall review all the awards given by the Banking Ombudsman and address issues of systemic deficiencies existing in banks, if any, brought out by the awards; and report all the awards remaining unimplemented to the IORC.

3.2 Customer Service Committee in Branches

- 3.2.1 Each Branch would have a Customer Service Committee comprising of senior members of the branch with Branch Head / AVP - Operations as Convener.
- 3.2.2 The functions of the Committee are-



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3.2.2.1 Meet selected customers (a senior citizen to be included in all meetings) on a monthly interval to ascertain their comments on the service levels rendered by the Branch.

3.2.2.2 Evaluate feed-back on quality of customer service received

3.2.2.3 Analyze the suggestions / complaints received and initiate actions to accept / redress the suggestions / complaints.

3.2.2.4 Submit a report to Standing Committee on Customer Service.

4.1 This policy will be reviewed at the end of one year.