Annexure 5: Policy on Grievance Redressal Mechanism

A robust grievance redressal mechanism is vital in ensuring that financial entities maintain customer trust, meet regulatory requirements, and improve service quality. DCB Bank Ltd is committed to provide adequate and reliable solutions to help its customers in their service requirements in a timely manner. We, as a prudent banker, consider customer satisfaction as a critical measure of our success.

Objectives

- To deal with courteously, fairly, efficiently and promptly any complaint, request, query or expression of dissatisfaction, received from the customer, relating to any financial / non-financial service offered by the Bank, within a defined / prescribed timeframe.
- To act in good faith, transparency and treat our customers fairly.
- To deal with the customer on ethical principles of equity, integrity and transparency
- To strive continuously to improve our customer service quality through meaningful analysis of the complaints received with a view to enhance customer satisfaction and faith in us.

Creating Awareness

Customers will have full right to lodge a complaint with us, if they are not satisfied with the quality of services provided to them by the Bank. Customers will be provided complete information relating to the following for their convenience:

- Procedure for filing of complaint;
- Process for escalation of complaint to a higher authority in the Bank in case of delayed Or unsatisfactory response;
- Alternative remedy in case of dissatisfaction, if any, with Bank's response to their complaint, e.g. approach Banking Ombudsman's office

Appropriate displays will be put up at all branches and on the Bank's website containing the above information. All employees of the Bank will be trained to handle customer grievances efficiently at their end and be aware of the Bank's policy and processes thoroughly in the matter

Definition and Scope of Complaints:

Definition

"Complaint" means a representation in writing or through other modes alleging deficiency in service on the part of the Bank and seeking relief thereof.

"Customer" shall mean a user or a potential user of bank services and may include:

(i) a person or entity that maintains an account and/or has a business relationship with the Bank;

(ii) one on whose behalf the account is maintained (i.e., the beneficial owner);

(iii) beneficiaries of transactions conducted by professional intermediaries, such as Stock Brokers, Chartered Accountants, Solicitors, etc., as permitted under the law, and

(iv) any person or entity connected with a financial transaction which can pose significant reputational or other risks to the Bank, say, a wire transfer or issue of a high value demand draft as a single transaction.

A *Request* is a customer interaction where the customer asks for a specific service or deliverable. These interactions have a defined turnaround time (TAT) and require an action from the Bank.

An *Enquiry* is a customer interaction where the customer seeks general information or clarification regarding banking products, services, interest rates, account details, or transaction status. These are informational in nature and do not require any follow-up action from the Bank.

Scope:

- All account holders/card holders of the Bank
- Complaints emanating from rural areas
- Complaints relating to financial assistance provided to the customers under the Priority Sector and Government's Poverty Alleviation Programs
- Complaints received through CPGRAMS
- All account/card holders sourced through the Bank's business correspondents/outsourced agencies
- Third party products distributed by the Bank including insurance**.**
- Complaint against third party service providers
- Grievances related to recovery / collections – Complaints shall be lodged in Integrated complaint management system.
- In case there is a grievance of a tenderer against the Bank, a Complaint may be lodged by the branch.
- Any customer, including a non DCB Bank customer, may lodge a grievance relating to a cross border transaction.

Time Frame for Resolving Complaints

The Bank endeavors to dispose grievances in a reasonable time-frame, however, there could be instances that may take longer than expected. The Bank shall ensure that the final decision is communicated to the complainant not later than 30 days from the date of receipt of the complaint by the Bank.

For complaints pertaining to insurance, the final decision will be communicated within 14 days of the receipt of the complaint by the Bank.

The turnaround time will be different for in case of complaints, for which Reserve Bank of India, National Payments Corporation of India, or card network guidelines prescribe a timeline for resolution, as applicable Such as for unauthorized electronic transactions.

Due to any unforeseen circumstances, should it take additional time for resolution, customers will be informed the reason of delay in resolution and sent an interim response intimating the expected date of resolution of the issue.

The Bank shall ensure that a complaint is not closed by the same branch/ unit/ other touch points, whether it has been resolved (fully or partially) or rejected.

A complaint which is being wholly rejected or partially resolved shall be reviewed at a fairly senior level, not below the grade Group Associate Vice President, which the Bank will decide as deemed fit, before sending it to the office of Internal Ombudsman.

Channels and Escalation Mechanism for Complaints

Level 1

- **Customer Care :** Customers may contact DCB Customer Care
- **E-mail :** Customers can e-mail their complaints to customercare@dcb.bank.in. Non Resident Indian customers may email nri@dcb.bank.in.Loan customers may write to us on loans@dcb.bank.in. Demat account holders may write to us on demat@dcb.bank.in
- **Branch :** Customers may approach any branch for resolution of their issues and lodge a complaint through complaint/ suggestion box, Complaint book or complaint register.
- **Internet Banking**: Customers can write to us by logging in to their accounts online.
- **Website :** Customers can also register their complaints on our website www.dcb.bank.in by filling up the Complaints Form.
- **Mobile Banking for Liability (deposit) and Asset (loan) customers:** The customers can login to DCB Mobile Banking app
- **Letters:**: Customers can write physical letters to DCB Bank Limited P.O. Box No. 7643, Malad (West), Mumbai 400064.
- **Any other electronic communication** such as social media or any mobile phone applications
- **Business Correspondents**: The customers can write directly to our business correspondents for resolutions or to the Bank if they are not satisfied with the resolution provided by any of our business correspondents
- The policyholder or the claimant also has the option to register the complaint on-line at IRDAI's Bima Bharosa by visiting https://bimabharosa.irdai.gov.in/ and these requests can then be tracked on the same portal.

Level 2

If for any reason, the complainant is not satisfied with the resolution provided by Level 1, customer can escalate their complaint to:

- **Regional Nodal Officer**: The details of our Regional Nodal Officers have been provided on our website www.dcb.bank.in

Level 3

If for any reason, the complainant is not satisfied with the resolution provided by Level 1 & 2, customer can escalate the complaint to:

Principal Nodal Officer on e-mail ID nodal.officer@dcb.bank.in or write to:
Principal Nodal Officer
DCB Bank Limited
6th Floor, Peninsula Business Park, Tower A, Senapati Bapat Marg, Lower Parel, Mumbai-400013

OR

Our Senior Management Team: The details of our senior management team have also been provided on our website, www.dcb.bank.in

Level 4

Banking Ombudsman

If the customer is not satisfied with the resolution given by the Bank, within 30 days the complainants, may approach the **Banking Ombudsman** appointed by Reserve Bank of India under the Integrated Ombudsman Scheme, 2026, for resolution of complaints relating to deficiency in banking services. The complaints under the Scheme can be registered on the portal (https://cms.rbi.org.in). The complaint may also be submitted through electronic or physical mode in such format and containing such information as may be specified by Reserve Bank to the Centralized Receipt and Processing Centre as notified by the Reserve Bank. The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorised representative.
Address: Centralized Receipt and Processing Centre (CRPC), Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160 017

Insurance Ombudsman:

(i) In case the complainant is not satisfied with the resolution of grievance provided, they can escalate the unresolved / partially resolved complaints to Insurance Ombudsman of concerned jurisdiction, in case the claim amount is up to Rs. 50 lakhs.

(ii) A policyholder has the option to take up the matter before insurance ombudsman of competent jurisdiction without any charge/ fee in any of the following manner:

a. In person;

b. Online by visiting https://cioins.co.in/Complaint/Online;

c. In writing, by post or by email by giving complete details.

(iii) Details such as name and address of the Insurance Ombudsman of competent jurisdiction shall be available in the policy document. It is also available at https://cioins.co.in/Complaint/Online

Internal Ombudsman

Internal Ombudsman (IO) has been appointed at the Corporate Office of the Bank. IO is an independent authority and report to MD & CEO. He shall not handle complaints received directly from the customers or members of public. In other words, the Internal Ombudsman will deal only with the complaints that have already been examined by the Bank's internal grievance redressal mechanism and have remained partly or wholly rejected.

Right of Grievance Redress and Compensation

This right mentioned in the policy for grievance redressal shall be read in conjunction with the Customer Rights Policy. The principles, rights and service standards set out in the Customer Rights Policy shall guide the handling, investigation and resolution of customer grievances to ensure fair, transparent and timely redressal.

Review and Monitoring Customer Grievances:

The Bank has an Integrated Complaints Management System in which complaints are logged for end to end disposition. An acknowledgement is provided for grievances that are logged to the complainant. Additionally, the Bank has established a nodal office team to monitor the customer grievances logged in the Bank on a regular basis. The Bank shall perform the following activities to review and monitor customer grievances:

- *Turnaround time and outstanding complaints*
  The team shall review and share with the management an analysis of the closure of cases including adequacy of closure and timeliness.
  Monitoring by the Service Excellence team shall be carried out at a defined frequency on sample basis for frequent areas of complaints to raise issues to the concerned units including for cases not resolved or inadequately resolved or incorrectly logged.
  Complaints shall be reported as part of calendar of reviews. In addition, reporting will be done to MD&CEO/ED, Standing Committee of Customer Service and Customer Service Committee of the Board on a periodic basis.

- *Root Cause Analysis / Preventive Actions*
  A periodic analysis shall be carried out across complaints with a view to identify areas of complaints and require process review or a procedural change to avoid recurrence.

- *Senior / Top Management Oversight*
  Further, to review the effectiveness of quality of redressal of complaints, the banks will put in place a mechanism of conducting a random sample check by senior officials of the Bank. Furthermore, the top Management may select a random sample of at least 20 grievances for review at periodic intervals.

- *Grievance Redress Day*
  DCB Bank has considered designating a fixed day or date in a month as "Grievance Redress Day" wherein the aggrieved customers can walk into the branches/ offices of the Bank without any prior appointment to share their grievances with a designated senior officer in each branch or office.

Review of the Policy:

The policy will be reviewed biennial or if there is a change whichever is earlier

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