

December 2020

## Grievance Redressal Policy

### 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 in any corporate entity. This is more so for banks because banks are service organizations. As a service organization, customer service and customer satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. Our Bank has come up with a lot of initiatives that are oriented to providing a better customer service and a better complaints redressal mechanism.

The bank's policy, on grievance redressal has been formulated taking into account the following:

- Customers are treated fairly at all times
- Complaints raised by customers are dealt with courtesy and 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.
- All complaints are dealt efficiently and fairly
- The bank employees work in good faith and without prejudice to the interests of the customer.

In order to make the bank's redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given frame-work of rules and regulation. All the employees are aware of the Complaint handling process.

The customer has every right to register his/her complaint if he/she is not satisfied with the services provided by the Bank or its service providers. Customers can give their complaint in writing or over telephone or SMS or through the Internet Banking facility. In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by the bank, the customer can approach the Banking Ombudsman or other available legal avenues with their complaint for grievance redressal.

### 2. Internal Machinery to handle Customer complaints/ grievances

Customers who wish to provide feedback or send in their complaint may use the following channels available with the Bank:

#### Level 1:

- Call our Phone Banking Help lines
- "May I Help You" desks are available at all our branches. Customers can also approach our Service Managers at the designated desks.
- Email us at [customer.care@sc.com](mailto:customer.care@sc.com) or Write to us at the below mentioned address:

**Standard Chartered Bank**  
**Customer Care Unit**  
**19, Rajaji Salai**  
**Chennai 600 001**

#### Level 2:

In case the responses received through the above channels are not satisfactory, they can write to [Head.Service@sc.com](mailto:Head.Service@sc.com). We assure a response received through this channel within 5 working days.

The information on the help line numbers and the redressal mechanism mentioned above are available in all our branches. Further, this has also been put up in our website and can be accessed through the following link:

<https://www.sc.com/in/complaints/>

#### Level 3:

In case the customer is not satisfied with the response received from Head.Service@sc.com, then he /she can write to:

Ms Jigna Chandarana – Principal Nodal Officer, Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001 or Email at: [Principal.NodalOfficer@sc.com](mailto:Principal.NodalOfficer@sc.com). The complaint will be responded within 5 working days.

The Bank also has dedicated monthly forums to discuss and analyze the causes for the complaint numbers, the complaint resolution process and to discuss the progress and action plans on the same. These detailed discussions of progress and action plans involve different levels of hierarchy that ensure a wide audience and the percolation of information to all the frontline units.

### **2.1 Appointment of Internal Ombudsman:**

In line with RBI recommendation, the Bank has incorporated the role of an Internal Ombudsman, who is an independent authority to review the Grievance raised by the customers. The Internal Ombudsman will share an independent view and be a part of Bank's Grievance Redressal mechanism. The decision taken by the Internal Ombudsman will be binding on the Bank.

For highlighting issues on non-observance of BCSBI (Banking Codes and Standards Board of India) codes, please write to our Principal Code Compliance Officer, Ms. Priya Raghunathan, Standard Chartered Bank, 19, Rajaji Salai, Chennai - 600 001.

If you are still not satisfied with the response or have not received a response from the Bank within a month, then you can file a complaint with the Banking Ombudsman at Reserve Bank of India, Byculla Office Building, 4th Floor, Opposite Mumbai Central Railway Station, Byculla, Mumbai - 400 008. Tel.: 022 2308 4121 / 2302 6400. Fax: 022 23022024.

Website: <https://bankingombudsman.rbi.org.in>

### **2.2 Customer Service Committee of the Board:**

This committee comprises of senior officers of the Bank responsible for examining any issues of the customers. The Committee examines any other issues having a bearing on the quality of customer service rendered. This Committee also reviews the functioning of Standing Committee on Customer Service. The committee is responsible for the following functions.

- To formulate the deposit policy
- To formulate the product approval process
- Annual customer satisfaction survey
- To look at and decide on policy matters pertaining to Customer Service
- To issue guidelines to the Standing Committee on matters relating to customers
- To seek and obtain feedback from the standing committee on areas pertaining to customer service in terms of trends of complaints, service issues etc.
- Review and suggest a way forward on the reports put up by the standing committee pertaining to complaint cases of delays in dealing with deceased accounts etc
- To have an oversight over the implementation of RBI's circulars on the customer service issues

- To look at all awards given by the Banking Ombudsman and to address issues of system deficiencies brought out by the awards. Also, to look at reasons for awards which have remained unimplemented for more than 3 months if any.

### 2.3 Standing Committee on Customer Service:

The Standing Committee on Customer Service is chaired by the Head of Service of the Bank. Besides two to three senior executives of our bank, the committee also invites two to three eminent non- executives drawn from the public as members. The committee is responsible for the following functions:

- Evaluate feed-back on quality of customer service received from various quarters. The committee would also review comments/feed-back /complaints on implementation of commitments in the Code of Bank's Commitments to Customers.
- The Committee is responsible to ensure that all regulatory instructions regarding customer service are followed by the bank. Towards this, the committee would obtain necessary feed-back from regional managers/ functional heads.
- The committee also considers unresolved complaints/grievances referred to it by functional heads responsible for redressal and offers their advice in return.
- The committee submits a report on its performance to the customer service committee of the board at Quarterly intervals.

### 2.4 Nodal Officer to handle complaints and Grievances:

The Bank has appointed Nodal Officers to handle complaints escalated to them. The Name, Region and Email address to reach the Regional Nodal Officers and the Principal Nodal Officer for **Retail Banking** are as below.

Retail Bank -Regional Nodal Officers			
SI.NO	Nodal Officer Names	Region	Email ID
1	Mr. Nilesh Mehta	Ahmedabad	<a href="mailto:Nodal.Officer@sc.com">Nodal.Officer@sc.com</a>
2	Ms. Ekta Shah	Bangalore	
3	Ms. Mahima Dudhane	Bhopal & Raipur	
4	Mr. Kishorekumar Singh	Bhubaneswar	
5	Ms. Nidhi Paul	Chandigarh & Jammu	
6	Mr. Babu Mony	Chennai	
7	Mr. Debashis Dasgupta	Guwahati	
8	Ms. Anjali Arora	Dehradun	
9	Mr. Anshul Katyal	Hyderabad	
10	Mr. Abhishek Purohit	Jaipur	
11	Ms. Harsimran Bindra	Kanpur	
12	Mr. Soumen Bose	Kolkata	
13	Ms. Ancy Chitlapully	Maharashtra & Goa	
14	Mr. Anand Prakash	New Delhi	
15	Mr. Avik Roy	Patna and Ranchi	
16	Mr. Renny Rebello	Thiruvananthapuram	

#### Ms Jigna Chandarana

Principal Nodal Officer  
Standard Chartered Bank  
Customer Care Unit  
19, Rajaji Salai  
Chennai 600 001  
Email ID: [Principal.NodalOfficer@sc.com](mailto:Principal.NodalOfficer@sc.com)  
Contact No: 080 42896718 / 080 28089025

The name and contact details of Senior Officials of the Bank are as follows:

Retail Bank - Senior Management Contact Details			
Name	Designation	Postal address for sending letters	Contact numbers
Mr. Jinesh Shah	Head, Product and Segment, Retail Banking, India	Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001	080-42896711 / 080-28089016
Mr Kusal Roy	Head Retail Banking India	Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001	080-42896721
Mr. Vinay Mishra	Head, Credit Cards & Unsecured Lending, India	Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001	080 -42896718/ 080-28089025
Mr. Nakul Jain	Head, Client Relationships, India	Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001	080-42896729 / 080-66696711
Mr. Zuzar Tinwalla	Chief Operating Officer, India	Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001	080-42896730 / 080-66696712
Mr. Aditya Mandloi	Head – Business Banking, India & ASA and Acting Head- Retail Banking, India	Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001	080-42896712 / 080-28089017
Mr. Manish Jain	Head, Commercial Clients (SME & ME Clients), India	Standard Chartered Bank, 19, Rajaji Salai, Chennai - 600001	080-42896713 / 080-28089018
Mr. Samrat Khosla	Head of Wealth Management, India	Standard Chartered Bank, 19, Rajaji Salai, Chennai - 600001	080-42896714 / 080-28089019
Mr. Aman Rajoria	Managing Director & Head Private Banking, India	Standard Chartered Bank, 19, Rajaji Salai, Chennai - 600001	080-42896715/ 080-28089020
Mrs. Zarin Daruwala	Chief Executive Officer, India	Standard Chartered Bank, 19, Rajaji Salai, Chennai - 600001	022-39400123 / 022-66029549

Monday to Friday - 9:30 AM to 6:30 PM (except weekends and Bank holidays)

For Demat Relation Queries / Complaints please find the contact details for the Compliance Officer, as mentioned below

Retail Bank - Senior Management Contact Details			
Name	Designation	Postal address for sending letters	Contact number for Escalation
Ms Kasturi Chitnis	Compliance Officer	Standard Chartered Bank, 2 <sup>nd</sup> Floor, 23-25 M. G. Road, Fort, Mumbai - 400 001.	080-42896716 / 080-28089021

The name and the contact details of the Nodal Officers for **Corporate and Institutional & Commercial Banking** are as follows:

<b>Corporate and Institutional &amp; Commercial Banking – Nodal Officers</b>			
<b>Sr. No</b>	<b>Nodal Officer Name</b>	<b>Designation</b>	<b>Contact Number</b>
1	Mrs. Bakhtavar Khambatta	Principal Nodal Officer – Cash	+91 22 61157408
2	Mr. Girish Sangoi	Principal Nodal Officer – Trade	+91 22 48852246
2	Ms. Shyamala Borkar	Head Client Services Group, India	+91 22 61157412
3	Mr. Zuzar Tinwalla	Chief Information Officer, India	+91 22 61158786
4	Mr. Bharat Padmanabhan	Regional Head, Global Banking, ASA	+91 22 61157852
5	Mrs. Zarin Daruwala	Chief Executive Officer, India	+91 22 39400123 +91 22 66029549

Monday to Friday - 9:30 AM to 6:30 PM (except weekends and bank holidays)

### 3. Write to Us for Corporate and Institutional & Commercial Banking related concerns:

At Standard Chartered Bank, Client Services Group, CRESCENZO, C-38/39, G-Block, 3rd Floor, Behind MCA Club, Bandra-Kurla Complex, Bandra (East), Mumbai 400051.

If you are not satisfied with the response that you have received, you can contact Mrs. Bakhtavar Khambatta, Principal Nodal Officer at the below postal address:

The Principal Nodal Officer (Corporate and Institutional & Commercial Banking)  
Standard Chartered Bank  
Client Services Group  
CRESCENZO, C-38/39, G-Block, 3rd Floor, Behind MCA Club,  
Bandra-Kurla Complex, Bandra (East), Mumbai 400051.  
Email Address: Straight2bank.In@sc.com  
Contact Number: +91 22 26757408

You may also contact Ms. Shyamala Borkar, Head Client Services Group, India at the below postal address:

Standard Chartered Bank  
Client Services Group  
CRESCENZO, C-38/39, G-Block, 3rd Floor, Behind MCA Club,  
Bandra-Kurla Complex, Bandra (East), Mumbai 400051.  
Email Address: Straight2bank.In@sc.com

If you are still not satisfied with the response or if you have not received a response from the bank within a month, you can file your complaint before the Banking Ombudsman. For more details on Banking Ombudsman Scheme, request you to visit [www.bankingombudsman.rbi.org.in](http://www.bankingombudsman.rbi.org.in)

### 4. Mandatory display requirements:

Our bank has the following in all our branches,

- Appropriate arrangement for receiving complaints and suggestions
- Display of the name, address and contact number of the Principal Nodal Officer(s)
- Contact details of Banking Ombudsman of the area
- Code of bank's commitment to customers

## 5. Resolution of Grievances:

The customers can highlight their complaints / issues with our Bank vide the channels mentioned above in the policy. The officer in the concerned unit with whom the customer has raised the issue is responsible for the resolution of complaints/grievances.

The Branch Managers can also be contacted by the customers for lodging their complaints. The officers of the complaints redressal unit will ensure closure of all complaints to the customer's satisfaction.

They will ensure that the complaint is escalated to the appropriate levels in case it is not possible to resolve at his/her level. Whilst the ultimate endeavour is to ensure we reach a situation where our customers don't have to complain to senior management to get an effective redressal, we have put in a robust mechanism to handle these complaints, review them from a point of view of understanding reasons for the complaint and for the escalation and working on prevention of recurrence thereof.

### 5.1 Time frame:

To register complaints, the customers may use any of the channels mentioned above (refer point 2 on Internal Machinery to handle the customer complaints). If the complaint has been received in writing, the bank will endeavour to send an acknowledgement / response within a week. Once the matter is examined, the Bank endeavours to either send a final response to the customer or an intimation seeking more time within 30 days upon receipt of complaint.

In case the customer is not satisfied with the response received from Head.Service@sc.com, then he /she can write to:

Ms Jigna Chandarana – Principal Nodal Officer, Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001 or Email at: [Principal.NodalOfficer@sc.com](mailto:Principal.NodalOfficer@sc.com). The complaint will be responded within 5 working days.

In case the customer is still not satisfied with the response or has not received a response from the bank within a month, then the customer can file a complaint before the Banking Ombudsman. More details on the banking Ombudsman Scheme will be available at [www.bankingombudsman.rbi.org.in](http://www.bankingombudsman.rbi.org.in).

Complaints that are received at our end will be seen in the right perspective and would be analyzed from all possible angles.

The communication of bank stance on any issue will be provided to the customers. Complaints that require sometime for examination of issues involved will be acknowledged promptly.

The aforesaid policy will be revised as and when there are any new changes incorporated by the Bank in handling complaints / grievances of the customer which includes introduction of new grievance channels, if any. Further, the policy will be reviewed every two years during the first quarter of the respective year and would also be reviewed in interim in the event of any revisions / amendments in the BCSBI code and Model Policy from IBA.

### 5.3 Interaction with customers:

The bank, through various questionnaires / meetings / surveys obtains the customer's feedback / suggestions for improvement in customer service.

### 5.4 Treatment on grievance redressal Framework for COVID-19:

Towards placing an effective system to address any grievance arising out of the application for restructuring and/or towards implementation of COVID-19 relief package, the Bank (vide this Policy). The Bank has put in place the following:

Mechanism for automatic lodgement and handling of grievances - Customers who wish to send their complaint related to COVID -19 relief package may use the above channels available with the Bank as referenced in para 2 on 'Internal Machinery to handle the customer complaints'.

The channel includes a dedicated email ID where customers may submit a complaint digitally and/or through the Branches. The Turn-a-around time (TAT) is maintained and communicated to customer as the Complaint Management System. Post lodgement of complaint, customer receives a SMS on his registered Mobile number with the complaint reference number along with TAT details.

Bank has a dedicated Complaint Redressal Unit (CRU) to ensure closure of all complaints to the customer's satisfaction. Customers are provided with proposed resolution within 72 hours and the Complaint Redressal Unit also ensures that the complaint is escalated to the appropriate levels in a timely manner, to get an effective redressal. Dashboard is maintained recording the number of complaints received for redressal of COVID-19-related stress and the same is closely monitored for closure. The Bank has identified geography wise Nodal Officers (Reference Para 2.4) to address grievances and have the same resolved through CRU.

In case the customer is not satisfied with the response received from Head.Service@sc.com within 7 working days, then he /she can write to:

Ms Jigna Chandarana – Principal Nodal Officer, Standard Chartered Bank, 19, Rajaji Salai, Chennai – 600001 or Email at: Principal.NodalOfficer@sc.com. The complaint will be responded within 5 working days

#### **6. Sensitizing operating staff on handling complaints:**

All the staffs of the Bank are educated on our Complaint Redressal Mechanism. We are confident that with an open mind and a smile on the face we should be able to win the customer's confidence.