



**Life Insurance Corporation of India**  
**Staff Co-operative Urban Bank Ltd No.3314**

### Grievance Redressal policy

1. The Bank gives utmost importance to customer service and affords top priority for disposal of customer complaints. Our motto is "customer is the King"
2. As and when complaint is received at a branch from a customer, the same is forwarded to the Branch Manager who is the Nodal officer for redressal of customer complaints. In case the Branch Managers unable to redress the complaint, the same is forwarded to the General Manager in charge who is the principal nodal officer.
3. In all the branches, complaint box and complaint register is kept for the use of the customers. An acknowledgement is given immediately to the customer on receipt of customer complaint. Notice board is displayed in all the Branch premises regarding details of name and mobile number of the Nodal officer. The notice board also contains information of availability of facility of raising complaint to the Banking ombudsman of RBI with his/her office address and contact number.
4. Time line for resolution of complaints.

Branch Manager Level	Complaints should be resolved within three working days
General Manager Level (Head Office)	Complaints should be resolved within another three working days
Board of Subcommittee Level	Complaints should be resolved within another ten working days

By no means, the disposal of a complaint should exceed one month from the date of receipt of complaint. Written reply regarding disposal should be forwarded to the customer in his/her e-mail id/ by means of registered letter within one month period. This letter should contain a clause that the customer may approach RBI ombudsman if he/she is not satisfied with the Bank's reply.

5. A monthly statement on status of disposal of complaints is to be submitted to the Board of Directors.
6. This policy has placed before the meeting of Board of Directors held on 15/03/2025 and has approved wide resolution No. IV. This shall be received annually as on as needed basis but shall be effective till subsequent approved by the Board of the Bank.