

**Grievance Redressal Policy**

**Contents**

<b>I. Background.....</b>	<b>2</b>
<b>II. Objective of the Grievance Redressal Policy: .....</b>	<b>2</b>
<b>III. Definition of a complaint/ concern (and Exclusions therefrom): .....</b>	<b>2</b>
<b>IV. Exclusions from the definition of complaint: .....</b>	<b>3</b>
<b>V. Applicability/ Coverage of the Grievance Redressal Policy: .....</b>	<b>3</b>
<b>VI. Aspects of the Grievance Redressal Policy:.....</b>	<b>4</b>
<b>VII. Grievance redressal mechanism of the Bank: .....</b>	<b>12</b>
<b>VIII. Grievance Review Mechanism of the Bank:.....</b>	<b>13</b>
<b>IX. Enhanced disclosures: .....</b>	<b>14</b>
<b>X. Sensitizing operating staff on handling complaints:.....</b>	<b>14</b>
<b>XI. Record Keeping:.....</b>	<b>14</b>
<b>XII. Review of policy: .....</b>	<b>14</b>
<b>Timeframes .....</b>	<b>15</b>

## **I. Background**

- a) The timely and effective handling of consumer complaints / concerns is fundamental to the Axis Bank's principles of responsible finance and its commitment to treat the customer fairly. As part of Axis Bank's Vision and Values statement, Customer Centricity is stated foremost of the five core values of the bank. Axis Bank believes that a customer experience in dealings with the Bank is the critical to ensuring his enduring relationship with the Bank. Axis Bank, and its subsidiaries are committed to promptly responding and addressing customer complaints / concerns and driving appropriate adjustments to its business practices / processes to improve quality of customer service and strengthen its risk management.
- b) Axis Bank's Grievance Redressal Policy has been -framed in accordance with prescriptions and directions as stated in various regulatory guidelines/ frameworks relevant to Customer Service. The extant policy outlines the framework for handling and redressal of customer grievances.

The Grievance Redressal is a public document, and the Bank shall make the same available on public domain through the Bank's Website and branches.

## **II. Objective of the Grievance Redressal Policy:**

The Objective of the policy is to ensure that:

- a) All customers are always treated fairly and without bias,
- b) All complaints, requests and queries received from customers are responded with courtesy as per defined timelines,
- c) Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.

## **III. Definition of a complaint/ concern (and Exclusions therefrom):**

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

- i. An allegation of unacceptable employee behaviour
- ii. An alleged violation of law, regulation, or policy
- iii. A product issue including product design or performance issues
- iv. A sales or service practice issue
- v. Unauthorised Electronic Banking Transaction (UEBT) dispute for investigation

- vi. Any deficiency or gap in service delivery towards the commitment provided to the customer (e.g., Complaints on account of breach in committed turnaround time or nonfulfillment of the request customer has placed with the bank).

#### **IV. Exclusions from the definition of complaint:**

- i. Complaints / concerns raised by customers with the Bank, where the Bank is part of the transactional eco-system, but where the underlying cause for grievance / concern is attributable to deficiency elsewhere in the overall transaction eco-system, beyond the scope of influence of the Bank, would fall outside the scope of the aforesaid definition. Notwithstanding, the Bank as part of its commitment to its customers shall be bound to provide all support to its customers, within the ambit of larger regulatory and internal policies to ensure that the concern raised is logically concluded.
- ii. Complaints/ concerns raised by customers with the Bank, for reversal of charges/ levies/ fees applied to his account(s) as part of the previously agreed and accepted terms and conditions, or restoration of charges / fees paid by the customers as part of his application for loan/ credit/ borrower facilities, notwithstanding the fact that the same has not been sanctioned /acceded to by the Bank in accordance with the Bank's lending norms or assessment practices or restoration of credit limits which stand reduced on account of usage, terms of lending, diminished value of underlying collaterals, or CVS / Credit score would fall outside the scope of the aforesaid definition.
- iii. Complaints / concerns raised by customers with the Bank, on action taken by the Bank in accordance with regulatory directions, with due notification(s) to the relevant customers, through appropriate channels (as per the information available to the Bank on its records), and where the customers have failed to act in accordance to comply with the directions notified by the Bank shall fall outside the purview of the aforesaid definition. Non-receipt of communication(s), in this regard from the Bank, for reasons where the contact details of the customer have undergone change and the customer has not updated the same on the Banks records, shall not be considered as grounds for grievance.
- iv. Customer Queries, Doubts, Inquiries, Status, request and clarifications will not be treated as complaints Ex. non-receipt of deliverable (within TAT) etc.

#### **V. Applicability/ Coverage of the Grievance Redressal Policy:**

- a. The policy is applicable to all branches of the Bank (including overseas branches) and all personnel involved in functioning of overseas and domestic operations of the Bank.
- b. Applicable to Business Correspondents, Outsourced employees, collections agencies & bank subsidiaries Third party product distributed/ referred by the Bank.
- c. All Government sponsored/ backed-up schemes serviced by the Bank.
- d. All transaction wherein Bank is acting as a NPS trust or an Agency business.
- e. All channels across products which the Bank has enabled for the customers for carrying out transactions and providing services (including services rendered through partners / associates of the Bank appointed by the Bank for the purposes of services specified by the Bank)

## **VI. Aspects of the Grievance Redressal Policy:**

### **For customers of Domestic Branches**

#### **1. Channels available to the customers for registering/ lodgement of the complaints / concerns (Level 1 complaints):**

- a) The Bank has enabled the following front-end touchpoints to customers to register their grievances on any of the products and services rendered by the Bank:
  - i. Any of the Branches & Loan centers (for loan related complaints) of Axis Bank
  - ii. The phone bank center / call centre of the Bank
  - iii. Email / Webchat channels of the Bank
  - iv. Axis support – Webpage on Axis bank website where customer can lodge complaints
  - v. Axis Bank Social media handles
- b) The responses /resolution shall be provided as per the defined timeframes for various categories of transactions as covered in the Annexure hereto. The Bank uses appropriate system for tracking and reporting the grievances raised by customers. Interactions received through regulator are resolved as per timelines mandated by respective regulator.
- c) All Level 1 complaints/ disputes /concerns registered through the Bank's call centre, email/ chat & walk-in at loan centres and branches will acknowledge the customer issue and capture the same in the appropriate system designated by the Bank for the purpose.
- d) Bank has a defined turnaround time of 10 days for a response related to Level 1 complaints /disputes / concerns.
- e) The following are the details for various touchpoints at first level:

S. No.	Details	Axis
1	Call Centers / Phone banking Centers	1860-419-5555 1860-500-5555
2	Website Support	<a href="http://www.Axisbank.com/support">www.Axisbank.com /support</a>
3	Branches / Loan Centers	Please visit <a href="http://www.axisbank.com">www.axisbank.com</a> to locate the nearest branch /loan centre

### For Customers of Overseas Branches & Representative offices (Level-1 complaints)

The Chief Executive Officer of the Branch / Chief Representative of the Representative office is the designated Complaints handling Officer. The Branch / Representative Office, if it is mandated by local regulations, should advise the Local Regulator about his / her role as the Complaints Handling Officer.

Country	Reason	Email ID
Abu Dhabi Representative Office	For Complaints related to ADRO	<a href="mailto:complaints.adro@axisbank.com">complaints.adro@axisbank.com</a>
Country	Reason	Email ID
Dubai Representative Office	For Complaints related to DRO	<a href="mailto:complaints.dro@axisbank.com">complaints.dro@axisbank.com</a>
Country	Reason	Email ID
Sharjah Representative Office	For Complaints related to SRO	<a href="mailto:complaints.sro@axisbank.com">complaints.sro@axisbank.com</a>
Country	Reason	Email ID
Dubai International Centre Finance (DIFC)	For Complaints related to DIFC	<a href="mailto:complaints.difc@axisbank.com">complaints.difc@axisbank.com</a>

Country	Reason	Email ID
Gift City IBU	For Complaints related to Gift City IBU	<a href="mailto:complaints.giftcity@axisbank.com">complaints.giftcity@axisbank.com</a>

Country	Reason	Email ID
Singapore	For Complaints related to Sing	<a href="mailto:complaints.sing@axisbank.com">complaints.sing@axisbank.com</a>

Country	Reason	Email ID
Bangladesh Representative Office	For Complaints related to BRO	<a href="mailto:complaints.bro@axisbank.com">complaints.bro@axisbank.com</a>

The Bank has a defined turnaround time of 10 days for a response.

**Circle Nodal Officer/Nodal Officer at HO (Level -2):**

If the customer is not satisfied with the response offered, customer may choose to refer the matter to Level 2 (Circle Nodal officer/ Nodal Officer at HO) for both domestic and overseas branch customers

1. Nodal office will acknowledge the customer issue and record in the system
2. The Bank has a defined turnaround time of 10 days for a response

Write	Email	Call
Nodal Officer, Mr. Jinit Thakkar Axis Bank Ltd, NPC1, 5th Floor, "Gigaplex", Plot No I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai-400708.	<a href="mailto:nodal.officer@axisbank.com">nodal.officer@axisbank.com</a>	Ph. 91-080-61865200 9.30 AM to 5.30 PM Monday to Saturday (Except 2nd & 4th Saturdays and Bank Holidays)

**Nodal officer for persons with disabilities**

Write	Email	Call
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Nodal Officer, Mr. Manish Katiyar Axis Bank Ltd, NPC1, 5th Floor, "Gigaplex", Plot No I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai-400708.	nodal.officer@axisbank.com	Ph. 91-080-61865200 9.30 AM to 5.30 PM Monday to Saturday (Except 2nd & 4th Saturdays and Bank Holidays)
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### Digital Lending Grievance Redressal Officer (GRO)

Contact details for Grievance Redressal Officer (GRO) designated specifically to assist customer with FinTech / Digital lending related concerns.

Write	Email	Call
Digital Lending Grievance Redressal Officer (GRO), Mr. Ashish Rajput Axis Bank Ltd, NPC1, 5th Floor, "Gigaplex", Plot No I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai-400708.	nodal.officer@axisbank.com	Ph. 91-080-61865200 9.30 AM to 5.30 PM Monday to Saturday (Except 2nd & 4th Saturdays and Bank Holidays)

### Principal Nodal Officer (PNO) (Level 3):

If the customer is not satisfied with the response offered, the customer may choose to refer the matter to Level 3 (Principal Nodal officer) for both domestic and overseas branch customers

1. Principal Nodal office will acknowledge the customer issue and capture the same in the appropriate system.
2. Bank has a defined turnaround time of 10 days for a response at this level

Write	Email	Call
Ms Deepti Radkar Principal Nodal Officer Axis Bank Ltd, NPC1, 5th Floor, "Gigaplex", Plot No I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai-400708	pno@axisbank.com	Ph. 91- 080-61865098 9:30 AM to 5:30 PM Monday to Saturday (Except 2nd & 4 <sup>th</sup> Saturdays and Bank Holidays)

**Office of the Banking Ombudsman (Level 4):**

If the customer’s issue remains unresolved after approaching Level 1 / Level 2 / Level 3 or if the bank has not provided a resolution within 30 days, the customer may choose to refer the matter to the Banking Ombudsman’s office. Details of the same is as under:

<https://www.axisbank.com/contact-us/banking-ombudsman>

**For Freecharge customers:**

**Level 1 complaints / disputes:** Customer can raise their grievances/disputes as below:

- Chatbot: On Freecharge App - (Profile – Help & Support)
- E-mail: [care@freecharge.com](mailto:care@freecharge.com)
- Fraudulent Transaction and Account Block 24\*7 Helpline: 9773579100 (Standard call charges Apply)

For Customer Complaints where a ticket number is generated, the resolution period is 10 Business Days.

**Level 2, Grievance Officer:** We aim to resolve all complaints at the first point of contact. In case the customer doesn’t get a satisfactory resolution to their query/complaint at Level 1 they can get in touch with the Grievance Officer with the ticket number and details of the grievance. TAT of 5 Business days (excluding time taken by the customer to provide required Information/documentation) for resolution/response

Designated Grievance Officer	Nemash Simaria
Email	<a href="mailto:grievanceofficer@freecharge.com">grievanceofficer@freecharge.com</a>
Phone	9773840200
Working hours	9:30 AM to 6:30 PM (Monday-Friday; except bank holidays)
Postal address	Freecharge Payment Technologies Private Limited, DLF Cyber Green, 11th Floor, Tower-C, DLF Cyber City, DLF Phase-3, Gurugram-Haryana-122002, India
Registered Address	11th Floor, Tower C, DLF Cyber Greens, DLF Cyber City, DLF Phase 3, Gurugram, Haryana - 122022  CIN- U74140DL2015PTC275419  Contact Number: 0124-6634800

**Level 3 Nodal Officer:** In case grievance remains unresolved even after contacting various complaint resolution channels or in the timelines mentioned above or if the customer is not satisfied with the response, the customer can approach the Nodal Office along with the ticket number. TAT of 5 Business days (excluding time taken by the customer to provide required Information/documentation) for resolution/response.

Designated Nodal officer	Samarth Govila
Email	nodal.head@freecharge.com
Phone	9773974200
Working hours	9:30 AM to 6:30 PM (Monday-Friday; except bank holidays)
Postal address	Nodal Officer, Freecharge Payment Technologies Private Limited, DLF Cyber Green, 11th Floor, Tower-C, DLF Cyber City, DLF Phase-3, Gurugram-Haryana122022, India
Registered Address	11th Floor, Tower C, DLF Cyber Greens, DLF Cyber City, DLF Phase 3, Gurugram, Haryana 122022, India  Contact Number: 0124 663 4800

**For FASTag customers:**

Customer can raise their queries from registered mail id to “etc.management@axisbank.com”

24\*7 Customer Care Toll Free number: 1800-419-8585

Customers can access the FASTag online portal through following link:

<https://fastag.axisbank.co.in/> Customers can access the FASTag FAQs through following link:  
<https://axisbank.com/Fastagfaq>

**Grievance Redressal Mechanism & TAT for Constituent Subsidiary General Ledger Account (CSGL):**

- Axis Bank has opened Constituent Subsidiary General Ledger Account (CSGL account) with RBI to accept/release government securities on behalf of constituents.
- For any grievance related to Constituent Subsidiary General Ledger account, customers can write to [csglops@axisbank.com](mailto:csglops@axisbank.com).

- Maximum TAT for resolution of the complaint is 2 working days. In case additional information is required from the customer, a period of 2 working days will be considered from the receipt of additional information from the customer.

**Grievance Redressal Mechanism & TAT for Issuing and Paying Agent (IPA):**

- As a scheduled commercial bank Axis bank acts as IPA for facilitating Commercial Paper issuance of our customers.
- For any grievance related to Issuing and Paying Agent, customer can write to [ipaops@axisbank.com](mailto:ipaops@axisbank.com).
- Maximum TAT for resolution of the complaint is 2 working days. In case additional information is required from the customer, the period of 2 days will be considered from the receipt of additional information from the customer.

**Grievance Redressal Mechanism & TAT for Custodial Services:**

- Bank is registered as a custodian of securities with SEBI and also a custodian-cum-clearing member of Indian Clearing Corporation Limited (ICCL) and NSE Clearing Limited (NCL) in Equity cash segment
- For any grievance related to custodial services customer can write to [custody.operations@axisbank.com](mailto:custody.operations@axisbank.com) / [custody.co@axisbank.com](mailto:custody.co@axisbank.com)

**TAT to resolve complaints:**

- Maximum TAT for resolution of the complaint is 15 working days
- In case additional information is required from the customer, the period of 15 working days will be considered from the receipt of additional information from the customer, regulator and service provider

**Government Agency business and Govt. investment products:**

The grievance redressal process pertaining to Civil and Defence pensions, Public Provident Fund (PPF) Accounts, Kisan Vikas Patra, Sukanya Samriddhi Scheme and other Government business services will be as per the Grievance Redressal Policy of the Bank. Additionally, dedicated option has been created under the customer service number to handle the grievances of the pensioners.

**National Pension System (POP- Point of Presence) /Atal Pension Yojana:**

**National Pension Scheme (NPS) Subscriber (Level 1):** Grievance can be lodged through below channels:

1	Online mode	CGMS (Centralised Grievance Management System) of CRA_NSDL
2	Email	
3	Physical letters	NPS Trustee Address: Axis Bank Ltd. Centralised Collections and Payment HUB (CCPH), 5th Floor, Gigaplex, Building No. 1, Plot No.I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai - 400708. Contact No.: <b>022-71315875</b>

The Bank has a defined turnaround time of 10 days for a response.

**Level 2 escalations / complaints/ disputes/ concerns:** If the customer is not satisfied with the response offered, the customer may choose to refer the matter to Level 2 (Nodal Officer of Axis Bank)

The Bank has a defined turnaround time of 10 days for a response

**The address and contact details of the Grievance Redressal officer of the bank for Atal Pension Yojana / National Pension System are as follows:**

**Grievance Redressal Officer (GRO) of the bank:**

Mr. Jinit Thakkar  
5th Floor, Gigaplex, Plot No. I.T.5, MIDC,  
Airoli Knowledge Park, Airoli,  
Navi Mumbai – 400708  
Contact: +91 80 61865200  
(Only working days 9:30 AM to 5:30 PM - Except 2nd & 4th Saturdays and Bank Holidays)

The Bank has a defined turnaround time of 10 days for a response.

**Level 3 escalations/ complaints/ disputes/ concerns:** If the customer is not satisfied with the response offered, the customer may choose to refer the matter to Level 3 (Principal Nodal Officer of Axis Bank)

The Bank has a defined turnaround time of 10 days for a response

**Level 4 escalations/ complaints /disputes /concerns:** In case of any queries pertaining to NPS or APY, if the customer issue remains unresolved after approaching Level 1 /Level 2 /Level 3 or if the bank has not provided a resolution within 30 days, the customer may choose to refer the matter to

Ombudsman's office. Details of the same are as mentioned below:

The Ombudsman, The office of Ombudsman,  
Pension Fund Regulatory and Development Authority,  
Tower E, 5th Floor, E-500, World Trade Center,  
Nauroji Nagar, New Delhi – 110029  
Phone No. 011-4071 7900  
Email id: ombudsman@pfrda.org.in

Subscribers can refer to FAQs on Ombudsman under NPS/APY via URL:

<https://www.axisbank.com/retail/investment/atal-pension-yojana/faqs#menuTab>

<https://www.axisbank.com/retail/accounts/national-pension-system-nps/download#menuTab>

## **VII. Grievance redressal mechanism of the Bank:**

**Registration of Complaints:** The Bank enables customers to register a Complaint through multiple channels as mentioned above under '**Channels available for customers to report grievance**'.

### **Acknowledgement & Receipt:**

- Complaints/ Concerns will be acknowledged upon receipt to the customer; acknowledgement will occur depending on the channel received based on regulatory guidelines.
- For all complaints, an acknowledgement will be provided to the customer who has lodged a complaint stating TAT for an update or resolution.

**Resolution of Complaints:** For complaints, once the case investigation / research is completed, detailed response along with key information/supporting documents (as applicable) is communicated by the bank.

#### **VIII. Grievance Review Mechanism of the Bank:**

The Bank has set up the following committees & review mechanism to monitor and review quality of customer service and grievance redressal mechanism of the Bank.

**Customer Service Committee of the Board:** This committee of the Board is responsible to oversee & guide implementation of service enhancement initiatives across the Bank. The Committee meets once every quarter to review customer complaints, regulatory mandates, policy decisions, review banks performance on initiatives to enhance customer experience.

**Standing Committee on Customer Service:** The Committee meets quarterly and is responsible for orienting, educating & creating awareness among customer, more importantly this serves as a forum to understand customer feedback about banks products & services. Matters deliberated in this meeting are further taken up for service development & product enhancement to elevate the quality of service delivered to customers. This meeting is attended by senior management of the bank and customers are invited to attend the meetings.

**Branch Level Customer Service Committee:** Bank also conducts monthly branch level customer meetings; this forum encourages customer to share their feedback & experience with the bank. As part of this meeting bank also conducts sessions to educate customers on topics like safe/secure banking, new initiatives bank has launched to ensure convenient banking. Feedback from these sessions is recorded and taken up for implementation.

**Internal Ombudsman of the Bank:** In line with the instructions from the Reserve Bank of India if the bank decides to reject or provide a partial relief, such cases will be referred to the Internal Ombudsman for further examination.

**Service Quality Desk:** Bank has set up an in-house dedicated quality review team to ensure that all touch points of the bank maintain highest standard of service quality at all times and adheres to the service standards defined by the bank to fulfil the customer expectations.

#### **Customer Service Meet**

Bank conducts monthly branch level customer meetings and quarterly standing committee of customer service meeting. As part of these meetings the intent is to get coverage across customer segments to ensure holistic feedback about banks product /services. Bank invites customers from across segments including Mass segment, Affluent segment, Women

customers, Senior citizens and pensioners. As part of the mentioned customer composition Bank has a specific quota for pensioners to be invited on an on-going basis.

Further bank has a structured mechanism to record customer feedback, or any other observations/feedback as voiced by customers.

For branch level meetings, branches are provided with a structured instrument to record customer feedback. Further all feedback /observations voiced by customers during such meetings are tabled to Standing Committee on Customer Service and Customer service committee of board and taken up for appropriate actioning and tracked.

**IX. Enhanced disclosures:**

With a view to strengthen customer grievance redress mechanisms at Banks, the RBI has put in place comprehensive framework of enhanced disclosures by Bank on customer complaints in its Annual Reports.

**X. Sensitizing operating staff on handling complaints:**

The Bank conducts regular training programmes for its staff on customer service and handling customer grievances

**XI. Record Keeping:**

The record of complaints are maintained as per the Bank's Information Systems Security Policy.

**XII. Review of policy:**

The policy has been approved by the Customer Service Committee of the Board and is reviewed at regular intervals. These reviews shall consider the following:

- Internal factors such as changes in organisational structure or products and services offered
- External factors such as changes in legislation or technological innovation
- The results of audit, if any conducted during the year by internal / external auditors.

The policy is made available on the website of the Bank.

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**Last Reviewed: Jan'25**

### **Timeframes**

1. Delay in failed ATM/BNA/Recycler transactions: T+5 days
2. Delay in crediting failed IMPS/UPI transactions: T+1 day
3. Delay in crediting failed card transactions
  - Card to Card transfer: T+1 day
  - POS/ Ecommerce: T+5 days
4. Delay in crediting failed Aadhaar enabled payment systems: T+5 days
5. Delay in crediting failed Aadhaar Payment Bridge systems: T+1 day
6. Delay in crediting failed NACH transactions: T+1 day
7. Delay in credit of beneficiary account for transactions initiated through Prepaid Instruments - Cards/Wallets
  - Off-US transactions: transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT and compensation rule of respective system shall apply
  - On-US transaction- PPI debited but transaction confirmation not received at merchant location. Reversal to be effected in T+1 calendar day
8. Fraudulent /Unauthorised electronic banking transactions which includes remote /online payment transaction & proximity payment transactions (ATM/POS): 90 days
9. POS/Online disputes: 120 days (Network defined timelines)
10. NEFT/RTGS: (NPCI defined timeline of T+15 days)
11. For all other interactions which do not fall under the above categories, the response time at each level stands as 10 days.
12. If customers issue remains unresolved after approaching Level 1 /Level 2 /Level 3 or if the bank has not provided a resolution within 30 days customer may choose to refer the matter to the Banking Ombudsman's office.