



## **Grievance Redressal Policy**

### **Background**

Customer centricity is one of the five core values of the bank. Bank believes that Customer Experience is the key to keeping customers happy and thereby ensuring a long lasting relationship with the Bank. Grievance expressed by customer serves as feedback mechanism for bringing about improvement in quality of service delivered to customers.

Axis Bank's Grievance Redressal Policy has been formulated in line with regulator guidelines on Customer Service. Policy outlines the framework for addressing customer grievances.

Bank defines a complaint as any deficiency or gap in service delivery towards the commitment provided to the customer. Complaints could be on account of breach in committed turnaround time or non-fulfilment of the request customer has placed with the bank.

Policy is made available in public domain (Bank's website & Branches).

### **Objective:**

The Objective of the policy is to ensure that:

- All customers are treated fairly at all times.
- All complaints, requests and queries received from customers are responded with courtesy as per defined timelines
- Customers are fully informed of avenues to escalate their grievance within the Bank and their rights to escalate, if they are not satisfied with the response of the Bank.

### **Applicability/Coverage**

- The policy is applicable to all branches including overseas and all personnel working in branches & Offices
- Applicable to Central Office departments and its personnel involved in functioning of overseas and domestic operations of the Bank
- It is applicable to NPS customers where Axis Bank is a trustee of Bank for NPS trust
- Customers from rural areas
- Pension account holders including those covered under Atal Pension Yojana, National Pension Schemes, Civil and Defence Pension & Employment Provident Fund Organisation Pension
- Third party product distributed/ referred by the Bank
- Customers availing insurance schemes of Government Of India which includes Pradhan Mantri Jeevan Jyoti Bima Yojna and Pradhan Mantri Suraksha Bima Yojna
- Customers making Tax payments for which RBI has authorised the Bank, under Agency Business
- Customers availing Public Provident Fund, Senior Citizen Savings Schemes & Kisan Vikas Patra and other Small Savings Schemes
- Any other schemes introduced by the Government and serviced by the Bank
- Applicable to Business Correspondents , Outsourced employees & bank subsidiaries
- Applicable to Freecharge customers

## **Aspects of grievance redressal policy**

- The Bank provides multiple touch –points to customers to register their grievance such as Branch, Call Centre, Email, Loan Centres, Axis support & Social media.
- Once the grievance is registered the bank takes it up with the concerned department for resolution.
- Resolution is provided as per the defined Turnaround time
- The Bank uses appropriate system for tracking and reporting the grievances raised by customers
- For all interactions received through regulator, timelines as mandated by respective regulator will be adhered to

## **Time frames**

1. ATM disputes: T+ 7 working days for domestic & 120 days for international transactions
2. BNA/Recycler disputes: T+7 working days
3. Fraudulent /Unauthorised electronic banking transactions which includes remote /online payment transaction & proximity payment transactions (ATM/POS) : 90 days
4. POS/Online disputes: 120 days (Network defined timelines)
5. NEFT/RTGS: T+15 working days ( NPCI defined timeline)
6. IMPS/ UPI disputes:
  - i. T+1 working day (To confirm status of payment. Timeframe defined from the date of lodgement in Axis Bank system)
  - ii. T+15 working days for refund of payment into customer's account
  - iii. T+35 working days for successful wrong transfer by customer (Good faith basis)
7. For all other interactions which do not fall under the above categories, the response time at each level stands as 10 days. If your issue remains unresolved after approaching Level 1 /Level 2 /Level 3 or if the bank has not provided a resolution within 30 days you may choose to refer the matter to the Banking Ombudsman's office.

## **Channels available for customers to report grievance**

### **Level 1:**

- a. Level 1 includes call center, email & walk-in at loan centers and branches. Bank will acknowledge the customer issue and capture the same in the appropriate system
- b. Bank has a defined turnaround time of 10 days for a response
- c. If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 2 (Circle Nodal officer/ Nodal Officer at HO)

- Call Centre numbers > 1860-419-5555, 1860-500-5555
- Axis Support : [www.axisbank.com/support](http://www.axisbank.com/support)
- Branches /Loan Centres ( please visit [www.axisbank.com](http://www.axisbank.com) to locate the nearest branch /loan centre)

### **Level 2:**

#### **Circle Nodal Officer/Nodal Officer at HO**

- a) Nodal office will acknowledge the customer issue and record in the system
- b) Bank has a defined turnaround time of 10 days for a response
- c) If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 3 (Principal Nodal officer)

Write	Email	Call
Nodal Officer 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 (Monday to Friday)  9.30 AM to 5.30 PM (Excluding 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday and Bank Holidays)

**Level 3:**

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

Write	Email	Call
Principal Nodal Officer Axis Bank Ltd. 2nd floor, The Ruby, 9- Senapati Bapat Marg, Dadar, Mumbai -400028	pno@axisbank.com	Ph. 91- 080-61865200 (Monday to Friday)  9:30 AM to 5:30 PM (Excluding 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday and Bank Holidays)

**Level 4:**

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

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

## **Customers of Overseas Branches & Representative offices**

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.

### **Level 1**

▪ complaints.difc@axisbank.com	▪ Complaints Handling Officer, DIFC
▪ complaints.hk@axisbank.com	▪ Complaints Handling Officer, Hong Kong
▪ complaints.sing@axisbank.com	▪ Complaints Handling Officer, Singapore
▪ complaints.slk@axisbank.com	▪ Complaints Handling Officer, Sri Lanka
▪ complaints.adro@axisbank.com	▪ Complaints Handling Officer, Abu Dhabi Representative Office
▪ complaints.shg@axisbank.com	▪ Complaints Handling officer, Shanghai Branch
▪ complaints.dro@axisbank.com	▪ Complaints Handling Officer, Dubai Representative Office
▪ Bank has a defined turnaround time of 10 days for a response	

### **Level 2**

- Bank has a defined turnaround time of 10 days for a response
- If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 2 (Nodal Officer of Axis Bank)

### **Level 3**

- Bank has a defined turnaround time of 10 days for a response
- If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 3 (Principal Nodal Officer of Axis Bank)

### **Level 4**

- If your issue remains unresolved after approaching Level 1 /Level 2 /Level 3 or if the bank has not provided a resolution within 30 days you may choose to refer the matter to the Banking Ombudsman's office.

## **National Pension Scheme (NPS) Subscriber**

### **Level 1**

- Grievance can be lodged through below channels :

#### **Online mode:**

- CGMS (Centralised Grievance Management System) of CRA\_NSDDL
- E-mail at npstrust@axisbank.com

#### **Physical Mode:** Letters addressed to:

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.:**022-71315875**

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

### **Level 2**

- Bank has a defined turnaround time of 10 days for a response
- If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 2 (Nodal Officer of Axis Bank)

### **Level 3**

- Bank has a defined turnaround time of 10 days for a response
- If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 3 (Principal Nodal Officer of Axis Bank)

### **Level 4**

If your issue remains unresolved after approaching Level 1 /Level 2 /Level 3 or if the bank has not provided a resolution within 30 days you may choose to refer the matter to the Banking Ombudsman's office.

## **Channels available for Freecharge customers to report grievance**

### **Level 1**

A customer can approach any one of the following channels to report a grievance

- Call Centre number: 18005727133 ( between 7 am to 11 pm)
- Email Channel : care@freecharge.com

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

### **Level 2**

- Bank has a defined turnaround time of 10 days for a response
- If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 2 Nodal Officer of Freecharge

Write	Email
Grievance Redressal Officer Freecharge Payment Services Private Limited , 68, Okhla Industrial Estate, New Delhi, 1100020 Ph: 91-080-61865200 ( between 9:30 am to 6:30 pm excluding National Holidays)	<a href="mailto:grievanceofficer@freecharge.com">grievanceofficer@freecharge.com</a>  ( between 9:30 am to 6:30 pm excluding National holidays)

### **Level 3**

- Bank has a defined turnaround time of 10 days for a response
- If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 3 Nodal Officer of Axis Bank

Write	Email
Nodal Officer Axis Bank Ltd, NPC1, 5th Floor, "Gigaplex", Plot No I.T.5, MIDC, Airoli Knowledge Park, Airoli Navi Mumbai-400708 Ph: 91-080-61865200 9:30 AM to 5:30 PM (Excluding 2 <sup>nd</sup> & 4 <sup>th</sup> Saturday and Bank Holidays)	<a href="mailto:freecharge.nodal@axisbank.com">freecharge.nodal@axisbank.com</a>

### **Internal Review Mechanism**

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 meeting, 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 are recorded and taken up for implementation.

- d. **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.

**Record Keeping**

- The record of complaints are maintained for a minimum period of ten years from the date of resolution.
- Backup copies are maintained as per the latest Backup Policy under the Information Systems Security Policy

**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 would be available on Bank's website and at all branches.

\*\*\*\*\*

***Last reviewed: April 2019***