DO No. 11/3/2015-BO.III

Dated: 9th September, 2015

Dear Dadasaheb,

You are kindly aware that prompt redressal of public grievances is one of the key priorities of the government and included for review by the Hon'ble Prime Minister under 'PRAGATI'. The CMDs of all PSBs were advised in the recent review meeting to ensure expeditious resolution of pending grievances at the utmost satisfaction of the citizens and avoid escalation of complaints to apex level offices and PMO.

2. This Department has issued policy guidelines / instructions vide DO letter No. 1/3/2012-BO.III dated 28.09.2012, DO letter No. 12/5/2013-BO.III dated 16.08.2014 and DO letter No. 11/3/2015-BO.III dated 19.02.2015 for strict compliance by PSBs, FIs, PSICs, RBI, IRDA and PFRDA to ensure effective and quality disposal of grievances within a maximum time limit of 60 days as per DARPG guidelines.

3. However, a large number of public grievances and customer complaints are being received in this Department online through CPGRAMS, E-mails and manually from President Secretariat, PMO, Finance Minister’s Office, DARPG, DPG (Cabinet Secretariat), DOPPW for redressal. We are regularly monitoring the grievances.

4. Most of the grievances received relate to deficiency in customer services, sanction of loan (housing, education, agriculture, MSME), ATM, Debit Cards, Credit Cards, non delivery of cash by ATM, non payment of FDRs, delay in payment of pension/family pension, non settlement/delay in settlement of deceased accounts, excess service charges / rate of interest, TDS, allegations of misbehavior, harassment, corrupt practices, Bank Lockers and IR/ Service matters of Bank employees. The present status of receipt, disposal and pending grievances during the period 01/01/2015 – 07/09/2015 as per CPGRAMS database is given as under:

<table>
<thead>
<tr>
<th>Sectors</th>
<th>Total Receipt</th>
<th>Total Disposed</th>
<th>Total Pending</th>
<th>New grievances under process</th>
<th>Age-wise pendency with subordinate organisations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0-2 months</td>
</tr>
<tr>
<td>Banking (PSBs, FIs, RBI)</td>
<td>36620</td>
<td>27617</td>
<td>8786</td>
<td>5563</td>
<td>4517</td>
</tr>
<tr>
<td>Insurance (PSICs) &amp; IRDA</td>
<td>4464</td>
<td>2164</td>
<td>2300</td>
<td>1981</td>
<td>2240</td>
</tr>
</tbody>
</table>

The above position indicates that existing 3 tier PGRM (Public Grievance Redressal Mechanism) in Banking and Insurance Sector organizations needs to be further strengthened for effective, qualitative and time bound resolution of public grievances. It has been noticed that certain grievances / complaints are of recurring nature. It would be possible to introduce procedural solutions to reduce complaints substantially.
5. The policy guidelines /specific instructions issued by this Department from time to time earlier are reiterated as follows for strict compliance:

i) The grievances should be examined and resolved/ disposed in fair and just manner within a stipulated time frame. In case of delay, an interim reply must be sent to the petitioner and if the grievance is rejected a reasoned reply must be sent.

ii) To provide link of online Public Grievance Redressal System/ Complaint Management System on Web sites to facilitate citizens to lodge their grievances online directly with PSBs/FIs & PSICs for prompt redressal. The contact details of the Nodal Public Grievance Officer of the level of General Manager Customer Care must also be displayed on the web-sites as well as Branch level and also published in leading News Papers.

iii) To organize operational training on CPGRAMS and Banking Operations/ Insurance Services for officials handling Public Grievances to ensure quality and time bound disposal of grievances.

iv) To ensure regular monitoring, periodic review and analysis of grievances to identify grievance prone areas to reduce the incidence of grievances.

v) The nodal officers are to be held accountable for ensuring timely and effective redressal of grievance petitions including those received from Prime Minister’s Office.

vi) All the grievances pending for more than six months have to be disposed off by 15th September, 2015 positively.

vii) The suggestions from the citizens can be closed after due consideration.

viii) To focus attention on service related grievances of employees and pension related grievances of civil, defence and para military pensioners.

ix) To ensure provision for improving quality of customer services in Banking and Insurance Sector organizations to minimize complaints.

6. I would request you to take necessary action to ensure prompt resolution of all pending grievances including those referred by DPG, strengthen your grievance redressal mechanism and carry out regular monitoring/ review at senior level.

7. I shall be grateful if you could kindly intimate us the action taken report / action proposed to be taken by 30th September, 2015 positively.

   With regards,

   Yours sincerely,

   (VLVSS Subba Rao)

1. CMDs of all Public Sector Banks/FIs
2. CGM, Customer Service Department, RBI.
3. CEOs of all Public Sector Insurance Companies
4. CEO, IRDA (Insurance Regulatory Development Authority)
5. CEO, PFRDA

Copy for information to: All the Joint Secretaries, Directors/Dy, Secretaries / Under Secretaries in DFS
DO No. 11/3/2015-BO.III

Dear

As you are aware, redressal of public grievances is one of the key priorities of the Government. Protection of interests of customers and provisions of improved quality of customer services in Banking and Insurance Sectors are major concerns of this Department. Instructions / guidelines have been issued to PSBs/FIs and PSICs from time to time to ensure prompt and effective redressal of public grievances and strengthening of grievance redressal machinery.

2. To bring customers’ centricity in the provision of banking services, the Reserve Bank of India (RBI) has been issuing guidelines from time to time for customer protection, improved customer care and expeditious disposal of grievances.

3. The PSBs/FIs and PSICs have their own internal three tier public grievance system for speedy redressal of grievances so that escalation of complaints to ombudsman / regulatory level is kept to the barest minimum. However, a large number of grievances and suggestions are being received in this Department from President’s Secretariat, PMO, other apex offices, DARPG, DPG (Cabinet Secretariat) nodal agencies and directly from citizens online through CPGRAMS/ by post and emails.

4. In view of above, specific instructions / guidelines regarding public grievance redressal guidelines are reiterated as follows for strict compliance.

i) Public grievance to be acknowledged within 3 days of receipt and to be resolved / disposed promptly.

ii) Every grievance has to be dealt in fair and just manner, and to be disposed within a maximum time limit of 60 days under intimation to the petitioner as per DARPG guidelines. In case of delay in disposal/ rejection of a grievance, a reasoned reply be furnished to the complainant invariably.

iii) Ensure regular monitoring, periodic review and analysis of grievances at senior level to identify grievance prone areas for remedial action and systemic changes to reduce the incidence of grievances substantially.

iv) Focus attention to strengthen internal institutional mechanism of grievance redressal, sensitize functionaries handling grievances and citizens’ feedback.

v) Ensure prompt redressal of service related grievances of employees including pension related grievances of civil, defence and para military pensioners.

Dated: 19th February, 2015
vi) The task of public grievance redressal be treated at par with core functions of the organization and inordinate delay in disposal of grievances may be viewed seriously for punitive action.

vii) The name, address, contact numbers and email of the chief grievance redressal officer be displayed on the notice board as well as on the website for information of customers.

5. I would be grateful if you could kindly inform us of the action taken in the matter in the form of a status report on public grievance redressal with relevant details concerning your organization by 28th February, 2015 positively.

Yours sincerely,

Rajan Kumar
(Rajan Kumar)

CMDs of all Public Sector Banks, F.Io, PSICs/RB/IRDA, (By name)