

Grievance Redressal Policy

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## **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):**

Customer raising a concern emanating from a failed transaction on account of deficiency in service, delay in fulfilment and / or non-conformance to stated arrangements with the customer.

- 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 non-fulfilment 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 (incl. 24-hour Citi phone for customers holding Citibank relationships (presently being migrated to Axis Bank platforms),
  - 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 (& Citi managed social media handles for customers holding Citibank relationships (presently being migrated to the Axis Bank platforms)
- 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	Citi
1	Call Centers / Phone banking Centers	1860-419-5555 1860-500-5555	1860 210 2484 (Local call charges apply) Use +91 22 4955 2484 for calling us from outside of India.
2	Website Support	<a href="http://www.axisbank.com/support">www.Axisbank.com /support</a>	<a href="https://www.online.citibank.co.in/customer-service/home.htm">https://www.online.citibank.co.in /customerservice/home.htm</a>
3.	Branches / Loan Centers	Please visit <a href="http://www.axisbank.com">www.axisbank.com</a> to locate the nearest branch /loan centre	<a href="https://www.online.citibank.co.in/customer-service/branch-atm-locations.htm">https://www.online.citibank.co.in/customer-service/branch-atm-locations.htm</a>

**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.

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.giftcity@axisbank.com	Complaints Handling officer, Gift City IBU
complaints.dro@axisbank.com	Complaints Handling Officer, Dubai Representative Office
complaints.sro@axisbank.com	Complaints Handling Officer, Sharjah Representative Office

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 oversea 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. Ashok Sunar 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: 0124 663 4800 (Standard call charges Apply)

Freecharge has defined timelines of 10 days (excluding time taken by the customer to provide required Information/ documentation) for resolution / response

**Level 2 escalations of complaints/ disputes:** 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.

Email	<a href="mailto:grievanceofficer@freecharge.com">grievanceofficer@freecharge.com</a>
Working hours	9:30 AM to 6:30 PM (Except National holidays)
Postal address	Freecharge Payment Technologies Private Limited, DLF Cyber Green, 11th Floor, Tower-C, DLF Cyber City, DLF Phase-3, Gurugram-Haryana-122002  CIN- U74140DL2015PTC275419
Registered Address	Freecharge Payment Technologies Private Limited, 2nd Floor, Plot No. 25, Pusa Road, New Delhi-110005

Freecharge has defined timelines of 10 days (excluding time taken by the customer to provide required Information/ documentation) for resolution / response

**Level 3 escalations of complaints/ disputes:** In case grievance remains unresolved or if the customer is not satisfied with the response, the customer can approach the Nodal Office of Axis Bank along with the ticket number shared by Freecharge.

Email	<a href="mailto:freecharge.nodal@axisbank.com">freecharge.nodal@axisbank.com</a>
Working hours	9:30 AM to 5:30 PM (Monday to Friday except Bank holidays)
Postal address	Nodal Officer, Axis Bank Ltd, NPC1, 5th Floor, "Gigaplex", Plot No I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai-400708.
Registered Address	Axis Bank Limited, 'Trishul', 3rd Floor, Opp. Samartheswar Temple, Near Law Garden, Ellisbridge, Ahmedabad - 380 006

Freecharge has defined timelines of 15 days (excluding time taken by the customer to provide required. Information/ documentation)

**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 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 customers 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>
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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

**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  
O/o Pension Fund Regulatory and Development Authority,  
Plot No - 14/A,  
Chhatrapati Shivaji Bhawan,  
Qutab Institutional Area,  
New Delhi - 110016  
Email ID : ombudsman@pfrda.org.in  
Landline No : 011-26517507 Ext 188

Subscribers can refer FAQs on Ombudsman under NPS/APY via URL:  
<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 Assurance Officer:** Bank has appointed Service Quality assurance officer 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 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: Jun'23**

**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.

### **Citi touch point details**

Annexure 1

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

#### **Regular Access Channels (Level 1)**

If a customer has a problem or wishes to register a complaint, they can reach us at any of the following access channel.

- 24-Hour CitiPhone
- E-chat June 2022 2 Version 3.0
- Through Email
- **Other modes:**
  - Through Citibank Online Inbox
  - Interaction at Branch Banking
  - Citi Managed social media

Customer can expect a response from these channels within 2 working days of receipt of your complaint at Citibank (taking into account postal and other delays that may occur beyond the control of Citibank).

#### **Escalation of Customer Complaints (Level 2)**

If customers are not satisfied with the response that customer receives from the above access channels or if customers do not hear from us in 2 working days, customers can escalate their complaint by:

Writing to Head- Customer Care explaining the details of the issue concerned through Webform (<https://www.online.citibank.co.in/customerservice/home.htm>). Customers will receive a response within 2 working days of receipt of their complaint at Citibank.

#### **Citibank Grievance Redressal Officer (Principal Nodal Officer) (Level 3)**

If customers are not satisfied with the response received from the Head Customer Care, customer may escalate their concerns to the Principal Nodal Officer (PNO) in the following ways.

- 1) Write to Principal Nodal Officer explaining the details of the issue concerned through Webform on Citibank Website (<https://www.online.citibank.co.in/customerservice/home.htm>) Customers will receive a response within 2 working days of receipt of their complaint at Citibank. OR

- 2) Customers can call us at the Toll Free Number 1-800-266-2400 (India Toll free) / 022-49552400 between 10:00 AM to 6:00 PM IST (Monday to Saturday) except on national holidays.

Our team of specialized Customer Service Executives will attend your call and resolve your issues.

Customers can also contact the Regional Nodal Officers appointed under the jurisdiction of the respective Banking Ombudsman. Complete contact details of the Nodal Officers/Principal Nodal Officer are available in the List on Citibank Website (<https://www.online.citibank.co.in/customerservice/home.htm>)

#### **Citibank Senior Management (Level 4)**

In case customers continue to be dissatisfied with responses received at any of the above levels, they can write directly to Senior Management of Citibank explaining the details of the issue concerned through Webform on Citibank Website (<https://www.online.citibank.co.in/customerservice/home.htm>)

Customers will receive a response within 2 working days of receipt of their complaint at Citibank

#### **Reserve Bank of India – Banking Ombudsman (2006) and Integrated Ombudsman (2021) Scheme**

As per the Reserve Bank of India Integrated Ombudsman Scheme, 2021, a customer can file his complaint before the Banking Ombudsman if the reply is not received from the bank within a period of 30 days after the bank Concerned has received his representation, or the bank rejects the complaint, or the complainant is not satisfied with the reply given to him by the bank.

In line with the above Scheme, in case customers have not heard from us for 30 days or customers are not satisfied with the resolution provided by any of the above channels or individuals appointed by Citibank, please feel free to contact the Banking Ombudsman, a statutory body appointed by the Reserve Bank of India to look into the provision of satisfactory service by banks. A detailed note is made available on Citibank Website (<https://www.online.citibank.co.in/customerservice/home.htm>) or Customer can refer the same through <http://www.rbi.org.in>.

#### **Annexure 2**

Citi India consumer banking customers are now served by Axis Bank. Citi India has transferred ownership of its consumer banking business to Axis Bank (registration number L65110GJ1993PLC020769). Consumer banking customers can continue to use all existing Citi products and/or services, branches, ATMs, internet banking and Citi Mobile® App as usual. Axis Bank is the provider of Citi branded consumer banking products in India temporarily and Citi India is providing certain services in respect of those products. The trademarks "Citi", "Citibank", "Citigroup", the Arc design and all similar trademarks and derivations thereof are used temporarily under license by Axis Bank from Citigroup Inc. and related group entities.