

# Grievance Redressal Policy

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# 1. Introduction

Customer service and customer satisfaction has become an important aspect in achieving sustained business growth. **Sumitomo Mitsui Banking Corporation**, India (“SMBC”) understands the nature of the services sector it operates in and hence also the importance of building and maintaining client relationships. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure that customer complaints and grievances are properly redressed.

SMBC’s policy on grievance redressal follows the following principles:

- customers be treated fairly at all times.
- complaints raised by customers are dealt with courtesy and on time.
- customers are fully informed of avenues to escalate their complaints/ grievances within the organization and their rights to alternative remedy if they are not fully satisfied with the response of SMBC to their complaints.
- all complaints be treated efficiently and fairly.
- SMBC employees work in good faith and without prejudice to the interests of the customer.

In order to make SMBC’s redressal mechanism more meaningful and effective, a structured system has been built. This system will ensure that the redressal sought is just and fair and is permissible within the given framework of rules and regulation. All employees are aware of the Complaint handling process.

Every customer has full right to register his complaint if he is not satisfied with the services provided by SMBC or its service providers including the disputes related to processes for determining discrepancies in material terms or valuation in context of NCCD transactions, CIC etc. Customers can give their complaint in writing, orally or over telephone. If customer’s complaint is not resolved within given time or if he is not satisfied with the solution provided by SMBC, he can approach Banking Ombudsman with his complaint or other legal avenues available for grievance redressal.

## **2. Internal Machinery to Handle Customer Complaints/Grievances**

Customers interested in providing feedback or lodging a complaint can either send an e-mail to [feedback@in.smbc.co.jp](mailto:feedback@in.smbc.co.jp), submit a complaint through the Complaint Form available on the SMBC India website, or visit us at any of the SMBC branches .

In case the response is received through the above channels are not satisfactory, they can write to Nodal Officer, at the address mentioned in point 2.3. We shall endeavor to provide a response to letters / emails received through this channel within the given time frame and we shall keep the customer informed on progress either by phone or in writing.

### **2.1 Customer Service Committee of the Bank**

SMBC India has constituted Customer Service Committee (“Committee”) comprising of the following senior officials of the bank for examining any issues of the customers.

- |  |   |             |
|--|---|-------------|
| 1) Chief Executive Officer (Country Head of India) | - | Chairperson |
| 2) Managing Director                               | - | Member      |
| 3) Executive Director Head of Operations           | - | Member      |
| 4) Invitee Customers                               | - | Invitee     |
| 5) Managing Director Legal & Compliance            | - | Secretary   |

The meeting can be convened with a minimum of four committee members including the committee chair and the committee shall meet on at least four times during a calendar year.

In respect of grievance redressal and customer service, the Committee will have the following functions:

- i. Evaluate feed-back on quality of customer service rendered.
- ii. Ensure that all regulatory instructions regarding customer service are followed by SMBC.
- iii. Consider unresolved complaints/grievances referred to them for redressal and offer their advice.
- iv. Look at all awards given by the Banking Ombudsman to address issues of system deficiencies brought out by the awards and also look at reasons for awards which have remained unimplemented for more than 3 months if any.
- v. The formulation of Customer grievance Redressal policy and ensure effectiveness of the Grievance Redressal mechanism adopted by SMBC.
- vi. Formulation of a Comprehensive Deposit Policy
- vii. Issues such as the treatment of death of a depositor for operations of his account
- viii. Product approval process with a view to suitability and appropriateness
- ix. Annual survey of depositor satisfaction.
- x. Tri-ennial audit of such services.

The Committee would also examine any other issues having a bearing on the quality of customer service rendered and initiate prompt corrective action wherever service quality/skill gap have been noticed. This Committee would also be functioning as Standing Committee on Customer Service and will analyse the statement of complaints received to make the grievance redressal mechanism more effective.

## **2.2 Branch level Customer service Committee**

SMBC India has constituted a Branch Level customer Service Committee (BLCSC) for New Delhi, Mumbai, and Chennai Branch. BLCSC shall meet at least once in a month to study the complaints / suggestions, cases of delay; difficulties faced / reported by customers / members etc. and evolve ways and means of improving customer service.

BLCSC shall be convened by Head Of operations and shall consist of Business Heads / Relationship Managers (representative of business teams) and/or the customers.

BLCSC shall submit quarterly reports giving inputs suggestions to Customer Service committee.

## **2.3 Nodal officer and other designated officials to handle complaints and grievances.**

SMBC has appointed following nodal officers for SMBC branches in India to address complaints and grievances.

### **Nodal Officer:**

#### **Mr Rajiv Menghani**

Director Operations

Email:rajiv\_menghani@in.smbc.co.jp

Telephone: +91-11-47689213

Fax: +91-11-47689222

### **Principal Nodal Officer:**

#### **Mr. Bijender Pal Singh**

Managing Director Legal & Compliance

Email: bijender\_singh@in.smbc.co.jp

Telephone: +91-22-62295000

Fax: +91-11-47689222

### **The Nodal Officer is available at following address:**

Sumitomo Mitsui Banking Corporation  
2<sup>nd</sup> Floor, Worldmark 3, Hospitality District Aerocity,  
New Delhi 110037.

### **If your complaint is unresolved at the branch level, you may approach:**

#### **Chief Executive Officer & Country Head of India:**

##### **Mr. Hiroyuki Mesaki**

**Email:** hiroyuki\_mesaki@in.smbc.co.jp

Telephone: +91-22-62295011

Fax: +91-11-47689222

In case the customer does not get a response from SMBC India within 30 days from date of complaint or he is not satisfied with the response received from SMBC India, he has a right to approach Banking Ombudsman appointed by the RBI.

RBI has integrated three Ombudsman schemes of RBI namely, (i) the Banking Ombudsman Scheme, 2006; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019; into one “The Reserve Bank - Integrated Ombudsman Scheme, 2021” with effect from November 12, 2021.

The Scheme adopts ‘One Nation One Ombudsman’ approach by making the RBI Ombudsman mechanism jurisdiction neutral. The objective of the Scheme is to resolve the customer grievances involving ‘deficiency in service’ on part of regulated entities in a speedy, cost-effective and satisfactory manner.

Following are the salient features of the Integrated Ombudsman Scheme, 2021:

1. Any customer aggrieved by deficiency in service (a shortcoming or an inadequacy in any financial service, which the Bank is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer) may file a complaint in writing or otherwise under the Scheme.
2. There is no limit on the amount in a dispute that can be brought before the Ombudsman for which the Ombudsman can pass an Award. However, for any consequential loss suffered by the complainant, the Ombudsman shall have the power to provide a compensation up to Rupees 20 lakh, in addition to, up to Rupees One lakh for the loss of the complainant’s time, expenses incurred and for harassment/mental anguish suffered by the complainant.
3. Reserve Bank of India has established the Centralized Receipt and Processing Centre (CRPC) at Chandigarh for receipt of the complaints Pan India.
4. The complaint can be lodged online through the RBI portal (<https://cms.rbi.org.in>)
5. Location of the Office of the Ombudsman:
  - (1) The offices of the Ombudsman shall be at such places as may be specified by the Reserve Bank.
  - (2) In order to expedite disposal of the complaints, the Ombudsman may hold sittings at such places and in such manner as may be considered necessary and proper in respect of a complaint.

Additionally, a Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) – is also being operationalized in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course. The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint.

6. A complaint under the Scheme shall not lie unless:

(a) the complainant had, before making a complaint under the Scheme, made a written complaint to the Bank concerned and

(i) the complaint was rejected wholly or partly by the Bank, or if the complainant is not satisfied with the reply given by the Bank; or the complainant had not received any reply within 30 days after the Bank received the complaint; and

(ii) the complaint is made to the Ombudsman within one year after the complainant has received the reply from the Bank to the complaint or, where no reply is received, within one year and 30 days from the date of the complaint.

(b) the complaint is not in respect of the same cause of action which is already : (i) pending before an Ombudsman or settled or dealt with on merits, by an Ombudsman, whether or not received from the same complainant or along with one or more complainants, or one or more of the parties concerned;

(ii) pending before any Court, Tribunal or Arbitrator or any other Forum or Authority; or, settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other Forum or Authority, whether or not received from the same complainant or along with one or more of the complainants/parties concerned;

(c) the complaint is not abusive or frivolous or vexatious in nature; (d) the complaint to the Bank was made before the expiry of the period of limitation prescribed under the Limitation Act, 1963, for such claims;

(e) the complainant provides complete information as specified in clause 11 of the Scheme; (f) the complaint is lodged by the complainant personally or through an authorized representative other than an advocate unless the advocate is the aggrieved person.

(g) the complaint is not in respect of the same cause of action which is already : (i) pending before an Ombudsman or settled or dealt with on merits, by an Ombudsman, whether or not received from the same complainant or along with one or more complainants, or one or more of the parties concerned;

7. No complaint for deficiency in service shall lie under the Scheme in matters involving:

(a) commercial judgment/commercial decision of a Bank.

(b) a dispute between a vendor and a Bank relating to an outsourcing contract.

(c) a grievance not addressed to the Ombudsman directly.

(d) general grievances against Management or Executives of a Bank.

(e) a dispute in which action is initiated by a Bank is in compliance with the orders of a statutory or law enforcing authority.

(f) a service not within the regulatory purview of the Reserve Bank.

(g) a dispute between Banks and

(h) a dispute involving the employee-employer relationship of a Bank.

8. Bank on receipt of the complaint, should furnish written reply along with all the relevant documents to the Ombudsman within 15 days of receipt of complaint. Provided that the Ombudsman at the request of the Bank in writing to the satisfaction of the Ombudsman, grant such further time as may be deemed fit to file its written version and documents.

9. In case Bank omits /fails to file its written version and documents within 15 days, then Ombudsman may proceed ex-parte based on the evidence available on record and pass appropriate Order or issue an Award.

10. The Bank will not have any right to appeal in case the Bank omits or fails to file its written version and documents within the time as provided in terms of Clause 15(1)(a) of the Integrated Ombudsman Scheme.

11. The Award shall lapse and be of no effect unless the complainant furnishes a letter of acceptance of the Award in full and final settlement of the claim to the Bank, within a period of 30 days from the

date of receipt of the copy of the Award.

12. The complainant aggrieved by an Award or rejection of a complaint by Ombudsman Office may prefer an Appeal before the Appellate Authority within 30 days of the date of receipt of the Award or rejection of the complaint

13. The Appellate Authority may, if it is satisfied that the complainant had sufficient cause for not making the appeal within the time, may allow a further period not exceeding 30 days.

For more details, please refer to the RBI website ([www.rbi.org.in](http://www.rbi.org.in)).

### **Banking Ombudsman:**

#### **New Delhi I**

Ms. Mary Lawm Ngaih Ching Gwite  
C/o Reserve Bank of India,  
06, Sansad Marg, New Delhi  
Tel. No. 011 23313359

#### **New Delhi II**

Smt. Suchitra Maurya  
C/o Reserve Bank of India  
06, Sansad Marg, New Delhi  
Telephone: 011 23715393

#### **Mumbai I**

Smt. Raksha Mishra  
C/o Reserve Bank of India  
4th Floor, RBI Byculla Office  
Building,  
Opp. Mumbai Central Railway  
Station,  
Byculla, Mumbai-400 008  
Tel.No.022 23022028

#### **Mumbai II**

Shri Sanjay Kumar  
C/o Reserve Bank of India,  
1st Floor, RBI Byculla Office  
Building, Opp. Mumbai Central  
Railway Station, Byculla,  
Mumbai-400 008  
Tel.No. 022 23001285

#### **Chennai**

Dr (Smt) Tuli Roy  
C/o Reserve Bank of India  
Fort Glacis, Chennai 600 001  
Tel no.044 25395964

#### **Chennai II**

Smt Nandita Singh  
C/o Reserve Bank of India

Fort Glacis, Chennai 600 001  
Tel No. 044 25383976

## **Bengaluru**

Smt N Mohana  
C/o Reserve Bank of India  
10/3/8, Nrupathunga Road  
Bengaluru -560 001  
Tel. No. 080 22277660/22180221

Reserve Bank of India has launched a software application “Complaint Management System (CMS)” to facilitate RBI’s grievance redressal processes. Members of public can access the CMS portal at RBI’s website to lodge their complaints against any of the entities regulated by RBI.

The detailed information on Integrated Banking ombudsman scheme is available on <https://www.rbi.org.in/Scripts/Complaints.aspx>.

SMBC India has also setup a Customer Facilitation Center (CFC) to handle customer queries/complaints regarding NEFT transactions (Delayed credit / refunds of NEFT transactions). The CFC can be contacted at following address:

Operations Department  
Sumitomo Mitsui Banking Corporation  
2nd Floor, Worldmark 3, Hospitality District Aerocity,  
New Delhi 110037.  
Telephone: +91-11-47689111  
Fax: +91-11-47689222  
E-mail: [feedback@in.smbc.co.jp](mailto:feedback@in.smbc.co.jp)

### **3. Resolution of Grievances and Timeframe**

The customers can highlight their complaints / issues with SMBC India as mentioned in point no. 2 of this policy. The officer in the concerned unit with whom the customer has raised the issue is responsible for the resolution of complaints/grievances. The Nodal Officer can also be contacted by the customers for lodging their complaints. It will also be ensured that the complaint is escalated to the appropriate levels in case it is not possible to resolve it at a branch level. Whilst the ultimate endeavor is to ensure resolution of the complaint at the earliest through proper communication with the customer, we also have a robust mechanism to handle these complaints, review them from a point of view of understanding reasons for the complaint and for the escalation and working on prevention of recurrence thereof.

Any complaint from any source against the dealers shall be promptly investigated including Serious complaints alleging acceptance of gifts and other favours (or any other gratification) by the dealers and shall be put up to the appropriate authorities for necessary action including Branch General Manager and Central Offices of the Department of Banking Supervision and Customer Service Department of the Reserve Bank of India, indicating the nature of actions taken.

As a matter of policy, complaints relating to malpractices by brokers shall be promptly brought to the notice of the Foreign Exchange Dealers Association of India, Mumbai.

The Bank shall make disclosures regarding customer complaints and grievance redress in its annual report and publish an annual statement of customer complaints on its website, in terms of Enhanced disclosures to be made by banks on complaints and grievance redress of the RBI Circular on 'Strengthening of Grievance Redress Mechanism in Banks' dated January 27, 2021.

Time frame for Response:

The turn-around-time for responding to a complaint is

- i. Normal cases (other than one mentioned below): 7 working days for normal cases
- ii. fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: 15 working days
- iii. Issues involving 3rd party (other Banks): 30 working days
- iv. If any case needs additional time, the Bank will inform the customer why the resolution is being delayed and provide expected timelines for the resolution of the issue.

Any complaint related to delayed updation/rectification of credit information shall be handled as per the provision stated in the below circulars, as updated from time to time.

1. Strengthening of customer service rendered by Credit Information Companies and Credit Institutions dated October 26, 2023, as updated from time to time.
2. Framework for compensation to customers for delayed updation/ rectification of credit information dated October 26, 2023, as updated from time to time.

## **[REDRRESSAL MECHANISM WITH TIMEFRAME]**

### **Level 1**

If the customer is not happy with any of the services and want to make a complaint, please write to us at [feedback@in.smbc.co.jp](mailto:feedback@in.smbc.co.jp) or visit us at any of SMBC branches. Our staff will help the customer with any questions that the customer may have. Within 3 working days of receiving the complaint, we will send you an acknowledgement. After examining the matter, we will send our reply as specified above.

### **Level 2**

If you are not satisfied with the response that you receive from the bank or if you do not receive a response within 30 days of escalating your complaint, please contact Principal Nodal Officer of SMBC to examine your issues. You will receive a response within a period of 5 working days from our Principal Nodal Officer after receiving your complaint.

### **Level 3**

If you feel that your concerns have not been fully addressed yet or if you do not hear from our Nodal officers within 5 working days, you can approach Banking Ombudsman appointed by the Reserve Bank of India. As such, in the final letter sent to the customer regarding redressal of the complaint, we will indicate that the complainant can also approach the concerned Banking Ombudsman. The details of the concerned Banking Ombudsman would be included in the letter.

## ***4. Mandatory Display Requirements***

SMBC will, at its branch, provide:

- Appropriate complaints register and suggestions box for receiving complaints and suggestions.
- Display of the name, address and contact number of the Nodal Officer and Principal Nodal Officer.
- Contact details of Banking Ombudsman of the respective region.
- Code of bank's commitments to customers/Fair Practice code.

## ***5. Interaction with Customers***

SMBC, through various questionnaires / meetings / surveys shall obtain customer feedback / suggestions for improvements to customer service.

## **6. Sensitizing Operating Staff on Handling Complaints:**

All staff of SMBC is educated on our complaint redressal mechanism. We endeavor to treat our customers respectfully and are confident that we have the mechanism to understand customer problems on a continuous basis.

## ***7. List of key Officials in SMBC***

<b>S.No.</b>	<b>Name</b>	<b>Title</b>	<b>Telephone Number</b>
1	Mr Hiroyuki Mesaki	CEO and Country Head of India	+91-22-62295011
2	Mr. Masashi Takamizawa	Managing Director	+91-11-47689103
3	Mr.Sitanshu Mitra	Managing Director	+91-11-47689104
4	Mr. Bijender Pal Singh	Principal Nodal Officer	+91-22-62295000
5	Mr. Rajiv Menghani	Nodal Officer	+91-11-47689213