

## **Terms of Reference of Customer Service Committee**

1. To oversee and guide implementation of service enhancement initiatives across the Company.
2. To review grievance redressal and issues bearing on the quality of services rendered by the Company to its customers, adherence to Fair Practices Code, Review of awards under Ombudsman scheme and implementation of internal ombudsman policy.
3. To review the performance of the Company (with respect to Customer Services) against baseline parameters defined by the management. Any parameter which does not meet the minimum baseline shall be presented to the Risk Management Committee as a Risk.
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4. Any specific observation from RBI in the inspection reports pertaining to Customer Service, remediation plan regarding to Customer Service and any other directions and guidelines from RBI.
5. To approve and recommend all new Product programs and changes /modifications to key parameters of an existing product program to the Board.
6. To review and determine the structure of emoluments, facilities and benefits accorded to the Internal Ombudsman
7. Such other matters as may be assigned by the Board of Directors or prescribed under any of the directions, circulars, or guidelines issued by Reserve Bank of India or otherwise directed by them, from time to time."