

Terms of Reference of Customer Service Committee

1. To oversee and guide implementation of service enhancement initiatives across the Company;
2. To review adherence to Fair Practices Code;
3. To review grievance redressal and issues bearing on the quality of services rendered by the Company to its customers;
4. Review of awards under Ombudsman scheme and implementation of internal ombudsman policy;
5. To review the steps taken for the repayment of the amounts due to the depositors remaining unclaimed or undisbursed;
6. To review activities of Standing Committee of Customer Service;
7. To review activities of Branch Level Customer Committee meetings;
8. To review the performance of the Company (with respect to Customer Services) against baseline parameters defined by the management;
9. Any parameter which does not meet the minimum baseline shall be presented to the Risk Management Committee as a Risk;
10. 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;
11. To review and determine the structure of emoluments, facilities and benefits accorded to the Internal Ombudsman; and
12. 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.