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15 May 2020

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The Managing Director / Chief Executive Officer
All State Cooperative Banks / District Central Cooperative Banks

Madam/Dear Sir

Mechanism for Redressal of Complaints/Grievances in Banks- Setting up of Grievance Redressal Cells

Please refer to our circulars No. 97 dated 12 June 2007 and No.163 dated 13 July 2016, wherein StCBs/DCCBs were advised to set up Grievance Redressal Mechanism (GRM) for prompt redressal of customer grievances. IDD, NABARD, HO has also been issuing instructions from time to time on the same subject.

2. It is observed that despite issue of instructions, only 19 out of 34 StCBs and 217 out of 364 DCCBs had put in place a mechanism for redressal of Complaints/Grievances. The issue was also discussed at the National Review Meet of RCBs held at BIRD, Lucknow in January 2020.

3. Keeping in view the importance of time-bound and speedy disposal of customer grievances, we advise that banks which have not set up the Grievance Redressal Mechanism till date, may take steps to immediately put in place a Grievance Redressal Mechanism with due approval of their respective Boards. RCBs may note to furnish their compliance to the respective Regional Offices of NABARD located in their State by 01 June 2020. The position may also be updated in the Return on Matrix of Policies published in ENSURE portal of NABARD.

4. Please acknowledge receipt of this circular to our Regional Office concerned.

Yours faithfully

(K. S. Raghupathi)
Chief General Manager

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

National Bank for Agriculture and Rural Development

पर्यवेक्षण विभाग

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