

Terms of Reference of Customer Service Committee

1. To ensure timely and effective compliance of the RBI instructions on customer service
2. To review the practice and procedures adopted by the Company for effective redressal of customer grievance and to take appropriate corrective action / procedural change on an ongoing basis
3. To resolve the grievances raised by the customer / complainant including complaints related to services provided by outsourced agencies, grievance related to collections and digital lending partners etc.
4. To review the adherence of the service standards adopted by the Company in respect of various services being rendered by the frontline channels related to service delivery
5. To submit a brief report on the performance of the Committee covering various areas reviewed, procedures /practices identified and simplified / introduced may be submitted periodically to the Audit Committee of the Board
6. To oversight on Company's grievance redressal mechanism and review the root-cause analysis of the complaints carried out which are endemic in nature and require process review / procedural change