



**GRIEVANCE REDRESSAL POLICY-2023**  
**SONALI BANK PLC., INDIA OPERATION, INDIA.**

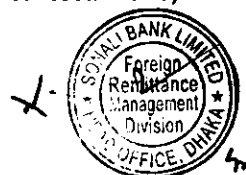
**Version** : 1.00  
**Owned By** : Sonali Bank PLC., India Operation  
**Approved By** : Board of Directors  
**Effective Date** :

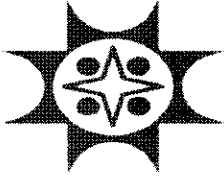




## Table of Contents

1. Jurisdiction.....	3
2. Background.....	3
3. Objectiv.....	3
4. Process of Grievance Redressal.....	4
Escalation Matrix.....	5
Redressal of the Complaints.....	6
5. Revision & Adoption.....	7





## 1. Jurisdiction

This policy is formulated and applicable for Sonali Bank PLC., India Operation (here-in-after referred to as 'Bank') with effect from the date of approval by the Board of Sonali Bank PLC., Head Office, Dhaka, Bangladesh.

## 2. Overview:

Sonali Bank PLC., India Operation believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behavior while dealing with its customers ("Customers").

In compliance with the guidelines issued by the Reserve Bank of India ("RBI"), as applicable to banks, for maintenance of an appropriate grievance redressal mechanism within the organization to resolve the complaints and grievances of its customers, the Bank has formulated this Grievance Redressal Policy ("Policy") setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Bank ("Complaints"), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Bank for providing such services on behalf of the Bank.

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Bank and/or the RBI.

The Bank is engaged in the business of collecting deposits and providing credit. This policy is applicable (except Banking Ombudsman) for addressing complaints received from customer's for any kind of service provided by the Bank in its day to day operations.

## 3. Objective:

The purpose of the Policy is to ensure that:

- the Customers are treated fairly and without biasness, at all times.
- the Complaints raised by the Customers are dealt with courtesy and





resolved in a timely manner.

- the Customers are informed of the avenues to escalate their Complaints within the Bank.
- the Customers are informed of their rights so that they can opt for alternative remedies if they are not fully satisfied with the Bank's response or resolution to their Complaints.

#### 4. Process of Grievance Redressal:

The Customers who have any Complaint, can follow the following process

for its redressal: Primary Level:

The Customers who intend to file a Complaint, may file their Complaint with the Bank by using any of the following channels between 10:00 am to 6:30 pm on any working day of the Bank and any day 24X7 through email and furnishing complete details in relation to such Complaint:

For Bank's:

- Register the Complaint in a complaint register / complaint box, which is available at all regional / branch offices of the Bank;
- Email at : [info@sonalibank.in](mailto:info@sonalibank.in)
- Cell on +9103322282255-56 Ext: 102 or
- Write to the Bank at the address mentioned below:

**“THE AGM, GRIEVANCE MANAGEMENT,  
SONALI BANK PLC., WACHEL MOLLA  
MANSION (1<sup>ST</sup> FLOOR), 8 LENIN SARANI,  
KOLKATA-700013, WEST BENGAL, INDIA”**

Secondary Level:

In case, the Complaint is not resolved within 7 (Seven) working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer at Level – 1, the Customer may escalate the Complaint to the Grievance Redressal Officer of the Bank by writing email at:

**[dgm@sonalibank.in](mailto:dgm@sonalibank.in)**





Contact details of the Grievance Redressal Officer is available at all the regional and branch offices of the Bank.

**Escalation Matrix:**

**Level 1:**

In case, the Customer is not satisfied with the response or the resolution provided to it by the Grievance Redressal Officer of the Bank at Secondary Level, or the Complaint is still not resolved within the period of 14 (Fourteen) working days from the date of receipt of the Complaint by the Grievance Redressal Officer of the Bank, the Customer may appeal to the Principal Nodal Officer who will be at least in the rank of General Manager (Human Resource Management Division) of Sonali Bank PLC., Head Office, Dhaka, Bangladesh (as per terms of Clause 18 (2), chapter IV of Integrated Ombudsman Scheme 2021 issued by Reserve Bank of India).

The Principal Nodal Officer and a list of State-wise Nodal Officers of the Bank will be made available on the Bank's website and/or through displays at the Branches.

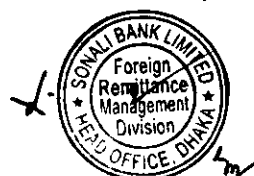
**Level 2:**

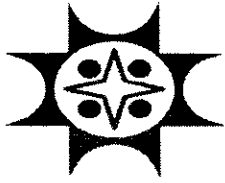
In case, for the banking related complaints the Customer is not satisfied with the response or the resolution provided to it or the Complaint is still not resolved within the period of 21 (Twenty- One) working days from the date of the Complaint, the Customer may appeal to Banking Ombudsman at:

Address of Banking Ombudsman, RBI Kolkata may be found in the following website:

<https://m.rbi.org.in/regionalbranch/kolkata/Depts.aspx#AS12> or following address:

- **ADDRESS** - Reserve Bank Of India,15, Netaji Subhash Road,kolkata-700001  
**STD CODE** - 33  
**PHONE#** - 22304982  
**Fax#** - 22305899  
**EMAIL ID** - bokolkata@rbi.org.in
- **AREA OF OPERATION.** - West Bengal And Sikkim





- **Redressal of the Complaints:**
  - i. The Customers are advised to file the Complaint by furnishing complete details of the same to the Bank.
  - ii. Upon receipt of the Complaint by the Bank, the acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer within 3 (Three) working days from the date of receipt of such Complaint.
  - iii. The Bank shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint within 30 (Thirty) working days from the date of receipt of such Complaint.
  - iv. In case any additional time is required for resolution of the Complaint, the Bank shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.
  - v. The CEO & Deputy General Manager of the Bank shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.
  - vi. A record of all Complaints filed by the Customers and the response or resolution provided by the Bank shall be preserved by the Bank as per regulatory guidelines. It may be noted that the existing policy of Sonali Bank PLC., Head Office, Dhaka, Bangladesh may be adopted as the policy for document preservation and archival policy for Sonali Bank PLC., India Operation.





- **General:**

Notwithstanding anything contained in this Policy, the Bank shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Bank from time to time.

- **Review:**

- i. This Policy is subject to review by the board of directors of the Bank as and when deemed necessary.
- ii. This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regard to maintenance of an appropriate grievance redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.

- **Disclosure**

This policy shall be uploaded on the website of the Bank at [www.sonalibank.com.bd](http://www.sonalibank.com.bd)

## 5. Revision & Adoption

Sonali Bank PLC., India Operation shall review the policy annually and shall recommend all necessary changes to the Board of Directors of Sonali Bank PLC., Head Office, Dhaka, Bangladesh for their consideration and noting. Sonali Bank PLC., Head Office, Dhaka, Bangladesh reserves the rights to change, amend, suspend, withdraw, or terminate any or all of the policies, in whole or in part, at any time.

