



Banking Codes and Standards
Board of India

भारतीय बैंकिंग कोड एवं मानक बोर्ड
www.bcsbi.org.in

Customer Matters

Chairman's Message

Dear Readers,

It has been a great pleasure and honour for me over the years to stay connected with you all through our quarterly in-house newsletter "Customer Matters". Let me begin by wishing all our readers a Happy and Prosperous New Year.

The year 2017 has been eventful. In the first quarter, we released BCSBI's Code Compliance Survey Rating of 51 select Banks. The availability of ratings in public domain has created more awareness and a sense of competition amongst bankers to excel in customer service and improve on grievance redressal which will in turn assist overall compliance ratings.

In the second quarter of 2017, we started the process of revision of Code of Bank's Commitment to Customers, 2014. A Working Group was set up consisting of senior officials of RBI/IBA, select Banks and a Depositors' association. A number of suggestions came in from all quarters which were discussed by the group and final recommendations were approved by Governing Council of BCSBI. I am pleased to advise that the revised Code of Bank's Commitment to Customers has now been released and sent to member banks for adoption and implementation. The new Code has become operational with effect from 1st January 2018.

Despite all the precautions taken by customers there are at times unauthorized electronic transactions which take place. A list of "Do's and Don'ts" has been added to make the customers aware of the safeguards they should adopt while experiencing digital banking.

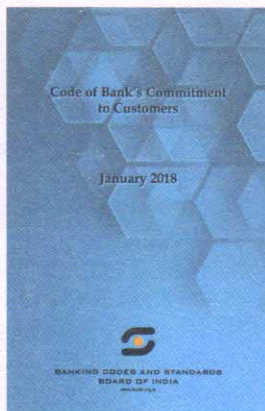
The new Code has a number of safeguards for protecting the interest of the consumers viz limited liability on account of unauthorized electronic and internet transactions. Besides an exclusive chapter on Internet and Digital Banking in view of the increasing thrust on digitization, new payment settlement systems and the move to a near cashless economy has been added.

We do note that the number of complaints pertaining to non adherence to the Code regarding delayed resolution or non resolution of cases related to unauthorized electronic transactions, particularly ATM withdrawals is on the increase. We may infer that this may be due to the increased awareness amongst the customers about their rights which results in increase in the number of grievances. Notwithstanding all this, the time line of ten days should be adhered to in crediting or notionally crediting the customer's account.

This edition of the newsletter also has an article on "Mis-selling of Financial Products" as the theme of the quarter and a guest column on "Customer..... The Most Important Stakeholder". Hope you find these interesting.

Regards,

(A. C. Mahajan)
Chairman



BCSBI News

As of the quarter ended December 2017, with the addition of two member banks viz. Qatar National Bank SAQ and Suryoday Small Finance Bank Ltd. the membership of Banking Codes and Standards Board of India (BCSBI) stands at 131.

What's Inside

AWARENESS
ACTIVITIES

MIS-SELLING
OF FINANCIAL
PRODUCTS

EXEMPLARY
CASES

GUEST
COLUMN

Banking Codes and Standards Board of India (BCSBI) continued its ongoing efforts to increase awareness of the Codes and Standards developed by it and adopted by member banks among bank officials and customers.



▲ Seated on the dais from left are Smt. Hemalatha Rajan, SVP, BCSBI; Shri Deepak Dubey, DGM, SBI; Shri Keshab Korkora, Banking Ombudsman, Raipur; Shri Anand Aras, CEO, BCSBI; Shri Brahm Singh, DGM, SBI; and Shri Yogesh Tarate, TransUnion CIBIL

During the month of October 2017, BCSBI organized two customer awareness meetings in association with TransUnion CIBIL Ltd. viz. (i) at Indore on October 3, 2017 when around 300 customers and bank officials from major banks situated in the region attended; and (ii) at Raipur on October 9, 2017 when around 300 customers and bank officials from major banks situated in the region participated.



▲ A cross section of the participants of the Customer Meet at Raipur.

Further, a special meeting was organized by BCSBI for Army Corps personnel at Bhopal on October 4, 2017 which was attended by around 350 participants.

The issues raised during the above meetings, among other things, pertained to: (i) Problem in

depositing taxes in some banks; (ii) Problem in nomination of more than one person for Locker operations; (iii) Whether membership of BCSBI is compulsory?; (iv) Does the customer have a right to know why his loan application has been rejected? (v) Does CIBIL score get affected just because a customer has guaranteed a loan?; (vi) Does CIBIL maintain Savings Bank accounts data?; (vii) What is the procedure for rectification of errors in CIBIL data?; (viii) If a customer avails EMI facility for repayment of credit card, does it affect CIBIL score?, etc.

During the months of November and December 2017, BCSBI organized four customer awareness meetings in association with TransUnion CIBIL Ltd. viz. (i) at Mysuru on November 14, 2017 when around 350 customers from various banks in the region attended; (ii) at Bhopal on November 30, 2017 when around 300 customers and 100 officials from 43 banks in the region attended; (iii) at Patiala on December 6, 2017 when around 300 customers and bank officials from banks in the region participated; and (iv) at Coimbatore on December 11, 2017 when about 280 customers and officials of about 40 banks operating in the region participated.

Additionally, BCSBI organized a Customer Awareness Programme on November 15, 2017 at Mandya when around 150 customers participated. The meeting was presided over by Shri P K Agrawal, SVP, BCSBI, Smt. Sati Nair, SVP, BCSBI, Shri Sreedhara Murthy, Regional Manager, Vijaya Bank, and Shri Tilak Raj Pahwa, DGM, SBI.

The issues raised during the above meetings, among other things, pertained to: (i) Why all banks do not have a uniform charge for non-maintenance of minimum balance?; (ii) Some banks being very lax in addressing complaints; (iii) Why



▲ Participating in the Customer Awareness Meet at Mysuru are from left Smt. Sati Nair, SVP, BCSBI; Shri Tilak Raj Pahwa, DGM, SBI; Shri P K Agrawal, SVP, BCSBI; and Smt. Asha Jain, Manager, TransUnion, CIBIL Ltd.

