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# BHARATI SAHAKARI BANK LTD., PUNE-30

(MULTI-STATE SCHEDULED BANK)

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## CUSTOMER PROTECTION POLICY 2026-27

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This policy approved in the Board of Directors Meeting held on 20/04/2026 vide  
Resolution No. 10

## 1 Purpose

In today's competitive electronic Banking, Customer Service is prime moto of the Banks. Bharati Sahakari Bank Limited, Pune recognizes the need for Customer Service in the Bank and it is Banks prime moto.

Replying to Customers complaints and resolving the same are prime duty of the bank and its employees and Directors.

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism is aimed at helping identification of shortcomings in product features and service delivery. Bank is fully aware that customer dissatisfaction would spoil bank's name and image. The bank's policy on grievance redressal shall follows the under noted policy and principles.

## 2 Policy Statement

**Customers of the Bank shall have**

- a) ***Right to Fair Treatment: No discrimination on basis of gender, age, religion, caste and physical ability***
- b) ***Right to Transparency, Fair and Honest Dealing: Contracts or agreements between Bank and customer shall be transparent and easy to understand***
- c) ***Right to Suitability: Products offered to the Customer shall be appropriate to the needs of the customer of the Bank.***
- d) ***Right to Privacy: Customers' personal information shall be kept confidential by the Bank. No unwarranted communication, electronic or otherwise, shall be sent to the Customers.***
- e) ***Right to Grievance Redress and Compensation: Bank shall be accountable for products and services offered to its customer and shall provide & facilitate easy grievance redressal mechanism.***

## 3 Applicability

- a) All Customers of the Bank
- b) All the employees of the Bank



#### 4 Customer Complaints

**The customer complaint arises due to :**

- Deficiency in Customer Service
- Employees behavior in dealing with customers
- Inadequacy of the functions/arrangements made available to the customers or gaps in standards of services expected and actual services rendered.

Customer shall have full right to register his complaint if he/she is not satisfied with the services provided by the Bank. He/she can give his/her complaint in writing, orally or over telephonelf customer complaint is not resolved within given time or if he/she is not satisfied with the solution provided by the bank, he/she can approach Banking Ombudsman with his/her complaint or other legal avenues available for grievance redressal under Integrated Banking Ombudsman Scheme 2021 updated as on 07<sup>th</sup> Jan 2025

#### 5 Provision in the Bank to Handle Customer Complaints.

If the customer of the Bank wants to make a complaint, Bank shall have displays and shall inform the Customers

- a) Where to make complaint
- b) How a complaint should be made
- c) When to expect a reply
- d) Whom to approach for redressal
- e) What to do if customers are not happy about the outcome

The Bank will inform customers where to find details of procedures for handling complaints fairly and quickly.

If the customer complaint is received in writing, Bank shall register the complaint in Customer Complaint Register & shall send an acknowledgement or response immediately. If customer complaint is given over phone at our designated Branch or Head office telephone, complaint reference number shall be informed to the customer and progress within a reasonable period of time.

After examining the matter, Bank shall send final response or explain why Bank need more time to respond and shall endeavor to do so within 5days of receipt of complaint and will tell customers to take their complaint further



if they are still not satisfied.

## 6 Procedure for Customer Complaints Internal Setup

### 6.1 Resolution of Customer Grievance at Branch

- a) Branch Manager will be responsible for the resolution of the complaints/grievances in respect of customer's service by the Branch.
- b) Branch Manager would be responsible for ensuring closure of all complaints received at Branches. It shall be foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he shall be provided with alternate avenues to escalate the issue if the same is not resolved within the stipulated period.
- c) If the Branch Manager feels that is not possible at his/her level to solve the problem he/she may refer the case to Head Office for guidance within 24 hours of receipt of complaint.

Grievance Escalation System shall be as under :-

- a) Suggestion Box and complaint Book are provided in all the branches. Any written complaint shall be instantly and promptly acknowledged.
- b) Counter staff are provided with training and additional inputs.
- c) If counter staff/Supervisor is unable to resolve a grievance, the Branch Manager shall intervenes and shall try to resolve the issue.
- d) Special CustomerMeet is conducted every quarter to create awareness among Public as well as staff for achieving the objective of Complaint free branch network and also highlight our products and services.

## 7 Grievances Redressal Mechanism at Bank

In case a customer feels that there is deficiency in the service provided to him or bank has not provided any of the services as promised, the customer has following primary options for Complaints and all the Customers Complaints shall be resolved by the Bank within maximum period of 30 days from the receipt of the complaint:

- i. Contact your Branch – Complaint may be first brought to the notice of concerned Branch Manager/ department through phone/ letter/ email/website/ complaint box /complaint register. The Branch



Manager shall record the complaint in the complaint register and shall strive to redress the complaint. TAT for Resolution: Within 7 working days from date of receipt of complaint at branch / department.

- ii. If the complaint is unresolved or the resolution is not satisfactory, the complaint can be taken up one level above the branch head with Head Office AGM - Compliance.
- iii. TAT for Resolution: 15 working days from date of receipt of complaint at Head Office AGM.

Name and Contact No. Mr.PradeepWalunj

TEL 020 – 29522907 (Extension - 253)

Email : [pradeepwalunj@bharatibankpune.com](mailto:pradeepwalunj@bharatibankpune.com)

- iv. If the complaint is unresolved or the resolution is not satisfactory, the complaint can be taken up one level above the Head Office MD/CEO

TAT for Resolution: 30 working days from date of receipt of complaint at Head Office MD/CEO.

Name and Contact No.Mr.SarjeraoPatil

TEL 020 – 29522907 (Extension - 205)

Email : [bsbho@bharati.bank.in](mailto:bsbho@bharati.bank.in)

- a) In case the issue is still not resolved to the satisfaction of the customer, he/she may approach the Banking Ombudsman; address of the Ombudsman is available with the branches.
- b) Stipulations for filing the complaints before Banking Ombudsman
  - i. The complainant, before making a complaint to the Ombudsman, should have made a written representation to the Bank, and the Bank should have either rejected the complaint, or the complainant had not received a reply within a period of one month after the complaint was received by the Bank, or the complainant was not satisfied with the reply given by the Bank.
  - ii. The complaint is made not later than one year after the complainant received Bank's reply to his/her representation or where no reply is received, not later than one year and one month after the date of the representation to the Bank.
  - iii. The complaint is not in respect of the subject matter, which was settled or dealt with on merits by the Banking Ombudsman in any previous proceedings, whether or not received from the same complainant or along with one or more complainants or one or more parties concerned with the subject matter.
  - iv. The complaint does not pertain to the same subject matter for which



any proceedings before any court, tribunal, arbitrator or any other forum is pending or a decree or Award or order has been passed by such court, tribunal, arbitrator or forum.

- v. The complaint is not frivolous or vexatious in nature.
- vi. The complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.

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**DISPUTE REDRESSAL MECHANISM: TECHNOLOGICAL PRODUCTS  
NPCI/2019-20/Rupay/020 dated 07/Oct/2019**

- 1) Complaints regarding failed ATM transaction are grouped as under :-
  - a) Our Debit Cards used at our ATMs attached to the branch of issue.
  - b) Banks Debit Card is used at our ATM's not attached to the Branch of issue
  - c) Other Bank cardholder using his card at our ATM
  - d) Banks Debit Cards used at other Bank ATM's
- 2) In terms of Reserve Bank of India guidelines, the wrongful Debit in the customer's account on account of ATM failed transactions shall be reversed within 5 working days from the date of receipt of complaint from the customer, failing which a penalty at Rs.100/- for each day of delay shall be credited to the customer's account along with the disputed amount.
- 3) Any customer is entitled to receive such compensation for delay, if a claim is lodged with the issuing bank within 15 days of the date of the transaction.
- 4) If the customer prefers the complaint after 15 days but within 30 days the claim will be settled without compensation through our Dispute Management System (DMS) package.
- 5) All disputes regarding ATM failed transactions shall be settled by the issuing bank and the acquiring bank through National Payment Corporation of India only. No bilateral settlement arrangement outside the dispute resolution mechanism available with the system provider is permissible.

**Exception handling:**

- 1) Exception transactions are those that cannot be reconciled or reported as erroneous by a card holder.
- 2) Members should collaboratively endeavor to settle discrepancies in settlement, if raised by other member banks, and all such discrepancies should be resolved amicably.



### **Charge Backs:**

It is obligatory on the part of the card issuer member to resolve and settle all adjustments pertaining to the cardholder transaction arising out of error, within 60 days after date of original transaction provided if a claim is lodged with the issuing bank within 15 days of the date of the transaction.

The card issuer member shall furnish all documents in support of cardholder's transaction dispute. If the acquirer member bank, does not honor the cardholder dispute, the acquirer member bank shall submit a representation within 60 working days after the charge back initiated date.

A charge back form may be submitted by an issuer to NFS in response to a cardholder dispute using the appropriate form. NFS will in turn forward the charge back form to the concerned member bank after making necessary adjustments in the daily settlement report.

### **Credit/Debit Adjustments**

Acquirer Member Bank should take appropriate measures to adjust cardholder balance arising out of error, identified during EOD balancing. However, it is obligatory on the part of all acquirer Member Banks to submit adjustment details along with appropriate documents to NPCI, within 15 working days after the settlement date of the original transaction. An issuer bank may at its discretion accept an adjustment beyond the specified period.

NFS will in turn forward the adjustment form to the concerned member bank after making necessary adjustments in the daily settlement report.

### **Representment -**

An acquirer member bank shall submit a representment in order to reverse a cardholders dispute. The representment shall be submitted within 15 working days after the settlement date of cardholder's dispute along with all relevant documents. The document should be sent to the card issuer member bank and in case the card issuer member bank does not respond the same within 5 working days from the date of dispatch, NPCI reserves the right to reverse the representation.

### **Customer Liability in Unauthorized Electronic Banking Transaction**

#### **A) Systems and Procedures**



- 1) BharatiSahakariBank has appropriate systems and procedures to ensure safety and security of electronic banking transactions carried out by its customers;
- 2) Bank has robust and dynamic fraud detection and prevention mechanism;
- 3) Bank has put in place mechanism to assess the risks resulting from unauthorised transactions and measure the liabilities arising out of such events;
- 4) Bank is continuously taking appropriate measures to mitigate the risks and protect themselves against the liabilities arising therefrom;
- 5) Bank will at regular intervals advise customers on how to protect themselves from electronic banking and payments related fraud

#### **B) Reporting of Unauthorized Transactions**

- 1) All the Customers of the Bank shall mandatorily register for SMS alerts and wherever available register for e-mail alerts, for electronic banking transactions.
- 2) Bank shall send SMS alerts mandatorily to all Customers and email alerts shall be sent wherever registered. The customers must notify their bank of any unauthorised electronic banking transaction at the earliest after the occurrence of such transaction.
- 3) Customers shall notice any issue with this transaction, please contact your home branch immediately.
- 4) Customers shall do not recognize this transaction, please contact our customer support number 8484888407

OR to Block your account immediately, give a Missed call on 9860302303 from your registered mobile number.

- 5) Customers shallalso raise a complaint on our website<https://crm.bharati.bank.in/register>
- 6) Customers shall inform the bank immediately of the unauthorized transactions and failure to do so shall increase the liability or risk of loss to the bank/ customer.

#### **Limited Liability of the Customer**

##### **D) Zero Liability**

- 1) In case of Unauthorized Transaction Customer's entitlement to zero liability shall arise where the unauthorised transaction occurs in the following events:



- (i) Contributory fraud/ negligence/ deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
- (ii) Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within three working days of receiving the communication from the bank regarding the unauthorised transaction.

**E) Limited Liability of the Customer**

1) A customer shall be liable for the loss occurring due to unauthorised transactions in the following cases:-

- (i) In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised transaction to the bank. Any loss occurring after the reporting of the unauthorised transaction shall be borne by the bank.
- (ii) In cases where the responsibility for the unauthorised electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in below Table, whichever is lower.

**Maximum Liability of the Customer under Para**

<b>Sr. No.</b>	<b>Type of Account</b>	<b>Maximum Liability</b>
1	Basic Savings Account	Rs.5,000/=
2	<ul style="list-style-type: none"> <li>• All other SB accounts</li> <li>• Current/ Cash Credit/ Overdraft Accounts of MSMEs</li> <li>• Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh</li> </ul>	Rs,10,000/=



- |   |  |             |
|---|--|-------------|
| 3 | • All other Saving/Current/ Cash<br>Credit/ Overdraft Accounts | Rs.25,000/= |
|---|--|-------------|

**Summary of Customer Liability**

Overall liability of the customer in third party breaches, as detailed in paragraph D and paragraph E above, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarized in Table given below

**Summary of Customers Liability**

**Sr. No. Time taken to report the Customers' Liability fraudulent transaction from the date of receiving the communication**

1	Within 3 working Days	Zero Liability
2	Within 4 to 7 working Days	The transaction value or the amount mentioned in Table given in Eabove whichever is lower
3	Beyond 7 working days	As per Banks Board Approved Policy

**H) Reporting of the Transactions Beyond 7 working Days**

i) If unauthorized transaction amount is upto Rs.20,000/- then uptoRs. 10000/- shall be borne by the customer and above Rs. 10,000/- shall be borne by the Bank.

ii) If unauthorized transaction amount is above Rs. 20,000/- then 50% of loss amount shall be borne by the Bank.

**I) Reversal Timeline for Zero Liability / Limited Liability Customer added vide RBI Circular RBI/2017-18/109 CBR.BPD.(PCB/RCB). Circular Number 06/12.05.001/2017-18 dated 14<sup>th</sup> December 2017**

- 1) On being notified by the customer, the bank shall credit (shadow reversal) the amount involved in the unauthorised electronic transaction to the customer's account within 10 working days from the date of such notification by the customer (without



*waiting for settlement of insurance claim, if any). The credit shall be value dated to be as of the date of the unauthorised transaction.*

- 2) *Bank shall within 90 days from the date of the complaint shall resolve Customer complaint and liability of the customer, if any, established and the customer shall be compensated as per provisions of paragraphs F above.*

*In cases where liability is not established or customer is not compensated within 90 days from the date of complaint Customer will be compensated as per clause F above immediately.*

## **10 Interaction with customers**

Customer's expectation/requirement/grievances can be better understood through personal interaction with customers by Bank's staff.

Bank shall take structured customer meets to give a message to the customers that the Bank cares for them and values their feedback/suggestions for improvement in customer service.

Many of the complaints arise on account of lack of awareness among customers about bank services and such interactions will help the customers appreciate the banking services better. The feedback from customers would be a valuable input for revising our product and services to meet customer requirements. Branch shall have Customer feedback register for the same.

## **11 Alerting the operating staff on handling complaints**

Our staff will be properly trained for handling complaints. During all the Training Sessions, the importance of handling complaints is explained to all the participants and they are trained to deal with customer complaints. Bank will ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. Customer grievance policy adopted, approved by the Board and published in our website.

## **12 Reporting and Monitoring**

Every six month report shall be placed before the Board regarding number of cases reported by the Customer and action taken thereof.

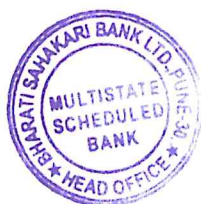


Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems

RBI/2019-20/67 DPSS.CO.PD.No. 629/02.01.014/2019-20 dated 20 Sep 2019

**General Instructions covering the TAT:**

1. The principle behind the TAT is based on the following:
  - a. If the transaction is a 'credit-push' funds transfer and the beneficiary account is not credited while the debit to originator has been effected, then credit is to be effected within the prescribed time period failing which the penalty has to be paid to the beneficiary;
  - b. If there is delay in initiation of a transaction at the originator bank's end beyond the TAT, then penalty has to be paid to the originator.
2. A 'failed transaction' is a transaction which has not been fully completed due to any reason not attributable to the customer such as failure in communication links, non-availability of cash in an ATM, time-out of sessions, etc. Failed transactions shall also include the credits which could not be effected to the beneficiary account on account of lack of full information or lack of proper information and delay in initiating a reversal transaction.
3. Terms like, Acquirer, Beneficiary, Issuer, Remitter, etc., have meanings as per common banking parlance.
4. T is the day of transaction and refers to the calendar date.
5. R is the day on which the reversal is concluded and the funds are received by the issuer / originator. Reversal should be effected at the issuer / originator end on the same day when the funds are received from the beneficiary end.
6. The term bank includes non-banks also and applies to them wherever they are authorised to operate.
7. Domestic transactions i.e., those where both the originator and beneficiary are within India are covered under this framework.



**Harmonisation of Turn Around Time(TAT) and customer compensation for failed transactions using authorised Payment Systems**

Sl. no	Description of the incident	Frame work for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	II	III	IV
<b>1</b>	<b>Automated Teller Machines (ATMs) including Micro-ATMs</b>		
a	Customer's account debited but cash not dispensed.	Pro-active reversal(R) of failed transaction within a maximum of T + 5 days.	₹ 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
<b>2</b>	<b>Card Transaction</b>		
a	<u>Card to card transfer</u> Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T+1 day, if credit is not effected to the beneficiary account.	₹ 100/- per day of delay beyond T+1 day.
b	<u>Point of Sale (PoS) (Card Present) including Cash at PoS</u> Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T+5 days.	₹ 100/- per day of delay beyond T+5 days.
c	<u>Card Not Present (CNP) (e-commerce)</u> Account debited but confirmation not received at merchant's system.		
<b>3</b>	<b>Immediate Payment System(IMPS)</b>		
a	Account debited but the beneficiary account is not credited.	If unable to credit to beneficiary account, auto reversal(R) by the Beneficiary bank latest on T + 1 day.	₹100/-per day if delay is beyond T + 1 day.
<b>4</b>	<b>Unified Payments Interface (UPI)</b>		
a	Account debited but the beneficiary account is not credited (transfer of funds).	If unable to credit the beneficiary account, auto reversal(R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.



b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T+5 days.	₹100/- per day if delay is beyond T + 5 days.
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Sl. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	II	III	IV
<b>5</b>	<b>Aadhaar Payment Bridge System (APBS)</b>		
a	Delay in crediting beneficiary's account.	Beneficiary bank to reverse the transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
<b>6</b>	<b>National Automated Clearing House (NACH)</b>		
a	Delay in crediting beneficiary's account or reversal of amount.	Beneficiary bank to reverse the uncredited transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
b	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such debit. Resolution to be completed within T + 1 day.	



## Customers' Responsibility

Bank will not be responsible for the loss to the customers due to customer's carelessness in keeping the cards, PIN or other security information and not following Do's and Don'ts issued by Bank, until the Bank has been notified by the customer. Bank will not be responsible for the loss to the customer, if the customer acts fraudulently and/or acts without reasonable care which has resulted into loss to him/her. Bank will also not be responsible for the losses arising out of misuse of lost PIN, compromise of passwords/secured or confidential information, until the time the Bank has been notified and has taken steps to prevent misuse. Customers must register for SMS alerts and wherever available register for e-mail alerts, for electronic banking transactions.



**Managing Director**



