DBS IFSC Banking Unit, GIFT City

IBU Grievance Redressal Policy

Definitions

- "Consumer" shall have the same meaning as assigned to "Client" or "Customer" meaning a person who is engaged in a financial transaction or activity with a IBU and includes a person on whose behalf the person engaged in the transaction or activity, is acting.
- "Complaint" means a representation in writing or through other modes alleging deficiency in service on the part of the regulated entity and seeking relief thereon. An indicative list of matters not considered as 'complaint' has been mentioned at Annexure-I
- "Complaint Redressal Officer" or "CRO" shall be an employee of the Regulated Entity responsible for handling of complaints received from its consumers;
- "Complaint Redressal Appellate Officer" or "CRAO" shall be a senior level person of the Regulated Entity designated for handling appeals of consumers against the decision taken by the Complaint Redressal Officer of the Regulated Entity;

Grievance Redressal Framework & Timelines

- This policy on Grievance Redressal shall be prominently disclosed on the website of the / dedicated webpage IBU, under the heading "Complaint Handling and Grievance Redressal
- Customer can reach out to Bank for IBU Gift City related complaint by following ways –
  - Write an email to dbsibugiftcity@dbs.com
  - Send Mail to Gift City Branch Address Unit No. 802, 8th Floor, Signature Building, Block 13B, Zone 1 at GIFT SEZ, GIFT City, Gandhinagar, 382355, Gujarat
- The Branch to acknowledge the customer complaint promptly (latest within 7 days) in writing;
- Bank to provide the complainant with the contact details of any individual responsible for handling the complaint; its complaints handling procedures; and a statement that a copy of the procedures is available, free of charge, upon request;
- Investigate the complaint. Where appropriate, an IBU must update the complainant on the progress of the handling of the complaint, at least in the cases when the resolution is expected to take more than usual time (say 30 days).
- The Authority, as a guidance, considers that, in general, an IBU should be able to resolve most complaints within 45 days from the date of receipt of a complaint.

Resolving a Complaint

(a) After the IBU has completed its investigation of a complaint, it must promptly:
  (i) advise the complainant in writing of the outcome;
  (ii) provide the complainant with the proposed redressal, if applicable; and
  (iii) provide redressal if accepted by the complainant.

(b) If the complainant is not satisfied with the redressal proposed by the BU, customer can follow the below escalation matrix which should also be complaints handling procedures available to customer.

Escalation Matrix -

Escalation level	Designation	Name
Level 1	Complaint Redressal Officer (CRO)	Manish Barot
Level 2	Complaint Redressal Appellate Officer (CRAO)	Madhur Sharma
Level 3	Head IBU	Taral Shah

Annexure I : Indicative list of matters not considered as complaint

1	Anonymous complaints (except whistleblower complaints
2	Incomplete or un-specific complaints
3	Allegations without supporting documents
4	Suggestions or seeking guidance/explanation
5	Complaints on matters not relating to the financial products or services provided by the IBU
6	Complaints about any unregistered/ un-regulated activity
7	References in the nature of seeking information or clarifications about financial products or services