

Monthly Customer Meets

The bank recognizes that customers' expectation / requirement / grievances could be better appreciated through personal interaction with customers by bank's staff.

To achieve this, **customers can meet the Branch Manager at 3.00 pm on 15th of every month or on the next working day, if it falls on Saturday or on a holiday**, to resolve their grievances. **In addition, Monthly Joint Customer Service meet would also be conducted at the branches.** This would pass a message to the customers that the bank always cares for them and value their feed back / suggestions for improvement in customer service. Many of the complaints arise on account of lack of awareness among customers about banking services and such interactions will help the customers appreciate banking services better. As for the bank, the feed back from customers would be valuable input for revisiting the product, strategies and services to meet customer requirements.