

## Charter of the Customer Service Committee

In keeping with the requirements of the RBI Circular on Customer Service (latest updated RBI/2015-16/59 DBR No.Leg.BC. 21/09.07.006/2015-16dated July 1st, 2015) Barclays Bank India has set up Customer service committee meetings at its branches.

The relevant extract of the circular is given below:

### “2.3 Branch Level Customer Service Committees

Banks were advised to establish Customer Service Committees at branch level. In order to encourage a formal channel of communication between the customers and the bank at the branch level, banks should take necessary steps for strengthening the branch level committees with greater involvement of customers. It is desirable that branch level committees include their customers too. Further, as senior citizens usually form an important constituent in banks, a senior citizen may preferably be included therein. The Branch Level Customer Service Committee may meet at least once a month to study complaints/ suggestions, cases of delay, difficulties faced / reported by customers / members of the Committee and evolve ways and means of improving customer service.

The branch level committees may also submit quarterly reports giving inputs / suggestions to the Standing Committee on Customer Service thus enabling the Standing Committee to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy / procedural action.”

Branch Level Customer Service Meetings shall have the following guidelines:

- 1) The Branch Service Level committee shall meet and comprise of the following:
  - Branch Manager
  - Branch Operations Manager
  - Branch Teller
- 2) Any other branch staff members involved in Branch customer service may also be part of the committee.
- 3) The committee shall meet every month.
- 4) The committee shall invite customers to attend the meeting from its set of account holders.
- 5) Attempts shall be made to include senior citizens to attend the meetings wherever possible.
- 6) The proceedings of the service committee shall be minuted
- 7) Head Branch Operations will collate minutes across all the branches.
- 8) The minutes of the committee meeting shall be forwarded to Service Governance Team by Head Branch Operations / Delegate. Any recommendations/action required in the minutes shall be discussed internally and addressed as appropriately keeping into account all factors including logistics and costs.

Standing Committee on Customer Service: Considering the size and segmentation of the customer base, the Bank's Executive Committee shall be updated on customer service, complaints MI and root cause analysis on a quarterly basis.

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