Terms of Reference of Customer Service Committee

1. To ensure timely and effective compliance with the RBI instructions on customer service
2. To review the practices and procedures adopted by the Company for effective redressal of customer grievance and to take appropriate corrective action / procedural change on an ongoing basis
3. To oversee the timely and effective resolution of the grievances raised by the customer/complainant including complaints related to services provided by outsourced agencies, grievance related to collections and digital lending partners etc.
4. To review adherence to the service standards adopted by the Company in respect of various services being rendered by the frontline channels related to service delivery
5. To submit a brief report on the performance of the Committee covering various areas reviewed, procedures /practices identified and simplified / introduced may be submitted periodically to the Audit Committee of the Board
6. To oversight on Company's grievance redressal mechanism and review the root-cause analysis of the complaints carried out which are endemic in nature and require process review / procedural change
7. To review, at such intervals as may be prescribed under applicable law, the report on unclaimed gold and silver collateral lying with the Company beyond two years from the date of full repayment or settlement of loan and the special drives undertaken to ascertain the whereabouts of the borrower(s) / legal heir(s) in respect of such collateral.