Customer Service Meeting

Dated: 11-03-2024

Today on 11th March, 2024 Monday we have organised a customer service meeting at Branch premises B/O Radheypuri Delhi-305800.

We have invited the Senior Citizen, Pensioner, Lady Customer and younger generation customer along with the Branch Representatives.

We have discussed the following in the meeting: -

1. Increase awareness to use banks of digital platforms i.e. PNB One.
2. Reduce the TAT for Deceased cases settlement where nomination exists.
3. Execution of Revised/Supplementary Locker agreements.

Also, we have incorporated the following to our meetings:

INTERNAL OMBUDSMAN DIRECTIONS, 2023

The existing Internal Ombudsman (IO) Scheme has been revised vide RBI Master Direction - Reserve Bank of India (Internal Ombudsman Scheme for Regulated Entities) Directions, 2023.

The Reserve Bank institutionalized the Internal Ombudsman mechanism in various regulated entities vide instructions / guidelines contained in the Internal Ombudsman Scheme 2018- Implementation by banks dated September 3, 2018, Internal Ombudsman Scheme for Non-Bank System Participants, 2019 dated October 22, 2019, Appointment of Internal Ombudsman by Non-Banking Financial Companies dated November 15, 2021 and Reserve Bank of India (Credit Information Companies- Internal Ombudsman) Direction, 2022 dated October 6, 2022.

A review of Internal Ombudsman schemes has been undertaken by the Reserve Bank in line with the integration of the erstwhile three RBI Ombudsman Schemes as also with the objective to improve the customer service standards in regulated entities.

For more details, please refer CUSTOMER CARE CENTRE CIRCULAR NO. 06/2024 dated 12.01.2024.

We have concluded the meeting with a thanks note by the chairmen of the committee i.e. Branch Manager.

Signature

Branch Manager

Customer Side

1. ………………….
2. ………………….
3. ………………….

Branch Staff

1. ………………….
2. ………………….
3. ………………….