

Asha Soman

Subject: FW: Submission of XBRL return of complaints - CEPD

From: Shibu K S <shibuks@rbi.org.in>

Sent: Wednesday, December 8, 2021 1:01 PM

To:

Cc:

Subject: Submission of XBRL return of complaints - CEPD

Madam/ Dear Sir,

The Committee on 'Medium-term Path on Financial Inclusion' (Chairman: Shri Deepak Mohanty), constituted by the Reserve Bank had, inter-alia, recommended that "*Banks may be required to submit the consolidated status of number of complaints received and disposed of under broad heads to the CEPD, and the Reserve Bank, in turn, can release an annual bank-wise status in the public domain (Recommendation 9.12).*"

2. The above recommendation has been accepted. Accordingly, it has been decided that banks shall submit the consolidated status of the number of complaints received and disposed, in the prescribed XBRL format, on a quarterly and annual basis, starting from the quarter ended December 2021 (<https://xbrl.rbi.org.in/orfsxbrl/>) within 15 days from close of the reporting quarter. Further, you are also requested to provide the data from June 2021 quarter onwards (quarter ended June 2021, September 2021 and December 2021) on/before January 15, 2021.

3. In terms of Para 16.5 of the Master Circular on Customer Service in Banks dated July 01, 2015, the complaints which are redressed within the next working day, may not be include in the return.

4. In this connection, you are advised to provide the details of an authorized user of your bank to us in the below format by December 10, 2021 for creating the super user.

| Bank Name | First name of the user | Last name of the user | Email id of the user | Contact number of the user |
|-----------|------------------------|-----------------------|----------------------|----------------------------|
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সাদর/ With Warm Regards,

शिबू के.एस./ Shibu K S
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