



BANGIYA GRAMIN VIKASH BANK

HEAD OFFICE, "BMC HOUSE", P.O. BERHAMPORE, Dist. MURSHIDABAD, W.B. 742101

Re: Implementation of Scheme for grant of Ex-gratia payment of difference between compound interest and simple interest for six months to borrowers in specified loan accounts (01.03.2020 to 31.08.2020)

In view of the unprecedented and extreme COVID-19 situation, the Govt of India, Ministry of Finance, DFS vide letter no F.No. 2/12/020-BOA.I dated 23.10.2020 conveyed the decision of GOI of payment of Ex-gratia payment of difference between compound interest and simple interest for six months to borrowers in specified loan accounts (01.03.2020 to 31.08.2020) .

Borrowers in the following segment/class of loans who have loan accounts having sanctioned limits and outstanding amount not exceeding Rs.2 (Two) crore (Aggregate of all facilities with lending institutions) as on 29.02.2020, shall be eligible under the Scheme:

SL	Segment/Class	SL	Segment/Class
1.	MSME	5.	Credit card
2.	Education	6.	Automobile
3.	Housing	7.	Personal Loan
4.	Consumer Durable	8.	Consumption Loan

In compliance of the Govt of India direction, the Bank has adopted the resolution to implement the scheme in our bank and benefit has already been passed to the eligible borrowers as per the scheme guideline.

As per Scheme Guideline, our bank has put in place a Grievance Redressal Mechanism. As such, three-tier Grievance Redressal Mechanism has been put in place in our bank for any complaints received from the borrowers. The complainants are requested to follow the below mechanism for timely redressal of the complaints:

GRIEVANCE REDRESSAL MECHANISM:

BRANCH LEVEL: The customer can lodge Complaint at the Branch Level through e-mail or paper application. Branch Manager shall redress the complaint made by the customers as per the Scheme Guideline within 7 days from the date of receipt of the complaint.

REGION LEVEL: In case the grievance is not redressed at the Branch Level or the Customer is not satisfied with the resolution provided by the Branch, then the same shall be forwarded to the concerned Regional Office though e-mail/post along with the photocopy of the complaint, Branch Manager observation. Regional Office, based on the observation of the Branch Manager and in compliance of the Scheme Guideline redress the complaint.

HEAD OFFICE: In case the grievance is not redressed at the Regional Level or the Customer is not satisfied with the resolution provided by the Regional Office, then the same shall be forwarded to the Head Office though e-mail/post along with the photocopy of the complaint, Branch Manager's observation and Regional Manager's observation. Head Office, based on the submitted documents and in compliance of the Scheme Guideline redress the complaint.

The customers can also send us the complaints through e-mail address directly at Head Office by mailing to complaints@bgvb.co.in and in such cases, the same shall be forwarded to respective Regional Office/Branch Office and shall pass through the above mentioned three tier Grievance Redressal Mechanism.