ফাইন্যান্সিয়াল ইন্টিগ্রিটি এন্ড কাস্টমার সার্ভিসেস ডিপার্টমেন্ট
বাংলাদেশ ব্যাংক
প্রধান কার্যালয়
ঢাকা।

ভাদ্র ১৫, ১৪২২

এফআইসিএসডি সার্কুলার লেটার নং- ০৩/২০১৫   তারিখঃ ------------

আগস্ট ৩০, ২০১৫

ব্যবস্থাপনা পরিচালক/প্রধান নির্বাহী কর্মকর্তা,

বাংলাদেশে কার্যরত সকল তফসিলী ব্যাংক ও আর্থিক প্রতিষ্ঠান।

প্রিয় মহোদয়,

EDW এ ব্যাংক ও আর্থিক প্রতিষ্ঠান কমপ্লেইন্ট সংক্রান্ত প্রতিবেদন প্রেরণ প্রসঙ্গে।

বাংলাদেশ ব্যাংক কর্তৃক প্রণীত "Guidelines for Customer Services and Complaint Management" নীতিমালার আওতায় ২০/১০/২০১৪ ইং তারিখের এফআইসিএসডি সার্কুলার নংঃ ০২/২০১৪ এর প্রতি দৃষ্টি আকর্ষণ করা যাচ্ছে।

সম্প্রতি বাংলাদেশ ব্যাংকের EDW ওয়েব পোর্টালে প্রদত্ত "কমপ্লেইন্ট স্টেটমেন্ট" এর জন্য ব্যবহৃত ১টি আরআইটি (RIT) টেমপ্লেটের পরিবর্তে ২টি নতুন টেমপ্লেট সংযোজন করা হয়েছে। এ প্রেক্ষিতে ব্যাংক ও আর্থিক প্রতিষ্ঠানসমূহকে গৃহীত অভিযোগের মাসিক বিবরণী বাংলাদেশ ব্যাংকের ইডিডব্লিউ (EDW) ওয়েব পোর্টাল এ প্রদত্ত সংশোধিত দু'টি আরআইটি (RIT) এর মাধ্যমে প্রেরণ করতে হবে। টেমপ্লেটদ্বয়ের নমুনা সংযোজনী-১ এ এবং পূরণের নির্দেশাবলী (User Manual) সংযোজনী-২ এ দেয়া হলো।

অনুগ্রহপূর্বক প্রাপ্তিস্বীকার করবেন।

আপনাদের বিশ্বস্ত,

(মোহাম্মদ মামুনুল হক)
উপ মহাব্যবস্থাপক
ফোনঃ ৯৫৩০৩০৪

1. **T_PS_M_CMPLNTS**

DATE	FI ID	FI BRANCH ID	COMPLAINT Ref	COMPLAINT DATE	NAME OF COMPLAINANT	COMPLAINANT'S PHONE/MOBILE NO.	NATURE OF COMPLAINT	SUBJECT MATTER OF COMPLAINT	AMOUNT INVOLVED	ACTION TAKEN	DATE OF RESOLUTION

2. **T_PS_M_CMPLNTS_RESOLVED**

DATE	FIRST REPORTING DATE	FI ID	FI BRANCH ID	COMPLAINT Ref	COMPLAINT DATE	NAME OF COMPLAINANT	COPMLAINANT'S PHONE/MOBILE NO.	NATURE OF COMPLAINT	SUBJECT MATTER OF COMPLAINT	AMOUNT INVOLVED	ACTION TAKEN	DATE OF RESOLUTION

USER MANUAL FOR T_PS_M_CMPLNTS
And
T_PS_M_CMPLNTS_RESOLVED

Part of the computerization initiative of Bangladesh Bank is the implementation of an Enterprise Data Warehouse (EDW) in order to automate submission of information, standardize definitions used throughout the bank and reduce redundancies in information submission.

The T_PS_M_CMPLNTS is based on the existing template which was used by the then Foreign Exchange Inspection Vigilance Department (FEIVD):
  ➢ FEIVD-3: Statement of Complaints Received by Banks

Which things are newly introduced on T_PS_M_CMPLNTS?

  ➢ **Old name has been changed.**

  ➢ **Two RITs are introduced instead of one**

    1. T_PS_M_CMPLNTS.xlsm

    2. T_PS_M_CMPLNTS_RESOLVED.xlsm

  ➢ **Two columns are added:**

    1. COMPLAINANT'S PHONE/MOBILE NO.

    2. ACTION TAKEN

1. T_PS_M_CMPLNTS.xlsm

  ➢ Banks/NBFIs need to submit this monthly template whether they have received any complain or not.

  ➢ Banks/NBFIs will submit data through this template when complain has been initiated within the reporting month whether it is resolved or not.

Example: Reporting Month: **30/04/2015(April)**, Complain Date: **10/04/2015** and date of resolution is: **25/04/2015** or date of resolution is **nil (**if the complaint is not resolved), then they will submit report through this RIT.

In Case of Nil Statement:

For nil statement, Banks/NBFI will fill only three fields as given below and keep other fields blank.

DATE: Last date of the month.

FI NAME: Select the name of BANK/NBFI from the drop down list.

COMPLAINT Ref: nil [Bank/NBFI need to type **nil** in this field in case of nil statement]

In case of FI which has no branch ID:

In case of FI which has no branch id, they just have to keep **FI BRANCH ID** field blank.

2. T_PS_M_CMPLNTS_RESOLVED.xlsm

When **T_PS_M_CMPLNTS_RESOLVED.xlsm** RIT need to be submitted?

When complaints were initiated and reported in earlier month but resolved in the current reporting month, then this template needs to be submitted with the regular template.

 i.e. T_PS_M_CMPLNTS_RESOLVED + T_PS_M_CMPLNTS

In this case T_PS_M_CMPLNTS will be used for the current month's complaints and T_PS_M_CMPLNTS_RESOLVED will be used only for those complaints which are resolved in this month but complained/reported previously.

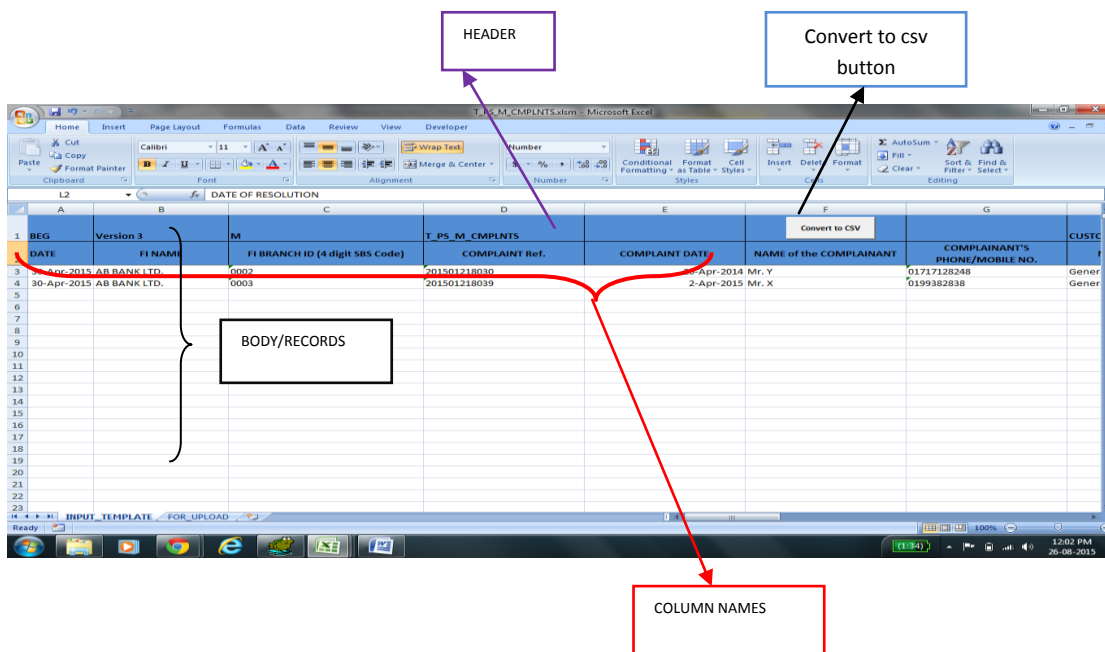A screen shot of the new Input template T_PS_M_CMPLNTS and T_PS_M_CMPLNTS_RESOLVED can be found below

Fig : Screen shot of T_PS_M_CMPLNTS.xlsm

BEG	Version 3	M	T_PS_M_CMPLNTS_RESOLVED				Convert to CSV	
DATE	FIRST REPORTING DATE	FI NAME	FI BRANCH ID (4 digit SBS Code)	COMPLAINT Ref.	COMPLAINT DATE	NAME of the COMPLAINANT	COMPLAINANT'S PHONE/MOBIL
31-Mar-15	31-Jan-15	PRIME BANK LTD.	540390	Prime/ICCD/CMC/2015/6	31-Jan-15	Mahmudul Hasan	

Fig: Screen shot of T_PS_M_CMPLNTS_RESOLVED.xlsm

1. Template Fields Description for T_PS_M _CMPLNTS

Template Field	M/O (4)	Data Type	Validation Rules
DATE	M	DATE	Should be in the format 'DD-MON-YYYY' and should be the last date of the month.
FI NAME	M	NUMBER	Select from available drop down list
FI BRANCH ID (4 digit SBS Code)	M	NUMBER	Enter valid sbs code of the corresponding branch of FI. For FI which has no branch id, then it should be blank.
COMPLAINT Ref.	M	TEXT	Enter Complaint reference Number. For nil statement it should be nil.
COMPLAINT DATE	M	DATE	Enter date of the complain, Should be in the format 'DD-MON-YYYY'
NAME of the COMPLAINANT	O	TEXT	Enter name of the complainant, must not exceed 40 characters.
COMPLAINANT'S PHONE/MOBILE NO.	O	TEXT	Enter valid phone/mobile no of complainant
NATURE of the COMPLAINT	O	NUMBER	Select from available drop down list
SUBJECT MATTER OF the COMPLAINT	O	TEXT	Write the subject matter of the complaint. This text must not exceed 200 characters.
AMOUNT INVOLVED	O	NUM	Enter the amount of money involved. If no Monetary complaint Enter Zero(0). Amount must be in BDT(Not in lakh or crore).In case of other currencies, convert the amount to equivalent BDT.
ACTION TAKEN	O	TEXT	Describe in brief what action is taken to this complain. This text must not exceed 200 characters.
DATE OF RESOLOUTION	O	DATE	Enter the date of resolution of the complain, Should be in the format 'DD-MON-YYYY'

2. **Template Fields description for T_PS_M _CMPLNTS_RESOLVED**

Template Field	M/O (4)	Data Type	Validation Rules
DATE	M	DATE	Should be in the format 'DD-MON-YYYY' and should be the last date of the reporting month.
FIRST REPORTING DATE	M	DATE	The first reporting date is when this complaint was reported in any earlier month. Should be in the format 'DD-MON-YYYY'.
FI NAME	M	NUMBER	Everything should be same as previously reported.
FI BRANCH ID (4 digit SBS Code)	M	NUMBER	Everything should be same as previously reported.
COMPLAINT Ref.	M	TEXT	Everything should be same as previously reported.
COMPLAINT DATE	M	DATE	Everything should be same as previously reported.
NAME of the COMPLAINANT	O	TEXT	Everything should be same as previously reported.
COMPLAINANT'S PHONE/MOBILE NO.	O	TEXT	Everything should be same as previously reported.
NATURE of the COMPLAINT	O	NUMBER	Everything should be same as previously reported.
SUBJECT MATTER OF the COMPLAINT	O	TEXT	Everything should be same as previously reported.
AMOUNT INVOLVED	O	NUM	Everything should be same as previously reported.
ACTION TAKEN	O	TEXT	Describe in brief what action is taken to this complain. This text must not exceed 200 characters without any **ENTER**.
DATE OF RESOLUTION	O	DATE	Enter the date of resolution of the complaint. Should be in the format 'DD-MON-YYYY'.

Definition of Terms

1. *Template Field* – Column name in the input template

2. *M/O* – M: Mandatory field, O: Optional Field; indicates if field information is required or not to be filled up in the template

Note: If a complaint is not resolved within the current reporting month, then it is required two times to report about the complaint, first time when it is complained and second time when it is resolved. First one is done by using template **T_PS_M_CMPLNTS.xlsm** and second one is done by the template **T_PS_M_CMPLNTS_RESOLVED.xlsm**

Reminders

- Information should be entered on a PER ROW Perspective.

- All Values (Amounts, Quantity, etc) should be in **ACTUAL** figures and NOT rounded off values.

- Each Record MUST have a DATE Value. NO DATE=INVALID RECORD. This record will not be accepted and processed by the system.

- When file has been checked to be complete and accurate, click on the *Convert to CSV* button in the body of the worksheet to generate the corresponding .csv file.

- ONLY files in .csv format will be accepted by the Portal. Other file formats such as .xlsm , .xls will NOT be accepted by the system.

- Refer to the Quick Reference Guide (QRG) for Templates and Portal for more information on use of the templates and portal and how to go about requesting for changes.