

**The Surat District Co-Operative Bank Ltd.**

**(Central Co.Op. Bank).**

**Surat**

**Customer  
Service  
Policy**

# **THE SURAT DISTRICT CO. OP. BANK LTD. Surat**

## **Customer Service Policy**

### **1. OBJECTIVE**

The objective of the Customer Service Policy is to set out our Commitment to all categories of our customers availing of our various products and services across all our Branches and Offices in Surat & Tapi District in Gujarat.

### **2. VISION**

Our total commitment to integrity, ethics, meritocracy, transparency and abiding concern for stakeholders are at the heart of The Surat District Co-operative Bank's value system.

### **3. MISSION**

To continuously strive for **synergy** between **technology, systems & human resources** for providing products & services that meet the quality, performance & aspirations of the vast clientele & to maintain the highest standards of ethics & societal responsibilities, constantly innovate products and processes & develop teams that keep the momentum going to take the **Bank to excellence**.

### **4. APPLICABILITY OF THE CUSTOMER SERVICE POLICY**

#### **(i) Disclaimer:**

The Policy is not a legal document and does not intend to create any new rights or obligations either on the part of the Bank or on the part of the customer.

This Policy is framed as per the detail guidelines issued by RBI as well as NABARD and also as per recommendation of Goiporia Committee and applies to all **products and services** provided by the Bank.

#### **(ii) Regulatory / Statutory Compliance**

In order to comply with regulatory/ statutory requirements, while opening an account, we will adhere to the Know Your Customer (KYC) Norms and Anti Money Laundering (AML) guidelines by satisfying ourselves about the identity, and verifying the address of a person/s, seeking to open an account, in order to protect the prospective

customer/s, members of the public and ourselves against fraud and other misuse of the banking system. We will also satisfy ourselves about the sources of income of the existing/ prospective customer. Customers shall also provide the desired documents as per the requirements of the bank for updation and verification as per the periodicity of submission.

**(iii) Products :**

- a. All deposit accounts e.g. various types of products under Savings Bank Accounts, Current Accounts, Term Deposits, Recurring Deposits.
- b. Safe deposit locker facility
- c. Fund based (Retail Loans, Demand Loans, Term Loans, Cash Credit, overdrafts) and Non fund based (Bank Guarantees) facilities.
- d. Third party products.
- e. RuPay Debit Card.

**(iv) Services :**

- a. Remittance facility to the customers by transfer through RTGS/NEFT/ECS/ Issuance of Demand Drafts, Pay orders etc.
- b. Collection of local clearing and outside cheques,
- c. Settlement of claim cases in deceased accounts.
- d. Nomination facility to all deposit accounts (i.e. account opened in the capacity of individual/ proprietorship) and all safe deposit locker hirers (i.e. individual hirers).
- e. Mobile/Internet Banking

## **5. Term Deposit Account**

### **5.1 Issue of term deposit receipt**

SUDICO Bank issue term deposit receipt indicating therein full details, such as, date of issue, period of deposit, due date, applicable rate of interest, etc.

### **5.2 Transferability of deposit receipts**

Term deposits should be freely transferable from one Branch of another Branch.

### **5.3 Disposal of deposits**

Advance instructions from depositors for disposal of deposits on maturity may be obtained in the application form itself. Wherever such instructions are not obtained, SUDICO Bank ensure sending of intimation of impending due date of maturity well in advance to depositors as a rule in order to extend better customer service.

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#### **5.4 Notifying the change in interest rates**

Change in interest rate on deposits be made known to customers by website as well as bank branches expeditiously.

#### **5.5 Payment of interest on fixed deposit – Method of calculation of interest**

The purpose of calculation of interest on term deposit, has prescribed that on deposits repayable in less than three months or where the terminal quarter is incomplete, interest should be paid proportionately for the actual number of days reckoning the year at 366 days in a leap year and 365 days in other years. Bank provides information to their depositors about the manner of calculation of interest appropriately while accepting the deposits and display the same at branches.

#### **5.6 Premature withdrawal of term deposit**

A SUDICO Bank on request from the depositor should allow withdrawal of a term deposit before completion of the period of the deposit agreed upon at the time of making the deposit. SUDICO Bank will have the freedom to determine its own penal interest rate of premature withdrawal of term deposits. The depositors are made aware of the applicable penal rate along with the deposit rate. While prematurely closing a deposit, interest on the deposit for the period that it has remained with the bank will be paid at the rate applicable to the period for which the deposit remained with the bank and not at the contracted rate. No interest is payable, where premature withdrawal of deposits takes place before completion of the minimum period prescribed.

##### **5.6.1 Repayment of Term/Fixed Deposits in SUDICO**

When a fixed deposit account is opened in the joint names of two depositors on 'Either or Survivor' basis and the said joint depositors already have a savings bank account in their names jointly on 'Either or Survivor' instructions, on maturity of the fixed deposit, proceeds of the matured fixed deposit can be credited to the joint savings bank account already opened in the bank. There is no need for opening a separate savings bank account in the name of the first depositor for crediting the proceeds of the fixed deposit.

##### **5.6.2 Renewal of Overdue deposits**

--- Renewal of a fixed deposit account will be on a same day basis.

#### **5.7 Addition or deletion of the name/s of joint account holders**

A SUDICO Bank may, at the request of all the joint account holders, allow the addition or deletion of name/s of joint account holder/s if the circumstances so warrant or allow an individual depositor to add the name of another person as a joint account holder. However, in no case should the amount or duration of the original deposit undergo a change in any manner in case the deposit is a term deposit. A SUDICO Bank may, at its discretion, and at the request of all the joint account holders of a deposit receipt, allow the splitting up of the joint deposit, in the name of each of the joint account holders only, provided that the period and the aggregate amount of the deposit do not undergo any change.

### **5.8 Payment of interest on accounts frozen by The Bank.**

At times Bank required freezing the accounts of customers based on the orders of the enforcement authorities. The issue of payment of interest on such frozen accounts was examined and Bank is follow the procedure detailed below in the case of Term Deposit Accounts frozen by the enforcement authorities:

(i) A request letter may be obtained from the customer on maturity. While obtaining the request letter from the depositor for renewal, banks should also advise him to indicate the term for which the deposit is to be renewed. In case the depositor does not exercise his option of choosing the term for renewal, banks may renew the same for a term equal to the original term.

(ii) No new receipt is required to be issued. However, suitable note may be made regarding renewal in the deposit ledger.

(iii) Auto renew of deposit may be advised by registered letter / speed post / courier service/ E-mail to the concerned Government department under advice to the depositor. In the advice to the depositor, the rate of interest at which the deposit is renewed should also be mentioned.

(iv) If overdue period does not exceed 14 days on the date of receipt of the request letter, renewal may be done from the date of maturity.

Further, with regard to the savings bank accounts frozen by the Enforcement authorities, Bank Will continue to credit the interest to the account on a regular basis.

### **5.9 Acknowledgement by banks at the time of submission of Form 15-G / 15-H**

Bank will not deduct TDS from depositors who submit declaration in Form15-G/15H under Income Tax Rules, 1962. Also Bank will give an acknowledgment at the time of receipt of Form 15-G/15-H. This will help in building a system of accountability and customers will not be put to inconvenience due to any omission on part of the banks.

### **5.10 Acceptance of cash over the counter**

Bank has ensured that all branches invariably accept cash over the counters from all their customers who desire to deposit cash at the counters. Further, they are also advised to refrain from incorporating clauses in the terms and conditions which restrict deposit of cash over the counters.

## **6. Service at the counters**

### **6.1 Banking hours / working days**

SUDICO Bank branches normally function for public transactions at least for 7 hours on week days (2<sup>Nd</sup> & 4<sup>Th</sup> Saturdays and Sunday closed) in the larger interest of public and trading community.

### **6.2 Changes in Banking Hours**

SUDICO Bank closing any of its Branches on a day other than a public holiday, will have to give due and sufficient notice to all the parties concerned who are or are likely to be affected by such closure.

## **7. Guidance to Customers and Disclosure of Information**

### **7.1 Display of information by StCBs/DCCBs – Comprehensive Notice Board**

The display of information by the Bank branches is one of the modes of imparting financial education. This display enables customers to take an informed decision regarding products and services of the bank and be aware of their rights as also the obligations of the banks to provide certain essential services. It also disseminates information on public grievance redressal mechanism and enhances the quality of customer service in Bank and improves the level of customer satisfaction.

#### **7.1.1 Notice Boards**

The rationalization of the existing instructions could be best achieved if the instructions were clubbed on certain categories such as 'customer service information', Mandatory instructions have been broadly grouped into four categories mentioned above and given in a Comprehensive Notice Board.

While displaying the information in the notice board, Bank can take care of the following principles:

- (a) The notice board updated on a periodical basis.
- (b) The display must be simple and readable.
- (c) The language requirements (i.e., bilingual in Hindi speaking states and trilingual in other states) may be taken into account.
- (d) The notice board shall specifically indicate wherever recent changes have been done.

## **8. OUR COMMITMENTS**

### **(i) To act fairly and reasonably in all dealings with customers in matters of:**

- a. Providing minimum banking services by opening Basic Savings Bank Deposit Accounts for the purpose of financial inclusion.
- b. Meet the commitments and standards in the Charter for the products and services offered and in the procedure and practices followed.
- c. Ensuring that products and services meet relevant laws and regulations in letter and spirit.
- d. Ensuring dealings with the customers rest on ethical principles of integrity and transparency.
- e. Operating a secure and reliable banking and payment system.
- f. Dealing quickly and emphatically with customer grievances arising due to errors, delays in handling of customer related issues or on account of problems arising due to technological failure.

**(ii) To maintain privacy and confidentiality of the customers' personal information except in the following cases:**

- a. Where disclosure is under compulsion of law.
- b. Where interest of the Bank requires disclosure
- c. Where the disclosure is made with the express or implied consent of the customer.

Bank may utilize the information for cross-selling of its own products inclusive of Third Party Products /services. The bank has framed Board approved Privacy Policy.

**(iii) To publicize the Customer Service Policy:**

- a. Make available this policy on Bank's website.
- b. Make available this policy with the Branch Manager.

**(iv) To provide services to the customers as per laid down standards:**

1. Suggestions/feedbacks are welcome.
2. Display business hours.
3. Render courteous services.
4. Attend to all customers present in the banking hall at the close of business hours.
5. May Provide 'Enquiry' or 'May I help you' counter at large branches.
6. Display interest rates for various deposit schemes from time to time.
7. Keeping customers informed about changes / modification in interest rates, charges, terms & conditions through Bank's website/display notice at branches.
8. Provide details of various deposit schemes/services of the Bank in the Bank's website.
9. Display time norms for various banking transactions.
10. Provide complaint register/box in the branch premises.
11. Display address and telephone number of Nodal Officer dealing with customer grievances/complaints.
12. Provision of basic facilities of drinking water, etc.
13. For account opening, the Know Your Customer ( KYC) regulatory guidelines require us to seek Officially Valid Documents for
  - a. proof of identity and
  - b. proof of address.
14. Open Basic Savings Bank Accounts / Small Savings Bank Accounts under for Financial Inclusion

15. Open a savings bank account in the name of
  - (a) individuals, singly or jointly,
  - (b) minors of the age of 10 years and above
  - (c) minors below 10 years jointly with natural/legal guardian
  - (d) An illiterate/blind/physically handicapped person.
16. The name of the payee as well as instrument number in case of debit entries will be provided by the Bank in the Passbooks/Statement of Accounts.
17. Provide facility of standing instructions in case of Recurring Deposit account or for recovery of locker charges/loan installment of our Bank.
18. Allow premature withdrawals, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run, subject to penalty, prescribed by the Bank. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than 7 days.
19. In case nominee is appointed, allow premature withdrawal of Term Deposit without penalty on death of both or all depositors.
20. As a measure of good customer service and to protect the interest of depositors against loss of interest, the Bank is offering auto renewal facility to the customer for a term deposit account.
21. Renewal Notices for Term Deposits- The term deposit renewal notices will be sent to customers through Telephone.
22. Pay interest on deposits either monthly at discounted value or quarterly or on the date of maturity at the option of the depositor as applicable under the particular deposit scheme. Maturity proceeds of Rs.20,000/- and above will be paid only by account payee Banker's cheque or will be credited to the account and no Cash payment will be made.
23. Provide TDS statement explicitly mentioning details of gross interest credited and TDS debited.
24. Issue duplicate term deposit receipt in the event the original term deposit receipt is lost, subject to Depositor(s) completing required formalities prescribed by the Bank from time to time.
25. Provide linkage of Terms and Conditions of various Products, which are provided on an agency basis by Bank.

**(vi). Senior Citizens:**

There will be prioritized service to senior citizens and physically challenged persons at all branches.



**(vii). Self Help Groups (SHGs) :**

Bank will consider opening of Savings Bank Accounts of SHGs and its members.

**9. Nomination Facility**

**9.1 Provisions in the Banking Regulation Act, 1949 (AACS)**

The Banking Regulation Act, 1949 (AACS) was amended by Banking Laws (Amendment) Act, 1983 by introducing new Sections 45ZA to 45ZF, which provide, inter alia, for the following matters:

- (a) To enable a co-operative bank to make payment to the nominee of a deceased depositor, the amount standing to the credit of the depositor.
- (b) To enable a co-operative bank to return the articles left by a deceased person in its safe custody to his nominee, after making an inventory of the articles in the manner directed by the Reserve Bank.
- (c) To enable a co-operative bank to release the contents of a safety locker to the nominee of the hirer of such locker, in the event of the death of the hirer, after making an inventory of the contents of the safety locker in the manner directed by the Reserve Bank.

**9.2 The Co-operative Banks (Nomination) Rules, 1985**

Since such nomination has to be made in the prescribed manner, the Central Government framed, in consultation with the Reserve Bank of India, the Co-operative Banks (Nomination) Rules, 1985. These Rules, together with the provisions of new sections 45ZA to 45ZF of the Banking Regulation Act, 1949 (AACS) regarding nomination facilities were brought into force with effect from 1985. The Co-operative Banks (Nomination) Rules, 1985 which are self-explanatory, provide for:-

- (i) Nomination Forms for deposit accounts, articles kept in safe custody and contents of safety lockers.
- (ii) Forms for cancellation and variation of the nominations.
- (iii) Registration of Nominations and cancellation and variation of nominations, and
- (iv) Matters related to the above.

**9.3 Nomination facilities in respect of Safe Deposit Locker / Safe Custody Articles**

- (v) Nomination facilities are available only in the case of individual depositors and not in respect of persons jointly depositing articles for safe custody.
- (vi) Sections 45ZC to 45ZF of the Banking Regulation Act, 1949 (AACS) provide for nomination and release of contents of safety lockers / safe custody articles to the nominee and protection against notice of claims of other persons. StCBs/DCCBs should be guided by the provisions of sections 45ZC to 45ZF of the Banking Regulation Act, 1949 (AACS) 28 and the Co-operative Banks (Nomination) Rules, 1985 and the relevant provisions of Indian Contract Act and Indian Succession Act.

- (vii) In the matter of returning articles left in safe custody by the deceased depositor to the nominee or allowing the nominee/s to have access to the locker and permitting him/them to remove the contents of the locker, the Reserve Bank of India, in pursuance of sections 45ZC (3) and 45ZE (4) of the Banking Regulation Act, 1949 (AACS) has specified the formats for the purpose.
- (viii) In order to ensure that the amount of deposits, articles left in safe custody and contents of lockers are returned to the genuine nominee, as also to verify the proof of death, StCBs/DCCBs may devise their own claim formats or follow the procedure, if any, suggested by the Indian Banks' Association or Associations of which they are members for the purpose.
- (ix) Section 45ZE of the Banking Regulation Act, 1949 (AACS) does not preclude a minor from being a nominee for obtaining delivery of the contents of a locker. However, the responsibility of the StCBs/DCCBs in such cases is to ensure that when the contents of a locker were sought to be removed on behalf of the minor nominee, the articles were handed over to a person who, in law, was competent to receive the articles on behalf of the minor.
- (x) As regards lockers hired jointly, on the death of any one of the joint hirers, the contents of the locker are only allowed to be removed jointly by the nominees and the survivor(s) after an inventory was taken in the prescribed manner. In such a case, after such removal preceded by an inventory, the nominee and surviving hirer(s) may still keep the entire contents with the same SUDICO Bank, if they so desire, by entering into a fresh contract of hiring a locker.

#### **9.4 Nomination Facility – Sole Proprietary Concern**

Bank may extend the nomination facility also in respect of deposits held in the name of a sole proprietary concern.

#### **9.5 Registering the Nomination**

In terms of Rules 2 (10), 3 (9) and 4 (10) of the Co-operative Banks (Nomination) Rules, 1985, Bank are required to register in books the nomination, cancellation and / or variation of the nomination. Accordingly take action to register nominations or changes therein, if any, made by their depositor(s) / hirers.

#### **9.6 Separate Nomination for Savings Bank Account and Pension Account**

Nomination facility is available for savings bank account opened for credit of pension. Cooperative Banks (Nomination) Rules, 1985 are distinct from the Arrears of Pension (Nomination) Rules, 1983 and nomination exercised by the pensioner under the latter rules for receipt of arrears of pension will not be valid for the purpose of deposit accounts held by the pensioners with StCBs/DCCBs for which a separate nomination is necessary in terms of the Co-operative Banks (Nomination) Rules, 1985 in case a pensioner desires to avail of nomination facility.

## **9.7 Nomination Facility – Certain Clarifications**

### **(A) Nomination facility in respect of deposits**

(i) Nomination facility is intended for individuals including a sole proprietary concern.

(ii) Rules stipulate that nomination shall be made only in favour of individuals. As such, a nominee cannot be an association, trust, society or any other organisation or any officebearer thereof in his official capacity. In view thereof any nomination other than in favour of an individual will not be valid.

(iii) There cannot be more than one nominee in respect of a joint deposit account.

(iv) Bank may allow variation/cancellation of a subsisting nomination by all the surviving depositor(s) acting together. This is also applicable to deposits having operating instructions "either or survivor".

(v) In the case of a joint deposit account the nominee's right arises only after the death of all the depositors.

(vi) Witness in Nomination Forms: The Co-operative Banks (Nomination) Rules, 1985 have been framed in exercise of powers conferred by section 52 read with sections 45ZA, 45ZC and 45ZE of the Banking Regulation Act, 1949 (AACS). In this connection, we clarify that for the various Forms (DA1, DA2 and DA3 for Bank Deposits, Forms SC1, SC2 and SC3 for Articles left in Safe Custody, Forms SL1, SL1A, SL2, SL3 and SL3A for Safety Lockers) prescribed under Co-operative Banks (Nomination) Rules, 1985 only Thumb-impression(s) shall be attested by two witnesses. Signatures of the account holders need not be attested by witnesses.

(vii) Nomination in case of Joint Deposit Accounts: It is understood that sometimes the customers opening joint accounts with or without "Either or Survivor" mandate, are dissuaded from exercising the nomination facility. It is clarified that nomination facility is available for joint deposit accounts also. Therefore, advised to ensure that their branches offer nomination facility to all deposit accounts including joint accounts opened by the customers.

### **(B) Customer Guidance and Publicity Educating Customers on the Benefits of Nomination / Survivorship clause**

(i) The nomination facility is intended to facilitate expeditious settlement of claims in the accounts of deceased depositors and to minimise hardship caused to the family members on the death of the depositors. The Bank endeavour to drive home to their constituents the benefit of nomination facilities and ensure that the message reaches all the constituents by taking all necessary measures for popularising the nomination facility among their constituents.

(ii) Bank give wide publicity and provide guidance to deposit account holders on the benefits of the nomination facility and the survivorship clause

(iii) In addition to obtaining nomination forms, Bank ensure that account opening form should contain space for nomination also so that the customers could be educated about availability of such facilities.

(iv) Unless the customers prefer not to nominate (this may be recorded without giving scope for conjecture of non-compliance), nomination should be a rule, to cover all other existing and new accounts.

(v) To popularise the nomination facility, publicity may be launched, including printing compatible message on cheque books, pass-book and any other literature reaching the customers as well as launching periodical drives. The methodology which the StCBs/DCCBs may like to adopt for this purpose may vary. However, one of the banks has devised a small slip indicating the availability of nomination facility and the slip is inserted in the cheque books and pass books and in current account statements. A specimen format of the slip is given below:- "Nomination facility available for - - Deposits - Safe Custody - Safe Deposit Vault Please make use of it. For details, please enquire at the Branch" The availability of the above facility may also be indicated on the cheque/pass books.

### **10. Release of other assets of the deceased borrowers to their legal heirs**

Bank had represented that the principle of not obtaining succession certificates etc., could be extended for settlement of claims in respect of other assets of deceased customers including securities held against advances after adjustment thereof. Bank will not insist upon legal representation for release of other assets of deceased customers irrespective of the amount involved. Bank may, however, call for succession certificates from legal heirs of deceased borrowers in cases where there are disputes and all legal heirs do not join in indemnifying the SUDICO Bank or in certain other exceptional cases where the Bank has a reasonable doubt about the genuineness of the claimant/s being the only legal heir/s of the borrower.

### **11. Exchange of Soiled/Slightly Mutilated Currency Notes:**

All branches of the Bank will exchange freely soiled and slightly mutilated cut/notes of all denominations in terms of the note refund rules as prescribed by Reserve Bank of India from time to time. Currency exchange facility will be offered and will be available to the Bank's customers as well as to the general public.

Reserve Bank of India has permitted Bank to exchange mutilated currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud. The Bank's branches exchange all categories of mutilated currency notes. Refund value of these notes is, however, paid as per RBI (Note refund) Rules.

### **12. Safe Deposit Lockers:**

The facility of safe deposit lockers is an ancillary service offered by the Bank.

The Bank shall exercise due care and necessary precautions for the safety of lockers provided to the customers. However, the Bank shall not be liable for any damage or loss to lockers or its contents, due to any reasons(s) whatsoever.

The major aspects governing the services:

- A locker may be hired by an individual (not minor), firm, limited company, specified associations, societies, etc.
- Nomination facility is available to individual hirer of safe deposit locker.
- Loss of key should be immediately informed to the branch. However all the expenses incurred in repairing the lock and key shall be borne by the hirer(s).
- Lessee may use his/her own pad lock on the locker.
- Lockers are available in different sizes.
- The rent may be paid from the savings / current account of the Lessee through standing instruction.
- The Bank reserves its right to break open the locker if the rent is not paid despite notices sent by the bank and recover charges thereof.
- The facility of safe deposit locker is available to customers. For operational convenience, a customer may avail the automated annual locker rent payment facility by opening a Savings Bank / Current Account with the Bank.
- For availing the safe deposit locker facility, the customer has to deposit a prescribed amount as Locker Deposit as per Manual of Service Charges .
- As per regulatory guidelines, branches are required to contact the locker-hirer, when the locker has remained unoperated for more than one year. This exercise would be carried out even if the hirer is paying the rent regularly. In case the hirer does not respond nor operate the locker, depending on risk category of the customer the branch may consider opening the locker after giving due notice to the hirer. Locker –hirers are thus advised to either operate the locker or surrender the same.

### **13. Remittance Services:**

- Customers may remit funds from one centre to another centre by RTGS, NEFT/EFT, Demand Drafts and pay order by paying specified charges.
- Remittance by any mode as mentioned above for Rs 50,000/- and above will be made by the Bank only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against cash payment.
- Payment of a banker's cheque/pay-order for Rs 20,000/- and above will be made only through banking channels and not incash.
- Before taking delivery of the drafts/pay-order customer is to verify that the draft/pay-order is complete in all respects including signature of the official(s) along with their specimen signature numbers at the place provided for.
- Bank will issue duplicate demand draft/ pay-order to the customer within a fortnight from the receipt of request after obtaining indemnity where prescribed and fulfillment of procedure.

- As per RBI guidelines, with effect from April 1, 2012, the validity period of any negotiable instrument such as Cheques, Demand Drafts, Pay Orders and Banker's Cheques etc., has been reduced from 6 months to 3 months, from the date of issue of the instrument.

### **13.1 ATM / DEBIT CARD TRANSACTIONS:**

In case of doubt of a disputed ATM transaction, the copy of the EJ (Electronic Journal) or JP (Journal Printer) log is called for from an acquiring bank. The copy would have the details of the disputed transaction.

### **13.2 Mobile Banking:**

Debit /Credit alerts etc., will be sent by SMS messages.

### **13.3 ECS Mandate Management System:**

Bank will ensure that ECS Mandate Management System is working effectively to comply with the mandate given by the customer in respect of limit of debit amount, expiry date, withdrawal of mandate, etc. Withdrawal of mandate for any ECS debit payment will not be left to the mercy of the beneficiary.

### **13.4 Loans and Advances:**

- i. For loans, additional / penal interest is charged to the borrowers only for delay in repayments of scheduled installments. The same is mentioned in the loan agreement or advised separately.
- ii. Housing Loan Interest Certificates required for Income Tax purpose will be issued to all Housing Loan customers in the month of April-May every year.
- iii. **Papers/ Documents for obtaining loan:-** Borrower will be made aware upfront about various papers/documents required to be produced for processing of loan application and based on the requirement, additional documents are called for.
- iv. The title deeds which have been obtained as security for Loans and advances will be returned within 30days to the customers after the loan closure.
- v. Bank will send SMS or e-mail alert or by a letter or by putting a notice at branch premises or on website the change in interest rate on loan availed due to change in interest rate etc.

#### **14. STANDARDS FOR SERVICES**

Ultimate delivery channel is Branch Office besides availability of alternate delivery channel viz. ATMs, Internet Banking service, Mobile Banking, etc., It is the responsibility of Branch In-charge to provide services to the customers as per standards/norms. Any query/grievance is to be addressed to the Branch In-charge/ Customer care Dept., at Regd. Office.

Customers can obtain the details of the products/services from either bank's website or the Branch. Bank reserves the right to change/amend the terms and conditions of any Scheme/services/products at any time.

Indicative time norms for various transactions and timeline for each activity has been given in the following chart subject to submission of required documents by the customers.

<b>Sr. NO</b>	<b>Products/Service</b>	<b>Time Norm</b>
A	<b>Opening of Deposit Account:</b> * Savings Bank A/c * Current Deposit A/c * Fixed Deposit A/c * Recurring Deposit A/c	30 minutes
B	<b>Remittance :</b> * NEFT * RTGS * Draft * Pay Order	15 minutes
C	<b>Claims against Deceased Account</b>	30 days
D	<b>Returned of Dishonour Instrument</b>	24 Hours
E	<b>Issue of Duplicate Demand Draft</b>	15 days

## **15. EXPECTATIONS FROM CUSTOMERS FOR EFFICIENT SERVICES.**

- Check your statement of account or passbook regularly.
- Get your passbook updated from time to time.
- Ensure safe custody of cheque book, pass book, ATM/Debit Card.
- Issue crossed/account payee cheques as far as possible.
- Ensure cheque is crossed and at the back of the cheque the account number and mobile number is mentioned before dropping in the cheque to any drop box.
- While tendering the cheques at the branch for collection, acknowledgement can be obtained from the officials/staff.
- Check the details of the cheque viz. date, amount in words and figures, crossing, etc. before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
- To prevent from any loss, cheque be issued without cutting/overwriting. No changes/corrections should be carried out on the cheques. For any change in the payee's name, courtesy amount (amount in figures) or legal amount (amount in words) etc., fresh cheque forms should be used by customers. This would help banks to identify and control fraudulent alterations. Cutting in date, wherever required should be for re-validation of Stale Cheque. Blanks in spaces meant for writing Payee's Name/Amount in word and figure should be securely plugged by putting cross/drawing a line.
- Cheque issued with cuttings are liable to be rejected if presented in clearing functioning under Cheque Truncation System (CTS), even though the cutting/s is/are authenticated.
- Send cheques and other financial instruments by Registered post or by courier. Do not sign blank cheques. Also do not record your specimen signature either on pass book or on cheque book.
- Not to issue cheque without adequate balance; maintain minimum balance as specified by the bank.
- Use nomination facility for deposit accounts/locker accounts.
- Note down account numbers, details of FDR, locker number, etc. separately. Inform change of address, telephone/mobile number etc. to the branch.
- Inform loss of demand draft, term deposit receipt, cheque leave(s) / book, key of locker, etc. immediately to the Branch.
- Pay interest, installments, locker rent and other dues on time.
- Complaint relating to deficiency of customer service should be reported within a reasonable time.
- Operate Deposit account regularly to maintain the status as operative/Active. Inform Bank if you intend not to operate the account for some time provided the norms for residential account are fulfilled without any change.



- Ensure confidentiality of password for internet/Mobile banking and PIN for Debit Card.
- In case of loss of ATM/Debit card, notify the Bank immediately to take urgent steps to prevent the same from being misused. Customer shall be liable for any misuse until the time the bank has been notified.
- Do not share account details, password, net secure code or any other security information to anyone. Memorize personal identification number (PIN) and change it on regular basis.
- Use SMS alert facility and notify any change in mobile number.
- Avoid accessing Bank's internet banking site through a link from another site or an email. Verify the domain name displayed to avoid spoof website.
- Always logout from internet banking before closing the window.
- Do not share your password with any third party nor does the Bank ask for such information.
- Do not store ID/PIN in the internet explorer browser.
- Cooperate with the Bank/ police / any other investigating agency, for any investigation on any transaction on your account.
- Not to respond to any unauthorized email/ email asking for password/ PIN.
- Bring any deficiency in services to the notice of the Bank.
- Correct PAN number/ form 15G or 15H is to be furnished at the commencement of financial year.
- Account holder to ensure that account is not used for money laundering or for any fraudulent transaction.
- Customer obligation - Proper utilization of Bank Loan and Timely Repayment.

## **16. CUSTOMER INFORMATION**

- a. Special efforts will be made to educate the customers in the use of technology in banking. Bank will ensure full transparency to the customer in levying of various fees/ service charges and penalties. Bank has established a proper Customer Grievance Mechanism
- b. Use of various technology channels for customer education and gathering suggestion for improving service will be made.
- c. Bank has implemented a relevant Customer Grievance Mechanism to resolve customer issues and complaints.
- d. Complaint register is kept at HO & Branch level.
- e. Nodal officer has been appointed for customer redressal Mechanism and the detail of the same has been displayed at Branch's notice board.

This Customer service policy, inter-alia, provides the customers with promised time frame for various services offered by the Bank and in order to have a better perspective about the customer's rights, obligations and as per recommendation of Goiporia Committee on customer service.

**17. SUNSET CLAUSE:-**

This policy will remain valid the period of 36 months subject to review by the Board on or before 36 months. Chairman has a power to extend time period up to the 6 months in case of delay in renewal of policy.