महाराष्ट्र ग्रामीण बँक	MAHARASHTRA GRAMIN BANK
(भारत सरकार द्वारा स्थापित शेड्युल्ड बँक) प्रायोजित बँक: बँक ऑफ महाराष्ट्र मुख्य कार्यालय: प्लॉट न.४२, गट नं.३३(भाग), गोलवाडी गाव, ग्रोथ सेंटर, वाळुज महानगर ४, सिडको, छ. संभाजीनगर- ४३१ ०१०.	(A Scheduled Bank established by Government of India) Sponsor Bank: Bank of Maharashtra **Head Office:** Plot No.42 in Gut No.33 (Part), Village Golwadi, Growth Centre, in Waluj Mahanagar IV of CIDCO Chh. Sambhajinagar, 431 010.

नियोजन विभाग	Email: hoplanning@mahagramin.co.in	Planning & Development

HO/P&D/Cir No. 04/2025-26 **Date: 02/05/2025**

04

ALL BRANCHES & OFFICES OF THE BANK,

DEAR SIR/MADAM,

Policies on Customer Service for 2025-26

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Central government in exercise of the powers conferred by sub-section (1) of section 23A of the Regional Rural Banks Act, 1976 (21 of 1976) issued the notification CG-DL-E-07042025 -262329 dated 07 April 2025 for the amalgamation of Maharashtra Gramin Bank and Vidarbha Konkan Gramin Bank into a single Regional Rural Bank named **"Maharashtra Gramin Bank"** with effect from the 1st day of May, 2025.

As per National Level Standard Operating Procedure provided by NABARD for Phase-IV amalgamation of Regional Rural Bank, Steering Committee has been formed under the Chairman of transferee Bank i.e. Maharashtra Gramin Bank as Head of the Committee.

Function of the Steering committee is to finalize the harmonized policies and operational guidelines of the transferee RRB and to solve operational matters related to amalgamation.

Accordingly, the Steering Committee during its meeting dated 30.04.2025 has perused & approved the Policies on Customer Service for 2025-26. This policy shall be ratified by Board of amalgamated Maharashtra Gramin Bank.

The policy document is enclosed herewith.

The policy will remain operative till next review.

Yours Faithfully,

Chief Manager
Planning & FI

MAHARASHTRA GRAMIN BANK
Head Office
Chh. Sambhajinagar

General Manager

MAHARASHTRA GRAMIN BANK

(Only for Internal Cirulation)

POLICIES ON CUSTOMER SERVICE 2025-26

CHAPTER	NAME OF POLICY
1	COMPENSATION POLICY
2	CUSTOMER GRIEVANCE REDRESSAL POLICY
3	CUSTOMER RIGHTS POLICY

CHAPTER 1

COMPENSATION POLICY

COMPENSATION POLICY

1. Introduction -

Technological progress in payment and settlement systems and the qualitative changes in operational systems and processes that have been undertaken by various players in the market have enabled market forces of competition to come into play to improve efficiencies in providing better service to the users of the system. It will be the Bank's endeavors to offer services to its customers with best possible utilization of its technological infrastructure. Withdrawal of the Reserve Bank of India instructions to banks on time frame for collection of outstation cheques, payment of interest on delayed collection of outstation cheques/instruments, with effect from 1st November 2004, had offered Bank further opportunities to increase its efficiency for better performance. This Compensation Policy of the Bank is therefore, designed to cover areas relating to unauthorized debiting of account, payment of interest to customers for delayed collection of cheques / instruments, payment of cheques after acknowledgement of stop payment instructions, remittances within India, foreign exchange services, lending, etc. The policy is based on principles of transparency and fairness in the treatment to customers.

The objective of this policy is to establish a system where by the Bank compensates the customer for any financial loss he / she might incur due to deficiency in service on the part of the Bank or any act of omission or commission directly attributable to the Bank. By ensuring that the customer is compensated without having to ask for it, the Bank expects instances when the customer has to approach Banking Ombudsman or any other Forum for redressal to come down significantly.

It is reiterated that the Policy covers only compensation for financial losses which customers might incur due to deficiency in the services offered by the Bank which can be measured directly and as such the commitments under this Policy are without prejudice to any right, the Bank will have in defending its position before any forum duly constituted to adjudicate banker-customer disputes.

Liability of BANK, if any, starts only after receiving customer's application with date & time.

2. Unauthorized / Erroneous Debit -

Part (A) "Unauthorized Electronic Banking Transactions"

An electronic transaction done without the consent of the customer is an Unauthorized Electronic Banking Transaction.

If the transaction has happened because of customer's negligence i.e. because of sharing his password, PIN, OTP etc. then customer has to bear the loss till he reports it to his BANK.

Also if the fraudulent transactions continue without any customer's consent even after customer has informed the bank, bank will have to reimburse those amounts.

2.1 (a) Zero Liability of a Customer:

A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following events:

i. Contributory fraud/ negligence/ deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).

ii. **Third party breach** where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank **within three working days** of receiving the communication from the bank regarding the unauthorized transaction.

(b) Limited Liability of a Customer

A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:

i. In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss **until he reports** the unauthorized transaction to the bank. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the bank.

ii. In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of **four to seven working days** after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in **Table 1,** whichever is lower.

Table 1	
Maximum Liability of a Customer under paragraph b (ii)	
Type of Account	**Maximum liability (Rs)**
• BSBD Accounts (including PMJDY & No Frill Accounts)	5,000.00
• All other SB accounts • Current/ Cash Credit/ Overdraft Accounts of MSMEs & Individual Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh	10,000.00
• All other Current/ Cash Credit/ Overdraft Accounts Credit cards with limit above Rs.5 lakh	25,000.00

Further, if the delay in reporting is beyond **seven working days**, the customer liability shall be determined on merits and on case to case basis. Bank shall convey the decision to the customer within a **maximum period of three months**. Banks shall provide the details of their

Policy in regard to customers' liability formulated in pursuance of these directions at the time of opening the accounts. Banks shall also display their approved policy in public domain for wider dissemination. The existing customers must also be individually informed about the bank's policy.

Overall liability of the customer in third party breaches, as detailed in **<u>paragraph a (ii)</u> and <u>paragraph b (ii)</u>** above, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarized in the **<u>Table 2 given below</u>:**

<table>
<tr><td colspan="3">Table 2</td></tr>
<tr><td colspan="3">Summary of Customer's Liability</td></tr>
<tr><td colspan="2">Time taken to report the fraudulent transaction from the date of receiving the communication</td><td>Customer's liability (Rs)</td></tr>
<tr><td colspan="2">Within 3 working days</td><td>Zero liability</td></tr>
<tr><td colspan="2">Within 4 to 7 working days</td><td>The transaction value or the amount mentioned in <u>Table 1</u>, whichever is lower</td></tr>
<tr><td colspan="2">Beyond 7 working days up to 15 days</td><td>As per the table below</td></tr>
<tr><td>Type of Account</td><td>Minimum liability of Customer
(A)</td><td>Maximum liability of the Bank
(B)</td></tr>
<tr><td><u>Category1</u>
BSBD Accounts</td><td>Rs. 5,000.00 plus 50% of the remaining claim amount</td><td>Rs. 10,000.00 or amount as per column (A), whichever is lower</td></tr>
<tr><td><u>Category 2</u>
• All other SB accounts
• Current/ Cash Credit/ Overdraft Accounts of MSMEs.
Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh</td><td>Rs. 10,000.00 plus 50% of the remaining claim amount</td><td>Rs. 20,000.00 or amount as per column (A), whichever is lower</td></tr>
<tr><td><u>Category 3</u>
• All other Current/ Cash Credit/ Overdraft Accounts</td><td>Rs. 25,000.00 plus 50% of the remaining claim amount</td><td>Rs. 50,000.00 or amount as per column (A), whichever is lower</td></tr>
<tr><td>• Beyond 15 working days</td><td colspan="2">No liability of the Bank</td></tr>
</table>

The number of **working days** mentioned in Table 2 shall be counted as per the **working schedule** of the home branch of the customer excluding the date of receiving the communication.

***Examples:**

1. **If a customer from category 1 has lost Rs. 6000.00 in a fraudulent transaction treatment would be as under:**
    i. If Time taken to report the fraudulent transaction from the date of receiving the communication is up to 3 days – Zero liability of the customer hence Bank would reimburse Rs. 6000.00
    ii. If Time taken to report the fraudulent transaction from the date of receiving the communication is from 4 to 7 days – Customer's liability will be Rs. 5000.00, hence Bank would reimburse (6000-5000) Rs. 1000.00
    iii. If Time taken to report the fraudulent transaction from the date of receiving the communication is from 8 to 15 days – Customer's liability will be Rs. 5000.00 plus 50% of remaining claim amount i.e. (5000+500) Rs. 5500.00 and hence Bank would reimburse (6000-5500) Rs. 500.00
    iv. If Time taken to report the fraudulent transaction from the date of receiving the communication is beyond 15 days – No liability of the Bank.

2. **If a customer from category 2 has lost Rs. 30000.00 in a fraudulent transaction treatment would be as under:**
    i. If Time taken to report the fraudulent transaction from the date of receiving the communication is up to 3 days – Zero liability of the customer hence Bank would reimburse Rs. 30000.00
    ii. If Time taken to report the fraudulent transaction from the date of receiving the communication is from 4 to 7 days – Customer's liability will be Rs. 10000.00, hence Bank would reimburse (30000-10000) Rs. 20000.00
    iii. If Time taken to report the fraudulent transaction from the date of receiving the communication is from 8 to 15 days – Customer's liability will be Rs. 10000.00 plus 50% of remaining claim amount (10000+10000) i.e. Rs. 20000.00 and hence Bank would reimburse (30000-20000) Rs. 10000.00
    iv. If Time taken to report the fraudulent transaction from the date of receiving the communication is beyond 15 days – No liability of the Bank.

3. **If a customer from category 3 has lost Rs. 85000.00 in a fraudulent transaction treatment would be as under:**
    i. If Time taken to report the fraudulent transaction from the date of receiving the communication is up to 3 days – Zero liability of the customer hence Bank would reimburse Rs. 85000.00
    ii. If Time taken to report the fraudulent transaction from the date of receiving the communication is from 4 to 7 days – Customer's liability will be Rs. 25000.00, hence Bank would reimburse (85000-25000) Rs. 60000.00
    iii. If Time taken to report the fraudulent transaction from the date of receiving the

communication is from 8 to 15 days – Customer's liability will be Rs. 25000.00 plus 50% of remaining (60000.00) claim amount (subject to banks maximum liability is Rs. 50,000/) In this case i.e. Rs. 30000.00. But Bank's liability being maximum Rs 50000.00, Bank will pay Rs 50000.00 only as against Rs 55000.

iv. If Time taken to report the fraudulent transaction from the date of receiving the communication is beyond 15 days – No liability of the Bank.

2.1 Reversal Timeline for Zero Liability/ Limited Liability of customer:

On being notified by the customer, the bank shall credit (shadow reversal) the amount involved in the unauthorized electronic transaction to the customer's account within 10 working days from the date of such notification by the customer (without waiting for settlement of insurance claim, if any).

Banks may also at their discretion decide to waive off any customer liability in case of unauthorized electronic banking transactions even in cases of customer negligence. The credit shall be value dated to be as of the date of the unauthorised transaction.

Accordingly, the delegated powers for waiver of customer liability in case of unauthorised electronic banking transactions in cases where there is customer negligence will be as under:

A) Committee of Executives at H.O	Waiver
1 General Manager 2 General Manager (IT) 3 HOD (IRM) 4 HOD (Planning, FI, Compliance) 5 HOD (Inspection Dept.)	Up to & Inclusive Rs. 1,00,000.00
B) Committee of Executives at H. O.	
1 Hon Chairman. 2 General Manager 3 General Manager (IT) 4 HOD (IRM) 5 HOD (Planning, FI, Compliance)	Above Rs.1,00,000.00 full powers

Value Date: the date on which the transaction takes place.

2.2 Further, Bank shall ensure that:

i. A complaint is resolved and liability of the customer, if any, established **within 60 days but not exceeding 90 days** from the date of receipt of the complaint, and the customer is compensated as per provisions mentioned above;

ii. Where it is unable to resolve the complaint or determine the customer liability, if any, **within 90 days,** the compensation as prescribed above is paid to the customer; and

iii. In case of debit card/ bank account, the customer does not suffer loss of interest, and in case of credit card, the customer does not bear any additional burden of interest.

2.3 Burden of Proof:

The burden of proving customer liability in case of unauthorized electronic banking transactions shall lie on the bank.

2.4 Reporting & Monitoring:

The monitoring and reporting of the customer liability cases shall be done as per RBI directives on quarterly basis. The reporting shall, inter alia, include volume/number of cases viz. card present transactions, card not present transactions, internet banking, mobile banking, ATM transactions etc. Bank shall periodically review the unauthorized electronic banking transactions reported by customers or otherwise, as also the action taken thereon, the functioning of the grievance redress mechanism and take appropriate measures to improve the systems and procedures during its meeting held every quarter. All such transactions shall be reviewed by the bank's IRM department.

The report put up to the Committee will be as per RBI guidelines. The report will be based on the parameters viz. volume/ number of cases, aggregate value involved, distribution across various category of cases viz card present transaction, card not present transactions, internet banking, mobile banking, ATM transactions etc.

2.5 Reversal/Payment of compensation for Unauthorized Electronic Banking Transactions

After it is established that the transaction under question is a fraudulent transaction, the sanction for reversal/payment of compensation to the complainant for Unauthorized Electronic Banking Transactions shall be as per delegated powers (per reference) as mentioned below through a committee approach –

Committee of Executives at H.O. 1. General Manager 2. General Manager (IT) 3. HOD (IRM) 4. HOD (Planning, FI, Compliance) 5. HOD (Inspection Dept.)	Up to & Inclusive Rs.200000.00
Committee of Executives at H. O. 1. Hon Chairman. 2. General Manager 3. General Manager (IT) 4. HOD (IRM) 5. HOD (Planning, FI, Compliance)	Above Rs. 200000.00 to Full Powers

- If claim of the customer is considered favourably, the amount may be debited **to G/L Sundry Debtors-Fraud Account.**

A monthly information for subsequent reporting to the Board should be sent to the Fraud Monitoring Group (FMG) by standing committee for customer service.

Part (B) – Other than "Unauthorised Electronic Banking Transactions"

2.6 If the Bank has raised an unauthorized / erroneous direct debit to an account, the entry will be reversed immediately on being informed of the erroneous debit, after verifying the position. In the event the unauthorized / erroneous debit has resulted in a financial loss for the customer by way of reduction in the minimum balance applicable for payment of interest on savings bank deposit or payment of additional interest to the Bank in a loan account, the Bank will compensate the customer for such loss. Further, if the customer has suffered any financial loss incidental to return of a cheque or failure of direct debit instructions due to insufficiency of balance on account of the unauthorized / erroneous debit, the Bank will compensate the customer to the extent of such financial losses.

2.7 In case verification of the entry reported to be erroneous by the customer **does not involve a third party**, the Bank shall arrange to complete the process of verification within **a maximum period of 5 working days** from the date of reporting of erroneous debit. In case, the verification **involves a third party**, the Bank shall strive to complete the verification process within a maximum period of one month from the date of reporting of erroneous transaction by the customer.
Erroneous transaction reported by customers in respect of debit card operations, which require reference to a merchant establishment, will be handled as per rules laid down by card association, Refer RBI circular no. DPSS.CO.PD No.629/02.01.014/2019-20 dated September 20, 2019. The General Instructions covering the TAT is annexed (Annexure I)

2.8 Reversal of erroneous debits arising on fraudulent or other transactions:

i. In case of any fraud, if the branch is convinced that an irregularity / fraud has been committed by its staff towards any constituent, branch should at once acknowledge its liability & forward the note to competent authority, recommending for paying compensation.
ii. In cases where the branch is at fault, they may forward the note to competent authority for paying compensation to the customer without demur.

2.9 In cases where neither the branch nor the customer is at fault, but the fault lies elsewhere in the system, branches should forward the note to competent authority for paying compensation.

2.10 Compensation will be sanctioned to the customer up to a limit as per the extant powers (per instance), specified as under,

Designation	Powers for settling claims of Customers
Committee of Regional Office for sanctioning Compensation: 1 Regional Manager 2 Deputy Regional Manager 3 Planning officer of RO 4 Accounts officer of RO 5 Inspection officer of RO	Up to & Inclusive Rs 200000.00
Committee of Executives at H. O. 1 Hon Chairman. 2 Chief General Manager 3 General Manager (IT) 4 HOD (IRM) 5 HOD (Planning, FI, Compliance)	Above Rs. 200000.00 to Full Powers
*Branches shall recommend the proposal to respective Regional Offices	

i. The sanctioning authority shall exercise delegated powers as above through a committee approach
ii. If claim of the customer is considered favorably, the amount may initially be debited to G/L Sundry Debtors-General Account and after receipt of letter from the **Vigilance Department** confirming the case as **'fraud',** the amount may be transferred to **G/L Sundry Debtors-Fraud Account.**

After reimbursement, the same should be informed to the Vigilance Department by the committee approving the reimbursement.

Sr. No.	**Description of the incident**	**Framework for auto-reversal and compensation**	
		Timeline for auto-reversal	**Compensation payable**
	II	**III**	**IV**
1	**Card Transaction**		
a	<u>Card to card transfer</u> Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R latest within T + 1 day, if cred is not effected to the beneficiary account.	₹ 100/- per day of delay beyond T + 1 day.
b	<u>Point of Sale (PoS) (Card Present)</u> <u>including Cash at PoS</u> Account debited but confirmation not received at	Auto-reversal within T + 5 days.	₹ 100/- per day of delay beyond T + 5 days.

	merchant location i.e. charge-slip not generated.		
c	Card Not Present (CNP) (e-commerce) Account debited but confirmation not received at merchant's system.		
2	**Immediate Payment System (IMPS)**		
a	Account debited but the beneficiary account is not credited.	If unable to credit to beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
3	**Unified Payments Interface (UPI)**		
a	Account debited but the beneficiary account is not credited (transfer of funds).	If unable to credit the beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.

IMPORTANT NOTE:

T is the day of transaction and refers to the calendar day. Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorized Payment Systems is as per Circulars/guidelines by NPCI.

For NEFT/ IMPS failed transaction which are received after Bank EOD will be settled in settled in T+2 days.

2.11 Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorized Payment Systems:

Sr. No.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	**Compensation payable**
	II	**III**	**IV**
4	**Aadhaar Enabled Payment System (including Aadhaar Pay) On Us**		
a	Account debited but transaction confirmation not received at merchant location.	Acquirer to initiate "Credit Adjustment" within T + 5 days	₹100/- per day if delay is beyond T + 5 days.
b	Account debited but beneficiary account not credited.		
5	**Aadhaar Payment Bridge System (APBS) (e-Commerce through Aadhar)**		
a	Delay in crediting beneficiary's account.	Beneficiary bank to reverse the transaction within T + 1 day.	₹100/- per day if delay is beyond T + 1 day.
6	**National Automated Clearing House (NACH)**		
a	Delay in crediting beneficiary's account or reversal of amount.	Beneficiary bank to reverse the uncredited transaction within + 1 day.	₹100/- per day if delay is beyond T + 1 day.
b	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such debit. Resolution to be completed within T + 1 day.	

3. ECS / NACH / direct debits /other debits to accounts:

The Bank will undertake to carry out direct debit/ ECS / NACH debit instructions of customers in time. In the event the Bank fails to meet such commitments customer will be compensated to the extent of any financial loss the customer would incur on account of delay in carrying out the instruction / failure to carry out the instructions.

The Bank would debit the customer's account with any applicable service charge as per the schedule of charges notified by the Bank. In the event the Bank levies any charge in violation of the arrangement, the Bank will reverse the charges when pointed out by the customer subject to scrutiny of agreed terms and conditions. Any consequential financial loss to the customer will also be compensated.

Where it is established that the Bank had issued and activated a debit card without written consent of the recipient, the Bank would not only reverse the charges immediately but also pay a penalty without demur to the recipient amounting to **twice the value of charges *reversed.***

4. Payment of Cheques after Stop Payment Instructions:

In case a cheque has been paid after stop payment instruction is acknowledged by the Bank, the Bank shall reverse the transaction and give value-dated credit to protect the interest of the customer. Any consequential financial loss to the customer will be compensated as provided under point no. 2.10. Such debits will be reversed within 2 working days of the customer intimating the transaction to the Bank.

5. Remittances in India:

The compensation on account of delays in collection of instruments and other expenses incurred by the customer would be as indicated in the Bank's Policy on Collection of Cheques/Instruments, which is reproduced below at point No 6.2, for information:

5.1 Payment of interest on delayed collection of local cheques/ instruments:

As a policy, Bank would give credit to the customer's account on the day, clearing settlement takes place. In case there is delay in collection of local cheques and in turn delay in crediting the amount of cheques deposited in local clearing in the normal course of business, except for the reasons of **"Force Majeure"** i.e. unforeseen events explained at Point No 11, Bank should pay compensation / interest at saving bank interest rate to the depositor/customer for the corresponding period of delay.

5.2 Payment of Interest for delayed Collection of Outstation Cheques:

The Bank will pay interest to its customer on the amount of collection of instruments in case there is delay in giving credit beyond the time period mentioned below. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the Bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

If the time taken for collection of outstation instruments is beyond stipulated time, interest at following rates will be paid for the period of delay beyond respective time limit.

a) **Interest at Savings rate** for the period of **delay beyond 10 / 14 days** as the case may be in case of outstation cheques of own bank / other banks.
b) Where the delay is beyond 14 days' interest will be paid at the applicable **rate for term deposits** for the corresponding period or **Savings Bank rate whichever is higher**.
c) In case of extraordinary delay, i.e. **delays exceeding 90 days'** additional interest will be paid at the rate of **2% over and above** the corresponding **term deposit rate.**
d) In the event the proceeds of cheque under collection were to be credited to an overdraft/ loan account of the customer, interest will be paid at the rate applicable to the loan account. In case of extraordinary delays, interest will be paid at the rate of **2% above the rate applicable to the loan account.**
e) The claim for payment of interest on delayed collection of instrument should be settled

by us, irrespective of the fact whether reasons for such delay are attributable to the paying bank. The issue of reimbursement of such interest paid to customer should be taken up with paying bank subsequently, for settlement.

It may be noted that interest payment as given above would be applicable only for instruments sent for collection within India. The Bank's Compensation Policy for financial loss suffered by the customers due to loss of instrument after it has been handed over to the Bank for collection by the customer would also be **as per Bank's policy**. The same is reproduced below for information:

5.3 Cheques / Instruments lost in transit / in clearing process or at paying bank's branch:

In the event a cheque or an instrument accepted for collection is **lost** in transit or in the clearing process or at the paying bank's branch, the Bank shall immediately on coming to know of the loss, bring the same to the notice of the accountholder so that the accountholder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonoured due to non-credit of the amount of the lost cheques / instruments. The Bank would provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

In line with the Compensation Policy of the Bank, the Bank will compensate the account holder in respect of instruments lost in transit in the following way:

a) In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (10 / 14 days as the case may be) interest will be paid for the period exceeding the stipulated collection period at the rates specified above.
b) In addition, Bank will pay interest on the amount of the cheque for a further period of 15 days at Savings Bank rate to provide for likely further delay in obtaining duplicate cheque/instrument and collection thereof.
c) The Bank would also compensate the customer for any reasonable charges he/she incurs in getting duplicate instrument upon production of receipt, in the event the instrument is to be obtained from a bank / institution who would charge a fee for issue of duplicate instrument.

5.4 Payment of interest for delay in issue of duplicate drafts:

In case of delay in issue of the duplicate draft beyond a fortnight after completing all relevant formalities by the purchaser, Bank will pay interest on the amount of demand draft at **term deposit rate** of corresponding period

5.5 Payment of interest for delayed credit /refunds on NEFT/ RTGS instructions:

As per RBI guidelines, banks are required to pay penal interest at the current RBI LAF Repo Rate plus two percent for the period of delay / till the date of refund, as the case may be, to the affected customers.

In case the bank receives NEFT/ RTGS message for crediting a certain sum of money to the account number specified therein, ***NEFT/RTGS cell*** processes the same and credits it to the account number mentioned in the message. If for some reason, the credit is not given within the stipulated time penal interest at the current RBI LAF Repo Rate plus 2% for the period of delay / till the date of refund as the case may be.

As per RBI guidelines, NEFT/RTGS cell is established and **NEFT/RTGS cell** will act as a single point of contact for RTGS/ NEFT related complaints.

6. Violation of the Code by Bank's agent:

In the event of receipt of any complaint from the customer that the Bank's representative / BC or DSA has engaged in any improper conduct or acted in violation of the Code of Bank's Commitment to Customers which the Bank has adopted voluntarily, Bank shall take appropriate steps to investigate and communicate the findings to the customer **within 7 working days** from the date of receipt of complaints and compensate the customer for financial losses, if any, as contemplated under this policy.

7. Transaction of "at par instruments" of Co-operative Banks by Commercial Banks:

The RBI has expressed concern over the lack of transparency in the arrangement for payment of "at par" instruments of co-operative banks by commercial banks resulting in dishonor of such instruments when the remitter has already paid for the instruments. In this connection it is clarified that the Bank will not honor cheques drawn on current accounts maintained by other banks with it unless arrangements are made for funding Cheques issued. **Issuing bank should be responsible** to compensate the cheque holder for non-payment/delayed payment of cheques in the absence of adequate funding arrangement.

8. Lenders liability; Commitments to borrowers:

The bank has adopted the principles of lenders of liability. In terms of the guidelines for lenders liability, and the Code of Bank's Commitment to customers adopted by the bank, the Bank would return to the borrowers all the securities / documents / title deeds to mortgaged property, **within 30 days** of repayment of all dues agreed to or contracted. The Bank will compensate the borrower for monitory loss suffered, if any due to delay in return of the same.

In the event of loss of title deeds to mortgage property at the hands of the bank, the compensation will cover out of pocket expenses for obtaining duplicate documents plus a lump sum amount as decided by the bank. Zonal Head will be empowered to decide such lump sum amount based on the facts of the case and nature of the documents lost. Zonal Head shall recommend the case and the lump sum amount decided to be compensated as loss customer, to the designated committee as mentioned in point 2.10, for sanction of the compensation amount.

9. Wealth Management Products:

Bank is a corporate Agent and distributor of Insurance and Mutual Fund products respectively. For any deficiencies in services bank will assist customers to raise their grievances with the tie- up partners.

For any deficiencies in services at bank level raised by customer, the issue will be examined by the bank and if the lapse on the part of the bank is confirmed (**Mis-selling**) customer will be compensated as per the provisions of this policy as given hereunder:

Bancassurance:

1. Customers account debited in favour of insurance policy without obtaining written consent of respective customer/ Account Holder. More than one debits against single consent of customer for insurance policy.
2. Account debited but insurance policy not issued/ wrong insurance policy issued.
3. Mismatch of information on insurance policy from signed application form of customer.
4. Policy not renewed/ delay in renewal even after timely receiving of written request from customer.
5. Non-compliance of regulatory authorities.

10. Force Majeure

The Bank shall not be liable to compensate customers for delayed credit if some unforeseen event (including but not limited to civil commotion, sabotage, lockout, strike or other labor disturbances, accident, fires, natural disasters or other 'Acts of God', war, damage to the Bank's facilities or of its correspondent bank/s) absence of the usual means of communication or all types of transportation, etc., beyond the control of the Bank, prevents it from performing its obligations within the specified service delivery parameters.

11. ATM Failure

Bank will reimburse the customer, the amount wrongfully debited on account of failed ATM transactions **within a maximum period of 5 working days** from the receipt of the complaint. For any failure to re-credit the customer's account within 5 working days from the date of receipt of the complaint bank shall pay compensation of Rs.100/- per day to the aggrieved customer. This compensation shall be credited to the customer's account automatically without any claim from the customer on the same day when bank affords the credit for the failed ATM transactions.

As per RBI guidelines (DBR No. Leg. BC.21/09.07.006/2015-16 dated 01.07.2015, para 5.12.b), customer will be entitled to receive such compensation for delay, only if claim is lodged with the Bank **within 30 days of the date of the transaction.**

12. Recovery of cost of grievances from service provider wherever applicable

Whenever Bank is required to give compensation for deficiency in service by the service provider, possibility should be explored to recover the cost from the service provider, wherever applicable.

13. Change / Modification

Bank reserves its right to change or to modify the Policy or any of its provisions from time to time without notice.

SOP to Redress / Escalate the complaints received under COMPENSATION POLICY in respect of 'Unauthorized Banking Transactions (Electronic/Other than Electronic).

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- Duly signed written complaints received from the customer by either of the ways viz. Hard copy, PDF received through registered email etc., should be recorded in the Register mentioning specifically the date & time of receipt of the complaint, description of the complaint, date of transaction, amount involved etc.,
- After ascertaining the genuineness of the complaint, branch should put HOLD (wherever necessary) on concerned account,
- In case of electronic transactions, branch should immediately report the complaint through MSSO portal and 'Reference No.' generated be noted in the Register/Hard Copy of the complaint. Please note that the date and time of complaint receipt is very significant to classify the complaint in appropriate category and for deciding the liability of the customer and the bank,

In case of **'Unauthorized Banking Transactions (Other than Electronic transactions):**

- On recording the complaint duly in the Register, branch should ascertain the substance, facts & figures in the complaint,
- Branch should find out where the fault lies and who is at fault and accordingly report the complaint to respective Regional Office along with the observations thereon.
- With proper justification, branch should explicitly recommend to Regional Office whether to pay the compensation to the customer OR not.
- 'Customer Grievances Redressal Committee' at R.O. will take appropriate decision regarding payment of compensation as per the powers vested with their committee. If the amount of compensation to be paid is beyond the powers of the R.O. level committee, it will be forwarded to H.O. with specific recommendations from R O for its disposal.

Committee at H.O. will take appropriate decision regarding payment of compensation as per the powers vested with the H.O. committee.

CHAPTER 2

CUSTOMER GRIEVANCE REDRESSAL POLICY

CUSTOMER GRIEVANCE REDRESSAL POLICY

1. Introduction:

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustainable business growth. Customer complaints are part of the business life of any corporate entity. This is more so for banks because banks are service organizations. As a service organization, customer service and Customer Satisfaction is the prime concern of bank. The Bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism. and to ensure prompt redressal of customer complaints and grievances. The review mechanism will help in identifying shortcomings in product features and service delivery.

2. Scope:

This Grievance Redressal Policy shall cover the grievance redressal function of the all branches/offices of the Bank.
The Policy is based on the guiding principle enlisted in RBI "Master Circular on Customer Service in Banks" circulated vide RBI/2015-16/59DBR No. Leg.BC.21/09.07.006/2015-16 dated 1st July 2015.

3. Principles for Grievances Redressal Mechanism

The Bank's policy for redressal of grievances follows the under noted Principles:

- Customers are treated fairly at all times
- Complaints raised by customers are dealt with courteously and in time
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the Bank to their complaints.
- Bank will treat all complaints efficiently and fairly as they can damage the Bank's reputation and business if handled otherwise.
- The bank employees will work in good faith and without prejudice to the interests of the customer.

In order to make Bank's redressal mechanism more meaningful and effective, Bank will have a structured system. Such system will ensure that the redressal sought is just and fair and as per rules and regulations. The policy document will be made available at all branches. All the employees will be made aware about the complaint handling process to ensure better customer service and general awareness in the Bank.

4. Objective:

- The Objective of the Policy is to minimize customer complaints and grievance through a proper delivery and review mechanism.

- To insure prompt redressal of customer complaint and grievances.
- To ensure quick and efficient response to customer expectations through a robust review mechanism.
- To ensure Root Cause Analysis of Complaints received with the aim to minimize/eradicate grievance by bringing necessary changes In the process and systems.
- To keep customers informed of the channels available to escalate their Grievances/complaints within the bank and their right to alternate remedies if they are not fully satisfied with the response of the Bank.

5. Customer:

A customer is a person (natural or legal) or an organization who is utilizing one or more of the services provided by the bank e.g. a deposit account, a loan account, Debit Card, purchase of Demand Draft, Etc.

6. Query, Service Request & Complaint:

Customer interact with banks for various products and services. Most of the interaction from customers are related to clarify issues / queries on their account, account servicing request or complaints, issues with payment, etc. The incoming customer interaction are classified under three categories given below:

6.1 Query: Query is request to the bank by or on behalf of a customer or Non customer, for information regarding request the products, services or related processes, or to carry out a transaction or action in relation to any such product or services.

6.2 Service request: Service request is when customer makes request to avail services that bank has promises to provide. It can be resolved through a process set by the Bank within definite timeline. Service request is an extended arm of query any enquiry/ clarification/ seeking status/ request processing which is places with Bank may be categorized as query or request before expiry of Turnaround Time(TAT) of maximum 15 business days prescribed by Bank.

6.3 Complaint: When query or request of customer does not get resolved it turn into complaint. A complaint is communication to the Bank through any means (Oral/written/Email etc.,) which express the dissatisfaction about aby aspect of the Banks products, Services, Employee behavior/attitude. Processes, system etc.

7. Grounds/Reasons for complaints:

The customer complaint arises due to;

- The attitudinal aspects of staff in dealing with customers
- Inadequacy of the functions/arrangements made available to the customers or gaps in standards of services expected and actual services rendered.
- Difference in perception and interpretation of provisions, rules and regulations and law.
- Not resolving the customers query timely.

- Technology related complaint.
- Customer complaints related to activity of outsourced person. (BC. Daily wager etc.)
- Not adhering to the Regulatory Guidelines to the Banks etc.

8. Types of Complaints:

Complaints can be broadly classified based on its nature as:

- ATM/Debit Cards
- Internet/Mobile/Electronic Banking
- Account opening/ difficulty in operation of accounts.
- Staff Behavior
- Facility for senior citizen/differently abled
- Loan and Advances
- Service charges related
- Cheques/draft/bills
- Credit information/Score etc.

9. Framework of Internal Redressal Mechanism to handle customer Grievance /Complaints:

a. Registration/Source of Complaints:

- **Branches:** Customer can submit written complaint to branch official for resolution of the issue. They can also drop their complaint in complaint box in branches or write in complaint register maintained at branches.

- **Regional offices:** If customer not satisfied with resolution/reply receive from branches they can lodge complaint with respective Regional offices.

- **Head Offices:** Customer can send complaint by Post or through e-mail on cminsp@mahagramin.co.in HOD, Insp. & Audit (**The Principal Nodal Officer** for Grievances Redressal)

- **Grievance Redressal Portal:** The complaints are received from various portals such as RBI Ombudsman, CPGRAM, INGRAM, SLBC, NABARD, DFS, Bank of Maharashtra, Aaple Sarkar, etc.

b. Acknowledgment / Interim Reply:

All complaints will be acknowledged immediately. If the complaint is relayed over telephone, a complaint reference number will be provided and complainant will be kept informed of the progress within a reasonable period of time. Complaint Redressal Authorities will try to resolve the complaint within specified time frames, specified by the Bank. Communication of Bank’s stand on any issue to the customer will be a vital requirement. Interim reply along with reasons for delay will be sent to the complainant if more than specified time is required for examination of the issues involved or for redressal of grievance. Bank will inform complainant how to take his complaint further if he is not satisfied.

c. Recording of complaints:

All complaints received by Branches/RO/HO through mail, Telephone call, physical complaint or any other mode (Physical submission etc.) are maintained in complaint register.

d. Grievance Redressal Structure in the Bank:

Level-1 Branch Branch Manager/Asst. Branch Manager
Level-2 Regional Office Regional Manager/Deputy Regional Manager
Level-3 Head Office HOD, Insp. & Audit (The Principle Nodal Officer, Customer Service and Grievance Redressal Cell)

e. Resolution of Grievances:

Appropriate arrangement for receiving complaints and suggestions will be made by the branch. Every Branch Head, Supervisor and Officers will be primarily responsible or extending courteous, efficient and prompt customer service and thereby avoiding scope for customer grievances. Resolution of complaints to the satisfaction of complainant will be their responsibility.

Branch Head will be primarily responsible for the resolution of complaints/ grievances in respect of customer's service by the branch. He will be responsible for ensuring closure of all complaints received at the branches. It will be his foremost duty to see that the complaints are resolved completely to the satisfaction of the customer and if the customer is not satisfied, then he will be provided with alternate avenues to escalate the issue.

If the branch manager feels that it is not possible at his/her level to solve the problem, he/she will refer the case to Regional Office for guidance. Similarly, if Regional Office finds that it is not able to solve the problem, such cases may be referred to the Principal Nodal Officer, HO. Branches will submit weekly report of pending complaints to Regional Offices, Regional Offices will submit a fortnightly report of pending Complaints to Principal Nodal Officer who will ensure redressal of such complaints within four weeks.

i. Grievance related to attitudinal aspects/Rude behavior:

a. Complaints shall be handled courteously, sympathetically and above all swiftly.

b. Misbehavior/rude behavior with customers shall be treated at Zero Tolerance Level and immediate action be taken. Bank, under no circumstances shall tolerate misbehavior of any degree by our staff members.

c. To keep the complaints related to misbehavior/rude behavior at a Zero- Tolerance Level, stern action/ disciplinary action against the erring officials would be initiated by the respective Disciplinary Authority.

All such complaints shall be closed after analysis of CCTV Footage/Investigation. Zonal Manager to investigate and take action on the Misbehavior/Rude behavior complaints within the defined TAT and report the same to the HO, Insp. & Audit Department.

ii. Grievance relating to transactions/operations:

Primarily, the Branch is responsible for the resolution of complaints/Grievances in this category. Branch would be responsible for ensuring rectification of entry/ transaction or satisfaction of customers. It is the foremost duty of the branch to see that the Grievance is resolved to the customer's satisfaction and if he/ she is not satisfied, then to provide him/her with alternate avenues to escalate the issue. In case, it is not getting resolved at branch level, they can refer the case to Regional Office for guidance/resolution. Similarly, if Regional office finds that they are not able to solve the problem, such cases may be referred by Regional Office to Principal Nodal Officer at Head Office.

iii. Right to grievance Redress:

The customer has the right to register his Grievance if he is not satisfied with the services provided by the Bank. A customer may lodge Grievance either in writing or through electronic means if he is not satisfied with the services provided by the Bank. All complaints will be recorded by the Bank in a database. The database, along with the acknowledgement letter and other correspondence will be preserved at least for 3 years for future reference. However, no action will be taken on anonymous/ pseudonymous complaints.

f. Turnover Time(TAT):

Bank will endeavor to redress complaints within a maximum period of 15 business days. However, specific turnaround times (TAT) depending on the nature of complaints has been stipulated by NPCI, RBI and various other regulatory authorities. In case, the bank requires more time to redress the complaint, Bank will intimate the customer and interim response will be sent.

g. Escalation to the office of the Banking Ombudsman(RBI):

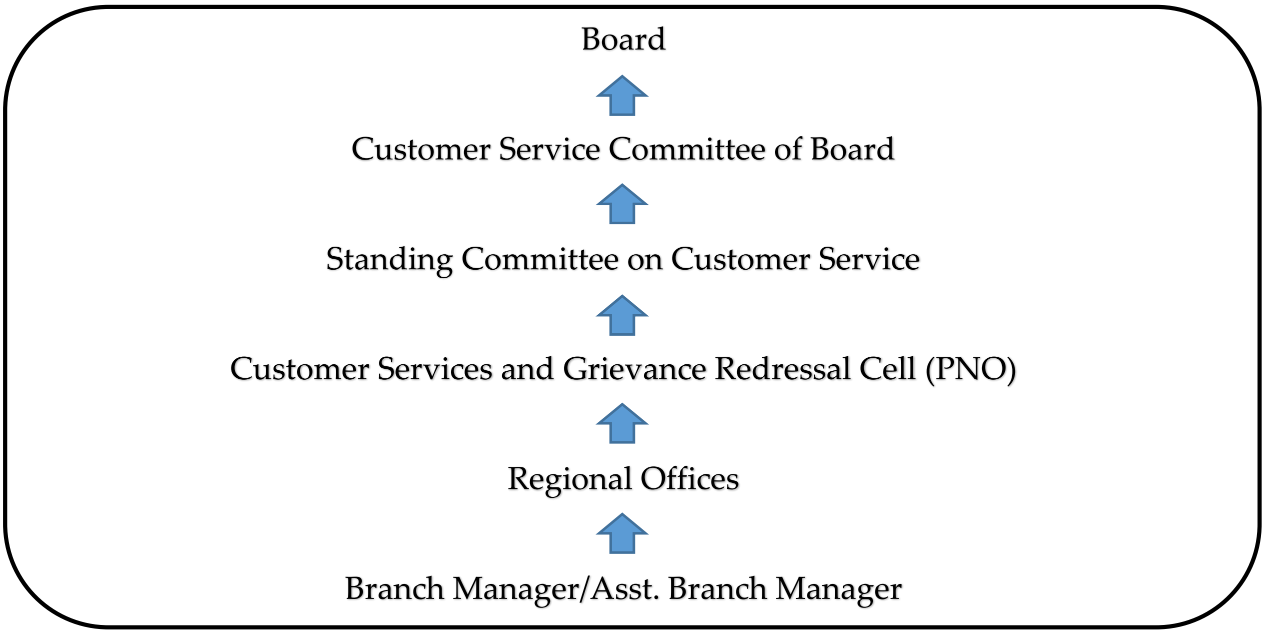
In case the customer is not satisfied with the response from the Bank and resolution from the appellate authority of the bank, customer may approach the Banking Ombudsman (RBI). The details of BO are made available on the Bank's website, and displayed on the notice board at the Branch/Offices.

The Bank shall, accordingly modify its Grievance Redressal Process in the light of any change as per notification by the Regulators or as per requirement of the Bank as such.

h. Root Cause Analysis of the Complaints:

Root cause Analysis is an important tool in the hands of the Banks that aims to minimize instances of customer complaints. Bank shall make efforts to conduct root cause analysis in areas where Bank receives large numbers of complaints/ complaints of repetitive nature to identify weak areas if any. This review mechanism will help the Bank in identifying shortcomings (in product features, services or technology) and taking necessary corrective measures to address the same.
The bank identifies the categories of complaints which require a root cause analysis based on the frequency and gravity of the Complaints. The concerned department vertical heads to whom the category belongs shall conduct root cause analysis and make necessary changes or implement changes if required as per the analysis. Quarterly meeting of executives and department vertical heads to be held. Inspection Department will be the coordinator of the meeting. Minutes to be prepared and forwarded to Respective Vertical Head to bring in improvement in the area of concern, so that recurrence of complaints do not take place. Minutes of RCA to be a part of reporting by CSGRC in Customer Service Committee of the Board.

10. Structure of the Customer Service and Grievance Redressal Cell (CSGRC):



11. Roles and Responsibilities of Branches /Offices:

a. Roles and Responsibilities of Branch Manager/Asst. Branch Manager-

All Complaints shall be handled courteously and professionally and redressed quickly by all Branch Managers and Deputy Branch Managers. Branch Head & Officials at the Branch should ensure that Queries & Complaints received directly at Branch or through RO/HO other Govt. Institute or any other modes are redressed as given below:

a. All queries/service request should be redressed at the initial stage to avoid its escalation to complaint by contacting to the customer immediately Reply to the customer should be sent invariably.

b. The branch manager should sensitize its front line staff for proper handling of customer's queries and service request.

c. To ensure that complaints are resolved within two days' maximum at branch. If complaint remains unresolved it should be escalated to RO within TAT so that complaint does not get escalated to Banking Ombudsman.

d. The BM/ABM should submit Monthly report of Pending Complaints to the Regional Office.

11.2 Roles and Responsibilities of Regional Offices:

a. To resolve queries at initial stage to avoid its escalation to complaint.

b. To obtain all information and documents of escalated complaints from Branches and follow up for resolution.

c. To submit the report Monthly to Inspection & Audit Dept. Head Office.

d. To conduct Quarterly Regional Office Customer Service Committee meeting and submit report along with suggestions/Input of customers to HO, Insp. &m Audit Dept. for placing the same to Standing Committee on Customer Services.

11.3 Roles and Responsibilities of Officials at Customer Service and Grievance Redressal Cell (CSGRC)

a. To ensure that the policy guidelines are implemented across all branches / Regional offices;

b. The superintendence over the implementation of applicable regulatory guidelines of Banking Ombudsman Scheme.

c. To ensure that customer complaints are attended & resolved expeditiously and in any case within the prescribed timeline / TAT, at various levels viz. Branches, Regional Offices, HO Verticals, etc. Ensuring effectiveness of the Escalation Matrix wherever there is delay or likelihood of delay in redressal of complaints.

d. To ensure that wherever the Awards of BO are recommended for review or making appeal to
Appellate Authority, the matter shall be placed before General Manager (Admin) for approval expeditiously.

e. To initiate steps / programs aimed at minimizing customer complaints, based on the outcome of root cause analysis, conducted on quarterly basis / half yearly basis.

f. Sharing of the underlying causes of complaints with concerned departmental heads and following up & ensuring that action is taken for addressing the causes.

g. To ensure conduct of periodical meetings of various HO level customer service committees and ensure compliance with the actionable points / directions of the Committee/s.

h. Payment of compensation to customers, arising out of customer complaints/grievances, in terms of Customer Compensation Policy.

i. To provide inputs as well as active participation in conducting training programs on Customer Services.

j. To ensure disclosure of information / data on Customer Complaints as per regulatory requirements.

12. Time Frame:

Complaint has to be seen in the right perspective because they indirectly reveal a weak spot in the working of the Bank. Complaint received shall be analyzed from all possible angles. Time Schedule set up for handling complaints and disposing them at all levels including Branches, Regional Offices and Central Office will be as under-

1] Branches: The complaint will be redressed within 2 days.
2] Regional Office: The complaints will be redressed within 1 Week.
3] Central Office: Complaints received by different departments at Central Office will be redressed within 2 weeks.
4] When complaints are escalated from branch to central office they will be redressed maximum within 2 weeks.
5] Complaints unresolved for 30 days or more shall be forwarded to the Competent Authority. Bank shall strive to adhere to the time limit defined by the regulators for resolving common types of complaints.

13. Internal Review Mechanism: Forum to Review Customer Grievance and to Enhance the Customer Experience:

Banks has set up the following committee & review mechanism to monitor and review quality of customer service and grievance redressal mechanism of the Bank.

a. Branch level Customer Service Committees

At branch level, branches will take necessary steps for strengthening the branch level committees with greater involvement of customers. It will also include customers, senior citizens per guidelines issued from time to time. Branch level Customer Service committee would be headed by Branch Manager and include One Officer, One Front Line Staff and at least 2 to 3 customers (One Member should be Senior Citizen/Pensioner). Such reconstituted committee should meet on the 15th date of every month (if 15th is Holiday then meeting should be conducted on 14th & so on i.e. one-day prior of holiday) to study complaints / suggestions, cases of delay; difficulties faced/ reported by customers/ members of the committee and evolve the ways and means of improving customer service. Branch Manager/Asst. Branch Manager, shall act as coordinator of the meeting at the Branch Level.

The branch level customer service committee will submit quarterly reports to Regional Offices giving inputs/suggestions to the Standing Committee on Customer Service, thus enabling the Standing Committee to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy / procedural action. The report should be submitted up to end of every quarter i.e. 30 June, 30 September, 31 December & 31 March respectively.

b. Regional Office Customer Service Committee.

At Regional level, Regional Office Customer Service Committees will take review of complaints in the region. They will submit their quarterly report to Central Office Customer Service Committee. The report should be submitted up to 10th date of next quarter i.e. 10 July, 10 October, 10 January & 10 April respectively.

Regional Office Customer Service Committee will have the following members –

Regional Manager	Chairman
Deputy Regional Manager (Nodal Officer)	Member
Inspection Dept.	Convener
Planning Officer	Member
Staff Officer	Member
Select customer	Invitee (Non-Executive Members)

Quorum –Regional Manager/Dy. Regional Manager, Planning/Staff Officer, 1 Branch Manager and selected customers.
In absence of the Regional Manager, Deputy Regional Manager will chair the meeting.

c. Nodal Officer and other designated officials to handle complaints and grievances:

a. The HOD. Insp. & Audit shall be De facto Principle Nodal Officer of the Bank who will be responsible for implementation of customer service and complaint handling for the entire Bank.

b. Regional Manager shall act as Grievance Redressal Authority at the Region to handle Complaints/grievances in respect of Region / branches under their control.

c. At the branch level, Branch Head will act as Grievances Redressal Authority. The Deputy Branch Manager will act as Nodal Officer for grievance redressal.

d. Standing Committee on Customer Service:

The Standing Committee on Customer Service will be chaired by the General Manager(Admin) of the Bank. The committee should meet on quarterly basis. Besides two to three senior executives of the Bank, the committee will also have two to three eminent non-executives with domain experience drawn from the public as members. The tenure of non-executive public members will be maximum 3 years and the same cannot be extended further.

The same committee will be empowered to finalize non-executive members.

The committee will have the following members –

Designation	Type
General Manager (Admin)	Chairman
Head of Inspection & Audit Department	Member
Head of HR department	Member
Head of Recovery/Credit Monitoring dept.	Member
Head of Planning Dept.	Convener
Head of Credit Dept.	Member
Head of Compliance Dept.	Member
Select Customers	Invitees (Non Exe Members)

Quorum – (1) General Manager(Admin), (2) HOD Planning (3) HOD Inspection & Audit (4) HOD HR Dept./HOD Credit (5) HOD Recover/Credit Monitoring/HOD Compliance. Presence of Chairman is mandatory.

The Committee will have the following functions.

a. Evaluate feedback on quality of customer service received from various quarters. The committee would also review comments/feed-back on customer service.

b. The Committee would be responsible to ensure that all regulatory instructions regarding customer service are followed by the Bank. Towards this, the committee will obtain necessary feedback from field / functional heads Regional Customer Service Committees.

c. The committee also would consider unresolved complaints/grievances referred to it by Vertical/functional heads responsible for redressal and offer their advice.

d. A brief report on the performance of the Standing Committee during its tenure indicating. inter alia, the areas reviewed, procedures/practices identified and simplified/introduced may be submitted annually to the Customer Service Committee of the Board.

The Principal Nodal Officer for our Bank is responsible for placing the statements of complaints, analysis of the complaints received, reporting status of customer complaints and redressal mechanism, Root Cause Analysis report to Customer Service Committee of the Board and Standing Committee on Customer Service, ensuring disclosure of statement of complaints, details of unimplemented awards of the Banking Ombudsman along with financial results of the Bank and any other role and responsibility as defined by RBI

13.5 Customer Service Committee of Board:

Banks shall have a Customer Service Committee of the Board and experts and representatives of customers will be invited as invitees to the meetings of the Board to enable the bank to formulate policies and assess the compliance thereof internally with a view to strengthening the corporate governance structure in the banking system and also to bring about ongoing improvements in the quality of customer service provided by the banks.

Customer Service Committee of the Board would address the following: -

a. Formulation of a Comprehensive Customer Service Policies.

b. Issues such as the treatment of death of a depositor for operations of his account

c. Product approval process with a view to suitability and appropriateness

d. Tri-enniel audit of such services.

All the awards given by the Banking Ombudsman/Consumer Forum shall be placed before the Customer Service Committee of the Board by CSGRC to enable them to address the issues of systemic deficiencies existing in the Bank, if any, brought out by the awards. All the awards remaining unimplemented for more than 3 months, with reasons, shall be placed before the CSCB to enable the committee to report to the Board such delays in implementation and for initiating necessary remedial action.

Besides, the Committee could also examine any other issues having a bearing on the quality of customer service rendered.

14. Mandatory display requirements:

It is Mandatory for the Bank to provide:

- Appropriated arrangement for receiving complaints and suggestion.
- The Name, address and contact number of Regional Office Nodal Officer(s).
- Name, address and phone no., email of the Principle Nodal Officer.
- Contact details of Banking Ombudsman(RBI).
- Display of the required information in the branch premises is the primary responsibility of the Branch Manager and the Regional Manager shall be responsible for ensuring the display as per policy.

15. Record Keeping:

The records of complaints are maintained for a minimum period of eight years from the date of resolution.

The Nodal Officer of Branches shall preserve records pertaining to grievance / complaint received resolution and closure of the grievance.

16. Complaints/Suggestion box/Complaint Book/Register:

16.1 Complaint/Suggestion box should be provided and be fixed at prominent place at each branch/office of the Bank. Further, at every branch of the Bank a notice requesting the customers to meet the branch manager shall be displayed regarding grievances, if the grievances remain un-redressed.

16.2 Complaint book/register: Complaint book with perforated copies in each set shall be introduced, so designed as to instantly provide an acknowledgement to the customers and intimation to the controlling office.
The branches shall maintain a separate complaints register in the prescribed format given for entering all the complaints/grievances received by them directly or through RO/HO/Government. These registers shall be maintained irrespective of the fact whether a complaint is received or not in the past.

Complaint Register Format:

Sr. No.	Date	Account No.	Name of complainant	Mobile No.	Email	Products & Services	Nature of Complaint	Brief details of complaint

The complaint registers maintained by the branches should be scrutinized by the concerned Regional Manager, during his periodical visit to the branches and his observations / comments thereon be recorded in his visit report.

16.3 Complaint Form

A complaint form, along with the name of the Principal nodal officer for complaint redressal, shall be provided in the home page itself to facilitate complaint submission by customers. The complaint form shall also indicate that the first point for redressal of complaint is the Bank itself and that complainants may approach the Banking Ombudsman only if the complaint is not resolved at the Bank level within a month. Similar information shall be displayed in the boards put up in all the branches to indicate the name and address of the Banking Ombudsman. In addition, the name, address and telephone numbers of the Bank to whom complaints can be addressed shall also be given prominently.

17. Interaction with customers:

The Bank recognizes that customer's expectation/requirement/grievances can be better appreciated through personal interaction with customers by Bank's staff. Planned customer meets, say once in a Month will give a message to the customers that the Bank cares for them and values their feedback/suggestions for improvement in customer service. Many of the complaints arise on account of lack of awareness among customers about bank services and such interactions will help the customers appreciate banking services better. As for the Bank, the feedback from customers would be valuable input for revising its product and services to meet customer requirements.

18. Sensitizing operating staff on handling complaints:

Staff shall be properly trained for handling complaints. We are dealing with people and hence difference of opinion and areas of friction can arise. With an open mind and a smile on the face we shall be able to win the customer's confidence. Imparting soft skill required for handling irate customer is to be an integral part of the training program schedule to include session on imparting soft skill required for handling irate/agitated customers and customer serviced behavioral science also. It would be the responsibility of the Principal Nodal Officer to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. He shall give feedback on training needs of staff at various levels to the HR Dept. Field Executives will conduct staff meetings during their visits to branches and sensitize the staff on handling complaints and for extending good customer service.

19. Disclosure of complaints / unimplemented awards of Banking Ombudsmen along with Financial Results:

The following brief details along with financial results will be disclosed in Banks Annual Report: Summary information on complaints received by the bank from Customers and from the OBOs

Sr. No.		Particulars	Previous year	Current year
	Complaints received by the bank from its customers			
1.		Number of complaints Pending at beginning of the year		
2.		Number of complaints received during the year		
3.		Number of complaints disposed during the year		
	3.1	Of which, number of complaints rejected by the bank		
4.		Number of complaints pending at the end of the year		
5.		Number of maintainable complaints received by bank from OBOs (Office of Banking Ombudsman)		

	5.1	Of 5, number of complaints resolved in favor of the bank by BOs		
	5.2	Of 5, number of complaints resolved through conciliation/mediation/advisories issued by BOs		
	5.3	Of 5, number of complaints resolved after passing of Awards by BOs against the bank		
6.		Number of Awards unimplemented within the stipulated time (other than those appealed)		

Top five ground of complaints received by the bank from customer					
Grounds of complaints, (i.e. complaints relating to)	Number of Complaints pending at the beginning of the Year.	Number of complaints received during the Year.	% increase/decrease in the number of complaints received over the Previous year.	Number of complaints pending at the end of the year.	Of 4, number of complaints pending beyond 30 Days.
1.	2	3	4	5	6
	Current year				
1. ATM/UPI/AEPS/IMPS/ Mobile Banking /INTERNET Banking					
2. Loan Advances					
3. Customer Service/ Staff Behavior					
4. General					
Total					
	Previous year				
1. ATM/UPI/AEPS/IMPS/Mobile Banking /INTERNET Banking					
2. Loan & Advances					
3. Customer Service/ Staff Behavior					
4. General					
Total					

CHAPTER 3

CUSTOMER RIGHTS POLICY

CUSTOMER RIGHTS POLICY

1. INTRODUCTION:

Customer protection is an integral aspect of financial inclusion. The Customer Rights Policy protects the basic rights of customers and sets minimum standards of banking practices bank has to follow while dealing with customers. The policy envisages that a customer should be dealt fairly, sympathetically and all the dealings with the Bank are done in an honest and transparent manner.

The Policy is based on the guiding principles enlisted in the RBI "Master Circular on Customer Service in Banks" circulated vide RBl /2015-16/59/DBR No. Leg. BC.21/09.07.006/2015-16 dated 1st July 2015.

2. OBJECTIVES OF THE POLICY:

- To enhance Customer Protection (which is an integral aspect of financial inclusion) based on domestic experience and global best practices.
- To enshrine basic rights of the customers of the bank regulated by RBI.
- To spell out the rights of the customer and also the responsibilities of the bank.

3. SCOPE OF THE POLICY:

The Policy shall apply to all products and services offered by the bank or its agents, whether provided across the counter, over phone, by post, through interactive electronic devices, on internet or by any other method.

4. BASIC CUSTOMER RIGHTS:

The policy encompasses the following five basic customer rights;

- Right to Fair Treatment
- Right to Transparency, Fair and Honest Dealing
- Right to Suitability
- Right to Privacy
- Right to Grievance Redress and Compensation

4.1 RIGHT TO FAIR TREATMENT:

Both the customer and the financial services provider have a right to be treated with courtesy. The customer should not be discriminated against on grounds such as gender, age, religion, caste, and physical ability when offering and delivering financial products.

In pursuance of the above Right, the Bank will:

i. Promote good and fair banking practices by setting minimum standards in all dealings with customers.

ii. Promote a fair and equitable relationship between the bank and the customer.

iii. Train bank staff attending to the customers, adequately and appropriately.

iv. Ensure that staff members attend to customers and their business promptly and courteously.

v. Treat all customers fairly and not discriminate against any customer on grounds such as gender, age, religion, caste, economic status, physical ability etc. Bank may, however, have special schemes or products which are specifically designed for numbers of a target market group or may use defensible, commercially acceptable, economic rationale for customer differentiation. Bank may also have schemes or products as part of an affirmative action such as for women or backward classes. Such special schemes/ products will not tantamount to unfair discrimination. The rationale for such special schemes or terms will be explained by bank wherever required.

vi. Ensure that the above principle is applied while offering all products and services; Ensure that the products and services offered are in accordance with relevant laws and regulations.

vii. Rights of transgender persons – Changes in banks forms/ applications etc. The Supreme Court has upheld Transgender persons' right to decide their self-identified gender and directed the Centre and State Government to grant legal recognition of their gender identity such as male, female or third gender. Bank will, therefore, include 'third gender' in all forms/ applications etc. prescribed by the Reserve Bank of India or bank itself, wherein any gender classification is envisaged.

While it shall be the endeavor of the bank to provide their customers with hassle free and fair treatment, bank could expect their customers to behave courteously and honestly in their dealings with the bank.

viii. It is observed that in many cases, there are lapses on the part of the customers in protecting the confidentiality of the information regarding their account, passwords, cards & PIN etc.

<u>The customers are advised to ensure the following</u>,

Maintaining secrecy of passwords & PIN numbers.

a. Ensuring safety of Credit & Debit cards.
b. Proper usage of cheques and safe custody of unused cheques.
c. Not disclosing cards, accounts information.
d. Registering of mobile number & e-mail ID for getting alerts for transactions.
e. Informing the Bank at designated number or on channels immediately in case of loss of cards.

ix. Providing infrastructure facilities by branches by bestowing particular attention to providing adequate space, proper furniture, drinking water facilities with specific emphasis on pensioners, senior citizens, disabled persons etc.

x. Providing entirely separate counters at the large/bigger branches in addition to a regular reception counter.

xi. Providing customers with booklets consisting of all details of service & facilities available at the bank in Hindi, English & concerned regional languages.

xii. Use of Hindi and regional languages in transacting business by banks with customers, including communication to customers. It shall also be bank's endeavor to encourage their customers to approach the banks internal grievance redressal system and approach the alternate forum only after exhausting all the remedies available under Bank's internal grievance redressal system that is Branch, Regional Office & Head Office.

4.2 RIGHT TO TRANSPARENCY, FAIR AND HONEST DEALING:

The financial services provider should make every effort to ensure that the contracts or agreements it frames are transparent, easily understood by and well communicated to, the common person. The product's price, the associated risks, the terms and conditions that govern use over the product's life cycle and the responsibilities of the customer and Bank, should be clearly disclosed. The customer should not be subject to unfair business or marketing practices, coercive contractual terms or misleading representations. Over the course of their relationship, the financial services provider cannot threaten the customer with physical harm, exert undue influence, or engage in blatant harassment.

In pursuance of the above Right, the bank will –

i. Ensure complete transparency so that the customer can have a better understanding of what he or she can reasonably / fairly expect from the bank.

ii. Ensure that the bank's dealings with the customer rest on ethical principles of equality, integrity and transparency.

iii. Provide customers with clear information about its products and services, terms and conditions, and the interest rates / service charges in simple and easily understandable language, and with sufficient information so that the customer could be reasonably expected to make an appropriate and informed choice of product.

iv. Ensure that all terms and conditions are fair and set out the respective rights, liabilities and obligations clearly and as far as possible in plain and simple language.

v. Make known the key risks associated with the product as well as any features that may especially disadvantage the customer to him/ her. Most Important Terms and Conditions (MITC) associated with the product or service will be clearly brought to the notice of the customer while offering the product. In general, it will be ensured that such terms will not inhibit a customer's future choice.

vi. Provide information on interest rates, fees and charges either on the Notice Board in the branches or website or through help-lines or help-desk and where appropriate the customer will be informed directly.

vii. Display the tariff Schedule on their website and a copy of it will be made available at every branch for customer's perusal. Also will display in its branches a notice about the availability of the Tariff Schedule at the branch.

viii. Give details, in their Tariff Schedule, of all charges, if any, applicable to the products and services chosen by customer.

ix. Inform the customer of any change in the terms and conditions through a letter or Statement of Account, SMS or email as agreed by the customer at least one month prior to the revised terms and conditions becoming effective.

x. Ensure that such changes are made only with prospective effect after giving notice of one month. If the bank has made any change without giving such notice which is favorable to the customer, it will notify the change within 30 days of such change. If the change is averse to the customer, prior notice of minimum 30 days will be provided and the customer may be provided options, to close the account or switch to any other eligible account without having to pay the revised charge or interest within 60 days of such notice.

xi. Provide information about the penalties leviable in case of non-observance / breach of any of the terms and conditions governing the product / services chosen by the customer;

xii. Display on public domain the Banks' Policies on Compensation, Redressal of Grievances, Collection of Cheques/ Instruments and Customer's Right.

xiii. Make every effort to ensure that staff dealing in a particular product is properly trained to provide relevant information to customers fully, correctly and honestly.

xiv. Make every effort to conduct fair and honest dealing in case of banking in digital transactions with customer.

xv. Ensure to communicate to the applicant within a reasonable time period as decided by the bank about the acceptance / non-acceptance of applications submitted for availing a product/ service and convey in writing the reasons for not accepting / declining the application. Such period will be notified in the bank’s website and also in the application of the particular product or service.

xvi. Communicate unambiguously the information about -

- Discontinuation of particular products,
- Relocation of their offices
- Changes in working hours
- Change in telephone numbers
- Closure of any office or branch

With advance notice of at least 30 days. Also affirms that disclosure of information is an on-going process through the life-cycle of the product / relationship and will be diligently followed by them. Ensure to use all possible channels of communication, including web- site, to ensure that information on all changes are made known to the customer upfront.

xvii. Advise the customer at the time of selling the product of the rights and obligations embedded in law and / or banking regulation including the need to report any critical incidents that the customer suspect, discover or encounter.

xviii. The bank's staff members shall, when approached by the customer for availing a product or service, provide all relevant information related to the product/ service and also provide direction to informational resources on similar products available in the market with a view to enable the customer to make an informed decision.

xix. Not terminate a customer relationship without giving reasonable or contractual in prior notice to the customer.

xx. Assist the customer in all available ways for managing his / her account, financial relationship by providing regular inputs in the bank's realms such as account statements/passbooks, alerts, timely information about the product's performance, term deposits maturity etc.

xxi. Ensure that all marketing and promotional material is clear and not misleading.

xxii. Not threaten the customer with physical harm, exert influence or engage in behavior that would reasonably be construed as unwarranted harassment. Ensure adherence only to the normal appropriate business practices.

xxiii. Ensure that the fees and charges on products / services and its structure are not unreasonable to the customer

xxiv. Ensure that customers are provided information about the risks, benefits and liabilities of using digital payment products and its related services before they subscribe to them. Customers shall also be informed clearly and precisely on their rights, obligations and responsibilities on matters relating to digital payments, and, any problem that may arise from its service unavailability, processing errors and security breaches.

4.3 RIGHT TO SUITABILITY:

The products offered should be appropriate to the needs of the customer and based on an assessment of the customer's financial circumstances and understanding.

In pursuance of the above Right, the bank will –

i. Bank shall ensure that it has a Board approved policy for assessing suitability of products for customers prior to sale.

ii. Endeavour to make sure that the product or service sold or offered is appropriate to the customer's needs and not inappropriate to the customer's financial standing and understanding based on the assessment made by it. Such assessment will be appropriately documented in the it's records.

iii. Sell third party products only if it is authorized to do so, after putting in place a Board approved policy for marketing and distributing third party financial products;

iv. Not compel a customer to subscribe to any third party products as a quid-pro-quo for any service availed from the bank.

v. Ensure that the products being sold or service being offered, including third party products, are in accordance with extant rules and regulations.

vi. Inform the customer about his responsibility to promptly and honestly provide all relevant and reasonable information that is sought by bank to enable them to determine the suitability of the product to the customer.

4.4 RIGHT TO PRIVACY:

Customers' personal information should be kept confidential unless they have offered specific consent to the financial services provider or such information is required to be provided under the law or it is provided for a mandated business purpose (for example, to credit information companies). The customer should be informed upfront about likely mandated business purposes. Customers have the right to protection from all kinds of communications, electronic or otherwise, which infringe upon their privacy.

In pursuance of the above Right, bank will -

i. Treat customer's personal information as private and confidential (even when the customer is no longer banking with us), and, as a general rule, not disclose such information to any other individual / institutions including its subsidiaries/ associates, tie- up institutions etc. for any purpose unless:
   - The customer has authorized such disclosure explicitly in writing
   - Disclosure is compelled by law/ regulation;
   - Bank ha's a duty to the public to disclose i.e. in public interest
   - Bank has to protect its interests through disclosure
   - It is for a regulatory mandated business purpose such as disclosure of default to credit information companies or debt collection agencies.

ii. Ensure such likely mandated disclosures be communicated immediately to the customer in writing.

iii. Shall not use or share customer's personal information for marketing purpose, unless the customer has specifically authorized it.

iv. Shall adhere to Telecom Commercial Communications Customer Preference Regulations, 2010 (National Customer Preference Registry) issued by Telecom Regulatory Authority of India, while communicating with customers.

4.5 PROVIDING BANKING FACILITY FOR SENIOR CITIZENS AND DIFFERENTLY ABLED PERSONS:

The financial services provider should make every effort to ensure that there should not be any occasion that bank discourage or turn away senior citizens and differently abled persons from availing banking facilities in branches. Notwithstanding the need to push digital transactions and use of ATMs, it is imperative to be sensitive to the requirements of senior citizens and differently abled persons.

In pursuance of the above Right, bank will -

i. Provide a clearly identifiable dedicated counter or a counter which provides priority to senior citizens and people who are differently abled including visually impaired persons.

ii. Provide pensioners the facility to submit physical Life Certificate form at any branch of the pension paying bank and should ensure that the same is updated promptly by the receiving branch in the Core Banking Solution (CBS) system of the bank, resulting in avoidable hardship to the pensioners and to avoid any delay in credit of pension.

iii. Provide the facility to issue cheque books to customers, whenever a request is received, through a requisition slip which is part of the cheque book issued earlier or request received by any other mode. Provide minimum one cheque book every year, if requested, in savings bank account, by these customers. And should not insist on physical presence of any customer including senior citizens and differently abled persons for getting cheque books.

iv. Provide the facility to automatically convert the *Ale* into a 'Senior Citizen Account' once the customer becomes senior citizen, based on the date of birth available in bank's records.

v. Provide the facility to allow operations in visually impaired customer's accounts through identification of thumb/toe impression/mark by two independent witnesses and authorizing a person who would withdraw the amount on behalf of such customers.

vi. Provide senior citizens and differently abled persons Form 15G/H once in a year (preferably in April) to enable them to submit the same. where applicable, within the stipulated time.

vii. Provide doorstep banking to senior citizens of more than 70 years of age and differently abled or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired, such as pick up of cash and instruments against receipt, delivery of cash against withdrawal from account, delivery of demand drafts, submission of Know Your Customer (KYC) documents and Life certificate at the premises/ residence of such customers on case to case basis as per the need based requirement of the customer.

4.6 RIGHT TO GRIEVANCE REDRESS AND COMPENSATION:

The customer has a right to hold the financial services provider accountable for the products offered and to have a clear and easy way to have any valid grievances redressed. The provider should also facilitate redress of grievances stemming from its sale of third party products. The financial services provider must communicate its policy for compensating mistakes, lapses in conduct, as well as non-performance or delays in performance, whether caused by the provider or otherwise. The policy must Jay out the rights and duties of the customer when such events occur.

In pursuance of the above Right, bank will -

i. Deal sympathetically and expeditiously with all things that go wrong;

ii. Correct mistakes promptly;

iii. Cancel any charge that has been applied wrongly and by mistake;

iv. Compensate the customer for any direct financial loss that might have been incurred by the customer due to its lapses.

Customer obligations with respect to cyber Security

v. Customer should not share OYP (One Time Password)/ PIN/ Credentials to anybody.

vi. Customer has to ensure safe keeping of Cheque book/ Debit Card etc.

The bank will also –

i. Place in public domain its Customer Grievance Redressal Policy, including the grievance redressal procedure available for the customer.

ii. Place in public domain the compensation policy for delays / lapses in conducting / settling customer transactions within the stipulated time and in accordance with the agreed terms of contract.
iii. Ensure to have a robust and responsive grievance redressal procedure and clearly indicate the grievance resolution authority who shall be approached by the customer.
iv. Make grievance redressal mechanism easily accessible to customers.
v. Advise the customer about how to make a complaint, to whom such a complaint is to be made, when to expect a reply and what to do if the customer is not satisfied with the outcome.
vi. Display name, address and contact details of the Grievance Redressal Authority/ Nodal Officer. The time limit for resolution of Complaints will be clearly displayed / accessible at all service delivery locations.
vii. Inform the complainant of the option to escalate his complaint to the Banking Ombudsman if the complaint is not addressed within the pre-set time.
viii. Place in public domain information about Banking Ombudsman Scheme.
ix. Display at customer contact point the name and contact details of the Banking Ombudsman under whose jurisdiction the bank branch falls.

Further the bank will –

i. Acknowledge all formal complaints (including complaints lodged through electronic means) within three working days and work to resolve it within a reasonable period, not exceeding 30 days (including the time for escalation and examination of the complaint by highest ranking internal official responsible for grievance redressal). The 30 days' period will be reckoned after all the necessary information sought from the customer is received.

ii. Provide aggrieved customers with the details of the Banking Ombudsman Scheme for resolution of a complaint if the customer is not satisfied with the resolution of a dispute, or with the outcome of a dispute handling process.

Quarterly review will be placed on the above to the Standing Committee on Customer Service and to the Customer Service Committee of the Board.

In addition, the bank will a) Clearly spell out, at the time of establishing a customer relationship, the liability for losses, as well as the rights and responsibilities of all parties, in the event of products not performing as per specifications or things going wrong.

However, the bank will not be liable for any losses caused by extraneous circumstances that are beyond its reasonable control (such as market changes, performance of the product due to market variables etc.) b) Ensure the customer is refunded without delay and demur, if it cannot show beyond reasonable doubt to the customer on any disputed transaction (along with interest/ charges).

4.7 OPERATION OF BANK ACCOUNTS BY OLD/ SICK/ INCAPACITATED CUSTOMERS:

The cases of sick/old incapacitated account holders fall into following categories:

- **i.** An account holder who is too ill to sign a cheque and cannot be physically present in the bank to withdraw money from his bank account but can put his/ her thumb impression on the cheque/withdrawal form and
- **ii.** An account holder who is not only unable to be physically present in the bank but is also in the bank but is also not even able to put his/her thumb impression on the cheque withdrawal form due to certain physical defect/ incapacity.

With a view to enabling the old/sick account holders to operate their bank accounts, it is advised to follow the procedure enumerated below: -

i. Wherever thumb or toe impression of the sick/old incapacitated account holder is account holder is obtained, it should be identified by two witnesses having business relationship with the bank, one of whom should be a bank official.

ii. Where the customer cannot even put his/her thumb impression and would not be able to be physically present in the bank, a mark can be obtained on the cheque/withdrawal form, which should be identified by two witnesses having business relationship with the bank, one of whom should be a bank official.

("In terms of the General Clauses Act, the term "Sign" with its grammatical variations and cognate expressions, shall with reference to a person who is unable to write his name, include "mark" with its grammatical variations and cognate expressions. There must be physical contact between the person who is to sign and the signature or the mark put on the document. Therefore, in the case of the person who has lost both his hands, the signature can be by means of a mark. It could be the toe impression. It can be by means of mark which anybody can put on behalf of the person who must sign, the mark being put by an instrument which has had a physical contact with the person who has to sign.")

iii. The customer may also be asked to indicate to the bank as to who would withdraw the amount from the bank based on cheque/withdrawal form as obtained above and that person should be identified by two independent witnesses. The person who would be actually drawing the money from the bank should be asked to furnish his signature. The branches are advised to obtain a letter in respect of above.

iv. The person concerned has to make some mark somehow in the cheque/withdrawal slip for allowing operation in the account. On the very backside of the instrument on which the person is giving the instruction by a mark, the independent witnesses can confirm that the said mark was put up by the person concerned himself in their presence. The bank official may visit the house/hospital, if necessary, to identify the customer and genuineness of the case.

v. All the facilities provided to sick / old / incapacitated persons, shall also be extended to the visually impaired customers.

5. REVIEW OF POLICIES:

Policy shall be reviewed by Customer Service Department annually as per the regulatory guidelines issued from time to time or as and when considered necessary with the approval of Board. Chairman and GM will have delegated authority for allowing extension of due date of the existing policies up to 3 months without any other changes in case of exigencies.