



Policies on Customer Service 2024-25

Chapter	Name of Policy
	ABBREVIATIONS
1	Compensation and Customer Protection policy 2024-25
2	Customer Grievance Redressal Policy 2024-25
3	Customer Rights Policy 2024-25





ABBREVIATION

Abbreviation	Full Form
BO	Banking Ombudsman
BONO	Banking Ombudsman Nodal Officer(Nodal Officer for Handling BO Cases in Zone where Office of Banking Ombudsman is located)
PGRAM	Centralized Process for Grievance Redressal Mechanism
CPPC	Centralized Pension Processing Cell
CSCB	Customer Service Committee of the Board
CSGRC	Customer Service and Grievance Redressal Cell
CGRO	Chief Grievance Redressal Officer
DBD	Digital Banking Department
DFS	Department of Financial Services
DRT	Debt Recovery Tribunal
ED	Enforcement Directorate
FMC	Fraud Monitoring Cell
FMG	Fraud Management Group Committee
GRA	Grievance Redressal Authority
IB	Internet Banking
INGRAM	Integrated Grievance Redressal Mechanism
IO	Internal Ombudsman
ITD	Information and Technology Department
MB	Mobile Banking
PNO-CO	Principal Nodal Officer – Head Office
RBI	Reserve Bank of India
SA	Statutory Authority.
SFIO	Serious Fraud Investigation Organization
SPGRS	Standardized Public Grievance Redressal System
SR	Service Request
SRA	Service Request Area
SSR	Sub Service Request Area
ZO	Zonal Office
ZONO	Zonal Office -Nodal Officer
CIO	Chief Information Officer
CTO	Chief Technology Officer
TMD	Transaction Monitoring Department
CSGRC	Customer Service and Grievance Redressal Cell





Chapter 1

COMPENSATION AND CUSTOMER PROTECTION POLICY
2024-25



1. Introduction

Technological progress in payment and settlement systems and the qualitative changes 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 endeavor 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 customer

2. Object of Policy:

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.

3. Scope of Policy:

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. The policy does not cover and is not applicable in respect of claims made by customers on account of opportunity losses or damages or claims for reputational loss.

4. Unauthorized / Erroneous Debit by the Bank

4.1 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.

4.2 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.





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 7 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.

- 4.3** The Bank reserves its right to debit the customer's account for reversing the amounts in case a wrong credit is posted to the account without payment of any compensation.
- 4.4** Erroneous transaction reported by customers in respect of credit card/ 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)
- 4.5** Customer (Card holder) claims arise due to usage of Card at ATMs, involving net-work of ATMs / any other arrangement made in future, process of verification shall be undertaken as per rules laid down by National Payment Corporation of India, MasterCard Incorporated, VISA Inc. / Other Card Service Providers or the arrangement amongst the member banks, as the case may be, to settle the claims.
- 4.6** Reversal of erroneous debits arising on account of fraud or other transactions:
- 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.
 - In cases where the branch is at fault, they may forward the note to competent authority for paying compensation to the customer without demur.
 - 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.

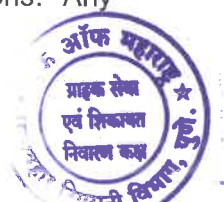
5. Framework for compensation to customers for delayed updation/ rectification of Credit information

Complainants shall be entitled to a compensation of ₹100 per calendar day in case their complaint is not resolved within a period of thirty (30) calendar days from the date of the initial filing of the complaint by the complainant with a CI/ CIC.

Scenarios/ Examples are attached as Annexure IV

6. ECS / NACH / direct debits /other debits to accounts

- 6.1** 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.
- 6.2** 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.



- 6.3 Where it is established that the Bank had issued and activated a **credit card / 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

7. 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. 4.2 above. Such debits will be reversed within next 2 working days of the customer intimating the transaction to the Bank.

8. Foreign Exchange Services:

8.1 Compensation for delay in Collection of Foreign Cheques:

The Bank would not compensate the customer for delays in collection of cheques designated in foreign currencies sent to foreign countries, as the Bank would not be able to ensure timely credit from overseas banks. It is the Bank's experience that time for collection of instruments drawn on banks in foreign countries differ from country to country and even within a country, from place to place. The time norms for return of instruments cleared provisionally also vary from country to country. Bank however, would consider upfront credit against such instrument by purchasing the cheque /Instrument, provided the conduct of the account has been satisfactory in the past. However, the Bank will compensate the customer for undue delays in affording credit once proceeds are credited to the Nostro Account of the Bank with its correspondent. Such compensation will be given for delays beyond one week from the date of credit to Nostro Account / due date after taking into account normal cooling period stipulated (Cooling period is dependent on the mode and area of collection and varies from 5-8 days for cheques in New York area and 15-21 days for other cities collected under CLA mode). The compensation in such cases will be worked out as follows:

- i. Interest for the delay in crediting proceeds as indicated in the Policy on Collection of Cheques / Instruments.
- ii. Compensation for any possible loss on account of adverse movement in foreign exchange rate.

8.2 Compensation for delayed payment in Foreign Exchange Transactions:

As per FEDAI Rule (10th edition) Circular No. SPL-05. BC/FEDAI Rules/2019 dated 11 March 2019(amended vide AR Cir. no. 02/2024 dated 5th April, 2024), Authorized Dealers(Ads) shall pay or send intimation, as the case may be, to the beneficiary in two Business days from the date of receipt of credit advice/ Nostro statement. On receipt of disposal instruction complying with guidelines, required documents from the beneficiary the Bank shall transfer funds for the credit of beneficiary's account immediately but not exceeding two Business days from date of such receipt. In case of delays, the compensation will be worked out as follows:

- i. In case of delay, the Bank shall pay the beneficiary interest @ 2% over its saving bank interest rate.



- ii. Compensation for any possible loss on account of adverse movement in foreign exchange rate. Specifying the reference rate and date applicable for calculating such exchange loss.

In case, the beneficiary does not respond within five working days from receipt of credit intimation as above and the bank does not return the remittance to the remitting bank, the bank shall initiate action to crystallize the remittance:

- Bank notify due action to the remitting bank and the beneficiary.
- Bank shall crystallize the remittance within certain period as per their policy, not exceeding the time allowed for surrendering of foreign currency under any Stature or Regulation or RBI Directions

9. 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.

9.1 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 19, Bank would pay compensation / interest at saving bank interest rate to the depositor/customer for the corresponding period of delay.

9.2 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

- i. Interest at Savings rate for the period of delay beyond 7/10 /14 days (State Capital/ Major Cities/ Other locations) as the case may be in case of outstation cheques of own bank / other banks.
- ii. Where the delay is beyond 7/10/14 days (State Capital/ Major Cities/ Other locations) interest will be paid at the applicable rate for term deposits for the corresponding period or Savings Bank rate whichever is higher.
- iii. 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.
- iv. 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.

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 indicated in our Policy on Collection of Cheques / Instruments. The same is reproduced below for information:

9.3 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 account holder so that the account holder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonored 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.

The Bank will compensate the account holder in respect of instruments lost in transit in the following way:

- i. In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (7/10 / 14 days as the case may be) interest will be paid for the period exceeding the stipulated collection period at the rates specified in Para 8.1 and 8.2 (i) to (iv)
- ii. 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.
- iii. 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.

9.4 Payment of interest for delay in issue of duplicate drafts

Request for duplicate draft is to be made by the purchaser or the beneficiary and would not be applicable in the case of Third Party Endorsements. 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

10. Delay in credit of pension/Pension Arrears

The Bank shall pay compensation at a fixed rate of 8% per annum for the delay after due date for payment in crediting pension/ arrears thereof to the pensioner's account



without any claim from the pensioner on the same day when the credit is afforded for revised pension / pension arrears in respect of all delayed pension payments.

11. 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 customer

In case the bank receives NEFT/ RTGS message for crediting a certain sum of money to the account number specified therein, **TIBD** Mumbai 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 two percent for the period of delay / till the date of refund as the case may be, will be paid to the affected customer's suo-moto, without waiting for a claim from the customer.

As per RBI guidelines, Customer Facilitation Centers (CFC) are to be established where customer can contact over phone/ mail for getting resolution of NEFT/ RTGS related issues. TIBD will act as CFC and single point of contact for RTGS/ NEFT related complaints.

12. Violation of the Code by Bank's agent

In the event of receipt of any complaint from the customer that the Bank's representative / Courier 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.

13. Transaction of "at par instruments" of Co-operative Banks.

The RBI has expressed concern over the lack of transparency in the arrangement for payment of "at par" instruments of co-operative 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

14. Compensation decided by Banking Ombudsman / Consumer Forum / Internal / Ombudsman (IO):

Nowadays in certain cases referred to Banking Ombudsman and Consumer Forum, Banks have been ordered to pay compensation to complaints. With a view to settle compensation without delay and as per the Compensation Policy, Bank will pay compensation as decided by the Banking Ombudsman/ Internal Ombudsman (IO) / Consumer Forum Cases, as per the delegation / limit mentioned at Annexure II and Annexure III





Advisories by Banking Ombudsman: The payment in case of Advisories issued by the Banking Ombudsman has to be made within 30 days or the time limit stipulated by the Banking Ombudsman without fail, by obtaining sanction from the respective Delegated Authority.

Awards by Banking Ombudsman: The Advisories if not paid within the stipulated time period, then, it becomes award. Banking Ombudsman may issue award against the Bank, which reflects in the Bank's Balance Sheet, hence, utmost care need to be taken to comply with the advisory well in time.

15. Lenders liability; Commitments to borrowers

- (a) 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 shall release all the original movable/immovable property documents and remove charges registered with any registry within a period of 30 days after full repayment/settlement of the loan account. The borrower shall be given the option of collecting the original movable/immovable property documents either from the banking outlet/branch where the loan account was services or any other office of the bank where the documents are available, as per her/his preference.
- (b) In case of delay in releasing of original movable/immovable property documents or failing to file charge satisfaction form with relevant registry beyond 30 days after full repayment/settlement of loan, the bank shall communicate to the borrower reasons for such delay. In case where the delay is attributable to the bank, it shall compensate the borrower at the rate of ₹ 5000/- for each day of delay.
- (c) In case of loss/damage to original movable/immovable property documents, either in part or in full, the bank shall assist the borrower in obtaining duplicate/certified copies of the movable/immovable property documents and shall bear the associated costs in addition to compensation as indicated at paragraph b above. However, in such cases, an additional time of 30 days will be available to the bank to complete this procedure and the delayed period penalty will be calculated thereafter (i.e., after a total period of 60 days). These directions shall be applicable to all cases where release of original movable/immovable property documents falls due on or after December 1,2023.
- (d) The compensation provided shall be without prejudice to the rights of a borrower to get any other compensation as per any applicable law. 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 Annexure II for sanction of the compensation amount.

There will be no compensation paid to the Borrower(s)/ Guarantor(s) in following circumstances:

- i. Force Majeure Events
- ii. If there is delay on the part of Borrower(s)/ Guarantor(s). For e.g. If any Borrower(s)/ Guarantor(s) is not available or does not have required Identity Proof to prove that he is the same person.
- iii. If the Borrower(s)/ Guarantor(s) have changed their residential/ mailing address/ phone numbers and have not intimated the Bank and the Bank is not able to contact them for collection of original title of documents. (Intimation by



way of phone, letter or email to any of the Borrower(s)/ Guarantor(s) will be deemed intimation to all Borrower(s)/ Guarantor(s.)

In case the Bank receives any complaint/ claim/ demand from the Borrower(s)/ Guarantor(s), legal heirs, executors, successors, joint owners/ holder(s), etc. intimating the Bank about inter se disputes and/ or not to hand over the title documents or hand over the same to particular person(s), etc. Bank shall direct the parties to resolve their disputes and thereafter approach the Bank with joint application signed by all concerned for release of such title documents or obtain necessary direction from competent authority/ court. Till such time, the Bank shall not be liable to release the title documents to the Borrower(s)/ Guarantor(s) (as the case may be) and shall not be liable to pay any party.

16. 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:

16.1 Banc assurance:

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

16.2 Mutual Fund:

- i. Customers account debited in favor of Mutual Fund Scheme without obtaining written consent of respective customer/ Account Holder. More than one debits against single consent of customer for any scheme.
- ii. Account debited but units not credited to the folio of investor.
- iii. Non-processing of application on time.
- iv. Wrong scheme selection of investor.
- v. Non-compliance of regulatory authorities.

16.3 Demat / Share trading:

- i. DEMAT/ trading account not opened on stipulated time.
- ii. Shares are not available for sale on trading platform due to any technical/ policy reasons.
- iii. Instructions given on transaction Slip not executed on time/ executed wrongly.
- iv. Execution of transaction without obtaining consent of investor.



If loss to the customer occurred because of negligence of the Bank and customer is not at any fault, customer should have zero liability and bank may compensate maximum up to the actual loss to the customer

17. Failure of Transactions while using Authorized Payments Systems:

17.1 Failure of ATM Transaction:

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 ₹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.

17.2 Compensation for other Failed Transactions (Other than ATM):

Customers use various Authorized Payments Systems such as Card, Immediate Payment System (IMPS), Unified Payment Interface (UPI), Aadhar Enabled Payment System (AEPS), Aadhar Payment Bridge System (ABPS), National Automated Clearing House (NACH), Prepaid Payment Instruments (PPIs)-Cards / Wallets etc. It is Mandatory for the Banks to reimburse the customer for such failed transactions and RBI has as per its circular DPSS.CO.PD.629/02.01.014/2019-20 dated September 20, 2019 stipulated Turn Around Time for reversal of such failed transactions and compensation payment for delays beyond the TAT.

The Harmonization of Turn around Time and Customer Compensation for failed transactions using Authorized Payment Systems is as under:

SI no	Description of the Incident	Framework for Auto Reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	II	III	IV
1	Automated Teller Machines (ATMs) including Micro-ATMs		
a	Customer's account debited but cash not dispensed.	Pro-active reversal (R) of failed transaction within a maximum of T + 5 days.	₹ 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
2	Card Transaction		
a	Card to card transfer Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T + 1 day, if credit is not effected to the beneficiary account.	₹ 100/- per day of delay beyond T + 1 day.
b	Point of Sale (PoS) (Card Present) including Cash at PoS : Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days.	₹ 100/- per day of delay beyond T + 5 days.
c	Card Not Present (CNP) (e-commerce) :		





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	Account debited but confirmation not received at merchant's system.		
3	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.
4	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 day.
5	Aadhaar Enabled Payment System (including Aadhaar Pay)		
a	Account debited but the beneficiary account is not credited (transfer of funds).	Acquirer to initiate "Credit Adjustment" within T + 5 days.	₹100/- per day if delay is beyond T + 5 days.
b	Account debited but transaction confirmation not received at merchant location (payment to merchant).		
6	Aadhaar Payment Bridge System (APBS)		
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.
7	National Automated Clearing House (NACH)		
a	Delay in crediting beneficiary's account or reversal of amount.	Beneficiary bank to reverse the uncredited transaction within T+ 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.	
8	Prepaid Payment Instruments (PPIs) – Cards / Wallets		
a	<u>Off-Us transaction</u> The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The T AT and compensation rule of respective payment system will apply.		
b	<u>On-Us transaction</u> Beneficiary's PPI not	Reversal effected in Remitter's account	₹100/- per day if delay is beyond T + 1 day.





credited. PPI debited but Transaction confirmation not received at merchant location.	within T + 1 day.	
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17.3 General Instructions covering the Turnaround Time (TAT):

The general Instruction covering the Turnaround Time, definition of failed transactions and terminology used in TAT calculation is given at **Annexure I**.

18. “Unauthorized / Fraudulent Electronic Banking Transactions”

18.1 Customer Protection Policy –Limiting Liability of Customers in Unauthorized Electronic Banking transactions.

With the increased thrust on financial inclusion, customer protection, and considering the recent surge in customer grievances relating to unauthorized transactions, the criteria for determining the customer liability in these circumstances have been reviewed for electronic banking transactions.

Taking into account the risks arising out of unauthorized debits to customer accounts owing to customer negligence / Bank negligence / banking system frauds / third party breaches, the rights and obligations of customers in case of unauthorized transactions in specified scenarios, are reviewed and a policy was renewed. Guideline for the same is given by RBI, in notification DBR.No. Leg.BC.78/09.07.005/2017-18 dated 6th July 2017 in respect of Customer Protection – Limiting Liability of Customers in Unauthorized Electronic Banking transactions.

18.1.1 Electronic / Digital Banking Transactions:

Electronic / Digital Banking transactions are broadly divided in two categories as under:

- i. Remote/ online payment transactions (transactions that do not require physical payment instruments to be presented at the point of transactions e.g. internet banking, mobile banking, card not present (CNP) transactions, Pre-paid Payment Instruments (PPI), etc., and
- ii. Face-to-face / proximity payment transactions (transactions which require physical payment instruments, e.g. card or mobile phone to be sent at the point of transaction e.g. ATM, POS, etc.)
- iii. Any Other electronic modes of credit effected from one entity to another like UPI, IMPS, & other currently used digital channels being used or adopted from time to time.

The policy excludes electronic banking transactions effected on account of **error committed by a customer** (e.g. NEFT/ RTGS/ IMPS/UPI, etc. carried out to an incorrect payee or amount), transactions done under duress, claims due to opportunity loss, reputation loss, other incidental costs or collateral damage.

Customer Protection Policy is applicable only to those persons/ entities, who are the customers (Individual/ Non individual) of the Bank as account holder, card holder (credit/ prepaid), etc.



18.1.2 Limited Liability of a Customer

The extent of liability of Customer in Unauthorized Electronic Banking Transactions is as under:

(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 (₹)
<ul style="list-style-type: none"> • BSBD Accounts 	5,000.00
<ul style="list-style-type: none"> • All other SB accounts • Pre-paid Payment Instruments and Gift Cards • 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 ₹25 lakh • Credit cards with limit up to ₹5 lakh 	10,000.00





• All other Current/ Cash Credit/ Overdraft Accounts Credit cards with limit above ₹5 lakh	25,000.00
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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 **paragraph a (ii) and paragraph b (ii)** above, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarized in the **Table 2 given below:**

Table 2		
Summary of Customer's Liability		
Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability (₹)	
Within 3 working days	Zero liability	
Within 4 to 7 working days	The transaction value or the amount mentioned in Table 1 , whichever is lower	
Beyond 7 working days up to 15 days	As per the table below	
Type of Account	Minimum liability of Customer (A)	Maximum liability of the Bank (B)
Category 1 BSBD Accounts	₹ 5,000.00 plus 50% of the remaining claim amount	₹ 10,000.00 or amount as per column (A), whichever is lower
Category 2 • All other SB accounts • Pre-paid Payment Instruments and Gift Cards • 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 ₹25 lakh	₹ 10,000.00 plus 50% of the remaining claim amount	₹ 20,000.00 or amount as per column (A), whichever is lower





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• Credit cards with limit up to ₹5 lakh		
Category 3		
• All other Current/ Cash Credit/ Overdraft Accounts	₹ 25,000.00 plus 50% of the remaining claim amount	₹ 50,000.00 or amount as per column (A), whichever is lower
• Credit cards with limit above ₹5 lakh		
Beyond 15 working days		No liability of the Bank

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.

18.1.3 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).

18.1.4 Third Party Breach:

The following would be considered as Third Party breach where deficiency lies neither with the Bank nor customer but elsewhere in the system:

- Application Frauds
- Account Takeover
- Skimming / Cloning
- External Frauds/ Compromise of other systems, for eg ATMs / mail servers etc. being compromised.

Overall Liability of the customer in third party breached, where deficiency lies neither with the bank nor the customer but lies elsewhere in the system, is given at Point NO 17.1.2.(a) (ii) and 17.1.2.(b) (ii) above.

18.1.5 Further, Bank shall ensure that:

- 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;
- 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
- 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.
- For resolution of customer complaint, the existing resolution mechanism under Customer Service, HO, will monitor the resolution.

18.2 Fraudulent / Unauthorized Debits through Alternate channels:



18.2.1 Bank has a robust fraud prevention system for various alternate channels viz.ATM, Credit Cards, Debit Cards and Internet Banking etc. Two Factor Authentication, Generation of OTP, PIN Validation, MPIN, Transaction PIN and SMS and email Alerts are some of the security features that support the various alternate channels.

18.2.2 Compensation to Customers:

- i. The bank would provide immediate compensation in respect of unauthorized transactions of Debit/Credit Card arising due to cloned cards or unauthorized transactions in 'Card not Present Scenario '
- ii. Compensation under the Policy will not be available in case of compromise of password/security features by the customer.
- iii. 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 through a committee approach

18.2.3 Liability Shift on account of ATM cum Debit Card Cloning on Bank's ATM:

In case of fraudulent cash withdrawals through ATM cum Debit Cards, NPCI has introduced EMV liability process, where, if fraudulent transaction took place at non EMV compliant ATM/ Terminal, chargeback claim can be lodged as per the NPCI guidelines. Such claims will be examined by Digital Banking Department, Head office for lodging the claims at NPCI portal. The payment in such cases will be made with the approval of Competent Authority in controlling office authorized to settle claims arising out of unauthorized/ erroneous direct debits to customer's account

18.4 Obligations of Customer:

Customer is bound by the following obligations with respect to banking activities related to Electronic Banking Transactions-

- i. Customer must mandatorily register valid mobile number and email ID with the bank and access the alert, messages, emails on real time basis.
- ii. Customer must intimate the bank immediately on change of mobile number, email ID for updation in the Account/ Customer ID along with valid documentary evidence. Any unauthorized transaction arising out of this delay will be construed as customer liability.
- iii. Customer should also notify the Bank of changes of registered contact address and other details at the earliest.
- iv. Customer shall consent and authorize the bank to block the credit card/ debit card/ net banking/ account in their own interest to minimize likelihood of additional loss.
- v. Customer must lodge First Information Report (FIR) with police station/ cyber-crime police for the unauthorized electronic banking transaction.
- vi. Customer should provide following documents to the parent branch to claim compensation for unauthorized electronic banking transaction
 - Claim Form along with Customer letter/ application on details of unauthorized banking transaction.
 - Copy of FIR lodged for unauthorized electronic banking transaction.
 - Proof of success/ failure of transaction.



- vii. Customer should co-operate with the Bank's investigating authorities and provide all required assistance to resolve the complaint within the stipulated timelines of ninety days.
- viii. Customer must not share sensitive information (such as Debit/Credit Card details & PIN, CVV, Net Banking ID & Password, OTP, Transaction PIN, Challenge Questions) to any person/ entities, including bank staff.
- ix. Customer must protect their device as per advisories specified on the Bank's website, including updation of latest antivirus software on the device (Device includes smart phone, feature phone, laptop, desktop and Tab).
- x. Customer shall abide by the tips and safeguards mentioned on the Bank's website on Secured Electronic Banking Transactions and the Customer Grievance Redressal Policy 2024-25
- xi. Customer should periodically change passwords of Debit Card/ Credit Card/ Internet banking, etc. on a regular basis.
- xii. Customer should scrutinize the transaction details/ entries of passbook/ bank statement and/or credit card statement and intimate the bank immediately, in case of any discrepancy.

18.5 Intimation to the customer

Communication to the Customer as referred to in the policy includes SMS/ e-mail alerts sent to the customers on their registered mobile number/ e-mail ID and also includes any other means of intimation like details of transactions updated through passbook printing, statement of account, mini statement, etc. received by/ generated by the customer.

In proving so, it will be sufficient if the communication has been made as above irrespective of whether customer has read through the SMS/ e-mail alert or the updated entries in passbook/ account statement/ mini statement, etc.

18.6 Reporting of an Unauthorized Electronic Banking Transaction by customer

Reporting of an Unauthorized Electronic Banking Transaction by the customer to Bank is defined as date and time on which customer has reported the unique complaint to the bank i.e. from the time and date of receipt of first of first communication as above, whether by SMS or by e-mail or by updating the passbook or by obtaining/ generating account statement or by any other means. Date and time of reporting will be construed as per Indian Standard Time.

18.7. Proof of burden of customer liability:

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

Bank shall provide logs / OTP delivery status/ SMS Alerts status and digital evidence on usage of cards/ Login and Transaction Password/ PIN/ OTP / IP Address/ Mobile Applications details, etc. as proof of customer's consent/ involvement/ negligence in executing electronic banking transactions. Content of complaint, FIR, time of transaction and time of reporting of transaction as unauthorized will also have significance on proof of burden of customer liability.

18.8 Reporting & Monitoring

The monitoring and reporting of the customer liability cases shall be done to the Customer Service Committee of the Board in a structured format 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. The Standing Committee on Customer Service 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 internal auditor.

The report put up to the Standing Committee on Customer Service 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.

19. Liability of Banks in case of Safe Deposit Vault/ Lockers:

The Bank shall not be liable for any loss or damage to the contents of the locker arising from natural calamities or Acts of God like earthquake, floods, lightning and thunderstorm or any act that is attributable to the sole fault or negligence of the customer.

However, Bank shall take all steps for the safety and security of premises in which the safe deposit vaults are housed. The Bank shall ensure that incidents like fire, theft/burglary/robbery/dacoity and building collapse do not occur in the Banks premises due to its own shortcomings, negligence and by any act of omission/ commission.

The Banks liability shall be for an amount equivalent to one hundred times the prevailing annual rent of the safe deposit locker in instances where loss of contents of locker are due to incidents mentioned above or attributable to fraud committed by its employee(s).

20. 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, Pandemic, Invocation of Disaster Management Act, by any authority of the Country such as Central/State/District/Local Authority, damage to the banks 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.

21. Customers' responsibility:

21.1 Bank will not be responsible for the loss to the customers due to customer's lack of caution in safe- keeping the Cheque book, passbook, cards, PIN, unsecured movement of duly issued cheques or other security information and not following "Do's and Don'ts" issued by the Bank, until the Bank has been notified by the customer.

21.2 Customer acts fraudulently and/or acts without reasonable care which has resulted in loss to him/her. Bank will also not be responsible for the losses arising out of misuse of lost PIN, compromise of passwords or confidential information, until the time the Bank has been notified of such loss/compromise and has taken steps to prevent its misuse.





22. Disclaimer clause:

Notwithstanding anything contained here above, the Bank shall not pay any compensation in the following cases:

- i. Any deficiency in regard to loans and advances activities of the Bank.
- ii. Dishonour of at par payment agreement with other banks, due to non-funding and security compliance.
- iii. Delays on account of non-functioning of business due to factors beyond the control of the bank the period covered by such events shall be omitted for calculation of delay etc.
- iv. Where the issues are sub-judice and pending before Courts, Ombudsman, arbitrator, Government and matter put on hold due to stay.
- v. Credit Card transactions disputed by customers will be handled as per Chargeback rules laid down by VISA/MasterCard International/Rupay (NPCI). The Bank will provide explanation and, if necessary, documentary evidence to the customer within a maximum period of 120 days



Chapter 2

CUSTOMER GRIEVANCE REDRESSAL POLICY 2024-25

PART – A Customer Grievance Redressal Policy 2024-25

1. Introduction:

Customers are important stakeholders in the Bank's overall sustainable business growth and maintaining high standards in rendering customer service is one of the objectives in pursuit of business growth. 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

Need for Revised Customer Grievance Redressal Policy: The previous Policy on Grievance Redressal has been circulated vide Cir No AXI/CSGRC/Customer Grievance Redressal policy/2024--25 dt 25th May 2023.

Policy is required to be renewed by incorporating the latest guidelines received from DFS, RBI and other regulatory authorities. The present policy also aims at putting in place a defined Escalation Matrix to ensure that the customer complaints are attended and resolved, in a time bound manner, at various levels of the bank.

2. Scope:

This Grievance Redressal Policy shall cover the Grievance Redressal function of all the domestic Branches/Offices PAN India of the Bank.

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

3. Principles for Grievance Redressal:

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

- 3.1 Customers are treated fairly at all times.
- 3.2 Complaints raised by customers are dealt with courteously and in time.
- 3.3 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.
- 3.4 Bank will treat all complaints efficiently and fairly as they can damage the Bank's reputation and business, if handled otherwise.
- 3.5 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:

- 4.1 The objective of the Policy is to minimize customer complaints and grievances through a proper delivery and review mechanism.
- 4.2 To ensure prompt redressal of customer complaints and grievances.
- 4.3 To ensure quick and efficient response to customer expectations through a robust review Mechanism.
- 4.4 To ensure Root Cause Analysis of complaints received with the aim to minimize/eradicate grievances by bringing necessary changes in the process and systems.
- 4.5 To keep customers informed of the channels available to escalate their Grievances/complaints within the bank and their rights 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, Credit Card , purchase of demand draft etc. He may be a customer having an account with the Bank or a non-customer having banking business relationships such as purchase of Demand Draft, Power of Attorney Holder, etc.

6. Query, Service Request & Complaint:

Customers 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 requests or complaints, issues with payments, etc. The incoming customer interactions 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 the products, services or related processes, or to carry out a transaction or action in relation to any such product or service.
- 6.2 **Service Request:** Service request is when customer makes request to avail services that bank has promised to provide. It can be resolved through a process set by the Bank within definite time line. Service Request is an extended arm of Query any enquiry/ clarification/ seeking status/ request processing which is placed with Bank may be categorized as Query or Request before expiry of Turnaround Time (TAT) of maximum 15 business days prescribed by the Bank.
- 6.3 **Complaint:** When Query or Request of customer does not get resolved it turns into complaint. A Complaint is communication to the Bank through any means (Oral/written/Email etc.,) which express the dissatisfaction about any aspect of the Banks Products, Services, Employee behaviour/attitude, Processes, systems etc.

7. Grounds /Reasons for complaints: The customer complaint arises due to below mentioned scenarios but not limited to the following:

- a. The attitudinal aspects of staff in dealing with customers.



- b. Inadequacy of the functions / arrangements made available to the customers or gaps in standards of services expected and actual services rendered.
- c. Difference in perception and interpretation of provisions, rules and regulations and law.
- d. Not resolving the customers query timely.
- e. Technology related complaint.
- f. Customer Complaints related to activities of outsourced persons.
- g. Not adhering to the Regulatory Guidelines to the Banks. etc

8. Types of Complaints:

Complaints can be broadly classified based on its nature as:

- a. ATM/Debit Cards
- b. Internet/Mobile/Electronic Banking
- c. Account opening/difficulty in operation of accounts
- d. Staff Behaviour
- e. Mis-selling/Para-banking
- f. Recovery Agents/Direct Sales Agents °
- g. Pension and facilities for senior citizens/differently abled
- h. Loans and advances
- i. Levy of charges related
- j. Cheques/drafts/bills
- k. Credit card related
- l. Credit information/Score

9. Framework of Internal Redressal Mechanism to handle Customer Grievances / Complaints:

9.1 Registration / Sources of complaints:

Complaints may be lodged through various channels mentioned below.

- a. **Branches:** Customers can submit written Complaints to branch officials for resolution of the issues. They can also drop their complaints in complaint box in branches or write in complaint register maintained at branches. Branch Official will submit Complaint in the SPGRS Portal.
- b. **Call Centre** Complaints can also be lodged at Bank's Call Centre on toll free number 18002334526, 18001022636 accessible 24 hours from MTNL/BSNL fixed phones throughout India. It will also handle Queries / complaints related to NEFT/Internet Banking. The Call Centre agent will submit Complaint in SPGRS Portal.
- c. **Mails / Emails:** Customers can submit complaint by post or through e- mail. The customer can e-mail the complaint / grievance to the branch at brmgr<branchcode>@mahabank.co.in or bom<branchcode>@mahabank.co.in. Branch Official will submit Complaint in SPGRS Portal.
- d. **Online complaints.** Complaints can be lodged by the customers, through



Grievance Portal, link for which is provided on Banks website (www.bankofmaharashtra.in). Customer, who lodges the complaint online through Bank's Website, receive automatic acknowledgement of his/her complaint along with a reference number on his/her Registered Mobile No/ email. With this reference number customer can track the status of their complaint. The Complaints received online are automatically integrated into the Banks Web based SPGRS portal.

- e. **CPGRAM:** The customer can also lodge their complaints on Centralized Public Grievance Redress and Monitoring System (CPGRAMS), the complaint management portal of Government of India, Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms and Public Grievances. The CPGRAMS website can be accessed via the link <https://pgportal.gov.in/>.
- f. **INGRAM:** The customer has an additional facility to lodge his/her complaint(s) via the INGRAM portal. The said portal is monitored by Government of India, Ministry of Consumer Affairs, Food & Public Distribution, and Department of Consumer Affairs. The portal can be accessed via the link <https://consumerhelpline.gov.in>.
- g. **Social Media:** Customers may give their feedback on social media. Our Bank has its presence on the following Social Media platforms: Twitter, Face book, Instagram, LinkedIn etc.,
- h. **Customer Service and Grievance Redressal Cell:** Customers can also escalate complaints to the Principal Nodal Officer for at the following address: -

The Principal Nodal Officer/Chief Grievances Redressal Officer
Bank of Maharashtra,
Transaction Monitoring Department
Customer Service and Grievance Redressal Cell, 4th floor, 1177, 'Janmangal',
Budhwar Peth, Bajirao Road, Pune-411002 Maharashtra.
Contact No.: 020-24504230, Email: gmtmd@mahabank.co.in

The contact details of Principal Nodal Officer are available in all branches of the Bank on the Comprehensive Notice Board and also in the Banks website.

9.2 Acknowledgement / Interim reply:

All complaints will be acknowledged immediately. If the complaint is relayed over telephone to designated telephone, help desk, or Call Centre of the Bank, 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/her complaint further if he/she is not satisfied.

9.3 Internal Ombudsman of the Bank:

The Internal Ombudsman of the Bank is appointed as per directions of Reserve Bank of India (internal Ombudsman for Regulated Entities) Directions, 2023. The Internal Ombudsman is an Independent, apex level authority on consumer grievance redress within the Regulated entities. Bank shall internally escalate all complaints, which



fully rejected or partially redressed to IO (Internal Ombudsman) before conveying the final decision to the complainant.

Complaints will be independently reviewed by the IO (Internal Ombudsman) and the decision of the Internal Ombudsman of the Bank will be binding on the Bank. However, in certain cases the bank with the approval of competent authority may disagree with the decision of Internal Ombudsman, and all such cases shall be subsequently reviewed on quarterly basis by the customer service committee of the board.

9.4 Escalation to the Office of the Banking Ombudsman:

In case the customer is not satisfied with the response from the Bank (duly examined by Internal Ombudsman), 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.

10. Reserve Bank - Integrated Ombudsman Scheme, 2021.

A Scheme for resolving customer grievances in relation to services provided by entities regulated by Reserve Bank of India in an expeditious and cost-effective manner under Section 35A of Banking Regulation Act, 1949.

The Reserve Bank of India shall appoint one or more of its Officers as Ombudsman and Deputy Ombudsman for the period not exceeding three years at time to carry out the functions entrusted to them under the Scheme. The Centralized Receipt and Processing Centre located at Chandigarh shall receive the complaints filed under the Scheme. The Ombudsman shall consider the complaints of customers relating to deficiency in service. To operationalize the new scheme, RBI has expanded the Banking Ombudsman Offices across the country to 22.

Customer before making a complaint under the scheme, made a written complaint to the Bank and the complaint was rejected wholly or partly by the Bank and the complaint is not satisfied with the reply or the complaint had not received any reply within 30 days after the Bank received the complaint (proof of having made a complaint to be produced).

The Ombudsman shall endeavour to promote settlement of a complaint by agreement between the complaint and the Regulated Entity through facilitation or conciliation or mediation.

The complaint would be deemed to be resolved when it has been settled by the Bank with the complainant upon intervention of the Ombudsman or the complaint has agreed in writing that the resolution of the grievance is satisfactory or the complainant has withdrawn the complaint voluntarily. The Salient features of the Scheme are furnished in **Appendix-I**.

11. Monetary disincentives in the form of recovery of cost of redressal of complaints:

Given that the Banker-customer relationship is the primary relationship, the main responsibility of customer grievance redressal lies with Banks. With a view to ensure that



Banks discharge this responsibility effectively, the cost of redressal of complaints will now be recovered from those Banks against whom the maintainable complaints in the OBOs exceed their peer group average. However, grievance redress under Banking Ombudsman Scheme for customers will continue to remain cost-free. To operationalize the cost-recovery framework for Banks, peer groups based on the asset size of Banks as on March 31 of the previous year will be identified, and peer group average of maintainable complaints received in OBOs would be computed on the following parameters:

- a. Average number of maintainable complaints per branch;
- b. Average number of maintainable complaints per 1000 accounts (total of deposit and credit accounts) held by the Bank.
- c. Average number of maintainable digital complaints per 1000 digital transactions executed through the Bank by its customers.

The cost of redressing complaints in excess of the peer group average will be recovered from the Bank as follows:

- a. Excess in any one Parameter- 30% of the cost of redressing a complaint (in the OBO) for the number of complaints in excess of the peer group average.
- b. Excess in any two parameters-60% of the cost of redressing a complaint for the number of complaints exceeding the peer group average in the parameter with the higher excess.
- c. Excess in all the three parameters-100% of the cost of redressing a complaint for the number of complaints exceeding the peer group in the parameter with the highest excess.
- d. The cost of redress to be recovered in this respect will be the average cost of handling a complaint at the OBOs during the year.

11.1 Internal Ombudsman (IO) of the Bank:

- a. The Internal Ombudsman mechanism was set up with a view to strengthen the internal grievance redressal system of Banks and to ensure redressal of complaints of the customers at the highest level authority of the Bank so as to minimize the need for the customers to approach other for a for redressal.
- b. The Internal Ombudsman of the Bank is appointed as per directions of Reserve Bank of India (Internal Ombudsman for Regulated Entities) Directions, 2023 of RBI. The Internal Ombudsman of the Bank is usually a retired or serving officer, in the rank equivalent to General Manager of another bank / Financial Sector Regulatory Body/NBSP/NBFC/CIC, having necessary skills and experience of minimum seven years of working in areas such as banking, non-banking finance, regulations, supervision, payment and settlement systems credit information or consumer protection. The age of IO shall not be over 70 years of age before the completion of the tenure. Bank may appoint more than one Internal Ombudsman depending on the volume of complaint received by them to ensure continuity of operation. As per directives from Reserve Bank of India, any complaints rejected fully or partially by the Bank need to be vetted from the Internal Ombudsman. The IO will be selected by Committee constituted by MD & CEO of the Bank.

- c. Bank may appoint one or more Deputy Internal Ombudsman depending on the volume of complaints received by them, who would assist the internal ombudsman in the quality disposal of the complaints. The Deputy Internal Ombudsman of the Bank is usually a retired or serving officer, in the rank equivalent to Deputy General Manager of another bank / Financial Sector Regulatory Body, having necessary skills and experience of minimum five years of working in areas such as banking, regulations, supervision, payment and settlement systems and / or consumer protection. The age of Dy. IO shall not be over 70 years of age before the completion of the tenure.
- d. The tenure of the Internal Ombudsman /Deputy Internal Ombudsman in bank shall be a fixed term of not less than three years but not exceeding five years. The Internal Ombudsman /Deputy Internal Ombudsman shall not be eligible for reappointment or for extension of term in the same bank.
- e. The Internal Ombudsman /Deputy Internal Ombudsman cannot be removed before the completion of his/her contract term without the explicit approval of Reserve Bank of India.
- f. In case of partial acceptance / rejection of the Complaint a note is to be put up to the IO and views obtained before communicating the decision of the Bank to the Complainant. The reply should mention explicitly that the complaint has been examined by the IO. Such cases need to be forwarded by branches/offices to the DGM CSGRC, Customer Service and Grievance Redressal Cell Pune. However, the IO shall not examine the references in the nature of suggestions, request for concessions in rate of interest charged, modifications in sanction terms & conditions etc. which are primarily in the nature of commercial decisions and hence cases need not be forwarded for concurrence of Internal Ombudsman.
- g. The Internal Ombudsman, as an independent authority, apex level authority on consumer grievance redress within the bank shall review complaints, examines customer complaints which are in the nature of deficiency in service on the part of the Bank, (including those on the grounds of complaints listed in sub clause 8 of the Master directions-RBI (Internal Ombudsman for Regulated Entities) directions, 2023) that are partly or wholly rejected by the Bank. Bank shall internally escalate all complaints, which are not fully redressed to IO (Internal Ombudsman) before conveying the final decision to the complainant. The customers of the Bank need not approach the Internal Ombudsman directly.
- h. The customer, if not satisfied with the settlement offer, will however be at liberty to appeal to the Banking Ombudsman of Reserve Bank of India. The implementation of Reserve Bank-Integrated Ombudsman Scheme, 2021 will be monitored by the Bank's internal audit mechanism apart from regulatory oversight by RBI.

f. Closure of grievance:

Every grievance shall be disposed of within a period of 30 days of its receipt and a final reply shall be sent to complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.

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





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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		
	5.1	Of 5, number of complaints resolved in favour 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)		

Note: This is the new format introduced by RBI from 2021.

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 5, number of complaints pending beyond 30 days.





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1	2	3	4	5	6
Current year					
1-ATM/Debit Cards					
2- Internet / Mobile /Electronic Bkg					
3- Account opening /difficulty in operation of account					
4- Loans and Advances					
5.Pension and facilities for senior citizens/differentl y abled					
Others					
Total					
Previous year					
1- ATM/Debit Cards					
2- Internet / Mobile / Electronic Bkg					
3- Account opening / difficulty in operation of account					
4- Loans and Advances					
5- Pension and facilities for senior Citizens / differently abled					
Others					
Total					



Further, Bank will place the detailed statement of complaints and its analysis on their web-site for information of the general public at the end of each financial year. This statement should include all the complaints received at the Head Office / Zonal Office level as also the complaints received at the branch level. However, where the complaints are redressed within the next working day, banks need not include the same in the statement of complaints.

13. General management of the branches

- a. 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.
- b. Providing entirely separate enquiry counters at their large / bigger branches in addition to a regular reception counter
- c. Displaying indicator boards at all the counters in English, Hindi as well as in the concerned regional language. Business posters at semi-urban and rural branches of banks should also be in the concerned regional languages
- d. Posting roving officials to ensure employees' response to customers and for helping out customers in putting in their transactions
- e. Providing customers with booklets consisting of all details of service and facilities available at the bank in Hindi, English and the concerned regional languages.
- f. Use of Hindi and regional languages in transacting business by banks with customers, including communications to customers.
- g. Reviewing and improving upon the existing security system in branches so as to instill confidence amongst the employees and the public
- h. Wearing on person an identification badge displaying photo and name thereon by the employees.
- i. Periodic change of desk and entrustment of elementary supervisory jobs.
- j. Training of staff in line with customer service orientation. Training in Technical areas of banking to the staff at delivery points. Adopting innovative ways of training / delivery ranging from job cards to roving faculty to video conferencing.
- k. Clearly establishing a New Product and Services Approval Process which should require approval by the Board especially on issues which compromise the rights of the Common Person.
- l. Appointing Quality Assurance Officers who will ensure that the intent of policy is translated into the content and its eventual translation into proper procedures





Salient Features: The Reserve Bank – Integrated Ombudsman Scheme, 2021

RBI has integrated the three Ombudsman schemes of RBI namely, (i) the Banking Ombudsman Scheme, 2006; (ii) the Ombudsman Scheme for Non-Banking Financial Companies, 2018; and (iii) the Ombudsman Scheme for Digital Transactions, 2019; into one “The Reserve Bank - Integrated Ombudsman Scheme, 2021”. The Scheme adopts ‘One Nation One Ombudsman’ approach by making the RBI Ombudsman mechanism jurisdiction neutral.

The Integrated Ombudsman Scheme, 2021 is effective from November 12, 2021.

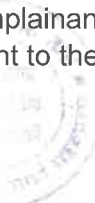
Following are the salient features of the Integrated Ombudsman Scheme, 2021:

1. Any customer aggrieved by deficiency in service (a shortcoming or an inadequacy in any financial service, which the Bank is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer) may file a complaint in writing or otherwise under the Scheme.
2. There is no limit on the amount in a dispute that can be brought before the Ombudsman for which the Ombudsman can pass an Award. However, for any consequential loss suffered by the complainant, the Ombudsman shall have the power to provide a compensation up to Rupees 20 lakh, in addition to, up to Rupees One lakh for the loss of the complainant’s time, expenses incurred and for harassment/mental anguish suffered by the complainant.
3. Reserve Bank of India has established the Centralized Receipt and Processing Centre (CRPC) at Chandigarh for receipt of the complaints Pan India.
4. The complaint can be lodged online through the RBI portal (<https://cms.rbi.org.in>)
5. The complaint may also be submitted through electronic or physical mode to the Centralized Receipt and Processing Centre, Chandigarh at the given address:

Centralised Receipt and Processing Centre (CRPC)
Reserve Bank of India 4th Floor, Sector 17
Chandigarh – 160017

Additionally, a Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) – is also being operationalised in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course. The Contact Centre will provide information/clarifications regarding the alternate grievance redress mechanism of RBI and to guide complainants in filing of a complaint.

6. A complaint under the Scheme shall not lie unless:
 - (a) the complainant had, before making a complaint under the Scheme, made a written complaint to the Bank concerned and



- (i) The complaint was rejected wholly or partly by the Bank, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the Bank received the complaint; and
 - (ii) The complaint is made to the Ombudsman within one year after the complainant has received the reply from the Bank to the complaint or, where no reply is received, within one year and 30 days from the date of the complaint.
- (b) The complaint is not in respect of the same cause of action which is already :
- (i) pending before an Ombudsman or settled or dealt with on merits, by an Ombudsman, whether or not received from the same complainant or along with one or more complainants, or one or more of the parties concerned;
 - (ii) pending before any Court, Tribunal or Arbitrator or any other Forum or Authority; or, settled or dealt with on merits, by any Court, Tribunal or Arbitrator or any other Forum or Authority, whether or not received from the same complainant or along with one or more of the complainants/parties concerned;
- (c) The complaint is not abusive or frivolous or vexatious in nature;
- (d) The complaint to the Bank was made before the expiry of the period of limitation prescribed under the Limitation Act, 1963, for such claims;
- (e) The complainant provides complete information as specified in clause 11 of the Scheme;
- (f) The complaint is lodged by the complainant personally or through an authorized representative other than an advocate unless the advocate is the aggrieved person.
7. No complaint for deficiency in service shall lie under the Scheme in matters involving:
- (a) commercial judgment/commercial decision of a Bank;
 - (b) a dispute between a vendor and a Bank relating to an outsourcing contract;
 - (c) a grievance not addressed to the Ombudsman directly;
 - (d) general grievances against Management or Executives of a Bank;
 - (e) a dispute in which action is initiated by a Bank in compliance with the orders of a statutory or law enforcing authority;
 - (f) a service not within the regulatory purview of the Reserve Bank;
 - (g) a dispute between Banks; and
 - (h) a dispute involving the employee-employer relationship of a Bank.





POLICIES ON CUSTOMER SERVICE 2024-25

8. Bank on receipt of the complaint, should furnish written reply along with all the relevant documents to the Ombudsman within 15 days of receipt of complaint. Provided that the Ombudsman at the request of the Bank in writing to the satisfaction of the Ombudsman, grant such further time as may be deemed fit to file its written version and documents.
9. In case Bank omits /fails to file its written version and documents within 15 days, then Ombudsman may proceed ex-parte based on the evidence available on record and pass appropriate Order or issue an Award.
10. The Bank will not have any right to appeal in case the Bank omits or fails to file its written version and documents within the time as provided in terms of Clause 15(1)(a) of the Integrated Ombudsman Scheme.
11. The Award shall lapse and be of no effect unless the complainant furnishes a letter of acceptance of the Award in full and final settlement of the claim to the Bank, within a period of 30 days from the date of receipt of the copy of the Award.
12. The complainant aggrieved by an Award or rejection of a complaint by Ombudsman Office may prefer an Appeal before the Appellate Authority within 30 days of the date of receipt of the Award or rejection of the complaint
13. The Appellate Authority may, if it is satisfied that the complainant had sufficient cause for not making the appeal within the time, may allow a further period not exceeding 30 days.

For more details, please refer to the Scheme details available on Bank of Maharashtra website www.bankofmaharashtra.in or at RBI website www.rbi.org.in.

The copy of the Scheme is also available in our branches, which will be provided to the customer for reference upon request.

LIST OF BANKING OMBUDSMAN OFFICES

Address and Area of Operation of RBI Ombudsmen and Zonal Offices Handling the BO				
Sl. No	Centre	Name & Address of the Office of RBI Ombudsman	Area of Operation	Zonal Office Handling BO
1	Ahmedabad	Reserve Bank of India 4th Floor, "Riverfront House", Behind H.K. Arts College, Between Gandhi & Nehru Bridge, Pujya Pramukh Swami Marg (Riverfront Road West), Ahmedabad-380009 STD Code:079 Tel. No. 26582357	Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu	Ahmedabad





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		Email : cms.boahmedabad@rbi.org.in		
2	Bengaluru	Reserve Bank of India 10/3/8, Nrupathunga Road Bengaluru - 560001 STDCode:080 Tel. No. 22277660/22180221 Email: cms.bobengaluru@rbi.org.in	Karnataka	Bengaluru
3	Bhopal	Reserve Bank of India Hoshangabad Road Post Box No. 32, Bhopal-462 011 STD Code: 0755 Tel. No. 2573772/2573779 Email: cms.bobhopal@rbi.org.in	Madhya Pradesh	Bhopal
4	Bhubaneswar	Reserve Bank of India Pt. Jawaharlal Nehru Marg Bhubaneswar-751 001 STD Code: 0674 Tel. No. 2396420/2396207 Email: cms.bobhubaneshwar@rbi.org.in	Odisha	Bhubaneswar
5	Chandigarh	Reserve Bank of India 4th Floor, Sector 17 Chandigarh STD Code: 0172 Tel. No. - 2721109, 2721011, 2727118 Email: cms.bochandigarh@rbi.org.in	Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana.	Chandigarh





6	Chennai	Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Tel No. 25395964 Fax. 25395488 Email: cms.bochennai@rbi.org.in	Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands	Chennai
7	Dehradun	Reserve Bank of India 74/1 G.M.V.N. Building, 1st floor, Rajpur Road, Dehradun - 248 001 STD Code: 0135 Tel No.: 2742006 Email: cms.bodehradun@rbi.org.in	Uttarakhand and seven districts of Uttar Pradesh viz., Saharanpur, Shamli (Prabudh Nagar), Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar)	Noida
8	Guwahati	Reserve Bank of India Station Road, Pan Bazar Guwahati-781 001 STD Code: 0361 Tel.No. 2542556 Email: cms.boguwahati@rbi.org.i n	Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura	Guwahati
9	Hyderabad	Reserve Bank of India 6-1-56, Secretariat Road Saifabad, Hyderabad- 500 004 STD Code: 040 Tel. No. 23210013 Email: cms.bohyderabad@rbi.org. in	Andhra Pradesh and Telangana	Hyderabad
10	Jaipur	Reserve Bank of India, 4th floor Rambagh Circle, Tonk Road, Jaipur - 302 004 STD Code: 0141 Tel. No. 2577931	Rajasthan	Jaipur





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		Email:cms.bojaipur@rbi.org.in		
11	Jammu	Reserve Bank of India, Rail Head Complex, Jammu-180012 STD Code: 0191 Tel No.: 2477905 Email: cms.bojammu@rbi.org.in	Union Territories of Jammu & Kashmir and Ladakh	Ludhiana
12	Kanpur	Reserve Bank of India M. G. Road, Post Box No. 82 Kanpur-208 001 STD Code: 0512 Tel. No. 2305174/2303004 Email: cms.bokanpur@rbi.org.in	Uttar Pradesh (excluding Districts of Ghaziabad, Gautam Buddha Nagar, Saharanpur, Shamli (Prabudh Nagar), Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar)	Lucknow
13	Kolkata	Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Tel. No. 22310217 Email: cms.bokolkatta@rbi.org.in	West Bengal and Sikkim	Kolkata



14	Mumbai (I)	Reserve Bank of India 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No. 23022028 Email: cms.bomumbai1@rbi.org.i n	Districts of Mumbai, Mumbai Suburban and Thane	Mumbai (I)
15	Mumbai (II)	Reserve Bank of India, 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No.: 23001483 Email: cms.bomumbai2@rbi.org.i n	Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane)	Pune
16	Patna	Reserve Bank of India, Patna-800 001 STD Code: 0612 Tel. No. 2322569/2323734 Email: cms.bopatna@rbi.org.in	Bihar	Patna
17	New Delhi (I)	Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23725445 Email: cms.bonewdelhi1@rbi.org.i n	North, North- West, West, South- West, New Delhi and South Districts of Delhi	Delhi
18	New Delhi (II)	Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23724856 Email: cms.bonewdelhi2@rbi.org.i n	Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of U.P.	Delhi





POLICIES ON CUSTOMER SERVICE 2024-25

19	New Delhi (III)	Reserve Bank of India Sansad Marg, New Delhi STD Code: 011 Tel. No. 23715393 Email: cms.bonewdelhi3@rbi.org.in	North-East, Central, Shahdara, East and South-East districts of Delhi	Delhi
20	Raipur	Reserve Bank of India 54/949, Shubhashish Parisar, Satya Prem Vihar Mahadev Ghat Road, Sundar Nagar, Raipur- 492013 STD Code: 0771 Tel. No: 2244246 Email: cms.boraipur@rbi.org.in	Chhattisgarh	Raipur
21	Ranchi	Reserve Bank of India 4th Floor, Pragati Sadan, RRDA Building, Kutchery Road, Ranchi Jharkhand 834001 STD Code: 0651 Tel No.: 8521346222/9771863111/754 2975444 Email : cms.boranchi@rbi.org.in	Jharkhand	Patna
22	Thiruvananthapuram	Reserve Bank of India , Bakery Junction Thiruvananthapuram-695 033 STD Code: 0471 Tel. No. 2326769 Email: cms.botrivandrum@rbi.org.in	Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region).	Ernakulum



APPENDIX II

CYBER SECURITY TIPS FOR CUSTOMERS

- Review your passwords periodically. Make sure they are strong and complex.
- Bank never asks confidential details like OTP, Pin and password. Keep them confidential.
- Using two factor authentication process makes harder for the hackers to get into your device.
- Do not click on links or download attachments from unknown sources.
- Don't upload any data belonging to bank on internet.
- Beware of phishing or vishing messages.
- Don't install any unauthorized software.
- Never reply/forward the email in case it is found suspicious.
- Don't write passwords anywhere.
- Scan any attachment before opening.
- Keep strong passwords for your phone as well as your UPI application.
- Back up your data regularly.
- Don't share your personal details by filling up forms on Social media sites.
- Always keep your transaction application updated with latest version.
- Always keep on eye on your card during transaction and promptly take it back



APPENDIX III

SAFETY TIPS FOR DIGITAL TRANSACTIONS FOR CUSTOMERS.

(A) Safety Tips & Measures for Mobile Banking

- Never Leave your Mobile Phone unattended.
- Set Pin/password to access the handset menu on your mobile phone
- Register/ update your mobile number and e-mail ID for alerts to keep track of your banking transactions.
- Password-protect your mobile device to protect against unauthorized access. Set up a difficult PIN/password that is difficult to crack.
- Do not follow any URL in message that you are not sure about
- If you have to share your mobile with anyone else or send it for repair/maintenance
 - Clear the browsing history
 - Clear cache and temporary files stored in the memory as they may contain your account numbers and other sensitive information
 - Block your mobile banking applications by contacting your bank. You can unblock them when you get the mobile back
- Do not save confidential information such as your debit/credit card numbers, CVV numbers or PIN's on your mobile phone
- Do not share confidential information received from your bank on your mobile
- Do not enable auto save user IDs or passwords for mobile banking online
- Avoid using unsecured or unknown Wi-Fi, public or shared networks
- Download apps from official app stores only such as Apple iTunes, Android Marketplace, Google Play Store.
- Never disclose personal information or online banking credentials via e-mail or text message as these can be used for identity theft
- In case you lose your mobile phone, please call our 24-hour Customer Care Centre to disable Mobile App Banking facility.
- Never download and install applications from untrusted sources. Install apps downloaded from reputed application market.
- Always verify app permissions and grant only those permissions which have relevant context for the app's purpose.
- Log out from online mobile banking or application as soon as you have completed your transactions. Also make sure you close that window





- Be aware of shoulder surfers. Be extra careful while typing confidential information such as your account details and password on your mobile in public places
- Install an effective mobile anti-malware/anti-virus software on your smartphone and keep it updated.

(B) Safety Tips for UPI payment/Payment wallets

- Do not 'Pay' or enter your UPI PIN to receive money.
- Entering UPI PIN = Money debit.
- Verify UPI of the receiver.
- Do not transfer funds without knowing to whom you are transferring. Ensure due diligence
- Never scan QR code for receiving payments
- Never share your UPI wallets PIN, card details like PIN, One-Time Password (OTP), CVV, expiry date, grid value, types of card (Visa, Mastercard, Rupay, etc.) to anyone even if the person claims to be from bank.
- Never download third-party apps such as Screenshare, Anydesk, Teamviewer, etc. based on call request from unknown person even if caller claims to be from Bank or wallet company
- Never download any application/ UPI app/ payment wallet recommended/ requested by any unknown person
- Do not search for helpline numbers on Google, Facebook, Twitter. Instead, check the official website.
- Do not respond to texts, e-mails from unknown addresses to click on links.
- Fraudster might ask you to do a legitimate small value transaction after screen sharing, this is to know your UPI PIN or Debit Card details. Disconnect the call immediately.
- Ensure no one is looking at your screen or noticing your finger movement to know your PIN. In case of remote access, the fraudster will be able to view the numbers/buttons/links being clicked.
- Always Check Debit Payment SMS or email after transaction is completed.

(C) Safety Tips for ATM / Debit Card

- Memorise your PIN. Do not write it down anywhere
- Your ATM card is for your own personal use. Do not share your PIN or card with anyone, not even your friends or family
- Beware of "Shoulder surfer" who can peep at your PIN as you enter it. Please shield the keypad as you enter the PIN





PART B

Internal Ombudsman Scheme Master Directions 2023

ROLE AND RESPONSIBILITIES OF INTERNAL OMBUDSMAN

1. JURISDICTION

- a. The Internal Ombudsman shall not handle complaints received directly from the complainants or members of the public. In other words, the Internal Ombudsman will deal with the complaints that have already been examined by the Bank's internal grievance redressal mechanism and have remained partly or wholly rejected
- b. Internal Ombudsman shall examine all customer grievances including complaints of deficiency in service on the part of the Bank as also those listed under Clause 8 of the Banking Ombudsman Scheme, 2006 (as amended from time to time) received by Banks and which are partly or wholly rejected by Bank's internal grievance redressal mechanism, excepting the following
 - i. Complaints related to corporate frauds, misappropriation etc., except those resulting from deficiency in service, if any, on the part of the regulated entity
 - ii. References in the nature of suggestions and commercial decisions of regulated entity. However, service deficiencies in cases falling under 'commercial decisions' will be valid complaints for the Internal Ombudsman
 - iii. Complaints / references relating to (i) internal administration, (ii) human resources, or (iii) pay and emoluments of staff in the regulated entity
 - iv. Complaints which have been decided by or are already pending in other fora such as the Consumer Disputes Redressal Commission, courts, etc.
 - v. Disputes for which remedy has been provided under Section 18 of the Credit Information Companies (Regulation) Act, 2005
- c. The Bank entity shall forward all rejected / partially rejected complaints under the categories (i) and (ii) above to the Internal Ombudsman/s. The Internal Ombudsman shall look for inherent deficiency in service in such cases and take a view whether any of these complaints can be exempted under (i) and / or (ii) above as decided by the Bank
- d. Complaints that are outside the purview of the given directions shall be immediately referred back to the Bank by the Internal Ombudsman
- e. The Internal Ombudsman shall analyse the pattern of complaints such as product / category wise, consumer group wise, geographical location wise, etc., and suggest means for taking actions to address the root cause of complaints of similar / repeat nature and those that require policy level changes in the Bank. The Internal Ombudsman shall examine the complaints based on records available with the regulated entity, including any documents submitted by the complainant and comments or clarifications furnished



by the Bank to the specific queries of the Internal Ombudsman. The Internal Ombudsman may seek additional information and documents from the complainant, through the Bank. In the case of CICs, the Internal Ombudsman may seek additional information from the concerned Credit Institution/s (CI) through CIC. The Internal Ombudsman must record a “reasoned decision” in each case

- f. The Internal Ombudsman may hold meetings with the concerned functionaries of the regulated entity and seek any record / document available with the Bank that are necessary for examining the complaint and reviewing the decision. The Bank shall furnish all records and documents sought by the Internal Ombudsman to enable expeditious resolution of the complaints without any undue delay
- g. The Internal Ombudsman shall, on a quarterly basis, analyse the pattern of all complaints received against the Bank, such as entity-wise (for CICs), product-wise, category-wise, consumer group-wise, geographical location-wise, etc., and may provide inputs to the Bank for policy intervention, if so warranted
- h. The Internal Ombudsman shall not represent the Bank in legal cases before any court or fora or authority
- i. In cases of conciliation, where the decision of the Internal Ombudsman is accepted by the complainant, a statement showing the terms of agreement duly signed by the complainant, shall be kept on record

REPORTING TO RESERVE BANK

- 1) Banks shall put in place a system of periodic reporting of information to Consumer Education and Protection Department, Central office, Reserve Bank of India, on a quarterly and annual basis as per the formats provided in the Annexure. These reports shall be submitted on or before the 10th days of the following the quarter/yearly for the which they are due as indicated below:
 - a. On quarterly basis, information pertaining to the Internal Grievance Redressal (IGR) the total number of complaints received, number of complaint processed, number of partly or wholly rejected complaints and number of complaints escalated to the Internal Ombudsman; and
 - b. On quarterly basis, information pertaining to Alternate Grievance Redress(AGR) on number of times RBIO/AA sought IO Comments, Number of cases not referred to IO earlier but referred to IO after information sought by RBIO/AA, Number of RCA put up by the office of IO to Board, number of suggestion of the IO accepted by Boar;
 - c. On quarterly basis, details of the analysis and inputs on the pattern of the complaints received product wise, category wise, consumer group wise, geographical location wise, any other.
 - d. On annual basis, the number of cases referred by Bank to IO, number of complaints closed by IO, number of complaint where decision of Bank was not upheld by the IO, number of complaint where decision of IO was rejected , number of decision of IO implemented by Bank, and number of IO decision yet to be implement by the bank;
 - e. On annual basis, the number of cases closed by Internal Ombudsman and age- wise number of cases where the Bank was yet to implement the decision of Internal Ombudsman in April every year;
 - f. The reporting format is given in the Annex.



- 2) The Banks shall, furnish the details of the Internal Ombudsman/ Deputy inter ombudsman so appointed to Consumer Education and Protection department , Central office, Reserve Bank of India (iocepd@rbi.org.in) in the following format:
 - a. Name of the Internal Ombudsman /Deputy Internal Ombudsman;
 - b. Details of the last position held/organization names;
 - c. Date of Appointment;
 - d. Terms(in years);
 - e. Brief professional profile, including previous exposure to financial services highlighting those that make them eligible for appointment;
 - f. Contact details(telephone, email, address)
 - i. Banks shall furnish the details of official within five days of fresh appointment of Internal Ombudsman/ Deputy Internal Ombudsman.

1. BOARD OVERSIGHT

- 1) The Internal Ombudsman shall furnish periodic reports (including the analysis of complaints) on his / her activities to the Committee of the Board handling customer service and protection, preferably at quarterly intervals, but not less than half yearly intervals. Bank shall put in place a system for discussion of cases, in which the decision of the Internal Ombudsman has been rejected by the Bank, by the Customer Service Committee / Consumer Protection Committee of the Board of the Bank. The rejection of the decision taken by the Internal Ombudsman shall be done with the approval of Executive Director of the Bank.
- 2) The Audit Committee of the Board of the Bank can refer to the Internal Ombudsman, in respect of complaints related to corporate frauds, misappropriation etc. matters, except those resulting from deficiency in service, if any ,on the part of the Bank
- 3) The Internal Ombudsman shall be designated as an ex-officio member or a permanent invitee to the meetings of the Committee of the Board of regulated entity handling customer service and protection

2. SUPERVISORY OVERSIGHT

- 1) The areas relating to customer service and customer grievance redress, as well as the implementation of the IO directions, shall be a part of the risk assessment and supervisory review undertaken by the Department of supervision of the Reserve Bank
- 2) Consumer Education and Protection department of the Reserve Bank may review the cases where decision of the Internal Ombudsman has not been accepted by the Bank and the aggrieved complaints approach the RBI ombudsman , for assessing the effectiveness of the internal grievance redress mechanism of the bank and initiating correction action as it may deem fit





Chapter 3

CUSTOMER RIGHTS POLICY 2024-25

CUSTOMER RIGHTS POLICY 2024-25

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 RBI/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 to 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, Bank will –

- i. Promote good and fair banking practices by setting minimum standards in all dealings with the 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, literacy, economic status physical ability, etc. Bank may, however, have special schemes or products which are specifically designed for members 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 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 bank 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 as third gender. Bank will, therefore, include 'third gender' in all forms/applications, etc., prescribed by the Reserve Bank of India or the 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 would 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 information regarding their account, passwords, cards and PIN etc.

The customers are advised to ensure the following:

Maintaining secrecy of passwords and PIN numbers.

- a. Ensuring safety of Credit and Debit cards
- b. Proper usage of cheques and safe custody of unused cheques
- c. Not disclosing cards, accounts information
- e. Registering of Mobile number and e-mail ID for getting alerts for transactions
- f. 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 and facilities available at the bank in Hindi, English and 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 customer 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, Zonal office and 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 adverse 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 website, 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 has 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 A/c 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 lay 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 OTP (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 redressed within the pre-set time
- viii. Place in public domain information about Banking Ombudsman Scheme;
- ix. Display at customer contact points the name and contact details of the Banking Ombudsman under whose jurisdiction the bank's 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 the 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 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. MD and CEO 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.

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