THE JHALAWAR KENDRIYA SAHKARI BANK LTD

Policy on Customer Service

Banking being a service industry and customer is the most essential ingredient for its successful operation. Reserve Bank of India, over a period of time has enunciated various regulatory directives, which is based on certain principles and practices on which Customer Service Policy of Bank is built. We have taken all the possible steps to imbibe the spirit of RBI directives to make this Policy the most customers friendly.

1. General management of the branches (Other offices also to follow to the extent possible) :-

Broadly, a customer can be defined as a user or a potential user of Bank services. A "Customer' may include:

- A person or entity that maintains an account and / or has a business relationship with the Bank;
- One on whose behalf the account is maintained (i.e. the beneficial owner)
- Beneficiaries of transactions conducted by professional intermediaries, such as Stock Brokers, Chartered Accountants, Solicitors etc. as permitted under the law, and
- Any person or entity connected with a financial transaction which can pose significant reputational or other risks to the Bank, say, a wire transfer or issue of a high value demand draft as a single transaction.

1.1. Infrastructure facilities at branches :-

Branches shall provide sufficient customer service space, adequate furniture, drinking water facility etc. People with physical infirmities like pensioners, senior citizens, disabled persons, etc., will be provided with special treatment. Branches will provide special infrastructure support for physically challenging and aged customers.

1.2. Display of indicator boards :-

Branches shall display 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 Bank shall also be in the concerned regional languages.

1.3. Brochures/Pamphlets for customers :-

Customers shall be provided with Brochures / Pamphlets consisting details of various schemes service and facilities available at the Bank in Hindi, English and the concerned regional languages.

Use of Hindi and regional languages in transacting business with customers, including communications to customers Apart from English, Bank will endeavor to use Hindi and regional languages for transacting business with customers, including communications to customers.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

1.4. Reviewing and improving the existing security system :-

Periodical review of existing security arrangement in branches shall be carried out so as to find out any lacunae and also to instill confidence amongst the employees and the public.

1.5. Wearing of identification badges by the employees:-

All employees shall wear identity cards displaying photo and name. The display of identity will lead to better quality of customer service. Non-adherence to this rule by any employee shall be treated as a misconduct.

1.6. Periodic change of desk and entrustment of elementary supervisory jobs :-

Personnel attending various counters/desks and supervisors shall be rotated periodically. This will happen at least once in 3 years.

1.7. Training of staff in line with customer service orientation :-

Technical skills in Banking of staff at delivery channels will be periodically upgraded through training. Bank will adopt all means of communications like video conferencing, on-line training modules, job cards etc.

1.8. Visit by senior officials from controlling offices and Head Office to branches:-

Senior officials from controlling offices and Head Office shall visit branches at periodical intervals for on the spot study of the quality of service rendered by the branches. Managing Director or his deputy shall visit the branches at least once in every 03 months.

1.9.Rewarding the best branches from customer service point of view by annualawards/running shield :-

Bank shall select best branches for customer service and present annual award. Input from customers shall be used for arriving at the decision.

1.10. Holding customer relation programs and periodical meetings :-

Bank will hold customer meets to interact with different cross sections of customers for identifying action points to upgrade the customer service with customers.

1.11. Establishment of a New Product and Services Approval Process :-

All issues in new products and services which compromise the rights of the Common Person shall be brought to the knowledge of Board/Customer Service Committee for approval.

2. Institutional frameworks :-

2.1 Customer Service Committee of the Board :-

Customer Service Committee of the Board will if found necessary co-opt experts and representatives of customers as invitees to enable the Bank to formulate policies and assess the compliance there of internally with a view to strengthening the corporate governance structure in the Bank and also to bring about ongoing improvements in the quality of customer service provided by the Bank.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

2.2 Role of the Customer Service Committee :-

Customer Service Committee of the Board, shall address the following:

- Formulation of a Comprehensive Deposit Policy
- Issues such as the treatment of death of a depositor for operations of his Account
- Product approval process with a view to suitability and appropriateness
- Annual survey of depositor satisfaction
- Any other issues having a bearing on the quality of customer service rendered

2.3 Board Meeting to Review and Deliberate on Customer Service :-

Bank will review customer service / customer care aspects and submit a detailed memorandum in this regard to the Board of Directors, every year or annually and initiate prompt corrective action wherever service quality / skill gaps have been noticed.

2.4 Standing Committee on Customer Service:-

Standing Committee on Customer Service will be in the chairmanship of Senior Manager (A&P), Senior Manager (I&S), Senior Manager (A&F), Senior Manager (CBS), Senior Manager/Manager (Beema) and a Senior Manager/Manager (ATM) customer or staff member with disability will be the members, if available and Banking Assistant (A&P) will be the member secretary of the committee.

Functions of the Standing Committee is as indicated below:-

a. The Standing Committee is entrusted with the task of ensuring timely and effective compliance of the RBI Instructions on customer service.
b. To receive the necessary feedback to determine departments of the Bank act in tune with the spirit and intent of instructions.
c. To review the practice and procedures prevalent in the Bank and take necessary corrective action, on an ongoing basis.
d. A brief report on the performance of the Standing Committee on the areas reviewed, procedures/practices identified and simplified/introduced will be submitted periodically to the Customer Services Committee of the Board.
e. Standing Committee will meet once every 03 months.

2.5 Branch Level Customer Service Committees :-

In order to encourage communication between the customers and the Bank at the branch level, branch level committees shall be formed with greater involvement of customers. Senior citizen person with disability being an important customer segment will get represented in the committee. To improve the service, Branch Level Customer Service Committee will meet at least once a quarter but before standing committee meeting. The committee will study complaints and accept suggestions from customers and members of the Committee. Committee will find out ways and means of improving customer service. The branch level committees will also submit quarterly reports with inputs/suggestions to the Standing Committee on Customer Service. Standing Committee will examine these inputs and provide relevant feedback to the Customer Service Committee of the Board for necessary Policy/procedural action.

2.6 **Nodal Department/ Official for customer service:-**

Administrative and Personnel Department at Head Office is designated as a nodal department for customer service in the H.O. level and Senior Manager (A&P) [in absence of Senior Manager (A&P) then Sr. Manager (CBS)] will be the nodal officer for customer service.

3. Board approved policies on Customer Service:-

3.1. Giving publicity to the policies:-

a. Bank shall ensure that wide publicity is given to the above policies formulated by it by placing them on Bank's web-site and also by making it available in the notice board in the branches. Copies shall be made available at Branches for reference by customers on demand.

b. The customers shall be clearly apprised of the assurances of the Bank on the services at the time of establishing the initial relationship.

c. Bank shall take necessary steps to keep the customers duly informed of the changes in the policies formulated by it from time to time.

4. Opening/Operation of Deposit Accounts:-

4.1 Intra-bank Deposit Accounts Portability :-

Branches shall allow for transfer of the account from one branch to another branch within the bank as long as full KYC has been done for the concerned account. The customer shall be allowed to transfer his account from one branch to another branch without insisting on fresh proof of address and on the basis of a self-declaration from the account holder about his/her current address, subject to submitting proof of address within a period of six months. Periodical updation of KYC data would continue to be done by bank as per prescribed periodicity.

4.2 Savings Bank Rules :-

The Savings Bank Rules must be annexed as a tear-off portion to the account opening form so that the account holder can retain the rules.

4.3 Photographs of depositors :-

Bank shall obtain and keep on record photographs of all depositors/account holders in respect of accounts opened by them subject to the following clarifications:

4.3.1 The instructions cover all types of deposits including fixed, recurring, cumulative, etc.

4.3.2 Instructions apply to all categories of depositors, whether resident or non-resident. Only banks, Local Authorities and Government Departments (excluding public sector undertakings or quasi-Government bodies) will be exempt from the requirement of photographs.

4.3.3 Photographs in case of accounts of staff members only (Single/Joint) shall not be insisted.

4.3.4 Photographs of all persons authorized to operate the accounts viz., savings bank and current accounts shall obtained without exception.

JHARKHAND KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

4.3.5 Photographs of the 'Pardanishin' women shall also be obtained.

4.3.6 Bank shall obtain two copies of photographs and obtaining photocopies of driving licence/passport containing photographs in place of photographs would not suffice.

4.3.7 Bank shall not ordinarily insist on the presence of account holder for making cash withdrawals in case of 'self or "bearer' cheques unless the circumstances so warrant. The bank shall pay 'self' or 'bearer' cheques taking usual precautions.

4.3.8 Photographs cannot be a substitute for specimen signatures.

4.3.9 Only one set of photographs need be obtained and separate photographs should not be obtained for each category of deposit. The applications for different types of deposit accounts should be properly referenced.

4.3.10 Fresh photographs need not be obtained when an additional account is desired to be opened by the account holder.

4.3.11 In the case of operative accounts, viz. savings bank and current accounts, photographs of persons authorized to operate them shall be obtained. In case of other deposits, viz., fixed, recurring, cumulative, etc., photographs of all depositors in whose names the deposit receipt stands may be obtained except in the case of deposits in the name of minors where guardian's photographs shall be obtained.

4.4 Minimum balance in savings bank accounts :-

At the time of opening the accounts, branches shall inform their customers in a transparent manner the requirement of maintaining minimum balance and levying of charges, etc., if the minimum balance is not maintained. The bank shall inform in advance, the existing account holders of any change in the prescribed minimum balance and the charges that may be levied if the prescribed minimum balance is not maintained. No penal charges shall be levied for non-maintenance of minimum balances in any inoperative account.

4.5 Statement of Accounts/Pass Books:-

4.5.1 Issuance of Pass Book to Savings Bank Account Holders (Individuals) Bank shall offer pass book facility to all the savings Bank account holders (individuals) and in case the Bank offers the facility of sending statement of account and the customer chooses to get statement of account, the Bank will issue monthly statement of accounts. The cost of providing such Pass Book or Statements will not be charged to the customer.

4.5.2 Updating passbooks

a. Customers will be made conscious of the need on their part to get the Pass Books updated regularly and employees will be advised on the importance to this area.

b. Wherever Passbooks are held back for updating, because of large number of entries, paper tokens indicating the date of its receipt and also the date when it is to be collected shall be issued.

c. Whenever a passbook is tendered for posting after a long interval of time or after very large number of transactions, a printed slip requesting the depositor to tender it periodically will be given.

4.5.3 Entries in passbooks/statement of accounts

The Bank will give constant attention to ensure entry of correct and legible particulars in the Passbooks and Statement of Accounts. With a view to avoid inconvenience to depositors, the Bank will avoid such inscrutable entries in Passbooks/Statement of

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

Accounts and ensure that brief, intelligible particulars are invariably entered in Passbooks/Statement of Account.

4.5.4 Maintenance of savings bank pass books: Precautions

Negligence in taking adequate care in the custody of savings bank pass books facilitates fraudulent withdrawals from the relative accounts. A few precautions in this regard are given below:

a. Branches should accept the pass books and return them against tokens.

b. Pass books remaining with the branches should be held in the custody of named responsible officials.

c. While remaining with the branch, pass books should be held under lock and key overnight.

4.5.5 Providing monthly statement of accounts

a. Bank will ensure that they adhere to the monthly periodicity while sending statement of accounts via mail or physicl whichever is convenient.

b. The statements of accounts for current account holders may be sent to the depositors in a staggered manner instead of sending by a target date every month. The customers may be informed about staggering of the preparation of these statements.

c. Inspecting Officers shall carry out sample check at the time of internal inspection of branches to verify whether the statements are being dispatched in time.

4.6 <u>Issue of Cheque Books</u> :-

4.6.1 Writing the cheques in any language

The customer may write cheques in Hindi or English.

4.6.2 Acceptance of cheques bearing a date as per National Calendar (Saka Samvat) for payment

Government of India has accepted Saka Samvat as National Calendar with effect from March 22, 1957 and all Government statutory orders, notifications, Acts of Parliament, etc. bear both the dates i.e., Saka Samvat as well as Gregorian Calendar. An instrument written in Hindi having date as per Saka Samvat calendar is a valid instrument. Cheques bearing date in Hindi as per the National Calendar (Saka Samvat) should, therefore, be accepted for payment, if otherwise in order. Bank can ascertain the Gregorian calendar date corresponding to the National Saka calendar in order to avoid payment of stale cheques.

4.7. <u>Term Deposit Account</u> :-

4.7.1 Issue of term deposit receipt

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

4.7.2 Transferability of deposit receipts

Term deposits shall be freely transferable from one office of bank to another.

JHALAWAR KENDRIYA SAHAKARI BANK LTD.

4.7.3 Disposal of deposits

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

4.7.4 Notifying the change in interest rates

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

4.7.5 Payment of interest on fixed deposit - Method of calculation of interest

Bank shall provide information to its depositors about the manner of calculation of interest appropriately while accepting the deposits.

4.7.6 Premature withdrawal of term deposit

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

4.7.7 Repayment of Term/Fixed Deposits

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

4.7.8 Renewal of Overdue deposits

Customers shall be notified of the terms and conditions of renewal of Overdue deposits including interest rates, at the time of acceptance of deposit.

4.7.9 Addition or deletion of the name's of joint account holders

Bank on the request of all the joint account holders, shall allow the addition or deletion of name/s of joint account holder/s if the circumstances so warrant or allow an individual depositor to add the name of another person as a joint account holder. However, in no case should the amount or duration of the original deposit undergo a change in any manner in case the deposit is a term deposit.

4.7.10 Payment of interest on accounts frozen by Bank

Bank at times required to freeze the accounts of customers based on the orders of the enforcement authorities. The issue of payment of Interest on such frozen accounts bank shall follow the procedure detailed below in the case of Term Deposit Accounts frozen by the enforcement authorities:

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

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

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

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

(iv) If overdue period does not exceed 14 days on the date of receipt of the request letter, renewal may be done from the date of maturity. If it exceeds 14 days, bank shall pay interest for the overdue period as per interest applicable on saving, bank account, and keep it in a separate interest free sub-account which should be released when the original fixed deposit is released.

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

4.7.11 Acknowledgement by bank at the time of submission of Form 15-G/15-H or Form 121.

Bank shall give an acknowledgment to customers at the time of receipt of Form 121. This will help in building a system of accountability and customers will not be put to inconvenience due to any omission on part of the bank.

4.8 Acceptance of cash over the counter :-

Branches shall accept cash over the counters from all their customers who desire to deposit cash at the counters.

4.9 Opening of Current Accounts - Need for discipline:-

(i) Branches shall not open current accounts of entities which enjoy credit facilities (fund based or non-fund based) from the banking system without specifically obtaining a No-Objection Certificate from the lending bank(s). At the time of opening current accounts, branches shall insist on a declaration to the effect that the account holder is not enjoying any credit facility with any other bank.

(ii) Bank shall open current accounts of prospective customers in case no response is received from the existing bankers after a minimum waiting period of a fortnight.

(iii) In case of a prospective customer who is a corporate or large borrower enjoying credit facilities from more than one bank, the bank shall exercise due diligence and inform the consortium leader, if under consortium, and the concerned banks, if under multiple banking arrangement.

5. Levy of Service Charges :-

5.1 Fixing service charges:-

Service charges will be recovered from customer as per the circulars issued by Bank from time to time.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

5.2 Uniformity in Intersol Charges:-

Bank shall follow a uniform, fair and transparent pricing policy and not discriminate between their customers at home branch and non-home branches. Accordingly, if a particular service is provided free at home branch, the same should be available free at non home branches also. There should be no discrimination as regards intersol charges between similar transactions done by customers at home branch and those done at non-home branches.

6. Service at the counters:

6.1 Banking hours/working days :-

Bank shall normally function for public transactions from 10:00 am to 02:00 pm and 03:00 pm to 04:00 pm on week days and 1st, 3rd & 5th Saturdays in the larger interest of public and trading community.

6.2 Changes in Banking hours :-

Bank shall fix, after due notice to its customers, whatever business hours are convenient to it i.e. to work in double shifts, to observe weekly holiday on a day other than Sunday or to function on Sundays in addition to the normal working days, subject to observing normal working hours for public transactions referred to in paragraph above. For closing any of its offices on a day other than a public holiday, Bank will give due and sufficient notice to the parties concerned.

7. Guidance to Customers and Disclosure of Information:

7.1. Display of information - Comprehensive Notice Board :-

Notice Board enables customers to take informed decision regarding products and services of the Bank and be aware of their rights as also the obligations of the bank to provide certain essential services. It also disseminates information on public grievance redressal mechanism and enhances the quality of customer service in the Bank and improves the level of customer satisfaction.

7.2. Notice Board:-

The Bank will display the information in the Notice. Board in the Branches. The format of the Notice Board is given in annex-1. While displaying the information in the notice board, Bank will also adhere to the following principles:

a. The notice board will be updated on a periodical basis and the board will indicate the date up to which the board was updated.

b. Display will be simple, readable and in local language or in Hindi or English.

c. The notice board shall specifically indicate wherever recent changes have been done with date of change.

d. The notice board will also Indicate a list of items on which detailed information is available in booklet form.

In addition to the above Board, the Bank will also display details such as 'Name of the Bank/ branch, Working Days, Working Hours and Weekly Off days' outside the branch premises.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

7.3. Brochures:-

The detailed information as indicated in the Notice Board shall be made available in various brochures as decided by the Bank for reference by customers on demand. These brochures may be kept in a separate file / folder in the form of 'replaceable pages' so as to facilitate copying and updating. In this connection, Bank may also adhere to the following broad guidelines:

- The file / folder may be kept at the customer lobby in the branch or at the 'May I Help You' counter or at a place that is frequented by most of the customers.
- The language requirements shall be taken into account.

7.4. Website:-

The detailed information as indicated in Para of the Notice Board will also be made available on the Bank's web site. Bank will adhere to the broad guidelines relating to dating of material, legibility, etc. while placing the same on the websites. Bank will ensure that the customers are able to easily access the relevant information from the Home Page of the Bank's web site. There are certain information relating to service charges and fees and grievance redressal that will be posted compulsorily on the website of the Bank. Reserve Bank is providing a link to the websites of Banks so that customers can also have access to the information through RBI's website.

7.5. Other issues :-

Bank will ensure that the mandatory displays will not be obstructed in anyway. As customer interest and financial education are sought to be achieved by the mandatory display requirements, they will also be given priority over the other display boards. Information relating to Government sponsored schemes as applicable location-wise will be displayed according to their applicability.

7.6. Display of information relating to Interest Rates and Service Charges - Rates at a quick glance :-

Interest Rates and Service Charges at a quick glance will be made available as per the format given in annexure II and will be made easily accessible from Home Page of the web site.

7.7. Disclosure of Information by Bank in the public domain:-

Disseminating information on products and services on websites is an effective channel for reaching out to customers and the public. These disclosures increase transparency in operations and also to help to create awareness among the customers about the products and services offered by Bank, Some of the details, which could be at the minimum, are made available for public viewing through website of Bank is listed below:

i. Policy/Guidelines

a. All the policies related to customer services

ii. Complaints

a. Grievance Redressal Mechanism

iii. **Opening of Accounts**

a. Account Opening Forms

b. Terms and Conditions

c. Service Charges for various type of services - will cover common services- What services are available without any charges.

d. Interest rates on Deposits

e. Minimum balances - along with corresponding facilities offered.

iv. **Loans and Advances**

a. Application forms relating to loans and advances

b. Terms and Conditions

c. Processing fees and other charges

d. Interest rates on Loans and Advances

v. **Branches**

a. Details of branches along with addresses and telephone numbers (with search engine for queries relating to branch location)

b. Details of ATMs along with addresses

8. Remittance:-

8.1 <u>Issue of Demand Drafts</u> :-

Bank shall ensure that demand drafts of 20,000/- and above are issued invariably with account payee crossing.

8.2 <u>Encashment of drafts</u> :-

Drafts drawn on it's branches should be paid immediately. Payment of draft should not be refused only for the reason that the relative advice has not been received.

8.3 <u>Issue of Duplicate Demand Draft</u> :-

Duplicate draft, in lieu of lost draft, up to and including 5,000/- may be issued to the purchaser on the basis of adequate indemnity and without insistence on seeking non-payment advice from drawee office irrespective of the legal position obtaining in this regard.

Bank shall issue duplicate demand draft to the customer within a fortnight from the receipt of such request. Further, for the delay beyond this stipulated period, bank shall pay interest at the rate applicable for fixed deposit of corresponding maturity in order to compensate the customer for such delay. The period of a fortnight prescribed would be applicable only in cases where the request for a duplicate demand draft is made by the purchaser or the beneficiary and would not be applicable in the case of third party endorsements.

Regarding the term "customer" used above and whether it would include only purchaser /beneficiary or also include any holder of the instrument other than the purchaser or the beneficiary, it is clarified that the above instructions would be applicable only in cases where the request for duplicate demand draft is made by the purchaser or the beneficiary and would not be applicable in the case of draft endorsed to third parties.

9. Cheque Drop Box Facility:-

Both the drop box facility and the facility for acknowledgement of the cheques at regular collection counters will be available to the customers and no branch will refuse to give an acknowledgement if the customer tenders the cheques at the counters. Customers will not be compelled to drop the cheques in the drop box. Further, in the context of customer awareness in this regard, Bank will display on the cheque drop-box itself that "Customers can also tender the cheques at the counter and obtain acknowledgment on the pay-in-slips". The above message will be displayed in English, Hindi and the concerned regional language of the State.

10. Collection of instruments:-

10.1. Formulating Cheque Collection Policies :-

Bank shall follow the following instructions for Cheque Collection:

A. Immediate Credit for Local / Outstation cheques: For local cheques, credit and debit shall be given on the same day or at the most the next day of their presentation in clearing.

B. Time frame for Collection of Local / Outstation Instruments: Timeframe for collection of outstation cheques drawn on State Capitals / major cities / other locations to be as per RBI circulars.

C. Interest payment for delayed collection: bank shall pay interest at the rate applicable as per RBI circulars.

D. Bank shall not decline to accept outstation cheques deposited by its customers for collection.

10.1.1 **Payment of Cheques/Drafts/Pay Orders/Banker's Cheques**

Bank shall not make payment of cheques/drafts/pay orders/banker's cheques bearing that date or any subsequent date, if they are presented beyond the period of three months from the date of such instrument.

10.1.2 **Cheques / Instruments lost in transit / in clearing process / at paying bank's branch**

Bank shall follow the following guidelines regarding cheques lost in transit : -

(i) In respect of cheques lost in transit or in the clearing process or at the paying bank's branch, the Bank shall immediately bring the same to the notice of the account holder so that account holder can inform the drawer to record stop payment and can also take care that other cheques issued by him are not dishonoured due to noncredit of the amount of the lost cheques/instruments.

(ii) The onus of such loss lies with the collecting banker and not the account holder.

(iii) The Bank shall reimburse the account holder related expenses for obtaining duplicate instruments and also interest for reasonable delays occurred in obtaining the same.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

10.2. Bills for collection:-

Bills for collection including bills discounted required to be collected through another bank at the realising centre should be forwarded directly by forwarding office to the realising office.

11. Dishonour of Cheques - Procedure thereof:-

11.1. Returning dishonoured cheques :-

(i) Dishonoured Instruments shall be returned/dispatched/informed to collect to the customer promptly without delay, in any case within 24 hours.

11.2. Procedure for return/ dispatch/informed to collect of dishonoured cheques :-

(i) The paying bank should return dishonoured cheques presented through clearing houses strictly as per the return discipline prescribed for respective clearing house in terms of Uniform Regulations and Rules for Bankers' Clearing Houses. The collecting bank on receipt of such dishonoured cheques should dispatch or inform it immediately to the payees /holders.

(ii) In relation to cheques presented direct to the paying bank for settlement of transaction by way of transfer between two accounts with that bank, it should return such dishonoured cheques to payees/ holders immediately.

(iii) In case of dishonor/return of cheques, the paying banks should clearly indicate the return reason code on the return memo/objection slip which should also bear the signature / initial of the bank officials.

11.3. Information on dishonoured cheques :-

Data in respect of each dishonoured cheque for amount of 1 crore and above should be made part of bank's MIS.

Data in respect of cheques drawn in favour of stock exchanges and dishonoured should be consolidated separately by bank irrespective of the value of such cheques as a part of their MIS.

11.4. Dealing with incidents of frequent dishonour of cheques of value [1 crore and above :-

(i) In the event of dishonour of a cheque valuing rupees one crore and above drawn on a particular account of the drawer on four occasions during the financial year for want of sufficient funds in the account, no fresh cheque book would be issued. Also, the Bank may consider closing current account at its discretion. However, in respect of advances accounts such as cash credit account, overdraft account, the need for continuance or otherwise of these credit facilities and the cheque facility relating to these accounts should be reviewed by appropriate authority higher than the sanctioning authority.

(ii) For the purposes of introduction of the condition mentioned at (i) above in relation to operation of the existing accounts, Bank shall, at the time of issuing new cheque book, issue a letter advising the constituents of the new condition.

JHALAWAR KENDRIYA SAHAKARI BANK LTD.
H.O.
Sahakar
Bhawan

(iii) If a cheque is dishonoured for a third time on a particular account of the drawer during the financial year, Bank shall issue a cautionary advice to the concerned constituent drawing his attention to aforesaid condition and consequential stoppage of cheque facility in the event of cheque being dishonoured on fourth occasion on the same account during the financial year. Similar cautionary advice shall be issued if bank intends to close the account.

11.5. General:-

(i) For the purpose of adducing evidence to prove the fact of dishonour of cheque on behalf of a complainant (i.e., payee / holder of a dishonoured cheque) in any proceeding relating to dishonoured cheque before a court, consumer forum or any other competent authority, bank shall extend full co-operation, and shall furnish him/her documentary proof of fact of dishonour of cheques.

(ii) Bank shall place before their Audit/ Management Comrnittee, every quarter, consolidated data in respect of the matters referred to above.

12. Dealing with Complaints and Improving Customer Relations:-

12.1. Complaints/Suggestions Box :-

Complaints/suggestions box shall be maintained at each branch of the bank. Further, a notice requesting the customers to meet the branch manager shall be displayed regarding grievances, if the grievances remain unredressed.

12.2. Analysis and Disclosure of complaints Disclosure of complaints along with Financial Results:-

Bank shall place a statement of complaints before their Boards / Customer Service Committees along with an analysis of the complaints received. The complaints should be analyzed (i) to identify customer service areas in which the complaints are frequently received; (ii) to identify frequent sources of complaint; (iii) to identify systemic deficiencies; and (iv) for Initiating appropriate action to make the grievance redressal mechanism more effective.

12.3. Grievance Redressal Mechanism :-

Bank has a Grievance Redressal Mechanism in place, which should be displayed at bank website.

12.4. Review of Grievances Redressal Machinery :-

Bank shall critically examine on an on-going basis as to how Grievances Redressal Machinery is working and whether the same has been found to be effective in achieving improvement in customer service in different areas.

Bank may consider shifting the managers/officers of branches having large number of complaints to other branches/departments at Head Offices where contacts with public may be relatively infrequent. At larger branches and at such of the branches where there are a large number of complaints, the bank may consider appointing Public Relations Officers /Liaison Officers for looking into/mitigating the complaints/grievances of customers expeditiously.

The Bank shall arrange to include one or two sessions on customer service, public relations etc., in training programmes.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

Grievances/complaints relating to congestions in the banking premises shall be examined by the bank's internal inspectors/auditors on a continuing basis and action taken for augmentation of space, whenever necessary, keeping in view the availability of larger accommodation in the same locality at a reasonable rent and other commercial considerations.

13. Erroneous Debits arising on fraudulent or other transactions:

13.1. Vigilance by bank :-

Bank shall adhere to the following guidelines and procedures for opening and operating deposit accounts to safeguard against unscrupulous persons opening accounts:

i. Ensure that the beneficiary is kyc compliant so that the bank has recourse to him/her as long as he/she remains a customer of the bank.

ii. All cheques above Rs 50000/- (Fifty Thousand Only) will be cleared only after receival of advice from the customer for the same or best to follow RBI guidelines.

iii. Close monitoring of credits and debits in newly opened transaction accounts based on risk categorization.

iv. Sending an SMS/whatsapp alert or make a call to payer / drawer when cheques are received in clearing.

v. Alert the customer by a phone call and getting the confirmation from the payer / drawer if any suspicion arises.

vi. 100% CTS-2010 compliant cheques will only be used.

13.2. Compensating the customer :-

Besides in cases of the above kind, bank also do not restore funds promptly to customers even in bona-fide cases but defer action till completion of either departmental action or police interrogation. Therefore, (i) in case of any fraud, if the branch is convinced that an irregularity / fraud has been committed by its staff towards any constituent, the branch should at once acknowledge its liability and pay the just claim, (ii) in cases where bank is at fault, the bank shall compensate customers without demur, and (iii) in cases where neither the bank is at fault nor the customer is at fault but the fault lies elsewhere in the system, then also the bank shall compensate the customers (up to a limit).

14. Nomination Facility:

14.1. Provisions in the Banking Regulation Act, 1949 (AACS) :-

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

a. To enable a co-operative bank to make payment to the nominee of a deceased depositor, the amount standing to the credit of the depositor.

b. To enable a co-operative bank to return the articles left by a deceased person in its safe custody to his nominee, after making an inventory of the articles in the manner directed by the Reserve Bank.

c. To enable a co-operative bank to release the contents of a safety locker to the nominee of the hirer of such locker, in the event of the death of the hirer, after making an

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

inventory of the contents of the safety locker in the manner directed by the Reserve Bank.

14.2. The Co-operative Banks (Nomination) Rules, 1985:-

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

The Co-operative Banks (Nomination) Rules, 1985, provide for:-

(i) Nomination Forms for deposit accounts, articles kept in safe custody and contents of safety lockers.

(ii) Forms for cancellation and variation of the nominations.

(iii) Registration of Nominations and cancellation and variation of nominations, and

(iv) Matters related to the above.

14.2.1. Nomination facilities in respect of Safe Deposit Locker / Safe Custody Articles:-

(I) Nomination facilities are available only in the case of individual depositors and not in respect of persons jointly depositing articles for safe custody.

(ii) Sections 45ZC to 45ZF of the Banking Regulation Act, 1949 (AACS) provide for nomination and release of contents of safety lockers / safe custody articles to the nominee and protection against notice of claims of other persons. Bank shall guided by the provisions of sections 45ZC to 45ZF of the Banking Regulation Act, 1949 (AACS) and the Co-operative Banks (Nomination) Rules, 1985 and the relevant provisions of Indian Contract Act and Indian Succession Act.

(iii) In the matter of returning articles left in safe custody by the deceased depositor to the nominee or allowing the nominee/s to have access to the locker and permitting him/them to remove the contents of the locker, the Reserve Bank of India, in pursuance of sections 45ZC (3) and 45ZE (4) of the Banking Regulation Act, 1949 (AACS) has specified the formats for the purpose.

(iv) In order to ensure that the amount of deposits, articles left in safe custody and contents of lockers are returned to the genuine nominee, as also to verify the proof of death, bank has devised it's own claim formats and procedure.

(v) Section 45ZE of the Banking Regulation Act, 1949 (AACS) does not preclude a minor from being a nominee for obtaining delivery of the contents of a locker. However, the responsibility of the bank in such cases is to ensure that when the contents of a locker were sought to be removed on behalf of the minor nominee, the articles were handed over to a person who, in law, was competent to receive the articles on behalf of the minor.

(vi) As regards lockers hired jointly, on the death of any one of the joint hirers, the contents of the locker are only allowed to be removed jointly by the nominees and the survivor(s) after an inventory was taken in the prescribed manner. In such a case, after such removal preceded by an inventory, the nominee and surviving hirer(s) may still keep the entire contents with the same bank, if they so desire, by entering into a fresh contract of hiring a locker.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

14.2.2 Nomination Facility - Sole Proprietary Concern:-

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

14.2.3 Registering the Nomination

Bank shall register in their books the nomination, cancellation and / or variation of the nomination. The bank should accordingly take action to register nominations or changes therein, if any, made by their depositor(s) / hirers.

14.3. Separate Nomination for Savings Bank Account and Pension Account:-

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

14.4. Nomination Facility-Certain Clarifications:

14.5. Nomination facility in respect of deposits:-

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

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

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

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

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

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

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

JHALAWAR KENDRIYA SAHAKARI BANK LTD.
H.O.
Sahakar
Bhawan

14.6 **Customer Guidance and Publicity Educating Customers on the Benefits of Nomination/Survivorship clause :-**

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

(ii) Bank shall give wide publicity and provide guidance to deposit accountholders on the benefits of the nomination facility and the survivorship clause. Illustratively, it should be highlighted in the publicity material that in the event of the death of one of the joint account holders, the right to the deposit proceeds does not automatically devolve on the surviving joint deposit account holder, unless there is a survivorship clause.

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

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

(v) To popularise the nomination facility, publicity may be launched, including printing compatible message on cheque books, pass-book and any other literature reaching the customers as well as launching periodical drives.

15. Banking Services to Persons with Disabilities:-

A. Bank shall ensure that all the banking facilities such as cheque book facility including third party cheques, ATM facility, Net banking facility, locker facility, retail loans, etc., if available are invariably offered to the persons with disabilities without discrimination.

B. Branch Manager will be the nodal officer at branch for customers with disabilities. SM (A&F) will be the nodal officer at Head Office who shall be over all incharge for the issues pertaining to persons with disabilities. The contact details of the nodal officer at head office shall be made available on the website of the Bank.

C. Bank shall give special focus on complaints or grievances raised by customers with disabilities.

D. Bank shall form an advisory committee comprising at least one person with disabilities representative to recommend for inclusive and enhanced banking services, and better experience.

E. Bank shall make special provision in Core Banking Solution for flagging/ identification of the customers with special needs/ disabilities, to have a database about such customers and also to help bank provide special facilities such as door-step banking, etc.

F. Bank shall periodically review the facilities and services that are meant to be provided to the customers with disabilities. The action with respect to services extended to persons with disabilities shall be included by the bank in its Annual Report.

G. Bank while doing any market research shall include disability services within their surveys and questions to gather more data and information to improve its services.

JHALAWAR KENDRIYA SAHAKARI BANK LTD.
H.O
Sahakar
Bhawan

H. Bank, with regard to physical accessibility standards, to follow the relevant Harmonised Guidelines and Standards for Universal Accessibility in India, 2021, published by the Ministry of Housing and Urban Affairs and as updated from time to time.

I. Further, with regard to Standards for Information and Communication Technology, bank shall follow relevant guidelines as issued by Ministry of Electronics and Information Technology, from time to time.

16. Release of other assets of the deceased borrowers to their legal heirs:-

The details are covered in saperate policy adopted by Board / Administrator of Bank.

17. Unclaimed Deposits / Inoperative Accounts in Bank:

17.1 Section 26 of the Banking Regulation Act, 1949 (AACS) provides, inter alia, that every bank shall, within 30 days after close of each month submit a return in the prescribed form and manner to the Reserve Bank of India of all accounts in India which have not been operated upon for 10 years.

17.2 Levy of penal charges on non-maintenance of minimum balances in inoperative accounts

Bank shall not levy penal charges for non- maintenance of minimum balances in any inoperative account.

18. Customer Confidentiality Obligations:

The scope of the secrecy law in India has generally followed the common law principles based on implied contract. The Bankers' obligation to maintain secrecy arises out of the contractual relationship between the Banker and customer, and as such no information shall be divulged to third parties except under circumstances which are well defined. The following exceptions to the said rule are normally accepted:

(i) Where disclosure is under compulsion of law

(ii) Where there is duty to the public to disclose

(iii) Where interest of Bank requires disclosure and

(iv) Where the disclosure is made with the express or implied consent of the customer.

Members of staff shall adhere to maintain confidentiality of customer and his transactions.

18.1 Collecting Information from customers for cross-selling purposes :-

At the time of opening of accounts of the customers, bank collect certain information. While complying with the above requirements, bank also collect a lot of additional personal information.

Bank shall treat the information collected from the customer for the purpose of opening of account as confidential and not divulge any details thereof for cross selling or any other purposes. Bank shall, therefore, ensure that information sought from the customer is relevant to the perceived risk, is not intrusive, and is in conformity with the guidelines issued in this regard.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

19. Transfer of account from one branch to another:-

19.1 Instructions of a customer for transfer of his account to another office should be carried out Immediately on receipt of, and in accordance with, his instructions. It should be ensured that along with the balance of the account, the relative account opening form, specimen signatures, standing Instructions, etc., or the master sheets wherever obtained, are also simultaneously transferred, under advice to the customer.

19.2 The account transfer form with the enclosures may be handed over to the customer in a sealed cover if he so desires for delivery at the transferee office / branch. However, the transferee office should also be separately supplied with a copy of the account transfer letter.

19.3 When an office receives an enquiry from a customer regarding the receipt of his account on transfer from another office it should take up the matter with the transferor office by electronic means, in case it has not received the balance of the account and/or other related papers even after a reasonable transit time.

20. Co-ordination with officers of Central Board of Direct Taxes :-

There is a need for greater co-ordination between the income-tax department and the banking system. As such Bank shall extend necessary help/co-ordination to tax officials whenever required.

21. Declaration of Holiday under the Negotiable Instruments Act, 1881:-

In terms of Section 25 of the Negotiable Instruments Act, 1881, the expression "public holiday" includes Sunday and any other day declared by the Central Government by notification in the Official Gazette to be a public holiday. However, this power has been delegated by the Central Government to State Governments vide the Government of India, Ministry of Home Affairs' Notification No. 20-25-56-Pub-1 dated 8 June, 1957. While delegating the power to declare public holidays within concerned States under Section 25 of the Negotiable Instruments Act, 1881, the Central Government has stipulated that the delegation is subject to the condition that the Central Government may itself exercise the said function, should it deem fit to do so. This implies that when Central Government itself has notified a day as "public holiday" under Section 25 of the Negotiable Instruments Act, 1881, there is no need for bank to wait for the State Government notification.

22. Miscellaneous :

22.1. Accepting standing instructions of customers :-

Standing instructions should be freely accepted on all current and savings bank accounts. The scope of standing instructions service should be enlarged to include payments on account of taxes, rents, bills, school/ college fees, licences, etc.

22.2. Rounding off of transactions :-

All transactions, including payment of interest on deposits/charging of interest on advances, should be rounded off to the nearest rupee i.e., fractions of 50 paise and above shall be rounded off to the next higher rupee and fraction of less than 50 paise shall be ignored. Issue prices of cash certificates should also be rounded off in the same manner. However, bank shall not rejected or dishonoured cheques/drafts issued by clients containing fractions of a rupee.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O Sahakar Bhawan

23. Various Working Groups / Committees on Customer Service in Banks - Implementation of the Recommendations:-

In order to keep a watch on the progress achieved by the bank in the implementation of the recommendations of various working groups/Committees on customer service, bank shall examine the recommendations which have relevance in the present day banking and continue to implement them. Bank shall consider submitting periodically to their Customer Service Committee of the Board a progress report on the steps/ measures taken in that regard.

24. Code of Bank's Commitment to Customers:-

All staff members shall extend warm and courteous services to the customers. Bank may consider following various provisions of the code of bank's committee to customer, prepared by the banking codes and standards board of India.

25. Review of the Policy:-

This Customer service policy shall be reviewed by the bank as and when required, however any changes advised by RBI regarding customer services shall be part of this policy.

Managing Director
(Omprakash Jain)

Administrator
(Ajay Singh Rathore)

Annexure - I

THE JHALAWAR KENDRIYA SAHKARI BANK LTD

Format of Comprehensive Notice Board

(Updated up to ....)

A. Customer Service Information

(i) We have separately displayed the key interest rates on deposits in the branch.

(ii) Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit vaults.

(iii) If a bank note tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note and will inform to the law of enforcement agencies.

B. Service Charges

Sr. No.	Type of Account	Minimum Balance Charges for Non-maintenance (₹)	Charges for Non-maintenance there of (₹)
1.	Savings Account (with cheque book)		
2.	Current Account		
3.	Savings Account (without cheque book)		

C. Grievance Redressal

(i) If you have any grievances/complaints, please approach:

(ii) If your complaint is unresolved at the branch level, you may approach our Head Office at: (Address)

D. Information Available in Booklet Form (Please approach "MAY! HELP YOU' Counter)

(i) All the items mentioned in (A) to (C) above.

(ii) Time norms for common transactions.

(iii) Design and security features of all the bank notes.

(iv) Policy documents relating to Cheque Collection, Grievance Redressal Mechanism, Security repossession and Compensation.

(v) The complete service charges, including services rendered free of charge.

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan

Information to be provided outside the premises:

- Name of the Bank / Branch :
- Weekly Holiday on :
- Weekly Branch Non-Banking Day :
- Branch Working Hours :

JHALAWAR KENDRIYA SAHAKARI BANK LTD. ★ H.O Sahakar Bhawan

Annexure- II

THE JHALAWAR KENDRIYA SAHKARI BANK LTD

<u>Rates at a Quick Glance As on</u>

Deposit Accounts						
Nature		**Rate of Interest**		**Minimum Balance**		
		Normal	**Senior Citizen**			
Account						
1.	Saving Bank A/C					
	Domestic					
	a. With Cheque book facility					
	b. Without Cheque book facility					
	c.					
2.	Term Deposit (As Applicable)		Rate of Interest			
	Domestic					
	Term Deposit (All Maturities)		Deposit less than ₹ 25 Lacs	Deposits above ₹ 25 Lacs less than Rs. 2 crore	Rs. 2 crore and above	

Note- Or as format available in Bank.

		Fix	**Floating**
1.	Housing Loan		
	Housing Top Up Loan		
	Max gain Loan		
2.	Personal Loan		
3.	Mortage Loan		
4.	Karamchari Samraddhi Yojna		
5.	Traders Limit		
6.	Vehicle Loan		
	a. Two Wheeler Loans		
	b. Commercial		
	c. For New Cars		
	d. For Old Cars		
7.	Educational Loan	female	Male

JHALAWAR KENDRIYA SAHKARI BANK LTD H.O Sahakar Bhawan

		Charges			
Fee Based Services					
1. Lockers					
Type of Locker					

2.	Drafts/TT/MT			
	Issue			
	Cancellation			
3.	Outstanding cheque collection			
4.	NEFT Money Transfer	Inward =	Outward =	
5.	RTGS Money Transfer	Inward =	Outward =	
6.	Cheque return charges	**Outward Returns**		
	For Savings Accounts			
	For Current, Overdraft Cash Credit Accounts			
	Dishonour of outstation/local bills & cheques			
7.	Cheque Book Issue			
8.	No Dues Certificate			

JHALAWAR KENDRIYA SAHAKARI BANK LTD. H.O. Sahakar Bhawan