



### Document version control

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### Document history

Version no	Date of approval	Brief description of changes
1.0	21.07.2015	Newly developed
2.0	11.05.2016	<p><u>Addition</u></p> <p>2. Right to transparency, fair and honest dealing</p> <p>xxiii) Our Branches will clarify all the doubts raised by the customers especially the minimum balance stipulation, rate of interest, service charges / penal charges, etc. and accept to open the account only after the customer is fully satisfied with the scheme selected by him / her</p> <p>xxiv) The customers will also be given a chance to compare between all the available schemes and options.</p>
3.0	07.02.2017	No change
4.0	16.05.2018	<p><u>Addition</u> Point no. (viii) under 1. Right to fair treatment</p> <p>1. viii) Bank will offer digital banking and payment systems in a secure, convenient and robust technological environment.</p> <p><u>Modification</u> Point no. (ix) and (xii) under 2. Right to transparency, fair and honest dealings</p> <p>2.(ix) Bank will inform the customer of any change in the terms and conditions through a letter or statement of account, SMS or email, <u>display on our website, display on branch notice board</u> as agreed by</p>

		<p>the customer at least one month prior to the revised terms and conditions becoming effective.</p> <p>2.(xii) Bank will display on public domain our banks' policies on deposits, cheque collection, grievance redressal, <u>customer rights</u>, compensation and collection of dues and security repossession.</p>
5.0	21.03.2019	No change
6.0	28.01.2020	No change
6.1	30.04.2020	<p>Addition of Clause: Page no.9-point no.3.1 Doorstep services to be rendered to Senior Citizens (70 and above age group) and differently abled or infirm persons at their request on payment of charges</p> <p>Reviewed and approved on 30.04.2020</p>
7.0	16.03.2021	No change
7.1	04.12.2021	<p>Deletion in page no.10 – point ii – “Ensure that such likely mandated disclosure be communicated immediately to the customer in writing”</p> <p>Reviewed and approved on 04.12.2021</p>
8.0	16.02.2022	No change
9.0		No change

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## Customer Rights Policy

Customer protection is an integral aspect of any financial inclusion. The following comprehensive Customer Rights Policy based on domestic experience and global best practices is brought out to enhance such protection. The Customer Rights Policy enshrines basic rights of our customers. It spells out the rights of the customer and also bank's responsibilities. The policy applies to all products and services offered by the bank, whether provided across the counter, over phone, by post, through interactive electronic devices, on internet or by any other method.

### 1. Right to fair treatment

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

- i) Promote good and fair banking practices by setting minimum standards in all dealings with the customers
- ii) Promote a fair and equitable relationship with the customer
- iii) Train the staff attending to the customers, adequately and appropriately
- iv) Ensure that the staff members attend to customers and their business promptly and courteously
- v) Treat all the 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. The 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 wherever required.
- vi) Ensure that the above principle is applied while offering all products and services
- vii) Ensure that the products and services offered are in accordance with relevant laws and regulations
- viii) Offer digital banking and payment systems in a secure, convenient and robust technological environment.

While it will be the endeavor to provide customers with hassle free and fair treatment, bank would also expect the customers to behave courteously and honestly in their dealings with the bank. It shall also be the endeavor to encourage the customers to approach the internal



grievance redressal machinery or alternate forum after exhausting the remedies under the bank's internal grievance mechanism.

## 2. Right to transparency, fair and honest dealing

The financial service provider will 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 price, the associated risks, the terms and conditions that are governing over the product life cycle, the responsibilities of the customer and the financial service provider would 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 service provider will not 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
- ii) Ensure that the dealings with the customer rest on ethical principles of equity, integrity and transparency
- iii) Provide customers with clear information about the 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 them. 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 wherever appropriate the customer will be informed directly
- vii) Display the tariff schedule on the website and a copy of it will be made available at every branch for customer's perusal. The bank will also display on the notice board about the availability of the tariff schedule at the branch
- viii) Give details in the tariff schedule of all charges applicable to the products and services chosen by the customer
- ix) Inform the customer of any change in the terms and conditions through a letter or statement of account, SMS or email, display on bank's website, display on branch

notice board 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 changes were made without giving such notice which is favorable to the customer, the bank 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 option 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 bank policies on deposits, cheque collection, grievance redressal, customer rights, compensation and collection of dues and security repossession
- 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) 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 bank website and also in the application of the particular product or service
- xv) Communicate unambiguously the information about
  - a. discontinuation of particular product
  - b. relocation of premises / offices
  - c. changes in working hours
  - d. closure of any office or branch

with advance notice of at least 30 days. Also affirm that disclosure of information is an on-going process through the lifecycle of the product / relationship and will be diligently followed. Bank will ensure to use all possible channels of communication including web-site to ensure that information on all changes is made known to the customer upfront

- xvi) Advise the customer at the time of selling the product of the rights and obligations embedded in the law and / or Banking Regulation including the need to report any critical incidents that the customer suspect, discover or encounter
- xvii) 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

- xxviii) Not terminate a customer relationship without giving reasonable or contractual prior notice to the customer except under circumstances where there is a direction from a Court of law or a competent statutory authority.
- xix) Assist the customer in all available ways for managing their account, financial relationship by providing regular inputs in our realms, such as account statements / passbooks, alerts, timely information about the product performance, term deposits maturity etc.
- xx) Ensure that all marketing and promotional material are clear and not misleading
- xxi) Not to 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
- xxii) Ensure that the fees and charges on products / services and its structure are not unreasonable to the customer
- xxiii) Branches will clarify all the doubts raised by the customers especially the minimum balance stipulation, rate of interest, service charges / penal charges etc. and accept to open the account only after the customer is fully satisfied with the scheme selected by him / her
- xxiv) The customers will also be given a chance to compare between all the available schemes and options.

### 3. Right to suitability

The products offered would 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) Ensure that the suitability of the new products are duly approved by our board prior to sale to the customers
- 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 customers financial standing and understanding
- iii) Sell third party products only if the bank is authorised to do so and only after obtaining permission from the board
- 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 us to enable them to determine the suitability of the product to them.





### 3.1 Doorstep services to Senior Citizens (70 years and above age group) and differently abled or infirm persons:

Rendering of essential banking services to the Senior Citizens (70 years and above age group) and differently abled or infirm persons, would be appropriate, be delivered at their door steps, on pan India basis, at their request on payment of charges.

#### **Availability of this service**

This service should be available at all the branches located in Metro/Urban and Semi Urban branches and selective branches of Rural areas. The Committee of Executives shall decide the selective branches from time to time and the same should be notified to general public by publishing the list of branches in the Bank's website.

#### **Basic services to be provided**

- Pick up of cash
- Pick up of instruments for collection/funds transfer like RTGS/NEFT etc.
- Delivery of cash
- Delivery of Demand Drafts / Term Deposit Receipts/ Passbooks
- Delivery of Cheque book
- Obtaining request for opening of all deposit accounts
- Other services on case to case basis

#### **Transaction amount**

- For cash payment & Cash deposit: Minimum-Rs 5000/- & Maximum- Rs 50000/-
- For Cheque deposit or any other services there is no such limit.

#### **Time norms & Distance for Door Step Services:**

- The services will be available on request basis
- The Door Step services will be available between 10:00 AM and 2:00 PM.
- Customer requests received between 10:00 AM and 2:00 PM will be executed within the same day
- Customer requests received after 2 PM will be executed on the next working day.
- No services will be available on Bank holidays
- The service shall be available within distance of 5 K.M from the Branch

#### **Service Charges:**

- Customer will be charged service charge of Rs. 200 + applicable GST for each service at customer's door step

- Service charge will be debited to the customer's account by the branch, after successful completion of the service

### **Documenting**

- Every branch should document the requests made by eligible customers on satisfactory completion of the requested door step service and submit monthly report to their controlling offices within 5<sup>th</sup> of the succeeding month
- Regional Offices shall submit the monthly consolidated report to Customers Service Cell at Head office within 7<sup>th</sup> of the succeeding month
- In turn, Customer Service Cell at Head office shall place the consolidated progress report on every quarter before the Customer Service Committee of the Board.

### **4. Right to privacy**

Customers personal information will 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 will be informed upfront about the likely mandated business purposes. Customers have the right of protection from all kinds of communications, electronic or otherwise which infringe upon their privacy. In pursuance of the above right, the bank will

- i) Treat customers personal information as private and confidential (even when the customer is no longer banking with the bank) and as a general rule, not disclose such information to any other individual / institutions including subsidiaries / associates, tie-up institutions etc. for any purpose unless
  - a. The customer has authorised such disclosure explicitly in writing
  - b. Disclosure is compelled by law / regulation
  - c. Bank has a duty to the public to disclose i.e. in public interest
  - d. Bank has to protect its interests through such disclosure and
  - e. It is for a regulatorily mandated business purpose such as disclosure of default to credit information companies or debt collection agencies.
- ii) Shall not use or share customers personal information for marketing purpose unless the customer has specifically authorised it
- iii) Shall adhere to Telecom Commercial Communications Customer Preference Regulations, 2010 (National Customer Preference Registry) issued by the Telecom Regulatory Authority of India while communicating with customers.



## 5. Right to grievance redressal 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 redressal 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, the 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 and
- iv) Compensate the customer for any direct financial loss that might have been incurred by the customer due to such lapses.

The bank will also

- i) Place in the public domain the Customer Grievance Redressal Policy including the grievance redressal procedure available for the customer; (The policy is already available in bank website, [www.tmb.in](http://www.tmb.in))
- ii) Place in public domain the Compensation Policy for delays / lapses in conducting / settling the customer transactions within the stipulated time and in accordance with the agreed terms of contract (The policy is already available in bank website, [www.tmb.in](http://www.tmb.in))
- 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 the 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 the public domain information about the Banking Ombudsman scheme (The scheme is already available in bank website, [www.tmb.in](http://www.tmb.in))

- ix) Display at customer contact points the name and contact details of the Banking Ombudsman under whose jurisdiction the 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.

In addition,

- a) The bank is not liable for any losses caused by extraneous circumstances that are beyond reasonable control (such as market changes, performance of the product due to market variables, etc.).
- b) The bank will ensure that the customer is refunded without delay and demur (along with interest / charges) if the bank is not able to clarify beyond reasonable doubt to the customer on any disputed transaction.

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