

## CITIZEN CHARTER

### PREFACE

The ability of the banking industry to achieve the socio-economic objectives and in the process bring more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

In order to become more customer friendly, Bandhan Bank has decided to prepare a charter of its services to its customers. This document shall be known as 'Citizen's Charter' This document has been made in consultation with the key stakeholders and highlights Bandhan Bank's commitments towards the customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligation on the part of customers for healthy practices in customer-banker relationships.

This is not a legal document creating rights and obligations. The charter has been prepared to promote fair banking practices and to give information with respect to various activities of the bank which will result into superior customer service.

We wish to acknowledge the initiative taken by the Ministry of Finance, Government of India and Ministry of Administrative Reforms and Public Grievances for encouraging us to bring out this charter.

We shall maintain constant consultations with our clientele through various Seminars, Customer Meets, etc., to evaluate, improve and widen the range of service to customer. However, all our customers are requested to keep us informed of their experiences about the various services rendered by the Bank and feel free to comment on this charter. We intend to bring it out in respective Regional Languages in subsequent years.

In this Charter, 'you' denotes the customer and 'we' / 'us', denotes Bandhan Bank (referred to as 'the Bank'), which the customer deals with.



## **1. OBJECTIVES OF THE CHARTER**

The Charter has been developed to promote good and fair banking practices by setting minimum standards in our dealings with you; increase transparency so that you can have a better understanding of what you can reasonably expect from us; encourage market forces, through competition, to achieve higher operating standards; promote a fair and cordial relationship between you and your bank; foster trust and confidence in the Bandhan Bank

## **2. APPLICATION OF THE CHARTER**

This Charter applies to all the products and services offered by the Bank, whether they are provided by our branches, Door-Step-Service-Centres (DSCs) or authorized representatives acting on our behalf, whether across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method. However, all products discussed here may or may not be offered by us at all our branches or the DSCs, either directly or through authorized representatives.

## **3. OUR KEY COMMITMENTS TO YOU**

To act fairly and reasonably in all our dealings with you by:

1. Providing minimum banking facilities such as receipt and payment of cash/cheques at the Bank's counters and opening basic savings bank deposit accounts opened for the purpose of financial inclusion.
2. Meeting the commitments and standards laid out in the Charter for the products and services offered by the Bank.
3. Ensuring that products and services adhere to relevant laws and regulations in letter and in spirit.
4. Ensuring that dealings with the customers rest on ethical principles of integrity and transparency.
5. Operating a secure and reliable banking service and payment system.
6. Dealing quickly and empathetically with customer grievances arising due to errors, delays in handling of customer related issues or on account of problems arising due to technological failure.
7. Ensuring that customers are treated fairly at all times.



8. Ensuring that customers are informed of avenues to escalate their complaints/grievances within the Bank and their rights to alternative remedy, if they are not fully satisfied with the response of the Bank to their complaints / grievances.

**To help you to understand how our financial products and services work by:**

1. Giving you information about them in any one or more of the following languages - Hindi, English or the appropriate local language.
2. Ensuring that our advertising and promotional literature is clear and not misleading.
3. Ensuring that you are given clear information about our products and services, the terms and conditions and the interest rates/ service charges, which apply to them.
4. Giving you information on the facilities provided to you and how you can avail of these and whom and how you may contact for addressing your queries.

**To deal quickly and sympathetically with things that go wrong by:**

1. Correcting mistakes promptly and ensuring that mistakes of such nature do not occur again.
2. Resolving your complaints promptly.
3. Telling you how to take your complaint forward if you are still not satisfied with resolution provided.
4. Providing suitable alternative avenues to alleviate problems arising out of technological failures.

**To help you use your account or service by:**

- Providing you regular appropriate updates.
- Keeping you informed about changes in the interest rates, charges or terms and conditions.
- Displaying in our branches and DSCs, for your information
  - Services we provide.
  - Minimum balance requirement, if any, for Savings Bank Accounts



and Current Accounts and the charges for non-maintenance thereof.

- Name of the official at the branch / DSC whom you may approach if you have a grievance, as applicable.
  - Name and address of the Cluster Manager and the Zonal Manager, whom you can approach if your grievance is not redressed at the branch / DSC, as applicable.
  - Name and contact details of the Banking Ombudsman under whose jurisdiction the branch / DSC falls.
  - Information available in booklet form.
- Displaying on our website our policies on
- ✓ Deposits
  - ✓ Cheque collection
  - ✓ Grievance Redressal
  - ✓ Compensation
  - ✓ Collection of Dues and Security Repossession
  - ✓ Charges & Fees applicable for various products and services offered by the Bank

### **To treat all your personal information as private and confidential**

- We shall treat all your personal information as private and confidential
- We shall not reveal information or data relating to your accounts, whether provided by you or otherwise, to anyone, including other companies /entities in our group, other than in the following exceptional cases:
- ✓ If we have to give the information by law or if required by the banking regulator.
  - ✓ If there is a duty towards the public to reveal the information.
  - ✓ If our interests require us to give the information (for example, to prevent fraud) but we shall not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else, including other companies in our group, for marketing purposes.



- ✓ If you authorize us to reveal the information.
- ✓ If we are asked to give a banker's reference about you, we will need your written permission before we give it.
- We will not use your personal information for marketing purposes by anyone including ourselves unless you specifically authorize us to do so.

### **To adopt and practice a non - discrimination policy**

We will not discriminate you on the basis of age, race, gender, marital status, religion, disability, social, educational or financial status.

### **Regulatory / Statutory Compliance**

In order to comply with regulatory/ statutory requirements, while opening an account, we shall adhere to the Know Your Customer (KYC) Norms and Anti Money Laundering (AML) as laid down in regulatory guidelines. We shall satisfy ourselves about the identity of the person seeking to open an account and verify the address of that person/s, thereby protecting prospective customer/s, members of the public, the Bank and other stakeholders against fraud and other misuse of the banking system. We will also satisfy ourselves about the sources of income of the existing/ prospective customer. In order to meet the above, the Bank shall ask customers to provide documents and information as may be required. Customers must also provide to the Bank such documents and information as required for updating and verifying customer information periodically as required.

### **4. COLLECTION OF DUES**

As a matter of general principle, we will not solicit to you for taking loan from us. Whenever we accede to your request to give loans, we shall explain to you the repayment schedule, viz. amount, tenure and periodicity of repayment. However, if you do not adhere to repayment schedule, a defined process in accordance with the laws of the land as well as the rules framed by the Bank will be followed for recovery of dues.

We shall have a Board approved policy for Collection of Dues and Security Repossession as also appointment of Recovery Agents.

All relevant laws, regulations, guidelines and conditions of approval, licensing or registration will be taken into account when appointing Recovery Agents. We shall ensure that our Recovery Agents are properly trained to handle their responsibilities with care and sensitivity. We shall also ensure that they do not exceed their brief.



Our collection policy is built on courtesy, fair treatment and persuasion. We believe in fostering customer confidence and long term relationship.

We shall provide you with all the information regarding your dues and shall endeavour to give sufficient notice for payment of dues.

We shall have a system of checks before passing on a default case to recovery agencies so that you are not harassed on account of lapses on our part.

We shall write to you when we initiate recovery proceedings against you and shall inform you of the name of the recovery agency/ agent, to whom your case has been assigned as also their address and telephone numbers.

We shall provide details of the recovery agency firms / companies engaged by us on our website.

We shall also make available, on request, details of the recovery agency firms / companies relevant to you at our branches.

Our staff or any person authorized to represent us in collection of dues or/and security repossession shall identify himself/herself and produce the authority letter issued by us and upon request show you his/ her identity card issued by the bank or under authority of the bank.

## **5. SPECIAL CUSTOMERS**

The Bank commits to the following while dealing with special customers

### **➤ Pensioners and Other Senior Citizens:**

- There shall be, to the extent possible, prioritized service to senior citizens persons at all branches and DSCs
- The Bank shall issue a pension slip to pensioners containing details of the pension credited to their account.
- The Bank shall endeavour to arrange to disburse the pension at the doorstep, in special circumstances.
- The Bank shall accept the Life Certificate that is required to be submitted by pensioners at any branch of our bank.
- The Bank shall endeavour to provide 'Doorstep' banking (pick up of cash/ instruments for credit to the account or delivery of cash / demand drafts against issue of cheque/requisition in writing) in special



circumstances like ill health, inability to come to the Bank, etc.

➤ **Self Help Groups (SHGs):**

- Bank shall consider granting loans to SHGs and its members, on a case to case basis, based on the merits, viability of the business proposition and other lending norms as prescribed for SHGs in the Bank's credit policy.

➤ **Customers in Rural and Semi-Urban areas:**

- Bank shall ensure proper currency exchange facilities and also the quality of notes disbursed to customers, especially in rural areas.
- It shall be ensured that Branches and DSCs remain open for public transactions during the prescribed business hours on all working days.

➤ **Providing banking facilities to the visually challenged/ differently abled**

- We shall make our best efforts to make it easy and convenient for our special customers like differently abled and illiterate persons to bank with us. This will include making convenient policies, products and services for such applicants and customers.
- We shall endeavour to develop systems and procedures to improve access to banking services by you.
- We shall endeavour to make physical access to our branches, DSCs and ATMs convenient for you.
- We shall sensitize our staff interacting with you to assist you in carrying out your banking transactions.

## **6. BANKING OMBUDSMAN SCHEME**

We shall display the Banking Ombudsman Scheme on our website. A copy will be made available on request at a nominal charge. We shall display at our branches / DSCs the name and contact details of the Banking Ombudsman under whose jurisdiction the respective branch / DSCs falls.

## **7. CUSTOMERS' MEETINGS**

We shall endeavour to organize meetings of customers at periodic intervals as a regular channel for exchange of ideas and suggestions.



## 8. PRODUCTS AND SERVICES

### ➤ Deposit accounts

You may open different types of accounts with us such as, savings accounts, term deposits, current accounts etc. with us. You may open such accounts in the following styles:

1. Single
2. Joint
3. Joint (Either or Survivor)
4. Joint (Former or Survivor)
5. Joint (Latter or Survivor); or In any other style.

We shall make available 'Basic Savings Bank Deposit Account' (BSBD Account) to all customers, without the requirement of any minimum balance. We shall offer / provide minimum common facilities, without any charges. The relevant details shall be made known to you in a transparent manner at the time of opening of the account.

The above accounts may be opened by you with nomination facility, wherever permissible. We shall include, in the account opening form, the option for nomination as also the option for indicating the name of the nominee in passbooks / account statements / fixed deposit advices. We shall explain the implications of the foregoing accounts as also the nomination facilities at the time of opening of the account.

We shall acknowledge the receipt of your nomination details and record the fact of nomination on the passbook/account statement/ fixed deposit advices. At your request, we shall also indicate the name of the nominee thereon.

We shall also inform you about other deposit facility accounts and similar types of products offered by us and their implications and procedures involved, at the time of opening of account.

### ➤ Savings/Current accounts

- When you open a Deposit Account, we shall:



- Inform you about number of transactions, cash withdrawals, etc. that can be done free of charge in a given period.
- Inform you about the kind of charges, if any, in case of exceeding such limits. Details of the charges will be included in the Tariff Schedule.
- Inform you of the rate at which interest is paid on your savings deposits, how it is calculated and the periodicity of its payment.

➤ **Term deposits**

- When you place a term deposit with us, we shall obtain instructions from you in the account opening form for the disposal of your deposit at maturity.
- Where there are no instructions for disposal of the deposit at maturity, we shall inform you well in advance through letter / E-mail / SMS about its impending date of maturity.
- In case we still do not receive any instruction from you, we shall renew the deposit, excluding deposits like tax savings deposits etc., for the same period of time as the matured deposit at the prevailing rate of interest.

➤ **Safe deposit lockers**

We shall give you the complete details of the rules and the procedures applicable for allotment of the safe deposit lockers and also safe deposit of valuables, in case we offer the service at your branch. We shall allot lockers without linking it to placement of fixed deposits. However, to ensure prompt payment of locker rent, we may at the time of allotment, obtain a fixed deposit which shall cover 3 years' rent and the charges for breaking open the locker in case of an eventuality.

➤ **Remittances**

If you want to remit money, we shall inform you how to make the remittance and shall:

- Give a description of our services and how to use them.
- Suggest to you the best way to remit the money to suit your needs.
- Disclose the details of all charges including commission that you will have to pay for the service as per the Tariff Schedule.



- Send you an SMS / e-mail informing you of the fate / status of the remittance made by you through mobile banking / NEFT / RTGS.
- make available on our website updated contact details of our Customer
- Facilitation Centers to handle your queries / complaints regarding NEFT / RTGS transactions.

In case of any delay we shall compensate you for the delay and any loss/additional expense incurred by you, as per relevant policy.

We shall extend remittance facilities within prescribed limits to walk-in customers also.

➤ **Loans**

We shall have a Board approved policy on Loans and Advances.

We shall base our lending decisions on a careful and prudent assessment of your financial position and capacity to repay. We shall not discriminate on grounds of sex, caste and religion in the matter of lending. However, this does not preclude us from instituting or participating in schemes framed for specified sections of the society.

➤ **Electronic Banking**

We shall conform to internationally accepted standards for methods of generation, storage and terminal security relating to PINs and Passwords to ensure their confidentiality and security for your protection. We will deliver your PIN to you at our branch or DSC after due identification or deliver it at the address we have on record. You may, also at your convenience, generate PIN.

In order to safeguard your account, simple PINs or Passwords such as those listed below should be avoided.

- ✓ birth dates, months or years;
- ✓ sequential numbers (e.g. 3456);
- ✓ number combinations that may be easily guessed (e.g. 1111);
- ✓ parts of your telephone number;
- ✓ parts of numbers in the order in which they are printed on any of your cards;



- ✓ other easily accessible personal data (e.g. driving license, or other numbers easily connected with you); and
- ✓ names of family members, pets or streets
- ✓ Never store your password / PIN in mobile phone

➤ **Internet Banking**

We shall take all necessary steps to put in place security systems to enable safe access to and transacting through internet banking.

We shall take appropriate measures to ensure that our Internet Banking system and technology are secure and are regularly reviewed and updated for this purpose.

We shall undertake various initiatives to educate you on online security by way of periodic e-mails, through our websites and at various customer touch-points like ATMs, etc.

We shall never ask you in person or in writing (including by e-mail) to confirm your Internet Banking security information or to disclose your Password.

➤ **Mobile Banking**

We shall take appropriate measures to ensure that our mobile applications are secure and regularly reviewed and updated for this purpose.

Apart from your obligations when using Internet Banking, when using a mobile application or any other form of social media to access banking services you shall need to take additional care to protect your device, by:

- ✓ not leaving your device unattended and logged into a mobile banking service;
- ✓ locking your device or taking other steps to stop unauthorized use of your mobile banking service; and
- ✓ Notifying us as soon as practicable if your device is lost or stolen.

If you opt for mobile banking services we shall, prior to your registration for the service, inform you of:

- ✓ the security procedure adopted by us for user authentication;
- ✓ the applicability or otherwise of stop payment instructions and the terms



and conditions for the acceptance, if any, for the same.

➤ **ATM/ Debit Cards**

We shall offer you an ATM / Debit Card if it is normally issued with the type of account you have opted for. You may decline to accept the card if you do not want it.

Where cards are delivered to you personally, we must be satisfied about your identity before allowing cards to be delivered.

We shall send a service guide/member booklet giving detailed terms and conditions, losses on your account that you may be liable if your card is lost / misused and other relevant information with respect to usage of your card along with your first card.

We shall inform you which of your accounts your card can access. We will also inform you whether the card issued to you has more than one function and if so, what those functions are.

➤ **Secure and reliable banking and payment systems**

We will make best efforts to ensure that you enjoy secure and reliable banking and payment systems and which you can trust.

We will install CCTV, wherever feasible, for close surveillance as part of security arrangements

➤ **Articles in Safe Custody**

Articles like shares, securities, etc. can be kept in safe custody with the Bank at prescribed charges wherever such facility is offered.

The articles may be kept in sealed packages / boxes. Boxes must be locked by the customer(s) and particulars must be written / painted thereon. The lock should be covered by sturdy cloth and sealed with the customer's seal. Relationship of banker and customer shall be that of bailer and bailee.

## **9. CUSTOMER EDUCATION**

The Banking Code and Standards Board of India (BCSBI) Codes shall be displayed on our website. The code provides details of sets minimum standards of banking practices that Bandhan Bank shall follow while they deal with individual customers. It provides protection to customers and explains how banks are expected to deal with customers in their day-to-day operations.



Special efforts shall be made to educate the customers in the use of technology in banking. To promote this, regular communications shall be sent using various channels available to the bank like emailers, SMS, website & other online portals, social media, offline media like newspapers, outdoors, etc. Media shall also be used on a case to case basis depending on the nature of the communication.

The Bank will ensure full transparency to the customer in levying of various fees/ service charges and penalties.

Bank has established a proper Customer Grievance Mechanism which works in an integrated manner across channels such as branches, DSCs, phone banking centers, emails, letters, the Bank's website and social networking sites to capture and track customer issues and complaints

This Citizens' Charter, inter-alia, provides the customers with a promised time frame for Grievance Redressal services offered by the bank. In order to have a better perspective about Customer's rights and obligations, the Charter should be read in conjunction with the "Code of Bank's Commitments to Customers" being voluntarily adopted by the Bank and implementation of which is monitored by Banking Codes and Standards Board of India (BCSBI).

## **10. GRIEVANCE REDRESSAL MECHANISM OF THE BANK.**

Resolution of Grievances:

The Bank shall follow the principle of "First Contact Resolution" i.e. all efforts to be made to resolve the grievance to full satisfaction of the complainant at the point of first contact.

Complaints will be received by the Bank from its customers, covering various aspects of its services, at all levels- Branches, Cluster Offices, Zonal Offices and Head Office.

Customer can speak to the branch officials for resolution of their issues or register their grievances through the complaint book available in the branches. Alternatively, customers can drop their complaint/feedback in the boxes made available at the branch. Complaints can also be lodged through the call center of the bank.

The Operations Department at the Head Office of the Bank will act as the nodal department for resolution of complaints.

A complaint redressal mechanism as follows is put in place by the Bank for resolving customer complaints expeditiously, to bring about more transparency and to assist in



creating a positive image of the Bank amongst its customers

### **Level I - Branches:**

The Branch Manager is responsible for the resolution of complaints/grievances in respect of customer service in the branch. On receipt of the complaint the branch will send an acknowledgement to the complainant on the same day or latest on the next day of receipt of the complaint. Thereafter, the complaint will be resolved within 7 working days. In case the resolution lies with some other department / branch of the bank, or involves fraud cases, legal cases and cases which need retrieval of documents and old records the resolution time would be up to 10 working days.

If any case needs additional time, the Bank will inform the customer/regulator the reasons of delay in resolution and provide expected time lines for resolution of the issue.

### **Level II - Cluster Offices:**

If the customer is not satisfied with the reply furnished by the Branch Head, he/she may prefer to escalate the complaint to the concerned Cluster Head, The Cluster Head will relook into the matter and resolve the complaint within 10 days from receipt of the complaint. This procedure and time frame is applicable to both complaints escalated from the Branch level and sent to the Cluster Head directly by the complainant. In all cases, an interim reply in the form of an acknowledgement should be sent to the customer within two days of receipt of the complaint.

### **Level III - Head Office:**

When the customer is not satisfied with the steps taken by the Cluster Head he may escalate the complaint to Head-Banking Operations and Customer Service at Head Office.

Head-Banking Operations and Customer Service will arrange to send the final reply to the complainant within 15 days of receipt of the complaint. Such reply to the complainant may go either from Head Office or from Zonal Office or from Cluster Office or from the Branch, as decided upon by Operations Department.

### **Banking Ombudsman:**

It shall be made known to the Complainant that if He / She is not satisfied by the



**Bandhan Bank**

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resolution provided by the Bank, then He / She may approach the concerned Banking Ombudsman for resolution.