

SAURASHTRA GRAMIN BANK

HEAD OFFICE - RAJKOT



Customers Rights Policy

(Amendment in Policy as on 23.02.2021 approved by Board)

Customer Rights Policy

Table of Contents

Sr. No.	Particular	Page No.
1	Right to Fair treatment	1
2	Right to Transparency, Fair and Honest Dealing	1
3	Right to Suitability	5
4	Right to Privacy	6
5	Right to Grievance Redressal and Compensation	7
6	Review of Policy	8

Customer Rights Policy

Customer protection is an integral aspect of 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 the customers of the banks regulated by the Reserve Bank of India. It spells out the rights of the customer and also the responsibilities of the bank. The Policy applies to all products and services offered by the bank or its agents, whether provided across the counter, over phone, by post, through interactive electronic devices, on internet or by any other method.

1. Right to Fair Treatment

Bank will act fairly and reasonably in all dealings with customers by:

- 1.1. Providing minimum banking facilities of receipt and payment of cash / cheques, remittances, exchange of soiled notes, etc. at the bank's counter and also providing cashless transactions through alternate delivery channels.
- 1.2. Bank will meet the commitments and standards set in this policy, for the products and services offered by bank, and in the procedures and practices bank follow.
- 1.3. Bank will provide all products and services which meet relevant laws and regulations in letter and spirit and are appropriate to customer's needs and in line with the banking scenario, including digital banking.
- 1.4. Bank will ensure that dealings with customers rest on ethical principles of integrity and transparency.
- 1.5. Bank will offer digital banking and payment systems in a secure, convenient and robust technological environment.
- 1.6. Bank will not discriminate against customer on the basis of age, race, gender, marital status, religion, disability or financial status when offering and delivering products and services.
- 1.7. Bank will promote good and fair banking practices by setting minimum standards in all dealings with customer.
- 1.8. Bank will promote a fair and equitable relationship with customers.
- 1.9. Bank will arrange training for staff for attending customer adequately and appropriately and ensure that staff attends to customer promptly and courteously and to deal quickly and sympathetically with things that may go wrong by correcting mistakes and handling their complaints expeditiously.

2. Right to Transparency, Fair and Honest Dealing

Bank will help customer to understand how bank's financial products and services work. For such purpose bank will act as follows:

- 2.1. Bank will give timely and adequate information about products and the necessary safeguards in any one or more of the following languages- Hindi, English or Gujarati.
- 2.2. Bank will ensure that customers are given complete information about products and services, minimum balance requirements, the interest rates and service charges, besides the terms and conditions applicable to them in a transparent manner through the following methods as per customer's preference.

- i. By sending SMS or e-mails
 - ii. Through electronic or print media
 - iii. Display on our website
 - iv. Display on branch notice board
 - 2.3. Bank will give information on the facilities provided to customers and how they can avail of these and whom and how they may contact for addressing their queries.
 - 2.4. Displaying in branch, for information
 - i. Services provide.
 - ii. Minimum balance requirement, if any, for Savings Bank Accounts and Current accounts and the charges for non-maintenance thereof.
 - iii. Information available in booklet form.
 - 2.5. Displaying on website our policies on
 - i. Deposits
 - ii. Cheque collection
 - iii. Grievance Redressal
 - iv. Compensation
 - v. Collection of Dues and Security Repossession
 - vi. Charter of Customer Rights
 - vii. Customer Protection Policy (including protection from cyber fraud)
 - viii. Limited Liability in respect of unauthorized electronic banking transactions
 - ix. Facilities for senior citizens and differently abled persons.
 - 2.6. To increase awareness of the Code of Bank's commitment to customers, Bank will:
 - i. Provide customer with a copy of the Code of Bank's commitment to customers when they open an account with bank and otherwise on request.
 - ii. Bank will make available this Code at our every branch and on its website.
 - iii. Bank will ensure that their staffs are trained to provide relevant information about the Code and to effectively put the Code into practice.
 - iv. Bank will hold customers meetings on provisions of the Code periodically.
 - 2.7. Bank will ensure that its advertising and promotional literature is clear and not misleading. Bank will make every effort to ensure that the contracts or agreements framed are transparent, easily understood by and well communicated to customers. The product's price, the associated risks, the terms and conditions that govern use over the product's life cycle and mutual responsibilities will be clearly disclosed. Bank will ensure that customers are not subjected to unfair business or marketing practices, coercive contractual terms, negative confirmations or misleading representations. For achieving this, Bank will follow the practices and procedures as per standard of BCSBI.
- Information –Transparency
- Bank will display the information on products, services, Most Important Terms and Conditions (MITC) in office premises on a Comprehensive

Notice Board (CNB) as prescribed in bilingual / trilingual language as applicable and bank will update the information on CNB on real time basis along with effective date of change.

Customer can get information on interest rates, fees and charges through various modes mentioned below.

- i. Notice Board in branch.
- ii. Contacting branch or help lines.
- iii. Website.
- iv. Asking designated staff / help desk.

2.7.1 General information

Bank will:

- A. Give information on the types of products and services offered and those that may suit customer's needs.
- B. Prominently display in bilingual / trilingual language at all branches the documents required for opening Basic Savings Bank Deposit (BSBD) Accounts. Bank will also display the relaxed requirements for opening "Small Accounts".
- C. Give clear information explaining the key features of the services and products in which customers are interested in, including applicable interest rates, fees and charges.
- D. Explain the customers about the different channels through which products and services may be availed e.g. Branches, Business Correspondents, Business Facilitators, Mobile Banking, Net banking and tell the customers, how to find out more about bank.
- E. Advise the customers about the information needed from them to prove their identity and address, for bank to comply with legal, regulatory and internal policy requirements.
- F. Give information on customer's rights and responsibilities especially regarding availing of nomination facility offered on all deposit accounts, articles in safe custody and safe deposit lockers.
- G. Provide to customers Most Important Terms and Conditions (MITC) for record in respect of Savings Bank (SB) / Current Account (CA) and all other deposit accounts before opening the account.

2.7.2 'Do Not Call' service

Bank will not transmit to customers any unsolicited commercial information regarding its products and services, through telephone calls / SMS if customers have registered with the 'National Do Not Call Registry' directly or through their Service Provider. However, this will not apply to receipt of information regarding their account statements and other important advices and information including SMS alerts relating to transactions in account as also the products and services currently availing.

2.7.3 Interest rates

Bank will give information on the interest rates which apply to deposit and loan accounts.

- i. In case of loans at fixed rate of interest, details of interest reset clause, if any, in the loan agreement and the effective date thereof.
- ii. In case of loans at floating rate of interest, the reference rate to which customer's floating rate will be linked and the premium or

- discount applied to the reference rate for determining the actual rate of interest on their loan.
- iii. Whether customers have the option for converting their loan from fixed rate to floating rate and vice versa and, if so, one time applicable charges thereof.
 - iv. Periodicity at which bank pay interest on customer's deposits or charge interest on loan accounts.
 - v. How bank will apply interest to deposit and loan accounts and how bank will calculate interest thereon.
- A. Changes in interest rates
Bank will inform of changes in interest rates on loan products and changes in the reference rate periodically by any of the following means at the last updated customer contact details available with us:
- i. Letter
 - ii. E-mail
 - iii. SMS
 - iv. Media
- Bank will also display this information on the Notice Board in all branches and also on website.
- B. Tariff schedule
- C. Fees & charges
- i. Bank will ensure that fees and service charges for various services are approved by bank's Board or any Competent Authority duly authorized by the Board to take decisions in this regard and that they would be reasonable and non-discriminatory for similar class of customers.
 - ii. Bank will place Tariff Schedule on bank's website and make a copy available at every branch for customer's perusal. Bank will display in its branches a notice about the availability of the Tariff Schedule at the branch.
 - iii. Bank will give details in Tariff Schedule of any charges applicable to the products and services chosen by customers.
 - iv. Bank will also provide information about the penalties leviable in case of non-observance / violation of any of the terms and conditions governing the product / services chosen by customers.
- D. Changes in fees & charges
If bank will increase any fee or charge or introduce a new fee or charge, it will be notified through e-mail / SMS alerts / notice board at bank's branches one month prior to the revised charges becoming effective. This information will also be made available on bank's website prominently.
- E. Terms and conditions
- i. Bank will advise the relevant terms and conditions for the products /services customer have asked bank to provide.
 - ii. All terms and conditions will be fair and will set out the respective rights, liabilities and obligations clearly and as far as possible in plain and simple language.
- F. Changes in terms and conditions
- i. Bank will advise the customer for changes in terms and conditions through any one or more of the following channels

one month prior to the revised terms and conditions becoming effective:

- a) Letter
- b) SMS
- c) E-mail

This information will also be made available on the Notice Boards in branches and website.

- ii. Normally, changes will be made with prospective effect after giving notice of one month.
- iii. If bank have made any changes without notice, bank will notify the change within 30 days. If such change is to customer's disadvantage, customers may within 60 days of the notice, close their account or switch to any other eligible account without having to pay revised charge or interest.
- iv. Bank will immediately update, on website, any changes in the terms and conditions. On request, a copy of the new terms and conditions will be provided to the customers.

3. Right to Suitability

Bank will offer products appropriate to customer's needs and based on an assessment of their financial circumstances and understanding.

Bank distribute third party products like pension funds, mutual funds and insurance etc. under corporate agency arrangements in terms of Certificate of Registration issued by respective regulators viz SEBI (mutual fund) and IRDAI (insurance products). Bank has Board approved policy for sale of insurance products in line with IRDAI (Registration of Corporate Agents) Regulations 2015.

- 3.1 Bank will inform customers if bank works as an agent of any investment / asset Management Company or insurance company, offer any type of investment products including mutual funds or insurance products. Bank will also be responsible for any person using its premises for selling or marketing third party products on its behalf.
- 3.2 Bank will ensure that all investment and insurance products they sell are in accordance with extant rules and regulations.
- 3.3 When customers avail a banking service or product from bank, bank will not compel customers to purchase / subscribe to any third party product as a *quid pro quo*.
- 3.4 In the case of securities provided by customers for loans availed from bank, bank will not compel customers to obtain insurance cover from any particular provider / same organisation. Obtaining of insurance products, if any, offered by bank will be purely on voluntary basis. Customers will be free to obtain insurance cover from a service provider of their choice.
- 3.5 Bank will, at regular intervals; educate customers by way of advertisement /notice board / information on website / distribution of pamphlets etc. The benefit of the products being sold at branches, and also through e-mails and SMS, unless customers have opted not to receive such information.
- 3.6 Bank will ensure that all investment and insurance products sold at the branch will be explained to customers by personnel who are duly qualified and trained to sell the products.

- 3.7 Bank will provide detailed terms and conditions of the product which is being offered to customers (Key information Memorandum in case of mutual fund and product brochure, sales illustration in case of insurance products).
- 3.8 Bank will apply appropriate customer due diligence measures before selling investment/ insurance products to customers.
- 3.9 Bank will sell a product to customers only if bank believe it is suitable and appropriate for customers.
- 3.10 Bank will obtain the requisite application and documentation for product offered only after customer have consented to subscribe / avail of the product, in writing or through authenticated electronic means /after necessary validation.
- 3.11 Bank will ensure that the statement / policy documents will be delivered to customers within 30 days from the completion of all the formalities (including medical examination) as per the scheme.
- 3.12 Bank will arrange to provide maximum possible “After Sales Service” like reminder of SIP, latest NAV, date of maturity, due date of payment of premium, etc.
- 3.13 The service providers will provide periodical information.
- 3.14 Bank will disclose details of all commissions / other fees received, if any, from mutual fund / insurance / other financial companies on the Bank’s website for distributing their products.
- 3.15 Bank will ensure that the charges for related services for selling of various products will be displayed and made available to customers.

4. Right to Privacy

Bank will treat all personal information as private and confidential (Even when customers are no longer bank’s customer), and shall be guided by the following principles and policies:

- 4.1 Bank will not reveal information or data relating to customer’s accounts, whether provided by customers or otherwise, to anyone, including other companies /entities in its group, other than in the following exceptional cases:
 - i. Providing information to the Credit Information Companies (CICs) as per Credit Information Companies (Regulation) Act (CICA) about the loans, unsecured loans, credit card, etc.
 - ii. Giving the information required by law or by the banking regulator.
 - iii. Fulfilling a duty towards the public to reveal the information.
 - iv. Bank’s interests require to give the information (for example, to prevent fraud) but bank will not use this as a reason for giving information about customers or their accounts (including name and address) to anyone else, including other companies in its group, for marketing purposes.
 - v. Customer authorise bank to reveal the information.
 - vi. When required to give a banker’s reference about customers, bank will need, unless provided earlier, customer’s written permission before giving it.
- 4.2 Bank will not use personal information for marketing purposes by anyone including bank it selves unless customers specifically authorize bank to do so.
- 4.3 If bank collect any information from customers other than KYC requirement, bank will collect it separately and not as a part of account opening form. In

case bank collects any additional information, bank will explain the purpose for which Bank is collecting this information and take customer's specific consent for the same.

5. Right to Grievance Redressal and Compensation

Bank will deal quickly and sympathetically with things that go wrong by:

5.1 Correcting bank's mistakes promptly and cancelling any bank charges that bank apply by mistake and compensate customers for any financial loss customers may have incurred due to bank's mistake, in terms of bank's compensation policy.

5.2 Handling complaints promptly.

5.3 Telling customers how to take customers complaint forward if customers are still not satisfied.

5.4 Providing suitable alternative avenues to alleviate problems arising out of technological failures.

5.5 Bank will display following information in its branches:

- i. Name of the official at the branch whom customers may approach if customer has a grievance.
- ii. Name and address of the Regional / General Manager / Principal Nodal Officer (PNO) whom customers can approach if their grievance is not redressed at the branch.
- iii. Name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.

5.6 Bank will advise customers the internal procedures for redressing customer's complaints including details of the Banking Ombudsman Scheme.

5.6.1 Internal Procedure

A. If customer wants to make a complaint, bank will tell the customers:

- i. How to do so.
- ii. Where a complaint can be made.
- iii. To whom a complaint can be made.
- iv. When to expect a reply.
- v. Whom to approach for redressal.
- vi. What to do if customers are not satisfied about the outcome.

B. Bank staff will help customers with any questions they have.

C. Bank will tell customers where to find details of its procedure for handling complaints fairly and quickly.

D. Bank will display the name of the official at the branch whom customers may approach if they have a grievance. If their complaint is unresolved at the branch level, bank will ensure to escalate it to the topmost level of grievance redressal authority within the Bank and give customers a final response within 30 days. Customers may approach its Regional / General Manager / Principal Nodal Officer (PNO) at the address displayed at the branch, if they so desire.

E. If customer's written complaint is hand delivered, bank shall immediately provide an acknowledgement. Bank shall keep them informed of the progress within a reasonable period of time.

F. After examining the matter, bank will send its final response or explain why bank need more time to respond and shall endeavour to do so within 30 days of receipt of complaint and will tell them how to take their complaint further, if they are still not satisfied.

- G. Within 30 days of lodging a complaint with bank, if they do not get response / satisfactory response from bank and they wish to pursue other avenues for redressal of grievances, customers may approach Banking Ombudsman appointed by RBI under the Banking Ombudsman Scheme. Bank staff will explain the procedure in this regard.

5.6.2 Banking Ombudsman Scheme

Bank will display the Banking Ombudsman Scheme on bank's website. A copy will be made available on request at a nominal charge. Bank will display at its branch the name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls. In case the Banking Ombudsman passes an award and bank do not have any ground to appeal against the award, bank will comply with the Award within 30days from the date of receipt of the acceptance in writing of the Award by the complainant.

5.6.3 Customers' Meetings

Bank shall endeavour to organize meetings of customers on monthly basis as a regular channel for exchange of ideas and suggestions.

A. **Branch Level Customer Service Committee Meetings**

Bank will display in its branch, the date of its monthly branch Level Customer Service Committee meeting, which customers may attend, if they so desire.

6. Review of Policy:

F& A Department shall put up the policy for review to the Bank's Board annually.