

## Collection of Cheques

### **1. Introduction**

Unity Small Finance Bank Limited (hereinafter referred to as “the Bank”) aims to promote financial inclusion and creating value for all its stakeholders. Customer Service is a key focus area of the Bank. The Bank focuses on consistent improvement in customer experience and quality of operations.

Keeping in view the regulatory guidelines, the Bank has formulated a comprehensive and transparent policy on collection of cheques and other instruments which is based on principles of transparency and fairness in the treatment of customers. The bank is committed to increasing use of technology to provide quick collection services to its customers. This policy document covers the following aspects:

- Collection of Local/ Outstation Cheques / Instruments
- Time frame for Collection of Local/ Outstation Instruments
- Interest payment for delayed collection
- Cheques/ Instruments lost in transit/ in clearing process/ at paying bank’s branch
- Procedure for dishonored cheques

### **2. Applicability**

The policy shall apply to all customers of the Bank, and it covers all the collection instruments deposited by customers of the Bank for collection. It also captures the roles and responsibilities of bank employees, scope of activities, scope of operations and the monitoring mechanism of cheque collection activities.

### **3. General Guidelines**

- The Bank shall provide acknowledgement to customers in respect of cheques deposited for collection at regular collection counters.
- Cheque Drop Box facility: While the Bank may provide drop-box facility for deposit of cheques, customers may deposit their cheques in the drop box. The Bank shall also display a notice in English, Hindi, and the regional language at the drop box that "Customers can also tender the cheques at the counter and obtain acknowledgment on the pay-in-slips". The drop-box shall indicate the cut-off time for presentation of cheques deposited for clearing on the same day. Cheques deposited after the cut-off time shall be presented in the next clearing cycle.
- The Bank shall not collect any account payee cheques for any person other than the payee constituent mentioned on the cheque.
- In the event of dishonor / return of instruments presented through clearing, the Bank shall return such instruments to the customer along with the Cheque Return Memo / Objection Slip duly signed / initialed, mentioning the particulars of the instrument, date of return, definite and valid reason for refusing payment as prescribed in Rule 6 of the Uniform Regulations and Rules for Bankers' Clearing Houses (URRBCH). This will enable the holder of the instrument to have legal recourse against the drawer of the cheque.

## **4. Collection of Local/ Outstation Cheques/ Instruments**

Branches/ Extension Counters of the Bank shall receive the Cheques for collection/ clearing during the business hours.

### **4.1 Local Cheques**

- All CTS cheques and other negotiable instruments payable locally at Grid would be presented through the clearing system prevailing at the centre.
- Cheques deposited at branch counters and in collection boxes, within the branch premises, before the specified cut-off time will be presented for clearing on the same day.
- The broad time-limit for receipt of cheques (say up to 3 hours after opening of branch 1 hour before closure of business etc.), which can be fine-tuned for individual locations/ branches based on local practices, will be fixed by the Regional Offices for respective branches.
- All the collection boxes shall indicate clearly the time up to which cheques dropped in the collection boxes would be sent for clearing on same day.
- Cheques deposited after the cut-off time and in collection boxes outside the branch premises including off-site ATMs will be presented in the next clearing cycle.
- Bank branches situated at centers where no clearing-house exists, will present local cheques on drawee banks across the counter and proceeds would be credited, at the earliest on realization.
- The time line for collection/ clearing of local cheques will be extended by an extra day in case of branches having non- Sunday weekly off and for 7-day banking branches.
- Bank branches shall have both the cheque drop box facility and the acknowledgment facility at its collection counters. Branches shall not refuse to give an acknowledgment to the customers if the latter asks for the same while tendering cheque for collection at the bank branch's counter.
- Bank will give credit to the customer's account on the same day the clearing settlement takes place. Withdrawal of amount so credited would be permitted as per the cheque return schedule of the clearing house at the center.

**For Non-CTS cheque, please refer to section 8.9**

### **4.2 Outstation Cheques**

- Branches shall not decline to accept outstation cheques deposited by its customers for collection.
- Outstation Cheques payable in India- Cheques drawn on other banks at outstation centers in India will normally be collected through our own branches at those centers, where the bank does not have a branch of its own; the instrument would be directly sent for collection to the drawee bank or collected through a correspondent bank.
- Cheques drawn on bank's own branches at outstation centres will be collected using the Inter-branch arrangements in vogue. Branches, which are connected through a centralized processing arrangement and are offering anywhere banking services to its customers, will provide same day credit to its customers in respect of outstation instruments drawn on any of its branches in the CBS network

provided cheques/ instruments are presented within normal business hours of both branches.

### **4.3 Cheques Payable in Foreign Countries**

- Timing for acceptance of cheques: Foreign currency cheques/instruments would be accepted during business hours of the Bank branch.
- Time frame for collection of instruments - Cheques drawn on foreign countries are accepted for collection on the 'best effort' basis. The bank is committed to ensuring that the instruments drawn in foreign currencies and payable outside India are collected in the quickest and most efficient manner. Towards this, the Bank may enter into specific collection of such instrument(s). Bank would give credit to the party upon realization credit of proceeds into the banks NOSTRO Account for which the services of correspondent banks will be utilized in country/centers where the correspondent has presence after taking into account cooling periods as applicable to the countries concerned.
- Cheques drawn on foreign banks at centers where the Bank or its correspondents do not have direct presence will be sent to the drawee bank with instruction to credit proceeds to the respective Nostro Account of the bank maintained with correspondent bank.
- For cheques sent under 'Cash Letter System', the correspondent bank will give provisional credit to the bank on a predetermined date (within 9 to 10 days after tendering of cheque to the correspondent bank). However, it will again be subject to cooling period (i.e. waiting period for the possible return of the cheque under provisions of law of the respective countries). To mitigate the risk of return, Bank will observe a cooling period of 21 days from the date of provisional credit in banks Nostro Account. Credit to Customers account would be value dated based on the value date of credit of funds to our Nostro.
- Cheques drawn below a particular threshold (as specified and renewed from time to time) are sent for realization under this arrangement. The current maximum threshold limits to process the instrument under cash letter arrangements should be equivalent to Rs. 15000/- in their respective currency units.
- Proceeds of cheques sent for collection other than Cash Letter System immediately upon realization will be either converted into Rupees in the prevailing exchange rate or retained in Foreign Currency Account as per customers' instructions.
- The various articles as mentioned in the International Chamber of Commerce, Uniform Rules for Collection (ICC-522) will be applicable for collection of cheques. The salient features of ICC are as under:
  - i) The customer instructing the Bank to perform services shall be bound by and liable to indemnify the Bank against all obligations and responsibilities imposed by foreign laws and usage.
  - ii) Customers depositing cheques drawn on foreign centers are expected to be aware of usage/practices and laws related to cheques collection prevailing in drawee countries.
  - iii) The cheques sent for collection by the collecting bank can be returned by the banks located in foreign country (after their presentation in clearing/collection) due to fraud/ financial reason. The fraudulent cheques can be returned by the banks in foreign countries at any time for their presentation.
  - iv) In case of returned cheques, no protection is available to the collecting

bank. Since the foreign bank recovers the amount of returned cheques earlier credited into A/c of collecting Bank by debiting its Nostro account, the collecting Bank will not be able to provide any compensation to the depositor for cheques returned on fraud/ financial reasons. In case of return of cheques, the debit entry in the customer's account would be value-dated based on the value date of the funds in the Nostro account of the Bank. The exchange rate risk will be borne by the customer.

- v) Further, the Bank has right to recover the proceeds of the cheques credited in depositor's account (at the ruling exchange rate equivalent to foreign currency amount debited by foreign bank to the Nostro account of the collecting Bank) along with the interest from the date of credit of proceeds till the date on which amount is recovered.

#### **4.4 Collection of Account Payee Cheque - Prohibition on Crediting Proceeds to Third Party Account**

- In consonance with the legal requirements and in particular the intent of the Negotiable Instrument Act, 1881 and the Reserve Bank of India directives, bank shall not collect account payee cheques for any person other than the payee constituent and the bank shall not credit 'account payee' cheque to the account of any person other than the payee named therein.
- In order to facilitate collection of cheques from a payment system angle, account payee cheques deposited with the sub- member for credit to their customers' account can be collected by us as a member bank of the clearing house. Under such arrangements, there should be clear undertaking to the effect that the proceeds of the account payee cheques will be credited to the payee's account only, upon realization.
- With a view to mitigate the difficulties faced by the members of co-operative credit societies in collection of account payee cheques, our bank's branches as a collecting bank shall consider collecting account payee cheques drawn for an amount not exceeding Rs.50,000/- to the account of their customers who are co-operative credit societies, if the payees of such cheques are the constituents of such co-operative credit societies. While collecting the cheques as aforesaid, our branches shall have a clear representation in writing given by the co-operative credit societies concerned that upon realization, the proceeds of the cheques shall be credited only to the account of the member of the cooperative credit society who is the payee named in the cheque. This shall, however, be subject to the fulfillment of the requirements of the provisions of Negotiable Instrument Act, 1881, including Section 131 thereof.

#### **4.5 Immediate Credit of Outstation Cheques / Instruments**

- Branches /Extension Counters of the bank will provide immediate credit for outstation cheques/ instruments up to the aggregate value of Rs.15, 000/- tendered for collection by individual account holders subject to satisfactory conduct of such accounts for a period not less than 6 months. Immediate credit will be provided against such collection of instruments at the specific request of the customer or as per prior arrangement. The facility of immediate credit would also be made available in respect of local cheques at centers where no formal clearing- house exists.
- The facility of immediate credit shall also be available in the case of

instruments denominated in U.S. Dollars and other foreign currencies provided the rupee equivalent of such instrument is not more than Rs. 15000/- subject to the same norms as applicable to domestic cheques. However, in the event of such instruments being returned due to non-payment, the customer concerned will be required to bear the loss on account of movement in exchange rates and pay overdue interest at the prescribed rate for the period the advance was outstanding.

- The facility of immediate credit will be offered on Savings Bank/Current/Cash Credit accounts of the customers and at the sole discretion of the Bank. For extending this facility there will not be any separate stipulation of minimum balance in the account.
- The Bank shall afford immediate credit for all instruments payable at par, like Interest/ Dividend Warrants and other prepaid instruments like demand draft etc. drawn by a bank on its branches.
- In the event of dishonour of cheque against which immediate credit was provided, interest shall be recoverable from the customer for the period the bank remained out of funds at the rate applicable for overdraft limits sanctioned for individual customers.
- For the purpose of this Policy, a satisfactorily conducted account shall be the one:
  - i) Which is opened at least twelve months earlier and complying with KYC norms
  - ii) Conduct of which has been satisfactory & bank has not noticed any irregular dealings
  - iii) Where no cheques/instruments for which immediate credit was afforded returned unpaid for financial reasons
  - iv) Where the bank has not experienced any difficulty in recovery of any amount advanced in the past including cheques returned after giving immediate credit.
- Bank shall levy normal collection charges and out of pocket expenses while providing immediate credit against outstation instruments tendered for collection. Exchange charges applicable for cheque purchase will not, however, be charged.
- Minor's account whether individually, jointly or represented by natural guardian, Non-Residents, Self cheques, endorsed cheques and Exchange company cheques are not eligible for immediate credit of local/ outstation cheques under the present policy.

#### **4.6 Purchase of Outstation Cheques**

Bank shall, at its discretion, purchase outstation cheques tendered for collection at the specific request of the customer or as per prior arrangement. Besides satisfactory conduct of account, the standing of the drawer of the cheque will also be a factor of consideration while purchasing the cheque.

#### **4.7 Service Charges on Collection of Cheques / Instruments**

For all collection services, services charges as prescribed from time to time and actual postages (Regd. / Speed Post) or courier charges / out of pocket expenses to be recovered by the Bank.

## **5. Time Frame for Collection of Local/ Outstation Cheques / Instruments**

5.1 The cheques deposited by customers up to three hours before the respective clearing schedules will be sent to the clearing house on the same day. However, branches are authorized to fine-tune the time frame by reducing the time limit for deposit of cheques for sending the same for clearing on the same day in the greater interest of the individual customers depending upon the prevailing local clearing schedule.

5.2 RBI has formulated CTS Clearing under Grid Clearing system. At present, there are three Grid centers –

- Southern grid at Chennai covering Kerala, Andhra Pradesh, Karnataka, Tamil Nadu, Orissa, West Bengal, and North Eastern States.
- Northern Grid at Delhi covering Jammu & Kashmir, Punjab, Haryana, Rajasthan, New Delhi, Bihar, Uttar Pradesh, Jharkhand, Uttaranchal.
- Western Grid at Mumbai covering Maharashtra, Goa, Gujarat, Madhya Pradesh and Chhattisgarh. RBI has proposed to start one more Grid as Eastern Grid in near future. Outstation cheques of our bank's branches presented at any branch situated in above Grids. shall be treated as local cheques in respect of time limit for collection. However, collection shall be subject to payment of prescribed collection charges to other outstation cheques.

5.3 The time norms for deposit of cheques for sending the same to the clearing house on the same day will be displayed in the branch premises as well as on the cheque drop boxes for information of the customers.

5.4 Time frame for collection of cheques and other instruments sent for collection within the country shall be as under:

- The cheques drawn on the Bank situated in the Grid Centre and the same are multicurrency cheques, the time norm will be T +1. If the cheques are drawn on the Bank situated within the Intra Grid – No collection charges will be payable and Cheque drawn on the Bank situated in Inter Grid, Charges for collection will be charged as appropriate to Speed clearing.
- Cheques presented at any of the four major Metro Centers (New Delhi, Mumbai, Kolkata and Chennai) and payable at any of the other three centers: Maximum period of 7 days.
- Metro Centers and State Capitals (other than those of North Eastern States and Sikkim): Maximum period of 10 days.
- In all other Centers: Maximum period of 14 days.
- Cheques drawn on foreign countries: For cheques payable at foreign centres, the services of correspondent Banks will be utilized in-country/centres where the correspondent bank has its presence. Cheques drawn on foreign banks at centres where correspondent bank do not have direct presence will be sent directly to the drawee bank with instructions to credit proceeds to the respective Nostro Account of the Bank maintained with the correspondent banks. Bank will give credit to the party on credit of proceeds to the Banks Nostro Account with the correspondent bank after taking into account cooling periods, as applicable to the countries



concerned.

- Holidays are to be excluded for the purpose of reckoning the collection period prescribed above. The above time norms are applicable irrespective of whether cheques/instruments are drawn on the bank's own branches or branches of other banks.

## **6. Interest Payment for Delayed Collection**

### **6.1 Payment of Interest for delayed collection of outstation cheques sent for collection within India**

- 6.1.1 If there is any delay in collection beyond the specified period as mentioned above, interest at the rates specified as below shall be paid.
- Savings Bank rate for the period of delay beyond 7/10/14 days respectively as applicable, in collection of outstation cheques.
  - Where the delay is beyond 14 days, interest will be paid at the rate applicable for term deposit for the respective period. In case of extra ordinary delay i.e. delays exceeding 90 days, interest will be paid at the rate of 2% above the corresponding Term Deposit rate.
  - In the event the proceeds of cheque under collection were to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extraordinary delays, i.e. delays exceeding 90 days, interest will be paid at the rate of 2% above the rate applicable to the loan account.
- 6.1.2 Period of delay, for the purpose of payment of interest, will be calculated as the gap between the defined date of credit of cheque and the actual date of credit. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection. Further, the interest payment as given above would be applicable only for instruments sent for collection within India.
- 6.1.3 Where the delay in collecting the proceeds of an instrument is on account of unjustified delay on the part of the clearing bank, the sending branch of our bank shall duly inform the same to the lodger of the instrument for taking appropriate measures as he/she deems fit. In such cases, for the delay on the part of clearing bank, our bank shall not be liable to pay interest after the expiry of the maximum period for collection i.e. 7/10/14 days as applicable.
- 6.1.4 If the sending branch of our bank receives clearing advice from the clearing bank prior to the expiry of the outer limit i.e. 7/10/14 days, as applicable, the credit shall be given to the customer on the same day or the following date.
- 6.1.5 Holidays are to be excluded for reckoning the collection period prescribed above.

## **6.2 Payment of Interest for Delayed Collection of Cheques Sent for Collection to Foreign Countries**

- 6.2.1 Bank shall pay interest on amount of cheque from the date of sighting credit in their Nostro account till such time the customer's account is credited. Interest shall be paid at the Saving Bank rate calculated on the amounts of proceeds credited to the customer's account.
- 6.2.2 Saturdays (first & third) may continue to be treated as working day except for transactions involving conversion at confirmed exchange rate.

## **7. Cheques/ Instruments Lost in Transit/ in Clearing Process/ at Paying Bank's Branch**

- 7.1 In the event of a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank branch, the Bank shall immediately on coming to know out the loss, bring the same to the notice of the account holder so that the account holder can inform the drawer to record stop payment and also take care of cheques, if any, issued by him/her are not dishonored due to non-credit of the amount of the lost cheques/instruments.
- 7.2 The Bank shall provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque, if required. In case an international cheque is lost, Bank shall also advise the correspondent/ drawee bank all particulars of lost cheques/instruments for exercising caution. The bank shall arrange to get payment of the international instrument based on the photocopy/ scanned image of the instrument wherever the practice is prevalent.
- 7.3 Where a cheque/ instrument is claimed to have been deposited by the customer in Drop- Box, but Bank's records do not show receipt of such cheque with the Bank, Bank cannot decide on the compensation amount for lost cheque, as mentioned herein under in the absence of details of cheque like date, amount, drawee bank/ branch/ drawee Centre etc. In such cases, the customer will have to corroborate a claim for lost cheque with full facts, inter-alia including confirmation/ enquiries from the drawee person/ banks about genuineness of the claim and on this basis, if it is established that the customer has, in fact, tendered the cheque in Drop- Box, Bank shall consider payment of compensation as mentioned herein under.
- 7.4 Bank shall compensate the account holder in respect of instruments lost in transit in the following way.
  - In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (7/10/14 days, as the case may be) interest will be paid for the period exceeding the stipulated collection period at the rates specified above.
  - In addition, Bank will pay interest on the amount of the cheque for a further period of 15 days at Saving Bank rate to provide for likely further delay in obtaining duplicate cheque/instrument and collection thereof.
  - The Bank would also compensate the customer for any reasonable charges (maximum Rs. 100/- for domestic instruments and Rs. 250/- for



international instruments), he/she incurs in getting duplicate cheque/instrument upon production of receipt, in the event the instrument is to be obtained from a bank/institution who would charge a fee for issue of duplicate instrument.

- Bank shall bear all the cost for obtaining duplicate instrument when a cheque, which has been discounted/ is lost. But the customer will assist in obtaining duplicate instrument. His/ her liability under Negotiable Instrument Act will not be extinguished till Bank receives the proceeds of Cheque.

## **8. Procedure for Dishonoured Cheques**

### **8.1 Returning – Dishonoured Cheques**

- 8.1.1 The branches of the Bank shall return/ dispatch the dishonoured instruments to the customer at his / her last recorded address available with the branch through courier/ post promptly without delay, in any case within 24 hours. Cheque returning charges as specified in the Schedule of Service Charges of the bank in force at the time of return of the cheque would be levied.
- 8.1.2 The paying bank shall return dishonoured cheques presented through clearing houses strictly as per the return discipline prescribed by respective clearing houses in terms of Uniform Regulation and Rules for Banker's Clearing Houses. The collecting Bank on receipt of such dishonoured cheques shall dispatch it immediately to the payee/ holders.
- 8.1.3 In relation to cheques presented direct to paying bank for settlement of transaction by way of transfer between two accounts with that bank, it shall return such dishonoured cheques to payees/ holders immediately.
- 8.1.4 A return advice will be prepared wherein the reason for return of cheque will be indicated. The advice along with the cheque will be sent to the customer by registered post/local delivery without delay.
- 8.1.5 Cheques dishonoured for want of funds in respect of all accounts should be returned along with a memo indicating therein the reason for dishonour as "insufficient funds".
- 8.1.6 Return of foreign currency cheque/instrument - If the instrument sent for collection is returned unpaid at any time for any reason whatsoever including but not limited to "insufficient funds", "account closed", "fraudulent cheque" etc., the returning and other applicable charges would be recovered from the account in which the cheque has been deposited along with the value of the instrument if already credited.

Similarly, if any instrument for which immediate credit has been afforded or provisional credit given is returned unpaid, Bank will recover from the account the amount so credited together with other charges, if any, at the prevailing exchange rate along with applicable interest rates as may be decided by Bank.

The customer instructing the Bank to perform services shall be bound by and liable to indemnify the Bank against all obligations and responsibilities imposed by foreign laws and usages. Customers depositing cheques drawn on

foreign centres are expected to be aware of usage/practices and laws related to cheques collection prevailing in drawee countries.

The cheques sent for collection by the collecting bank can be returned by the Banks located in any foreign country (after their presentation in clearing/collection) due to fraud/financial reasons. The fraudulent cheques can be returned by the banks in foreign countries at any time after their presentation.

In case of returned cheques, no protection is available to the collecting bank. Since the foreign bank recovers the amount of returned cheques earlier credited into account of collecting bank by debiting its Nostro account, the collecting bank will not be able to provide any compensation to the depositor for cheques returned on fraud/financial reasons.

Further, the Bank has right to recover the proceeds of the cheques credited in depositor's account (at the ruling exchange rate equivalent to foreign currency amount debited by foreign bank to the Nostro account of the collecting bank) along with the interest from the date of credit of proceeds till the date on which amount is recovered.

## **8.2 Information on Dishonoured Cheques**

- 8.2.1 Data in respect of each dishonoured cheque for an amount of Rs.1 crore and above shall be made part of Banks MIS on constituents and concerned branches shall report such data to the branch controller at Central Office on a monthly basis and in turn the latter shall consolidate the same at Central Office and advise further course action to branches, wherever deemed necessary, in terms of this policy.
- 8.2.2 Data in respect of cheques drawn in favour of stock exchanges and dishonoured shall be consolidated separately by branches irrespective of the value of such cheques as a part of their MIS relating to broker entities and be reported to the branch controller on a monthly basis and in turn the latter shall consolidate the same at Central Office every month and advise further course action to branches, wherever deemed necessary, in terms of this policy.

## **8.3 Proceedings in case of Dishonoured Cheques**

For the purpose of adducing evidence to prove the fact of dishonour of cheque on behalf of a complaint (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 cooperation and shall furnish him/her documentary proof of fact of dishonour of cheques.

Bank shall place a note before Top Management every quarter, consolidated data in respect of the matters referred to above.

## **8.4 Dealing with Frequent Dishonour of ECS**

- 8.4.1 The practice of issuance of ECS mandates without maintaining adequate funds undermines the credibility of such mandates and is an unhealthy trend that needs to be curbed. As such, Bank

requests its customers to maintain adequate balance before accepting ECS debit mandate. If it is observed that practice of issuing ECS mandate persists in case of any customer, then such cases shall be dealt as mentioned here under.

- 8.4.2 With a view to enforce financial discipline among the customers, Bank has decided to introduce a condition for operation of accounts where customer is using ECS facility. That in the event of dishonour of ECS instructions, drawn on a particular account of the drawer on three occasions during the financial year for want of sufficient funds in the account, the presenting bank will delete the ECS instruction from the list. The Bank may also consider closing account at its discretion. However, in respect of advance 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 shall be reviewed by appropriate authority higher than the sanctioning authority.
- 8.4.3 For the purpose of introduction of the condition mentioned as above in relation to operation of the existing accounts, Bank may at the time of accepting the ECS mandate, issue a letter advising the constituents about the new condition.
- 8.4.4 If an ECS instruction is returned for second 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 closure of the account in the event of ECS instructions being dishonoured on third occasion on the same account during the financial year.
- 8.4.5 ECS mandates returned for want of funds in respect of all the accounts shall be returned with the reason of return as “insufficient funds”.
- 8.4.6 Presently many centers ECS working is on RBI platform, which will shift to NACH platform. New mandate in prescribed format is to be registered with NPCI with effect from 31/03/2015. The same is available with branch.

Note: - If account is having cheque book facility and NACH/ ECS mandate is also registered, than incident of dishonour will be taken in to account for both dishonour of cheque and failed NACH/ ECSs, branch may consider for closing of account after serving 30 days’ notice to the customer in event of subsequent dishonour of cheque/ NACH/ ECS mandate in the account.

## **8.5 Levy of Cheque Return Charges**

- 8.5.1 Cheque return charges shall be levied only in cases where the customer is at fault and is responsible for such returns. A list of objections where customers are not at fault is given hereunder.
- 8.5.2 Cheques that need to be re-presented without any recourse to the payee, shall be made in the immediate next presentation clearing not later than 24 hours (excluding holidays) with due notification to the customers of such re-presentation through SMS alert, mail etc.
- 8.5.3 List of Objections where Customers are not at Fault (as detailed in Annexure D to Uniform Regulations and Rules for Bankers’

Clearing House)

Code No.	Reason for Return
33	Instrument mutilated; requires Bank's guarantee
35	Clearing House stamp/date required
36	Wrongly delivered/not drawn on us
37	Present in proper Zone
38	Instrument contains extraneous matter
39	Image not clear; present again with paper
40	Present with document
41	Item listed twice
42	Paper not received
60	Crossed to two banks
61	Crossing stamp cancelled
62	Clearing stamp not cancelled
63	Instrument specially crossed to another bank
67	Payee's endorsement irregular/requires collecting bank's confirmation
68	Endorsement by mark/thumb impression requires attestation by Magistrate with seal
69	Advice not received
70	Amount/Name differs on advice
71	Drawee bank's fund with sponsor bank insufficient (applicable to sub-members)
72	Payee's separate discharge to bank required
74	Pay order requires counter signature
75	Required information not legible/correct
80	Bank's certificate ambiguous/incomplete/required
81	Draft Lost by issuing Office: confirmation required from issuing office
82	Bank/Branch blocked
83	Digital Certificate validation failure
84	Other reasons-connectivity failure
87	'Payee's a/c Credited' - Stamp required
92	Bank excluded.

#### 8.6 Charging of Interest on Cheques Returned Unpaid where Instant Credit was already afforded

- 8.6.1 If a cheque sent for collection for which immediate credit was provided by the Bank is returned unpaid, the value of the cheque will be immediately debited to the account.
- 8.6.2 No interest is to be charged to the customer for the period between the date of outstation cheque and its return unless the Bank had remained out of funds on account of withdrawal of amount. Interest where applicable would be charged on the notional overdrawn balances in the account had credit not been given initially.

- 8.6.3 If the proceeds of the cheques were credited to the Saving Bank Account and were not withdrawn, the amount so credited will not qualify for payment of interest when the cheques are returned unpaid.
- 8.6.4 If proceeds were credited to an Overdraft/Loan account, interest shall be recovered at the rate of 2% above the interest rate applicable to the overdraft/loan from the date of credit to the date of reversal of the entry if the cheque/instrument was returned unpaid to the extent the bank was out of funds.

## 9. Service Charges

### 9.1 Schedule of Service Charges

Sr. No	Collection of Cheques/DDs	Collection of Cheques/DDs
1.	Local Clearances of Cheques/DDs drawn Within the same Grid and At Par Instruments	Free
2.	Outstation Cheques/ DDs Cheques drawn on different Grid and outside the Grid Centre.	Details as per service charges on deposits
3.	Cheques for Collection- Returned Unpaid(Outward): Local Cheques Outstation Cheques	Details as per service charges on deposits

### 9.2 Concessions /Exemption/ free collection facility

- Ex-Servicemen to meet their present requirements
- Government Department attached to Ministry of Commerce/Food & Civil Supplies/Textiles & State Govt. Department/Railways/Defence etc.
- Religious, Welfare, Service & Charitable Institution, if they are exempted from payment of Income Tax
- At par collection of cheques (only cheques issued by Government representing subsidy under Government sponsored schemes).
- At par collection of salary bills of teachers employed in Govt. run schools
- Blind, Physically Handicapped, Disabled persons and institutions set up for their benefits
- Cheques deposited by DRDA, Farmers Co-operative Societies sponsored by our Bank, Primary Agricultural Societies banking with our bank
- Free collection for Prime Minister's Relief Fund/Chief Minister's Relief Fund/National Defence Fund
- Dividend Warrants, Interest Warrants and Refund Orders for amount up to Rs. 500/-
- Gift cheques of our Bank to be collected at par
- Collection of pension cheques of pensioners of Central/State Govts. and Armed Forces
- Collection of cheques of Freedom Fighters

### **9.3 Concessions to RRBs sponsored by our Bank**

- Third Party Cheques/instruments drawn on PSBs and collected by RRBs
- Third Party Cheques tendered by PSBs and collected by RRBs

### **9.4 Concession to Staff and Ex-staff**

- Collection of Cheques/Instruments: FREE

## **10. Force Majeure**

The Bank shall not be liable if any transaction does not fructify or may not be completed or for any failure on part of the Bank to perform any of its obligations contemplated hereunder if performance is prevented, hindered, or delayed by a Force Majeure event (defined below) and in such case its obligations shall be suspended for so long as the Force Majeure lasts.

"Force Majeure Event" means any event due to any cause beyond the reasonable control of the Bank, including without limitations, unavailability of any communication systems, breach, or virus in the processes or payment or delivery mechanism, sabotage, fire, flood, explosion, natural disasters or other "Acts of God", war, damage to the bank's facilities or of its correspondent bank(s), civil commotion, strikes or industrial action of any kind, riots, insurrection, war, acts of government, computer hacking, unauthorized access to computer data and storage devices, computer crashes, malfunctioning in the computer terminal or the systems getting affected by any malicious, destructive or corrupting code or program, mechanical or technical errors/failures or power shut down, faults or failures in telecommunication etc. which prevents it from performing its obligations within the specified service delivery parameters.

## **11. Record Keeping**

The Bank will preserve the physical instruments in their custody and the images of cheques received under CTS securely for a period of ten years as required under Procedural Guidelines for CTS. Further, the Bank shall retain such documents as may be required in terms of the Bank's Board approved Policy on Preservation of Records. The Bank shall affix the "CLEARED" stamp on the physical paid instruments.

## **12. Customer Grievances Redressal**

Bank has a structured Customer Grievances Redressal Policy displayed in its web site. Any customer having grievances against the bank on any of the above grounds or having complaints due to non-payment or inordinate delay in the payment or collection of cheques will be redressed as per our Customer Grievances Redressal Policy.