**Code of Financial Institution's Commitment to Customers**

**Introduction**

This Code of Customer Rights establishes minimum standards for banking practices that our institution, as a member of a broader regulatory and standards body, adheres to when dealing with individual customers. It aims to protect customers and clarify how a financial institution should operate in its daily business.

This Code complements, and does not supersede, regulatory or supervisory instructions from the central banking authority. We commit to complying with all such instructions. Where this Code sets higher standards than regulatory instructions, these higher standards will prevail, representing our voluntary commitment to best practices. We are dedicated to adopting superior banking practices to enhance customer service and satisfaction.

In this document, "you" refers to the customer, and "we" or "us" refers to the financial institution with which the customer interacts. A "branch" includes any banking outlet or part-time banking outlet.

**1.1 Objectives of the Code**

This Code has been developed to:

* Promote good and fair banking practices by setting minimum standards in our dealings with you.
* Increase transparency to help you better understand what to expect from us.
* Encourage competition to achieve higher operating standards.
* Foster a fair and cordial relationship between you and your financial institution, thereby building confidence in the financial system.
* Promote safe and fair customer interactions in a digitized banking environment.
* Increase customer awareness and enhance customer protection.

The standards outlined in this Code are detailed in the Key Commitments section.

**1.2 Application of the Code**

This Code applies to all products and services listed below, regardless of whether they are provided by our branch or agents acting on our behalf, or through various channels such as over the counter, phone, post, electronic devices, or the internet. Please note that not all listed products may be offered by our institution.

Applicable products and services include:

* Current accounts, savings accounts, term deposits, recurring deposits, public provident fund accounts, and all other deposit accounts.
* Payment services like pensions, payment orders, remittances via demand drafts, wire transfers, and electronic transactions (e.g., RTGS, NEFT, IMPS, UPI).
* Banking services related to government transactions.
* Demat accounts, equity, government bonds.
* Indian currency notes/coins exchange facility.
* Collection of cheques, safe custody services, and safe deposit locker facilities.
* Loans, overdrafts, and guarantees.
* Foreign exchange services, including money changing.
* Third-party insurance and investment products marketed through our branches and/or authorized representatives or agents.
* Card products, including credit cards, debit cards, ATM cards, smart cards, and POS services (including those offered by our subsidiaries/promoted companies).
* Digital products such as e-wallets, mobile banking, internet banking, UPI, BHIM, and Aadhaar Pay.

Key terms in bold are defined in the Glossary.

**2. Key Commitments**

**2.1 Our Key Commitments to You**

**2.1.1 Right to Fair Treatment**

We commit to acting fairly and reasonably in all our dealings with you by:

* Providing minimum banking facilities such as cash/cheque receipt and payment, remittances, and exchange of soiled notes at our counters, and offering cashless transactions through alternative delivery channels.
* Meeting the commitments and standards set in this Code for the products and services we offer, and in the procedures and practices we follow.
* Ensuring our products and services comply with relevant laws and regulations, both in letter and spirit, and are appropriate to your needs, considering the evolving banking landscape, including digital banking.
* Ensuring that our interactions with you are based on ethical principles of integrity and transparency.
* Offering secure, convenient, and robust digital banking and payment systems.
* Not discriminating against you based on age, race, gender, marital status, religion, disability, or financial status when offering and delivering our products and services.
* Promoting good and fair banking practices by setting minimum standards in all dealings with you.
* Fostering a fair and equitable relationship with you.
* Training our staff adequately and appropriately to ensure they attend to you promptly and courteously, addressing issues quickly and sympathetically by correcting mistakes and handling complaints expeditiously.

**2.1.2 Right to Transparency, Fair and Honest Dealing**

We will help you understand how our financial products and services work by:

* Providing timely and adequate information about them and necessary safeguards in your preferred language (e.g., Hindi, English, or appropriate local language).
* Ensuring our advertising and promotional literature is clear and not misleading.
* Making every effort to ensure that our contracts and agreements are transparent, easily understood, and well-communicated to you. The product's price, associated risks, terms and conditions governing use, and mutual responsibilities will be clearly disclosed.
* Ensuring you are not subjected to unfair business or marketing practices, coercive contractual terms, negative confirmations, or misleading representations. We adhere to practices outlined in sections on Information Transparency and Advertising, Marketing, and Sales to achieve this.
* Providing complete and transparent information about our products and services, minimum balance requirements, interest rates, service charges, and applicable terms and conditions through various methods as per your preference:
  + SMS or e-mails.
  + Electronic or print media.
  + Display on our website.
  + Display on branch notice boards (in addition to other modes).
* Providing information on available facilities, how to access them, and whom to contact for queries.
* Displaying the following information in our branches:
  + Services we provide.
  + Minimum balance requirements for savings and current accounts, and charges for non-maintenance.
  + Information available in booklet form.
* Displaying our policies on the following on our website:
  + Deposits.
  + Cheque collection.
  + Grievance Redressal.
  + Compensation.
  + Collection of Dues and Security Repossession.
  + Charter of Customer Rights.
  + Customer Protection Policy (including protection from cyber fraud).
  + Limited Liability in respect of unauthorized electronic banking transactions.
  + Facilities for senior citizens and differently-abled persons.
* Increasing awareness of this Code among customers by:
  + Providing you with a copy of the Code when you open an account and upon request.
  + Making this Code available at every branch and on our website.
  + Ensuring our staff are trained to provide relevant information about the Code and to effectively implement it.
  + Holding periodic customer meetings to discuss the provisions of the Code.

**2.1.3 Right to Suitability**

We will offer products appropriate to your needs, based on an assessment of your financial circumstances and understanding, as detailed in sections on Advertising, Marketing, and Sales, and Third-Party Products.

**2.1.4 Right to Privacy**

We will treat all your personal information as private and confidential, subject to the provisions outlined in the Privacy and Confidentiality section.

**2.1.5 Right to Grievance Redressal and Compensation**

We will address issues quickly and sympathetically by:

* Promptly correcting our mistakes, cancelling any mistakenly applied charges, and compensating you for any financial loss due to our error, in accordance with our compensation policy.
* Handling your complaints promptly.
* Informing you how to escalate your complaint if you remain unsatisfied.
* Providing suitable alternative solutions for problems arising from technological failures.
* Displaying the following information in our branches:
  + Name of the official at the branch to approach for grievances.
  + Name and address of the Regional/Zonal Manager or Principal Nodal Officer (PNO) to approach if your grievance is not resolved at the branch level.
  + Name and contact details of the Banking Ombudsman under whose jurisdiction the branch falls.
* Advising you on internal procedures for redressing complaints, including details of the Banking Ombudsman Scheme.

**3. Information - Transparency**

We will display information on products, services, and Most Important Terms and Conditions (MITC) on a Comprehensive Notice Board (CNB) in our premises, in bilingual/trilingual language where applicable, and update it in real-time with effective dates of change. You can obtain information on interest rates, fees, and charges through various modes:

* Notice Board in our branch.
* Our website.
* Contacting our branch or helplines.
* Asking our designated staff/help desk.
* Referring to the Tariff Schedule at our branch or on our website.

**3.1 General Information**

We will:

* Provide information on the types of products and services we offer and those that may suit your needs.
* Prominently display, in bilingual/trilingual language at all our branches, the documents required for opening Basic Savings Bank Deposit (BSBD) Accounts, and relaxed requirements for opening "Small Accounts".
* Provide clear information explaining the key features of services and products you are interested in, including applicable interest rates, fees, and charges.
* Inform you about the different channels through which our products and services can be accessed (e.g., Branches, Banking Outlets, Business Correspondents, Business Facilitators, ATMs, Micro ATMs, Phone Banking, Mobile Banking, Net banking) and how to find out more about them.
* Inform you of the information required from you to prove your identity and address, in compliance with legal, regulatory, and internal policy requirements.
* Provide information on your rights and responsibilities, especially regarding the nomination facility offered on all deposit accounts, articles in safe custody, and safe deposit lockers.
* Provide you with the Most Important Terms and Conditions (MITC) for your record in respect of Savings Bank (SB)/Current Account (CA) and all other deposit accounts before opening the account.

**3.2 'Do Not Call' Service**

We will not transmit unsolicited commercial information about our products and services via telephone calls/SMS if you have registered with our institution's 'Do Not Call Registry' or with the 'National Do Not Call Registry' directly or through your Service Provider. This does not apply to receiving account statements, important advisories, and transaction-related SMS alerts for products and services you currently use.

**3.3 Interest Rates**

We will provide information on:

* The interest rates applicable to your deposit and loan accounts.
* For fixed-rate loans, details of any interest reset clause in the loan agreement and its effective date.
* For floating-rate loans, the reference rate to which your floating rate will be linked, and the premium or discount applied to determine the actual loan interest rate.
* Whether you have the option to convert your loan from fixed to floating rate and vice versa, and the one-time applicable charges for such conversion.
* The periodicity of interest payment on deposits and interest charges on loan accounts.
* How interest is applied and calculated on your deposit and loan accounts.

**3.3.1 Changes in Interest Rates**

We will inform you of changes in interest rates on our loan products and changes in the reference rate periodically through any of the following means, using your last updated contact details:

* Letter.
* E-mail.
* SMS.
* Media.

This information will also be displayed on the Notice Board in our branches and on our website.

**3.4 Tariff Schedule**

**3.4.1 Fees & Charges**

* We will ensure that our fees and service charges for various services are approved by our Board or an authorized competent authority, and that they are reasonable and non-discriminatory for similar classes of customers.
* We will make our Tariff Schedule available on our website and provide a copy at every branch for your review. We will display a notice in our branches regarding the availability of the Tariff Schedule.
* We will provide details in our Tariff Schedule of any charges applicable to the products and services you choose.
* We will also provide information about penalties for non-observance or violation of any terms and conditions governing your chosen product/service.

**3.4.2 Changes in Fees & Charges**

If we increase any fee or charge, or introduce a new one, it will be notified through statements of accounts/e-mail/SMS alerts/notice board at our branches one month before the revised charges become effective. This information will also be prominently displayed on our website.

**3.5 Terms and Conditions**

* We will advise you of the relevant terms and conditions for the products/services you request.
* All terms and conditions will be fair and will clearly set out the respective rights, liabilities, and obligations in plain and simple language as far as possible.

**3.5.1 Changes in Terms and Conditions**

* We will inform you of changes in terms and conditions through one or more of the following channels one month prior to the revised terms and conditions becoming effective:
  + Letter.
  + Statement of account.
  + SMS.
  + E-mail. This information will also be made available on the Notice Boards in our branches and our website.
* Normally, changes will be made with prospective effect after giving one month's notice.
* If we make any change without notice, we will notify the change within 30 days. If such a change is disadvantageous to you, you may, within 60 days of the notice, close your account or switch to any other eligible account without paying revised charges or interest.
* We will immediately update any changes in terms and conditions on our website and provide you with a copy of the new terms and conditions upon request.

**4. Advertising, Marketing and Sales**

* We will ensure that all our advertising and promotional material is clear and not misleading.
* Any advertisement or promotional literature highlighting a banking service or product, or including an interest rate, will also indicate if other fees and charges apply, and full details of relevant terms and conditions will be made available upon request.
* If we use third parties for support services, we will ensure they handle your personal information (if accessible to them) with the same level of confidentiality and security as we would.
* We may periodically communicate features of products you have availed via e-mail, SMS, or telephone. Information about other products or promotional offers will only be conveyed if you have not registered for the 'Do Not Call' facility. For information shared via e-mail, you have the option to unsubscribe from future communications.
* We have a prescribed code of conduct for our Direct Selling Agencies (DSAs) that we may use to market our products/services. This code requires them to identify themselves solely as selling agents of our institution when approaching you personally or by phone. We will ensure that any third party or agent acting on our behalf or selling our product complies with this code of conduct.
* In the event of a complaint from you that our representative, courier, or DSA has engaged in improper conduct or violated this Code, we will investigate, handle the complaint, and compensate for any loss according to our compensation policy.
* We will ensure that any third party or agent acting on our behalf or selling our product discloses the fee or commission they receive upon completion of the sale.
* Our advertisements will also include all relevant messages to raise awareness against unscrupulous or fictitious offers.

**5. Privacy and Confidentiality**

We will treat all your personal information as private and confidential (even after you are no longer our customer), guided by the following principles and policies:

* We will not disclose information or data related to your accounts, whether provided by you or otherwise, to anyone, including other companies/entities in our group, except in the following exceptional cases:
  + Providing information to Credit Information Companies (CICs) as per relevant regulations regarding loans, unsecured loans, credit cards, etc.
  + Providing information required by law or by the financial regulator.
  + Fulfilling a public duty to disclose information.
  + When our interests require us to provide information (e.g., to prevent fraud), but this will not be used as a reason to disclose information about you or your accounts (including your name and address) to anyone else, including other companies in our group, for marketing purposes.
  + When you authorize us to disclose the information.
  + When a financial institution's reference about you is required, we will need your written permission before providing it, unless previously provided.
* We will not use your personal information for marketing purposes, by ourselves or others, unless you specifically authorize us to do so.
* If we collect any information from you beyond KYC requirements, we will collect it separately and not as part of the account opening form. If additional information is collected, we will explain its purpose and obtain your specific consent.

**5.1 Credit Information Companies**

When you apply for a credit facility:

* We will explain the role of Credit Information Companies (CICs), the checks we may perform with them, and how the information they provide can affect your ability to obtain credit.
* Upon request and payment of the prescribed fee, we will furnish you with a copy of the credit information report obtained from the CICs.
* We will provide accurate information about credit availed by you from us to the CICs at periodic intervals.
* Information reported to CICs will include personal debts owed to us when:
  + You have fallen behind with your payments.
  + The amount owed is in dispute.
* We will update the credit status immediately, but no later than 30 days, upon repayment of overdues. We will report loan closure to CICs within 30 days of the event. If your loan account was in default but later regularized, we will update this information with the CICs in the next report. Partial, delayed, or any settlement of credit dues will impact your credit score.
* In case of a dispute about information provided to the CICs, we will resolve the matter by satisfactorily explaining the reasons for reporting to CICs.
* Upon request, we will inform you of the details of the CIC(s) to whom we submit information regarding the credit/loan facility you have availed from us.
* We will identify and declare names of willful defaulters of a specified amount (e.g., 25 lakh or as amended) and above, and their names will be furnished to Credit Information Companies strictly as per central banking authority guidelines.
* We will furnish names of defaulters of a specified amount (e.g., 1.00 crore or as amended) and above whose accounts have been classified as doubtful or loss assets to Credit Information Companies strictly as per central banking authority guidelines.

**6. Complaints, Grievances and Feedback**

**6.1 Internal Procedures**

If you wish to make a complaint, we will inform you:

* How to do so.
* Where a complaint can be made.
* To whom a complaint can be made.
* When to expect a reply.
* Whom to approach for redressal.
* What to do if you are not satisfied with the outcome.
* Our staff will assist you with any questions you have.
* We will inform you where to find details of our procedure for handling complaints fairly and quickly.
* We will display the name of the official at the branch whom you may approach if you have a grievance. If your complaint is unresolved at the branch level, we will escalate it to the highest level of grievance redressal authority within our institution and provide a final response within 30 days. You may approach our Regional/Zonal Manager or Principal Nodal Officer (PNO) at the address displayed at the branch, if you wish.
* If your written complaint is hand-delivered, we will immediately provide an acknowledgment, and a "complaint reference number" will be sent separately via SMS to your registered mobile number. If your complaint is relayed over the phone to our designated telephone helpdesk or customer service number, we will provide a complaint reference number and keep you informed of the progress within a reasonable period.
* After examining the matter, we will send you our final response or explain why we need more time to respond, aiming to do so within 30 days of receiving your complaint. We will also inform you how to escalate your complaint further if you remain unsatisfied.
* If, within 30 days of lodging a complaint with us, you do not receive a response or a satisfactory response, and you wish to pursue other avenues for grievance redressal, you may approach the Banking Ombudsman appointed by the central banking authority under the Banking Ombudsman Scheme. Our staff will explain this procedure.

**6.2 Banking Ombudsman Scheme**

We will display information about the Banking Ombudsman Scheme.

**8. Products and Services**

**8.1 Deposit Accounts**

**8.1.3 Savings/Current Accounts**

**8.1.3.2 Charges**

Specific charges for issuing cheque books, additional/duplicate statements of accounts, duplicate passbooks, copies of paid cheques, folio charges, debit card, ATM card, signature verification, cheque returns, changes in mandate or account style, closure of Savings Bank/Current accounts, cash withdrawal/deposit at home/non-home branches, cash/non-cash transactions at our institution's ATMs/Micro ATMs or other institutions' ATMs, etc., will be included in our Tariff Schedule. Concessions or relief given will not be withdrawn during their original validity period.

**8.1.3.3 Passbook / Statements**

* To help you manage your account and check entries, we will provide you with a monthly statement/e-mail statement (subject to your acceptance) unless you have opted for a passbook. This can also be available through digital channels.
* You can request account statements more frequently than normally available for your account type, at a charge specified in our Tariff Schedule.
* We will indicate our MICR Code and IFS Code in cheque books, passbooks, and statements of accounts.
* We will make available our Customer Care number/contact number of the branch in passbooks and statements of accounts.
* We will provide a detailed "Statement of Loan account" free of charge once per financial year. The statement will be made available by providing the facility of viewing/downloading through digital channels.

**8.2 Clearing Cycle / Collection Services**

* We will proceed as per our Cheque Collection Policy and provide all assistance for you to obtain a duplicate cheque/instrument if a cheque/instrument tendered by you is lost in transit. We will compensate you as per our Cheque Collection/Compensation Policy.
* We will provide the above information when you open your account and whenever you ask for it. If there is any change in our Cheque Collection Policy, the revised Policy will be displayed on our website and will be made available at all our branches.

**8.3 Cash Transactions**

* We will accept and dispense cash at any of our core banking branches, subject to any restrictions on transaction type or applicable charges.
* We will exchange soiled/mutilated notes and/or small coins and issue good quality, clean banknotes/coins at all our branches up to a prescribed daily limit. We will extend this facility, within prescribed limits, to walk-in customers as well.

**8.7 Term Deposits**

* We will renew the deposit, excluding those like tax savings deposits, for the same period as the matured deposit at the prevailing interest rate, unless otherwise specified.
* We will inform you of the procedure for withdrawing term deposits before maturity. This information will also be available in the account opening form/MITC/reverse of the Fixed Deposit Receipt (FDR).
* We will inform you of the interest rates applicable and charges for premature withdrawal of term deposits.
* We will permit premature withdrawals of term deposits in accordance with the mandate "Former or Survivor/Either or Survivor," provided a specific joint mandate from all depositors has been given for this purpose. We will provide for such a mandate in the account opening form.
* We will inform you, at the time of deposit acceptance, the terms and conditions and interest rate applicable if you renew the deposits after the maturity date. This information will also be available in the account opening form.

**8.10 Foreign Exchange Services**

* We will explain the foreign exchange services offered by us upon your request.
* In case of delay beyond the due date for credit, you will be compensated (i) for any loss of interest for the period beyond the due date, and (ii) for adverse movement of forex rates as per the institution's Compensation Policy.
* All certificates required under regulatory/statutory instructions will be issued at nominal charges, which will be displayed on our website, except for statutory certificates that must be issued free of charge.

**8.11 Remittances within India**

If you wish to remit money within India, we will inform you how to do so and:

* Provide a description of our services and how to use them.
* Suggest the best way to send the money to suit your needs.
* Disclose the details of all charges, including commission.

**8.12 Lending**

**8.12.1 Loans**

**8.12.1.1 General Information**

* We will provide you with all enclosures quoted in the loan document as part of the disbursement welcome kit. However, reasonable charges will be levied for additional authenticated copies as per our tariff.
* We will provide a written receipt for all documents of title taken as security/collateral for any loan.
* We will endeavor to send you a communication (letter/e-mail/SMS) about the status of your account before it becomes a Non-Performing Asset (NPA).
* We will give you notice, sufficiently in advance, if we decide to recall/accelerate payment or performance under the agreement or seek additional securities.
* We will provide you with an annual statement of account for your term/demand loans.
* We will provide loan statements more often, if required, at a cost indicated in the Tariff Schedule.
* We will return all securities/documents/title deeds to mortgaged property within a specified timeframe.

**8.16 Securitization of Loans/Card Dues**

* If we securitize (sell) your loans/dues on your card to another entity, we will advise you the name and contact details of such entity along with the amount of your loan/dues transferred to them. Normally, loans/credit card dues classified as Non-Performing Assets (NPAs) are considered for sale to Asset Reconstruction Companies (ARCs) through assignments. If dues are settled through compromise, assigning such assets to ARCs does not apply.
* You will then be liable to pay the amount due to the entity to which the loan/dues have been transferred.
* The entity to which the loan/dues have been transferred will continue to report your credit information to the CICs.
* We will endeavor to assist you if you have a grievance against the entity to which your loan/dues have been transferred by us.
* For all complaints against the entity to which your loan/dues have been transferred by us, we will remain the Nodal Authority for resolution. We will treat these complaints as if they are against us and ensure they are resolved promptly.

**8.17 Electronic & Digital Banking**

**8.17.1 Internet and Mobile Banking**

We will take appropriate measures to provide safe and secure Internet and Mobile Banking. We will ensure our systems and technology are safe and secure, and review and update them periodically.

* We will implement robust and dynamic fraud prevention and detection mechanisms to mitigate risks and protect customers from liabilities arising from unauthorized transactions.
* We will undertake various initiatives to educate you on Internet/Mobile Banking security and prevention from payment-related frauds by:
  + Displaying relevant information on our website.
  + Displaying information at customer touchpoints like ATMs and branches.
  + Sending periodic educational e-mails.

**8.17.3 ATM/Debit and Credit Cards**

* We will advise you of the current transaction limits that apply at POS counters, ATMs, and for forex transactions.
* We will advise you of the fees and charges that apply to your card.
* Please safeguard your card by taking the following measures:
  + Sign your card as soon as you receive it.
  + Do not leave your card unattended (e.g., in a wallet/purse) or in a location where it could be removed without being noticed (e.g., your vehicle).
  + Do not give your card to anyone or let anyone else use it, including at merchant establishments (e.g., restaurants, petrol pumps).
  + Always remember to take your card back after using it.
  + Inform us if you change your address with documentary proof so that, when required, a replacement card is sent to your correct address.
* Complaints relating to disputed/failed ATM transactions should be lodged with the card issuing institution (through authorized officials or channels).

**8.17.4.1 Reporting Loss, Theft or Disputed Transactions**

**8.17.5 Credit Card**

* We will process the closure of the credit card within 7 working days of receiving the request in writing or through an e-mail ID registered with us, provided that any outstanding amount is settled/paid.
* We will have the right to place a lien and right of set-off on all monies belonging to you, as the cardholder, standing to your credit in the same capacity, in any account whatsoever with our institution or in its possession or custody, if you are in default of our dues. We will send you intimation to this effect via e-mail to your registered e-mail ID/registered mobile number or by letter within three days of placing a lien/hold on your deposit account.
* If we offer any insurance cover to our credit card holders in tie-up with insurance companies, we will obtain in writing from you the details of nominee/s for the insurance cover in respect of accidental death and disablement benefits. We will ensure that the relevant nomination details are recorded by the insurance company, which will handle claims related to the insurance cover.

**8.18 Third Party Products**

* When you avail a banking service or product from us, we will not compel you to purchase/subscribe to any third-party product as a quid pro quo.
* In the case of securities provided by you for loans availed from us, we will not insist on your obtaining insurance cover from any particular provider/same organization. Obtaining insurance products, if any, offered by us will be purely voluntary. You will be free to obtain insurance cover from a service provider of your choice.
* We will, at regular intervals, educate you through advertisements/notice board/information on website/distribution of pamphlets etc., about the benefits of products sold at our branch, and also through e-mails and SMS, unless you have opted not to receive such information.
* We will ensure that all investment and insurance products sold at the branch are explained to you by personnel who are duly qualified and trained to sell the products.
* We will provide detailed terms and conditions of the product being offered to you (e.g., Key Information Memorandum for mutual funds, product brochure, sales illustration for insurance products).
* We will apply appropriate customer due diligence measures before selling investment/insurance products to you.
* We will sell a product to you only if we believe it is suitable and appropriate for you.
* We will obtain the requisite application and documentation for a product only after you have consented to subscribe/avail of the product, in writing or through authenticated electronic means/after necessary validation.
* We will ensure that statements/policy documents are delivered to you within 30 days from the completion of all formalities (including medical examination) as per the scheme.
* We will arrange to provide maximum possible "After Sales Service" like reminders for Systematic Investment Plans (SIP), latest Net Asset Value (NAV), maturity dates, premium due dates, etc.
* Service providers will provide you with periodical information on the performance of the scheme/products you have availed from them. If you require any specific service, we will facilitate it upon receiving a specific request from you.
* We will disclose details of all commissions/other fees received, if any, from mutual fund/insurance/other financial companies on our institution's website for distributing their products.
* We will adhere to central banking authority guidelines on para-banking activities like the sale of insurance/mutual fund/other third-party investment products.
* We will ensure that charges for related services for selling various products are displayed and made available to you.

**8.19 Credit Counselling Facility**

We will endeavor to provide credit counseling facilities.

**10. Financial Inclusion**

* We will also endeavor to provide Mobile Banking facilities.
* We will also endeavor to provide other modes of remittance, including mobile phones, electronic platforms like NECS, NEFT, etc.
* We will be responsible for all acts of omission and commission of Banking Outlets/Business Correspondents (BC)/Business Facilitators (BF), and any complaint lodged against them will be investigated.
* We will offer, if needed, a credit facility at an affordable cost, subject to terms and conditions that will be made known to you when you apply for the credit facility.
* We will explain the various credit plans available, including the minimum information required for processing your loan application, the most important terms and conditions applicable to such loans, the security that may be charged, the manner and periodicity of interest application, repayment procedure, etc.
* We will not insist on collateral security for credit limits up to a specified amount (e.g., Rupees One Lakh) for Government-sponsored schemes under Priority Sector Lending, except for loans to Micro and Small Enterprise (MSE) customers where higher collateral-free limits may apply.
* We will undertake financial literacy activities to educate customers.
* We will organize camps, stalls, and town hall events to promote financial inclusion in towns and villages, with participation by the target group.
* We will introduce a mechanism within our institution to educate our staff at all levels about financial inclusion efforts nationally and within our institution.
* We will establish a system of regular/ongoing visits by our institution's officials to unbanked areas where financial inclusion initiatives have been undertaken, to ensure the effective implementation of our efforts.
* We will endeavor to promptly address your complaints, if any, and resolve them as quickly as possible.
* If you have any grievance about our institution or its Banking Outlet/BC/BF, we will make known the complaint lodging procedures and the internal mechanism for complaint resolution, as well as the Banking Ombudsman Scheme, in case your complaint is not resolved or resolved to your satisfaction by our institution.
* We will widely publicize the financial inclusion program and educate customers about various products and services.

**11. Senior Citizens and Differently Abled Persons**

* We will make our best efforts to make banking easy and convenient for our special customers, such as senior citizens, differently-abled persons, and illiterate individuals. This includes developing convenient policies, products, and services for such applicants and customers.
* We will endeavor to develop systems and procedures to improve your access to banking services.
* We will endeavor to make physical access to our branches and ATMs convenient for you. We will endeavor to provide ramps and hand railings at banking branches and ATMs to facilitate easier access for senior citizens and differently-abled persons to various banking facilities.
* We will sensitize our staff interacting with you to assist you in carrying out your banking transactions.
* In addition to all other commitments in this Code:
  + We will prioritize you. We will endeavor to provide personalized services for banking transactions and grievance redressal.
  + We will endeavor to provide seating arrangements in the banking hall.
  + We will endeavor to provide our services through a Single Window mechanism.
  + We will permit withdrawal of your funds, up to limits set by you, by persons authorized by you upon production of the authorization letter and passbook.
  + We will endeavor to provide 'Doorstep' banking (pickup of cash/instruments for account credit or delivery of cash/demand drafts against cheque/written requisition).

**12. Protecting Your Accounts**

**12.6 Liability for Losses**

**Annexure – Glossary**

These definitions explain the meaning of words and terms used in the Code. They are not precise legal or technical definitions.

* **Aadhaar Pay:** A mobile app enabling digital payments using biometric identification.
* **App:** An abbreviated form of "application," referring to a software program designed for a specific user function.
* **ATM:** An Automated Teller Machine, where a customer can use a card with a PIN for cash, information, and other services.
* **Banking Ombudsman:** An independent dispute resolution authority established by the central banking authority to handle disputes between individuals/small businesses and their financial institutions.
* **Banking Outlet:** A fixed point service delivery unit, staffed.