

# THE JANATA CO-OPERATIVE BANK LTD.

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## CUSTOMER RELATION, SERVICE AND RIGHTS POLICY

The Customer Relation, Service and Rights Policy has been framed taking into consideration the guidelines/ circulars issued by Reserve Bank of India from time to time, recommended by the Staff & Business Promotion Sub-Committee and approved by the BoM/Board of Directors in its meeting held on 20.03.2024/30.03.2024 vide Resolution No.A.1(d)(v) as under :

### 1. Introduction :

Rights of the customer applies to all products and services offered by Bank or its agents, whether provided across the counter, over phone, by post, through interactive electronic devices, on internet or by any other method.

### 2. General management of the branches (Other offices also to follow to the extent possible)

(a) Broadly, a customer can be defined as a user or a potential user of Bank services. A 'Customer' may include:

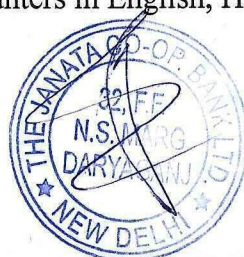
- i. A person or entity that maintains an account and / or has a business relationship with the Bank;
- ii. One on whose behalf the account is maintained (i.e. the beneficial owner)
- iii. Beneficiaries of transactions conducted by professional intermediaries, such as Stock Brokers, Chartered Accountants, Solicitors etc. as permitted under the law, and
- iv. Any person or entity connected with a financial transaction which can pose significant reputational or other risks to the Bank, say, a wire transfer or issue of a high value demand draft as a single transaction.

### (b) Infrastructure facilities at branches

Branches shall provide sufficient customer service space, adequate furniture, drinking water facility etc. People with physical infirmities like pensioners, senior citizens, disabled persons, etc., will be provided with special treatment. Branches will provide special infrastructure support for physically challenging and aged customers.

### (c) Display of indicator boards

Branches shall display indicator boards at all the counters in English, Hindi as well as in the concerned regional language.



**(d) Booklets for customers**

Customers shall be provided with booklets consisting of all details of service and facilities available at the Bank in Hindi & English.

**(e) Reviewing and improving the existing security system**

Periodical review of existing security arrangement in branches shall be carried out so as to find out any lacunae and also to instill confidence amongst the employees and the public.

**(f) Wearing of identification badges by the employees**

All employees shall wear identity cards displaying photo and name. The display of identity will lead to better quality of customer service. Non-adherence to this rule by any employee shall be treated as a mis-conduct.

**(g) Periodic change of desk and entrustment of elementary supervisory jobs**

Personnel attending various counters/desks and supervisors shall be rotated periodically. This will happen at least once in 6 months.

**(h) Training of staff in line with customer service orientation**

Technical skills in Banking of staff at delivery channels will be periodically upgraded through training. Bank will adopt all means of communications like video conferencing, on-line training modules, job cards etc.

**(i) Visit by senior officials from Head Office to branches**

Senior officials from controlling offices and Head Office shall visit branches at periodical intervals for on the spot study of the quality of service rendered by the branches. Regional Head or his deputy shall visit the branches at least once in every half-year.

**(j) Rewarding the best branches from customer service point of view by annual awards/running shield**

Bank shall select best branches for customer service and present annual award. Input from customers shall be used for arriving at the decision.

**(k) Customer service audit and customer surveys**

Bank will conduct customer service audit and customer surveys on an annual basis. The input from customer survey will be used to select best Branches for customer service.



**(l) Holding customer relation programs and periodical meetings**

Bank will hold customer meets to interact with different cross sections of customers for identifying action points to upgrade the customer service with customers.

**(m) Establishment of a New Product and Services Approval Process**

All issues in new products and services which compromise the rights of the Common Person shall be brought to the knowledge of Board for approval.

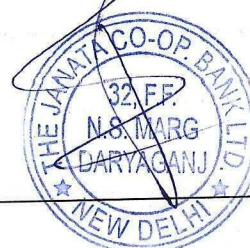
**(n) Quality Assurance and Support Officers**

The Quality Assurance and Support Officers of each branch shall ensure that the intent of Customer Service Policy is adhered to in letter and spirit.

**3. Right to Fair Treatment:**

Both the customer and Bank have a right to be treated with courtesy. The Bank will –

- i. Promote good and fair banking practices by setting minimum standards in all dealings with the customers.
- ii. Promote a fair and equitable relationship between the bank and the customer.
- iii. Train bank staff attending to the customers, adequately and appropriately.
- iv. Ensure that staff members attend to customers and their business promptly and courteously.
- v. Treat all customers fairly and not discriminate against any customer on grounds such as gender, age, religion, caste, literacy, economic status, physical ability, etc. Bank may, however, have special schemes or products which are specifically designed for members of a target market group or may use defensible, commercially acceptable economic rationale for customer differentiation. Bank may also have schemes or products as part of an affirmative action such as for women or backward classes. Such schemes / products will not tantamount to unfair discrimination. The rationale for such special schemes or terms will be explained by bank wherever required.
- vi. Ensure that the above principle is applied while offering all products and services.
- vii. Ensure that the products and services offered are in accordance with relevant laws and regulations.
- viii. While it shall be the endeavor of the bank to provide its customers with hassle free and fair treatment, the bank would expect its customers to behave courteously and honestly in their dealings with the bank.
- ix. It shall also be the bank's endeavor to encourage its customers to approach the bank's Internal Grievance Redressal machinery and approach alternate fora after exhausting all their remedies under bank's internal grievance mechanism.

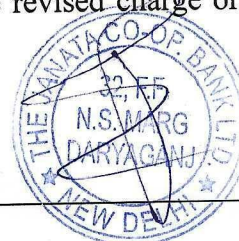


#### 4. Right to Transparency, Fair and Honest Dealing :

The Bank shall make every effort to ensure that the contracts or agreements it frames are transparent, easily understood by and well communicated to the common person.

In pursuance of the above Right, the Bank will –

- i. Ensure complete transparency so that the customer can have a better understanding of what he or she can reasonably / fairly expect from the bank.
- ii. Ensure that the bank's dealings with the customer rest on ethical principles of equity, integrity and transparency.
- iii. Provide customers with clear information about its products and services, terms and conditions, and the interest rates / service charges in simple and easily understandable language, and with sufficient information so that the customer could be reasonably expected to make an appropriate and informed choice of product.
- iv. Ensure that all terms and conditions are fair and set out the respective rights, liabilities and obligations clearly and as far as possible in plain and simple language.
- v. Make known the key risks associated with the product as well as any features that may disadvantage to the customer. Most Important Terms and Conditions (MITC) associated with the product or service will be clearly brought to the notice of the customer while offering the product. In general, it will be ensured that such terms will not inhibit a customer's future choice.
- vi. Provide information on interest rates, fees and charges through Notice Board in the branches/ website/ help-lines/ help-desk etc.
- vii. Display the tariff Schedule on Bank's website and a copy of it will be made available at every branch for customer's perusal. Also Bank will display in its branches a notice about the availability of the Tariff Schedule at the branch.
- viii. Give details, in Bank's Tariff Schedule, of all charges, if any, applicable to the products and services chosen by customer.
- ix. Inform the customer of any change in the terms and conditions through a letter or Statement of Account, SMS or email as agreed by the customer at least one month prior to the revised terms and conditions becoming effective.
- x. Ensure that such changes are made only with prospective effect after giving notice of one month. If the bank has made any change without giving such notice which is favorable to the customer, it will notify the change within 30 days of such change. If the change is adverse to the customer, prior notice of minimum 30 days will be provided and the customer may be provided options, to close the account or switch to any other eligible account without having to pay the revised charge or interest within 60 days of such notice.



- xi. Provide information about the penalties to be levied in case of non-observance / breach of any of the terms and conditions governing the product / services chosen by the customer.
- xii. Display on public domain the Banks' Policies on Deposits, Cheque Collection, Grievance Redressal, Compensation and Collection of Dues and Security Repossession.
- xiii. Make every effort to ensure that staff dealing in a particular product is properly trained to provide relevant information to customers fully, correctly and honestly.
- xiv. Ensure to communicate to the applicant within a reasonable time period as decided by the bank about the acceptance / non-acceptance of applications submitted for availing a product / service and convey in writing the reasons for not accepting / declining the application. Such period will be notified in the bank's website and also in the application of the particular product or service.
- xv. Communicate unambiguously, the information about Discontinuation of particular products, Relocation of their offices, Changes in working hours, Change in telephone numbers, Closure of any office or branch with advance notice of at least 30 days. Also affirms that disclosure of information is an on-going process through the life-cycle of the product / relationship and shall be diligently followed by them. Ensure to use all possible channels of communication, including web-site, to ensure that information on all changes are made known to the customer upfront.
- xvi. Advise the customer at the time of selling the product of the rights and obligations embedded in law and/or banking regulation including the need to report any critical incidents that the customer suspect, discover or encounter.
- xvii. The bank's staff members shall, when approached by the customer for availing a product or service, provide all relevant information related to the product / service and also provide direction to informational resources on similar products available in the market with a view to enable the customer to make an informed decision.
- xviii. Not terminate a customer relationship without giving reasonable or contractual prior notice to the customer.
- xix. Assist the customer in all available ways for managing his/her account, financial relationship by providing regular inputs in the bank's realms such as account statements/passbooks, alerts, timely information about the product's performance, term deposits maturity etc.
- xx. Ensure that all marketing and promotional material is clear and not misleading.
- xxi. Not threaten the customer with physical harm, exert influence or engage in behavior that would reasonably be construed as unwarranted harassment. Ensure adherence only to the normal appropriate business practices.
- xxii. Ensure that the fees and charges on products/services and its structure are not unreasonable to the customer.



## 5. Right to Suitability :

The products offered should be appropriate to the needs of the customer and based on an assessment of the customer's financial circumstances and understanding.

In pursuance of the above Right, the Bank will –

- i. Ensure that it has a Board approved policy for assessing suitability of products for customers prior to sale.
- ii. Endeavour to make sure that the product or service sold or offered is appropriate to the customer's needs and not inappropriate to the customer's financial standing and understanding based on the assessment made by it. Such assessment will be appropriately documented in the bank's records.
- iii. Sell third party products only if it is authorized to do so, after putting in place a Board approved policy for marketing and distributing third party financial products.
- iv. Not compel a customer to subscribe to any third party products as a quid-pro-quo for any service availed from the bank.
- v. Ensure that the products being sold or service being offered, including third party products are in accordance with extant rules and regulations.
- vi. Inform the customer about his responsibility to promptly and honestly provide all relevant and reasonable information that is sought by bank to enable them to determine the suitability of the product to the customer.

## 6. Right to Privacy:

Customers' personal information will be kept confidential unless they have offered specific consent to the Bank or such information is required to be provided under the law or it is provided for a mandated business purpose.

In pursuance of the above Right, the Bank will –

- i. Treat customer's personal information as private and confidential (even when the customer is no longer banking with us), and, as a general rule, not disclose such information to any other individual/ institutions including its subsidiaries / associates, tie-up institutions etc. for any purpose unless :
  - a. The customer has authorized such disclosure explicitly in writing
  - b. Disclosure is compelled by law / regulation
  - c. Bank has a duty to the public to disclose i.e. in public interest
  - d. Bank has to protect its interests through disclosure



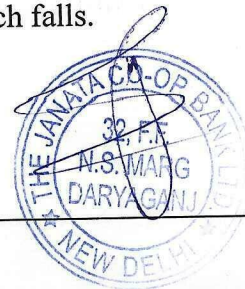
- e. It is for a regulatory mandated business purpose such as disclosure of default to credit information companies or debt collection agencies.
- ii. Ensure such likely mandated disclosures be communicated immediately to the customer in writing.
- iii. Not use or share customer's personal information for marketing purpose, unless the customer has specifically authorized it.

#### **7. Right to Grievance Redressal and Compensation:**

The customer has a right to hold the Bank accountable for the products offered and to have a clear and easy way to have any valid grievances redressed.

In pursuance of the above Right, the Bank will –

- i. Deal sympathetically and expeditiously with all things that go wrong.
- ii. Correct mistakes promptly.
- iii. Cancel any charge that has been applied wrongly or by mistake.
- iv. Compensate the customer for any direct financial loss that might have been incurred by the customer due to its lapses.
- v. Place in public domain its Customer Grievance Redressal Policy, including the grievance Redressal procedure, available for the customer.
- vi. Place in public domain the compensation policy for delays / lapses in conducting / settling customer transactions within the stipulated time and in accordance with the agreed terms of contract.
- vii. Ensure to have a robust and responsive grievance Redressal procedure and clearly indicate the grievance resolution authority who shall be approached by the customer.
- viii. Make grievance Redressal mechanism easily accessible to customers.
- ix. Advise the customer about how to make a complaint, to whom such a complaint is to be made, when to expect a reply and what to do if the customer is not satisfied with the outcome.
- x. Inform the complainant of the option to escalate his complaint to the Banking Ombudsman if the complaint is not redressed within the pre-set time.
- xi. Place in public domain information about Banking Ombudsman Scheme.
- xii. Display at customer contact points the name and contact details of the Banking Ombudsman under whose jurisdiction the bank's branch falls.



Further, the Bank will clearly spell out, at the time of establishing a customer relationship, the liability for losses, as well as the rights and responsibilities of all parties, in the event of products not performing as per specifications or things going wrong. However, the bank will not be liable for any losses caused by extraneous circumstances that are beyond its reasonable control (such as market changes, performance of the product due to market variables, etc.).

#### **8. Acceptance of cash**

Branches shall accept cash over the counters from all the customers who desire to deposit cash at the counters.

#### **9. Service at the counters**

##### **i. Banking hours/working days**

Bank shall normally function for public transactions at least for 5 hours on week days and 1st, 3rd & 5th Saturdays in the larger interest of public and trading community.

##### **ii. Changes in Banking hours**

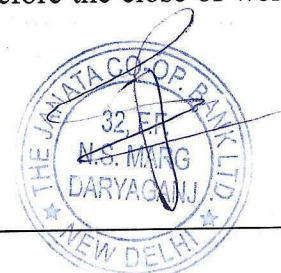
Bank shall fix, after due notice to its customers, whatever business hours are convenient to it i.e. to work in double shifts, to observe weekly holiday on a day other than Sunday or to function on Sundays in addition to the normal working days, subject to observing normal working hours for public transactions referred to in paragraph above. For closing any of its offices on a day other than a public holiday, Bank will give due and sufficient notice to the parties concerned.

##### **iii. Commencement / Extension of working hours**

Commencement of employees' working hours shall be 15 minutes before commencement of business hours at branches. The Branch Managers and other supervising officials shall, ensure that the members of the staff are available at their respective counters with all necessary ledgers, computers etc., ready right from the commencement of Banking hours and throughout the prescribed business hours so that there may not be any grounds for customers to wait. Branch shall ensure that no counter remains unattended during the business hours and uninterrupted service is rendered to the customers. Further, the Branch will allocate the work in such a way that no Cash Counter is closed during the Banking hours at their branches. All the customers entering the Banking hall before the close of business hours shall be attended to. Branch shall also ensure that customers visiting Branches during business hours are properly serviced.

##### **iv. Extended business hours for non-cash Banking transactions**

Bank will extend business hours for Banking transactions other than cash, up till half hour before close of the working hours. The following non-cash transactions will be undertaken during the extended hours, i.e., up to half hour before the close of working hours :





- a. Non-voucher generating transactions:
- (i) Issue of pass books/statement of accounts;
  - (ii) Issue of cheque books;
  - (iii) Delivery of term deposit receipts/drafts;
  - (iv) Acceptance of share application forms;
  - (v) Acceptance of clearing cheques;
  - (vi) Acceptance of bills for collection.
- b. Voucher generating transactions:
- (i) Issue of term deposit receipts;
  - (ii) Acceptance of cheques for locker rent due;
  - (iii) Issue of travelers cheques;
  - (iv) Issue of gift cheques;
  - (v) Acceptance of individual cheques for transfer credit.

## 10. Disclosure of Information

### i. Display of information - Comprehensive Notice Board

Notice Board enables customers to take informed decision regarding products and services of the Bank and be aware of their rights as also the obligations of the Bank to provide certain essential services. It also disseminates information on public grievance redressal mechanism and enhances the quality of customer service in the Bank and improves the level of customer satisfaction.

### ii. Notice Board

The Bank will display the information in the Notice Board in the Branches as per the format given for the Comprehensive Notice Board by the internal working group of RBI. While displaying the information in the notice board, Bank will also adhere to the following principles:

- a. The notice board will be updated on a periodical basis and the board will indicate the date up to which the board was updated.
- b. Display will be simple and readable.
- c. The language requirements (i.e. in Hindi/English) will be taken into account.
- d. The notice board shall specifically indicate wherever recent changes have been done.
- e. The notice board will also indicate a list of items on which detailed information is available in booklet form.



### iii. Website

The detailed information as indicated in Para of the Notice Board will also be made available on the Bank's web site. Bank will adhere to the broad guidelines relating to dating of material, legibility, etc. while placing the same on the websites. Bank will ensure that the customers are able to easily access the relevant information from the Home Page of the Bank's web site. There are certain information relating to service charges and fees and grievance redressal that will be posted compulsorily on the website of the Bank.

### iv. Display of information relating to Interest Rates and Service Charges – Rates at a quick glance

Interest Rates and Service Charges at a quick glance will be made available in Bank's website and will be made easily accessible from Home Page of the web site.

## 11. Security aspects relating to Safe Deposit Lockers

### Operations of Safe Deposit Vaults/Lockers

Bank shall exercise due care and necessary precaution for the protection of the lockers provided to the customer. Bank shall review the systems in force for operation of safe deposit vaults / locker at the branches on an on-going basis and take necessary steps. The security procedures shall be well documented and the concerned staff shall be properly trained in the procedure. The internal auditors shall ensure that the procedures are strictly adhered to.

## 12. Customer Confidentiality Obligations

The scope of the secrecy law in India has generally followed the common law principles based on implied contract. The Bankers' obligation to maintain secrecy arises out of the contractual relationship between the Banker and customer, and as such no information shall be divulged to third parties except under circumstances which are well defined. The following exceptions to the said rule are normally accepted:

- i. Where disclosure is under compulsion of law
  - ii. Where there is duty to the public to disclose
  - iii. Where interest of Bank requires disclosure and
  - iv. Where the disclosure is made with the express or implied consent of the customer.
- Members of staff shall adhere to maintain confidentiality of customer and his transactions.

## 13. Employee obligations

All staff members shall extend warm and courteous services to the customers.

- i. All staff members shall dress decently in clean and neat attire, which should reflect our respect and regard to customers.



- ii. All customers are to be dealt with politely. Staff members should not get angry and should avoid bitter exchange of words with customers. Staff members should be cool, calm and polite.
- iii. All staff members should wear identity card/badge.
- iv. All staff members should report to work 15 minutes prior to the commencement of the business hours. They should be ready to offer services from the time prescribed for commencement of business by carrying out the preliminary works, like opening of the computers, cash etc., ready etc., before commencement of business. E.g., the working hours of the staff members of normal branches will commence at 9.45 a.m. and will end at 4.45 p.m.; the business hours will be 10 a.m. to 4.30 p.m.
- v. Depending upon the volume and nature of business and profile of customers, Branches shall make arrangements to stagger the lunch recess, so that customers reporting to the branches during the declared/notified lunch recess are attended to.
- vi. No gifts, donations, subscriptions, accommodation, loan, cash, favorable terms or discount on any product or service, services, equipment, products, transportation, use of vehicles, gift certificates, gift cards, discount cards, membership or consulting, relationship, favorable employment, undue advantage etc., other than that approved by the Bank shall be solicited and/or accepted by the staff members from the customers or others.
- vii. Breach of any of the rules laid down in this Policy by any member of staff will be a mis-conduct.
- viii. Heads of office/Branch will be responsible to ensure compliance of the above and other guidelines in this Policy by all the employees in the office/branch

#### 14. Conclusion.

This policy will be taken up for review as and when there are major changes in the environment arising out of changes in the policy by Reserve Bank of India on Customer Relation, Service and Right. However, in the absence of any such changes in the economic and banking scenario, this policy will continue to be in force. The changes made by the RBI and Government of India must be complied with and the Policy shall be revised, rectified and amended accordingly. This policy has been framed and shall be valid till it is revised.

For The Janata Co-operative Bank Ltd,

(P.S. Pathania)  
Managing Director

