

# THE NATIONAL CO OPERATIVE BANK LTD.,

# CITIZEN CHARTER

1. The National Co-operative Bank Ltd., strongly believes that a satisfied customer is the most important factor for the growth in business. The Citizen Charter of NCB provides key information on various facilities or services provided to customers in the Branches, which ensures high standard of responsibility and transparency in the banks dealings with the customers. It also provides comprehensive information on the Banks Grievances and Banks Redressal mechanism. It also specifies the obligation on the part of the customers for healthy bankers-customers relationship.

## 2. Applicability of Charter

Disclaimer: Citizen's Charter is not a legal document creating rights and obligations. It does not create new legal rights, but it surely helps in enforcing the existing rights.

The Charter applies to all products and services provided by bank through its branches across the counter or through technology. All the terms and conditions will comply with the Principles and Commitments undertaken by the Bank.

3. It provides essential information on transactions relating to Savings, Current account, Fixed Deposits, Collections and remittances, Grievance redressal. Detailed information on the services offered is available on our Website [www.ncbl.org.in](http://www.ncbl.org.in). Information given is subject to change or revision.

The main object is to promote good and fair Banking practices by setting minimum standards, to encourage market focuses through competition. To foster confidence in Banking System, to increase awareness of customers and to enhance customer protection.

## 4. Key Commitments

### Right to Fair treatment

- Making sure that our products and services meet relevant laws and regulations in letter and spirit.
- Ensuring that all dealings with you rest on the ethical principles of integrity and transparency.
- Non discriminating on the basis of age, race, gender, marital status, religion, disability or financial status.
- Training our staff to attend you adequately, appropriately, promptly and courteously.

- **Right to Transparency, fair and honest dealing.**

- Providing timely and adequate information about our financial products and services.
- Ensuring that our advertising and promotional literature is clear and not misleading.

- Ensuring that you are given complete information about our products and services, minimum balance requirements, interest rates and service charges and terms and conditions applicable to them.
- **Right to suitability and privacy.**
  - Offering products based on your needs and based on your financial circumstances and understanding.
  - Ensuring to keep your personal information private and confidential.
- **Right to Grievance Redressal .**
  - By making available various channels for lodging of your complaints and grievances.
  - By displaying Banking Ombudsman Scheme, name and contact details of Banking Ombudsman.
  - By ensuring availability of such information on Bank's website.

#### **5. Common Practices Followed By Our Branches:**

- Display of business hours.
- Provide details of various deposits schemes/services of the Bank.
- Display interest rates for various deposit schemes from time to time.
- Offer nomination facility to all eligible deposit account.
- Display the contact details of Banking Ombudsman for the customer complaints and grievances.

#### **1. Expectations from Customers for Qualitative and Efficient Services.**

Customers are requested to:

- Check your statement of account or passbook regularly.
- Bring pass book while withdrawing cash from savings bank account through withdrawal slip.
- Get pass book updated from time to time.
- Ensure safe custody of cheque book and pass book. Pass book, Cheque book, ATM/Debit Card are not to be kept together.
- Issue crossed/account payee cheques as far as possible.
- Ensure cheque is crossed and at the back of the cheque- the account number and mobile number is mentioned before producing the cheque for clearing.
- Check the details of the cheque namely, date, amount in words and figures, crossing, etc. before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
- To prevent from any loss, cheque be issued without cutting/overwriting. No changes / corrections should be carried out on the cheques. For any change in the payee's name,

courtesy amount (amount in figures) or legal amount (amount in words) etc. fresh cheque forms should be used by customers. This would help banks to identify and control fraudulent alterations. Cutting in date, wherever required should be for re-validation of "Stale Cheque". Blanks in spaces meant for writing, Payee(s) Name/Amount in word and figure should be securely plugged by putting cross/drawing a line.

- Cheque(s) issued with cuttings is / are liable to be rejected if presented in clearing functioning under "Cheque Truncation System" (CTS), even though the cutting/s is / are authenticated.
- Do not sign blank cheques. Do not record your specimen signature either on pass book or on cheque book.
- Not to issue cheque without adequate balance; maintain minimum balance as specified by the bank.
- Use nomination facility.
- Note down account numbers, details of FDR, locker number, etc. separately.
- Inform change of address, telephone number etc. to the branch.
- Inform loss of demand draft, fixed deposit receipt, cheque leave(s)/book, key of locker, etc. immediately to the Branch.
- Pay interest, installments, locker rent and other dues on time.
- Not to introduce any person who is not personally known to you for the purpose of opening account.
- Complaint relating to deficiency of customer service should be reported within a reasonable time.
- Operate account regularly to maintain the status as operative/Active.
- Avail standing instructions facility for repeat transactions.
- Ensure safe custody of Debit/ATM card. Wherever signature on the card is mandatory, it should not be left unsigned.
- Ensure confidentiality of ATM/Debit card PIN number. In case of loss of ATM/Debit card, notify your bank (bank's call centre) to take immediate steps to prevent the same from being misused. Customer shall be liable for any misuses until the time the bank has been notified.
- Do not give account details, password for any other security information to anyone. Memorize personal identification number (PIN) and change it on regular basis.
- Do not respond to any unauthorized email/ email asking for password/ PIN.
- Cooperate with the Bank for any investigation on any transaction on your account.
- Bring any deficiency in services to the notice of the bank.
- Correct PAN number / form 15G or 15H is to be furnished at the commencement of financial year enabling to deduct TDS correctly.
- Account holder is to ensure that account is not used for money laundering or for any fraudulent transaction.



- Customer obligation - Proper utilization of Bank Loan and Timely Repayment.

## 2. Products and Services:

### Deposit Product

**Savings Bank Deposit Accounts:** Various savings account products catering to the special needs of various customers like Savings Bank Individual Account, Savings Bank Societies Account, NRE Savings Bank, etc.

- **KYC requirements:** The Bank will provide to the prospective customers, details of the documents required for identification of the person opening the account also proof of address documents. Documents normally accepted are:

For identification as well as for address (provided it contains the present address)

1. Aadhaar number, where he/she is desirous of receiving any benefit/subsidy under any scheme a declaration to be given and E- KYC is mandatorily to be done.

Or

Customers who are not beneficiaries of the aforesaid welfare scheme, Bank may carry out Aadhaar authentication/ offline verification of an individual who voluntarily uses his Aadhaar number for identification purpose.

Or

The passport, the driving license, the Voter's identity card issued by Election Commission of India, job card issued by NREGA duly signed by an officer of State Govt and the letter issued by the National Population Register containing details of name and address. AND

2. Permanent Account Number (PAN) or Form 60.
3. Two recent photograph.

- **Address Proof- As below:**

- If OVD furnished by the customer does not contain updated address, then deemed OVD for limited purpose of address can be utility bill which is not more than two months old of any service provider (electricity, telephone, postpaid mobile phone, piped gas, water bill)
- Property or Municipal Tax Receipt.
- Pension or Family Pension Payment Orders (PPOs) issued to retired employees by Government departments or Public Sector Undertakings, if they contain the address.
- Letter of allotment of accommodation from employer issued by the State or Central Government departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial banks, financial institutions and listed companies. Similarly, lease and license agreements with such employers allotting official accommodation.
- Provided that the customer shall submit updated OVD with current address within a period of three months of submitting the above documents.

**Current Deposit Accounts:** Current accounts can be opened by Individuals, Partnership firms, private and public limited companies, HUF/Specified associates, Societies, Trusts, etc.

Bank offers various current account products depending on the needs of customers like Current Account Individuals, Current Account Societies.

For Opening of individual accounts documents required:

- Proof of identity: Any one of PAN card/Passport/Voter ID/Aadhaar.
- Proof of address: Passport/Voter ID/Aadhaar

For Opening of Partnership/Company/Trust/Society/Club /Association. Prospective Customer to submit relevant documents of business/activity from the below list.

- PAN Card
- Mandate to operate the account
- MSME Registration
- GST Registration
- Customs Registration
- Partnership deed in case of partnership
- CIN from ROC/Date of Regn/Memorandum and Articles of Association/Date of Commencement of business/Resolution
- Copy of Trust Deed, Bye-laws/Resolution
- Copy of Bye-laws in case of Club/Association/Society

**Term Deposit Accounts:**

- Bank has various Term deposit products to suit the needs and expectations of investing customers.
- Term deposits can be opened by individuals, partnership firms, private and public limited companies, HUF/Specified associates etc. It can also be opened in the name of minor.
- Premature withdrawals are allowed (Terms & Conditions applied).
- Generally, loans/overdrafts against deposits are allowed unless specifically excluded under a deposit scheme.

**DICGC Coverage:** Each Depositor in a Bank is insured upto a maximum of Rs.5 Lakh for both principal and Interest amount held by him in the same right and same capacity.

**Loan Products:**

- The Bank has formulated various lending schemes for Individuals, Businessmen, Small and Medium Enterprises, etc as per their requirements.

- Loans include Joint Surety Loan, Vehicle Loan, Business Loan, Cash Credit Loan, Overdraft, Commercial Building Purchase and Construction, House Construction, House/Flat Purchase, Higher Education and Other purpose.
- All Pricing and Non-pricing Terms and Conditions of Loans will be in strict conformity with the Regulatory Guidelines and correctly capture the risks involved.
- Loan Documents - Borrower will be made aware upfront about various documents required to be produced for sanctioning of loan application

**Services:**

- Remittance facilities to the customers through RTGS/NEFT/Issuance of Demand drafts/Payorder.
- Collection of cheques.
- Use of Internet Banking (View Only) for the Statement purpose.
- SMS facilities provided to the Customers who have registered their Mobile Number.
- Safe Deposit Locker Facility.

**3. KNOW YOUR CUSTOMER NORMS:**

In compliance with RBI guidelines, Bank follows a practice of identification, fulfillment and regular updation of KYC norms.

Bank carries out periodic updation of customers' KYC based upon their risk category.

As a general rule, for the periodic updation, the customer needs to resubmit his proof of identification and address to his home branch.

**4. GRIEVANCE REDRESSAL MECHANISM**

We are committed to serve you to your satisfaction. However, should you feel that our services need improvement and wish to lodge your feedback / complaint; we welcome your valuable suggestions and feedback. Our endeavour shall be to convert your complaint into a compliment.

In case of any complaint about our service or product, the matter may be brought to the notice of the concerned Branch Head for its immediate redressal. Kindly file a complaint in letter to the Branch Manager. The grievance may be sent giving full details of the case to the branch where your account is maintained.

If the complaint is not resolved to your satisfaction, you are free to take recourse to The Banking Ombudsman. The details of the scheme are provided in our website.