Utkarsh Small Finance Bank

CITIZEN'S CHARTER

Version: 8.0

## Contents

1. **Preface:**

The Citizen's Charter of Utkarsh Small Finance Bank Ltd highlights our commitment towards customer satisfaction. In this Charter definition of Bank is Utkarsh Small Finance Bank. We have a strong belief that a satisfied customer is the foremost factor in developing our business. The ability of the banking industry to achieve the socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. This document details our key commitments and responsibilities along with the redressal methods and also specifies the obligations on the part of the customers for a healthy banker-customer relationship.

The charter has been prepared to promote fair banking practices and to provide information on various activities relating to customer service. This is not a legal document and does not intend to create any new rights or obligations either on the part of the Bank or on the part of the customer, other than those that accrue as per contractual/ regulatory obligations in the normal course of business.

Copies of the Citizens Charter will be available on request to all our customers at our branches, administrative offices and on our web site.

2. **Vision:**

To be the most trusted, digitized bank that is financially and socially inclusive, and creates value across social strata through insightful and viable solutions.

3. **Mission:**

Be the preferred financial institution across all customer segments through technology enabled solutions that are sustainable, inclusive, and scalable, supported by a work culture that centers on passion, values and corporate ethics to deliver best in class customer experience.

4. **Core values:**
    a. Persistence as our innate quality
    b. Responsible and Ethical in our dealings
    c. Inclusive in our approach
    d. Diligent in our process
    e. Excellence in all that we do

5. **Applicability of Charter:**

This Charter applies to all products and services offered by the bank whether served by branches, subsidiaries and/or agents acting on behalf of the Bank, that may be availed across the counter, by post, by phone or through interactive electronic devices and through technology.

All our offerings of products and services can be viewed on our website www.utkarsh.bank.in

6. **Our Commitments:**
   a) To act fairly and reasonably in all dealings with customers

   b) To help customers understand how bank's financial products and services work

   c) To display on the Bank's website

   - The Banking Ombudsman Scheme: Reserve Bank of India (RBI) and Banking Ombudsman (BO) offices propagate the education of the public about the BO Scheme. The Scheme is displayed on the Bank's website and is available at branches for customer information.

   - Approach to Customer Service – Our policies clearly lay out our approach to Customer Service in accordance with RBI guidelines as updated from time to time and the same is available under the Our Policies on our Bank's Website.

   d) To maintain privacy and confidentiality of the customers' personal and financial information

   e) To publicize the Charter:

   - Provide the customer a copy of the Charter on request
   - Make available this Charter on Bank's website
   - Ensure training to the staff to put the provisions of Charter into practice

7. **Regulatory / Statutory Compliance:**
   In order to comply with regulatory/ statutory requirements, while opening an account, Bank official/s will adhere to the Know Your Customer (KYC) Norms and Anti Money Laundering (AML) as laid down in regulatory guidelines by satisfying ourselves about the identity of the person/s seeking to open an account/s and verification of the address of that person/s, thereby protecting prospective Customer/s, member/s of the public, the Bank and other stakeholders against fraud and other misuse of the banking system.

   Bank official/s will also seek information from the customer/s and satisfy themselves / ourselves about the sources of income of the existing/ prospective customer/s. In order to meet the above, the Bank shall ask customer/s to provide documents and information as may be required. Customers must also provide to the Bank such documents and information as required for updating and verifying customer information periodically as and when required.

8. **Common Practices followed by Our Branches:**
   a) Display business hours.

   b) Render courteous services.

c) Attend to all customers present in the banking hall at the earliest and before the close of business hours.
d) Provide exclusively or combined with other duties, an 'Enquiry' or 'May I Help You' counter.
e) Offer nomination facility to all locker and deposit accounts (i.e. account opened in individual capacity as well as deposits held in the name of a sole proprietary concern).
f) Assist customers for putting in their transactions using various channels such as ATMs, especially those new to banking transactions.
g) Display interest rates for various deposit schemes.
h) Notify interest rates/ service charges and changes in interest rates/ service charges from time to time.
i) Provide details of various deposit schemes/services of the Bank.
j) Issue Demand Drafts
k) Transfer of fund through NEFT / RTGS
l) Display Time -Norms for various banking transactions.
m) Pay interest for delayed credit of outstation cheques, as advised by Reserve Bank of India (RBI).
n) Provide complaint/suggestion book / box in the branch premises.
o) Display address of Regional and Head Office as well as Nodal Officer (NO) and Principal Nodal Officer (PNO) dealing with customer grievances/complaints and details of the Banking Ombudsman.
p) Insure deposits with Deposit Insurance and Credit Guarantee Corporation of India up to ₹5 Lakh (Five Lakh only).
q) Provide facility of acceptance and exchange of soiled/ mutilated notes and coins and also ensure issuance of quality notes.

r) for the deposits such as savings, fixed, current, recurring, etc. deposits except the following types of deposits – Deposits of foreign Governments, State/Central Governments, Inter-bank deposits, State Land Deposit Banks, State Co-Operative Banks and any amount due on account of and deposits received outside India or any amount which has been exceptionally exempted by the corporation with the previous approval of Reserve Bank of India Customers are requested to:

1. Ensure safe custody of cheque book, debit cards and pass book.
2. Issue crossed/account payee cheques as far as possible, wherever applicable.

3. Check the details of the cheque, beneficiary name, date, amount in words and figures, crossing etc., before issuing it.
4. As far as possible, issue cheques after rounding off the amount to nearest rupee.
5. Not to issue cheque without adequate balance
6. Not to sign blank cheque/s
7. Maintain minimum balance as specified by the Bank from time to time for applicable products
8. Use nomination facility.
9. Inform change of address, telephone number, Nominee etc., to the Branch. The customers shall provide the Bank with the updated KYC documents to enable the Bank to conduct revalidation of KYC in line with the frequencies as prescribed by the Reserve Bank of India from time to time.
10. Inform loss of demand draft, fixed deposit receipt, cheque leave (s)/book, debit card etc., immediately to the Branch.
11. Avail of standing instructions facility repeat and fixed periodic transactions.
12. Provide feedback on our services.
13. Pay interest, instalments and other dues on time.
14. Avail services such as ATM, ECS (including local, regional and National ECS)
15. NACH etc., offered by the branch.
16. Ensure that confidential information relating to your accounts including passwords/ PINs are not shared with any other person including staff of the Bank
17. Ensure that all services and products offered by the Bank are availed by you through direct interaction with Bank staff and not through any other intermediary and that no commission is paid to any Bank staff or intermediary with regard to availing of Bank services and products.
18. Ensure that the savings and current accounts that you have opened with the Bank are kept active through regular use.
19. Ensure that all accounts opened with the Bank are not used by any person other than the account / mandate holder(s).
20. Check your statement/ passbook regularly and inform us of any discrepancy, immediately
21. Change and memorize your PIN, password and other security information received by you
22. Change your PIN/Password at regular intervals.
23. Do not record your specimen signature either on passbook or on cheque book.

24. Give a written instruction in case you wish to stop payment of a cheque or cancel standing instruction or a direct debit.

**9. Special Customers:**

The Bank commits to the following while dealing with special customers:

**A. Banking Facility for Senior Citizens and Differently Abled Persons**

- Bank provides dedicated Counters/Preference to Senior Citizens, Differently abled persons
- Bank provides ramps at its ATMs and branches to enable easy access for senior citizens, wheelchair users and persons with disabilities. Where it is not feasible to provide a ramp at any ATM or branch, Bank prominently displays the reasons for non-availability at the concerned location.
- Bank issues Cheque Book to customers, whenever a request is received, through a requisition slip which is part of the Cheque Book issued earlier.
- Bank does not insist on physical presence of any customer including senior citizens and differently abled persons for getting Cheque Books.
- Bank also issues Cheque Books, on requisition, by any other mode such as Internet/Mobile Banking.
- Bank provides minimum 80 Cheque leave every year, if requested, in Savings Bank account, free of charge as per our present product offerings. Bank can revise free limit of the cheque leaves per year in its annual revision.
- Bank provides necessary assistance to senior citizens and differently abled persons for filing Form 121 once in a year (preferably at the starting of Financial Year) to enable them to submit the same, wherever applicable, within the stipulated time
- Bank provides Doorstep Banking facilities to senior citizens of more than 60 years of age and differently abled or infirm persons (having medically certified chronic illness or disability) for specific Banking facilities as specified in Para 2 of the Doorstep Banking Policy including those who are visually impaired against request received for such service.
- Bank automatically converts a fully KYC compliant account into a Senior Citizen Account on attaining the eligible age, based on the date of birth available in the Bank's records.

**B. Joint Liabilities Group (JLG):**

We strive to help our customers meet all their capital needs, so that they can walk their path towards their goal, with more confidence. In an attempt to ease the burden of loan repayment and guide our customer through their business journey, Utkarsh Small Finance Bank Ltd. brings Joint Liability Group Loan with minimum processing fees and credit insurance in place. This structure helps you take a loan in a group where each member will be equally liable for repayment. These loans aim to give them the necessary capital to expand their business.

**C. Staff Sensitization:**

The Bank shall endeavor to sensitize the staff to assist special customers in carrying out their banking transactions.

**D. Understanding needs of special customers:**

The Bank will endeavor to arrange regular meetings so that the customers may voice their concerns and benefit from collective experience. We maintain constant consultations with our customers through various interactions, customer service committee meets, etc. to evaluate improve and widen the range and quality of services to customers. However, all our customers are requested to keep us informed of their experiences about the various services rendered by the Bank and feel free to comment on this charter.

**E. Banking Facility to Transgender Persons**

Bank provides the option of "Third Gender" in all bank forms, applications, and records wherever gender classification is required, in accordance with regulatory guidelines.

**10. Payment of Balance in Accounts of the Deceased Customers to Survivors/ Claimants:**

The Bank follows a simplified procedure for settlement of death claims without insisting on production of a succession certificate in settlement of claims of deceased customers, relating to Deposit accounts and lockers within prescribed limits. The Bank will, however, adopt such safeguards in considering the settlement of claims as appropriate, including accepting an indemnity bond. Nomination facility is available to facilitate speedy settlement of balances in the accounts of deceased customers. Our customers are periodically made aware of the availability of the facility offered in terms of provisions of the Banking Regulation Act. The Bank has also laid down a Policy for Settlement of Claims in respect of Missing Persons. We shall settle the claims in respect of deceased depositors and release payments to survivor(s) / nominee within a period not exceeding 15 days from the date of receipt of the claim (subject to the production of proof of death of the depositor and suitable identification of the claim(s), to the Bank's satisfaction).

**11. Safe Deposit Vaults (Lockers):**

Safe Deposit lockers service involves renting of lockers to the customer for safe keeping the valuables. The Bank have Board approved Policy in the name of "Safe Deposit Locker and Safe Custody Article Facility Policy" which outline the framework on providing the Safe Deposit Locker facility to new as well as existing customer of the Bank framed and updated in line with applicable Reserve Bank of India guidelines as updated from time to time.

**12. Remittance Services**:

1. Customers may remit funds from one account to another within the Bank or outside the Bank and within customers' account to others' accounts by RTGS, NEFT/EFT and Demand Drafts by paying specified charges. Please refer schedule of charges.
2. Demand Drafts for ₹ 50,000/- and above will be issued by the Bank only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against cash payment.
3. Payment against a liquidated/cancelled demand draft for ₹ 20,000/- and above will be made only through banking channels and not in cash.
4. Bank ensures that demand drafts of ₹20,000/- and above are issued invariably with account payee crossing.
5. Before taking delivery of the drafts, customer shall verify that the instrument is complete in all respects including signature of the official(s) along with their specimen signature numbers at the place provided for.
6. Bank will issue duplicate demand draft to the customer within a fortnight from the receipt of request.
7. The validity period of Cheques, Demand Drafts/Pay Orders and Banker's Cheques are 3 months, from the date of issue of the instrument.

**13. Collection Services:**

The Bank has a Board approved policy for Collection services name as Cheque Collection Policy. The policy is in conformity with the regulatory instructions formulated by the NPCI and RBI.

**14. ATM/Debit Card:**

ATM Banking is a new solution that makes your banking processes faster, easier and is available 24*7. Now, carry out a list of banking tasks - Balance inquiry, PIN change, generating Mini statement, all without having to visit your branch. The Bank will accept ATM card / Debit card hot listing instructions from customers through Toll free Number (Call Center), WhatsApp banking, Mobile banking & Internet banking channel – 24 hours a day and from branch channel during customer hours.

**15. Mobile Banking:**

With Utkarsh Mobile Banking App, we make your banking experience convenient, hassle-free, quick and above all, secured. Download the App and Transfer Funds, Access your Bank Account, Enquire and Access your Deposits and Portfolio, open Fixed/Recurring Deposits, Request Cheque Book, and do a lot more, all at your convenience through your Smartphone. Explore the 24*7 banking facility with our Mobile Banking App.

**16. Internet Banking:**

Utkarsh Small Finance Bank Ltd. offers you with complete Digital Banking Solutions. This facility lets you access your account and perform a wide range of transactions anytime, anywhere at your convenience. Now, generate account summary, Remit money, apply for Debit Cards, Generate Debit Card PIN, etc. do it all easily with Internet Banking.

The Bank will take all necessary steps to put in place security systems to enable safe access to and transacting through internet banking. The Bank will take appropriate measures to ensure that our Internet Banking system and technology are secure and are regularly reviewed and updated for this purpose.

**17. Positive Pay:**

Through Positive Pay service of the Bank, issuer of the cheque can submit the CTS clearing cheque for the amount of ₹ 50,000 or above through channels like Bank's Website, Phone Banking, Mobile Banking, Internet Banking and Branch. However, it is mandatory that CTS inward clearing cheques with an amount of ₹5,00,000 (Rupees Five Lakh) and above shall be passed only after Positive Pay confirmation.

**18. SMS / E-Mail Alerts:**

The Bank provides SMS /Email alerts to all subscribed customers for all financial transactions above a certain threshold limit. Alerts are also sent for certain non-financial transactions. Bank also sends SMS alerts for all type of transactions involving usage of Debit cards.

**19. Loans & Advances:**

1. All terms and conditions of loans, pricing and others, will be in strict conformity with the regulatory guidelines. It will be ensured that customers clearly understand the pricing policies of banks and that there is strict compliance with regulatory guidelines regarding pricing and non-pricing terms governing all loans.
2. The borrower will be made aware upfront of various documents required to be produced for processing of loan application, instead of on a piecemeal basis. For Home Loans, based on the requirement of the lawyer's report, additional documents may be called for.
3. For retail loans, penal interest is charged to the borrowers only for delay in repayments of scheduled instalments. The same is mentioned in the loan agreement and displayed on the Bank's website
4. Housing Loan Interest Certificates are required for Income Tax purposes by the borrowers every year.
5. The Bank will ensure that loan statements are issued to borrowers either half-yearly or annually, giving details of loans disbursed, demands and repayments along with interest and details of charges
6. The Bank has adopted the principles of lender's liability. In terms of the guidelines for lender's liability and the Code of Bank's Commitment to customers, adopted by the Bank, and for this Bank releases all original movable and immovable property documents and removes registered charges within 30 days of full repayment or settlement of the loan account. Customers may collect the documents from the loan servicing branch or any other Bank office where they are held, as per their preference, with the timeline and place of return mentioned in the loan sanction letter. Bank has a defined procedure for return of such documents to the legal heir(s) in the event of the borrower's demise and provides compensation for delayed return or loss of documents in the Bank's custody in accordance with bank's Compensation Policy and applicable regulatory guidelines.

**20. Customer Education:**

1. Special efforts will be made to educate the customers in the use of technology in banking. To promote this, regular communications are sent using various channels available to the bank

like emailers, SMS, website & other online portals, social media, offline media like newspapers, outdoors, etc. Media is also used on a case-to-case basis depending on the nature of the communication.

2. The Bank will ensure full transparency to the customer in levying of various fees/ service charges and penalties.
3. Bank has established a proper Customer Grievance Mechanism, which works in an integrated manner across channels such as branches, phone banking centers, emails, letters, the Bank's website and social networking sites to capture and track customer issues and complaints.

**21. Grievance Redressal Mechanism:**

This policy aims to provide a structured mechanism for receipt/resolution of customer complaints and an efficient review mechanism to improve product/service delivery based on analysis of complaints. The Bank's policy on grievance redressal strives to ensure that:

1. Customers are treated fairly at all times and the Bank's employees work in good faith without prejudice to the interests of customers.
2. Complaints received from customers are dealt with courtesy and resolved efficiently.
3. Complaint resolution by the Bank is fair, consistent and in accordance with applicable rules and regulations.
4. Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response/ resolution provided by the Bank.

- The Policy would be available at all branches and the Bank's website to ensure all customers are aware of the complaint submission and escalation process. Further, the Bank would ensure that the concerned employees are aware about this Policy and the complaint resolution process.
- In line with RBI guidelines, all customer claims pertaining to unauthorized Electronic Banking transactions will be governed by the Consumer Protection Policy of the Bank, a copy of which is available on the Bank's website.

- At Utkarsh Small Finance Bank Ltd., we want to make sure our customers get the best service from us. If at any stage, customers feel that our services or products are not up to their expectations, the customers can register a complaint via any of the following channels:
    - All Banking outlets (including BC/CSP outlets as and when launched)
    - Net Banking
    - Customer care: Toll free no. 1800-123-9878, 1800-208-1788 , and 1800-309-7986, 1800-309-3665(For credit card)
    - Bank's Website: https://www.utkarsh.bank.in
    - Email channel: customercare@utkarsh.bank.in

- The Bank shall strive to resolve the complaints at the various touch points itself, within the stipulated timelines. In addition, a complaint escalation mechanism is in place. This helps all complaints towards delays/ deficiency in resolution and categorized as Customer Grievance.
- The Bank will acknowledge the receipt of the complaint and will ensure that a response is provided as per defined timelines in its Grievance Redressal policy.

**Complaint Escalation Matrix:**

**Level 1: Nodal Officer:**

If a complaint is not resolved within the stipulated/assured timeframe or if the customer is not satisfied with the resolution provided, he may choose to escalate the same to the concerned Nodal Officers, as detailed below:

- The designated Nodal Officer for services rendered by General Banking branches would be the respective Zonal Operations Head who may be contacted at below email id.

  E-mail: nodal.officer@utkarsh.bank.in

- In case of Retail Assets and JLG / Microfinance businesses also, the designated Nodal Officer can be contacted on nodal.officer@utkarsh.bank.in

- The contact details of the respective Nodal Officers would be displayed on the comprehensive Notice Board of all branches.

**Level 2: Principal Nodal Officer:**

If a customer is not satisfied with the response/resolution provided by the designated Nodal Officer or if no response has been received from the Nodal Officer within 10 days of escalation of the complaint to him, the complaint may be escalated to –

Mr. Prassanna Rao
Principal Nodal Officer
Utkarsh Tower,
NH-31 (Airport Road), Sehmalpur,
Kazi Sarai, Harhua, Varanasi,
PIN – 221105, Uttar Pradesh
Call: 0542-7109115/ +91-8189043404,

**Level 3: Banking Ombudsman:**

In case the customer is not satisfied with the resolution provided by the Bank to his complaint or if the customer's complaint has not been resolved by the Bank within one month of receipt of the complaint or the committed timelines for resolution, the complaint may be escalated to the Banking Ombudsman appointed by the Reserve Bank of India. The name and address of the concerned Banking Ombudsman would be displayed at all branches.

**Internal Review Mechanism:**

The Bank has set up the following committees to monitor and review customer service delivery and grievance redressal mechanism of the Bank.

**Customer Service Committee of the Board:**

The Customer Service Committee of the Board inter alia monitors customer complaints and reviews the implementation of service enhancement initiatives in the Bank.

**Standing Committee on Customer Service:**

The Committee meets at quarterly intervals and monitors the resolution of customer complaints as well as implementation of measures to improve service delivery, based on analysis of complaints received and customer feedback received at the monthly Branch Level Customer Service Committee meetings. Customer representatives are invited to attend the meetings of this Committee.

**Branch Level Customer Service Committees:**

The Branch Level Customer Service Committees provide a monthly forum for direct interaction with a cross-section of branch customers for sharing their views on branch service and measures to improve service.

**Internal Ombudsman of the Bank:**

The Bank has also appointed an Internal Ombudsman as per the guidelines prescribed by the Reserve Bank of India. Complaints that are partly or wholly rejected by Bank's internal grievance redressal mechanism are to be auto escalated to the Internal Ombudsman through the complaint management software of the Bank for final decision.

**22. Review of Charter:**

This policy would be reviewed annually taking into account the various amendments to guidelines and regulations (if any), Business models and would be placed to the Board for their approval.

**23. Confidentiality:**

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