

THE DHANALAKSHMI BANK LIMITED

CITIZEN CHARTER

- **Preface**

We, at Dhanalakshmi Bank, firmly believe that the ability of the banking industry to achieve the socio-economic objectives and to bring in more and more customers into its fold will ultimately depend on the satisfaction of the customers. We strongly believe that a satisfied customer is the key factor in expanding our business.

A need has been felt by us that, in order to become more customer friendly, the Bank should come out with a charter of its services to the customers. Citizen Charter concept was considered as a base instrument to fill this need and accordingly this document has been prepared. This document was prepared in consultation with the users and highlights the Bank's commitment towards customer satisfaction, thus ensuring accountability and responsibility amongst its officials and staff. This charter not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligation on the part of customers for healthy practices in customer-banker relationships.

This is not a legal document specifying rights and obligations. The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We maintain constant consultations with our clientèle through various Seminars, Customer Meets, etc., to evaluate, improve and widen the range of our services to customers. However, all our customers are requested to keep us apprised about their experiences on the various services rendered by the Bank and feel free to comment on this charter.

Place: Thrissur

Date: 26.09.07

Managing Director & CEO

Note

Information given in this document is as of 26.09.07, which is subject to change/revision.

This document should not be considered as a legal document specifying rights and obligations. It is for promoting better understanding between the Customer and the Banker.

Only key information on various services/facilities is given in this document. Each service has its own detailed terms and conditions; which can be made available on request at branch offices & Head office. For further details / information, visit or write to our branch offices or Corporate Office or visit our website www.dhanbank.com.

Common Practices followed by our Branches

1. Display business hours.
2. Render courteous services.
3. Attend to all customers present in the banking hall at the close of business hours.
4. Provide separate 'Enquiry' or 'May I Help You' counter at large branches.

5. Offer nomination facility to all deposit accounts (i.e. account opened in individual capacity) and all safe deposit locker hirers (i.e. individual hirers).
6. Display interest rates for various deposit schemes from time to time.
7. Notify change in interest rates on advances.
8. Provide details of various deposit schemes/services of the Bank.
9. Issue Demand Drafts, Pay Orders, etc.
10. Display Time - Norms for various banking transactions.
11. Pay interest for delayed credit of outstation cheques, as advised by Reserve Bank of India (RBI) from time to time.
12. Accord immediate credit in respect of outstation and local cheques upto a specified limit subject to certain conditions, as advised by RBI from time to time.
13. Provide complaint/suggestion box in the branch premises.
14. Display address of Zonal/Group and Corporate Offices as well as Nodal Officers dealing with customer grievances/complaints.

Fair Banking Practices

Customers are requested to:

1. Ensure safe custody of cheque book and pass book.
2. Preferably use reverse carbon while writing a cheque.
3. Issue crossed/account payee cheques as far as possible.
4. 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 the nearest rupee.
5. Not to issue cheque without adequate balance; maintain minimum balance as specified by the Bank.
6. Send cheques and other financial instruments by Registered Post or by courier.
7. Bring pass book while withdrawing cash from savings bank account through withdrawal slip. Get pass book updated from time to time.
8. Use nomination facility.
9. Note down account numbers, details of FDR, locker numbers, etc., separately.
10. Inform change of address, telephone number, etc., to the Branch.
11. Inform loss of demand draft, fixed deposit receipt, cheque leaf (leaves)/book, key of locker, etc., immediately to the Branch.
12. Avail standing instructions facility to repeat transactions.
13. Pay interest, instalments, locker rent and other dues on time.
14. Provide feedback on our services
15. Avail services such as ATM, ECS, EFT, CMS, RTGS etc., offered by the branch.
16. Bring any deficiency in service to the notice of the branch.
17. Not to sign blank cheque/s and not to record their specimen signature either on pass book or on cheque book.
18. Not to introduce any person who is not personally known to them for the purpose of opening accounts.

- **Common Areas Of Customer-Banker Relationship**

- a. Savings Bank Account**

1. These accounts are designed to help the individuals (personal customers) inculcate the habit of saving money and to meet their future requirement of money. The amounts can be deposited / withdrawn from these accounts by way of cheques/ withdrawal slips. It helps the customers to keep minimum cash at home besides earning interest.
2. Savings Bank accounts are very popular. These accounts can be opened by an Indian citizen in his / her name or jointly with others (payable to either or survivor) and also certain organisation/agencies (as approved by the Reserve Bank of India (RBI)).
3. As required by law, while opening this account, we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
4. The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank.
5. The Bank is required to obtain two recent photographs of the person/s opening the account, as per R.B.I. directives.
6. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account.
7. The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving licence or passport, etc.
8. The account holder is required to maintain certain minimum balance in the account, as specified by the Bank from time to time, separately for computerised and non-computerised branches and also depending on whether the account holder wants to avail the cheque book facility or not. Non-compliance of this would attract service charges. Interest at 3.50% p.a. is presently paid on half yearly basis on the minimum balance in the account between the 10th day and last day of the month, provided it works out to a minimum of Re.1/-.
9. Cheques, dividend warrants drawn in the name of account holder/s will only be collected through this account. Financial Instruments endorsed in favour of the account holder/s will not be collected through savings bank account.

- b. Current Account**

- i. Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts, etc.
- ii. As required by law, while opening this account, the Bank will satisfy itself about the identity, including verification of address, of a person/s seeking to

open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.

- iii. The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank.
- iv. The Bank is required to obtain two recent photographs of the person/s opening/operating the account, as per R.B.I. directives.
- v. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account (i.e. including partners of Registered/Unregistered partnership as also Registered/Incorporated bodies/companies).
- vi. The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving licence or passport, etc.
- vii. Minimum balance as stipulated from time to time will be required to be maintained.
- viii. No interest is paid on credit balances kept in current account.
- ix. Service charges are levied for:
 - Ledger folio used
 - Cheque books issued
 - Non-maintenance of minimum balance
 - Return of cheques, etc.
- x. For opening special types of current accounts like for Executors, Administrators, Trustees, Liquidators etc., the Branch Manager may be contacted who will help in opening these types of accounts.
- xi. As per RBI directive, the applicant (i.e, the account holder) should declare in the account opening form or separately that he is not enjoying any credit facility / facilities or he should declare full particulars thereof indicating the name of the Bank and the name of the branch wherefrom he has availed these facilities.

c. Term Deposit Accounts

Bank has tailored various deposit schemes to suit the needs and expectations of investors from every walk of life.

We welcome you to seek more details and shall also be glad to assist in the area of investment in various deposit schemes vis-a-vis your requirement.

Term Deposit accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, etc.

- i. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
- ii. The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank

- iii. The Bank is required to obtain two recent photographs of the person/s opening the account, as per R.B.I. directives.
- iv. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account.
- v. The Bank will provide to the prospective customers details of the documents required for identification of the person opening the account in addition to a satisfactory introduction. Documents normally accepted are the current gas/telephone/electricity bill or ration card or voter's identity card or driving licence or passport, etc.
- vi. Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty, if any prescribed by the Bank. No interest will be paid on premature withdrawals of deposit which has remained with the Bank for less than 15 days.
- vii. Generally loans/overdrafts against deposits are allowed except on Certificates of Deposit (CD) Such loans are sanctioned by charging interest at rates as directed by RBI from time to time or as prescribed by the Bank.
- viii. Deposits are renewed by the Bank on due dates on request. As a measure of good customer service, the Bank may intimate the depositor in advance regarding date of maturity.
- ix. Interest on deposits is payable either monthly at discounted value or quarterly or compounded quarterly (i.e., reinvestment of interest) or on the date of maturity at the option of the depositor as applicable under the particular deposit scheme.
- x. Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time. The facility is allowed if the deposit is renewed from the date of maturity.
- xi. Interest on bank deposits is exempt from income tax upto a limit specified by Income Tax authorities from time to time.
- xii. Presently, if the total interest payable on deposits, per depositor, per branch, per financial year exceeds Rs.10,000/-, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.
- xiii. The depositor may furnish declaration in Form No. 15 H preferably at the commencement of the Financial Year for receiving interest on deposits without deduction of tax.
- xiv. The Bank will issue TDS Certificate for the tax deducted.
- xv. If deposit account is closed before maturity, the Bank will issue TDS certificate to the depositor if any TDS is already deducted, to enable the depositor to claim refund from the I.T. Authorities.

- **Payment of Balance in Accounts of the deceased customers to survivors / claimants**

As directed by the RBI, the banks may not insist on succession certificate from legal heirs irrespective of amount involved. However, the banks may adopt such safeguards in considering settling of claims as appropriate including accepting an indemnity bond.

- **Standing Instructions**

Standing instructions can be given to the Bank for transfer/remittance of funds from one account to other account/s maintained in the same branch, any other branch of the Bank or any other bank or any other third party.

□ **Safe Deposit Lockers**

The facility of Safe Deposit Lockers is an ancillary service offered by the Bank. The Bank's branches offering this facility will indicate/display this information.

The major aspects governing the services are:

1. A locker may be hired by an individual (not minor), firms, limited companies, specified associations, societies, etc.
2. Nomination facility is available to individual hirer of Safe Deposit Locker.
3. Loss of key should be immediately informed to the Branch.
4. Lockers are available in different sizes.
5. Lockers are rented out for a minimum period of one year. Rent is payable in advance. In case of overdue rent, the Bank will charge penalty as decided from time to time.
6. With standing instruction, the rent may be paid from the deposit account of the hirer.
7. The Bank will hire locker to properly introduced persons.
8. The Bank reserves the right to break open the locker if the rent is not paid in spite of giving notices as per the Bank rules and recover charges thereof.

▪ **Nomination**

Nomination facility is available for all deposit accounts and safe deposit vaults.

Nomination is available for accounts opened in individual capacity (i.e., single / joint accounts as well as accounts of a sole proprietary concern) only. i.e., not for accounts opened in representative capacity.

Nomination can be done in favour of one person only. However, nomination in favour of more than one person (i.e., up to 2 persons) is permissible in jointly operated locker accounts with common consent.

Nomination can be made, cancelled or varied by the account holder anytime during his/her life time. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders.

For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.

Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

🕒 **Remittance Service**

Customers may remit funds from one centre to another centre by Demand Draft or On line Transfer, etc., by paying specified charges as per the Bank's rules.

The customers can utilise the facility of Electronic Funds Transfer (EFT) System operated through RBI for transferring funds to and fro all CBS branches up to Rs.1 lakh.

Demand drafts, telegraphic transfers and travellers cheques for Rs.50,000 and above will be issued by the banks only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against cash payment. Similarly, such payments for Rs.50,000 and above will be made through banking channels and not in cash.

Issue of Duplicate Demand Draft without Receipt of Non-Payment Advice

As directed by the RBI, the banks will issue duplicate demand draft upto Rs. 5,000/- on the basis of adequate indemnity and without obtaining Non-Payment Advice from the drawee branch.

Time Frame for Issue of Duplicate Draft

As directed by the RBI, the banks will issue duplicate demand draft to the customer within a fortnight from the receipt of request. For delay in issuing duplicate draft beyond the above stipulated period, the banks will pay interest at the rate applicable for fixed deposit of corresponding maturity in order to compensate the customer for such delay.

Manager's Cheque

Manager's Cheque is issued for making payment locally. Issue/payment of Manager's Cheque for Rs.50,000/- and above is to be made only through the bank account.

Validity period of Manager's Cheque is 6 months. This can be re-validated by the issuing branch on written request of the purchaser.

Collection Service

2.1. Local Cheques

All cheques and other Negotiable Instruments payable locally would be presented through the clearing system prevailing at the centre. Cheques deposited at branch counters and in collection boxes within the branch premises before the specified cut-off time will be presented for clearing on the same day. The cut-off time for normal clearing as well as high value clearing is indicated on the face of each box and also available for public domain. Cheques deposited after the cut-off time and in collection boxes outside the branch premises including off-site ATMs will be presented in the next clearing cycle. As a policy, bank would give credit to the customer account on the same day clearing settlement takes place. Withdrawal of amounts so credited would be permitted as per the cheque return schedule of the clearing house. Wherever applicable, facility of high-value clearing (same day credit) will be extended to customers.

Bank branches situated at centres where no clearing house exists, would present local cheques on drawee banks across the counter and it would be the bank's endeavour to credit the proceeds at the earliest.

2.2. Outstation Cheques

Cheques drawn on other banks at outstation centres will normally be collected through bank's branches at those centres. Where the bank does not have a branch of its own, the instrument would be directly sent for collection to the drawee bank or collected through a correspondent bank. The bank would also use the National Clearing services offered by the Reserve Bank of India at centres where such collection services exist.

Cheques drawn on bank's own branches at outstation centres will be collected using the inter-branch arrangements in vogue. Branches which are connected through a centralized processing arrangement and are offering anywhere banking services to its customers will provide same day credit to its customers in respect of outstation instruments drawn on any of its branches in the CBS network.

2.3 Cheques payable in Foreign Countries

Cheques payable at foreign centres where the bank has branch operations (or banking operations through a subsidiary, etc.) will be collected through that office. The services of correspondent banks will be utilized in country/centres where the correspondent has presence. Cheques drawn on foreign banks at centres where the bank or its correspondents do not have direct presence will be sent direct to the drawee bank with instructions to credit proceeds to the respective Nostro Account of the bank maintained with one of the correspondent banks.

2.4 Immediate Credit of Local / Outstation Cheques / Instruments:

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

The facility of immediate credit will be offered on Savings Bank / Current / Cash Credit Accounts of the customers. For extending this facility there will not be any separate stipulation of minimum balance in the account.

Under this policy, prepaid instruments like Demand Drafts, Interest / Dividend warrants shall be treated on par with cheques.

In the event of dishonor of cheque against which immediate credit was provided, interest shall be recoverable from the customer for the period the bank remained out of funds at the rate applicable for overdraft limits sanctioned for individual customers.

For the purpose of this Policy, a *satisfactorily conducted* account shall be the one

- a) Opened at least six months earlier and complying with KYC norms.
- b) Conduct of which has been satisfactory and bank has not noticed any irregular dealings.
- c) Where no cheques / instruments for which immediate credit was afforded returned unpaid for financial reasons
- d) Where the bank has not experienced any difficulty in recovery of any amount advanced in the past including cheques returned after giving immediate credit.

Bank shall levy normal collection charges and out of pocket expenses while providing immediate credit against outstation instruments tendered for collection.

2.5 Purchase of local/outstation cheques

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

3. Time Frame for Collection of Local / Outstation Cheques / Instruments:

For local cheques presented in clearing, credit will be afforded as on the date of settlement of funds in clearing and the account holder will be allowed to withdraw funds as per return clearing norms in vogue.

Cheques / Instruments presented in high value clearing (with the minimum value of Rs.1 lac) shall be credited on the same day (applicable only in areas covered by high value / same day clearing).

For cheques and other instruments sent for collection to centres within the country the following time norms shall be applied:

- a) Cheques presented at any of the four major Metro Centres (New Delhi, Mumbai, Kolkata and Chennai) and payable at any of the other three centres: Maximum period of 7 days.
- b) Metro Centres and State Capitals (other than those of North Eastern States and Sikkim): Maximum period of 10 days.
- c) In all other Centres: Maximum period of 14 days.
- d) Cheques drawn on foreign countries: Such instruments are accepted for collection on the 'best of efforts' basis. Bank may enter into specific collection arrangement with its correspondent bank for speedy collection of such instrument. Bank would give credit to the party on credit of proceeds to the bank's Nostro Account with the correspondent bank after taking into account cooling periods as applicable to the countries concerned.

The above time norms are applicable irrespective of whether cheques/instruments are drawn on the bank's own branches or branches of other banks.

4. Payment of Interest for delayed Collection of Outstation Cheques:

As part of the compensation policy of the bank, the bank will pay interest to its customer on the amount of collection instruments in case there is delay in giving credit beyond the time period mentioned above. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

Interest for delayed collection shall be paid at the following rates:

- a) Savings Bank rate for the period of delay beyond 7/10/14 days as the case may be in collection of outstation cheques.
- b) Where the delay is beyond 14 days interest will be paid at the rate applicable to for term deposit for the respective period.
- c) In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding Term Deposit rate.
- d) In the event the proceeds of cheque under collection was to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.

It may be noted that interest payment as given above would be applicable only for instruments sent for collection within India.

5. Cheques / Instruments lost in transit / in clearing process or at paying bank's branch:

In the event a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank's branch, the bank shall immediately on coming to know of the loss, bring the same to the notice of the account holder so that the account holder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonoured due to non-credit of the amount of the lost cheques / instruments. The bank would provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

In line with the compensation policy of the bank, the bank will compensate the account holder in respect of instruments lost in transit in the following way:

- a) In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (7/10/14 days as the case may be) interest will be paid for the period exceeding the stipulated collection period at the rates specified above.
- b) In addition, bank will pay interest on the amount of the cheque for a further period of 15 days at Savings Bank rate to provide for likely further delay in obtaining duplicate cheque/instrument and collection thereof.
- c) The bank would also compensate the customer for any reasonable charges he/she incurs in getting duplicate cheque/instrument upon production of receipt, in the event the instrument is to be obtained from a bank/ institution who would charge a fee for issue of duplicate instrument.

Exchange of Soiled /Slightly Mutilated Currency Notes

All branches of the Bank will exchange slightly mutilated currency notes and certain other types of mutilated currency notes of all denominations. Currency exchange facility is offered to the Bank's customers and others. The Bank follows RBI guidelines in this respect. RBI has permitted the banks to exchange mutilated currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud.

Interest on deposits

The Bank pays interest on deposits for various deposit schemes. Interest rates are revised from time to time and made known to the public.

Revised interest rates are applicable only to the renewals and fresh deposits while existing deposits continue to get interest at the contracted rate.

Service Charges

The Bank provides various services to customers for which service charges are levied. The charges are reviewed / revised from time to time.

Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, safe custody, issue of duplicate instruments/statements, ledger folio charges etc. Details of service charges are displayed on the notice board.

🕒 Time-Norms For Various Banking Transactions

The Bank would endeavour to extend the following services within the time range indicated below:

1.	For Cash Payment	
	a) Through teller	5 minutes
	b) Through cashier	10 minutes
2.	Receipt of cash	15 minutes
3.	For issuance of demand draft / traveller cheques / fixed deposit receipt	15 minutes
4.	Payment of demand drafts	15 minutes
5.	Payment of fixed deposit receipts	15 minutes
6.	Opening of an account	30 minutes
7.	Retirement of bills	30 minutes
8.	Updation of pass books	5 minutes
9.	Statement of accounts	7 days
10.	Collection of cheques (Local High Value clearing)	Same day
	Outstation: 4 major Metro Centres	Maximum 7 days
	Other metros and State Capitals (except north eastern states & Sikkim)	Maximum 10 days
	All other Centres	Maximum 14 days
	Foreign countries	'best of effort' basis

Foreign Exchange Transactions

- The Bank offers various schemes to the Non-resident Indians viz. FCNR (B), NRE Deposits etc.
- The Bank undertakes all types of foreign exchange transactions – provide need based finance in the form of pre-shipment and post-shipment credit to facilitate exports
- To serve the NRI customers better and to have hassle-free remittances, the Bank has established Rupee Drawing Arrangements with different Exchange Houses.

NRI Accounts

To cater to the needs of our NRI customers, we have multifarious schemes, yielding high rates of interest, the details of which are highlighted below.

1. Non-Resident (External) Rupee Account:

- The flexibility of saving either in Term Deposits or Savings Account
- Account can be opened by remittances from abroad / transfer from existing NRE / FCNR Accounts / Deposits of foreign exchange brought into India, during visit to India
- The freedom to repatriate your entire balance, along with interest
- Your interest is exempt from Indian Income Tax and balance exempt from wealth Tax

2. Foreign Currency Non-Resident (Bank) Deposit:

- Accounts can be opened in six currencies i.e, US Dollar, Pounds Sterling, Japanese Yen, Euro, Australian Dollar and Canadian Dollar for periods ranging from 1 year to 5 years.
- Principal plus interest is freely repatriable with no exchange risk, a natural hedge against currency rate fluctuations
- Funds placed under these accounts are free from Indian taxes
- Interest is calculated on 360 days basis for all foreign currency deposits

3. **Non- Resident (Ordinary) Rupee Deposit**

- The flexibility of savings either in term deposits or a savings account
- An ideal account for local disbursements. Deposit amounts are non-repatriable. Any rupee income earned in India can be credited to this account
- Interest income is taxable for deposits maintained under NRO Accounts.

• **Redressal of Complaints**

We are a member of the Banking Codes and Standards Board of India, which sets minimum standards of banking practices for banks to follow when they are dealing with individual customers and provides protection to the customer and explains how banks are expected to deal with the customer for their day-to-day operations.

In case of any complaint, the matter may be first brought to the notice of the concerned branch manager for immediate redressal. If the complaint is not redressed to the satisfaction of the customer, the matter may be taken up with the Group Manager/Zonal Manager concerned.

If the complainant still feels dissatisfied with the responses received, he can address his complaint to the Bank's Nodal Officer designated to deal with customers' complaints/grievances giving full details of the case.

After exhausting all the above machinery/channels, if the customer is not satisfied, he may write to the Managing Director and Chief Executive Officer of the Bank and even after this if he is not satisfied he is free to take recourse to the following:

- a. Directorate of Public Grievances, Govt. of India, Cabinet Secretariat, Sansad Marg, New Delhi.
- b. .The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme, 1995.
- c. The District Consumer Forum under Consumer Protection Act, 1985.
 - i. Anonymous complaints will not be entertained.
 - ii. All the services and commitments are honoured without the citizen having to pay any bribe.
 - iii. For convenience of our valued customers, we furnish below addresses of our controlling offices and names of seniormost officers for redressal of complaints.

o **Registered & Administrative Offices**

Address : P.B. No. 9, Naickanal, The Round, Thrissur, Kerala,
PIN - 680001
Phone : 0487-6617000
Fax : 0487-6617222
Seniormost Officer : Shri. Amitabh Chaturvedi , Managing Director & CEO

o **Zonal Office : Kerala**

Address : Dhanalakshmi Buildings
Punkunnam, Thrissur
Dist : Thrissur, State : Kerala, PIN 680 002
Phone : 0487- 6454142
Fax : 0487-2383581
Seniormost Officer : Shri .M. Muraleedharan, Asst General Manager

o **Zonal Office : South Zone**

Address : No.9/3, 1st Floor, Nitish Broadway
M.G. Road, Bangalore, Dist. Bangalore
State : Karnataka, PIN 560 042
Phone : 080 -64548694/64548695
Fax : 080 - 25593500
Seniormost Officer : Shri. P Chandrasekara Reddy , Asst General Manager

o **Group Office : Mumbai**

Address : Trade View, 2nd Floor, Kamla Mills Compound,
P.B.Marg, Opp. Bombay Dyeing Showroom, Lower
Parel,Mumbai-13
Phone : 022- 61541700
Fax : 022 - 61541725
Seniormost Officer : Shri.C.K. Guha, Dy General Manager