



hpsc
(Scheduled Bank)

हिमाचल प्रदेश राज्य सहकारी बैंक सीमित
H.P. State Co-operative Bank Ltd.

HPStCB – Customer Service Policy 2023-24

www.hpsc.com

HPStCB- Customer Service Policy 2023-24

1. Objective

Customer service is a crucial aspect of retail banking. It is imperative for the bank to provide quality services, addressing customer needs, and enhancing the overall customer experience. The objective of customer service in banking is to ensure customer satisfaction, retention, and loyalty, which ultimately leads to the growth and success of the bank. Retail banking customer service may involve handling customer inquiries and complaints, providing information on products and services, offering personalized financial solutions, and educating customers on financial literacy. Excellent customer service in retail banking involves providing timely and efficient services, creating a welcoming environment, and building strong relationships with customers. The quality of customer service in the Bank has to be high, meeting the legitimate aspirations of its customers to enable the Bank to maintain its image, create confidence and build a good relationship with its customers. It is the responsibility of the Bank to provide best service to our customers and any kind of inefficiency is not acceptable.

The policy on Customer Service is established to achieve the following:

- a. Build strong relationships with customers: One of the primary objectives of customer service is to build strong, long-lasting relationships with customers. This involves understanding their needs and offering relevant solutions.
- b. Ensure customer satisfaction: Customer satisfaction is a crucial objective of customer service. This means that the customer's needs and expectations are met with quality services, prompt response, and efficient problem-solving.
- c. Enhance customer loyalty: The objective of customer service in banking is to create loyal customers by providing quality services, offering attractive products, and offering incentives to retain customers.
- d. Improve customer retention: Customer retention is another key objective of customer service in banking. This means that the bank aims to retain existing customers by providing quality services, addressing customer complaints, and offering customized solutions.
- e. Promote new products and services: Customer service is also responsible for promoting new products and services to customers. This involves understanding customer needs and educating them about new products and services that meet their needs.
- f. Enhance customer experience: A good customer service will create a positive experience for customers by providing personalized and efficient services, enhancing the quality of communication, and creating a comfortable and welcoming environment. To gain and sustain customer confidence by ensuring high ethical standards of service to suit all levels of our customer base.
- g. Ensure compliance with regulations: To ensure compliance with regulatory requirements and industry standards and also to ensure that customers are informed and aware of their rights and obligations.
- h. To establish prudent and acceptable practices in line with the Banking law under the Negotiable Instruments Act, 1881 and Banking Regulation Act 1949 and the Banking Code Standards Board of India's (BCSBI) Code of Commitment.

- i. To motivate and enhance customer relationship management skills amongst the staff of the Bank.

The Policy is based on the guidelines stated in the Reserve Bank of India's Circular RBI /2014-15/ 272 RPCD. CO. RCB. BC. No. 36 /07.51.010/2014-15 date October 22, 2014 on Customer Service in State/District Central Cooperative Banks (StCBs/DCCBs).

2. Introduction

Cooperative banks were established in India with the objective of promoting financial inclusion and providing access to credit and other banking services to people in rural and semi-urban areas. The primary objective of Cooperative banks was to provide affordable credit to farmers and small traders who had limited access to formal banking services.

In addition to providing credit, cooperative banks also played a significant role in promoting savings and mobilizing funds from the local community. They were formed as member-owned and member-managed organizations, with the aim of promoting self-help and mutual assistance among members. Over the years, cooperative banks have also expanded their services to include deposits, remittances, and other banking services.

HP State Cooperative Bank over the years has been supported by well-meaning customers enabling it to grow from strength to strength. The Bank aims at uplifting the standard of living of its customers and giving them opportunities to create wealth. In light of the above, it is very essential that the Bank improves the quality of its customer service in order to maintain its image, create confidence and build a good relationship with its customers.

At the same time, it is important to provide all our customers the best of services within the regulatory provisions and guidelines of the Reserve Bank of India.

The endeavor of the Bank will be to ensure and protect the interest of the community it serves.

2.1. Broadly, a customer can be defined as a user or a potential user of bank services. So defined, a 'Customer' may include:

- a person or entity that maintains an account and/or has a business relationship with the bank;
- one on whose behalf the account is maintained (i.e. the beneficial owner);
- beneficiaries of transactions conducted by professional intermediaries, such as Stock Brokers, Chartered Accountants, Solicitors, etc., as permitted under the law; and
- 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.

2.2 We offer our Customers:

- Service with Professionalism & Courtesy
- Easy Access, Appearance & Layout

- Security, Price & Variety
- Competence, Efficiency & Accurate Information
- Genuine Concern, Quick Response & Reliable Follow Through

2.3 Customer Expectations

a. Reliability

Customers expect the Bank to keep its promises, do things right and on time with an ongoing performance.

b. Credibility / Accountability

Customers expect the Bank to provide them with consistent, high quality, error free & efficient service.

c. Responsiveness

Customers expect that their concerns and problems are attended to promptly and that they are made aware of procedures, policies and systems.

d. Privacy & Security

Customers expect that their affairs are treated with utmost discretion, respecting their need for privacy at all times

e. Personal Relationship

Customers expect that the Bank provides them with knowledgeable, trained, responsible and trustworthy staff that will attend to them

f. Brand / Goodwill

Customers expect that assertions made by the Bank are genuine and that the Bank owns a sense of social responsibility.

3 Code of Conduct of Employees

3.1 In light of Customer Service

All employees will adhere to the Code of Conduct Policy of the Bank and conduct themselves professionally. They will adhere to the following acts of professionalism, honesty, integrity and behaviour:

- a. Should maintain personal hygiene and dress presentably.
- b. Be on their seats at the start of business hours.
- c. Should have a positive attitude towards the Bank, its Management, Branch Officials, Colleagues and Customers. This will create goodwill, reduce stress and create a better work environment.
- d. Should keep the counters and branch premises clean.
- e. Should be alert & vigilant and observe office discipline. Activities like eating, giggling, joking, using slang words, talking aloud / chit-chatting on the counter in front of customers should be avoided.
- f. Should be able to make right decisions at the right time especially during time bound jobs, in the midst of an overload and during a crisis.
- g. Should treat the customer with courtesy, giving them due respect, recognition and making them feel valued.
- h. Should be able to win the customer's confidence.
- i. Should give a listening ear regardless of the request or concerns presented by the

- customers.
- j. Should attend to telephone calls promptly and avoid keeping the customer on hold for long. Messages should be taken down clearly.
 - k. Should listen to instructions & follow them carefully.
 - l. Should know their job well (including account opening, clearing operations, payment & settlement systems, cash management, security aspects, systems & procedures, branch accounting & reconciliation, loans & advances, bancassurance, franking, lockers, inspection & audit, maintenance of records, review of operational efficiency, marketing, etc)
 - m. Should update themselves with the current market situations, changes in the Banking environment, and clear knowledge of the Bank's products and services so as to attend to customers accurately.

3.2 In light of Confidentiality

All employees, as representatives of the Bank, will be in possession of sensitive and confidential information about customers and / or the Bank that must be kept secure in order to maintain the integrity of individual customer transactions and the Bank's business.

- a. Disclosures permitted under the law include information required by Government Officials, involvement in activities prejudicial to the interest of the country, flow of sizeable funds from or into foreign countries (Anti-Money Laundering) and suspicious transactions.
- b. Even inadvertent disclosure by discussions among staff members or any other persons may do considerable harm to the reputation and credit of customers business. Staff members are advised to exercise utmost caution in following the principles of secrecy and confidentiality. Care should also be taken to carry out all transactions and operations without openly discussing confidential issues among the staff, especially where other customers are present. Secrecy should be observed even if the account is closed.
- c. Staff members should ensure that the person enquiring the information is the account holder by confirming the customer's identity. No information is to be disclosed to husband / wife / blood relatives, if they are not the account holders. Staff should also avoid disclosure of confidential information about customer accounts over the phone to other banks / other parties who are in no way connected with the account.
- d. If any other Bank / Third Party seek information about the Bank's customers, they should be asked to submit their request in writing with specific reasons for such an enquiry. The request should be referred to the Central Administrative Office with Branch recommendations. All other requests from parties should be turned down except to the account holder themselves on proper identification.
- e. All members of the staff are required to sign the declaration of secrecy and confidentiality, the Establishment Section shall get such declarations signed by all the staff members of the Bank and maintain the same in the records of each employee. Disclosure in violation of the declaration will jeopardize the Banks' image as well as the staff member's career and interest in the Bank. Every staff member is bound by the declaration even if they leave the services of the Bank.

4. CUSTOMER SERVICE: Institutional Framework

Need for Board's involvement

Matters relating to customer service shall be deliberated by the Board to ensure that the instructions are implemented meaningfully. Commitment to hassle-free service to the customer at large and the Common Person in particular under the oversight of the Board shall be the major responsibility of the Board.

4.1. CUSTOMER SERVICE COMMITTEE OF THE BOARD - Its composition

A Customer Service Committee of the Board shall be set up which shall include experts and representatives of customers as invitees to enable the bank to formulate policies and assess the compliance thereof internally with a view to strengthening the corporate governance structure in the banking system and also to bring about ongoing improvements in the quality of customer service provided by the bank.

4.1.1. Chairperson

The Customer Service Committee shall be chaired by a Bank's Director. The Chairperson of the Customer Service Committee shall be elected by the members of the Customer Service Committee.

The Chairperson of the Committee shall report to the Board, and as appropriate, make recommendations to the Board after each Committee meeting.

4.1.2. Members

Minimum three members of the Board of Directors (MD included) along with non-officials (customer representatives, retired Bank Employees may also be included) as its invitees to enable an independent feedback on the quality of customer service rendered by the bank. All the members of the Customer Service Committee shall possess the skills and knowledge needed to complete the roles and responsibilities of the Committee.

The Customer Service Committee to include experts and representatives of customers as invitees to enable the bank to formulate policies and assess the compliance thereof internally with a view to strengthening the corporate governance structure in the banking system and also to bring about ongoing improvements in the quality of customer service provided by the bank.

4.1.3. Secretary/Convener Department

AGM Vigilance at Head Office shall act as the Secretary to the Committee. The Secretary shall convene the meeting and the minutes of the meetings shall be recorded and maintained by the Secretary and shall be presented to the Committee for approval at its subsequent meeting.

4.2. Meetings and Quorum

The Customer Service Committee must meet quarterly to consider related matters and at such other times as the Customer Service Committee Chair shall require. The quorum necessary for the transaction of business will be three members.

The Committee is to review customer service aspects in the bank and submit a detailed memorandum in this regard to the Board of Directors, once every six months and initiate prompt corrective action wherever service quality / skill gaps have been noticed as per the recommendations of the Board.

4.3. Role of the Customer Service Committee

Customer Service Committee of the Board, illustratively, could address the following:-

- i. Evaluate the efficacy, adequacy and quality of customer service in the bank vis-à-vis the existing RBI guidelines on customer service and identify gaps, if any;
- ii. Review the emerging and evolving needs of the customer service landscape, especially in the context of evolving digital / electronic financial products and distribution landscape and suggest suitable measures;
- iii. Identify the best practices, adopted globally and domestically, in customer service and grievance redressal, especially for improvement in services rendered to retail and small customers, including pensioners and senior citizens;
- iv. Suggest measures to leverage technology for enhancing customer service efficiencies, upgrading internal grievance redress mechanism and strengthening the overall consumer protection framework;
- v. To review the level of customer service in the Bank including customer complaints and the nature of their resolution;
- vi. To provide guidance in improving the level of customer service;
- vii. To ensure that the Bank provides and continues to provide best-in-class services across all its category of customers to help the Bank in protecting and growing its brand equity;
- viii. To oversee the functioning of the internal committee for customer service;
- ix. To evolve innovative measures for enhancing the quality of customer service and improving the overall satisfaction level of customers.
- x. Any other matter relevant to customer service and consumer protection.

4.4. Key Responsibilities of the committee are as provided below:

- i. Reviewing metrics and indicators that provide information on the state of customer service in the Bank; providing direction to the management of the Bank on actions to be taken to improve the metrics;
- ii. Reviewing the actions taken/ being taken by the Bank to standardize the delivery of customer experience across all branches;
- iii. Reviewing results of the surveys conducted that provide quantitative and qualitative information on the state of customer experience;
- iv. Providing inputs on the products introduced by the Bank with a view to ensure suitability and appropriateness;
- v. Monitoring the implementation of the Banking Ombudsman Scheme (HOGC No. 144/2021-22 dated 04.01.2022) with particular reference to:

- Reviewing all the awards against the Bank with a focus on identifying issues of systemic deficiencies and the Bank's plan to address these deficiencies;
 - Reviewing all awards that remain unimplemented after 3 months from the date of the award with the reasons there of; to report to the Board such delays in implementation without valid reasons and for initiating remedial action;
- vi. Review, on an overall basis, the customer service aspects in the Bank on the basis of the detailed memorandum submitted in this regard and report to the Board of Directors thereafter; this is done once every six months and based on the review, the Committee will direct the Bank to initiate prompt corrective action wherever service quality / skills gaps have been noticed;
- vii. Monitoring the activities of the Standing Committee on Customer Service (executive level committee) on a quarterly basis.
- viii. Approving the various policies that relate to customer service; examples thereof include and are not limited to:
- Comprehensive Deposit Policy
 - Cheque Collection Policy
 - Customer Compensation Policy
 - Customer Grievance Redressal Policy
- ix. Triennial audit of customer services and annual survey of depositor satisfaction.

4.5. The Customer Service Committee shall have no executive powers with regard to its findings and recommendations it makes to the Board. Final decision shall be of the Board.

5. STANDING COMMITTEE ON CUSTOMER SERVICE

A Standing Committee on customer service which shall be a dedicated focal point for customer service in the bank shall be constituted.

The Standing Committee cutting across various departments shall serve as the micro level executive committee driving the implementation process and providing relevant feedback while the Customer Service Committee of the Board would oversee and review / modify the initiatives. Thus the two Committees would be mutually reinforcing with one feeding into the other.

The constitution and functions of the Standing Committee may be on the lines indicated below:-

- i) The Standing Committee shall be chaired by the Managing Director and include 5 non-officials (customers) as its members to enable an independent feedback on the quality of customer service rendered by the bank.
- ii) The Standing Committee on Customer Service shall meet on a quarterly basis.
- iii) The Standing Committee shall be entrusted not only with the task of ensuring timely and effective compliance of the RBI instructions on customer service, but also that of receiving the necessary feedback to determine that the action taken

by various departments of the bank is in tune with the spirit and intent of such instructions.

- iv) The Standing Committee may review the practice and procedures prevalent in the bank and take necessary corrective action, on an ongoing basis as the intent is translated into action only through procedures and practices.
- v) A brief report on the performance of the Standing Committee during its tenure indicating, inter alia, the areas reviewed, procedures / practices identified and simplified / introduced may be submitted periodically to the Customer Service Committee of the Board.
- vi) The Standing Committee will act as the bridge between the various departments of the Bank and the Board / Customer Service Committees of the Board.
- vii) AGM Vigilance at Head Office will look over the process of conducting these meetings on a quarterly basis and provide the proceedings / feedbacks / recommendations of the Standing Committee to the Customer Service Committee of the Board.

6. BRANCH LEVEL CUSTOMER SERVICE COMMITTEE

- i) In order to encourage a formal channel of communication between the customers and the bank at the branch level, a Customer Service Committee at Branch Level shall be constituted.
- ii) These Committees shall constitute of Branch Manager / Branch Incharge as the Chairman and include minimum 5 non-officials (Branch customers) as its members to enable an independent feedback on the quality of customer service rendered by the bank. Further, as senior citizens usually form an important constituent in banks, a senior citizen shall be included therein.
- iii) The Customers thus included shall be selected keeping in mind various customer categories (women, students, entrepreneurs, senior citizens, farmers, etc.) the bank is catering to.
- iv) The Branch Level Customer Service Committee shall meet once a month to study complaints / suggestions, cases of delay, difficulties faced / reported by customers / members of the Committee and evolve ways and means of improving customer service.
- v) The proceedings of the meetings shall be recorded and kept in branch records on a monthly basis.
- vi) The Branch Level Committees shall forward the reports to District Managers on a quarterly basis. The District Managers shall compile and consolidate the suggestions/reports received from the Branch Level Customer Service Committees and forward the same to Head Office (Vigilance Cell).
- vii) AGM Vigilance shall present a consolidated report of the Branch Level Customer

Service Committee to the Standing Committee to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy / procedural action.

7. Nodal Officer for Customer Service

General Manager (Banking) shall be the Nodal Officer and Vigilance Cell in coordination with Grievance Redressal Cell will be the Nodal Department for Customer Service at Head Office with whom customers with grievances can approach in the first instance and RBI / NABARD can liaise.

8. Board Approved Policies on Customer Service

Customer service shall be a priority objective of the bank along with profit, growth and fulfillment of social obligations. The Bank shall have in place Board approved policies for the following:

8.1. Comprehensive Deposit Policy

The Bank has formulated a transparent and comprehensive policy setting out the rights of the depositors in general and small depositors in particular. The policy covers all aspects of operations of deposit accounts, charges leviable and other related issues to facilitate interaction of depositors at branch levels. The policy is explicit in regard to secrecy and confidentiality of the customers. Providing other facilities by "tying-up" with placement of deposits is clearly a restrictive practice.

8.2. Cheque Collection Policy

The Bank has formulated a comprehensive and transparent policy taking into account our technological capabilities, systems and processes adopted for clearing arrangements and other internal arrangements for collection through correspondents. The policy covers the following three aspects:

- Immediate Credit for Local / Outstation cheques
- Time frame for Collection of Local / Outstation Instruments
- Interest payment for delayed collection

8.3. Customer Compensation Policy

The Bank has a well-documented Customer Compensation Policy duly approved by the Board. Banks policy mainly incorporates the following aspects:-

- (i) Erroneous Debits arising on fraudulent or other transactions
- (ii) Payment of interest for delays in collection
- (iii) Payment of interest for delay in issue of duplicate draft
- (iv) Other unauthorized actions of the bank leading to a financial loss to customer

8.4. Customer Grievance Redressal Policy

The Bank has a well-documented Customer Grievance Redressal Policy circulated vide HOGC 132/2020-21 dated 4th January 2021 duly approved by the Board.

9. Publicity to the Customer Service Policies

- (i) Bank shall ensure that wide publicity is given to the above policies by placing them prominently on the web-site and also otherwise widely disseminating the policies such as, displaying them on the notice board in the branches.
- (ii) The customers should be clearly apprised of the assurances of the bank on the services on these aspects at the time of establishment of the initial relationship be it as a depositor, borrower or otherwise.
- (iii) Further, the branches shall also take necessary steps to keep the customers duly informed of the changes in the policies formulated by the bank from time to time.

10. General Management of the Branches

The Bank is oriented towards providing better customer service and has in place a Board approved policy for general management of the branches which includes the following aspects:-

- a. providing infrastructure facilities in branches by bestowing particular attention to providing adequate space, proper furniture, drinking water facilities, with specific emphasis on pensioners, senior citizens, disabled persons, etc.
- b. providing entirely separate enquiry counters at our large / bigger branches in addition to a regular reception counter.
- c. displaying indicator boards at all the counters in English and Hindi. Business posters at semi-urban and rural branches of banks should also be in both Hindi and English.
- d. posting roving officials to ensure employees' response to customers and for helping out customers in putting in their transactions.
- e. providing customers with booklets consisting of all details of service and facilities available at the bank in Hindi and English.
- f. use of Hindi and regional languages in transacting business by banks with customers, including communications to customers.
- g. reviewing and improving upon the existing security system in branches so as to instill confidence amongst the employees and the public.
- h. wearing on person an identification badge displaying photo and name thereon by the employees.
- i. Periodic change of desk and entrustment of elementary supervisory jobs.
- j. suitable training of staff to inculcate customer service orientation.
- k. visit by senior officials from Head Office to branches at periodical intervals for on the spot study of the quality of service rendered by the branches.
- l. rewarding the best branches from customer service point of view by annual awards/running shield.
- m. Customer service audit and Customer surveys.
- n. holding Customer relation programmes and periodical meetings to interact with different cross sections of customers for identifying action points to upgrade the customer service with customers.
- o. clearly establishing a New Product and Services Approval Process which should require approval by the Board especially on issues which compromise the rights of the Common Person.
- p. appointing Quality Assurance Officers who will ensure that the intent of policy is translated into the content and its eventual translation into proper procedures.

11. Use of office landlines/Telephones

Staff members are advised that outgoing calls should be kept to the minimum and only for official purposes. In-coming calls should be handled with courtesy and politeness, identifying the Bank and greeting the customer appropriately. The telephones are to be used to convey messages, clinch business deals and build up the Bank's image. Branch Managers should ensure that there is no misuse of telephones for long personal conversations at liberty and without limitation. This will enable customers to have easy access to the telephone lines. In case any complaint is received from customers with regards to their inability to get through the telephone lines of the Branch, disciplinary action will be taken against the concerned staff.

12. Use of Music System

Branch Managers should ensure that piped music is played during business hours so as to improve customer service and working conditions.

13. Branch Ambience

In many branches, it is found that the branch premises are not maintained well both, interior or exterior. There are either, broken chairs or torn sofas, dusty name board and unkempt surroundings. Branches should ensure that the Branch premises are always kept clean, including its name board and the board displaying the business hours of the branch. Special attention shall be given to providing adequate space, proper furniture, clean environment, etc, in their premises to enable conduct of banking transactions smoothly and more comfortably. Care should be taken to display relevant notices and outdated notices should be discarded.

14. Security Arrangements

The Bank has installed CCTV surveillance cameras, alarm systems and smoke / fire detectors at every branch. Adequate security measures must be put in place in the branches and ATMs. Regular drills & training programmes to employees and security staff should be conducted to keep them alert and vigilant. Dual custody of keys and security stationery should always be ensured to avoid misuse.

15. Service at the Counters

i. Business and working hours

All staff of the Bank should be at their seats at the commencement of business hours and attend to all the customers who are in the branch prior to the close of business hours. It has been observed that staff take their own time to open the counters and also do not attend to customers who are in the queue at the close of business hours. Branch Managers should ensure that the shutters are open at the commencement of business hours and all staff members are at their appropriate seats ready to attend to the customers. For this purpose, staff members posted at branches shall report for duty 15 minutes prior to their working hours. Branch Managers should also ensure that Day-open procedures are undertaken before the

start of business hours so as to enable smooth functioning of banking operations and no delay is caused to any customer.

ii. Display of time norms

Branch Manager shall ensure that time norms for specified business transactions is displayed prominently in the banking hall so that it attracts the customers' attention as well as that of the employees for adherence. Branches should ensure that all customers who enter the banking hall before the close of business hours should be attended to.

iii. Extension of business hours for non-cash transaction

Staff at Branch counters may undertake the following transactions during the extended business hours (branches to indicate the timings):

A. non-voucher generating transactions:

- a. issue of passbook/statement of accounts
- b. issue of cheque book
- c. delivery of term deposit receipts/drafts
- d. acceptance of share application form; and
- e. acceptance of clearing cheques/bills for collection

B. voucher generating transactions:

- a. issue of term deposit receipts (TDR)
- b. acceptance of cheques for locker rent due;
- c. acceptance of individual cheques for transfer credit
- d. inter-bank and inter-branch transfers

iv. Uninterrupted Service

Branch Managers should ensure that no counter remains unattended during business hours and uninterrupted service is rendered to the customers by making adequate relief arrangements as may be necessary. Also all equipment needed for effective customer service such as computers, pass book printers, term deposit receipt printers, cash binding machine, cash counting machine, surveillance systems, UPS, etc. are in working condition.

Branch Managers should ensure that all required stationery is available at any point of time and no inconvenience is caused to any customer due to lack of adequate stationery. Stationery would include account opening forms, pay-in-slip books, pass books, cheque books, withdrawal slips, requisition slips, term deposit receipts, debit & credit vouchers, advices, loan applications and related security documents, etc.

Branches should also regularly check their fax machines and ensure that sufficient paper is available so as to receive messages by fax. Branches should also ensure that their telephone lines / lease lines are in working conditions and follow ups are made with the relevant authorities.

v. Guidance to Customers

Branch Managers should ensure that all staff members are well trained on the job and should be aware of all the Bank's products and services despite the counters they handle. Staff members should be able to attend to customer queries and should guide them accordingly. In case a staff member is unable to satisfy the customer, he /she should direct the customer to a senior official. Branch Managers should be available to attend to all customers during business hours. Branches of large size (business mix) with adequate space arrangements may have "Enquiry" or "May I help you" counters. Such counters may exclusively attend to enquiries or may be combined with other functions depending upon the requirement. As far as possible, such counters should be near the entry point to the banking hall.

16. Service at Cash Counters

Cashiers should see that the cash from the vault to the counter is carried observing due security measures before the start of business hours. Cashier's drawers and cabins should be closed and locked at all times. Branch Managers should ensure that there is always a dual custody of cash keys. Cashiers / Cash Officers should exercise due caution in carrying out their responsibilities and any laxity on their part could cause customers to lose confidence in the Bank.

Appropriate notices should be displayed at prominent places in each branch and at the cash counter advising the customers:

- i To count and verify cash at the cash counter itself before leaving the bank
- ii Not to take assistance from any person in the banking hall for counting cash
- iii To hand over cash only to the cashier / teller and not to any other person
- iv To deposit mutilated currency notes by filling separate pay-in-slip
- v Not to mix the mutilated currency notes in regular bundles or with other currency notes

Branch Managers should ensure that the Security Guards posted at the Branch are positioned and are alert at all times. The Security alarm system should be kept in working condition at all times and should be activated in the event of a robbery attempt.

The Branch should take care that no queues are allowed to be formed in front of the teller and that cash dispensing / receipt should be done quickly and customers are not made to wait. Branches should take the following measures:

- a. If the branch finds that there is a rush of customers on account of preceding holiday or Sunday, then the Branch should set up another teller / cashier for accepting cash and ensure that there are no queues of customers in the banking hall. Bunching of customers in the banking hall facilitates unscrupulous elements mingling in the crowd and unsuspecting customers fall prey to them.
- b. Branch Managers should move into the Banking hall and talk to customers. Apart from showing attention to customers, this will enable them to find out if there are any strangers who have mingled with the customers with the ulterior motive of snatching cash.

- c. The Security Guard at the branch should be instructed to keep a watch on people in the Banking hall, who are waiting for a long time doing nothing.

Cashiers and the Cash Officer should attend to customers promptly and undertake the following precautions to avoid mesmerism of customers as well as cashiers at the time of cash withdrawals:

- A. Cashiers should attend to only one customer at a time and avoid overcrowding at the Cash Counters
- B. Cashier after making each payment must orally advise the customer to count the cash personally before leaving the counter and not to take assistance from any other person
- C. Special attention should be given in assisting elderly customers
- D. Exchange of cash should be avoided during rush hours
- E. Pay outs should be made only after due authorization
- F. All denominations paid out / received should be immediately entered into the system with utmost care
- G. Pay in slips / cheques / withdrawal slips should be stamped correctly with the right date and authentication of the cashier and cash officer

- **Cash Withdrawal using withdrawal slips**

A customer without a cheque book facility or who is not carrying a cheque book can withdraw cash using a withdrawal slip upto Rs. 20,000/- (Rupees twenty thousand only). The customer has to be present in person and will be given a withdrawal slip on producing his passbook. The withdrawal slip cannot be taken out of the branch premises but has to be filled up in the branch itself.

- **Cash withdrawal using cheques**

A customer availing cheque-book facility can withdraw cash with the use of cheques. The Branches shall not ordinarily insist on the presence of account holder for making cash withdrawals in case of 'self' or 'bearer' cheques unless the circumstances so warrant. The branches shall pay 'self' or 'bearer' cheques taking usual precautions. Customers shall be made aware of the use of a bearer or order cheque, a crossed or uncrossed cheque and when a cheque becomes postdated or stale.

Staff members should avoid payment of a cheque after banking hours as it is not 'payment in due course' and is not eligible for protection under section 10 of the Negotiable Instruments Act.

- **Cash payments/receipts under Anywhere Banking**

Under Anywhere Banking the customer/s can withdraw and deposit cash through other branches and no cash handling charges shall be levied.

- **Cash handling**

Cashiers should sort notes of each denomination in bundles of 100 each and should band them using paper bands or elastic bands instead of stapling the notes as it tends to damage the notes. Scribbling on the notes should be discontinued as it not

only damages the note but makes it difficult to recognize the watermark on it. Issuable and non-issuable currency notes should be sorted.

- **Provision of Note Counting Machines on counters**

The Bank has provided its branches with dual display note counting machines at the cash counters for the use of their customers towards building confidence in the minds of the public to accept note packets secured with paper bands.

- **Forged Notes**

On detection of a forged note, the forged note should be stamped with 'Forged Note Impounded' stamp and an acknowledgment is to be issued to the tenderer. The forged notes detected in the cash received by the branch shall be forwarded to the local police for investigation by filing an FIR. Note sorting machines enabled to detect forged notes must be provided in each branch to help detect forged notes/alterations.

- **Demand Drafts**

Branches should ensure that drafts of small amounts (below Rs. 49,999/-) are issued against cash to all customers irrespective of the fact whether they are having accounts with them or not. Counter staff should not refuse to accept small denomination notes from the customers (or non-customers for issuance of the drafts).

17. Opening / operations of Deposit accounts

17.1. Saving Bank Rules

The customers who maintain a saving bank account with our bank shall be issued a passbook from the bank at no extra charges (except for when they request a duplicate passbook)

A set of Saving Bank rules shall be printed on the back of the passbook for the customers to understand the process of opening and maintaining a saving bank.

17.2. Intra – Bank Account Portability

The facility is not yet available on the existing CBS of the Bank; however, once the facility is activated/available the branches are advised that KYC once done by one branch of the bank should be valid for transfer of the account within the bank as long as full KYC has been done for the concerned account. The customer should be allowed to transfer his account from one branch to another branch without insisting on fresh proof of address and on the basis of a self-declaration from the account holder about his / her current address, subject to submitting proof of address within a period of six months. Periodical updation of KYC data would continue to be done by bank as per prescribed periodicity.

17.3. Photographs of depositors

The branches shall obtain and keep on record photographs of all depositors/account holders in respect of accounts opened by them subject to the following clarifications:

- (i) The instructions cover all types of deposits including fixed, recurring, cumulative, etc.
- (ii) Instructions apply to all categories of depositors, whether resident or non- resident. Only banks, Local Authorities and Government Departments (excluding public sector undertakings or quasi-Government bodies) will be exempt from the requirement of photographs.
- (iii) Branches shall not insist on photographs in case of accounts of staff members only (Single/Joint).
- (iv) Branches shall obtain photographs of all persons authorized to operate the accounts viz., savings bank and current accounts without exception.
- (v) Branches shall also obtain photographs of the 'Pardanishin' women.
- (vi) Branches may obtain two copies of photographs and obtaining photocopies of driving licence/passport containing photographs in place of photographs would not suffice.
- (vii) Branches shall not ordinarily insist on the presence of account holder for making cash withdrawals in case of 'self' or 'bearer' cheques unless the circumstances so warrant. The branches shall pay 'self' or 'bearer' cheques taking usual precautions.
- (viii) Photographs cannot be a substitute for specimen signatures.
- (ix) Only one set of photographs need be obtained and separate photographs should not be obtained for each category of deposit. The applications for different types of deposit accounts should be properly referenced.
- (x) Fresh photographs need not be obtained when an additional account is desired to be opened by the account holder.

In the case of operative accounts, viz. savings bank and current accounts, photographs of persons authorized to operate them should be obtained. In case of other deposits, viz., fixed, recurring, cumulative, etc., photographs of all depositors in whose names the deposit receipt stands may be obtained except in the case of deposits in the name of minors where guardians' photographs shall be obtained.

17.4. Minimum Balance in Saving Bank Accounts

At the time of opening the accounts, branches should inform the customers in a transparent manner the requirement of maintaining minimum balance and levying of charges, etc., if the minimum balance is not maintained. Any charge levied subsequently should be transparently made known to all depositors in advance with one month's notice through SMS/Letter/Email etc. The branches should inform, at least one month in advance, the existing account holders of any change in the prescribed minimum balance and the charges that may be levied if the prescribed minimum balance is not maintained.

Bank shall not levy penal charges for non-maintenance of minimum balances in any inoperative account.

17.5. Purchase of Local Cheques, Drafts, etc., during suspension of clearing

There may be occasions when Clearing House operations may have to be temporarily suspended for reasons beyond the control of the authorities concerned. Such suspension entails hardship to the constituents of the banks because of their inability to realize promptly the proceeds of cheques, drafts, etc., drawn on the local banks other than those with whom they maintain accounts. Some remedial action has to be taken during such contingencies to minimize, as far as possible, the inconvenience and hardship to banks' constituents as also to maintain good customer service.

Thus, whenever clearing is suspended and it is apprehended that the suspension may be prolonged, Branches may temporarily accommodate their constituents, both borrowers and depositors, to the extent possible by purchasing the local cheques, drafts, etc., deposited in their accounts for collection, special consideration being shown in respect of cheques drawn by Government departments/companies of good standing and repute, as also demand drafts drawn on local banks. While extending this facility, Branches would no doubt take into consideration such factors as creditworthiness, integrity, past dealings and occupation of the constituents, so as to guard themselves against any possibility of such instruments being dis-honored subsequently.

17.6. Statement of accounts/passbooks

(i) Issuance of passbooks to saving bank account holders

A passbook is a ready reckoner of transactions and is handy and compact and as such, is far more convenient to the small customer than a statement of account. Use of statements has some inherent difficulties viz., (a) these need to be filed regularly (b) the opening balance needs to be tallied with closing balance of the last statement (c) loss of statements in postal transit is not uncommon and obtaining duplicates thereof involves expense and inconvenience (d) ATM slips during the interregnum between two statements do not provide a satisfactory solution as a full record of transactions is not available and (e) there are a large number of small customers who do not have access to computers / internet, etc. Non – issuance of pass-books to such small customers would indirectly lead to their financial exclusion.

Branches shall, therefore, invariably offer pass book facility to all its savings bank account holders (individuals) and in case the Branches offer the facility of sending statement of account and the customer chooses to get statement of account, the branches must issue monthly statement of accounts. The cost of providing such pass book or statements should not be charged to the customer.

(ii) Updating of Passbooks

- It is sometimes observed that customers submit their passbooks for updation after a very long time. In addition to the instructions printed in the passbook, whenever a passbook is tendered for posting after a long interval of time or after very large number of transactions, a printed slip requesting the depositor to tender it

periodically should be given.

- Branches should ensure that the passbooks are updated immediately on submission with complete and correct particulars duly authenticated. In case of entries having to be written by hand, due to unavoidable circumstances, it should be legible. If updation is not possible immediately due to a large number of entries, then paper tokens should be issued for collection of passbooks on the next day.

(iii) Entries in passbook / Statement of accounts

- Branches must give constant attention to ensure entry of correct and legible particulars in the pass books and statement of accounts.
- Branches often show the entries in depositors' passbooks / statements of accounts, as "by clearing" or "by cheque" or "by transfer". Further, it is observed that in the case of Electronic Clearing System (ECS) and RBI Electronic Fund Transfer (RBIEFT), banks generally do not provide any details even though brief particulars of the remittance are provided by the receiving bank. Entries must be simple and easy to decipher. With a view to avoiding inconvenience to depositors, branches should avoid such inscrutable entries in passbooks / statement of accounts and ensure that brief, intelligible particulars are invariably entered in passbooks / statement of account.

(iv) Maintenance of savings bank passbooks: Precautions

Negligence in taking adequate care in the custody of savings bank pass books facilitates fraudulent withdrawals from the relative accounts. A few precautions in this regard are given below:

- Branches should accept the pass books and return them against tokens.
- Pass books remaining with the branches should be held in the custody of named responsible officials.
- While remaining with the branch, pass books should be held under lock and key overnight.

(v) Providing monthly statement of accounts

- Branches may ensure that they adhere to the monthly periodicity while sending statement of accounts.
- The statements of accounts for current account holders may be sent to the depositors in a staggered manner instead of sending by a target date every month. The customers may be informed about staggering of the preparation of these statements.
- Further, the Bank's Auditors and Inspecting Teams shall carry out sample check at the time of internal inspection of branches to verify whether the statements are being dispatched on time.

17.7. Issue of cheque books

(i) Writing Cheques in any language

All cheque forms shall be printed in Hindi and English. The customer may,

however, write cheques in Hindi, English or in the concerned regional language.

(ii) Dispatching the cheque book by courier

The procedure of disallowing depositors to collect the cheque book at the branch and insisting on dispatching the cheque book by courier after forcibly obtaining a declaration from the depositor that a dispatch by the courier is at depositor's risk is an unfair practice. Branches should refrain from obtaining such undertakings from depositors and ensure that cheque books are delivered over the counters on request to the depositors or his authorized representative.

(iii) Acceptance of cheques bearing a date as per National Calendar (Saka Samvat) for payment

Government of India has accepted Saka Samvat as National Calendar with effect from March 22, 1957 and all Government statutory orders, notifications, Acts of Parliament, etc. bear both the dates i.e., Saka Samvat as well as Gregorian Calendar. An instrument written in Hindi having date as per Saka Samvat calendar is a valid instrument. Cheques bearing date in Hindi as per the National Calendar (Saka Samvat) should, therefore, be accepted by the branches for payment, if otherwise in order. Branches can ascertain the Gregorian calendar date corresponding to the National Saka calendar in order to avoid payment of stale cheques.

17.8. Term Deposit Accounts

(i) Issue of term deposit receipts

Branches shall issue term deposit receipts indicating therein full details, such as, date of issue, period of deposit, due date, applicable rate of interest, etc.

(ii) Issue of term deposit receipts in already auto renewed Term Deposits (TD)

The bank offers the option to include auto-renewal details for Fixed Deposit (FD) receipts on the back of the Term Deposit (TD) receipt for up to a few cycles. After that, instead of writing on blank spaces, the branches will issue fresh TD receipts to customers when they visit the branch. This ensures a more professional approach.

However, if a customer requests a fresh TD receipt even after the first renewal cycle, the branches will provide a new deposit receipt upon demand, after the term deposits have automatically been renewed in the system.

To request a fresh TD receipt, customers need to endorse the back of the old TD receipt with the statement "Kindly issue a fresh TD receipt." If customers are comfortable with the renewal details being mentioned on the back of the old FD receipt, the branches will continue to do so. However, once the columns are filled, the branches will proactively issue a fresh deposit receipt as mentioned above.

17.9. Transferability of deposit receipts

Term deposits should be freely transferable from one office of bank to another.

17.10. Disposal of deposits

Advance instructions from depositors for disposal of deposits on maturity may be obtained in the application form itself. Wherever such instructions are not obtained, Branches shall ensure sending of intimation of impending due date of maturity well in advance to their depositors as a rule in order to extend better customer service.

17.11. Notifying the changes in Interest Rates

Change in interest rate on deposits should be made known to customers as well as bank branches expeditiously.

17.12. Payment of interest on term deposits – Methods of calculation

Indian Banks' Association (IBA) Code for Banking Practice has been issued by IBA for uniform adoption by the member banks. The Code is intended to promote good banking practices by setting out minimum standards. IBA, for the purpose of calculation of interest on domestic term deposit, has prescribed that on deposits repayable in less than three months or where the terminal quarter is incomplete, interest should be paid proportionately for the actual number of days reckoning the year at 365 days.

17.13. Premature withdrawal of term deposit

A branch on request from the depositor, shall allow withdrawal of a term deposit before completion of the period of the deposit agreed upon at the time of making the deposit. The Branches shall follow the policy for deducting the penal interest. Branches should ensure that the depositors are made aware of the applicable penal rate along with the deposit rate. While prematurely closing a deposit, interest on the deposit for the period that it has remained with the bank will be paid at the rate applicable to the period for which the deposit remained with the bank and not at the contracted rate. No interest is payable, where premature withdrawal of deposits takes place before completion of the minimum prescribed period.

17.14. Repayment of Term/Fixed Deposits

When a fixed deposit account is opened in the joint names of two depositors on 'Either or Survivor' basis and the said joint depositors already have a savings bank account in their names jointly on 'Either or Survivor' instructions, on maturity of the fixed deposit, proceeds of the matured fixed deposit can be credited to the joint savings bank account already opened in the bank. There is no need for opening a separate savings bank account in the name of the first depositor for crediting the proceeds of the fixed deposit.

17.15. Renewal of Overdue Deposits

- (i) In case the overdue period from the date of maturity till the date of renewal (both days inclusive) does not exceed 14 days, the rate of interest payable on the amount of deposit so renewed shall be the rate of interest as prevailing on the date of maturity or on the date of renewal, whichever is higher.
- (ii) In case of the deposits, where overdue period from the date of maturity till the date of renewal (both the days inclusive) exceed 14 days. The Bank shall pay the rate of interest applicable to savings accounts or the contracted rate of interest on the

matured TD, whichever is lower.

- (iii) The term deposit account holders at the time of placing their deposits can give instructions with regard to closure of deposit account or renewal of deposit for further period on the date of maturity.
- (iv) In case of absence of any instructions deposits will be treated as an auto renewal deposit and would be renewed for a similar period as that of matured deposit at the prevailing rate on due date. (Except the Tax Saver deposits)

17.16. Addition or deletion of the name/s of joint account holders

Branches may, at the request of all the joint account holders, allow the addition or deletion of name/s of joint account holder/s if the circumstances so warrant or allow an individual depositor to add the name of another person as a joint account holder. However, in no case should the amount or duration of the original deposit undergo a change in any manner in case the deposit is a term deposit. The Branches may, at their discretion, and at the request of all the joint account holders of a deposit receipt, allow the splitting up of the joint deposit, in the name of each of the joint account holders only, provided that the period and the aggregate amount of the deposit do not undergo any change.

17.17. Payment of interest on frozen / inoperative accounts

Branches are at times required to freeze the accounts of customers based on the orders of the enforcement authorities. The branches are advised to follow the procedure detailed below in the case of Term Deposit Accounts frozen by the enforcement authorities:

- (i) A request letter may be obtained from the customer on maturity. While obtaining the request letter from the depositor for renewal, branches should also advise him to indicate the term for which the deposit is to be renewed. In case the depositor does not exercise his option of choosing the term for renewal, branches may renew the same for a term equal to the original term.
- (ii) No new receipt is required to be issued. However, suitable note may be made regarding renewal in the deposit ledger.
- (iii) Renewal of deposit may be advised by registered letter / speed post / courier service to the concerned Government department under advice to the depositor. In the advice to the depositor, the rate of interest at which the deposit is renewed should also be mentioned.
- (iv) If overdue period does not exceed 14 days on the date of receipt of the request letter, renewal may be done from the date of maturity. If it exceeds 14 days, branches may pay interest for the overdue period as per the bank's policy.

Further, with regard to the savings bank accounts frozen by the Enforcement authorities, Bank shall continue to credit the interest to the account on a regular basis.

17.18. Acknowledgement by branches to the customers at the time of submission of Form 15 G/H

Branches are not required to deduct TDS from depositors who submit declaration in Form 15-G/15H under Income Tax Rules, 1962.

However, there are instances that despite submission of Form 15-G/15-H by customers, branches are still deducting tax at source, thus causing inconvenience to the customers resulting in a number of complaints. Such instances arise because either the forms are misplaced or a track is not kept of forms received in the branches.

With a view to protect interest of the depositors and for rendering better customer service, branches are advised to give an acknowledgment at the time of receipt of Form 15-G/15-H. This will help in building a system of accountability and customers will not be put to inconvenience due to any omission on part of the branches.

17.19. Opening of Current Accounts / Need for discipline

- i. Keeping in view the importance of credit discipline for reduction in NPA level; branches should scrupulously ensure that they do not open current accounts of entities who enjoy credit facilities (fund based or non-fund based form our bank or from other banks). Branches should note that non-adherence to the above discipline could be perceived to be abetting the siphoning of funds and such violations which are either reported to RBI or noticed during the inspection would make the concerned banks liable for penalty under Banking Regulation Act, 1949 (AACS).
- ii. Branches may open current accounts of prospective customers only after checking their credit scores to ensure they don't enjoy any credit facility from any other Bank.
- iii. In case of a prospective customer who is a corporate or a large borrower enjoying credit facilities from more than one bank, the braches should exercise due diligence and inform the consortium leader, if under consortium, and the concerned banks, if under multiple banking arrangements.

18. Levy of Service Charges

18.1. Bank shall at all times ensure that the service charges are reasonable and are not out of line with the average cost of providing these services.

18.2. Uniformity of Intersol charges

Since the bank has adopted Core Banking Solution (CBS), all the customers of bank shall be treated uniformly at any sales or service delivery point. There shall be no discrimination among our own customers on the basis of one branch being designated as the 'home' or 'base' branch where charges are not levied for products / services and other branches being referred to as 'non-home' branches where charges are levied for the same products / services. The charges generally referred to as 'Intersol' charges shall be uniform across home /non- home branches in the spirit of the Reserve Bank's guidelines on reasonableness of bank charges.

As 'Intersol' charges are charges levied by the banks to cover the cost of extending services to customers by using the CBS / Internet / Intranet platform, the cost shall be branch / customer agnostic in-principle. It is clarified that cash handling charges are not included under intersol charges. The bank follows a uniform, fair and transparent pricing policy and does not discriminate between its customers at

home branch and non-home branches.

Accordingly, if a particular service is provided free at home branch, the same shall be available free at non home branches also. There shall be no discrimination as regards intersol charges between similar transactions done by customers at home branch and those done at non-home branches.

19. Guidance to customers and disclosure of information

19.1. Display of information by branches – Comprehensive Notice Board

The display of information in the branches is one of the modes of imparting financial education. This display enables customers to take an informed decision regarding products and services of the bank and be aware of their rights as also the obligations of the banks 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.

Further, in order to promote transparency in the operations of bank, and as per various instructions from RBI on towards display of various key aspects such as service charges, interest rates, services offered, product information, time norms for various banking transactions and grievance redressal mechanism; the branches shall display all these important public disclosures on their notice board. The notice board shall be updated on a periodical basis.

There may not be any need to place detailed information on the notice board and only the important aspects or 'indicators' to the information be placed. Accordingly, the existing mandatory instructions have been broadly grouped into four categories i.e. 'customer service information', 'service charges', 'grievance redressal' and 'others' mentioned above and given in a Comprehensive Notice Board. The format of the Comprehensive Notice Board is given in **Annexure - I**. The minimum size of the board may be 2 feet by 2 feet as a board of such a size would facilitate comfortable viewing from a distance of 3 to 5 meters. Branches are advised to display the information in the notice boards of their branches as per the format given for the Comprehensive Notice Board.

While displaying the information on the notice board, Branches may also adhere to the following principles:

- (a) The notice board may be updated on a periodical basis and the board should indicate the date up to which the board was updated (incorporated in the display board)
- (b) Though the pattern, colour and design of the board is left to the discretion of the branches, yet the display must be simple and readable.
- (c) The language requirements i.e., bilingual may be taken into account.
- (d) The notice board shall specifically indicate wherever recent changes have been done.
- (e) The notice board may also indicate a list of items on which detailed information is

available in booklet form.

Further, in addition to the above board, the branches shall also display details such as 'Name of the Bank / Branch, Working Days, Working Hours and Weekly Off-days' outside the branch premises.

The Bank in addition shall update relevant information from time to time on its web-site (www.hpsc.com) enabling the customers to be well informed.

19.2. Booklets / Brouchers

The detailed information as indicated in Para (D) of Annexure I shall be made available in the shape of booklets at the May I Help you Counter. These booklets may be kept in a separate file / folder in the form of 'replaceable pages' so as to facilitate copying and updation. In this connection, Branches may also adhere to the following broad guidelines:

- The file / folder may be kept at the customer lobby in the branch or at the 'May I Help You' counter or at a place that is frequented by most of the customers.
- Copies of the contents of the May I Help You booklet are enlisted in Para D of Annexure I which shall be given to the customers as and when requested by the customer, this information shall be made readily available to all the customers.

19.3. Website

The detailed information as indicated in Para (D) of Annexure I may also be made available on the web-site of the bank. The Bank shall adhere to the broad guidelines relating to dating of material, legibility, etc., while placing the same on the website. In this context, it shall be ensured that the customers are able to easily access the relevant information from the Home Page of the bank's web-site.

19.4. Other Issues

Branches are free to decide on their promotional and product information displays. However, the mandatory displays may not be obstructed in anyway. As customer interest and financial education are sought to be achieved by the mandatory display requirements, they should also be given priority over the other display boards.

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

A format has been devised for display of information relating to interest rates and service charges which would enable the customer to obtain the desired information at a quick glance. The format is given at **Annexure II**. Branches are advised to display the information as per the format given in Annexure II on their notice boards.

Branches may also ensure that only latest updated information in the above format is placed on their notice boards.

19.6. Disclosure of information on public domain

Disclosure of information on products and services on websites is found to be an effective channel for reaching out to customers and the public at large. Such disclosures increase transparency in operations and also help to create awareness among customers about the products and services offered by the bank. Some of the details, which could be at the minimum, be made available for public viewing through websites of banks are listed below:-

I. Policy / Guidelines

- i. Citizen's Charter
- ii. Deposit Policy
- iii. Deceased Depositors Policy along with Nomination Rules
- iv. Cheque Collection Policy
- v. Code for Collection of Dues and Repossession of Security.

II. Complaints

Grievance Redressal Mechanism

III. Opening of Accounts

- i. Account Opening Forms
- ii. Terms and Conditions
- iii. Service Charges for various types of services – Should cover typical common services including courier charges – What services are available without any charges.
- iv. Interest rates on Deposits
- v. Minimum balances – along with corresponding facilities offered.

IV. Loans and Advances

- i. Application forms relating to loans and advances
- ii. Copy of blank agreement to be executed by the borrower
- iii. Terms and Conditions
- iv. Processing fee and other charges
- v. Interest rates on Loans and Advances

V. Branches

- i. Details of branches along with addresses and telephone numbers (with search engine for queries relating to branch location)
- ii. Details of ATMs along with addresses

20. Remittances

20.1. Remittance of funds for values Rs. 50,000/- and above

Branches shall ensure that any remittance of funds by way of demand drafts / mail transfers / telegraphic transfers or any other mode and issue of travelers cheques for value of Rs. 50,000 /- and above is effected only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against cash payments. In the current scenario, where the integrity of the financial system in general and the banking channels in particular is of paramount importance, breach of these guidelines is a matter of serious regulatory concern in view of the wide ranging ramifications. Any violation of these instructions will be viewed seriously.

20.2. Issue of Demand Drafts

Measures seeking to bring down the incidence of frauds perpetrated through bank drafts should be built into the draft form itself. Necessary changes in system and procedures to speed up issue and payment of drafts should be taken.

Branches shall ensure that demand drafts of Rs. 20,000/- and above are issued invariably with account payee crossing.

All superscriptions about validity of the demand draft should be provided at the top of the draft form. A draft should be uniformly valid for a period of three months and procedure for revalidation after three months should be simple.

Branches shall ensure that drafts of small amounts i.e. upto Rs. 49,999/- (Rupees forty nine thousand nine hundred and ninety nine only) are issued by their branches against cash to all customers irrespective of the fact whether they are having accounts with the branches or not. Counter staff of branches should not refuse to accept small denomination notes from the customers (or non-customers for issuance of the drafts).

20.3. Encashment of Drafts

Branches should ensure that drafts drawn on their branches are paid immediately. Payment of draft should not be refused only for the reason that the relative advice has not been received.

20.4. Issuance of Duplicate Drafts

Duplicate draft, in lieu of lost draft, up to and including Rs. 5,000/- may be issued to the purchaser on the basis of adequate indemnity and without insistence on seeking non - payment advice from drawee office irrespective of the legal position obtaining in this regard.

Branches shall issue duplicate demand draft to the customer within a fortnight from the receipt of such request. Further, for the delay beyond this stipulated period, branches are advised to pay interest at the rate applicable for fixed deposit of

corresponding maturity in order to compensate the customer for such delay. The period of a fortnight prescribed would be applicable only in cases where the request for a duplicate demand draft is made by the purchaser or the beneficiary and would not be applicable in the case of third party endorsements.

Regarding the term "customer" used above and whether it would include only purchaser / beneficiary or also include any holder of the instrument other than the purchaser or the beneficiary, it is clarified that the above instructions would be applicable only in cases where the request for duplicate demand draft is made by the purchaser or the beneficiary and would not be applicable in the case of draft endorsed to third parties.

21. Cheque Drop Box Facility

Branches are advised to make absolutely fool proof arrangements accounting for the number of instruments each time the box is opened so that there are no disputes and the customer's interests are not compromised.

22. Collection of Instruments - HPStCB – Cheque Collection Policy

The "HPStCB – Cheque Collection Policy" has been formulated as a comprehensive document with transparency, taking into account our technological capabilities, systems and processes adopted for clearing arrangements and other internal arrangements for collection through different methods. The Policy takes adequate care to ensure that the interests of small depositors are fully protected and is in line with the IBA's model policy on Collection of cheques/instruments.

23. Dealing with Complaints and Improving Customer Relations

23.1. Complaints / Suggestion Box

Complaints/suggestions box should be provided at each branch. Further, at every branch a notice requesting the customers to meet the branch manager may be displayed regarding grievances, if the grievances remain un-redressed.

23.2. Analysis and disclosure of complaints – Disclosure of complaints along with Financial results

Branches shall place a statement of complaints before their Customer Service Committees along with an analysis of the complaints received, the District Managers shall collect these reports from the branches and provide the same to HO (Vigilance Cell) for its onward submission to the Customer Service Committee of the Board. The complaints should be analyzed (i) to identify customer service areas in which the complaints are frequently received; (ii) to identify frequent sources of complaint; (iii) to identify systemic deficiencies; and (iv) for initiating appropriate action to make the grievance redressal mechanism more effective. The Bank shall disclose the following brief details along with its financial results:

Customer Complaints

- a) No. of complaints pending at the beginning of the year

- b) No. of complaints received during the year
- c) No. of complaints redressed during the year
- d) No. of complaints pending at the end of the year

Further, the Bank shall place the detailed statement of complaints and its analysis on its web-site for information of the general public at the end of each financial year.

23.3. Grievance Redressal Mechanism

Branches shall ensure that for receiving and addressing complaints from its customers / constituents with specific emphasis on resolving such complaints fairly and expeditiously regardless of source of the complaints suitable mechanism as defined in HOGC No. 132/2020-21 dated 4th January 2021 shall be followed.

Branches are also advised to:

- i. Ensure that the complaint registers are kept at prominent place in their branches which would make it possible for the customers to enter their complaints.
- ii. Have a system of acknowledging the complaints, where the complaints are received through letters / forms.
- iii. Fix a time frame for resolving the complaints received at different levels.
- iv. Ensure that redressal of complaints emanating from rural areas and those relating to financial assistance to Government's Poverty Alleviation Programmes also form part of the above process.
- v. Prominently display in the Branch premises, the names of the officials who can be contacted for redressal of complaints, together with their direct telephone number, fax number, complete address (not Post Box No.) and e-mail address, etc., for proper and timely contact by the customers and for enhancing the effectiveness of the redressal machinery.
- vi. The names of the officials displayed at the branches who can be contacted for redressal of complaints should also include the name and other details of the concerned Nodal Officer at the Head Office.

In addition to above the Bank shall display on its web-site, the names and other details of the officials at their Head Office who can be contacted for redressal of complaints including the names of the Nodal Officers.

Further, the Bank shall also display on its web-site, the names and other details of the Chairman or MD / CEO and also other Heads for various operations to enable their customers to approach them in case of need, if necessary. AGM Vigilance shall ensure the compliance of the above.

Further, as stated above in paragraph 23.2, Bank is required to disclose the brief details regarding the number of complaints along with their financial results. This statement should include all the complaints received at the Head Office level as also the complaints received at the branch level.

Where the complaints are not redressed within one month, the concerned branch shall forward a copy of the same to the concerned Nodal Officer at the Head Office

and keep him/her updated regarding the status of the complaint.

AGM Vigilance shall ensure that wide publicity to the grievance redressal machinery is given through advertisements and also by placing it on the bank's web site.

23.4. Review of Grievances Redressal Machinery

AGM Vigilance shall critically examine on an on-going basis as to how Grievances Redressal Machinery is working and whether the same has been found to be effective in achieving improvement in customer service in different areas.

Areas shall be identified in which the number of complaints is large or on the increase and consider constituting special squads to look into complaints on the spot in branches against which there are frequent complaints.

Bank may consider shifting the managers/officers of branches having large number of complaints to other branches departments at Head Offices where contacts with public may be relatively infrequent. At larger branches and at such of the branches where there are a large number of complaints, the bank shall be appointing a Public Relations Officers /Liaison Officers for looking into/mitigating the complaints/grievances of customers expeditiously.

ACSTI shall arrange to include one or two sessions on customer service, public relations etc., in training programmes conducted for staff at the counters and officers in the branches.

In cases where the contention of the complainant has not been accepted, a complete reply should be given to the customer to the extent possible.

Grievances/complaints relating to congestions in the banking premises should be examined by the bank's internal inspectors/auditors on a continuing basis and action taken for augmentation of space, whenever necessary, keeping in view the availability of larger accommodation in the same locality at a reasonable rent and other commercial considerations.

24. Erroneous Debits arising on fraudulent or other transactions

24.1. Vigilance by the Bank

Branches are advised to adhere to the guidelines and procedures for opening and operating deposit accounts to safeguard against unscrupulous persons opening accounts mainly to use them as a conduit for fraudulently en-cashing payment instruments.

24.2. Compensating the customers

- i. In case of any fraud, if the bank is convinced that an irregularity / fraud has been committed by its staff towards any constituent, the bank shall at once acknowledge its liability and pay the just claim,
- ii. in cases where Branches are at fault, the bank shall compensate customers without

- demur, and
- iii. in cases where neither the Branch is at fault nor the customer is at fault but the fault lies elsewhere in the system, then also the bank shall compensate the customers (up to a limit) as part of a Board approved customer compensation policy.

25. Nomination Facility

25.1 Provisions in the Banking Regulation Act, 1949 (AACS)

The Banking Regulation Act, 1949 (AACS) was amended by Banking Laws (Amendment) Act, 1983 by introducing new Sections 45ZA to 45ZF, which provide, inter alia, for the following matters:

- a. To enable a co-operative bank to make payment to the nominee of a deceased depositor, the amount standing to the credit of the depositor.
- b. To enable a co-operative bank to return the articles left by a deceased person in its safe custody to his nominee, after making an inventory of the articles in the manner directed by the Reserve Bank.
- c. To enable a co-operative bank to release the contents of a safety locker to the nominee of the hirer of such locker, in the event of the death of the hirer, after making an inventory of the contents of the safety locker in the manner directed by the Reserve Bank.

25.2 The Cooperative Banks (Nomination) Rules, 1985

Since such nomination has to be made in the prescribed manner, the Central Government framed, in consultation with the Reserve Bank of India, the Co-operative Banks (Nomination) Rules, 1985. These Rules, together with the provisions of new sections 45ZA to 45ZF of the Banking Regulation Act, 1949 (AACS) regarding nomination facilities were brought into force with effect from 1985.

The Co-operative Banks (Nomination) Rules, 1985 which are self-explanatory, provide for:-

- i. Nomination Forms for deposit accounts, articles kept in safe custody and contents of safety lockers.
- ii. Forms for cancellation and variation of the nominations.
- iii. Registration of Nominations and cancellation and variation of nominations, and
- iv. Matters related to the above.

25.3 Nomination facilities in respect of Safe Deposit Locker / Safe Custody Articles

- i. Nomination facilities are available only in the case of individual depositors and not in respect of persons jointly depositing articles for safe custody.
- ii. Sections 45ZC to 45ZF of the Banking Regulation Act, 1949 (AACS) provide for

nomination and release of contents of safety lockers / safe custody articles to the nominee and protection against notice of claims of other persons. Branches shall be guided by the provisions of sections 45ZC to 45ZF of the Banking Regulation Act, 1949 (AACS) and the Co-operative Banks (Nomination) Rules, 1985 and the relevant provisions of Indian Contract Act and Indian Succession Act.

- iii. In the matter of returning articles left in safe custody by the deceased depositor to the nominee or allowing the nominee/s to have access to the locker and permitting him/them to remove the contents of the locker, the Reserve Bank of India, in pursuance of sections 45ZC (3) and 45ZE (4) of the Banking Regulation Act, 1949 (AACS) has specified the formats for the purpose.
- iv. In order to ensure that the amount of deposits, articles left in safe custody and contents of lockers are returned to the genuine nominee, as also to verify the proof of death, branches shall follow the procedure as laid down in HOGC 112/2022-23 dated 3rd September 2022.
- v. Section 45ZE of the Banking Regulation Act, 1949 (AACS) does not preclude a minor from being a nominee for obtaining delivery of the contents of a locker. However, the responsibility of the Branches in such cases is to ensure that when the contents of a locker were sought to be removed on behalf of the minor nominee, the articles were handed over to a person who, in law, was competent to receive the articles on behalf of the minor.
- vi. As regards lockers hired jointly, on the death of any one of the joint hirers, the contents of the locker are only allowed to be removed jointly by the nominees and the survivor(s) after an inventory was taken in the prescribed manner. In such a case, after such removal preceded by an inventory, the nominee and surviving hirer(s) may still keep the entire contents with the same branch, if they so desire, by entering into a fresh contract of hiring a locker.

25.4 Nomination Facility – Sole Proprietary Concern

Bank shall extend nomination facility in respect of deposits held in the name of a sole proprietary concern.

25.5 Registering the Nominations

In terms of Rules 2 (10), 3 (9) and 4 (10) of the Co-operative Banks (Nomination) Rules, 1985, Branches are required to register in their books the nomination, cancellation and / or variation of the nomination. The Branches should accordingly take action to register nominations or changes therein, if any, made by their depositor(s) / hirers.

25.6 Separate nominations for Savings Bank accounts and Pension accounts

Nomination facility is available for savings bank account opened for credit of pension. Co-operative Banks (Nomination) Rules, 1985 are distinct from the Arrears of Pension (Nomination) Rules, 1983 and nomination exercised by the pensioner under the latter rules for receipt of arrears of pension will not be valid for the purpose of deposit accounts held by the pensioners with Branches for which a

separate nomination is necessary in terms of the Co-operative Banks (Nomination) Rules, 1985 in case a pensioner desires to avail the nomination facility.

25.7 Clarifications pertaining to nomination facility being provided

- i. Nomination facility is intended for individuals including a sole proprietary concern.
- ii. Rules stipulate that nomination shall be made only in favour of individuals. As such, a nominee cannot be an association, trust, society or any other organization or any office – bearer thereof in his official capacity. In view thereof any nomination other than in favour of an individual will not be valid.
- iii. There cannot be more than one nominee in respect of a joint deposit account.
- iv. Branches may allow variation/cancellation of a subsisting nomination by all the surviving depositor(s) acting together. This is also applicable to deposits having operating instructions "either or survivor".
- v. In the case of a joint deposit account the nominee's right arises only after the death of all the depositors.
- vi. Witness in Nomination Forms: The Co-operative Banks (Nomination) Rules, 1985 have been framed in exercise of powers conferred by section 52 read with sections 45ZA, 45ZC and 45ZE of the Banking Regulation Act, 1949 (AACS). In this connection, it is clarified that for the various Forms (DA1, DA2 and DA3 for Bank Deposits, Forms SC1, SC2 and SC3 for Articles left in Safe Custody, Forms SL1, SL1A, SL2, SL3 and SL3A for Safety Lockers) prescribed under Co-operative Banks (Nomination) Rules, 1985 only Thumb-impression(s) shall be attested by two witnesses. Signatures of the account holders need not be attested by witnesses.
- vii. Nomination in case of Joint Deposit Accounts: It is understood that sometimes the customers opening joint accounts with or without "Either or Survivor" mandate, are dissuaded from exercising the nomination facility. It is clarified that nomination facility is available for joint deposit accounts also. Branches are, therefore, advised to ensure that their branches offer nomination facility to all deposit accounts including joint accounts opened by the customers.

25.8 Customer Guidance and Publicity Educating Customers on the Benefits of Nomination / Survivorship clause

- i. The nomination facility is intended to facilitate expeditious settlement of claims in the accounts of deceased depositors and to minimize hardship caused to the family members on the death of the depositors. The Branches should endeavor to drive home to their constituents the benefit of nomination facilities and ensure that the message reaches all the constituents by taking all necessary measures for popularizing the nomination facility among their constituents.
- ii. Branches should give wide publicity and provide guidance to deposit account holders on the benefits of the nomination facility and the survivorship clause. Illustratively, it should be highlighted in the publicity material that in the event of the death of one of the joint account holders, the right to the deposit proceeds does not automatically devolve on the surviving joint deposit account holder, unless there is a survivorship clause.
- iii. In addition to obtaining nomination forms, Bank shall ensure that account opening

form should contain space for nomination also so that the customers could be educated about availability of such facilities.

- iv. Unless the customers prefer not to nominate (this may be recorded without giving scope for conjecture of non-compliance), nomination should be a rule, to cover all other existing and new accounts.
- v. To popularize the nomination facility, the branches may place on their notice boards a notice Reading:- "Nomination facility available for – Deposits, Safe Custody Safe Deposit Vault Please make use of it. For details, please enquire from the Branch Manager"

26. Release of Assets of the Deceased Borrowers to their Legal Heirs

Branches are advised not to insist upon legal representation for release of other assets of deceased customers irrespective of the amount involved. Branches may, however, call for succession certificates from legal heirs of deceased borrowers in cases where there are disputes and all legal heirs do not join in indemnifying the bank or in certain other exceptional cases where the Bank has a reasonable doubt about the genuineness of the claimant/s being the only legal heir/s of the borrower.

27. Unclaimed Deposits / Inoperative accounts

27.1 Section 26 of the Banking Regulation Act, 1949 (AACS) provides, inter alia, that every StCB/DCCB shall, within 30 days after close of each calendar year submit a return in the prescribed form and manner to the Reserve Bank of India as at the end of each calendar year (i.e., 31st December) of all accounts in India which have not been operated upon for 10 years.

27.2 Strengthening of regulatory framework for unclaimed deposits

With a view to strengthen the regulatory framework for inoperative accounts and unclaimed deposits, the Bank shall have in place a Board approved policy on classification of unclaimed deposits; grievance redressal mechanism for quick resolution of complaints; record keeping; and periodic review of such accounts and such accounts should be put up to Board periodically.

28. 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 should 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.

28.1 Collection of information from customers for cross-selling purposes

At the time of opening of accounts of the customers, bank collects certain information. While complying with the above requirements, bank also collects a lot of additional personal information.

In this connection, the Committee on Procedures and Performances Audit on Public Services (CPPAPS) observed that the information collected from the customer was being used for cross selling of services of various products by banks, their subsidiaries and affiliates. Sometimes, such information was also provided to other agencies. As banks are aware, the information provided by the customer for KYC compliance while opening an account is confidential and divulging any details thereof for cross selling or any other purpose would be in breach of customer confidentiality obligations.

Branches should treat the information collected from the customer for the purpose of opening of account as confidential and not divulge any details thereof for cross selling or any other purposes. Branches may, therefore, ensure that information sought from the customer is relevant to the perceived risk, is not intrusive, and is in conformity with the guidelines issued in this regard.

Wherever branches desire to collect any information about the customer for a purpose other than KYC requirements, it should not form part of the account opening form. Such information may be collected separately, purely on a voluntary basis, after explaining the objectives to the customers and taking their express approval for the specific uses to which such information could be put. Branches should therefore, instruct all the branches to strictly ensure compliance with their obligations to the customer in this regard.

29 Transfer of account from one branch to another

- 29.1** Once this facility is implemented in the Bank, instructions of a customer for transfer of his account to another office should be carried out immediately on receipt of, and in accordance with, his instructions. It should be ensured that along with the balance of the account, the relative account opening form, specimen signatures, standing instructions, etc., or the master sheets wherever obtained, are also simultaneously transferred, under advice to the customer.
- 29.2** The account transfer form with the enclosures may be handed over to the customer in a sealed cover if he so desires for delivery at the transferee office / branch. However, the transferee office should also be separately supplied with a copy of the account transfer letter.
- 29.3** When a branch office receives an enquiry from a customer regarding the receipt of his account on transfer from another office it should take up the matter with the transferor office by electronic means, in case it has not received the balance of the account and/or other related papers even after a reasonable transit time.

30. Switching Banks by customers

Branches are required to provide depositors with the option to switch banks if they are dissatisfied with customer service. Any attempt to hinder or obstruct depositors

from exercising this right may result in severe consequences.

31. Co-ordination with officers of Central Board of Direct Taxes

There is a need for greater co-ordination between the income-tax department and the banking system. As such the bank shall extend necessary help/co-ordination to tax officials whenever required. Further, branches will have to view with serious concern cases where their staff connive/assist in any manner with offences punishable under the Income Tax Act. In such cases in addition to the normal criminal action, such staff member should also be proceeded against departmentally.

32. Declaration of Holiday under the Negotiable Instruments Act, 1881

In terms of Section 25 of the Negotiable Instruments Act, 1881, the expression "public holiday" includes Sunday and any other day declared by the Central Government by notification in the Official Gazette to be a public holiday. However, this power has been delegated by the Central Government to State Governments vide the Government of India, Ministry of Home Affairs' Notification No. 20-25-56-Pub-I dated 8 June, 1957. While delegating the power to declare public holidays within concerned States under Section 25 of the Negotiable Instruments Act, 1881, the Central Government has stipulated that the delegation is subject to the condition that the Central Government may itself exercise the said function, should it deem fit to do so. This implies that when Central Government itself has notified a day as "public holiday" under Section 25 of the Negotiable Instruments Act, 1881, there is no need for the Bank to wait for the State Government notification.

33. Miscellaneous

33.1 Sunday Banking

In predominantly residential areas the Bank may opt for keeping the branches open for business on Sundays by suitably adjusting the holidays. Rural branches shall open on weekly market day.

33.2 Accepting standing instructions of customers

Standing instructions should be freely accepted on all current and savings bank accounts. The scope of standing instructions service should be enlarged to include payments on account of taxes, rents, bills, school / college fees, licenses, etc.

33.3 Clean Overdrafts for small amounts

The Bank in future, may consider clean overdrafts for small amounts at the discretion of branch manager to customers whose dealings have been satisfactory.

33.4 Rounding off of transactions

All transactions, including payment of interest on deposits/charging of interest on advances, should be rounded off to the nearest rupee i.e., fractions of 50 paise and above shall be rounded off to the next higher rupee and fraction of less than 50 paise shall be ignored.

Issue prices of cash certificates should also be rounded off in the same manner. However, Branches shall ensure that cheques/drafts issued by clients containing fractions of a rupee are not rejected or dishonoured by them.

34 Various Working Groups/ Committees on customer Service in Banks – Implementation of the Recommendations

In order to keep a watch on the progress achieved by the bank in the implementation of the recommendations of various working groups/Committees on customer service, Bank may examine the recommendations which have relevance in the present day banking and continue to implement them. AGM Vigilance shall consider submitting periodically to their Customer Service Committee of the Board a progress report on the steps/ measures taken in that regard.

35 Code of Bank's Commitment to Customers

The Bank shall follow various provisions of the Code of Bank's Commitment to Customers, prepared by the Banking Codes and Standards Board of India (BCSBI).

36. Amendments in the Policy

Any changes or amendments in the policy shall be made and placed before the Board of Directors once in a financial year. In case of exigencies, the Managing Director would be the competent authority to bring about changes subject to subsequent ratification by the Board of Directors. Any changes to be placed before BoD would be initiated by BDD based upon new guidelines or feedback from various sections at Head Office.

37. Implementation

The Vigilance Cell at Head Office will be the implementing section with reference to the Customer Service policy.

38. Interpretation of the Policy Clauses:

The Managing Director would be the competent authority to interpret the meaning of various clauses / subject matter contained in this policy and his interpretation would be final.

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Annexure I**Format for Comprehensive Notice Board**

(Updated up to _____)

A. Customer Service Information

- We have separately displayed the key interest rates on deposits in the branch.
- Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit vaults.
- We exchange soiled notes and mutilated notes
- We accept / exchange coins of all denominations
- If a currency note tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note.
- Please refer to our cheque collection policy for the applicable time frames for collection of local and outstation cheques.

B. Service Charges

Sr. No.	Type of Account	Minimum Balance Requirement (₹)	Charges for non-maintenance thereof (₹)
1	SB A/C with Chq Book Facility	₹ 1000	<ul style="list-style-type: none"> • Default Charges = ₹ 20 + GST per day • Maximum ₹ 500 + GST per half year
2	SB A/C without Chq Book Facility	₹ 500	<ul style="list-style-type: none"> • Default Charges = ₹ 10 per instance • Maximum ₹ 250 + GST per half year
3	C/A Individual Urban and Semi urban Branches	₹ 2000	<ul style="list-style-type: none"> • Default Charges = ₹ 50 + GST per day • Maximum ₹ 1000 + GST per half year
4	C/A Other	₹ 3000	<ul style="list-style-type: none"> • Default Charges = ₹ 50 + GST per day • Maximum ₹ 1000 + GST per half year
5	BSBD accounts	No minimum balance	NIL

SB=Savings Bank, C/A=Current Account

C. Grievance Redressal

- If you have any grievances/complaints, please approach the Branch Manager
- If your complaint is unresolved at the branch level, you may approach our District Manager at (to be filled by the branches: _____)
- If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman at: (Name, address, telephone numbers and email address should be given)

D. Information available in Booklet Form (Please approach the Branch Manager or the 'May I Help You' Counter) : Given below shall form the contents of the booklet

- Copy of the Banks Master Circular on Exchange of Soiled/Mutilated/Imperfect notes be provided on demand (HOGC 27/2021-22 dated 16th June 2021).
- Time Norms for common transactions – to be displayed in the branch and at the entrance.
- Design and security features of all the bank notes.
- Policy documents relating to cheque Collection, Grievance Redressal Mechanism, Security repossession and compensation.
- The complete service charges, including services rendered free of charge.

Annexure II

Rates at a Quick Glance (to be updated at branch level from time to time)
DEPOSITS updated as on 13.04.2023

Type of Deposit & Periodicity	Revised rates of interest (%age per annum)				
	General	PACS*	Senior Citizen	Bank Staff	
				On Roll**	Senior Citizen (Retired)
7 days to 14 days	4.50	5.00	5.00	5.50	6.00
15 days to 29 days	4.50	5.00	5.00	5.50	6.00
30 days to 45 days	4.50	5.00	5.00	5.50	6.00
46 days to 90 days	4.50	5.00	5.00	5.50	6.00
91 days to 179 days	5.25	5.75	5.75	6.25	6.75
180 days to 270 days	5.00	5.50	5.50	6.00	6.50
271 days to < than 1 year	5.80	6.30	6.30	6.80	7.30
1 year	7.10	7.60	7.60	8.10	8.60
700 days (only to individuals under Sarvpriya deposit Scheme)	7.40	-	7.90	8.40	8.90
Above 1 year to < than 2 years	7.00	7.50	7.50	8.00	8.50
2 years to < than 3 years	6.00	6.50	6.50	7.00	7.50
3 years to < than 5 years	6.10	6.60	6.60	7.10	7.60
5 years to 10 years	6.15	6.65	6.65	7.15	7.65
Saving Bank Deposit	2.80	3.30	2.80	3.30	3.30
Security Deposit (Staff)	6.15***				
Reserve Fund Societies	6.65				

Loans and Advances updated as on 21.12.2022

Sr No.	Type of Loan	ROI Individual/others	ROI Organizations
1	House Loan- Ind	8.95%	-
2	Kisan Credit Card	7% Upto 3 Lakh & 11% Above 3 Lakh	5.5% Upto 3 Lakh & 9% Above 3 Lakh
3	Vehicle Loan-SRTO/ commercial vehicle	9.50%	9.00%
4	JP Assoc. Truck and New Him Region Specific Loan	9.00%	-
5	Education Loan	10.00%	
6	Vehicle Loan-Individual	8.50%(Old vehicle: 10%)	-
7	Veh Loan Emp Govt/Board.	8.25% (Old vehicle: 10%)	7.99% (Old vehicle: 10%)
8	Loan Against Pension	10.50% (for Bank's retired staff simple rate @ 1% less than others)	
9	Gold Loan Scheme	12%	-
10	Personal /CD Loan-Ind	Govt Empl: 12.00%; Other Indi:12.25%	-
11	Hpsc Top Up Personal Loan Scheme	1% higher than Apna Ghar Rin Yojana Scheme	-
12	Consumption Loan for House Furnishing	1% higher than linked House Loan account	-
13	Hpsc Loan Against Salary	11.75%	-



हिमाचल प्रदेश राज्य सहकारी बैंक सीमित
H.P. State Co-operative Bank Ltd.

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