



**Utkarsh Small Finance Bank**

**CITIZEN'S CHARTER**

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## **1. Preface:**

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

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

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

## **2. Vision:**

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

## **3. Mission:**

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

## **4. Core values:**

- a. **P**ersistence as our innate quality
- b. **R**esponsible and Ethical in our dealings
- c. **I**nclusive in our approach
- d. **D**iligent in our process
- e. **E**xcellence in all that we do

## **5. Applicability of Charter:**

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

All our offerings of products and services can be viewed on our website **[www.utkarsh.bank](http://www.utkarsh.bank)**

## **6. Our Commitments:**

- a) To act fairly and reasonably in all dealings with customers
- b) To help customers understand how bank's financial products and services work
- c) To display on the Bank's website
  - The Banking Ombudsman Scheme: Reserve Bank of India (RBI) and Banking Ombudsman (BO) offices propagate the education of the public about the BO Scheme. The Scheme is displayed on the Bank's website and is available at branches for customer information.
  - The Bank's Customer Service policies (which have been framed as per the IBA model policies and in accordance with the RBI guidelines contained in the Master Circular on Customer Service)
- d) To maintain privacy and confidentiality of the customers' personal and financial information
- e) To publicize the Charter:
  - Provide the customer a copy of the Charter on request
  - Make available this Charter on Bank's website
  - Ensure training to the staff to put the provisions of Charter into practice
- f) To provide services to the customers as per standards laid down by BCSBI in the Code of Bank's Commitments to Customers: Banking Codes and Standards Board of India (BCSBI), a self-regulatory body formed by Reserve Bank of India, with an objective of setting minimum standards of banking practices, has formulated Codes for Customer Service.
- g) As a member of BCSBI, the Bank has adopted the Codes and has launched various initiatives for implementation of the commitments on customer service as spelled out in the Code.

The Codes are available on the Bank's website at <http://www.utkarsh.bank>

## **7. Regulatory / Statutory Compliance:**

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

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

## **8. Common Practices followed by Our Branches:**

- a) Display business hours.
- b) Render courteous services.
- c) Attend to all customers present in the banking hall at the earliest and before the close of business hours.

- d) Provide exclusively or combined with other duties, an 'Enquiry' or 'May I Help You' counter.
- e) Offer nomination facility to all locker and deposit accounts (i.e. account opened in individual capacity as well as deposits held in the name of a sole proprietary concern).
- f) Assist customers for putting in their transactions using various channels such as ATMs, especially those new to banking transactions.
- g) Display interest rates for various deposit schemes.
- h) Notify interest rates/ service charges and changes in interest rates/ service charges from time to time.
- i) Provide details of various deposit schemes/services of the Bank.
- j) Issue Demand Drafts should this not be enlarged with the digital remittances gaining currency?
- k) Transfer of fund through NEFT / RTGS
- l) Display Time -Norms for various banking transactions.
- m) Pay interest for delayed credit of outstation cheques, as advised by Reserve Bank of India (RBI).
- n) Provide complaint/suggestion book / box in the branch premises.
- o) Display address of Regional and Head Office as well as Nodal Officer (NO) and Principal Nodal Officer (PNO) dealing with customer grievances/complaints and details of the Banking Ombudsman.
- p) Insure deposits with Deposit Insurance and Credit Guarantee Corporation of India up to ₹ 5 Lakh (Five Lakh only).
- q) for the deposits such as savings, fixed, current, recurring, etc. deposits except the following types of deposits – Deposits of foreign Governments, State/Central Governments, Inter-bank deposits, State Land Deposit Banks, State Co-Operative Banks and any amount due on account of and deposits received outside India or any amount which has been exceptionally exempted by the corporation with the previous approval of Reserve Bank of India Customers are requested to:
  - a) Ensure safe custody of cheque book, debit cards and pass book.
  - b) Issue crossed/account payee cheques as far as possible, wherever applicable.
  - c) Check the details of the cheque, beneficiary name, date, amount in words and figures, crossing etc., before issuing it.
  - d) As far as possible, issue cheques after rounding off the amount to nearest rupee.
  - e) Not to issue cheque without adequate balance
  - f) Not to sign blank cheque/s
  - g) Maintain minimum balance as specified by the Bank from time to time for applicable products
  - h) Use nomination facility.
  - i) Inform change of address, telephone number, Nominee etc., to the Branch. The customers shall provide the Bank with the updated KYC documents to enable the Bank to conduct revalidation of KYC in line with the frequencies as prescribed by the Reserve Bank of India from time to time.
  - j) Inform loss of demand draft, fixed deposit receipt, cheque leave (s)/book, debit card etc., immediately to the Branch.
  - k) Avail of standing instructions facility repeat and fixed periodic transactions.
  - l) Provide feedback on our services.
  - m) Pay interest, instalments and other dues on time.
  - n) Avail services such as ATM, ECS (including local, regional and National ECS)
  - o) NACH etc., offered by the branch.

- p) Ensure that confidential information relating to your accounts including passwords/ PINs are not shared with any other person including staff of the Bank
- q) Ensure that all services and products offered by the Bank are availed by you through direct interaction with Bank staff and not through any other intermediary and that no commission is paid to any Bank staff or intermediary with regard to availing of Bank services and products.
- r) Ensure that the savings and current accounts that you have opened with the Bank are kept active through regular use.
- s) Ensure that all accounts opened with the Bank are not used by any person other than the account / mandate holder(s).
- t) Check your statement/ passbook regularly and inform us of any discrepancy, immediately
- u) Change and memorize your PIN, password and other security information received by you
- v) Change your PIN/Password at regular intervals.
- w) Do not record your specimen signature either on passbook or on cheque book.
- x) Give a written instruction in case you wish to stop payment of a cheque or cancel standing instruction or a direct debit.

## **9. Special Customers:**

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

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

- Bank provides dedicated Counters/Preference to Senior Citizens, Differently abled persons
- Bank issues Cheque Book to customers, whenever a request is received, through a requisition slip which is part of the Cheque Book issued earlier.
- Bank does not insist on physical presence of any customer including senior citizens and differently abled persons for getting Cheque Books.
- Bank also issues Cheque Books, on requisition, by any other mode such as Internet/Mobile Banking.
- Bank provides minimum 80 Cheque leave every year, if requested, in Savings Bank account, free of charge as per our present product offerings. Bank can revise free limit of the cheque leaves per year in its annual revision.
- Bank provides necessary assistance to senior citizens and differently abled persons for filing Form 15G/H once in a year (preferably at the starting of Financial Year) to enable them to submit the same, wherever applicable, within the stipulated time
- Bank provides Doorstep Banking facilities to senior citizens of more than 70 years of age and differently abled or infirm persons (having medically certified chronic illness or disability) for specific Banking facilities as specified in Para 2 of the Doorstep Banking Policy (Version 5) including those who are visually impaired against request received for such service.

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

- We strive to help our customers meet all their capital needs, so that they can walk their path towards their goal, with more confidence. In an attempt to ease the burden of loan repayment and guide our customer through their business journey, Utkarsh Small Finance Bank Ltd.

brings Joint Liability Group Loan with minimum processing fees and credit insurance in place. This structure helps you take a loan in a group where each member will be equally liable for repayment. These loans aim to give them the necessary capital to expand their business.

**C. Staff Sensitization:**

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

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

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

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

The Bank follows a simplified procedure for settlement of death claims without insisting on production of a succession certificate in settlement of claims of deceased customers, relating to

Deposit accounts and lockers within prescribed limits. The Bank will, however, adopt such safeguards in considering the settlement of claims as appropriate, including accepting an indemnity bond. Nomination facility is available to facilitate speedy settlement of balances in the accounts of deceased customers. Our customers are periodically made aware of the availability of the facility offered in terms of provisions of the Banking Regulation Act. The Bank has also laid down a Policy for Settlement of Claims in respect of Missing Persons. We shall settle the claims in respect of deceased depositors and release payments to survivor(s) / nominee within a period not exceeding 15 days from the date of receipt of the claim (subject to the production of proof of death of the depositor and suitable identification of the claim(s), to the Bank's satisfaction).

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

Safe Deposit lockers service involves renting of lockers to the customer for safe keeping the valuables. The service is provided based on the demand for locker and availability of the same in the specific branche/s. The safe deposit vault will remain open during branch working hours or extended hours, if any, daily except Sunday and bank Holidays. Access to the Locker may be had to the Hirer on the said days and during the time specified.

The following amenities should be provided in the vault (locker room) for the convenience of the hirer of locker when they visit for operating their locker:

- A clock at an appropriate space
- Chair and an inspection table
- Mirror
- A moving ladder/step to reach the locker at the top rows of the cabinets.
- Emergency lamps/torch for use in case of failure of electric supply

The Bank shall exercise due care and necessary precautions for the safety of lockers provided to the customers. However, the Bank shall not be liable for any damage or loss to lockers or its contents, due to any reasons(s) whatsoever.

The major aspects governing these services are:

1. Lockers will be made available in different sizes
2. A locker may be hired by an individual (not minor), firm, limited company, specified associations, societies, etc.
3. Nomination facility is available to individual(s) holding the locker singly or jointly.
4. As per RBI guidelines, a copy of the locker agreement would be handed over to the locker hirer/s against acknowledgement after ensuring that the agreement is properly filled-in, signed, stamped and complete in all respects.
5. Locker facility is also extended to visually impaired/illiterate customer with necessary precautions.
6. Loss of keys should be immediately informed to the branch. However, all the expenses incurred in repairing the lock and key shall be borne by the hirer(s)
7. Lessee may use his/her own padlock on the locker.
  
8. Locker holders are advised to get an insurance cover for the jewellery, valuables etc. kept in the locker.
9. Lockers are rented out for a minimum period of one year. Rent is payable in advance. In case of overdue rent, the Bank will charge penalty as determined from time to time
10. The rent may be paid from the deposit (savings / current) account of the lessee through standing instruction
11. The Bank reserves its right to break open the locker, if the rent is not paid despite notices sent by it as per the rules, and recover charges thereof.
12. As per regulatory guidelines, branches would contact the locker-hirer, when the locker has remained in-operated for more than one year. This exercise would be carried out even if the hirer is paying the rent regularly. In case the hirer does not respond or operate the locker, the branch may consider breaking the locker, after giving due notice to the hirer.
13. In the absence of nomination or mandate for disposal of contents of locker, with a view to avoid hardship to common person, the bank will release the contents of locker to the legal heir(s) against indemnity on the lines as applicable to deposit accounts.

**12. Remittance Services:**

1. Customers may remit funds from one account to another within the Bank or outside the Bank and within customers' account to others' accounts by RTGS, NEFT/EFT and Demand Drafts by paying specified charges. Please refer schedule of charges.
2. Demand Drafts for ₹ 50,000/- and above will be issued by the Bank only by debit to the customer's account or against cheques or other instruments tendered by the purchaser and not against cash payment.
3. Payment against a liquidated/cancelled demand draft for ₹ 20,000/- and above will be made only through banking channels and not in cash.



4. Before taking delivery of the drafts, customer shall verify that the instrument is complete in all respects including signature of the official(s) along with their specimen signature numbers at the place provided for.
5. Bank will issue duplicate demand draft to the customer within a fortnight from the receipt of request.
6. The validity period of Cheques, Demand Drafts/Pay Orders and Banker's Cheques are 3 months, from the date of issue of the instrument. Should we not add, recent RBI requirements for individual cheques of Rs.50,000 and over?

### **13. Collection Services:**

1. Local cheques would be presented in clearing and credit will be afforded as on the date of settlement of funds in clearing house and the account holder will be allowed to withdraw funds as per return clearing norms in vogue.
2. Cheques presented at any of the four major Metro Centers (New Delhi, Mumbai, Kolkata and Chennai) and payable at any of the other three centers: Maximum period of 7 days.

No immediate credit of local cheques would be given as the Bank endeavors that delays do not occur in realization of proceeds of the cheques. At centers where no clearing house exists cheques will be presented across the counter and the proceeds will be credited at the earliest.

Branches / extension counters of the Bank would grant immediate credit for outstation cheques / instruments drawn on our Bank centers up to the aggregate value of Rs.15000/- (maximum limit outstanding per account at any one point of time) tendered for collection of individual account holders subject to satisfactory conduct of such accounts for a period not less than 6 months.

Immediate credit will be provided at the sole discretion of the Branch Head after carefully verifying the satisfactory conduct of the account, creditworthiness of the Customer and the genuineness of the need of the customer.

3. Metro Centers and State Capitals (other than those of North Eastern States and Sikkim): Maximum period of 10 days.
4. In all other Centers: Maximum period of 14 days.
5. However, the customers will have to bear the usual service charges and other associated costs. In case the cheque is returned due to no fault of the customer, the Bank shall not levy any cheque return charge.

### **14. ATM/Debit Card:**

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

### **15. Mobile Banking:**

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

**16. Internet Banking:**

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

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

**17. Positive Pay:**

Through Positive Pay service of the Bank, issuer of the cheque can submit the CTS clearing cheque for the amount of Rs. 50,000 or above through channels like Phone Banking or Branch.

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

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

**19. Loans & Advances:**

1. All terms and conditions of loans, pricing and others, will be in strict conformity with the regulatory guidelines. It will be ensured that customers clearly understand the pricing policies of banks and that there is strict compliance with regulatory guidelines regarding pricing and non-pricing terms governing all loans.
2. The borrower will be made aware upfront of various documents required to be produced for processing of loan application, instead of on a piecemeal basis. For Home Loans, based on the requirement of the lawyer's report, additional documents may be called for.
3. For retail loans, penal interest is charged to the borrowers only for delay in repayments of scheduled instalments. The same is mentioned in the loan agreement and displayed on the Bank's website
4. Housing Loan Interest Certificates are required for Income Tax purposes by the borrowers every year.

5. The Bank will ensure that loan statements are issued to borrowers either half-yearly or annually, giving details of loans disbursed, demands and repayments along with interest and details of charges
6. The Bank has adopted the principles of lender's liability. In terms of the guidelines for lender's liability and the Code of Bank's Commitment to customers, adopted by the Bank, for Home Loans, the title deeds/documents will be returned to the customers within a period of 15 days after the loan closure. For delayed return of title deeds or where there is a loss of title deeds in the custody of the bank, the customer will be suitably compensated as per the Compensation Policy of the Bank.

## **20. Customer Education:**

1. The BCSBI Codes are displayed on Bank's website.
2. Special efforts will be made to educate the customers in the use of technology in banking. To promote this, regular communications are sent using various channels available to the bank like emailers, SMS, website & other online portals, social media, offline media like newspapers, outdoors, etc. Media is also used on a case-to-case basis depending on the nature of the communication.
3. The Bank will ensure full transparency to the customer in levying of various fees/ service charges and penalties.
4. Bank has established a proper Customer Grievance Mechanism, which works in an integrated manner across channels such as branches, phone banking centers, emails, letters, the Bank's website and social networking sites to capture and track customer issues and complaints.

## **21. Grievance Redressal Mechanism:**

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

1. Customers are treated fairly at all times and the Bank's employees work in good faith without prejudice to the interests of customers.
  2. Complaints received from customers are dealt with courtesy and resolved efficiently.
  3. Complaint resolution by the Bank is fair, consistent and in accordance with applicable rules and regulations.
  4. Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response/ resolution provided by the Bank.
- The Policy would be available at all branches and the Bank's website to ensure all customers are aware of the complaint submission and escalation process. Further, the Bank would ensure that the concerned employees are aware about this Policy and the complaint resolution process.

- In line with RBI guidelines, all customer claims pertaining to unauthorized Electronic Banking transactions will be governed by the Consumer Protection Policy of the Bank, a copy of which is available on the Bank's website.
- At Utkarsh Small Finance Bank Ltd., we want to make sure our customers get the best service from us. If at any stage, customers feel that our services or products are not up to their expectations, the customers can register a complaint via any of the following channels:
  - All Banking outlets (including BC/CSP outlets as and when launched)
  - Net Banking
  - Customer care: Toll free no. 1800-123-9878, 1800-208-1788
  - Bank's Website: <https://www.utkarsh.bank/help-and-support>
  - Email channel: [customercare@utkarsh.bank](mailto:customercare@utkarsh.bank)
- The Bank shall strive to resolve the complaints at the various touch points itself, within the stipulated timelines. In addition, a complaint escalation mechanism is in place. This helps all complaints towards delays/ deficiency in resolution and categorized as Customer Grievance.
- The Bank will acknowledge the receipt of the complaint and will ensure that a response is provided as per defined timelines in its Grievance Redressal policy.

### **Complaint Escalation Matrix:**

#### **Level 1: Nodal Officer**

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

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

E-mail: [nodal.officer@utkarsh.bank](mailto:nodal.officer@utkarsh.bank)

- In case of Retail Assets and JLG / Microfinance businesses also, the designated Nodal Officer can be contacted on [nodal.officer@utkarsh.bank](mailto:nodal.officer@utkarsh.bank)
- The contact details of the respective Nodal Officers would be displayed on the comprehensive Notice Board of all branches.

#### **Level 2: Principal Nodal Officer**

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

Mr. Devendra Singh Makwana  
Principal Nodal Officer  
Utkarsh Small Finance Bank Ltd.

S-20/53, 98A, RH Tower,  
The Mall Road, Cantt, Varanasi  
Uttar Pradesh, 221002, India  
E-mail: [pno@utkarsh.bank](mailto:pno@utkarsh.bank)  
Tel. No.: 1800 123 9878

### **Level 3: Banking Ombudsman**

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

### **Internal Review Mechanism**

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

### **Customer Service Committee of the Board**

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

### **Standing Committee on Customer Service**

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

### **Branch Level Customer Service Committees**

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

### **Internal Ombudsman of the Bank:**

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

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