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1. Introduction:

Technological progress in payments and settlement systems and its qualitative changes in operational systems and processes that have been undertaken by various players in the market have enabled banks, financial institutions and other market forces of competition to come into play to improve efficiencies in providing better service to the customers and other users of the system. It will be the banks endeavor to offer services to its customers with best possible utilization of its technology infrastructure. Although, the bank is offering best services, financial loss might incur to the customer due to deficiency in service on the part of the Bank or any act of omission or commission directly attributable to the Bank.

Thus, the Bank has designed a compensation policy to cover areas relating to unauthorized debiting of account, payment of interest to customers for delayed collection of cheques /instruments, payment of cheques after acknowledgement of stop payment instructions, remittances within India, compensation for unauthorized Electronic transactions under customer Protection-Limited Liability of Customer etc. The policy is based on principles of transparency and fairness in the treatment of customers.

2. Objective of the Policy:

The objective of this Policy is to establish a system whereby the Bank compensates the customer for any financial loss he/she might incur due to deficiency in service on the part of the Bank or any act of omission or commission directly attributable to the Bank. By ensuring that the customer is compensated before he demands for it, the bank expects instances when the customer has to approach Banking Ombudsman or any other Forum for redressal to come down significantly.

3. Provisions of the Policy:

It is reiterated that the Policy covers only compensation for financial losses which customers might incur due to deficiency in the services offered by the Bank which can be measured directly and as such the commitments under this Policy are without prejudice to any right, the Bank will have in defending its position before any forum duly constituted to adjudicate banker-customer disputes.

Grant of compensation under this Policy is without prejudice to the Bank's rights in defending its position before any Court of Law, Tribunal or any other forum duly constituted to adjudicate Banker Customer disputes and does not constitute admission to liability or any other issue, of any nature whatsoever, for the purpose of Adjudicatory Proceedings.

4. Unauthorized/Erroneous Debit:

4.1 If the Bank has raised an unauthorized / erroneous direct debit to an account, the

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entry will be reversed immediately on being informed of the erroneous debit, after verifying the actual position/reasons for same.

4.2 In the event of the unauthorized/erroneous debit has resulted in a financial loss to the customer by way of reduction in the minimum balance applicable for payment of interest on savings bank deposit or payment of additional interest to the bank in a loan account, the Bank will compensate the customer for such loss. Further, if the customer has suffered any financial loss incidental to return of a cheque or failure of direct debit instructions due to insufficiency of balance on account of the unauthorized/erroneous debit, the Bank will compensate the customer to the extent of such financial losses.

4.3 Also the Bank reserves its right to debit the account for reversing the amounts in case a wrong credit is posted to a customer's account without payment of any compensation. Whenever, there is a request from other bank, for reversal of proceeds of RTGS/NEFT due to error on their part, such request need to be verified from RBI Settlement Report I.e. Structured Financing Messaging System (SFMS), and on confirmation of error, proceeds need to be reversed.

4.4 In case verification of the entry reported to be erroneous by the customer does not involve a third party, the Bank shall arrange to complete the process of verification within a maximum period of 7 working days from the date of reporting of erroneous debit. In case, the verification involves a third party or where verifications are to be done at other banks, the Bank shall complete the verification process within a maximum period of two month/60 days from the date of reporting of erroneous transaction by the customer.

4.5 The Bank will undertake to carry out direct debit/NACH/ECS/NECS debit instructions of customers in time. In the event the bank fails to meet such commitments, customer will be compensated to the extent of any financial loss the customer would incur on account of delay in carrying out the instruction/ failure to carry out the instructions.

The Bank would debit the customer's account with any applicable service charge as per the schedule of charges notified by the Bank. In the event the Bank levies any charge, the Bank will reverse the charges when pointed out by the customer subject to scrutiny of agreed terms and conditions.

5. Payment of Cheques after Stop Payment instructions:

In case a cheque has been paid after stop payment instruction is acknowledged by the Bank, the bank shall reverse the transaction and give value dated credit to protect the interest of the customer. Any consequential financial loss to the customer will be compensated. Such debits will be reversed within next 2 working days of the customer intimating the transaction to the Bank.

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6. Fraudulent collection of cheques under CTS:

If a cheque presented under CTS is fraudulently collected in the account maintained with our Bank, the Bank will immediately make payment of the disputed amount to the drawee/paying bank on being informed of the fraudulent collection, after verifying the position. The payment in such cases will be made on a case-to-case basis with the approval of competent authority/Official.

7. Payment of Interest for delayed Collection / delayed Interest credit:

As part of the compensation policy, the Bank will pay interest to its customer on the amount of collection Instruments in case there is delay in giving credit beyond the time period specified in Bank's cheque collection policy. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

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

- a. Savings Bank rate for the period of delay beyond T+2 days in collection of local cheques.
- b. Savings Bank rate for the period of delay beyond T+6 days in collection of outstation cheques sent to Bank's own branches at other centers.
- c. In case of cheques sent to other bank branches for collection where delay is beyond T+10 days' interest will be paid at the rate applicable to term deposit for the respective period or Savings Bank rate, whichever is higher.
- d. In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding Term deposit rate.
- e. In the event the proceeds of cheque under collection were to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extra ordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.

8. Compensation for Loss of Instrument in Transit:

The bank's compensation policy towards financial loss suffered by the customers due to loss of instrument after it has been handed over to the bank for collection by the customer would also be as indicated in our "Policy on Collection of Cheques ". The reasons of loss in transit and compensation payable is given here below.

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

In the event a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank's branch, the Bank shall immediately on coming to know of the loss, bring the same to the notice of the account holder so that he/she can

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inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonored due to non-credit of the amount of the lost cheques / instruments. The Bank would provide all required reasonable assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

In line with the Compensation Policy of the Bank, the Bank will compensate the account holder in respect of instruments lost in transit in the following way:

1. In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection i.e.
 - a. Cheques/ Instruments drawn on one of our branch deposited at another center same day.
 - b. Cheques/Instruments drawn on other bank and sent for collection to:
 - Centers where we have a branch - Maximum T+6 days
 - Centers where we do not have a branch:

Centers	Maximum Timeframe(in days)
State Capitals	7
Major Cities	10
Other Locations	14

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

9.1 Fraudulent encashment of cheques lost in transit:

In case cheques sent for collection by our Bank are lost in transit and later on fraudulently encashed by collecting/presenting through other banks, the Bank will make payment of the disputed amount to the original payee who has not received the credit, on being informed of the fraudulent collection, after verifying the position and /or declaration of fraud as per Bank's procedure. The payment in such cases will be made on a case-to-case basis with the approval of Competent Authority.

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9.2 Compensation for loss of Instrument in Transit in case of Discounted cheques:

Where the cheque is lost after it is discounted, the Bank would bear all the costs for obtaining duplicate instruments but the customer will assist in obtaining duplicate instrument. However, Customers liability under Negotiable Instrument Act will not be extinguished till Bank receives the proceeds of the cheque.

10. Issue of Duplicate Demand Draft and Compensation for delays:

Duplicate Draft will be issued within a fortnight from the receipt of such request from the purchaser thereof provided all the required documentation as per Bank's procedure in vogue is completed and submitted by the Customer.

For delay beyond the above stipulated period, interest at the rate applicable for fixed deposit of corresponding period as existing during that point of time, will be paid as compensation to the customer for such delay.

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 endowed to third parties.

11. Violation of the Code by Bank's Agent:

In the event of receipt of any complaint from the customer that the Code of Bank's representative/ courier or DSA has engaged in any improper conduct or acted in violation of the Bank's Commitment to Customers, which the bank has adopted, the bank shall endeavor to investigate the matter and endeavor to communicate the findings to the customer within 7 working days from the date of receipt of complaint and wherever justified, compensate the customer for, reasonable financial loss, if any, as contemplated under this policy.

12. Payment of penal interest for delays in Credit/Return of RTGS/NEFT/NACH/ECS/NECS Transactions:

The Bank would pay interest to its customers on account of delay in credit/ return of RTGS/ NEFT/NACH/ECS/NECS transactions. The interest will be paid at current/prevaling RBI LAF Repo Rate plus 2 percent for the period of delay/till the date of refund as the case may be to the affected customers.

13. Compensation decided by Banking Ombudsman/Consumer Forum/Internal Ombudsman (IO):

Nowadays in certain cases referred to Banking Ombudsman and Consumer Forum, banks have been ordered to pay compensation to complainants. With a view to settle compensation without delay and as per the Compensation Policy, Bank will pay compensation as decided by the Internal Ombudsman (IO)/Banking Ombudsman (BO)/Consumer Forum Cases, as per the delegation/ limit.

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13.1 Advisories by Banking Ombudsman: The payment in case of Advisories issued by the Banking Ombudsman has to be made within 30 days without fail, by obtaining sanction from the respective Delegated Authority.

13.2 Awards by Banking Ombudsman: The Advisories if not paid within the stipulated time period, then, it becomes award. Banking Ombudsman may issue award against the bank, which reflects in the Banks Balance Sheet, hence, utmost care need to be taken to meet the advisory well in time.

14. Lenders Liability; Commitment to borrowers:

The Bank has adopted the principles of lenders liability. In terms of the guidelines for lenders liability, and the Code of Bank's Commitment to Customer adopted by the Bank, the Bank would return to the borrowers all the securities/ documents/title deeds of mortgaged property within 15 days of repayment of all dues to the satisfaction of the Bank, provided the Bank has not exercised any lien thereon on account of any other dues to the party, agreed to or contracted by. The bank will compensate the borrower for monetary loss suffered, if any, due to delay in return of the same. In the event of loss of title deeds of mortgaged property at the hands of the Bank the compensation to cover out of pocket expenses for obtaining duplicate documents plus a lump sum amount Rs.100/- per day beyond 15 days subject to maximum Rs.10,000/- or as may be decided by the Bank from time to time.

There will be no compensation paid to the Borrower(s) / Guarantor(s) in following circumstances:

15. Force Majeure events:

If there is delay on part of the Borrower(s) / Guarantor(s). For e.g. if any of the Borrower(s) / Guarantor(s) is not available or does not have required Identity Proof/or other required documents to prove that he/she is the same person.

If the Borrower(s) / Guarantor(s) have changed their residential / mailing address / phone numbers and have not intimated the bank and bank is not able to contact them for collection of original title documents. (Intimation by way of phone, letter or email to any one of the Borrower(s) / Guarantor(s) will be deemed intimation to all Borrower(s) / Guarantor(s).)

In case the Bank receives any complaint/claim/demand from the Borrowers/Guarantors, Legal Heir's, Executors, Successors, Joint Owners/holders, etc. intimating the Bank about inter se disputes and/or not to hand over the title documents or hand over the same to particular persons, etc., then bank shall direct the parties to resolve their disputes and thereafter approach the Bank with a joint application signed by all concerned for release of such title documents or obtain necessary direction from Competent Authority/Hon'ble

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Court for a particular/specific course of action. Till such time, and in such similar circumstances, the Bank shall not liable to release the title documents to the Borrowers/Guarantors (as the case may be) and shall not be liable to pay any compensation to any party.

16. Failure of ATM Transactions:

It is mandatory for the Bank to reimburse the customer, the amount wrongfully debited on account of failed ATM within a maximum period of 5 working days from the receipt of the complaint. Proactive credit is being given to customer for failed transactions within 5 calendar days, through credit/debit adjustment process. Beyond T+5, compensation of Rs.100 is being afforded to customer. TAT as per latest RBI Circular DPSS.CO.PD Ha.629/02.01.014/2019-20 dated September 20, 2019 for Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorized Payment Systems is as under:

17. Harmonization of Turnaround Time (TAT) and customer compensation for failed transactions using authorized Payment System.

17.1 General Instructions covering the Turn Around Time(TAT):

17.1.1 The principle behind the TAT is based on the following:

- a. If the transaction is a 'credit-push' funds transfer and the beneficiary account is not credited while the debit to originator has been effected, then credit is to be effected within the prescribed time period failing which the penalty has to be paid to the beneficiary.
- b. If there is delay in initiation of a transaction at the originator bank's end beyond the TAT, then penalty has to be paid to the originator.

17.1.2 A 'Failed Transaction' is a transaction which has not been fully completed due to any reason not attributable to the customer such as failure in communication links, non-availability of cash in an ATM, time-out of sessions, etc. Failed transactions shall also include the credits which could not be effected to the beneficiary account on account of lack of full information or lack of proper information and delay in initiating a reversal transaction.

17.1.3 Terms like Acquirer, Beneficiary, Issuer, Remitter, etc., have meanings as per common banking parlance.

Harmonization of TAT and customer compensation for failed transactions using authorized payment systems is as under:

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S.no	Description of the Incident	Framework for auto renewal and compensation	
		Timeframe for auto reversal	Compensation payable
1	Automated Teller Machines (ATMs) included Micro ATMs		
a	Customer account debited but not cash dispensed	Proactive reversal (R) of failed transaction within a maximum of T+5 days.	Rs. 100/-per day of delay beyond T+5 days, to the credit of the account holder.
2	Card Transaction		
a	Card to card transfer: Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T + 1 day, if credit is not effected to the beneficiary account	Rs. 100/- per day of delay beyond T + 1 days, to the credit of the account holder.
b	<u>Point of Sale (PoS) (card present) including cash at PoS</u> Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days	Rs. 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
c	<u>Card not present(CNP) (e-commerce)</u> Account debited but confirmation not received at merchant's system.		
3	Immediate Payment System (IMPS)		
a	Account debited but the beneficiary account is not credited	If unable to credit the beneficiary account, auto Reversal (R) by the Beneficiary bank latest on T+1 day.	Rs. 100/- per day of beyond T+1 day

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4	Unified Payment Interface (UPI)		
a	Account debited but the beneficiary account is not credited (transfer of funds).	If unable to credit the beneficiary account, auto reversal (R) by the beneficiary bank at least on T+1 day.	Rs. 100/- per day if delay is beyond T+1 day.
b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto reversal within T+5 days.	Rs. 100/- per day if delay is beyond T+5 days.
5	Aadhaar payment Bridge System (APBS)		
a	Delay in crediting beneficiary account	Beneficiary bank to reverse the transaction within T+1 day.	Rs. 100/- per day if delay is beyond T+1 day.
6	National Automated clearing House (NACH)		
a	Delay in crediting beneficiary account or reversal of amount.	Beneficiary bank to reverse the uncredited transaction within T+1 day.	Rs. 100/- per day if delay is beyond T+1 days, to the credit of the account holder.
b	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such debit. Resolution to be completed within T+1 day	

* T is the day of transaction and refers to the calendar date.

* R is the day on which the reversal is concluded and the funds are received by the issuer/Originator. Reversal should be effected at the issuer/Originator end on the same day when the funds are received from the beneficiary end.

18. Fraudulent / Unauthorized Debits through Alternate Channels:

18.1 Compensating the Customer:

The Bank would provide Immediate compensation in respect of unauthorized transactions of debit/credit card arising due to clone cards or unauthorized transactions in 'card not

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present scenario’.

On the failed online transactions, the Bank through its Customer Care Unit would facilitate obtaining reimbursement of the amount expeditiously. However, as such reimbursements have to go through the process of merchant establishments/ payment aggregators; the Bank’s commitment will be restricted to obtaining reimbursement.

Compensation under the Policy will, however, not be available in case of compromise of password/security features by the customer.

18.2 Liability Shift on account of ATM cum Debit Card Cloning on our Bank’s ATM’s:

In case of fraudulent cash withdrawals through ATM cum Debit Cards, NPCI has introduced EMV liability process, where, if fraudulent transaction took place at non EMV compliant ATM/Terminal, chargeback claim can be lodged as per the HPCI guidelines.

Such claims will be examined by IT Department, Head Office for lodging the claim at NPCI Portal. The payment in such cases will be made with the approval of Competent Authority in Head Office authorized to settle claims arising out of unauthorized/erroneous direct debits to customer’s accounts.

19. Customer Protection - Limiting Liability of Customers in Unauthorized Electronic Banking Transactions:

With the increased thrust on financial inclusion and customer protection and considering the recent surge in customer grievances relating to unauthorized transactions resulting in debits to their accounts/ cards, the criteria for determining the customer liability in these circumstances have been reviewed by RBI and the revised directions in this regard are set out below:

19.1 Coverage under this policy for Electronic Banking Transactions:

Customer shall be compensated in line with this policy in case of loss occurring due to unauthorized transaction as follows:

19.1.1 Zero Liability of a Customer:

1. A customer’s entitlement to zero liability shall arise where the unauthorized transaction occurs in the following events:
Contributory Fraud/ Negligence/ Deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
2. Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within 3 working days of receiving the communication from the bank regarding the unauthorized transaction.

19.1.2 Limited Liability of a Customer: A customer shall be liable for the loss occurring due to authorized transactions in the following cases:

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1. Customer shall bear the entire loss in cases where the loss is due to negligence by the customer, e.g. where the customer has shared payment credentials or Account/Transaction details, viz. Internet Banking User Id & PIN, Debit/Credit Card PIN/OTP or due to improper protection on customer devices like mobile / laptop/ desktop leading to malware / Trojan or Phishing / fishing attack. This could also be due to SIM deactivation by the fraudster. Under such situations, the customer will bear the entire loss until the customer reports unauthorized transaction to the bank. Any loss occurring after reporting of unauthorized transaction shall be borne by the bank.
2. In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in below Table, whichever is lower.

Summary of Customer's Liability:

S. No.	Time taken to report the fraudulent transaction from the date of receiving the communication from the Bank	Customer's liability (Rs)
1	Within 3 working days	Zero liability
2	Within 4 to 7 working days (Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud) / limit up to Rs.25 lakh)	The transaction value or Rs. 10,000 whichever is lower
3	Within 4 to 7 working days (All Other Current/ Cash credit/ Overdraft Accounts)	The transaction value or Rs. 25,000 whichever is lower
4	Beyond 7 working days	Full transaction value (Zero liability on bank)

Note: Any unauthorized electronic banking transaction reported after 7 working days from the date of receiving the communication will be treated as 100% customer liability.

19.1.3 Third Party Breach:

The following would be considered as Third party breach where deficiency lies neither

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with the Bank nor with the customer but elsewhere in the system:

- a. Application Frauds
- b. Account Takeover
- c. Skimming / Cloning
- d. External Frauds / Compromise of other systems, for e.g. ATMs / mail servers etc. being compromised

19.1.4 Reversal Timeline for Zero Liability/ Limited Liability of customer:

1. The Bank shall afford shadow credit to the customer account within 10 working days from the date of reporting in all cases as per above statements. Within 90 days of date of reporting, the Bank shall either establish customer negligence or provide final credit to customer. Customers will be given value dated credit (based on date of unauthorized transaction) when customer becomes eligible to be compensated. In case of Debit Card/ Bank Account, the customer shall not suffer loss of interest.
2. The Bank, discretion and in circumstances so prevailing may, agree to credit the customer even in case of an established negligence by the customer.
3. Customer would not be entitled to compensation of loss if any, in case customer does not agree to get the card hot listed or does not cooperate with the Bank by providing necessary documents and evidences including but not limited to police complaint and cardholder dispute form.
4. Compensation would be limited to real loss after deduction of reversals or recoveries received by the customer.

20. Roles & Responsibilities of the bank:

1. The Bank shall ensure that the Compensation Policy is available on the Bank's website as well as at Bank's branches for the reference by customers. The Bank shall also ensure that existing customers are individually informed about the bank's policy.
2. The Bank will regularly conduct awareness on carrying out safe electronic banking transactions to its customers and staff. Information of Safe Banking practices will be made available through campaigns or any or all of the following - website, emails, ATMs, Phone Banking, Net Banking, mobile Banking. Such information will include rights and obligation of the customers as well as non-disclosure of sensitive information e.g. Password, PIN, OTP, date of birth, MPIN etc.
3. The Bank should communicate to its customers to mandatorily register for SMS alerts. The Bank will send SMS alerts to all valid registered mobile numbers for all

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debit electronic banking transactions. The Bank may also send alert by email where email Id has been registered with the Bank.

4. The Bank will enable various modes for reporting of unauthorized transaction by customers. These may include SMS, Call Centre, Email, Website, Toll Free Number, IVR, Phone Banking or through its branches. The Bank will also enable specific space on its home page where customers can report unauthorized electronic banking transaction.
5. The Bank shall respond to customer's notification of unauthorized electronic banking transaction with acknowledgement specifying Complaint Number, date and time of transaction alert sent, date and time of receipt of customer's notification. On receipt of customer's notification, the Bank will take immediate steps to prevent further unauthorized electronic banking transactions in the account or card.
6. The Bank shall ensure that all such complaints are resolved and liability of customer if any, established within a maximum of 90 days from the date of receipt of complaint, failing which, bank would pay compensation as described in this policy.
7. During investigation, in case it is detected that the customer has falsely claimed or disputed a valid transaction, the bank reserves its right to take due preventive action of the same including closing the account, blocking card limits or other course of actions, as per governing laws of land.
8. The Bank may restrict customer from conducting electronic banking transaction including ATM transaction in case of non-availability of customer's mobile number.
9. This policy should be read in conjunction with the latest Policies/Guidelines, Product & Services features, Terms and condition, notices, information etc. placed in website of the Bank. Clauses from the Bank's Grievance Redressed Policy shall form a part of this policy where not specifically addressed in this policy.

21. Rights & Obligations of the Customer:

21.1 Customer is entitled to -

1. SMS alerts on valid registered mobile number for all financial electronic debit transactions.
2. Email alerts where valid email Id is registered for alerts with the Bank.
3. Register complaint through multiple modes as specified in point relating to Bank's roles & responsibilities.
4. Intimation at valid registered email/ mobile number with complaint number and date & time of complaint.
5. compensation in line with this policy document where applicable. This would

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include getting shadow credit within 10 working days from reporting date and final credit within 90 days of reporting date subject to customer fulfilling obligations detailed herein and with customer liability being limited as specified

21.2 Customer is bound by following obligations with respect to banking activities:

Bank shall inform/update the customers its various initiative/Products/Services/Charges and more particularly adopted by the Customers from time to time. Other key points are enumerated as under:

1. Customer shall mandatorily register valid mobile number with the Bank.
2. Customer shall regularly update his /her registered contact details as soon as such registered details goes to Trash/Spam of SMS/Email and are changed. It will be responsibility of the customer to view/update with such alerts. Bank will only reach out to customer at the last registered/known email/ mobile number. Any failure on the part of customer to update the Bank with changes shall be considered as customer negligence. Any unauthorized transaction arising out of this negligence/delay shall be treated as customer liability.
3. Customer should provide all necessary documentation - customer dispute form, proof of transaction success/ failure and should also file a police complaint and provide copy of the same to the Bank.
4. Customer should co-operate with the Bank's investigating authorities and provide all assistance.
5. Customer must not share sensitive information (such as Debit/Credit Card details 6 PIN, CW, Net Banking Id & password, OTP, transaction PIN, MPIN in case of UPI transactions, security questions etc.) with any entity, including bank staff.
6. Customer must protect his/her device as per best practices specified on the Bank's website, including updating of latest antivirus software on the device (Device includes smart phone, feature phone, laptop, desktop and Tab) etc.
7. Customer shall abide by the tips and safeguards mentioned on the Bank's Website for alerts/updates on Secured Banking.
8. Customer shall go through various instructions and awareness communication sent by the bank on secured banking.
9. Customer must set transaction limits in various mode of Alternate Banking Channels to ensure minimized exposure to any such fraudulent attempts.
10. Customer must verify transaction details from time to time in his/her Bank Account Statement and/or Credit Card Statement and raise query with the bank as soon as possible in case of any mismatch/discrepancy/disagreement.

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21.3 Notifying the Bank of the unauthorized transaction:

1. Customer shall report unauthorized transaction to the Bank at the earliest, with basic details such as Account No/Customer ID and/ or Card number, date & time of transaction and amount of transaction.
2. Customer shall follow bank's reporting process viz.
 - a. Notify/ report through SMS, email, website, toll free number, IVR, Phone Banking or through its branches. In case customer is unable to do so, customer could report through phone banking or at the nearest branch.
 - b. Lodge police complaint and maintain copy of the same and furnish police complaint when sought by bank's authorized personnel.
3. Customer shall authorize the bank to block the credit/ debit card/ net banking/ account(s) to reduce likelihood of additional loss.
4. Customer to clearly specify the facilities to be blocked failing which the Bank reserves the right to block all electronic transactions of the customer to protect the customer's interest. Also, revoking these blocks would require explicit consent from customer for each facility.
5. Customer shall share relevant documents as needed for investigation or insurance claim viz. cardholder dispute form, copy of passport in case of international transactions and police complaint.
6. Fully co-operate and comply with Bank's reasonable requirements towards investigation and provide details of transaction, customer presence, etc.

21.4 Burden of Proof of customer Liability:

The burden of proving customer liability in case of unauthorized electronic banking transactions shall lie on the bank. The Bank has a process of second factor authentication for electronic transactions, as regulated by the Reserve Bank of India. Bank has responsibility to prove that all logs / proofs / reports for confirming two factor authentication is available. Any unauthorized electronic banking transaction which has been processed post second factor authentication known only to the customer would be considered as sufficient proof of customer's involvement / consent in effecting the transaction.

22. Reporting and Monitoring:

Digital Banking Department shall report the customer liability cases to the Customer Service Committee of the Board every Quarter. The reporting shall, inter alia, include volume/ number of cases and the aggregate value involved and distribution across various categories of cases viz., card present transactions, card not present transactions, internet banking, mobile banking, ATM transactions, etc. The Standing Committee on

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Customer Service in the bank shall periodically review the unauthorized electronic banking transactions reported by customers or otherwise, as also the action taken thereon, the functioning of the grievance redress mechanism and take appropriate measures to improve the systems and procedures. All such transactions shall be reviewed by the bank's internal auditors.

23. Force Majeure:

The Bank shall not be liable to compensate customers for delayed credit if some unforeseen event (including but not limited to Civil Commotion, Sabotage, Lockout, Lockdown, Strike or other labor disturbances, accident, fires, natural disasters or other "Acts of God", War, Pandemic, Invocation of Disaster Management Act by any authority of the country such as Central/State/District/Local, Damage to the bank's facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation, etc.) beyond the control of the bank, prevents it from performing its obligations within the specified service delivery parameters.

24. Wealth management Products: Insurance/investment Distribution Related Customer Grievance:

For any deficiencies in services at the bank level raised by customers, the issue will be examined by the bank and if the lapse on the part of the bank is confirmed (mis-selling) the customer will be compensated, based on the facts and circumstances of the case.

25. Customer Responsibility:

25.1 Bank with not be responsible for the loss to the customers due to customer's carelessness in keeping the Cheque book, passbook, cards, PIN or other security information and not following "Do's and Don'ts" issued by the Bank, until the Bank has been notified by the customer.

25.2 The Bank will not be responsible for the loss to the customer, if the customer acts fraudulently and/or acts without reasonable care which has resulted in loss to his/her. Bank will also not be responsible for the losses arising out of misuse of lost PIN, compromise of passwords or confidential information, until the time the Bank has been notified of such loss/compromise and has taken steps to prevent its misuse.

26. Disclaimer Clause:

Notwithstanding anything contained here above, the Bank shall not pay any compensation in the following cases:

- a. Any deficiency with regard to loans and advances activities of the Bank.
- b. Dishonor of at par payment agreement with other banks, due to non- funding and security compliance.
- c. In case of delay on account of non-functioning of business due to factors beyond

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the control of the bank the period covered by such events shall be omitted for calculation of delay etc.

- d. Where the issues are sub-judice and pending before Courts, Ombudsman, Arbitrator, Government and/or matter put on hold due to stay.

27. Validity & Review of the Policy:

The Managing Director is authorized to do suitable modifications to the policy in tune with the regulatory guidelines issued from time to time or internal requirements or as and when considered necessary.

Sd/-
MANAGING DIRECTOR