



Customer Relations Policy

REVIEWED FOR 2021-22

B.O.D. MEETING DATED 15/06/2021
Resolution No. 44

With reference to RBI Circular No.RBI/2017-18/109 DCBR.BPD. (PCB/RCB)Cir No. 06/12.05.001/2017-18 dated 14/12/2017, the bank had formulated this 'Customer Relations Policy' with regard to Customer Protection during Unauthorized Electronic Banking Transactions.

Presently, the bank is providing Rupay ATM cum Debit card and IMPS Mobile banking facility (transactional service) to its customers for electronic banking transactions. Moreover, bank has also applied for permission of RBI for commencement of Internet banking facility (transactional based) in a near future.

With an increased surge in above type of transactions, the possibility of failed transactions because of technical problem, cyber crimes and fraudulent transactions etc. is also high leaving customers unsafe for their money.

Considering above, bank shall adopt appropriate systems and procedures to ensure safety and security for electronic banking transactions carried out by customers with robust and dynamic fraud detection and prevention mechanism.

The bank shall primarily adopt the following steps to mitigate the risk arising out of electronic banking transactions.

- 1 The bank shall make the registration of cell phone number, of customers applying for electronic banking service, mandatory. Also shall ask customers to mandatorily register for SMS alerts and email alerts for their digital transactions.
- 2 The bank shall provide round the clock access (Cell Phone Number Helpline) to their customers for complaint registration if any with regard to their electronic banking transactions.
- 3 The customers shall be advised to notify the bank of any unauthorized electronic banking transaction or loss / theft of Debit Card, if comes to their knowledge, as early as possible after the occurrence of such transaction. And also bring to their information that longer the time taken to notify the bank, the higher will be the risk of loss.
- 4 After notification received from customer, bank shall reply with an acknowledgement / complaint number, indicating time and date of such complaint, on the registered cell phone number of the customer.
- 5 The bank shall take utmost care to avoid any more unauthorized transactions in such account by stopping temporarily the debit electronic transactions in such account.

Crystallization of Liability in the event of Loss in

Unauthorized Electronic Banking Transactions:

- 1 The customer shall not be held liable for loss occurred because of negligence / deficiency on part of the bank (irrespective of whether or not the transaction is reported by the customer).
- 2 The customer shall also not be held liable if deficiency lies neither with the bank not with the customer, but, lies elsewhere in the system and the customer has reported the same within three working days after receiving the SMS / Email alert from the bank regarding the same.
- 3 The customer shall be held liable where the loss is due to negligence by customer himself such as where he has shared the payment credentials with somebody else. In such cases, customer shall bear the entire loss until he reports the same to bank. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the bank.
- 4 The customer shall be held liable to the extent of loss or amount mentioned below whichever is lower, if deficiency lies neither with the bank not with the customer, but, lies elsewhere in the system and the customer has reported the same within four to seven working days after receiving the SMS / Email alert from the bank regarding the same.

Sr.No.	Type of Account	Amount Rs.
1	Basic Savings Bank Account	5,000.00
2	All other SB Accounts	10,000.00

3	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 lakhs.	10,000.00
4	All other Accounts.	25,000.00

- 5 The customer shall be held fully liable if the delay in reporting of unauthorized electronic banking transaction is beyond seven days of the SMS / Email alert from the bank regarding the same.
- 6 After crystallization of liability, the refund / reversal if any shall be credited to the customer's bank account within 10 working days of such notification by the customer.

Reporting and Monitoring of Unauthorised Electronic Banking Transactions.

The bank shall make quarterly review of ATM / Debit Card / IMPS failed transactions including volume / number of cases, amount involved, time taken to resolve the case etc. in B.O.D. Meeting. Such transactions shall also be reviewed by bank's internal auditors.