

## Citizen's Charter

The Information given is subject to change / revision.

This Charter is intended for the promotion of better understanding between the Customer and Banker and should not be considered as a legal document creating rights and obligations.

### Some of the Common Practices followed by our Branches:

1. Render polite and courteous services
2. Display business hours
3. Attend to all customers present in the Banking Hall at the close of business hours
4. Display time schedule for various banking transactions
5. Display interest rates for various deposit schemes from time to time
6. Display Banking Ombudsman Scheme and its provisions and the nearest address of the Office of the Banking Ombudsman
7. Provide separate "Enquiry" or "May I Help You" counters at branches
8. Provide Complaint /Suggestion box in the branch premises
9. Display address of Circle/Zonal office and Nodal officer at Head Office dealing with customer grievances / complaints.
10. Provide details of various deposit schemes /services of the Bank
11. Notify changes in interest rates on advances
12. Offer nomination facility to all deposit accounts ( i.e account opened in individual capacity) and safe deposit locker (i.e. individual hirers)
13. Accord immediate credit of outstation and local cheques upto the specified limits subject to the conditions ,as advised by RBI from time to time.
14. Pay interest for delayed credit of outstation cheques as advised by Reserve Bank of India (RBI) from time to time
15. Issue Demand Drafts, pay orders, and allows fund remittances through NEFT / RTGS systems.

## **FAIR BANKING PRACTICES**

### **Customers are requested to:**

1. Ensure safe custody of cheque book, pass book, ATM Debit cards & passwords related to debit card, Internet Banking & Mobile banking facilities.
2. Issue crossed/account payee cheques as far as possible.
3. Not to issue cheques without adequate balance and ensure that the minimum balance requirements as stipulated by the Bank is maintained. Keep sufficient balance to help the Bank comply with the hovering/ standing instruction mandate (if any ) issued time to time.
4. Bring pass book while withdrawing cash from savings bank account through spare cheque. Get passbooks updated from time to time .
5. Use Nomination facility .
6. Keep the Bank informed of any changes in residential/email/contact telephone number
7. Avail the standing instruction facility for recurring transactions
8. Provide feedback on our services and bring to the notice of the Branch any deficiency in services .
9. Make payments of Interest, Instalments, Locker rents and other such dues on time.
10. Avail services such as ATM, ECS, RTGS ,Net Banking etc., if offered by the branch.
11. Send cheques, drafts and other financial instruments by either Registered Post or by approved couriers.
12. Not to sign blank cheque(s) and not to record specimen signature or ATM, Internet Banking password either on pass book or on cheque book.
13. Not to introduce any person who is not personally known to you for the purpose of opening an account.
14. Note that for cheques/Drafts/PayOrders/Banker'sCheques bearing date 01.04.2012 or any subsequent date, the validity period is 3 months from the date of issue of such instruments.

## **COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP:**

### **SAVINGS BANK ACCOUNT**

1. These accounts are designed to help the individuals (personal customers) to inculcate the habit of saving money and to meet their future requirements of money. The amounts can be deposited / withdrawn from these accounts by way of

cheques / withdrawal slips. It helps the customers to keep minimum cash at home besides earning interest.

2. Savings Bank accounts are very popular. These accounts can be opened by eligible person/s and certain organization/agencies (as approved by the Reserve Bank of India (RBI)).
3. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
4. The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank.
5. The Bank is required to obtain two recent photographs of the person/s opening the account, as per R.B.I. directives.
6. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account.
7. The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account in addition to a satisfactory introduction . Documents normally accepted are the current gas/telephone/electricity bill or Aadhaar card or photo-ration card or voter's identity card or driving licence or passport, etc.
8. The account holder is required to maintain certain minimum balance in the account, as specified by the Bank from time to time and also depending on, whether account holder wants to avail the cheque book facility or not. Non-compliance of this would attract service charges. Interest presently at 4% p.a. is paid every half year.[Interest is calculated on daily product basis as per extant RBI guidelines.]
9. Cheques, dividend warrants drawn in the name of account holder/s will only be collected through this account. Financial Instruments endorsed in favour of the account holder/s will not be collected through savings bank account.

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The Catholic Syrian Bank Ltd.  
(Registered Office : Thrissur)

Planning & Marketing Department, Head Office, Thrissur – 680 020  
Telephone : 0487 2333020, 2332186, 6451655 Fax : 0487 2336504 email : [planning@csb.co.in](mailto:planning@csb.co.in)

## **COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP:**

### **CURRENT ACCOUNT**

1. Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/specified associates, societies, trusts, etc.
2. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
3. The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank.
4. The Bank is required to obtain two recent photographs of the person/s opening/operating the account, as per R.B.I. directives.
5. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account (i.e. including partners of Registered/Unregistered partnership as also Registered/Incorporated bodies/companies).
6. The Bank will provide to the prospective customers details of the documents required for identification of the person/s opening the account in addition to a satisfactory introduction wherever necessary. Documents normally accepted are the current gas/telephone/electricity bill or Aadhaar/voter's identity card or photo-ration card or driving license or passport, etc.
7. Minimum balance as stipulated from time to time will be required to be maintained.
8. No interest is paid on credit balances kept in current account.
9. **Service charges are levied for:**
  - Ledger folio used
  - Cheque books issued
  - Non-maintenance of minimum balance
  - Return of cheques, etc.

10. For opening special types of current accounts like for Executors, Administrators, Trustees, Liquidators etc., the Branch Manager may be contacted who will help in opening these type of accounts.

## **COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP:**

### **TERM DEPOSIT ACCOUNTS**

Bank has tailored various deposit schemes to suit the needs and expectations of investing people in every walk of life.

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

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

1. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address of a person/s seeking to open an account, to assist in protecting the prospective customer/s, members of the public and ourselves against fraud and other misuses of the banking system.
2. The Bank requires a satisfactory introduction of the person/s opening the account by a person acceptable to the Bank. The Bank will provide to the prospective customers detail of the documents required for identification of the person opening the account. Documents normally accepted are the current gas/telephone/electricity bill or aadhaar card or photo-ration card or voter's identity card or driving licence or passport, etc.
3. The Bank is required to obtain a recent photograph of the person/s opening the account, as per R.B.I. directives.
4. The Bank is required to obtain Permanent Account Number (PAN) or General Index Register (GIR) Number or alternatively obtain declaration in Form No. 60 or 61 as per the Income Tax Act (vide Section 139 A) from the person/s opening the account.
5. Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty, if any prescribed by the Bank. No

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interest will be paid on premature withdrawals of deposit, which has remained with the Bank for less than the minimum tenor specified by the Bank.

6. Generally loans/overdrafts against deposits are allowed except on Certificates of Deposit (CD) & Tax Savings Deposit Schemes. Such loans are sanctioned by charging interest at rates directed by RBI from time to time or as prescribed by the Bank.
7. Deposits are renewed by the Bank on due dates automatically at the request of the customer. As a measure of good customer service, the Bank may intimate the depositor in advance regarding date of maturity.
8. Interest on deposits is payable either monthly at discounted value or quarterly or compounded quarterly (i.e., reinvestment of interest) or on the date of maturity at the option of the depositor as applicable for particular deposit scheme.
9. Interest on overdue deposit is paid for the overdue period as decided by the Bank from time to time, if the deposit is renewed.
10. Interest on bank deposits is exempt from income tax up to a limit specified by Income Tax authorities from time to time.
11. Presently, if the total interest on deposits, per depositor, per branch, per financial year exceeds Rs.10000/-, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.
12. The depositor may furnish PAN details and declaration in Form No. 15 G or 15H, at the commencement of the Financial Year for receiving interest on deposits without deduction of tax at source.
13. The Bank will issue TDS Certificate for the tax deducted.

**PAYMENT OF BALANCE IN ACCOUNTS OF THE DECEASED CUSTOMERS TO SURVIVORS/CLAIMANTS:**

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

## STANDING INSTRUCTIONS

1. Standing instructions can be given to the Bank for transfer/remittance of funds from one account to other account/s maintained in the same branch, any other branch of the Bank or any other bank or any other third party on payment of applicable charges. (Adequate Funds to be maintained so that even after complying with the hovering/standing instruction mandate of the customer there is sufficient balance in the account to honour cheques if any issued ).

## SAFE DEPOSIT LOCKERS

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

The major aspects governing the services are:

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

## **ARTICLES IN SAFE CUSTODY**

Articles like shares, securities, etc., can be kept in safe custody with the Bank on prescribed charges wherever such facility is offered. The customer(s) must lock Large/small boxes and particulars must be written/painted thereon. The lock should be covered by stout cloth and sealed with the customer's seal. Relationship of Banker and customer shall be that of Bailer and Bailee.

## **NOMINATION**

1. Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.
2. Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.
3. Nomination can be done in favour of one person only. However, nomination in favour of more than one person (i.e., up to 2 persons is permissible in jointly operated locker accounts with common consent.)
4. Nomination can be made, cancelled or varied by the account holder anytime during his/her life time. While making nomination, cancellation or variation, witness is required and all account holders should sign the request.
5. Nomination can be made in favour of a minor also.
6. For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.
7. Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

## **REMITTANCE SERVICE**

Customers may remit funds from one centre to another centre by Demand Draft, Mail Transfer or Telegraphic Transfer (TT), RTGS, NEFT etc., by paying specified charges as per the Bank's rules.





The customers can utilize the facility of National Electronic Funds Transfer (NEFT) or Real Time Gross settlement (RTGS) System operated through RBI for transferring funds to an account maintained with any bank offering such services. These facilities are available against cash remittance only up to an amount of Rs 50,000/-

Demand drafts, telegraphic transfers and pay orders for Rs.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. Similarly, such payments for Rs.50,000 and above will be made through banking channels and not in cash.

### **TIME FRAME FOR ISSUE OF DUPLICATE DRAFT**

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

### **PAY ORDER, BANKER'S CHEQUE**

Issue/payment of pay order for Rs.50000/- and above is to be made only through the bank account. Validity period of pay order is 3 months. This can be revalidated by the issuing branch on a written request of the purchaser.

### **COLLECTION SERVICE**

Immediate credit of local as well as outstation cheques up to Rs.15000/- (as per RBI guidelines from time to time) is provided to the individuals (personal customers) who are maintaining satisfactory accounts. However, the customers will have to bear usual service charges and the postal charges. In the event of cheques being returned unpaid, the customer will have to pay interest for the period for which funds utilized and also the cheque return charges.

All cheques (local and outstation) deposited by the customers are cleared by the Bank as follows:

#### **LOCAL CLEARING:**

Cheques are cleared normally within the third working day, depending on the centre subject to depositing of the cheques/instruments in time.

**OUTSTATION COLLECTION:**

1. Cheques drawn at outstation centres where the Bank has got branches should be credited latest on the same day in the following week. (For e.g. Monday to next Monday).
2. In the case of instruments drawn at centres within the state where we do not have branches, the proceeds should be credited to the party's account with in a reasonable time from the date of receipt of the instrument for collection.
3. In the case of instruments drawn at centres outside the state where we do not have branches, the proceeds should be credited to the party's account with in a period of 14 days from the date of receipt of the instrument for collection.

Income Tax Refund Orders, Treasury Bills/Bills drawn by Government Departments etc. are excluded under the above collection norms and payment of interest for delay in collection as Government/Govt. Departments may delay in giving advices to Treasury/Bank and during certain periods impose ban on immediate payment on presentation of the instruments.

If the Bank fails to do so, interest will be paid at the rate applicable for appropriate tenure of deposit for the period of delay beyond the stipulated days mentioned above. Further, if the delay is abnormal then penal interest at the rate of 2% above fixed deposit rate applicable will also be paid.

**EXCHANGE OF SOILED/SLIGHTLY MUTILATED CURRENCY NOTES:**

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

**INTEREST ON DEPOSITS:**

The Bank pays interest on deposits as per various deposit schemes. Interest rates are revised from time to time and made known to public. Revised interest rates are applicable only to the renewals and fresh deposits while existing deposit continue to get interest at the contracted rate.

**SERVICE CHARGES:**

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



Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, safe custody, issue of duplicate instruments/statements, ledger folio charges etc. Details of service charges are published in our web site [www.csb.co.in](http://www.csb.co.in) and will be made available on request.

## **REDRESSAL OF COMPLAINTS**

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

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

After exhausting all the above machinery/channels, if the customer is not satisfied, he may write to MD & CEO of the Bank and even after this, not satisfied, he is free to take recourse to the following:

1. Directorate of Public Grievances, Govt.of India, Cabinet Secretariat, Sansad Marg, New Delhi
2. The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme, 1995/2006.
3. The District Consumer Forum under Consumer Protection Act, 1985

Anonymous complaints will not be entertained.

### **Address of Bank's Nodal Officer for redressal of customer complaints:**

**Deputy General Manager (HR, Development & Compliance)**  
**Nodal Officer,**  
**The Catholic Syrian Bank Ltd.,**  
**Head Office, College View,**  
**St. Mary's College Road,**  
**Thrissur – 680 020**  
**Telephones: 0487-6451690, Fax: 0487-2333170**

The Names and addresses of Nodal Officers in Head Office and Zonal Offices for handling customer complaints and Grievances Redressal matters are also given in our Bank's website [www.csb.co.in](http://www.csb.co.in)