



# **CITIZENS' CHARTER OF INDIAN BANK**

**Version 1.1**

**CO: Customer Service Centre of Excellence**

**Document Owner:**

Created by CO: Customer Service Centre of Excellence

Approved by General Manager (KYC / AML / CSCE)

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## **CITIZENS' CHARTER OF INDIAN BANK**

- Indian Bank strongly believes that a satisfied customer is the most important factor for the growth of its business. The Bank has adopted the code of Fair Banking Practices. The code reflects the commitment of the Bank to provide Banking services to individual banking customers.
- This document called the "Citizens' Charter of Indian Bank" provides key information on various facilities/services provided to customers at the branches of Indian Bank. The Code together with the Citizens' Charter will thus ensure high standards of accountability, responsibility and transparency in the Bank's dealings with customers. The Charter also provides comprehensive information on Bank's Grievance redressal mechanism. It also specifies the obligations on the part of the customers for healthy banker-customer relationship. (Policy on Customer Experience is available in Bank's website)
- This is not a legal document creating rights and liabilities. Loans and advances may also have specific terms and conditions not mentioned in the Charter. However, all terms and conditions will comply with the principles and commitments undertaken by the Bank in the Code.
- Copies of the Code and Citizens' Charter will be available on request to all our customers at our branches, administrative offices and at our website. We will ensure that all our staff members are aware of the commitments contained in these documents and faithfully implement them.
- The Charter provides essential information on transactions relating to savings, current and fixed deposit accounts, collections and remittances, grievance redressal, etc.
- Information given is subject to change/revision from time to time. The Bank will endeavour to update the information on the website when changes are made and customers can contact the nearest branch/Zonal Office for the latest changes, if any.
- We request all our customers to keep us informed of their experiences about the customer services rendered at our branches and feel free to comment on the Code and Citizens Charter. Your feedback will help us evaluate and improve. Your Feedback may be provided in the Bank's website > Customer Corner > Customer Feedback.

**OUR KEY COMMITMENTS TO CUSTOMERS:**

- I. We promise that we will act courteously, fairly and reasonably in all our dealings with you.
- II. We will make sure that our documents and procedures are clear and not misleading and that you are given clear information about our products and services.
- III. When you have chosen an account or service, we will give you clear information about how it works, the terms and conditions and the interest rates which apply to it.
- IV. We will help you use your account or service by updating the passbook/ sending you regular statements (where appropriate) and we will keep you informed about changes to the interest rates, charges or terms and conditions.
- V. We are committed to addressing any issues that arise in a prompt and empathetic manner. Errors will be rectified without delay, complaints will be handled expeditiously and any Bank charges levied in error will be promptly identified and reversed.
- VI. We will treat all your personal information as private and confidential and operate secure and reliable banking and payment systems.
- VII. We will publicise our Citizens' Charter, have copies available and make sure that our staff are trained to put it into practice.

**WE EXPECT OUR CUSTOMERS TO:**

- I. To help us meet the "Know Your Customer (KYC)" guidelines at the time of opening the account.
- II. Take precautions that are indicated for protection of their accounts.
- III. Avail services like Automated Teller Machine (ATM), Digital Banking, Electronic Clearing System (ECS), NEFT/RTGS etc offered by the Bank.
- IV. Avail nomination facility for their accounts and safe deposit lockers.
- V. Pay service charges for non-maintenance of minimum balances wherever applicable, return of cheques, remittances, collections etc. The details of charges are available on the Bank's website and also with our branches.
- VI. Provide valuable feedback on our services so as to enable us to improve our customer service.

**Products:**

- a. All deposit accounts e.g. Savings Accounts, Current Accounts, Term Deposits, Recurring Deposits, NRE, NRO, FCNR etc.
- b. Offer nomination facility to all deposit accounts (i.e. account opened in Individual / Proprietorship capacity) and all safe deposit locker hirers (i.e. Individual hirers).
- c. Fund based (Retail Loans, Demand Loan, Term Loan, Cash credit, Overdrafts) and Non fund based (Letter of Credit/ Bank Guarantee).
- d. Foreign exchange products including remittances, export / import credit and letter of credit.
- e. Third party products, investment products and Applications Supported by Blocked Amount (ASBA) facility.
- f. Card products including Credit Card, Debit Card.

**Services:**

- a. Remittance facility to the customers by transfer through RTGS / NEFT / IMPS, Issuance of Demand Drafts, etc.
- b. Internet Banking/Mobile Banking/WABA etc.
- c. Collection of cheques etc.
- d. Safe custody services, safe deposit locker facility etc.
- e. Banking services related to Government transactions etc.
- f. Indian currency notes exchange facility etc.
- g. Settlement of claim cases in deceased accounts etc.

All our offerings of products and services can be viewed on our website:

[www.indianbank.bank.in](http://www.indianbank.bank.in)

**Types of Deposit Accounts:**

While various deposit products offered by the Bank are assigned different names, the deposit products can be categorised broadly into the following types. Definition of major deposit schemes are as under: -

"Demand Deposits " means a deposit received by the Bank which is withdrawable on demand;

"Savings Deposits" means a form of Demand Deposit which is subject to restrictions as to the number of withdrawals as also the amounts of withdrawals permitted by the Bank during any specified period;

"Term Deposit" means a deposit received by the Bank for a fixed period withdrawable only after the expiry of the fixed period and includes deposits such as Fixed Deposit / Short term Deposits / Recurring Deposits / Money Multiplier Deposits / Callable Deposits / Non-Callable Deposits etc.

"Current Account" means a form of Demand Deposit where withdrawals are allowed any number of times depending upon the balance in the account.

**Account Opening & Operation of Deposit Accounts:**

Before opening any Deposit Account, the Bank will carry out due diligence as required under "Know Your Customer" (KYC) guidelines issued by RBI and or such other norms or procedures adopted by the bank.

The account opening forms and other material would be provided to the prospective depositor by the bank. The same will contain details of information to be furnished and documents to be submitted for verification and / or for record. It is expected of the Bank official to explain the procedural formalities and provide necessary clarifications sought by the prospective depositor when he approaches the Bank for opening a Deposit Account.

Savings Bank Accounts can be opened for eligible person / persons and certain organizations / agencies (as advised by Reserve Bank of India (RBI) from time to time). These accounts are designed to help the individual (personal customers) to inculcate the habit of saving money and to meet their future requirement of money. The amounts can be deposited/withdrawn from these accounts by way of cheques/ATM. It helps customers to keep minimum cash at home besides earning interest.

Current Accounts can be opened by Individuals / Partnership firms / Private and Public Limited Companies / HUFs / Specified Associates / Societies / Trusts, etc.

Term Deposit Accounts can be opened by Individuals / Partnership firms / Private and Public Limited Companies / HUFs/ Societies / Trusts, etc. Bank has tailored various deposit schemes to suit the needs and expectations of investing people in every walk of life.

The due diligence process, while opening a Deposit Account will involve satisfying about the identity of the person, verification of address, satisfying about his occupation, source of income and obtaining recent photographs of the person/s opening / operating the account are part of the due diligence process.

**Nomination Facility:**

Bank offers nomination facility in deposit accounts, safe deposit lockers, articles in safe custody, jewel loans etc. Nomination facility is available on all deposit accounts opened by the individuals. Nomination is also available to a sole proprietary concern account. Nomination can be made in favour of upto four individuals only. Customers can choose between simultaneous nomination (shares allocated among nominees totaling 100%) or successive nomination (nominees become active one after another in a priority order upon the death of the previous nominee). Nomination so made can be cancelled or changed by the account holder/s any time.

The Bank recommends that all depositors avail nomination facility. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account.

**Insurance Cover for Deposits:**

All Bank deposits are covered under the insurance scheme offered by Deposit Insurance and Credit Guarantee Corporation of India (DICGC) subject to certain limits and conditions. The details of the insurance cover in force, will be made available to the depositor.

**Safe Deposit Vaults (Lockers):**

The facility of safe deposit lockers is an ancillary service offered by the Bank. There will be a completely transparent process in the allocation of locker facility. The bank's branches offering this Facility will indicate / display this information. Bank shall exercise due care and necessary precautions for the safety of lockers provided to the customers like ordinary prudence will do in such case.

The major aspects governing the services:

- a. A locker may be hired by an individual, firm, limited Company, specified associations, societies, etc.
- b. Nomination facility is available to individual hirer of safe deposit Locker.
- c. Loss of key should be immediately informed to the branch. However, all the expenses incurred including break opening of the lock and key shall be borne by the hirer(s).

- d. Lockers are available in different sizes and 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.
- e. The rent may be paid from the deposit account of the lessee through auto-debit facility.
- f. The Bank reserves its right to break open the locker if the rent is not paid despite notices sent by the Bank as per the rules, and recover charges thereof.

**Remittance Services:**

Customers may remit funds through RTGS, NEFT, IMPS and Demand Drafts by paying specified charges.

Demand Drafts for Rs. 50,000/- and above will be issued by the banks 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. 20,000/- and above will be made through account transfer only and not in cash.

**ATM / Debit Card Transactions:**

Debit card services are provided by the Bank to enable customers to conveniently access their funds and carry out a wide range of financial transactions. Through the debit card, cash withdrawals can be made at ATMs, purchases can be completed at merchant establishments and online platforms and utility bill payments can be facilitated seamlessly. Enhanced security features are incorporated to ensure safe usage, and transaction limits and controls are provided for better financial management. Customers are encouraged to make effective use of these services for secure, quick and cashless transactions.

**Internet Banking:**

The features of Net Banking are as follows:

- Bank 24 X 7 – Anytime, Anywhere
- View account details for all your accounts
- Transfer funds online to your own accounts or third-party accounts of Indian Bank, or any other Bank account via NEFT, RTGS or IMPS
- Add or manage beneficiaries for fund transfer
- Book a Fixed / Recurring Deposit and do premature withdrawal online
- Pay your Utility Bills, Credit Card, Recharge prepaid mobile / DTH
- Place requests for a new ATM card, cheque book and submission of Form 121

- Re-generate Debit Card PIN, Activate/Deactivate Debit Card, Activate/Deactivate Debit Card for International Usage
- Download statements through Account Statement menu
- Apply for IPO/FPO/ Rights Issue without any paperwork from the convenience of your home/office using ASBA facility

You can find more details on Internet Banking under the following link:

<https://indianbank.bank.in/departments/internet-banking/>

### **Mobile Banking:**

The features of Mobile Banking are as follows:

- Anytime, Anywhere Banking
- Send money from your mobile banking via NEFT, IMPS, RTGS and through Easy Pay via Account Number
- UPI Pay – Scan and Pay/UPI Number (Pay to Contact)/UPI ID/Account Number & IFSC/MMID/Global
- Withdraw money from Indian Bank ATM through Cardless Cash Withdrawal
- Pay utility bills and view transactions through M-Passbook
- View account related information for Savings/Current/Deposit/Loan/Overdraft Accounts
- View Mini Statement / Account statement / Download Statement (period)
- Open and manage E-Term Deposit, OD against Deposits etc.
- Apply for Home Loan, Vehicle Loan, MSME Loan, KCC Loan
- Apply for Life Insurance and General insurance policies.

You can find more details on Mobile Banking under the following link:

<https://indianbank.bank.in/departments/indsmart/>

### **Exchange of Soiled/Slightly Mutilated Currency Notes:**

All the branches of the Bank will exchange freely soiled and slightly mutilated / cut notes of all denominations. No essential feature of the note should be missing. The Bank's currency chest branches will exchange torn / mutilated / defective notes free of cost. Currency exchange facility is offered to the Bank's customers and others.

RBI has permitted the banks to exchange mutilated currency notes which are genuine. The Bank's currency chest branches exchange all categories of mutilated currency notes. Refund value of these notes is, however, paid as per RBI (Note refund) Rules.

**Loans and Advances:**

All financial and non-financial terms and conditions of loans will be in strict conformity with applicable regulatory guidelines and will accurately reflect the risks involved. Individuals interested in availing a loan may apply either through the Bank's online platform or through the Branches, subsequent to which they will be contacted by the Bank for further processing.

Borrower will be made aware upfront about various documents required to be produced for sanctioning of loan application. Upon sanction, the Sanction Letter and Key Fact Statement shall be duly provided to the borrower. Disbursement of the loan shall be effected only upon acceptance of the Sanction Terms.

Bank will ensure that loan statements are issued to the borrowers periodically giving details of loan disbursed and repayments effect along with interest and details of charges.

Housing Loan Interest Certificate/Education Loan Interest Certificates required for Income Tax purpose will be provided to the borrowers every year.

**Time norms for common transactions:**

Time norms for Banking transactions are provided in our Bank's website and adhered to guidelines issued by the Reserve Bank of India. Standard timelines are defined for activities such as cash deposits and withdrawals, loan processing, cheque collection, fund transfers, grievance redressal and other services, ensuring that services are delivered within a reasonable and transparent timeframe.

**Expectations from Customers for Qualitative and Efficient Services:**

- Check your statement of account or passbook regularly.
- Bring pass book while withdrawing cash from savings bank account through withdrawal slip. Get Pass Book updated from time to time.
- Ensure safe custody of Cheque Book, Pass Book, Debit Card and Credit Card.
- Ensure cheque is crossed and at the back of the cheque the account number and mobile number is mentioned before dropping in the cheque drop box.
- While tendering the cheques at the branch for collection / dropping the cheques in drop box, acknowledgement can be obtained from the officials.

- Check the details of the cheque namely, date, amount in words and figures, crossing, etc. before issuing it. As far as possible, issue cheques after rounding off the amount to nearest rupee.
- Issue Cheque only if there is sufficient balance in the account; maintain minimum balance as specified by the bank.
- Ensure that your account is not used as mule account for money laundering or for any fraudulent transaction.
- Assist the Bank in cases where any credit received in their account does not belong to them.
- Inform change of address, telephone number etc. to the branch.
- Inform loss of Demand Draft, Fixed Deposit receipt, Cheque Leaf/Book, Locker Keys, etc. immediately to the Branch.
- Ensure confidentiality of password for internet / mobile banking and PIN for Credit / Debit Card.
- Not to respond to any unauthorized email / email asking for password/ PIN.
- Notify the Bank of any unauthorised electronic banking transaction at the earliest after the occurrence of such transaction.
- Avoid accessing Bank's internet banking site through a link from another site or through any link / email. Verify the domain name displayed to avoid spoof website.
- Submit your valuable feedbacks to help us serve you better.

**Grievance Redressal Mechanism:**

We are committed to serve you to your satisfaction. However, should you feel that our services need improvement and wish to lodge your feedback / complaint; we welcome your valuable suggestions and feedback. Our endeavor shall be to convert your complaint into a compliment.

Bank has a dedicated Contact Center (1800 1700) to address customer's queries / requests and to provide general information on banking products and services.

In case of any complaint about our service or product, the matter may be brought to the notice of the concerned Branch Manager for its immediate redressal or through online Grievance Redressal System([CGRS Portal](#)).

Bank has provided online registration of grievance on its website. The Online Grievance System would provide access to the customer also for recording the complaint and receiving response from the Bank.

In case of escalation, please refer to the [Grievance Redressal Escalation Matrix](#) published in the website.

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