



Citizen's Charter

Vision

To be a trusted financial services provider and model employer focusing on small and underserved segments through the delivery of digitally focused, affordable products and differentiated customer experience.

Core Values

Strong Relationship

- Building Trust and Relationships
- Mutual Respect for one another
- Going the Extra Mile
- Customer Service Oriented DNA

Socially Responsible

- Create value for society
- Financial Inclusion and Equality
- Financial Literacy
- For the Environment

Focused on Future Readiness

- Digital First
- Innovation as a virtue
- Agility and Speed
- Entrepreneurial Spirit

Being Ethical and Moral

- Honesty
- Transparency
- Integrity
- Reputation

Application of Charter

Disclaimer:

It is not a legal document creating rights and obligations. The Citizen's Charter does not by itself create new legal rights, but it surely helps in enforcing existing rights. This Charter applies to all products and services listed below whether provided by branches, subsidiaries and agents acting on behalf of the banks, across the counter, by post, through interactive electronic devices and through technology (alternate delivery channels).

Products:

- All deposit accounts e.g., Savings Accounts, Current Accounts, Term Deposits, Recurring Deposits, Gold
- Offer nomination facility to all deposit accounts (i.e., account opened Individual/ Proprietorship capacity) and all safe deposit locker hirers (i.e., Individual hirers)
- Fund based (Retail Loans, Demand Loan, Term Loan, Cash credit, Overdrafts) and Non fund based

Letter of Credit/ bank guarantee)

- Foreign exchange products
- Third party products and investment products
- Card products including Debit Card

Services

- Remittance facility to the customers by transfer through RTGS/NEFT/EFT/IMPS, Issuance of Demand Drafts, Banker's cheques, etc.
- Mobile Banking/SMS Banking etc.
- Collection of cheques etc.
- Safe deposit locker facility etc.
- Banking services related to Government transactions etc.
- Indian currency notes exchange facility etc.
- Settlement of claim cases in deceased accounts etc.
- Internet Banking Services etc.
- All our offerings of products and services can be viewed on our website: www.shivalikbank.com

Regulatory/Statutory Compliance

In order to comply with regulatory/ statutory requirements, while opening an account, we 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 seeking to open an account and verification of the address of that person/s, thereby protecting prospective customer/s, members of the public, the Bank and other stakeholders against fraud and other misuse of the banking system. We will also satisfy ourselves about the sources of income of the existing/ prospective customer. In order to meet the above, the Bank shall ask customers 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 required.

Our Commitments

To act fairly and reasonably in all dealings with the customers in matters of:

- Providing minimum banking facilities such as receipt and payment of cash/cheques at the bank's counters and opening basic savings bank deposit accounts opened for the purpose of financial inclusion
- Meet the commitments and standards laid out in the Charter for the products and services offered
- Ensuring that products and services adhere to relevant laws and regulations in letter and spirit
- Ensuring that dealings with the customers rest on ethical principles of integrity and transparency
- Operating a secure and reliable banking service and payment system
- Dealing quickly and sympathetically with customer grievances arising due to errors, delays in handling of customer related issues or on account of problems arising due to technological failure
- Ensuring that customers are treated fairly at all times
- Ensuring that complaints raised by customers are dealt with courtesy and on time
- Ensuring that customers are fully informed of avenues to escalate their complaints/grievances within the Bank and their rights to alternative remedy if they are not fully satisfied with the response of the bank to their complaints

To maintain privacy and confidentiality of the Customer's personal information except in the following cases. However, the bank may utilize the information for cross-selling of own products/services

Our Privacy Policy is mentioned below:

“You agree that we may use Customer Information for the purpose of statistical analysis and for creation of data (“Statistical Information”), which does not contain individual Customer Information. In addition to the information that the Bank elicits from you, you are free to volunteer any other information that you feel that the Bank needs to know, but the security and confidentiality as per this Policy is guaranteed only to the information that the Bank directly asks from you.

This Policy holds true for a non-customer who has provided information to the Bank, by any means, with the intentions of establishing a relationship, of whatsoever nature, with the Bank. By divulging any information to us you agree to the terms and conditions of this Policy.

Use of Customer Information / Statistical Information – We may use the Customer Information for, among other things, customer verification, provision of products and services, for personalization of products or services, marketing or promotion of our financial services or related products or that of our associates and affiliates; for creation of Statistical Information, statistical analysis or credit scoring, enforcement of your obligations, any other purpose that will help us in providing you with optimal and high quality services.

Security –We have taken reasonable measures to protect security and confidentiality of the Customer Information and its transmission through the World Wide Web. You are required to follow the Terms and Conditions while using this Website including the instructions stated therein in respect of security and confidentiality of your Log-in and Password.

The Bank will give access to Customer(s) Information to only authorized employees of the bank. Employees who violate this Privacy Policy shall be subject to disciplinary process as per the bylaws of the Bank. Any employee who withdraws from the employment of the Bank will have to undertake to abide by this Privacy Policy and keep all Customer Information secure and confidential.

Disclosure:

The Bank shall not disclosure details/particulars of the Customer Information or Statistical Information to a third person or party without the expressed or implied consent from the customer. However, there are exceptions in terms of circumstances mentioned in Paragraph No.25 of RBI Master circular on customer service dated 1.7.2014., as listed below:

- Where disclosure is under compulsion of law
- Where there is duty to the public to disclose
- Where interest of the Bank requires disclosure
- Where the disclosure is made with the express or implied consent

Additionally, the Bank may use the Customer Information for customer verification, provision of products and services, for personalization of products or services, marketing or promotion of our financial services or related products; for creation of Statistical Information, statistical analysis or credit scoring, enforcement of the customer’s obligations, any other purpose that will help us in providing customers with optimal and high-quality services.

To display on the Bank’s website

- The Integrated Ombudsman Scheme: Reserve Bank of India (RBI) and Banking Ombudsman (BO) offices propagate the education of the public about the Integrated Ombudsman 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)

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

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. 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 [https://shivalikbank.com/Regulatory section.php](https://shivalikbank.com/Regulatory%20section.php)

Special Customers

The Bank commits to the following while dealing with special customers

Senior Citizens:

- There will be prioritized service to senior citizens persons at all branches
- The Bank will endeavor to provide 'Doorstep' banking (pick up of cash/ instruments for credit to the account or delivery of cash / demand drafts against issue of cheque / requisition in writing) in special circumstances like ill health, inability to come to the branch, etc.

Self Help Groups (SHGs):

- Bank will consider granting loans to SHGs and its members in tranches, on a case-to-case basis, based on the merits, viability of the business proposition and other lending norms as prescribed for SHGs in the Bank's extant credit policy

Customers in Rural and Semi-Urban Areas:

- Bank will ensure proper currency exchange facilities and also the quality of notes disbursed to customers, especially in rural areas. It will be ensured that the branches remain open for public transactions during the prescribed business hours on all working days

Providing banking facilities to the visually challenged/differently abled:

- **Making physical access to branches and ATMs convenient –**

The Bank will endeavor to make changes at its flagship branches and ATMs, wherever possible, to make it easy for special customers to get physical access.

The Bank staff shall be sensitized to offer assistance to customers over the step, wherever stepped access cannot be avoided.

- **Making usage of ATM services friendly for the visually challenged-**

In order to ensure that our ATMs are user friendly for customers with special needs, the Bank shall install Braille enabled and talking ATMs

- **Providing Account Opening and Banking facilities –**

The Bank will make its best efforts to make it easy and convenient for our special customers like senior citizens, differently abled and illiterate persons to bank with us. The bank will ensure that all

the banking facilities such as cheque book facility, ATM facility, Net banking facility, locker facility, retail loans, credit cards etc., are invariably offered to the visually challenged without any discrimination.

- **Providing Special Services at the branch –**

- Accord due priority to these customers at branch services
- Offering staff assistance to visually impaired and physically challenged customers in navigating the branch
- Provide our services through a Single Window mechanism
- Provide seating arrangements in the banking hall
- Permit withdrawal of the customer's funds, up to limits set by them, by persons authorized By them on production of the authorization letter and passbook
- Provide 'Doorstep' banking (pick up of cash / instruments for credit to the account or delivery of cash/demand drafts against issue of cheque/requisition in writing) in special circumstances like ill health, inability to come to the branch, etc.
- Guide relatives/parents of differently abled on how to appoint a legal guardian, under the National Trust Act, 1999, for disabled persons with autism, cerebral palsy, mental retardation, and multiple disabilities who can then open and operate accounts for such persons

- **Staff Sensitization -**

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

- **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

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, lockers and articles kept in safe custody 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.

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 at counters. No essential feature of the note should be missing. The bank's branches will exchange torn/mutilated / defective notes free of cost. Currency exchange facility is offered to the Bank's customers and others. The Bank follows RBI guidelines in this respect. RBI has permitted the banks to exchange mutilated currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud. The Bank's branches exchange all categories of mutilated currency notes. Refund value of these notes is, however, paid as per RBI (Note refund) Rules.

Safe Deposit Vaults (Lockers):

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. The identification of locker branches shall be done by the Bank at its discretion based on potential and commercial considerations etc. as the relationship of the Bank with the locker hirer(s) that of Bailor and Bailee. Bank shall exercise due care and necessary precautions for the safety of lockers provided to the customers however, 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 the services:

- A locker may be hired by an individual (not minor), firm, limited Company, specified associations, societies, etc.
- Nomination facility is available to the hirer of safe deposit Locker.
- Loss of key 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).
- Locker holders are advised to get an insurance cover for the jewelry, valuables etc. kept in the locker.
- Lockers are available in different sizes.
- Locker rent is payable in advance. In case of overdue rent, the bank may charge penalty as decided from time to time.
- The rent may be paid from the deposit account of the lessee through standing instruction.
- 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 from one centre to another centre by RTGS, NEFT and Demand Drafts by paying specified charges. It can be in the same city from one bank to another bank irrespective of location
- 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 banking channels and not in cash
- Before taking delivery of the drafts, customer is to verify that the draft is complete in all respects including signature of the official(s) along with their specimen signature numbers at the place provided for DDs would be valid as per the RBI's circular
- 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

Mobile Banking

- Mobile Banking provides a secure, anytime, anywhere banking experience from a mobile device by enabling access to services like fund transfer to Shivalik or any other Bank account, payment of utility bills and prepaid recharges. Customers can also view the details of their banking relationship (Accounts and fixed deposits) and place service requests
- Shivalik Small Finance Bank takes appropriate measures to ensure that the mobile applications are secure and regularly reviewed and updated for this purpose

The features of Mobile Banking are as follows:

- Anytime, Anywhere Banking
- Experience online banking - without a PC or internet connection
- View details across Accounts, Term Deposits, and Investments
- Send and receive money from your mobile instantly via IMPS
- Pay utility bills

Internet Banking

- The Bank provides internet banking facility to its retail and corporate customers which enables a host of services like statement enquiry, funds transfer, payment of bills, scheduling payments, creating fixed deposits, placing service requests etc. All transactions are built on the concept of two-factor authentication to make it secure. Bank also provides information on secure usage of internet banking facility to avoid any misuse/fraudulent use
- The Bank takes appropriate measures to ensure that Internet Banking system and technology are secure and are regularly reviewed and updated for this purpose

SMS/E-Mail Alerts

Bank will send e-mail giving the balance position at agreed periodicity, daily, weekly, fortnightly etc. to SA / CA Current account holders with high transactions depending upon the customer's request. We also send email statements to all customers who have their email ID's registered with the bank.

Loans and Advances:

- All Terms and Conditions of Loans will be in strict conformity with the Regulatory Guidelines and correctly capture the risks involved
- Housing Loan Interest Certificates are required for Income Tax purpose by the borrowers every year
- CBS software will be enabled to generate/issue such certificates in respect of all Housing Loan customers in the month of April every year
- Loan Statement - Bank will ensure that loan statements are issued to the borrowers periodically giving details of loan disbursed, demands and repayments effect along with interest and details of charges
- Loan Documents - Borrower will be made aware upfront about various documents required to be produced for sanctioning of loan application
- Bank will automatically provide annual account statement to Home Loan customers without request from them. Such statements will contain details of payment made towards principal and interest including principal outstanding
- Bank will send SMS or e-mail alert informing the change in lending rate on loan availed

Standards for Services

In Shivalik Small Finance Bank, we have several channels of providing services to the customers viz. Branch, ATMs, Internet Banking Service, Mobile Banking etc. Bank always ensures that it provides excellent services to its customers through various channels and make the service experience memorable. The bank always makes it sure to process the customers' requests within the given Turn Around Time.

Turn Around Time for Customer Requests and Transactions

Type of Customer Request	TAT (Working Days)
Account opening (CASA, TD) (to indicate the date of delivery of deliverables to customers)	1 working days
Account closure	1-3 working days
Issue of cheque book	3-5 working days
Physical copy of account statement at branch	15-30 min
Request for passbook	1-3 working days
Duplicate passbook	1-3 working days
Updating of entries in passbook	15-30 min. (depending on the no. of entries)
Cash deposit	5-10 min. (depending on the amount)
Cash withdrawal	5-10 min. (depending on the amount)
TDS certificate	Quarterly activity
Duplicate TDS certificate	3-5 working days
Address confirmation	15-30 min.
Photo attestation	5-10 min.
Signature attestation	5-10 min.
Nomination updation	3-5 working days
Funds transfer	5-15 min. (depending on the no. of transactions)
NEFT / RTGS	15-30 min
Stop Payment	5-10 min. (depending on the no. of transactions)
Enabling net banking	24 hours
Hot listing of card	15 min.
Issuance of Demand Draft	10-15 min.
Cancellation of Demand Draft	10-15 min.
Revalidation of Demand Draft	10-15 min.
TD premature withdrawal	15-30 min.
TD closure	15-30 min.
Change of maturity instruction	2-3 working days
Processing of retail forex transactions	FCY cash withdrawal and deposit 15-30 min.
Collection of outstation cheques	Refer our cheque collection policy for the same
Clearing of cheques	As per the clearing cycle
Account Maintenance Request	3-5 working days

Customer obligations for Qualitative and Efficient Services

The Bank suggests that customers take the following precautions in order to safeguard their interest as well as that of the Bank-

- Passbook, if issued, should be updated from time to time

- Crossed/account payee cheques should be issued as far as possible
- On the reverse of a cheque, the account and contact numbers should be mentioned, before dropping it in a cheque drop box for collection
- Details of the cheque viz. date, amount in words and figures, crossing, etc., should be verified before it is issued
- Blank cheque/s should not be signed, and customers should not record their specimen signature either on passbook or on cheque book
- Cheques should not be issued without ensuring adequate balance at the time of issuance.
- The Nomination facility should be used. Account numbers, details of Term Deposits, locker number, etc., should be noted separately
- Loss of demand draft, term deposit receipt, cheque leave(s)/book, keys of locker, etc. should be immediately notified to the Bank
- Interest, instalments, locker rent, and other dues should be paid on time
- Customers should report complaints relating to deficiency of customer service within a reasonable time as the Bank is committed to preserving relevant records only for the prescribed periods
- Customers should operate their accounts regularly to maintain its status as operative/active
- Customers should avail standing instructions facility for repeat transactions
- Confidentiality of password for internet banking and mobile banking and PIN for Debit Card should be ensured at all times. Passwords and PINs must not be recorded on any paper or accessible electronic devices to prevent frauds
- In case of loss of ATM/Debit card, the Bank (Bank's Call Centre) to be notified to take immediate steps to prevent the same from being misused. Customer shall be liable for any misuse until the time the Bank has been notified
- Customers should not respond to any phone calls or emails asking for password/PIN

Customer Education

- BCSBI Codes are available on our Branch Notice Board
- Special efforts will be made to educate the customers in the use of technology in banking. Short training programmes at the branch level will also be arranged for the customers
- Bank will ensure full transparency to the customer in levying of various fees/ service charges and penalties
- Use of various technology channels for customer education and gathering suggestion for improving service will be made
- Bank has established a proper Customer grievance mechanism which works in an integrated manner across channels such as branches, phone banking centres, emails, letters, the Bank's website, and social networking sites to capture and track customer issues and complaints

Grievance Redressal Mechanism

At Shivalik Small Finance Bank 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:

- Directly with any branch official at our branch
- Call Centre numbers - 1800-202-5333
- Email Channel: customercare@shivalikbank.com

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.

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.

In the unlikely event of a customer not receiving a response within one month from the date of lodgment of the initial complaint, or in case of dissatisfaction with the response given by the Bank, he may approach the Integrated Ombudsman.

Details of the Integrated Ombudsman is available on the Bank's website (https://shivalikbank.com/assets/pdf/RBIOS2021_121121.pdf) as well as on the website of RBI.

Deposit Insurance and Credit Guarantee Corporation (DICGC)

Bank deposits up to Rs. 5,00,000/- in respect of each depositor are fully protected by the Deposit Insurance and Credit Guarantee Corporation under the Deposit Insurance Scheme. The scheme covers all commercial banks (including Regional Rural Banks) operating in India and also co-operative banks in states and Union Territories to which the scheme has been extended by the Central Government. These banks are registered as insured banks with corporation. The Corporation's liability in respect of insured deposits will arise in following cases:

- If a bank goes into liquidation: The Corporation will Arrange to pay every depositor directly or through the liquidator, the amount due to him under the Insurance Scheme
- If a bank is reconstructed or amalgamated with another bank and the scheme of reconstruction or amalgamation does not entitle a depositor to get credit for the full amount of his deposit: The Corporation will arrange to pay the reconstructed bank or the amalgamated bank an amount equivalent to the shortfall between the amount due to the depositor under the insurance scheme and the amount of Credit received by him under the scheme of reconstruction or amalgamation