



**IDBI Bank Ltd**

**Citizen's Charter**

**A Charter for Customer Services**

## **PREFACE**

The ability of the Banking industry to achieve the socio-economic objectives and in the process bring more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

A need was felt by us, at IDBI Bank, that in order to become more customers friendly, the Bank should come out with charter of its services for the customers. Citizens' Charter concept was considered as a base instrument to fill this need and accordingly this document was prepared. This charter highlights IDBI Bank's commitments towards the customer satisfaction, thus ensuring accountability and responsibility amongst its officials. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligation on the part of customers for healthy practices in customer-Banker relationships.

This is not a legal document creating rights and obligations. The charter has been prepared to promote fair Banking practices and to give information in respect of various activities relating to customer service.

Copies of the Code and Citizens Charter will be available on request to all our customers at our branches and at our web site. 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, fixed deposit accounts, collections and remittances, grievance redressal etc. For further details and complete information on terms and conditions of service we request you to visit our branches or our website [www.idbi.co.in](http://www.idbi.co.in).

We maintain constant consultations with our clientele through various Seminars, Customer Meets, etc., to evaluate, improve and widen the range of service to customers. However, all our customers are requested to keep us informed of their experiences about various services rendered by the Bank and may feel free to comment on this charter.

## **1. Vision and Mission of the Bank**

The vision and mission statements of the Bank are as follows:

### **1.1 Vision**

To be the most preferred and trusted Bank enhancing value for all stakeholders.

### **1.2 Mission**

- Delighting customers with our excellent service and comprehensive suite of best-in- class financial solutions;
- Touching more people's lives with our expanding retail footprint while maintaining our excellence in corporate and infrastructure financing;
- Continuing to act in an ethical, transparent and responsible manner, becoming the role model for corporate governance;
- Deploying world class technology, systems and processes to improve business efficiency and exceed customers' expectations;
- Encouraging a positive, dynamic and performance-driven work culture to nurture employees, grow them and build a passionate and committed work force;
- Expanding our global presence;
- Relentlessly striving to become a greener Bank.

## **2. Aims and Objectives of the Charter**

The aims and objectives of the charter have been derived from the Vision and Mission of the Bank.

### **2.1 Aims**

To promote fair Banking practices by maintaining transparency in various products and services offered to make Banking an enriching experience.

### **2.2 Objectives**

- Excellence in customer service;
- Innovate Banking products and financial services to serve all segments of the society;

- Contribute towards growth in economy through multifarious activities/services; and
- Contribute towards social Banking.

### **3. Application of the 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 offered by Bank across the counter, by post, through interactive electronic devices and through technology (alternate delivery channels).

#### **4.Key Commitments**

##### **(i) To act fairly and reasonably in all dealings with the customers in matters of**

- a. To render courteous, efficient, diligent and speedy services in a professional manner to clients.
- b. Providing minimum Banking facility of receipt and payment of cash/cheques at the Banks' counters. Basic Banking services are provided in BSBA accounts.
- c. Not to discriminate on the basis of religion, caste, gender, descent or any of them.
- d. Meet the commitments and standards prescribed in this Charter for the products and services offered and in the procedures and practices followed.
- e. Ensuring dealings with the customers rest on ethical principles of integrity and transparency.
- f. Operating a secure and reliable Banking and payment system.
- g. To deal 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.

- h. To remain fair and honest in advertisement and marketing of Loan products.
- i. To provide services to the customers as per standards laid down in the Code of Bank's Commitments to Customers prescribed by the Banking Codes and Standards Board of India (BCSBI).

**(ii) To display on the Bank's website**

- a. Our 24x7 phone Banking numbers.
- b. Complaint form for recording grievance of the customer.
- c. Feedback form for obtaining feedback and suggestions from the customer.
- d. Contact details of Grievance Redressal Officers, the Chief Grievance Redressal Officer and Internal Banking Ombudsman of the Bank dealing with customer grievance / complaints.
- e. Details of the Banking Ombudsman Scheme and contact details of the Offices of the Banking Ombudsman.
- f. Banking Safeguards (Do's and Don'ts) to be observed by customers for protection of their accounts. (Do's and Don'ts are also available on Bank's website)

**5. Expectations from customers for qualitative and efficient services**

- The customers are advised to follow safe Banking practices to protect their accounts.
- Check their statement/passbook regularly and immediately inform us of any discrepancy. In the event of loss/misplace/stolen of your Demand Draft, Fixed Deposit Receipt or Locker key inform nearest branch of the Bank immediately.
- Never respond to emails that request for personal information. Kindly note that the Bank will never ask for details about your Account/Personal identification number or Passwords.
- Please avail nomination facility for deposit accounts and safe deposit locker.

- Change and memorize your Personal Identification Number, password and other security information received by you.
- Do not disclose your card, PIN, password or other security information to anyone else.
- Do not introduce any person to the Bank who is not personally known to you for the purpose of opening account.
- Pay Interest, Loan Installments, Locker Rent, Service charges for non maintenance of monthly average balance and other dues on time.

Customers are also requested to refer to simple safeguards of Banking that have been hosted on the Bank's website "**Do's and Don'ts of Banking**".

#### **6. General Terms and Condition of Services**

- SAVINGS BANK ACCOUNT:
- CURRENT ACCOUNT
- TERM DEPOSITS ACCOUNT:
- NOMINATION FACILITY
- SPECIAL CUSTOMERS
- PROVIDING BANKING FACILITIES TO VISUALLY IMPAIRED AND DISABLED PERSONS
- PAYMENT OF BALANCE IN ACCOUNTS OF THE DECEASED CUSTOMERS TO SURVIVORS / CLAIMANTS
- EXCHANGE OF SOILED / SLIGHTLY MUTILATED CURRENCY NOTES AT BANKS PUBLIC COUNTER.
- SAFE DEPOSIT VAULTS (LOCKERS)
- REMITTANCE SERVICES
- ALTERNATE CHANNELS SERVICES
- INDICATIVE TIME NORMS FOR VARIOUS TRANSACTIONS.
- GRIEVANCE REDRESSAL MECHANISM
- CUSTOMER EDUCATION

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