



# Citizen's Charter

United Overseas Bank Ltd, India

Version 9.0

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## **PREFACE**

The ability of the banking industry to achieve its socio-economic objectives and in the process bringing 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.

This document highlights UOB India's (hereinafter referred to as "the Bank") commitments towards customer satisfaction, thus ensuring accountability and responsibility amongst our officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligations 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.

All our customers are requested to share their experiences about the various services rendered by the Bank and feel free to comment on this charter.

### **Common Practices followed by our service channels**

1. Display business hours
2. Render courteous services
3. Attend to all customers present in the banking hall before the close of business hours
4. Display interest rates for various deposit schemes from time to time
5. Nomination facility
6. Provide details of various deposit schemes/ services of the Bank
7. Issue Demand Drafts, Pay Orders, etc.
8. Provide facility for logging complaint/ suggestion in the branch premises

### **Fair Banking Practices**

Customers are requested to

1. Ensure safe custody of cheque book and account statements
2. Preferably use reverse carbon while writing a cheque
3. Issue crossed/ account payee cheques as far as possible

4. Not make any alterations on the face of the cheque
5. Remember that the validity of a cheque for encashment is 3 months from the date of issuance
6. 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 the nearest rupee
7. Not to issue cheque without adequate balance, maintain minimum balance as specified by the Bank
8. Not to sign blank cheque(s) and also do not record your specimen signature either on pass book or on cheque book
9. Send cheques and other financial instruments by Registered Post or reliable courier
10. Use nomination facility
11. Safe keep account numbers, details of time deposit receipt, account statements etc. and ensure confidentiality
12. Provide accurate information about name, address, telephone number, etc. and also inform changes, if any, to the Bank immediately
13. Inform loss of demand draft, fixed deposit receipt, cheque leave(s)/ book etc. immediately to the Bank
14. Provide feedback on our services
15. Pay interest, installments and other dues on time
16. Bring any deficiency in services to the notice of the bank
17. Inform the bank about change of address if any, within 14 days from the effective date

## **Common areas of customer-banker relationship**

### **I. Savings Bank Account**

These accounts are designed to help the individuals (personal customers) to inculcate habit of saving money to meet their future requirements. The amounts can be deposited/ withdrawn from these accounts by way of cheques, except for Basic Savings Bank Deposit Account. It helps the customers to keep minimum cash at home besides earning interest.

Savings Bank accounts are very popular and can be opened by eligible person(s) and certain organization(s)/ agencies as approved by the Reserve Bank of India (RBI).

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.

The Bank requires relevant documents required for identification of the person(s) opening the account. The documents required will be informed at the time of opening the account.

The Bank is required by law to obtain Permanent Account Number (PAN) or declaration in Form No. 60 or 61 as specified under the Income Tax Rules is required at the time of account opening.

The account holder is required to maintain certain minimum balance in the account, as specified by the Bank from time to time. The bank has decided to waive service charges for non-maintenance of stipulated minimum balance in the account. Interest at rate prescribed from time to time by the Bank is paid to the depositor.

Cheques and dividend warrants drawn in the name of account holder(s) will only be collected through this account. Third party financial Instruments endorsed in favour of the account holder(s) will not be accepted for collection through savings bank account.

Account holders must not use these accounts for business transactions.

## **II. Current Account**

Current Accounts can be opened by individuals, partnership firms, private and public Limited companies, HUFs/ specified associates, societies, trusts etc.

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.

The Bank requires relevant documents required for identification of the person(s) opening the account. The documents required will be informed at the time of opening the account.

The Bank is required by law to obtain Permanent Account Number (PAN) where customer, including partners of Registered/Unregistered partnerships and authorized persons of Registered/Incorporated bodies/Companies do not possess PAN, then declaration in Form No. 60 or 61 as specified under the Income Tax Rules is required at the time of account opening.

Minimum balance as stipulated from time to time will be required to be maintained. Non-compliance of this would attract service charges.

No interest is paid on credit balances kept in current account.

### **III. Term Deposit Accounts**

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

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.

The Bank requires relevant documents required for identification of the person(s) opening the account. The documents required will be informed at the time of opening the account.

The Bank is required by law to obtain Permanent Account Number (PAN) or where you do not possess PAN, declaration in appropriate form, as specified under the Income Tax Rules is required at the time of opening time deposit.

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 as prescribed by the Bank. No interest will be paid on premature withdrawals of deposit, which has remained with the Bank for less than specified number of days.

Generally loans/ overdrafts against deposits are allowed except on Certificates of Deposit (CDs). Such loans are sanctioned by charging interest at rates as prescribed by the Bank.

Deposits are automatically renewed by the Bank on due dates at the rate of interest prevailing on due dates for a further period same as the period for which the deposit has run. Customers may request not to avail of this facility at the time of placing of deposit. For such cases, as a measure of good customer service, the Bank may intimate to the depositor in advance before the date of maturity for instructions as to the disposal of the funds on maturity.

Interest on deposits is payable on the date of maturity or at monthly/quarterly intervals, depending on the particular deposit scheme.

Interest on overdue deposit is paid if the deposit is renewed within 14 days from the maturity, as decided by the Bank from time to time.

Presently, if the total interest on deposits, per depositor, per branch, per financial year exceeds the prescribed limit set by Income Tax Authority then the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authority.

The depositor may furnish declaration in the prescribed form, from Income Tax Authority ( the same does not apply if interest exceeds the prescribed limit set by Income Tax Authorities), preferably at the commencement of the Financial Year, for receiving interest on deposits without deduction of tax.

The Bank will issue consolidated TDS Certificate at the end of the year for the tax deducted as per the existing Income Tax Regulations.

#### **IV. Payment of Balance in Accounts of Deceased Customers (without nominations) to Survivors/Claimants**

As directed by the RBI, the bank may waive the requirement to produce succession certificate (such as Grant of Probate/ Letter of Administration) from survivor/claimants where the account balance is less than Rs 1 Lakh. However the bank will require the survivor/claimant to furnish letter of indemnity.

#### **V. Nomination**

Nomination facility is available for all retail deposit accounts.

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.

Nomination can be done in favour of one person only.

Nomination can be made, cancelled or varied by the account holder anytime during his/her lifetime. While making nomination, cancellation or variation, the request should be signed by all account holders. Thumb impression of the accountholder is required to be attested by two witnesses. Nomination facility is available for joint deposit accounts also.

Nomination can be made in favour of a minor also.

For the existing accounts where nomination is not made, the account holder(s) can do so by filling up necessary form which is available on request at the branch.

Customers (new as well as existing) are advised to avail of the nomination facility, if they have not availed so far.

#### **VI. Remittance Service**

Customers may remit funds from one party to another party by Demand Draft or Electronic Funds Transfer (operated through RBI) within applicable limits, based on availability at various locations and by paying specified charges as per the Bank's rules.

Demand drafts for amount and above as prescribed by RBI from time to time 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 specified amount and above will be made through banking channels and not in cash.

### **Issue of Duplicate Demand Draft without Receipt of Non-Payment Advice:**

#### *Time Frame for Issue of Duplicate Draft:*

As directed by the RBI, the bank will issue duplicate demand draft to the customer, after completion of the required due diligence, but within a fortnight from the receipt of customer's request. For delay in issuing duplicate draft beyond the above stipulated period, the bank will pay interest at the rate applicable for savings deposit of corresponding maturity in order to compensate the customer for such delay.

#### *Cash Order (i.e. Pay Order, Banker's Cheque):*

Cash Order is issued for making payment locally. Issue/ payment of cash order for amount and above as prescribed by RBI from time to time will be made only through the bank account. Validity period of cash order is 3months from the date of issue. This can be revalidated by the issuing branch on written request of the purchaser.

## **VII. Collection Service**

All cheques deposited by the customers are cleared, subject to charges, by the Bank as follows:

- Local Cheques: A cheque drawn on a bank branch in the same city as the bank branch where it is deposited is called a local cheque. These cheques are normally cleared within 3 working days.

- Outstation Cheques: A cheque drawn on a bank branch in a different city from the bank branch where it is deposited is called an outstation cheque. These cheques are normally cleared within 21 working days.

Customers are requested to deposit their cheques within the stipulated time frame at the branches to ensure timely clearing.

## **VIII. Exchange of Soiled/ Slightly Mutilated Currency Notes**

The bank will exchange without charge, soiled/slightly mutilated currency notes and certain other types of mutilated currency notes of all denominations. 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 Citizen's Charter of the RBI Department of Currency Management is attached in Appendix I for reference. Currently, Mumbai Branch does not deal in cash.

#### **IX. Interest on Deposits**

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 deposits continue to get interest at the contracted rate.

#### **X. 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, issue of duplicate instruments/statements, ledger folio charges etc. Details of service charges will be made available on request.

#### **XI. Time-Norms for Various Banking Transactions**

The following time norms are indicative.

<b>Sl. No.</b>	<b>Services</b>	<b>Time limit</b>
1	Payment of fixed deposit receipts	20 to 25 minutes
2	Opening of an account	1 day (subject to submission of all KYC documents to bank's satisfaction)
3	Statement of accounts (request for duplicate)	Within 3 working days
4	<b>Collection of cheques</b>	
	- Local Normally	Normally within 4 days (subject to operational days for Clearing house)
	-Outstation	Normally within 21 days

#### **XII. Redressal of Complaints**

In case of any complaint, customers can contact the Bank:

- By visiting the branch during normal business hours
- By calling up the branch during normal business hours
- By sending written correspondence to the Bank through post to the following address:

United Overseas Bank Limited  
Mumbai Branch  
3 North Avenue, Maker Maxity  
Unit 31,32 & 37, 3<sup>rd</sup> floor  
Bandra-Kurla Complex, Bandra-East  
Mumbai-400051  
India

The relevant contact numbers, addresses for this purpose are provided in all customer communication.

The bank will acknowledge receipt of complaints

After exhausting all the above channels, if the customer is still not satisfied, he may approach any of the following:

The Banking Ombudsman located in State Capitals under Banking Ombudsman Scheme, 1995, prescribed by RBI. Please note that the bank would endeavor to provide all the services mentioned in this document and honour its commitments without the citizen having to make any special efforts. However, anonymous requests/ complaints will not be entertained.

### **XIII. Review**

At a minimum, this document will be reviewed annually.

## **APPENDIX I**

# RESERVE BANK OF INDIA

## DEPARTMENT OF CURRENCY MANAGEMENT

### **1. Objective of the Citizens' Charter**

Citizen's Charter provides information on various facilities provided by the Reserve Bank of India in the matter of exchange of notes and coins and the common standards of the services provided at RBI Issue Offices and commercial bank branches.

### **2. Services Available at RBI Issue Offices**

The RBI Offices, where Issue Department is functioning, offer the facility to members of the public to exchange their notes including soiled and mutilated notes and coins including uncurrent or worn out coins. The Bank is committed to provide exchange facility free of cost at its counters during business hours.

### **3. Names of RBI Offices which provide exchange facilities**

The facilities are provided at the counters of the Bank's Regional Offices located at Ahmedabad, Bangalore, Belapur (Navi Mumbai), Bhopal, Bhubaneswar, Chandigarh, Chennai, Guwahati, Hyderabad, Jaipur, Jammu, Kanpur, Kochi, Kolkata, Lucknow, Mumbai, Nagpur, New Delhi, Patna and Thiruvananthapuram.

### **4. Exchange of notes into coins with the help of coin dispensers**

Members of the general public can also get their notes exchanged into coins using the coin dispensers installed in the banking halls of the Reserve Bank's Regional Offices.

### **5. Exchange of soiled and mutilated notes and coins at the Bank's public counters**

Members of the general public can avail themselves of the following facilities at the counters of the Bank's Offices.

(a) Exchange soiled notes. A note which has become limp or which has developed minor cuts due to wear and tear or which is disfigured by oil, colour, ink, etc. will be treated as soiled note. To facilitate easy exchange, notes which have been divided vertically through or near the centre with numbers intact are also treated as soiled notes. Notes on which political or religious slogans are written are not exchangeable under any circumstances.

(b) Exchange mutilated notes. A mutilated note is a note of which a portion is missing or a note which is composed of pieces, provided that the note presented is not less than half of the area of the note and that, if the note is composed of a note joined together, each piece is, in the opinion of the 'Prescribed Officer' [as defined in the RBI (Note Refund) Rules] identifiable as part of the same note. The RBI (Note Refund) Rules, 1975 (as

amended upto 1980) are posted on the RBI Website <http://www.rbi.org.in> under the Head "Publications" and Sub-Head "Occasional Publications".

(c) Exchange of coins including uncurrent coins into notes or coins.

## **6. Exchange of mutilated/cut notes received through the Triple Lock Receptacle or by Post**

In order to provide note exchange facility to members of the public who cannot wait at the Bank's counters to tender their mutilated/cut notes, the Bank's Offices provide a facility of depositing mutilated/cut notes in a locked box called "Triple Lock Receptacle (TLR)". The TLR box is kept near a specified counter and notes can be dropped into the box in a closed cover which can be obtained from the enquiry counter. The tenderers are required to write the particulars of the notes tendered by them, their name, address and bank account number on the cover. Members of the public can also send mutilated notes by insured and registered post to RBI Offices. In their own interest, such covers should be sent through Registered and Insured post. The exchange value of notes which are found payable under the Note Refund Rules is credited to the bank account of the tenderer through Electronic Clearing Service/Electronic Fund Transfer (EFT) which is at present free of cost. In case the tenderer does not have bank account or the place where he resides does not have a clearing service/provision of EFT, the exchange value is remitted by means of bank draft/money order at the cost of the tenderer. The TLR facility is available only for mutilated/cut notes and not for soiled notes.

## **7. General Conditions of Service**

(i) The exchange facility over the Bank's counters is available during the business hours of the respective Regional Office and is free of cost.

(ii) The serial numbers of counters where exchange facility is made available at each Office are displayed at the banking hall of each Office of the Bank.

(iii) Mutilated/cut notes in closed covers are received in Triple Lock Receptacle upto one hour after the close of normal business hours.

(iv) The mutilated/cut notes are exchanged by the Bank as a matter of grace under the Reserve Bank of India (Note Refund) Rules. When the mutilated/cut note is not found payable under the Rules, the same is rejected and rejection advice issued to the tenderer. The rejected note is retained by the bank and destroyed after four months.

(v) Notes/coins which are found to have been forged/ counterfeited are impounded and no value thereof is paid. Such notes/coins are retained by the Bank after issue of advice to the tenderer.

(vi) The security features of the bank notes issued by RBI are furnished as information to members of the public in the Bank's website <http://www.rbi.org.in/currency/banknotes.html>

(vii) In case any member of the public faces any difficulty in getting the above exchange facilities at any RBI Offices or is asked for any bribe, he may record a complaint in the complaint book/register maintained at the enquiry counter of the Regional Office or bring it to the notice of the in-charge of the Issue Department of the respective RBI Office. The designation and addresses of the in-charges are furnished in the [Annexure](#)

(viii) The staff and officers of the Reserve Bank will treat each member of the public with courtesy and consideration. The staff will be helpful and will attend promptly to the customer's enquiries and complaints.

## **8. Exchange of soiled and mutilated notes and coins at the counters of commercial banks**

(i) Offices of the Reserve Bank are located at selected centers. The Bank has, therefore, made arrangement for provision of the facility of exchange of soiled notes, exchange of notes to coins and coins to notes at the branches of scheduled commercial banks. While the facility for exchange of soiled notes is available at all branches of public sector banks and currency chest branches of private sector bank, the facility of exchange of mutilated / cut notes is available only at the currency chest branches of commercial banks. A list of the currency chest branches where the mutilated notes can be exchanged is available at the enquiry counter of the RBI Offices. Such currency chest branches also have instructions to display notice board regarding availability of mutilated notes exchange facility. In case any such branch refuses to provide the exchange facility, aggrieved members of the public can complain to the Chairman and Managing Director/CEO of the commercial bank concerned. In case the grievance is not redressed, the matter may be brought to the notice of the concerned Regional Office of Reserve Bank of India.

(ii) Branches of other banks i.e. Co-operative Banks and Regional Rural Banks are expected to exchange notes and coins at their convenience. They, however, do not have powers to exchange mutilated notes.

### ANNEXURE

#### Addresses of RBI Issue Offices and their Jurisdiction

<b>Sl. No.</b>	<b>Name and address of RBI Office</b>	<b>Jurisdiction</b>
1	The General Manager	The State of Gujarat and

	Reserve Bank of India, Issue Department 2nd Floor, Near Gandhi Bridge Ahmedabad 380 014.	Union Territories of Dadra and Nagar Haveli and Daman and Diu
2	The General Manager Reserve Bank of India, Issue Department 10/3/8, Nrupathunga Road, Bangalore – 560 001.	The State of Karnataka
3	The Deputy General Manager Reserve Bank of India, Issue Department Pt. Jawahar Lal Nehru Marg, Post Box No. 16, Bhubaneswar – 751 001	The State of Orissa
4	The General Manager Reserve Bank of India, Issue Department Main Building, Shahid Bhagat Singh Marg, Fort, Mumbai – 400 001	Greater Mumbai i.e. Mumbai island and the suburban district (roughly south of a line connecting Dahisar and Mulund on the Western and Central Railways respectively)
5	The Deputy General Manager Reserve Bank of India, Issue Department, Hoshangabad Road, Post Box No. 32, Bhopal 462 011.	The State of Madhya Pradesh
6	The Deputy General Manager Reserve Bank of India, Issue Department Plot No. 3, Sector 10, H.H. Nirmala Devi Marg, CBD, Belapur, Navi Mumbai – 400 614.	The districts of Ahmednagar, Kolhapur, Nasik, Pune, Raigad, Ratnagiri, Sangli, Satara, Sindhudurg, Solapur, and Thane in the State of Maharashtra and the State of Goa.
7	The Deputy General Manager Reserve Bank of India, Issue Department Central Vista, Opposite Telephone Bhavan, Sector 17, Chandigarh – 160 017.	The States of Haryana, Himachal Pradesh, Punjab and the Union territory of Chandigarh
8	The General Manager Reserve Bank of India, Issue Department Fort Glacis No. 16, Rajaji Salai, Post Box No. 40, Chennai – 600 001.	State of Tamil Nadu and the Union Territory of Pondicherry.
9	The General Manager Reserve Bank of India, Issue Department Station Road, Panbazar, Post Box No. 120, Guwahati – 781 001	The States of Assam, Arunachal Pradesh, Manipur, Meghalaya , Mizoram, Nagaland and Tripura

10	The General Manager Issue Department Reserve Bank of India 6-1-65, Secretariat Road, Saifabad, Hyderabad – 500 004.	The State of Andhra Pradesh
11	The Deputy General Manager Reserve Bank of India, Issue Department Rail Head Complex, Jammu – 180 012.	The State of Jammu and Kashmir
12	The General Manager Issue Department Reserve Bank of India Rambaug Circle, Tonk Road, Post Box No.12, Jaipur – 302 004.	The State of Rajasthan
13	The General Manager Issue Department Reserve Bank of India M.G. Marg, Post Box No. 82/142 Kanpur – 208001.	The State of Uttar Pradesh and Uttaranchal
14	The General Manager Issue Department Reserve Bank of India Post Bag No. 49 Kolkata – 700 001.	The States of Sikkim, West Bengal and the Union Territory of the Andaman & Nicobar islands
15	The General Manager Reserve Bank of India, Issue Department Main Office Building, Dr. Raghvendra Rao Road, Post Box No. 15, Civil Lines, Nagpur – 440 001.	The State of Chattisgarh and the districts of Akola, Amaravati, Aurangabad, Beed, Bhandara, Buldhana, Chandrapur, Dhule, Gadchiroli, Hingoli, Jalgaon, Jalna, Latur, Nagpur, Nanded, Osmanabad, Parbhani, Wardha, Yavatmal in the State of Maharashtra
16	The General Manager Reserve Bank of India, Issue Department 6, Sansad Marg, New Delhi – 110 001.	The State of Delhi
17	The Deputy General Manager Reserve Bank of India, Issue Department, South Gandhi Maidan	The State of Bihar and Jharkhand

	Post Box No. 162 Patna – 800 001.	
18	The Deputy General Manager Reserve Bank of India, Issue Department, Bakery Junction, Post Box No. – 6507, Thiruvananthapuram – 695 033.	The State of Kerala and the Union Territory of Lakshdweep