

i. Citizens' Charter

Objective

The objective of this booklet is to list out in simple terms the types of accounts/ services offered by the branches of Indian Bank and the salient features of the same and the remedies available for redressal of grievances of customers.

Opening of Account

Indian Bank welcomes customers to open their accounts in various schemes like Savings Bank, Recurring Deposit, Current Accounts, Fixed Deposit Accounts etc., at all its branches.

Opening of an individual deposit account could be done on complying with the following terms and conditions:

- Two recent passport size photographs
- Introduction acceptable to the Bank and the introducer may be required to come to the Bank in person if it is so warranted.
- Voter identity card, Passport, PAN/GIR number issued by Income Tax authorities, Identity card of armed forces
- If PAN/GIR number is not allotted, a declaration in the prescribed form is to be submitted. (Exempted for term deposits up to Rs.50,000/-)

Current Account

Opened in the names of individuals (singly or jointly), proprietorship, partnership concerns, companies etc. The QAB balance to be maintained in current account is as follows:

Category of Branch	Quarterly balance	Average	Penalty for non-maintenance of quarterly average balance.
Computerized branches	Rs.5000/-		Rs. 300/- per quarter
Non-computerized branches	Rs.1000/-		Rs. 100/- per quarter

The quarter for this purpose will be reckoned from January to March, April to June, July to September and October to December in a calendar year.

QAB = Sum total of daily products of the quarter / number of days in the quarter. No interest is paid on Current Accounts. Normally all withdrawals are to be made through cheques only. Standing instructions are accepted subject to service charges.

Savings Bank Account

Opened in the names of individuals (singly or jointly), non-trading societies, clubs etc. The account is operated by cheque or withdrawal slip. Whenever operated by withdrawal

slip, the same to be accompanied with the passbook. The minimum balance to be maintained in Savings Bank account is as follows:

Nature of Account	Computerised branch	Amount in	
		Rs.	
		Non-computerised branches	
		Urban & Metro	Rural & Semi-urban
SB account with cheque facility	500	500	500
SB account without cheque facility	250	250	100

1. However for students with bonafide certificate, the minimum balance will be Rs. 250/- for accounts with cheque facility and Rs. 100/- for accounts without cheque facility.

Note : Branches with partial computerization and ALPM will be grouped under non computerized category.

2. Minimum Balance For Pensioners:

SB – Cheque facility – Rs. 250 /-

SB – Without cheque facility – No minimum balance.

Standing instructions are accepted subject to service charges.

Interest is calculated on monthly minimum balance maintained between 10th and the last working day of the month and credited to the account on half yearly basis.

Term Deposits

General

Opened in the names of individuals (singly or jointly), firms, companies etc. for a specified term, repayable on the date of maturity. Interest on Term Deposit is subject to deduction of tax at source as per the Income Tax Rules in force from time to time. Pre-closure subject to recovery of penal interest allowed. Loan facility up to 90 per cent of the deposit value available.

Fixed Deposits - Safety Plus Regular Income

Deposits are accepted for periods from 15 days up to 120 months. High rate of interest even for 15 days deposit. Interest is payable quarterly while principal remains intact. Interest can be transferred to Savings Bank/Current Account of the deposit holder. Monthly interest is also payable at a discounted rate.

Short Term Deposit - INDSTAR - Automatic Renewal

You get your fixed deposits placed for short term periods ranging from 15 days to 180 days and automatically renewed on due dates for the same tenor as that of the original deposit up to a maximum of six times. No need to visit the branch and present the deposit receipt every time. You get back your money with interest if renewal is not required.

Unit Deposit - Higher Returns with Liquidity

A Fixed deposit with a difference. You can make deposits in units of Rs.1,000/- that earn interest like fixed deposits. In case of emergency no need to foreclose the entire deposit. Part withdrawals are allowed in units of Rs.1,000/- plus interest applicable for foreclosure while the balance units continue to earn interest at the contracted rate. There is no restriction as to the number of part withdrawals or the time gap between two part withdrawals.

Reinvestment Plan - Simple Scheme with Compound Interest

A growth oriented plan. Your interest earns interest. Interest is compounded every quarter and your money grows faster to yield handsome returns on maturity.

Facility Deposit - Easy Access to your Money

A user-friendly scheme that combines the advantages of Fixed Deposit or Reinvestment Plan with the flexibility of an overdraft account. You get high returns on your investment as well as easy access to your money. Just open a deposit with Rs.10, 000/- or more in multiples of Rs.1, 000/- for a minimum period of one year and maximum period of 3 years. You can draw by cheque at any time up to 90% of the initial deposit as overdraft. Cheque books are issued free of cost.

Cash Certificate - Pay less, get more

Deposits accepted in odd amounts which mature into lump sum in multiples of Rs.100/- after completion of a certain period ranging from 6 months to 120 months. Interest is compounded on quarterly basis.

Recurring Deposit - Little drops of water make a mighty ocean

Do you like to see your savings grow every month? This is an ideal scheme for you. Small amounts saved every month grow into a handsome amount after a fixed period. Best suited to individuals particularly salaried class, small traders etc.

Special R.D. - A way to meet corporate commitments

Well suited to institutions, government undertakings, corporate bodies for creation of sinking fund, amortization fund etc. Individuals also can invest to meet any of their special needs. Deposits are accepted in multiples of Rs.500/- starting from Rs.1,000/- in monthly, quarterly, half yearly and annual installments for a period of 5 years.

Variable Recurring Deposit - Savings with Flexibility

A recurring deposit scheme where you have the option to vary the monthly installments according to your convenience. The account is opened with a specific amount called as

core deposit and you can remit up to ten times of this core deposit or Rs.10, 000/- whichever is less. Interest is paid on the minimum balance between 10th and the last day of the month.

Special Schemes

Vidhya Nidhi Deposit - Plan for your children's education

A compact scheme that combines the benefits of both Recurring Deposit and Reinvestment Plan. Helps making provision for the growing cost of education for your children. Deposits are accepted every month for a period of choice, 3 years, 4 years or 5 years. Maturity value is paid in annual installments at the end of 3 years, 4 years or 5 years with further interest.

Health Plus Savings - Avail medical check-up at discounted rates

Maintain a minimum balance of Rs.5,000/- in this special Savings Bank account. You will be issued a free family Health Plus Savings Card that entitles you and your family (maximum of 4 persons) up to 30% discount on Master Medical Check-up and on other diagnostic check up at selected leading hospitals for a period of one year. This card shall be renewed every year. In addition an ATM Card as a special gift will be issued.

Advantage Account - Attractive benefits to current account holders

An innovative Current Account which can be opened, perfectly tailor-made to suit the needs of both the existing and prospective high value clients who maintain a minimum balance of Rs.1lakh. This scheme offers special features like issuing of Demand Drafts/Bankers Payment Orders at par up to a certain amount per month, supply of personalized cheque books, waiver of folio charges as well as charges for standing instructions, stop payment instructions etc. Non-maintenance of minimum balance stipulated will attract penal charges.

SPECIAL DEPOSIT SCHEME FOR SENIOR CITIZENS

Senior Citizens who have completed sixty years of age are paid an additional interest of 0.50% p.a over the applicable rate, in the Fixed deposit / Reinvestment Plan deposits placed either in their name or jointly with other person/s with the name of the senior citizen appearing first.

The minimum period of deposit is 15 days and the maximum period is 10 years. The minimum amount of deposit is Rs.1000/-. As value added service, at par transfer of funds up to the extent of the interest earned or Rs.5000/- whichever is higher is permitted. Wherever applicable ATM card is also given free of cost.

Power Account for Young Achievers

The Scheme - A savings Bank deposit with value addition features – Targeted at young customers.

- Initial deposit and minimum balance - Rs.5000/-.

Value additions

- Instant credit of outstation cheques upto Rs.20000/-
- Withdrawal against local cheques drawn by Govt. /PSU/ and joint stock companies and
- Bank DDs/BPOs up to Rs.25000/-
- Clean loan up to Rs.25000/-.
- Home loans/Vehicle loans under fast track
- DDs/MTs/TTs up to Rs.1 lakh per month free of commission
- ATM card free of charge
- Specially designed personalised cheque book
- Other facilities available to SB accounts like nomination etc. will be given for this scheme also.

Non-Resident Accounts - Attractive schemes for NRIs

The Bank offers Non-resident Indians as well as persons of Indian origin, a variety of schemes such as Non -resident External Account, Foreign currency Non-resident account, etc. For this purpose, specialized NRI Branches have been opened at specified centers.

Details of various schemes and the list of NRI branches are available in our home page at <http://www.indian-bank.com> & <http://www.indianbank.co.in>

Capital Gains Account - Avail Tax benefit while saving

Savings Bank or Term Deposit accounts can be opened under the scheme either in lump sum or in instalments. The balance amount is payable subject to the terms and conditions and on production of specified forms.

Public Provident Fund - Tax benefit Savings Scheme

Accounts are opened under the scheme for a minimum period of 15 years. Deposits made under the scheme are exempted u/s 88 of I.T.Act.

Introduction for Account Opening - Relaxations in introduction

- A. Passport alone where the address on the passport is the same as the address on the account opening form
- OR
- B. Any one document from each of the below 2 lists, for a photo identity and proof of residence/address:

List I (latest/ recent) for legal name and any other name(s) used.	List II (latest/ recent) for correct permanent address.
1. Passport where the address differs	1. Telephone bill
2. Voter's Identity Card	2. Bank Account statement
3. PAN card	3. Income/ Wealth Tax assessment Order
4. Driving Licence	4. Credit Card statement
5. Govt./ Defence ID card*	5. Electricity bill
6. ID cards of reputed employers*	6. Ration card

7. Letter from a recognized public authority or public servant verifying the identity and residence of the customer.*	7. Letter from employer*
<p>* Subject to the Bank's satisfaction.</p> <ul style="list-style-type: none"> ➤ In case of joint accounts, applicants are required to independently establish their identity and address ➤ 'Care of' or incomplete address will not be accepted. ➤ Ration card is not to be used as a document for establishing identity or proof of residence, as per directives of Government of India. 	

While the above sets of documents should normally suffice to establish both the identity and the current address of the applicant, wherever this is not so (e.g., PAN card and salary slip together may not provide proof of address) applicants to provide additional document, e.g., a letter from the employer giving the current address, credit card statement, etc.

Nomination

Nomination facility is available for all deposit accounts, articles kept in safe custody and safe deposit lockers. This facility is available for accounts opened in individual capacity/sole proprietorship only. Nomination can be done in favour of one person only. Change in nomination permitted.

Other Services

Collection of Cheques

All local cheques are collected through Bankers' Clearing House and the proceeds are credited to customers' accounts free of charge.

Expressway Scheme

The Scheme envisages speedy collection of outstation cheques drawn on the identified centres within 6 working days. The scheme is operative in 13 centres all over India. For this service, a nominal service charge in addition to the collection charges is collected.

Speed Collection Scheme

Under the Scheme, the drawer himself or the payee's agent can remit the cheque at the nodal branch in the drawee centre. The cheque will be realised and the funds made available to the customer's account within 2 working days after clearance. The scheme is in operation in 19 centres. For this service, a nominal service charge in addition to the collection charges is collected.

Cash Management Service

Collection of cheques within the select centres with dedicated courier facilities is available. CMS limit will be allowed for crediting the account before realisation at affordable rate of commission. The commission depends on day of credit.

Immediate credit of local cheques

Immediate credit of local cheques up to Rs.15000/- is available to individual customers subject to certain conditions and payment of nominal service charge.

Immediate credit of outstation Cheques

Immediate credit of outstation cheques up to Rs.15000/- is offered to individual customers subject to certain conditions and payment of service charge.

Compensation for delayed credits

In case of delayed credits in respect of outstation cheques, compensation is paid in the form of interest, at the rate specified by RBI. However, this facility is not available for instruments lost/ misplaced in postal transit. (Available as per our Policy on collection of cheques & Instruments).

Remittances

Facilities are available for issue of demand drafts, mail transfers, bankers payment orders, and telegraphic transfers at our branches on payment of service charges, the rates of which can be ascertained from the branch concerned. As per RBI guidelines, drafts of value Rs.50,000/- and over are issued only by debit to an account and not against tender of cash. Before taking delivery of the drafts, the customers are requested to verify and ensure that the draft is complete in all respects including signatures of the official(s) to avoid inconvenience at a later stage. Payment of drafts in cash across the counter will be made for value below Rs.50,000/- only in terms of the provisions of Income Tax Act. Payment of drafts for Rs.50,000/- and above will be made through the account of the customer. For Telegraphic Transfers, Electronic Funds Transfer and Electronic Clearing Services etc., the terms and conditions may be ascertained from the branch concerned.

Safe Custody of Articles

Articles like sealed boxes, shares, securities, etc., can be kept in safe custody with the bank at selected branches on payment of prescribed charges.

Safe Deposit Lockers

The facility of safe deposit locker in various sizes is available at branches to customers on payment of prescribed annual rent. The customer is required to place with us fixed deposit for an amount the interest of which will fully cover the annual rent payable on the locker.

Rupee Traveller Cheques

Traveller cheques are issued in select denominations and could be purchased only by an individual. A nominal service charge will be recovered. Encashable at par at all Indian Bank Branches.

Gift Cheques

Gift cheques are issued free of cost in select rupee denominations and the cheques are encashable at par at all branches in India.

Collection of Taxes

Bank handles collection of various taxes/dues on behalf of Central/State Governments through select branches. Direct Taxes are collected under Online Tax Accounting System (OLTAS) from 1st June 2004, enabling quick credit to the tax payers' account and speedy refunds to the tax payers.

Acceptance of deposits under 8% Savings Bond Scheme

Deposits under Government Schemes like 8% Savings Bonds 2003 (Taxable) and Public Provident Fund are accepted by our designated branches on behalf of the Government of India. The salient features of this scheme and the rights of the investors under the 8% Savings Bonds Scheme are available with the designated branches.

Disbursement of Government / other Pensions

Bank undertakes payment of pension to various Central Government pensioners like Central, Civil, Railways, Defence, Telecom, Freedom Fighters, etc. and State Government pensioners. Also, other pensions like EPF pension, Malaysian Government pension, Port Trust pension, Local Fund Audit Department pension etc. are disbursed by the Bank. The pensioner who opts to avail pension at the specified branch shall open an account in individual name.

Exchange of Soiled / Mutilated notes

All our branches have been advised to allow free facilities of exchanging soiled and / or slightly mutilated notes not only to customers but also to others provided the mutilations are of a minor nature, the notes can be identified as genuine and there is no suspicion of fraud. Certain type of cut note/s which are in not more than two pieces of which no essential feature is missing can also be exchanged at all branches.

- All other type of soiled, cut and mutilated notes which need adjudication under RBI (Note Refund) Rules can be exchanged at our Currency chest maintaining branches.
- The notes which are badly burnt, extremely brittle, inseparably struck-up together and cannot withstand further handling can be exchanged at RBI offices.

Customers and the general public can approach the bank branches for full details.

Automatic Teller Machines (ATM)

The facility of ATM can be utilized for cash withdrawals, cash/ cheque deposit, registering request for issue of cheque books, statement of account of last six transactions, etc.

Tele-banking Services

At selected branches, customers can have access to their accounts through telephone and know about the status of the account and generate statement of accounts by using fax facility.

Time Norms

The time norms within which the various services at the counters shall be generally provided are displayed in branches. While all efforts shall be made to adhere to these time norms, the Bank does not guarantee strict adherence in case of circumstances beyond control.

Service Charges

For the convenience of customers, details of service charges for various services rendered shall be generally exhibited in branches.

Credit Facilities

Bank caters to the credit needs of all segments comprising of industry, (large, medium and small scale industries), business and services, trading, housing, education, transport, professionals etc. Loans against Bank's Deposits, LIC policies, National Savings Certificates, Govt Securities and Shares are granted. Special schemes for credit to Salaried class customers including consumer credit loans are also available. Bank has several schemes catering to the needs of different segments of society as under:

Indian Bank Home Loan (For Residents & NRIs), Indian Bank Vehicle Loan, Loan to Salaried Class, Indian Bank Educational Loan, Indian Bank Loan for House Sites, Indian Bank Pensioners Loan Scheme, Loan against NSC/KVP/LIC Policy/RBI Relief Bond, Professionals Special Scheme, Indian Bank Consumer Loan, Indian Bank Rent Encash Scheme, IndSmart Scheme, Trade Finance Scheme, Annapoorna & Aroghya Scheme, IndMortgage Scheme, Loan for purchase of Van/Bus to Educational Institution, Indian Bank Swarna Abharana Scheme, My Own Shop Scheme, Loan to LIC Agents, IndShare Scheme, Indian Bank Vidhya Mandir Scheme, Jewel Loan - Non Priority, Kisan Bike Scheme, Indian Bank Jalanidhi Scheme, IndShare and so on.

Besides, our branches have been classified under various segmentation as below:

1. **Corporate Banking Branches** - To cater to the needs of corporate customers
2. **Commercial Banking Branches** - To take care of customers under trade, service and SSI sector.
3. **Personal Banking Branches** - To meet the needs of individuals and small business customers. in urban and metro centres.
4. **Rural Banking Branches** - To meet the needs of individual, small businesses and agricultural credit requirements of customers in Rural and Semi urban areas. To meet the national priorities, Indian Bank provides credit to priority sector such as Agriculture, Retail Trade, Small Business, Self-employed, Women Entrepreneurs, Housing Loans to weaker sections including SC/ST and also under Government sponsored schemes such as SJSRY, PMRY etc. To meet the requirements of Co-operative sector, schemes under Self Help Group are available at rural and semi-urban centres.

Our Bank has adopted the Fair Lending Practices Code for the benefit of small borrowers. The details are made available in our Bank's website.

All the above services and commitments will be honoured without the citizen having to pay any bribe.

Customer Fortnight is celebrated in all branches in the month of November each year.

Grievance Redressal Mechanism

Customers' day is observed in all branches/administrative offices on 15th of every month. The officers in charge and branch managers are available on this day in the branches/offices from 3 P.M. to 5 P.M. Customers can meet the officials and express their grievances and offer suggestions in the meeting. In the normal circumstances, such complaints are settled within three days. If 15th happened to be a Saturday or a Public Holiday, the customers' day will be observed on the succeeding working day. If the complaint is not redressed at the branch level, the same may be taken up with the Circle Head concerned. The name of the Circle Head and his office address are displayed at each branch. The complaint may also be taken up with Head Office, Customer Service Cell, the address of which is given below.

General Manager
Indian Bank, Head Office
Customer Service Cell
66, Rajaji Salai, Chennai 600001

Complaints/Suggestion boxes and complaint registers are available in all branches for the customers to put forth their complaints/ views/ suggestions. In addition to the above, the customer can approach the following fora for redressal of complaints/grievances.

- a. The Banking Ombudsman located in State Capitals under RBI Ombudsmen Scheme 2002 - the details of which are displayed in the branch premises.
- b. The District Consumer Forum under Consumer Protection Act, 1986
- c. Directorate of Public Grievances, Govt. of India, Cabinet Secretariat, Sansad Marg, New Delhi 110001

Indian Bank shall continue to serve the customers to their entire satisfaction and continue to provide products and services to meet their expectations and aspirations on an ongoing basis.

For more information, please feel free to contact our nearest Branch Manager or our website: <http://www.indian-bank.com>