

Bank of Maharashtra
CITIZEN'S CHARTER
A Charter for Customer Services by Public Sector Banks
Operations & Customer Services Department, Head Office, Pune

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1. VISION

To be a vibrant, forward looking, techno-savvy, customer centric bank, serving diverse sections of the society, enhancing shareholders' and employees' value while moving towards global presence.

2. MISSION

- To ensure quick and efficient response to customer expectations.
- To innovate products and services to cater to diverse sections of society.
- To adopt latest technology on a continuous basis.
- To build proactive, professional and involved workforce.
- To enhance the shareholders' wealth through best practices and corporate governance.
- To enter international arena through branch network.

3. Logo



The Deepmal: With its many lights rising to greater heights.

The Pillar: Our institution- Symbolising strength.

The Diyas: Our Branches- Symbolising service.

The 3 M's symbolising:

- Mobilisation of Money
- Modernisation of Methods
- Motivation of Staff.

4. 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).

KYC Compliance

In order to comply with regulatory / statutory requirements, while opening the account Bank will adhere to the Know Your Customer (KYC) Norms, Anti Money Laundering (AML) guidelines, 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. Bank will also satisfy itself about the sources of income of the existing/prospective customer. Customers shall also provide the desired documents as per the requirements of the bank for updation and verification as per the periodicity of submission.

Products:

- a. All deposit accounts e.g. saving accounts, current accounts, term deposits, recurring deposits, NRE, FCNR, NRO
- 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 & money changing.
- e. Third Party Products and investment products.
- f. DEMAT accounts and Applications Supported by Blocked Amount (ASBA) facility.
- g. Card products including Credit Card, Debit Card.

Services:

- a. Remittance facility to the customers by transfer through RTGS/NEFT, Issuance of Demand Drafts, Banker's cheques, etc.
- b. Payment services with regard to pension.
- c. Collection of cheques.
- d. Safe custody services, safe deposit locker facility.
- e. Banking services related to Government transactions.
- f. Indian currency notes exchange facility.
- g. Settlement of claim cases in deceased accounts.
- h. Internet Banking Services.
- i. Mobile Banking.
- j. Instant Money Payment System (IMPS)
- k. Unified Payment Interface (UPI)

5. STANDARDS FOR SERVICES:

Ultimate delivery channel is Branch Office/specialized Branch Office besides availability of alternative delivery channel viz. ATMs, INTERNET BANKING SERVICE, Mobile Banking, Credit Card Contact Centre etc. It is the responsibility of Branch Manager to provide services to the customers as per standards/norms. Any query/grievance be addressed to the Branch Manager/Call Centre.

Customers can obtain the details of the products/services from the Branch or download from Bank's public domain website. Bank reserves the right to change /amend the terms and conditions of any Scheme/services at any time.

Indicative time norms for various transactions subject to submission of required documents by the customers are given below:-

Service	Documents required	Time norms (indicative) after completion of form
Opening of SB accounts	<p>The individual customer requires to submit Photograph and :-</p> <ol style="list-style-type: none"> a. Any Certified copy which contains proof of Identity/ address b. The Permanent Account Number (PAN) or Form 60/61 as defined in the Income Tax Rules, 1962 <p>For opening full KYC Saving Account any of the Officially Valid Documents (OVD) which can be taken as identity proof as well as address proof are as below:</p> <ol style="list-style-type: none"> a. Proof of Possession of Aadhaar Number b. Passport c. Driving License d. Voter's Identity Card issued by Election Commission of India e. Job Card issued by NREGA duly signed by an officer of the State Government f. Letter issued by the National Population Register containing details of name and address g. Any other document as notified by the Central Government in consultation with the Regulator. <p>The customers who are not having any of the OVD can submit the following documents for opening the small saving account under relax KYC option</p>	<p>In case of new CIF creation: 2 hours</p> <p>In case of existing CIF: 30 minutes</p>

	<ul style="list-style-type: none"> • Self-attested photograph and • Affixation of signature or thumb impression in presence of Branch Official 	
Closing of SB accounts	Passbook, Unused cheque book, ATM/Debit Card	10 Minutes
Opening of Term Deposit Accounts	As applicable in SB accounts	In case of new CIF creation: 2 hours In case of existing CIF: 30 minutes
Payment of Term Deposits	Original FDR/ RD pass book	10 Minutes
Issuance of duplicate FDR		20 Minutes from the receipt of application along with required documents by the base branch.
Opening of Current Account	The document as per annexure-1	In case of new CIF creation: 2 hours In case of existing CIF: 30 minutes
Closing of Current account	Unused cheque book, ATM/ Debit Card	10 Minutes
Inter branch transfer of accounts	Request letter for transfer of account at any branch i.e. transferor or transferee branch	10 Minutes
Receipt of cash	Up to Rs. 25,000/- Above Rs.25,000/-	10 Minutes 15 Minutes
Payment of cash	Up to Rs.20,000/- Above Rs.25,000/-	10 Minutes 15 Minutes

Updation of passbook/ issuance of statement of a/c	On the counter	5 Minutes
Issuance of cheque Book -Non personalized - Personalized (For new customer after 10 days)	Requisition to be submitted at base branch.	10 Minutes 10 working days
Issuance of ATM/ Debit Card -Personalized	Requisition to be submitted at any branch.	10 working days
Internet Banking Service Facility	Requisition to be submitted at base branch	24 hours
Mobile banking facility	Requisition to be submitted at base branch	10 Minutes
Remittance RTGS/ NEEFT/Draft	Requisition to be submitted at any branch. (in case, account is not older than 6 months, Requisition to be submitted to base branch)	15 Minutes
Collection of Cheques: Local - Outstation-		2-3 working days 10-14 working Days
Settlement of deceased claim	In case of nomination registered - Death Certificate , Duly filled claim forms in other cases - Death Certificate, Duly filled claim form , Indemnity bond with surety/ succession certificate (depends upon claimed amount)	15 working days
Issuance of Locker facility	Subject to availability. Identity and address proof. Locker Agreement	30 Minutes
Stop payment/ Standing instructions	application in bank's prescribed format	10 Minutes

Redressal of complaints related to failed transactions using authorized Payment Systems		As per Annexure II
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Retail Loan Schemes		
Name of the scheme	Activity	Time norms (indicative) after completion of form and required documents
Maha Ghar” Housing Loan	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Maha Super Housing Loan Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Maha Super Car Loan Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days
Maha Combo Loan Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Pardhan Mantri Awas Yojana	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Mahabank Vehicle Loan Scheme for Old Car and Two Wheelers	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days
TopUp Loan for Home loan borrowers	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Education Loan Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	Without collateral- 3 working days With collateral- 7 working days
Maha Gold Loan Scheme (Loan against Gold Ornaments)	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 1 working day
Consumer Loan Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days

Mahabank Personal Loan Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days
Salary Gain Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days
Skill Loan Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 3 working days
Scheme for Solar Lighting Systems	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days
Scheme for Solar Water Heating Systems	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days
Loan against Self Occupied Property for Personal needs	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Discharge of collateral securities (Retail Loan)		15 working days
Discharge of Primary Securities (Retail Loan)		15 working days

Agriculture Credit Scheme		
Product	Activity	Time norms (indicative) after completion of form and required documents
Mahabank Kisan Credit Card (MKCC)	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 5 working days • 3 working days • 1 working day
Mahabank Kisan All Purpose Term Loan	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Mahabank Gold Loan Scheme - Agriculture	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days • 1 working days • 1 working day

Scheme for construction of farmhouse to Agriculturists	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 10 working days • 3 working days • 1 working day
Scheme for financing farmers for Purchase of Vehicles (Two / Three Wheelers)	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days • 1 working days • 1 working day
Scheme for financing farmers for Purchase of Vehicles (Four Wheelers)	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days • 1 working days • 1 working day
Scheme for Financing against Warehouse Receipts to farmers	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 2 working days • 1 working days • 1 working day
Scheme for Financing Farmers for Purchase of Land by Small & Marginal Farmers	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 10 working days • 3 working days • 1 working day
Financing For Setting Up of Agri-Clinics and Agri-Business Centers for Agriculture Graduates	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Horticulture / Plantation Activities	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Animal Husbandry	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Farm Mechanization	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 5 working days • 3 working days • 1 working day

Minor Irrigation	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 7 working days • 3 working days • 1 working day
Hi-tech Projects	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<ul style="list-style-type: none"> • 10 working days • 3 working days • 1 working day
Discharge of collateral securities (Agriculture Loan)		10 working days
Discharge of Primary Securities (Agriculture Loan)		7 working days

MSME Loan Schemes		
Product	Activity	Time norms (indicative) after completion of form and required documents
Pradhan Mantri Mudra Yojana	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> • Upto Rs. 25000/- one week • Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks • Over Rs. 5.00 Lakh- 4 weeks
Maha MSME Project Loan Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> • Upto Rs. 25000/- one week • Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks • Over Rs. 5.00 Lakh- 4 weeks
Maha MSME Machinery/Equipment Scheme	<ul style="list-style-type: none"> • Sanction • Documentation • Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> • Upto Rs. 25000/- one week • Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks

			<ul style="list-style-type: none"> Over Rs. 5.00 Lakh- 4 weeks
Maha MSME Cash Credit Scheme		<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks Over Rs. 5.00 Lakh- 4 weeks
Maha Collateral Term Scheme	MSE Free Loan	<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks Over Rs. 5.00 Lakh- 4 weeks
Maha Collateral Cash Scheme	MSE Free Credit	<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks Over Rs. 5.00 Lakh- 4 weeks
Mahabank Vehicle Loan Scheme For Small Road Trasport Operator		<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks Over Rs. 5.00 Lakh- 4 weeks
Mahabank Loan Scheme For Doctors, Chartered Accountants, Engineers & Architect		<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks

		<ul style="list-style-type: none"> Over Rs. 5.00 Lakh- 4 weeks
Maha Doc+ Loan Scheme	<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks Over Rs. 5.00 Lakh- 4 weeks
Mahabank GST Credit Scheme	<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks Over Rs. 5.00 Lakh- 4 weeks
Loan Against Property	<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks Over Rs. 5.00 Lakh- 4 weeks
Loan Scheme for Exporters	<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks Over Rs. 5.00 Lakh- 4 weeks
MSME Credit + Scheme	<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks

		<ul style="list-style-type: none"> Over Rs. 5.00 Lakh- 4 weeks
Packing Credit	<ul style="list-style-type: none"> Sanction Documentation Disbursement 	<p>On receipt of duly completed loan applications in all respects and accompanied by a checklist.</p> <ul style="list-style-type: none"> Upto Rs. 25000/- one week Above Rs. 25000/- and upto Rs. 5.00 Lakh – two weeks Over Rs. 5.00 Lakh- 4 weeks
Discharge of collateral securities (MSME)		15 working days
Discharge of Primary Securities (MSME)		15 working days

Foreign LC, BG		
Service	Activity	Time norms (indicative) after completion of form and required documents
Foreign LC issuance (Subject to sanctioning of limit and compliance of all terms and conditions of the sanction)	Submission of complete set of all the relevant documents in conformity & bank's internal policy and guidelines	T+2 working days
Foreign LC Acceptance	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+5 working days
Foreign LC Confirmation	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+0 working days
Foreign Bank Guarantee (Subject to sanctioning of limit and compliance of all terms and	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+0 working days

conditions of the sanction)		
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FOREX Services		
Service	Activity	Time norms (indicative) after completion of form and required documents
Inward Remittance (Individual)	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+1 from value date of proceeds, subject to receipt of funds in NOSTRO account of bank
Outward Remittance (Individual)	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+0
FC Instrument issuance	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+0
FC Instrument sent for Collection	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+1 from value date of proceeds, subject to receipt of funds in NOSTRO account of the bank
Import Advance remittance	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+0
Import Final Payment against Bill	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+0
Packing Credit Disbursement	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+0
Export Collection Bill	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+1 from value date of proceeds, subject to receipt of funds in NOSTRO account of the bank
Export Purchase Bill	Submission of complete set of all the relevant documents in conformity	T+0

	with FEMA, RBI, FEDAI & bank's internal policy and guidelines	
Export Negotiation Bill	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+0
Swift Message	Submission of complete set of all the relevant documents in conformity with FEMA, RBI, FEDAI & bank's internal policy and guidelines	T+0

Government Business – Products/Services		
Senior Citizen Saving Scheme, 2004	The proof of date of disbursal of such retirement benefits along with a certificate from the employer indicating the fact of retirement on superannuation or otherwise, retirement benefit, employment held and period of such employment with the employer is to be attached with the application form.	A/c open (Existing CF) : 25-30 minutes A/c open (NEW CF) : 2 Hours
		For Deposit : 10-12 minutes*
		A/c closure : 25-30 minutes *Subject to fulfillment of formalities
	• Form A - Application Form	
	• Form B-Extension of Tenure	
	• Form C -Nomination Form	
	• Form E - closure of A/c	
• Form F - Death of a Depositor before maturity		
• Form G - Transfer of an account from one branch to another		
RBI 8% Savings (Taxable) Bonds, 2003	Applications :	A/c open : 25-30 minutes*
	(i)Applications for the Bonds may be made in Form „A“ or in any other form as near as thereto stating clearly the amount and the full name and address of the applicant. (ii)Applications should be accompanied by the necessary payment in the form of cash/ drafts/cheques.	*For Deposit : 10-12 minutes*
	(iii)Applicants who have obtained exemption from tax under the relevant provisions of the Income Tax Act, 1961, shall make a	*A/c closure : 25-30 minutes* *Subject to fulfillment of formalities

	declaration to that effect in the application (in Form 'A') and submit a true copy of the certificate obtained from Income-Tax Authorities.	
Pension	<p>Mandatory conditions to be fulfilled before disbursing pension</p> <ol style="list-style-type: none"> 1. Undertaking from pensioner 2. Life Certificate, 	Pension will be disbursed every month in the last working days of the month, except for pension for the month of March, which shall be credited on or after the 1st working day of April.
e-stamping of documents (Payment of Non Judicial stamp duty)	Customer has to fill up application form for estamping of documents. The amount can be paid by way of cash, demand draft, pay order, transfer, RTGS and NEFT.	<p>The facility is available at the designated branches and a receipt with unique number will be provided to the customer immediately on deposit of stamp duty amount. Time Norm is 20 to 25 minutes *</p> <p>*Subject to fulfillment of formalities</p>
Collection of Direct Taxes (OLTAS)- Online Tax Accounting System	<ul style="list-style-type: none"> • Main portion of the challan and the taxpayer's counterfoil form be filled in properly and the amount and major head of account to which the amount is to be counted/credited to be correctly recorded therein. • Details of the Permanent Account Number (PAN) or Tax Deduction Account Number (TAN), name and address of the taxpayer, assessment year and nature and type of payment are to be properly filled in. The amount should be written correctly both in words and figures 	<p>For physical payment of challan: 15-20 minutes.* For e-payment: On real time basis. Once the customer account is debited, transaction gets completed at Government website and tax will be treated as payment made to Government. Amount paid after 8.00PM, will be treated for next day payment</p> <p>*Subject to fulfillment of formalities</p>

<p>Collection of Indirect Taxes – Electronic Accounting System in Excise and Service Tax (EASIES T)</p>		<p>For physical payment of challan: 15-20 minutes.* For e-payment: On real time basis. Once the customer account is debited, transaction gets completed at Government website and tax will be treated as payment made to Government. Amount paid after 8.00PM, will be treated for next day payment. *Subject to fulfillment of formalities For e-payment: On real time basis. Once the customer account is debited, transaction gets completed at MCA website and fees will be treated as payment made to Government. Amount paid after 8.00PM, will be treated for next day payment. *Subject to fulfillment of formalities</p>
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6. EXPECTATIONS FROM CUSTOMERS FOR QUALITATIVE AND EFFICIENT SERVICES

- Check statement of account or passbook regularly and bring the discrepancies if any, to the notice of branch officials immediately.
- Bring pass book while withdrawing cash from savings bank account through withdrawal slip. Get pass book updated from time to time.
- Step in to the branch well within stipulated time for all type of financial and non-financial transaction.
- Ensure safe custody of cheque book and pass book. Pass book, Cheque book, ATM/Debit Card not to be kept together.
- Issue crossed/account payee cheques as far as possible.
- 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.

- To prevent from any loss, cheque be issued without strikethrough/overwriting. No changes/corrections should be carried out on the cheques). For any change in the payees' name, courtesy amount (amount in figures) or legal amount (amount in words) etc. fresh cheque forms should be used by customers. This would help banks to identify and control fraudulent alterations. Strikethrough in date, wherever required should be for re-validation of „Stale Cheque“. Blanks in spaces meant for writing Payees' Name/Amount in word and figure should be securely plugged by putting cross/drawing a line.
- Cheque issued with strikethroughs are liable to be rejected if presented in clearing functioning under „Cheque Truncation System“ (CTS), even though the strikethrough/s is/are authenticated.
- Send cheques and other financial instruments by Registered post or by courier. Do not sign blank cheques. Also do not record specimen signature either on pass book or on cheque book.
- Not to issue cheque without adequate balance; maintain minimum balance as specified by the bank.
- Use nomination facility.
- Note down account numbers, details of FDR, locker number, etc. separately.
- Inform change of address, telephone number, mobile number, email address etc. to the branch.
- Inform loss of demand draft, fixed deposit receipt, cheque leave(s)/book, key of locker, etc. immediately to the Branch.
- Pay interest, instalments, locker rent and other dues on time.
- Not to introduce any person who is not personally known for the purpose of opening account.
- Ensure safe custody of the Delivery Book in the Demat Accounts and not to keep any blank signed slip in the Book.
- Complaint relating to deficiency of customer service should be reported within a reasonable time provided this is within the prescribed period of preservation of relevant record.
- Operate account regularly to maintain the status as operative/Active. Inform Bank if intend not to operate the account for some time.
- Avail standing instructions facility for repeat transactions.
- Ensure safe custody of credit card, debit/ATM card. Wherever signature on the card is mandatory, it should not be left unsigned.
- Ensure confidentiality of User ID, password, tracker ID, one time password (OTP) for internet banking and PIN for Credit/ Debit Card.
- In case of loss of ATM/Debit card, notify bank (bank's call centre) to take immediate steps to prevent the same from being misused. Customer shall be liable for any misuses until the time the bank has been notified.
- Never leave credit card unattended. Do not bend credit card.
- Do not give account details, password for any other security information to anyone. Memorize personal identification number (PIN) and change it on regular basis.
- Not to respond to any unauthorized email/ call asking for password/ PIN.
- Use SMS alert facility and notify any change in mobile number. Check hand set settings to ensure SMSs are not restricted or inbox is not full etc.

- Avoid accessing bank's internet banking site through a link from another site or an email. Verify the domain name displayed to avoid spoof website.
- Not to use cyber cafés/shared PCs/ public Wi-Fi to access any internet banking site.
- Log off the PCs when not in use.
- As a matter of good practice, personal firewall software and antivirus software should be installed on desktop and latest available updates should be regularly downloaded. In case of doubt reconfirm by double checking the Padlock Symbol/Icon on webpage to ensure that the site is running in secure mode before any confidential/sensitive information is fed.
- Change internet banking password regularly. Keep password a combination of alphabet, special character and number.
- Always logout from internet banking before closing the window. Use virtual key board for entering internet banking login ID and Password especially when not using own PC. There might be a risk of capturing key strokes.
- Immediately inform to the bank on receiving of logging SMS if not initiated by the authorised person.
- Do not store ID/PIN in the internet explorer browser.
- Cooperate with the Bank/ police / any other investigating agency, for any investigation on any transaction on account. Furnish the nominations for deposit and pension account separately.
- Correct PAN number/ form 15G or 15H is to be furnished at the commencement of financial year enabling to deduct TDS correctly.
- Account holder is to ensure that account is not used for money laundering or for any fraudulent transaction.
- Customer obligation - Proper utilization of Bank Loan and Timely Repayment.

7. CUSTOMER EDUCATION

- BCSBI Codes are exhibited on Bank's public domain website.
- Special efforts will be made to educate the customers in the use of technology in banking. Banks will make use of Print media, Television, All India Radio for this purpose. 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.
- Bank will establish a proper Customer Grievance / Assistance Centre which works in an integrated manner across channels like – branches, call centres, IVR, internet and mobile. The personnel in the Call centres who receive the grievances should be empowered to make decisions.
- Use of various technology channels for customer education and gathering suggestion for improving service will be made.
- Bank will implement a relevant Customer Relationship Management system to capture and track customer issues and complaints.

8. GRIEVANCE REDRESSAL MECHANISM

Bank is committed to serve customers to upto satisfaction and make their experience of patronizing its services an enjoyable one. However, in need of improvement and wish to lodge feedback/complaint, Bank welcomes customers' valuable suggestions and feedback. Bank's endeavour will be to convert complaint into a compliment.

In case of any complaint about Bank's services or products, the matter may be brought to the notice of the concerned Branch Manager for its immediate redressal. Customers are requested to obtain the feedback/complaint form from the branch or download from Bank's public domain website and submit it against acknowledgement to the branch or send it through email.

Online Grievance Redressal System - Bank will provide for online registration of grievance on its website. The Online Grievance System would provide access to the customer also for recording the complaint, complaint status tracking and receiving response from the bank.

Customers may contact the bank by following ways

Contact to Home Branch where account is maintained

or

Contact on toll free number 1800-233-4526, 1800 102 2636

Or

Customer Service Dept. Contact and Mail: hocomplaints@mahabank.co.in
agmcustomerservice@mahabank.co.in

For ATM related complaints on account of following reasons:-

- a. Cash not dispensed
- b. Short dispensation of cash
- c. Account debited twice but cash dispensed once.
- d. Non- hot listing the ATM card once reported as stolen/lost

The grievance may be communicated by giving full details of the case to the branch where account is maintained or contact centre (Call centre) toll free numbers 1800-233-4526 or 1800-102-2636.

If the complaint is not redressed within 7 days, contact the concerned Zonal Head.

If complaint is not redressed within 15 days, contact Head office customer service department

However, if the complaint remains unresolved, the grievance may be sent giving full details of the case to:

Bank's Principal Nodal Officer (General Manager) for customer complaints

Bank shall endeavour to resolve complaint/grievance at the earliest.

After exhausting above machinery/channels, if the customer is still not satisfied, he may write to: -

MD and CEO of the Bank

If the complaint is not resolved to satisfaction within a month, complainants are free to take recourse to the following:

The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme 1995, re-launched as Banking Ombudsman Scheme 2006.

Presently, 22 Banking Ombudsman Centres are located at 15 locations. Addresses and area of operation of Banking Ombudsman are given on public domain website.

Customers may also lodge their complaints through web based portal Centralized Public Grievance Redress & Monitoring System (CPGRAMS) developed by Directorate of Public Grievances (DPG), Department of Administrative Reforms & Public Grievances, Government of India.

Anonymous complaints will not be entertained.

This Citizen Charter, inter-alia, provides the customers with promised time frame for various services offered by the bank and in order to have a better perspective about the customers' rights and obligations, the charter should be read in conjunction with the "Code of Bank's Commitments to Customers" being voluntarily adopted by the banks and implementation of which are monitored by Banking Codes and Standards Board of India (BCSBI).

Annex- 1

Documents that may be obtained from Customers

Feature	Documents
Accounts of individuals	
Proof of Identity and Address	<p>Where the client is an individual, he shall submit:-</p> <ul style="list-style-type: none"> c. Any Certified copy which contains proof of Identity/ address d. The Permanent Account Number (PAN) or Form 60/61 as defined in the Income Tax Rules, 1962, <p>And such other documents including in respect of the nature of business and financial status of the client as may be required by the Bank.</p> <p>Officially Valid Documents (OVD) are as under:</p> <ul style="list-style-type: none"> h. Proof of Possession of Aadhaar Number i. Passport j. Driving License k. Voter's Identity Card issued by Election Commission of India l. Job Card issued by NREGA duly signed by an officer of the State Government m. Letter issued by the National Population Register containing details of name and address n. Any other document as notified by the Central Government in consultation with the Regulator. <p>Banks can use physical copy of the Aadhaar card as well as e-Aadhaar, masked Aadhaar and offline electronic Aadhaar xml provided by UIDAI, which are various forms of Aadhaar, as Officially Valid Documents (OVD) for the KYC purpose but without e- KYC based authentication for those customers</p>

	<p>who do not give a declaration that s/he is desirous of receiving her/his entitled benefits for subsidies welfare schemes funded from the Consolidated Fund of India in her/his account directly.</p> <p>(As per UIDAI circular dated 23-10-2018 based on the opinion received from the Ld. Attorney General for India after the Aadhaar Judgment of the Hon. Supreme Court of India, delivered on 26-09-20 18).</p>
Accounts of Proprietorship Concerns	
<p>Proof of name, address and activity of the concern</p>	<p>For Proprietary concerns, in addition to the PAN No and certified copy of documents applicable to the individual (proprietor), any two of the following documents in the name of the proprietary concern should be submitted:</p> <ol style="list-style-type: none"> a. Registration certificate (in the case of a registered concern). b. Certificate / license issued by the municipal authorities under Shop and Establishment Act. c. Sales and income tax returns. d. CST/VAT/ GST certificate (provisional / final). e. Certificate / registration document issued by Sales Tax / Service Tax/Professional Tax authorities. f. Complete Income Tax Return (not just the acknowledgement) in the name of the sole proprietor where the firm's income is reflected, duly authenticated/acknowledged by the Income Tax authorities. g. Utility bills such as electricity, water, landline telephone bills, etc h. IEC (Importer Exporter Code) issued to the proprietary concern by the office of DGFT or

License/certificate of practice issued in the name of the proprietary concern by any professional body incorporated under a statute.

Though the default rule is that any two documents mentioned above should be provided as activity proof by a Proprietary concern, in cases where the branches are satisfied that it is not possible to furnish two such documents, they would have the discretion to accept only one of those documents as activity proof. In such cases, the branches, however, would have to undertake contact point verification, collect such information as would be required to establish the existence of such firm, confirm, clarify and satisfy themselves that the business activity has been verified from the address of the proprietary concern.

RBI vide its notifications dated 15.05.2004 and 02.07.2015 has instructed all Banks that at the time of opening of Current Accounts, Bank should insist on declaration from the account holder to the effect that he is not enjoying any credit facility with any other bank or obtain a declaration giving particulars of credit facilities enjoyed by the intending customer with any other bank(s).

Credit facility would include Term Loans, Overdraft, Cash Credit, Working Capital Limits, Bank Guarantee, Letter of Credit, Export Finance, Mortgage Loans, Warehouse Receipt Finance, Factoring, Bill Discounting, Cheque Discounting, Import Finance (Buyer's Credit), Treasury

	Limits or any other limit either secured or unsecured.
Accounts of partnership firms	
Proof of name, address and activity of the concern	<p>Where the client is a partnership firm, certified copies of following documents or the equivalent e-documents of all the following documents are to be submitted:</p> <ol style="list-style-type: none"> a. Registration Certificate b. Partnership Deed c. Permanent Account Number of the Partnership Firm d. a. Any Officially Valid Document which contains proof of identity/address in respects of managers, officers and employees holding an attorney to transacts on its behalf. And b. PANs or Form 60/61 as defined in the Income Tax Rules, 1962 issued to the person holding an attorney to transact on behalf of the partnership firm. <p>RBI vide its notifications dated 15.05.2004 and 02.07.2015 has instructed all Banks that at the time of opening of Current Accounts, Bank should insist on declaration from the account holder to the effect that he is not enjoying any credit facility with any other bank or obtain a declaration giving particulars of credit facilities enjoyed by the intending customer with any other bank(s).</p> <p>Credit facility would include Term Loans, Overdraft, Cash Credit, Working Capital Limits, Bank Guarantee, Letter of Credit, Export Finance, Mortgage Loans, Warehouse Receipt Finance, Factoring,</p>

	Bill Discounting, Cheque Discounting, Import Finance (Buyer's Credit), Treasury Limits or any other limit either secured or unsecured.
Accounts of companies	
Proof of name, address and activity of the concern	<p>Where the client is a company, certified copies of documents or the equivalent e-documents of all the following documents are to be submitted:</p> <ol style="list-style-type: none"> a. Certificate of incorporation b. Memorandum and Articles of Association c. Permanent Account Number of the Company d. A resolution from the Board of Directors and Power of Attorney granted to its managers, officers or employees to transact on its behalf. e. a. Any Certified Officially Valid Document which contains proof of identity / address in respects of managers, officers and employees holding an attorney to transact on its behalf. And <ol style="list-style-type: none"> b. PANs or Form 60/61 as defined in the Income Tax Rules, 1962 issued to managers, officers or employees holding an attorney to transact on the company's behalf. <p>RBI vide its notifications dated 15.05.2004 and 02.07.2015 has instructed all Banks that at the time of opening of Current Accounts, Bank should insist on declaration from the account holder to the effect that he is not enjoying any credit facility with any other bank or obtain a declaration giving particulars of credit facilities enjoyed by</p>

	<p>the intending customer with any other bank(s).</p> <p>Credit facility would include Term Loans, Overdraft, Cash Credit, Working Capital Limits, Bank Guarantee, Letter of Credit, Export Finance, Mortgage Loans, Warehouse Receipt Finance, Factoring, Bill Discounting, Cheque Discounting, Import Finance (Buyer's Credit), Treasury Limits or any other limit either secured or unsecured.</p>
Accounts of trusts	
<p>Proof of name, address and activity of the concern</p>	<p>Where the client is a Trust, certified copies of documents or the equivalent e-documents of all the following documents are to be submitted:</p> <ol style="list-style-type: none"> a. Registration Certificate b. Trust Deed c. Permanent Account Number or Form 60/61 of the Trust d. a. Any Certified Officially Valid Document which contains proof of identity / address in respects of managers, officers and employees holding an attorney to transact on its behalf. And e. PANs or Form 60/61 as defined in the Income Tax Rules, 1962 issued to the person holding an attorney to transact on behalf of the Trust.
Accounts of Unincorporated Association or body of individuals	
<p>Proof of name, address and activity of the concern</p>	<p>Where the client is an unincorporated association or a body of individuals, certified copies of documents or the equivalent e-documents of all the following documents are to be submitted:</p> <ol style="list-style-type: none"> a. Resolution of the managing body of such association or body of individuals b. Permanent Account Number or

	<p>Form 60/61 of the Unincorporated association or a body of individuals</p> <p>c. Power of Attorney granted to the person who will transact on its behalf.</p> <p>d. a. Any Certified Officially Valid Document which contains proof of identity/address in respects of managers, officers and employees holding an attorney to transact on its behalf. And</p> <p>e.</p> <p>a. PAN or Form 60/61 as defined in the Income Tax Rules, 1962 issued to the person holding an attorney to transact on behalf of the unincorporated association or a body of individuals.</p>
<p>accounts of Governments or its Departments, societies, universities and local bodies like village panchayats</p>	
<p>Proof of name, address and activity of the concern</p>	<p>i. Document showing name of the person authorized to act on behalf of the entity;</p> <p>a. Any Certified Officially Valid Document which contains proof of identity/address in respects of managers, officers and employees holding an attorney to transacts on its behalf. And</p> <p>b. PAN or Form 60/61 as defined in the Income Tax Rules, 1962 issued to the person holding an attorney to transact on behalf of the entity.</p>
<p>Accounts of Limited Liability Partnerships</p>	
<p>Proof of name, address and activity of the concern</p>	<p>a. Certified copy of incorporation documents filed with registrar of Companies</p> <p>b. Certificate issued by the registrar of Companies</p> <p>c. Copy of LLP Agreement signed by all the parters. In case, there is no</p>

	<p>LLP Agreement, Schedule I of the LLP Act signed by all the partners will prevail.</p> <p>d. (i) Any Certified Officially Valid Document which contains proof of identity / address in respects of person holding an attorney to transacts on its behalf and</p> <p>(ii) PAN or Form 60/61 as defined in the Income Tax Rules, 1962 issued to the person holding a power of attorney to transact on its behalf</p>
Relaxation for Accounts of low risk customers	
<p>'Simplified measures' may be applied in the case of 'Low risk' customers taking into consideration the type of customer, business relationship, nature and value of transactions based on the overall money laundering and terrorist financing risks involved.</p>	<p>Additional documents deemed to be certified OVDs for the purpose of proof of identity where simplified measures are applied:</p> <ol style="list-style-type: none"> a. Identity card with applicant's photograph issued by Central /State Government Departments, Statutory/ Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, and Public Financial Institutions; b. Letter issued by a gazetted officer, with a duly attested photograph of the person. <p>For the limited purpose of proof of address, the following additional documents are deemed to be OVDs where simplified measures are applied:</p> <ol style="list-style-type: none"> a. Utility bill which is not more than two months old of any service provider (electricity, telephone, postpaid mobile phone, piped gas, water bill); b. Property or Municipal Tax receipt; c. Bank account or Post Office saving bank account statement;

	<p>d. Pension or family pension payment orders (PPOs) issued to retired employees by Government Departments or Public Sector Undertakings, if they contain the address;</p> <p>e. Letter of allotment of accommodation from employer issued by Central / State Government departments, Statutory or Regulatory bodies, Public Sector Undertakings, Scheduled Commercial Banks, financial institutions and listed companies. Similarly, leave and license agreements with such employers allotting officials accommodation; and</p> <p>f. Documents issued by Government departments of foreign jurisdiction and letter issued by Foreign Embassy or Mission in India.</p>
<p>Branches to obtain only the documents as mentioned above and not to accept any other document for KYC purpose.</p>	

1. **Small Accounts**

If a person who wants to open an account and is not able to produce any of the OVDs or the documents applicable in respect of simplified procedure, bank shall open a small account. The small accounts can be opened under “Maha Bank Lok Bachat Yojana”.

The “Maha Bank Lok Bachat Yojana” account can be opened by production of a self-attested photograph and affixation of signature or thumb impression, as the case may be, on the Account Opening form. The designated branch official, while opening the small account, should certify under his signature that the person opening the account has affixed his signature or thumb impression as the case may be, in his presence.

The features of the above account and limitations stipulated by RBI/Govt. of India are as follows:

- accounts where aggregate of all credits in a financial year does not exceed Rs. 1.00 Lakh;
- the aggregate of all withdrawals and transfers in a month does not exceed Rs. 10,000/- and
- Where the balance at any point of time does not exceed Rs. 50,000/-.

This limit on balance shall not be considered while making deposits through Government grants, welfare benefits and payment against procurements.

Any violation of the stipulations mentioned above will result in restraining the operations in the account after giving due notice to the account holder.

The “Maha Bank Lok Bachat Yojana” account shall remain operational initially for a period of twelve months, and thereafter for a further period of twelve months if the holder of such an account provides evidence before the Bank of having applied for any of the officially valid documents within twelve months of the opening of the said account, with the entire relaxation provisions to be reviewed in respect of the said account after twenty four months.

The small account shall be monitored and when there is suspicion of money laundering or financing of terrorism or other high risk scenarios, the identity of client shall be established through the production of certified Officially Valid Documents. Foreign remittances shall not be allowed to be credited into a The “Maha Bank Lok Bachat Yojana” account unless the identity of the customer is fully established through the production of officially valid documents.

2. Basic Savings Bank Deposit Accounts

The “Basic Savings Bank Deposit Account” is a small account as explained above and shall offer following minimum common facilities to all the customers:

- a. The Basic Savings Bank Deposit Account shall be considered a normal banking service available to all.
- b. This account shall not have the requirement of any minimum balance.
- c. The services available in the account will include deposit and withdrawal of cash at bank branch as well as ATMs; receipt/credit of money through electronic payment channels or by means of deposit/ collection of cheques drawn by Central/ State Government agencies and departments.
- d. While there will be no limit on the number of deposits that can be made in a month, account holders will be allowed a maximum of four withdrawals in a month, including ATM withdrawals; and
- e. Facility of ATM card or ATM-cum-Debit Card.

The above facilities will be provided without any charges. Further, no charge will be levied for non-operation / activation of inoperative Basic Savings Bank Deposit Account. Additional value added services beyond the stipulated basic minimum services will be chargeable.

3. **The Basic Savings Bank deposit Account would be subject to RBI instructions on Know Your Customer (KYC) /Anti-Money laundering (AML) for opening of bank accounts issued from time to time. If such account is opened on the basis of simplified KYC norms, the account would additionally be treated as a “Small Account” and would be subject to conditions stipulated for such accounts as detailed under point (1- Small Accounts).**

Account holders of Basic Savings Bank Deposit Account will not be eligible for opening any other savings bank deposit account in the Bank, if a customer has any other existing savings bank deposit account in the Bank, he/she will be required to close it.

4. **A customer is required to submit only one certified Officially Valid Document (OVD) for both proof of identity and for proof of address as part of KYC procedure. If the OVD submitted for proof of identity does not have the proof of address (for e.g., PAN Card), then the customer is required to submit another OVD for proof of address.**
5. **Similarly, a customer is required to submit only one certified OVD as proof of address (either current or permanent) for KYC purpose. In case the proof of address furnished by the customer is neither the local address nor the address where the customer is currently residing, the branch shall take a declaration of the local address on which all correspondence will be made by the Bank with the customer.**

No address proof is required to be submitted for such address for correspondence / local address. This address shall be verified by the branch through 'positive confirmation' such as acknowledgment of receipt of

- letter, cheque books, ATM cards;
- telephonic conversation;
- Visits; etc.

In the event of change in this address due to relocation or any other reason, customers may intimate the new address for correspondence to the Bank within two weeks of such a change.

- 6. In case the address mentioned as per 'proof of address' undergoes a change, fresh proof of address should be submitted to the branch within a period of six months.**
- 7. In case of close relatives, such as husband, wife, son, daughter and parents etc. who live with their wife, husband, father/ mother, daughter and son, who do not have Officially Valid Document for address verification, then, in such cases, Branches shall obtain an OVD for proof of address and identity of the relative with whom the prospective customer is living, together with a declaration from the relative that the said person (prospective customer) proposing to open an account is a relative and is staying with relative.**
- 8. Branches are not required to obtain fresh documents of customers when customers approach them for transferring their account from one branch of the Bank to another branch. KYC once done by one branch of the Bank shall be valid for transfer of the account within the Bank if full KYC verification has been done for the concerned account and is not due for periodic updation. The customer shall be allowed to transfer his account from one branch to another branch without restrictions.**

Branches may transfer existing accounts at the transferor branch to the transferee branch without insisting on fresh proof of address and on the basis of a self-declaration from the account holder about his/her current address.

If an existing KYC compliant customer of the Bank desires to open another account in the Bank, there should be no need for submission of fresh proof of identity and/or proof of address for the purpose.

- 9. Where a customer categorised as low risk expresses inability to complete the documentation requirements on account of any reason that the bank/branch considers to be genuine, and where it is essential not to interrupt the normal conduct of business, the branch may complete the verification of identity within a period of six months from the date of establishment of the relationship.**

Annexure II

Reddressal Turn Around Time (TAT) for failed transactions using authorized Payment Systems

Sl. no.	Description of the incident	Framework for auto-reversal and compensation
		Timeline for auto-reversal
I	II	III
1	Automated Teller Machines (ATMs) including Micro-ATMs	
a	Customer's account debited but cash not dispensed.	Pro-active reversal (R) of failed transaction within a maximum of T + 5 days.
2	Card Transaction	
a	Card to card transfer: Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T + 1 day, if credit is not effected to the beneficiary account.
b	Point of Sale (PoS) (Card Present) including Cash at PoS: Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days.

c	Card Not Present (CNP) (e-commerce) Account debited but confirmation not received at merchant's system.	
3 Immediate Payment System (IMPS)		
a	Account debited but the beneficiary account is not credited.	If unable to credit to beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.
4 Unified Payments Interface (UPI)		
a	Account debited but the beneficiary account is not credited (transfer of funds).	If unable to credit the beneficiary account, auto reversal (R) by the Beneficiary bank latest on T + 1 day.
b	Account debited but transaction confirmation not received at merchant location (payment to merchant).	Auto-reversal within T + 5 days.
5 Aadhaar Enabled Payment System (including Aadhaar Pay)		
a	Account debited but transaction confirmation not received at merchant location.	Acquirer to initiate "Credit Adjustment" within T + 5 days.
b	Account debited but beneficiary account not credited.	
6 Aadhaar Payment Bridge System (APBS)		
a	Delay in crediting beneficiary's account.	Beneficiary bank to reverse the transaction within T + 1 day.
7 National Automated Clearing House (NACH)		
a	Delay in crediting beneficiary's account or reversal of amount.	Beneficiary bank to reverse the uncredited transaction within T + 1 day.
b	Account debited despite revocation of debit mandate with the bank by the customer.	Customer's bank will be responsible for such debit. Resolution to be completed within T + 1 day.
8 Prepaid Payment Instruments (PPIs) – Cards / Wallets		
a	Off-Us transaction: The transaction will ride on UPI, card network, IMPS, etc., as the case may be. The TAT and compensation rule of respective system shall apply.	
b	On-Us transaction: Beneficiary's PPI not credited: PPI debited but transaction confirmation not received at merchant location.	Reversal effected in Remitter's account within T + 1 day.