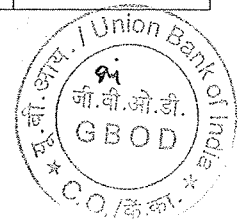


**POLICY ON COLLECTION OF CHEQUES/INSTRUMENTS
& DISHONOUR OF INSTRUMENTS 2020 -21**



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**POLICY ON COLLECTION OF CHEQUES/INSTRUMENTS
AND DISHONOUR OF INSTRUMENTS 2020-21**

1. Introduction

Keeping in view the technological progress in payment and settlement systems and the qualitative changes in operational systems and processes that have been undertaken by a number of banks, the Reserve Bank of India had, with effect from 1st November 2004, withdrawn its earlier instructions to commercial banks on (i) Immediate Credit of local/outstation cheques, (ii) Time Frame for Collection of Local / Outstation Instruments and (iii) Interest Payment for Delayed Collection. The withdrawal of these mandatory guidelines was expected to enable market forces of competition to come into play to improve efficiencies in collection of cheques and other instruments. This collection policy of the Bank is a reflection of our on-going efforts to provide better service to our customers and set higher standards for performance. The policy is based on principles of transparency and fairness in the treatment of customers. The bank is committed to increased use of technology to provide quick collection services to its customers. This policy document covers the following aspects:

- Collection of cheques and other instruments payable locally, at centers within India and abroad.
- Our commitment regarding time norms for collection of instruments.
- Policy on payment of interest in cases where the bank fails to meet time norms for realization of proceeds of outstation instruments.
- Our policy on dealing with collection instruments lost in transit.
- Our Policy on dishonor of cheques

2. Arrangements for Collection:

2.1.(a). Local Cheques

All cheques and other Negotiable Instruments payable locally would be presented through the clearing system prevailing at the centre. Cheques deposited at branch counters and in collection boxes within the branch premises before the specified cut-off time will be presented for clearing on the same day. Cheques deposited after the cut-off time and in collection boxes outside the branch premises including off-site ATMs will be presented in the next clearing cycle. As a policy, bank would give credit to the customer account on the same day of clearing settlement takes place. Withdrawal of amounts so credited would be permitted as per the cheque return schedule of the clearing house.

2.1 (b.i.) CTS Cheques (Cheque Clearing Process under CTS based Clearing System) :

Cheque truncation is the process of eliminating the flow of physical cheque issued by a drawer to the drawee branch. The physical cheques are truncated and electronic images of the cheques are captured for processing. The physical cheques are retained at the presenting bank itself. The captured image along with data is exchanged across the Banks.



2.1 (b.ii.) Receiving payment based on an electronic image of truncated cheque :

- i. Cheque truncation system - Section 131 of Negotiable Instrument Act 1881 (Amendments).
- ii. Onus of due diligence shifted to the presenting bank in CTS environment.

Legal status of the cheque transaction is derived from amendments made to the Negotiable Instrument Act, 1881 by virtue of Negotiable Instruments (Amendments and Miscellaneous Provision) Act, 2002 whereby among others, the section 6, 64, 81, 89 & 131 of the NI Act, 1881 are also suitably emended to incorporate the validity of the truncated image of the cheque.

It shall be the duty of the banker who receives payment based on an electronic image of a truncated cheque held with him, to verify the prima facie genuineness of the cheque to be truncated and any fraud, forgery or tampering apparent on the face of the instrument that can be verified with due diligence and ordinary care.

In view of the above amendment, the presenting bank takes responsibility for exercise of due diligence. The branches while sending cheques to CTS scanning center/ Clearing Centre/Hub, should ensure the following :

- a) To exercise due diligence on all instruments
- b) To check the apparent tenor of the instruments
- c) To ensure verification under Ultra Violet Lamp(ULV)
- d) To scrutinize the chques for material alteration
- e) To ensure genuineness and validity of instruments
- f) To ensure that pay in slip is properly filled up with 15 digit correct account number and name of the account holder.

The scanning center/clearing centre/hub while scanning the instruments should inter-alia also ensure the following :

- a) To check the apparent tenor and genuineness of the instruments
- b) To ensure verification of instruments under Ultra Violet Lamp(ULV)
- c) To ensure that instrument confirms to features of CTS 2010 standard
- d) To ensure that physical feel of the instrument meets the usual paper standard used for cheque
- e) To ensure that no material alteration visible to naked eye

2.1 (b.iii.) Our Branches issue only Payable at Par CTS Standard 2010 cheques to Customers.

2.1. (b.iv) Cheque Truncation System(CTS) is presently working at New Delhi Grid at Delhi, Chennai Grid in Chennai and Mumbai Grid in Mumbai.

2.1.(b.v) States covered in GRID based CTS-2010 centers :

New Delhi Grid in Delhi covers centres of Bihar, UT of Chandigarh, NCR of New Delhi, Haryana, UT of Jammu & UT of Ladakh, Jharkhand, Rajasthan, Uttar Pradesh, Uttarakhand, Himachal Pradesh & Punjab states.

Chennai Grid in Chennai covers Andhra Pradesh, Telengana, North Eastern States, Odisha, Karnataka, Kerala, Tamilnadu, West Bengal States & UT of Puducherry.



Mumbai Grid in Mumbai covers Chhatisgarh, Goa, Gujarat, Madhya Pradesh and Maharashtra states.

2.1.(b.vi) All centres covered under the same grid will be treated as single clearing zone and cheques drawn on these centers and presented at any of the grid centers are treated as locally drawn cheques in as much as no clearing charges would be applicable for such cheques.

General Banking Operations Department (GBOD) is authorized to issue Standard Operating Procedure for CTS clearing in line with RBI/ NPCI guidelines.

2.1 (c) Non-CTS Cheques

Frequency of separate session of clearing of Non-CTS 2010 cheques have been reduced to once in a fortnight from July 1, 2018 and thereafter once in a month from September 1, 2018. The separate clearing session has been discontinued from December 31, 2018.

In certain categories of cheques, (subject to amendments in guidelines) or instruments demanded by the correspondent Bank or image quality assessment (IQA) failure will be presented in physical form to the drawee Bank.

2.1. (d) Where no clearing house exists

Bank branches situated at centers which are not members of any CTS Grid or where no clearing house exists, would present local cheques on drawee banks across the counter and it would be the bank's endeavor to credit the proceeds at the earliest but not later than 3rd working day from the date of deposit by customer.

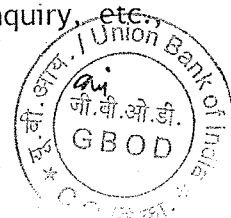
2.1.(e) Discontinuation of the requirement of Paper to Follow (P2F) for State Government Cheques :

As per RBI circular dated 20.06.2019, it has now been decided, to dispense with the current requirement of forwarding the paid State Government Cheques in Physical Form (Commonly known as P2F) to the State Government departments/ treasuries.

In Cheque Truncation System, the 'drawee bank' means the dealing branch of a bank accredited to a Ministry/ Department/Treasury/Sub-Treasury on which the cheques are drawn. The 'presenting bank' means a branch of any bank where the cheques are presented for payment by the clients. Both the presenting banks and drawee banks would continue to discharge their duties prescribed under various Acts/Regulations/Rules such as the Negotiable Instruments Act 1881, Bankers' Books Evidence Act 1891, Uniform Regulations and Rules for Bankers' Clearing Houses, Procedural Guidelines for Cheque Truncation System etc. with respect to payment of cheques. The government cheques would henceforth be paid in CTS clearing solely based on their electronic images. The paid cheques in physical form would be retained by the presenting bank.

In case any drawee bank desires to verify the government cheque in physical form before passing it for payment, the image would be returned unpaid under the reason "present with document". The presenting bank on such instances shall ensure that the instrument is presented again in the next applicable clearing session without any reference to the account holder (payee).

The presenting banks are required to preserve the physical instruments in their custody securely for a period of 10 years as required under Procedural Guidelines for CTS. In case some specific cheques are required for the purpose of any investigation, enquiry, etc.,



under the law, they may be preserved beyond 10 years. Drawee banks shall make necessary arrangements to preserve the images of all government cheques for a period of 10 years with themselves or through the National Archival System put in place by National Payments Corporation of India (NPCI).

The government cheques paid by a drawee bank across its counter by way of cash withdrawal or transfer also need to be truncated and preserved for 10 years. Adequate safeguards shall be built to ensure that these images are captured separately by the drawee banks and not mixed up with the images of the instruments received for payment in clearing. A common electronic file containing the images of all the paid cheques shall be created on a daily basis for onward transmission to State Government Departments/ Treasuries/ Sub-Treasuries.

The branch handling the State Government transactions shall continue to send the Payment Scrolls on a daily basis in the prescribed form to the Sub- Treasury/Treasury to whom they are attached as hitherto. However, as the paid cheques would no longer be available with the accredited branch, the same will not be attached with the payment scroll, but the electronic images of paid cheques (by way of cash, clearing and transfer), preserved by the presenting bank, shall be provided to the Office of AG/State Government Departments/Treasuries/Sub-Treasuries by way of secured electronic communication/ e-mail, etc., as per their requirement.

At any time during the preservation period of cheques, for the purpose of reconciliation, enquiry, investigation, etc., the Office of AG/State Government Departments/Treasuries/Sub-Treasuries may require any paid cheque in physical form for which the concerned State Government Department/Treasury/Sub-Treasury would approach the dealing branch. Whenever so demanded, the dealing branch shall arrange to furnish the cheques paid by it by way of cash and transfer immediately. In case of cheques paid by way of clearing, the same shall be supplied to the Office of AG/State Government Departments/Treasuries/Sub-Treasuries within a reasonable period after obtaining it from the presenting bank. It is the responsibility of the presenting bank in such instances to comply with the request of the Office of AG/State Government Departments/Treasuries/Sub-Treasuries / drawee bank for any physical cheque and provide the same to the respective drawee bank within a reasonable period.

At present, the CTS is operated on grid basis. Hence, the government cheques drawn on RBI / agency banks shall be presented in the grid within whose jurisdiction the accredited/authorised branch of paying bank is located

As hitherto, the drawee bank shall ensure through the dealing branch that the mistakes/ discrepancies pointed out in payment scrolls, monthly DMS etc are rectified as per procedure, missing images of paid cheques are submitted immediately, the copies of the scrolls duly verified by the Sub- Treasury/Treasury are kept on its record, etc.

The revised guidelines are effective in respect of cheques issued by the State Governments from July 01, 2019 and made applicable for those State Governments which give their consent for withdrawal of P2F arrangement. As and when State Governments give their



consent, the same will be advised to the banks. In case any SG desires to have a parallel run, the same may be done for a period not exceeding three months. During the parallel run period, P2F shall continue to remain operational and the drawee banks should forward both the physical instruments and their images to concerned Treasury/Sub-treasury as desired by them. After completion of the parallel run, P2F shall be discontinued and only images shall be sent as outlined above

2.2 Outstation Cheques

For cheques drawn on bank's own branches at outstation centers, same day credit will be provided to the customers through our intersol transfer system.

Cheques drawn on other banks at outstation centres will normally be collected through bank's branches at those centres. Where the bank does not have a branch of its own, the instrument would be directly sent for collection to the drawee bank or collected through a correspondent bank.

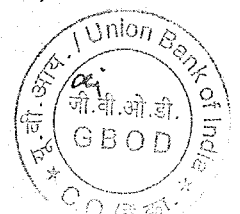
2.3. Cheques payable in Foreign Countries

Cheques payable at foreign centers where the bank has branch operations (or banking operations through a subsidiary etc.) will be collected through that office. The services of correspondent banks will be utilised in country/centers where the correspondent has presence. Cheques drawn on foreign banks at centers where the bank or its correspondents do not have direct presence will be sent direct to the drawee bank with instructions to credit proceeds to the respective Nostro Account of the bank maintained with one of the correspondent banks.

Domestic Foreign Business & International Banking Division is authorized to issue operational guidelines in this regard.

2.4. Immediate Credit of Local / Outstation Cheques / Instruments

- Branches / extension counters of the bank will consider providing immediate credit for outstation cheques / instruments up to the aggregate value of Rs.15,000/- tendered for collection by individual account holders subject to *satisfactory conduct* of such accounts for a period of 6-12 months. Immediate credit will be provided against such collection instruments at the specific request of the customer or as per prior arrangement. The facility of immediate credit would also be made available in respect of local cheques at centres where no formal clearing house exists.
 - The facility of immediate credit will be offered on Savings Bank / Current / Cash Credit Accounts of the customers. For extending this facility there will not be any separate stipulation of minimum balance in the account.
 - Under this policy, prepaid instruments like Demand Drafts, Interest/Dividend warrants shall be treated on par with cheques.
 - In the event of dishonor of cheque against which immediate credit was provided, interest shall be recoverable from the customer for the period the bank remained out of funds at the rate applicable for overdraft limits sanctioned for individual customers.
- a) For the purpose of this Policy, a *satisfactorily conducted account* shall be the one;
 - b) Opened at least six months earlier and complying with KYC norms.



- c) Conduct of which has been satisfactory and bank has not noticed any irregular dealings.
- d) Where no cheques / instruments drawn for which immediate credit was afforded returned unpaid for financial reasons.
- e) Where the bank has not experienced any difficulty in recovery of any amount advanced in the past including cheques returned after giving immediate credit.

Bank shall levy normal collection charges and out of pocket expenses while providing immediate credit against outstation instruments tendered for collection. Exchange charges applicable for cheque purchase will not, however be charged.

2.5. Purchase of local/outstation cheques

Bank may, at its sole discretion, purchase local/outstation cheque tendered for collection at the specific request of the customer or as per prior arrangement. Besides satisfactory conduct of account, the standing of the drawer of the cheque will also be a factor considered while purchasing the cheque.

3. Time Frame for Collection of Local / Outstation/Foreign Cheques / Instruments:

For local cheques presented in clearing credit will be afforded as on the date of settlement of funds in clearing and the account holder will be allowed to withdraw funds on T+1 or T+2 day as per return clearing norms in vogue at that centre.

For cheques and other instruments sent for collection to centers within the country the following time norms shall be applied:

- a) Cheques/ instruments drawn on one of our branch deposited at another center - Same day
- b) Cheques/instruments drawn on other bank and sent for collection to:
 - i. Centers where we have a branch - Maximum T+6 days
 - ii. Centers where we do not have a branch - Maximum T+10 days

Cheques drawn on foreign countries:

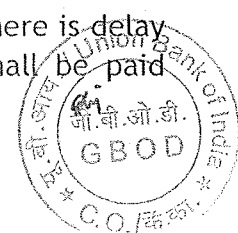
The bank is committed to ensuring that instruments drawn in foreign currencies and payable outside India are collected in the quickest and most efficient manner. Towards this the bank may enter into specific collection arrangements with its correspondent banks in those countries for speedy collection of such instrument(s). Bank would give credit to the party upon realization of proceeds in the bank's Nostro Account with the correspondent bank after taking into account cooling periods as applicable to the countries concerned.

Country/location specific norms wherever stipulated will be specified for foreign currency instruments and made known to the customers at the point in time of accepting instruments in collection.

The above time norms are applicable irrespective of whether cheques/instruments are drawn on the bank's own branches or branches of other banks.

4. Payment of Interest for delayed Collection of Local/Outstation Cheques and Cheques Payable outside India:

As part of the compensation policy of the bank, the bank will pay interest to its customer on the amount of collection instruments under 4.a, b, c & d given below in case there is delay in giving credit beyond the time period mentioned below. Such interest shall be paid



without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

Interest for delayed collection shall be paid at the following rates:

- A. Savings Bank Rate for the period of delay beyond T+2 days in collection of local cheques.
 - B. Savings Bank Rate for the period of delay beyond T+6 days in collection of outstation cheques sent to Bank's own branches at other centers.
 - C. In case of cheques sent to other bank branches for collection where delay is beyond T+10 days interest will be paid at the rate applicable to term deposit for the respective period or Savings Bank rate, whichever is higher.
 - D. In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding interest rate mentioned above.
 - E. In the event the proceeds of cheque under collection were to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.
 - F. In case of cheques drawn on foreign countries interest at the rate of savings bank interest rate will be paid on the amount of cheque collected for any delay from the value date of credit to the Nostro Account till the date of actual credit to customer's account.
5. Cheques / Instruments lost in transit / in clearing process or at paying bank's branch:
In the event a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank's branch, the bank shall immediately on coming to know of the loss, bring the same to the notice of the accountholder so that the accountholder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonored due to non-credit of the amount of the lost cheques / instruments. The bank would provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

In line with the compensation policy of the bank the bank will compensate the accountholder in respect of instruments lost in transit in the following way:

- a) In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (T+2/T+6/T+10 days as the case may be) interest will be paid for the period exceeding the stipulated collection period at the rates specified above.
- b) In addition, bank will pay interest on the amount of the cheque for a further period of 15 days at Savings Bank rate to provide likely further delay in obtaining duplicate cheque/instrument and collection thereof.
- c) The bank would also compensate the customer for any reasonable charges he/she incurs in getting duplicate cheque/instrument upon production of receipt, in the event the instrument is to be obtained from a bank/institution who would charge a fee for issue of duplicate instrument.



6. Force Majeure

The bank shall not be liable to compensate customers for delayed credit if some unforeseen event (including but not limited to) civil commotion, sabotage, lockout, strike or other labour disturbances, accident, fires, natural disasters or other "Acts of God", war, damage to the bank's facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation etc. beyond the control of the bank prevents it from performing its obligations within the specified service delivery parameters.

7. Charging of interest on cheques returned unpaid where instant credit was given:

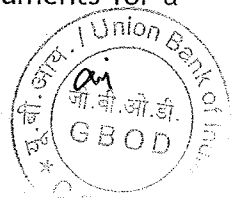
- a) If a cheque sent for collection for which immediate credit was provided by the bank is returned unpaid, the value of the cheque will be immediately debited to the account. Interest where applicable would be charged on the notional overdrawn balances in the account had credit not been given initially.
- b) If the proceeds of the cheque were credited to the Savings Bank Account and were not withdrawn, the amount so credited will not qualify for payment of interest when the cheque is returned unpaid. If proceeds were credited to an overdraft/loan account, interest shall be recovered at the rate of 2% above the interest rate applicable to the overdraft/loan from the date of credit to the date of reversal of the entry if the cheque/instrument were returned unpaid to the extent the bank was out of funds.

8. Service Charges

For all collection services bank will recover appropriate service charges as decided by the bank from time to time and communicated to customer as indicated in the Code of Bank's Commitment to Customers adopted by the bank.

9. Procedure for return / dispatch of dishonoured cheques

- a) Branches will return dishonored cheques presented through clearing houses strictly as per the return discipline prescribed for respective clearing house in terms of Uniform Regulations and Rules for Bankers' Clearing Houses.
- b) In relation to cheques presented direct to the branches for settlement of transaction by way of transfer between two accounts with that branch, it will return such dishonored cheques to payees / holders immediately.
- c) Cheques dishonored for want of funds in respect of all accounts will be returned along with a memo indicating therein the reason for dishonor as "insufficient funds".
- d) Cheques received back unpaid will be returned by post/ courier etc. to the customer within 48 working hours on the address recorded in Bank's database. However, these will be kept in the Bank for returning to the customer over the counter if he/she makes a request for the same. If not collected by the customer within 15 days bank will send them back at the recorded address by post or courier.
- e) Cheques which are deposited with wrong account number mentioned on the Pay-in slip, Bank will return such cheques to the customers on the address mentioned within 48 working hours. However in cases with incomplete address, incomplete phone no., no phone number mentioned on the Pay-in slip, the bank will be responsible to keep these instruments for a maximum period of 3 months.



10. Information on Dishonored Cheques

- a) Data in respect of each dishonored cheque for amount of Rs.1.00crore and above will be made part of Bank's MIS on constituents at Central Office.
- b) Data in respect of cheques drawn in favor of stock exchanges and dishonored will be taken separately irrespective of the value of such cheques as a part of Bank's MIS relating to broker entities at Central Office.
- c) Bank will place before Audit / Management Committee, every quarter, consolidated data in respect of the matters referred to above.

11. Dealing with incidence of frequent dishonor:

11.1. Dealing with frequent dishonor of cheques of Rs.1.00crore and above

- a) With a view to enforce financial discipline among the customers, bank has decided to introduce a condition for operation of accounts with cheque facility that in the event of dishonor of a cheque valuing rupees one crore and above drawn on a particular account of the drawer on four occasions during the financial year for want of sufficient funds in the account, no fresh cheque book would be issued. The bank may also consider closing current account at its discretion. However in respect of advances accounts such as Cash credit account, overdraft account, the need for continuance or otherwise of these credit facilities and the cheque facility relating to these accounts will be reviewed by appropriate authority higher than the sanctioning authority.
- b) For the purposes of introduction of the condition mentioned at (a) above in relation to operation of the existing accounts, bank may, at the time of issuing new cheque book, issue a letter advising the constituents of the new condition.
- c) If a cheque is dishonored for a third time on a particular account of the drawer during the financial year, bank will issue a cautionary advice to the concerned constituent drawing his attention to aforesaid condition and consequential stoppage of cheque facility in the event of cheque being dishonored on fourth occasion on the same account during the financial year. Similar cautionary advice will be issued if the bank intends to close the account.

11.2. Dealing with frequent dishonor of cheques of value of less than Rs.1.00crore

- a) On the same lines mentioned above, with a view to enforce financial discipline among the customers, bank has decided to introduce a condition for operation of accounts with cheque facility that in the event of dishonor of a cheques of value of less than Rs.1.00crore, drawn on a particular account of the drawer on four occasions during the financial year for want of sufficient funds in the account, no fresh cheque book would be issued. The bank may also consider closing current account at its discretion. However in respect of advances accounts such as Cash credit account, overdraft account, the need for continuance or otherwise of these credit facilities and the cheque facility relating to these accounts will be reviewed by appropriate authority higher than the sanctioning authority.
- b) For the purposes of introduction of the condition mentioned at (a) above in relation to operation of the existing accounts, bank may, at the time of issuing new cheque book, issue a letter advising the constituents of the new condition.
- c) If a cheque is dishonored for a fourth time on a particular account of the drawer during the financial year, bank will issue a cautionary advice to the concerned constituent drawing

his attention to aforesaid condition and consequential stoppage of cheque facility in the event of cheque being dishonored on fifth occasion on the same account during the financial year. Similar cautionary advice will be issued if the bank intends to close the account.

12. General

For the purpose of adducing evidence to prove the fact of dishonor of cheque on behalf of a complainant (i.e., payee / holder of a dishonored cheque) in any proceeding relating to dishonored cheque before a court, consumer forum or any other competent authority, bank will extend full co-operation, and will furnish him / her documentary proof of fact of dishonor of cheques.

At the cost of repetition, it is reiterated that, all the cheques, if they are to be returned for want of funds in the account, then they will be returned with the reason "insufficient funds in the account" only.

13. SMS/e-mail Alerts

The Bank as a policy will enable the customer to receive SMS/e-mail based alerts for realization or dishonor of instruments sent through clearing/collection.

14. Validity & Review of the Policy

The policy shall be reviewed annually in tune with the regulatory guidelines / internal requirements or as and when considered necessary. Bank retains the right to amend / modify the policy and display of the same on notice board of branches / on the web site would be deemed to be adequate notice to customers of the said change.

The policy shall be valid for the financial year 2020-21 and its continuity may be extended for a further period not exceeding three months with the specific approval of Managing Director & Chief Executive Officer. Any directive / guideline issued by RBI in this regard shall automatically be part of this policy, during the currency of this policy.

