



# Citizen Charter

## Table of Contents

<b>S NO</b>	<b>Particulars</b>	<b>Page No.</b>
1	Vision	3
2	Mission	3
3	Applicability of Charter	3
4	Key Commitments	3-4
5	Common Practices followed by our branches	5
6	Customer Responsibilities	5
7	Products and Services	5-11
8	Government Business	11
8	Digital Products and Services	11
9	Know Your Customer Norms	11-12
10	Customer Rights/Service Information	12-16
11	Time Norms for Common Transactions	16
12	Grievance Redressal	16-18
13	Banking Ombudsman Scheme and Internal Ombudsman Scheme	18-19
14	List of Policies and Disclosures available of Bank's website	19

# CITIZEN CHARTER

## 1. VISION:

To become the bank of first choice in our chosen areas by building beneficial and lasting relationships with customers through a process of continuous improvement.

## 2. MISSION:

To be a customer centric organization known for its differentiated customer service.

To offer a comprehensive range of products to meet all financial needs of customers.

To be a top creator of shareholder wealth through focus on profitable growth.

To be a young organization leveraging on technology and an experienced workforce.

To be the most trusted brand, admired by all stakeholders.

To be a leader in the area of financial inclusion.

## 3. APPLICABILITY OF CHARTER :

**Disclaimer: Citizen Charter is not a legal document creating rights and obligations. The charter itself does not create new legal rights, but it surely helps in enforcing existing rights.**

This charter is applicable to all products and services provided by bank through its branches, subsidiaries and agents acting on behalf of Bank, across the counter or through technology (i.e. alternate delivery channels).

Information given is as of 10.12.2019 and is subject to change/revision in accordance with the change in policies and procedures adopted by the Bank.

## 4. KEY COMMITMENTS:

Bank undertakes to fulfill following commitments towards its customers:

- **Right to Fair treatment.**
  - Making sure that our products and services meet relevant laws and regulations in letter and spirit.

- Ensuring that all dealings with you rest on the ethical principles of integrity and transparency.
  - Non discriminating on the basis of age, race, gender, marital status, religion, disability or financial status.
  - Training our staff to attend you adequately, appropriately, promptly and courteously.
- **Right to Transparency, fair and honest dealing.**
    - Providing timely and adequate information about our financial products and services.
    - Ensuring that our advertising and promotional literature is clear and not misleading.
    - Ensuring that you are given complete information about our products and services, minimum balance requirements, interest rates and service charges and terms and conditions applicable to them.
    - Displaying on our website, our policies on Deposits, Cheque collection, Grievance redressal, Compensation, Collection of dues and Security repossession and other information related to customer rights.
- **Right to suitability and privacy.**
    - Offering products based on your needs and based on your financial circumstances and understanding.
    - Ensuring to keep your personal information private and confidential.
- **Right to Grievance Redressal and compensation.**
    - By making available various channels for lodging of your complaints and grievances.
    - By ensuring proper display in branches the details of Regional/Zonal/ Principal Nodal officer for handling of complaints.
    - By displaying Banking Ombudsman Scheme, name and contact details of Banking Ombudsman under whose jurisdiction branch falls.
    - By ensuring availability of such information on Bank's website.

## 5. COMMON PRACTICES FOLLOWED BY OUR BRANCHES:

- Display of business hours.
- Providing “May I help You” counters at branches with 10 or more staff members.
- Provide details of various deposits schemes/services of the Bank.
- Display interest rates for various deposit schemes from time to time.
- Offer nomination facility to all eligible deposit account.
- Display the contact details of Nodal officers dealing with customer grievances/complaints at Regional, Zonal and Central offices levels.

## 6. CUSTOMER RESPONSIBILITIES:

Customers are requested to:

- Ensure safe custody of cheque books and passbooks issued to them.
- Use nomination facility.
- Make maximum possible use of alternate channels of banking services like ATM, Internet banking, Mobile banking etc.
- Pay interest, installments, locker rent and other dues on time.
- Provide feedback on our services.
- Not to share ATM PIN/Internet Banking passwords/ Mobile Banking password/UPI PIN or any other confidential information.

## 7. PRODUCTS AND SERVICES:

### ➤ Deposit Products

- **Savings Bank Deposit Accounts:** Various saving account products catering to the special needs of various customers like Savings General account, Savings Super Salary account, Savings Pension, Savings New Flexi deposit account, BSBDA/BSBDS etc.

As per RBI guidelines, the Bank is prohibited from opening of savings account in the name of following entities:

- Govt. Departments/Bodies depending upon budgetary allocations for performance of their functions.
  - Municipal Corporations or Municipal Committees.
  - Panchayat Samities.
  - State Housing Boards.
  - Industrial Development Authorities.
  - State Electricity Board.
  - Water and Sewerage/Drainage board.
  - State Text Book Publishing Corporations/Societies.
  - Metropolitan Development Authority.
  - State/District Level Housing Co-op Societies etc.
  - Any trading/business or professional concern (e.g. firms of Chartered accountants, lawyers etc.) whether such concern is a proprietary or a partnership firm or a company or an association.
  - Any political party- It is clarified that for this purpose, a political party means an association or body of individual citizens of India, which is or is deemed to be registered with the Election Commission of India as per political party under Election symbols(Reservation and Allotment )Order, 1968 as in force for the time being.
- **KYC requirements:** The Bank will provide to the prospective customers, details of the documents required for identification of the person opening the account also proof of address documents . Documents normally accepted are:

**For identification as well as for address(provided it contains the present address) :**

1. Aadhaar number, where he/she is desirous of receiving any benefit/subsidy under any scheme a declaration to be given and E- KYC is mandatorily to be done.

Or

Customers who are not beneficiaries of the aforesaid welfare scheme, Bank may carry out Aadhaar authentication/ offline verification of an individual who voluntarily uses his Aadhaar number for identification purpose.

Or

The passport, the driving license, the Voter's identity card issued by Election Commission of India, job card issued by NREGA duly signed by an officer of State Govt and the letter issued by the National Population Register containing details of name and address. AND

2. Permanent Account Number (PAN) or Form 60 and
3. One recent photograph.

**Address Proof- As below:**

- If OVD furnished by the customer does not contain updated address, then deemed OVD for limited purpose of address can be utility bill which is not more than two months old of any service provider (electricity, telephone, postpaid mobile phone, piped gas, water bill)
- Property or Municipal Tax Receipt.
- Pension or Family Pension Payment Orders (PPOs) issued to retired employees by Government departments or Public Sector Undertakings, if they contain the address.
- Letter of allotment of accommodation from employer issued by the State or Central Government departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial banks, financial institutions and listed companies. Similarly, lease and license agreements with such employers allotting official accommodation.

Provided that the customer shall submit updated OVD with current address within a period of three months of submitting the above documents.

- **Current Deposit Accounts:** Current accounts can be opened by individuals, partnership firms, private and public limited companies, HUF/Specified associates, societies, trusts, Govt Departments etc.

Bank offers various current account products depending on the needs of customers like Current General account, Union Classic current account etc.

For Opening of individual accounts documents required:

- Proof of identity: Any one of PAN card/Passport/Voter id/Aadhaar.
- Proof of address: Passport/Voter id/Aadhaar/Piped Gas Bill

For Opening of Partnership/Company/Trust/Society/Club /Association

- PAN Card
- Mandate to operate the account
- MSME Registration
- GST Registration
- Permission from Municipality/Corporation
- Customs Registration
- IEC from DGFT
- Partnership deed in case partnership
- CIN from ROC/Date of Regn/Memorandum and Articles of Association/Date of Commencement of business/Resolution
- Copy of Trust Deed, Bye-laws/Resolution
- Copy of Bye-laws in case of Club/Association/Society

Prospective Customer to submit relevant documents of business/activity from the above list. Further details on process and documents for opening of current/savings account may be obtained from any of the Bank's branches.



- **Term Deposit Accounts:**

- Bank has various **Term deposit** products to suit the needs and expectations of investing customers.
- Term deposits can be opened by individuals, partnership firms, private and public limited companies, HUF/Specified associates etc. It can also be opened in the name of minor.
- Premature withdrawals are allowed (unless otherwise specified in the scheme).
- Generally, loans/overdrafts against deposits are allowed unless specifically excluded under a deposit scheme.

DEPOSIT PRODUCT	TENURE	FEATURES
Short Deposit Receipt	07days-179 days	<p>Minimum amount of Rs 10,000/- in Metro and Urban Branches, Rs 5000/- in Rural and Semi Urban branches</p> <p>Minimum amount that can be accepted under this scheme is Rs 05.00 lakhs for a period of 07-14 days.</p> <p>Interest is compounded on quarterly basis.</p>
Fixed Deposit Receipt	07 days- 10 years	<p>Minimum amount of Rs 10,000/- in Metro and Urban Branches, Rs 5000/- in Rural and Semi Urban branches.</p> <p>Minimum amount is Rs 5000/- for Senior Citizens</p> <p>Interest is compounded on quarterly basis.</p>
Monthly Income Scheme	06-120 months	Interest is paid on monthly basis at discounted value.
DRIC	06- 120 months	<p>Minimum amount is Rs 100/- in Rural/ Semi Urban Centres and Rs 500/- in Urban/ Metro Centres.</p> <p>Interest is compounded quarterly.</p>
Union Tax Saver	60-120 months	<p>Minimum amount Is Rs 5000/- and can be invested in multiples of Rs 100/- subjected to maximum of Rs 01.50 lakhs.</p> <p>Pre mature closure is allowed after the lock in period of 60 months</p>

Cumulative Deposit Scheme	6-120 months	Monthly installment as low as Rs 50/- Interest is compounded quarterly.
Union Monthly Plus	06-60 months	Minimum core amount is Rs 100/- and maximum amount is Rs 1,00,000/-.  Interest calculated on daily product basis and credited quarterly.  Step up option: Depositor can increase the monthly installment upto 10 times the core amount during any month.

**Senior citizens are offered additional interest of 0.50 % for deposits placed for 1 year and above period.**

- **DICGC Coverage:** Balance in savings and other deposit accounts are insured with DICGC for a maximum of Rs 1.00 lakh per depositor in the same capacity and same rights

Detailed features of any Deposit product may be accessed on Bank's website.

➤ **Loan Products**

- ✓ Retail loan schemes including Union Home, Union Miles, Union Education, Union Mortgage etc.
- ✓ Business loan schemes including and not restricted to Cash Credit facility, Overdraft facility, Demand Loans, Term loans, Bill discounted/ purchased etc.
- ✓ MSME schemes like Union Progress, PMMY loans, Union High Pride, Union Nari Shakti etc.
- ✓ Agricultural loan schemes like crop loan, gold loan scheme etc.

➤ **Services:**

- ✓ Remittance facilities to the customers through RTGS/NEFT/Issuance of Demand drafts.
- ✓ Collection of cheques.
- ✓ Alternate delivery channel services (internet banking, mobile banking, credit and debit cards etc.)
- ✓ Safe deposit locker facility.
- ✓ Banking services for various government transactions e.g. direct tax collection, opening of accounts under Sukanya Samridhi Yojana, Senior Citizen Savings Scheme, 2004, Atal Pension Yojana, opening of PPF accounts etc.+

- ✓ Third party products including general and life insurance, mutual fund products and Demat services.

Detailed features of any loan product/services may be accessed on Bank's website.

**8. GOVERNMENT BUSINESS :** We also undertake following Government business.

- Direct Tax Collection
- GST Collection
- Senior Citizen Savings Scheme
- Opening of PPF accounts
- Atal Pension Yojana
- National Pension Scheme
- Kisan Vikas Patra

**9. DIGITAL PRODUCTS & SERVICES :** Our popular digital products are

- Mobile Banking ( Umobile )
- Internet Banking
- BHIM UPI
- M-Passbook
- Digipurse
- ATM/Debit cards
- Credit Cards

**10. KNOW YOUR CUSTOMER NORMS:**

In compliance with RBI guidelines, Bank follows a practice of identification, fulfillment and regular updation of KYC norms.

Bank carries out periodic updation of customers' KYC based upon their risk category.

For high risk rated customer, KYC is updated once in every two years, once in eight years for medium risk rated customers and once in ten years for low risk rated customers.

As a general rule, for the periodic updation, the customer needs to resubmit his proof of identification and address to his home branch.

Further details on the subject, information may be obtained from any of the Bank's branches.

## **11. CUSTOMER RIGHTS/ SERVICE INFORMATION:**

Enlisting below the broader guidelines on general areas of customer services. Such information is only illustrative and not exhaustive. Information on bank's policies regarding deposits, compensation, grievance redressal, death claim policy, cheque collection policy, services and charges, customer rights, Anti Money Laundering, Banking Ombudsman scheme and Internal Ombudsman scheme are available on Bank's website and may also be availed from any of the Bank's branches.

### **➤ Interest rates on deposits and Forex products:**

We offer competitive rates on deposits and forex products , which are revised from time to time. The updated key interest rates are displayed in the branches and also available on Bank's website.

### **➤ Nomination Facility:**

Bank offers nomination facility on all deposit accounts, articles in safe custody and safe deposit vaults.

Individuals and proprietors can avail nomination facility for their accounts. In the event of death of the depositor, the nominee would receive the balance in the account/s, as a trustee of the legal heirs. Nomination can be made only in favour of one individual. Nomination can be made/cancelled/changed at any time during the currency of the account.

### **➤ Death Claim Settlement:**

Bank has laid down guidelines for settlement of death claims. As a general rule, for the settlement of death claims, following documents are required for the settlement of death claim:

#### **A. In case of Nomination in Account :**

In case the account holder had exercised nomination in his account, death claim should be settled in favour of nominee after proper identification.

**B. In case Nomination not available in Account:**

**Claims upto and Inclusive of Rs 5000/-**

A declaration/undertaking would be obtained, after satisfaction of identity, integrity and bonafides of the claimants after due enquiry. (To be stamped as an agreement).

**Above Rs 5000/- upto and inclusive of Rs 50,000/-**

Affidavit to be executed by all the legal heirs (To be executed before a Notary/ Magistrate on Non Judicial Stamp)

Indemnity Bond to be executed by all the legal heirs along with two sureties of adequate means. (To be stamped as per local laws).

**Above Rs 50,000/-**

Wherever claimants are finding it difficult/not able to obtain legal heir certificate from the revenue authorities, the claim can be settled by obtaining following additional documents

- i) Affidavit to be executed by all the legal heirs (To be executed before a Notary/ Magistrate on Non Judicial Stamp)
- ii) Indemnity Bond to be executed by all the legal heirs along with two sureties of adequate means. (To be stamped as per local laws).
- iii) A declaration to be obtained from respectable person/s well known to the deceased depositor's family and the bank, preferably an existing depositor of the Bank, to the effect that the claimants are the only legal heirs of the deceased. (To be stamped as an agreement- need not be signed before Notary or Magistrate).

Complete details of Death claim settlement are also available separately on Bank's website. **(Death Claim under Policies and disclosures)**

➤ **Minimum balance requirements:**

**For Savings account**

With cheque book: Rs 1000/- (except under special tier product)

Without cheque book: Rs 500/-

**For Current account :**

Metro: Rs 5000/- for other than company and Rs 10,000/- for company.

Urban: Rs 3000/- for other than company and Rs 10,000/- for company.

Semi Urban: Rs 3000/- for other than company and Rs 10,000/- for company.

Rural: Rs 1000/- for other than company and Rs 5,000/- for company.

(In Rs. Inclusive of GST)

<b>Non Maintenance of Average Quarterly Balance</b>	<b>Non Individuals</b>	<b>Individuals</b>
<b>Saving Account with Cheque Book</b>		
501-1000	<b>118.00</b>	<b>118.00</b>
251-500	<b>59.51</b>	<b>59.51</b>
Upto 250	<b>29.76</b>	<b>29.76</b>
<b>Saving Account without Cheque Book</b>		
251-500	<b>44.12</b>	<b>44.12</b>
Upto 250	<b>22.57</b>	<b>22.57</b>
<b>SB of Senior Citizens</b>	<b>N.A</b>	<b>NIL</b>
<b>Current Account for Companies (per quarter)</b>	<b>590.00</b>	<b>N.A</b>
<b>Current Account for Others (per quarter)</b>	<b>412.49</b>	<b>412.49</b>

➤ **Cheque Return Charges:**

Return of Inward clearing cheques	(In Rs. Inclusive of GST)
<b>Financial reasons</b>	
Upto 01.00 lakh	295.00
Above 01.00 lakh to 05.00 lakhs	590.00
Above 05.00 lakhs to 10.00 lakhs	590.00
Above 10.00 lakhs	Overnight MCLR + 7.80% p.a for 1 day plus GST @18 %

Return of Outward clearing cheques	(IN Rs. inclusive of GST)
<b>Financial reasons</b>	
Upto Rs 01.00 lakh	295.00
Above Rs 01.00 lakh to less than 01 crore	590.00
01 crore and above	885.00
<b>Other reasons</b>	295.00
<b>Technical reasons i.e. no fault of customers</b>	NIL

➤ **Account Status (Inoperative/Dormant) :**

In concurrence with RBI guidelines, an account (Savings/Current) will be treated as inoperative/dormant, if there are no transactions in the account for a period of 2 years.

For the purpose of classifying an account as inoperative/dormant, both the type of transactions i.e. debits and credit transactions induced at the instance of customer as well as third party would be considered.

To make the account operative, the customer needs to re submit his KYC documents to the branch.

➤ **Exchange of soiled/mutilated notes:**

We accept/exchange soiled and mutilated notes.

➤ **Acceptance of Coins :**

We accept/exchange coins of all denominations.

➤ **Detection and impounding of counterfeit bank notes:**

If a bank note tendered is found to be counterfeit, an acknowledgement is issued to the tenderer after stamping the note as “COUNTERFIET BANK NOTE”.

**12. Time Norms for common transactions:**

NATURE OF TRANSACTION	TIME NORMS
Receipt of Cash	5 to 15 minutes
Cash Payment	5 to 7 minutes
Issuance of Demand Draft <ul style="list-style-type: none"><li>○ Against cash deposit</li><li>○ Against transfer cheques</li></ul>	10 to 20 minutes 10 to 30 minutes
Issuance of term deposit receipts	10 to 30 minutes
Payment of term deposit receipts	15 to 20 minutes
Updation of passbook	5 to 15 minutes
Collection of cheques <ul style="list-style-type: none"><li>○ Local</li><li>○ Outstation</li></ul>	2 to 4 days 6 to 10 days
Remittance-RTGS/NEFT	15-20 minutes
Settlement of deceased claim	Within 15 days from submission of complete documents
Stop Payment instructions	5 to 10 minutes

**13. GRIEVANCE REDRESSAL**

We keep making constant efforts to keep our customer satisfied with our products and services.

However, in case of any issue/complaint, customers have under mentioned options available to them for registering complaint with the bank :

- **Contact Centre:** Complaint can be lodged at Bank’s contact centre on Toll free number 1800222244, 18002082244 or paid number 080-61817110 accessible 24 hours.



- **Customer Care Centre:** Complaints can be send to the Principal Nodal officer at the following address:  
Principal Nodal Officer/ Principal Grievances Redressal Officer  
Union Bank of India,  
Customer Care Unit,  
Union Bank Bhavan  
239, Vidhan Bhavan Marg, Nariman Point,  
Mumbai-400021  
Contact no: 022-22896684  
E Mail ID: [cgo@unionbankofindia.com](mailto:cgo@unionbankofindia.com)

The contact details of Principal Nodal Officer are displayed at all branches of the Bank, available on Bank’s website and also printed on pass book.

- **Complaints at E-Mail ID:** Complaints may also be sent to E-Mail ID [customercare@unionbankofindia.com](mailto:customercare@unionbankofindia.com)
- **Physical Mode of complaints:** Written complaints may also be given at branches/ RO/ZO or Central office.

#### TURN AROUND TIME for Grievance Redressal:

Nature of complaint	Sub Head	TAT (no. of days)*
ATM and Debit cards	Incorrect Amount dispensed- Other Bank ATM	7
ATM and Debit cards	Incorrect Amount dispensed- Union Bank ATM	7
ATM and Debit cards	Unsuccessful transactions (POS/Merchant)	7
ATM and Debit cards	Other Miscll. issues	15
ATM and Debit cards	Unsuccessful debit card transactions (Internet)	15
Credit Cards	Discrepancies in statement	15
Credit Cards	Failed transactions done through internet/ATM/POS	15
Credit Cards	Other requests	15
Funds transfer	NEFT/RTGS issues	5
General Banking	CASA related issues	7
General Banking	Customer service related issues (Harassment and misbehavior, delay in sanction of loans)	15

General Banking	Demat/Forex/Insurance/Treasury	10
General Banking	Discrepancies in accounts/interest/TDS/death claims	20
General Banking	Old and discontinued deposit scheme	30
General Banking	Term deposit related issue	7
Internet Banking	Failed transactions (done through internet banking)	7
Internet Banking	Other technical issues	5
Mobile Banking	Funds transfer/IMPS	10
Mobile Banking	Technical issues	3
Mobile Banking	Failed transactions done through mobile banking	10
SMS alerts	Registering/not received/activation/deactivation/ reactivation	2
SMS alerts	Wrongly received	5

\*Number of days to be read as working days.

Detailed information on Bank's grievance redressal mechanism are available on Bank's website (**Grievance Redressal Policy under Policies and disclosures**).

#### 14. BANKING OMBUDSMAN SCHEME AND INTERNAL OMBUDSMAN SCHEME:

The Bank is covered by Banking Ombudsman Scheme, 2012 of Reserve Bank of India.

Salient features of the scheme are as under:

- Banking Ombudsman shall receive and consider complaints relating to deficiencies in banking or other services and facilitate their satisfaction or settlement and mediation between the bank concerned and the aggrieved parties or by passing an Award in accordance with the Scheme.
- Any person who has a grievance against the Bank on any one or more of the grounds mentioned in clause 8 of the scheme, may, himself or through his authorized representative (other than an advocate), make a complaint to the Banking Ombudsman within whose jurisdiction the branch or office of the bank complained against is located.

- A complaint made through electronic means shall also be accepted by the Banking Ombudsman.
- Before making a complaint to Banking Ombudsman, complainant to ensure that he/she has made a complaint to the Bank and the bank has rejected the complaint or the complainant had not received any reply within a period of one month after the bank received his/her representation or the complainant is not satisfied with the reply given to him/her by the Bank.

Detailed guidelines of Banking Ombudsman Scheme are available at all branches and also available of Bank's website. **(Banking Ombudsman Scheme under Policies and disclosures).**

The Bank also complies with Internal Ombudsman Scheme, 2018 of Reserve Bank of India. It is available on Bank's website. **(Internal Ombudsman Scheme under Policies and disclosures).**

**15. LIST OF POLICIES AND DISCLOSURES AVAILABLE ON BANK'S WEBSITE:**

KYC- AML Policy	<b><u>Fair Lending Practices Code</u></b>
Greivance Redressal Policy	Model Code for Collection of Dues
Customer Compensation Policy	Code of Bank's Commitment to Customers
Model Policy on Bank Deposits	Code of Bank's Commitment to MSME
Cheque Collection Policy	Banking Ombudsman Scheme
Customer Rights Policy	Internal Ombudsman Scheme
Rates and Charges <ul style="list-style-type: none"> <li>• Interest Rates- Deposit</li> <li>• Interest Rates- Loans and Advances</li> <li>• Interest Rates for NRIs</li> <li>• Fees and Services</li> </ul>	Death Claim
Nomination facilities	