

CHEQUE COLLECTION POLICY

This collection policy of the Bank is a reflection of the 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 increase use of technology to provide quick collection services to its customers.

1. Payment of Interest for delayed Collection of Local / Outstation Cheques:

1.1 The Bank shall pay interest to the customer on the amount of collection instruments in case there is delay in giving credit beyond the specified time period. 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.

2. Cheques/Instruments lost in transit/in clearing process or at paying bank's branch:

2.1 In the event of 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 on coming to know about the loss, bring the same to the notice of the account holder so that the account holder can inform the drawer to record stop payment and also ensure that the cheques, if any, issued by him / her are not dishonored due to non-credit of the amount of the lost cheques / instruments. The Bank shall provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

3. Force Majeure

3.1 The Bank shall not be liable to compensate the 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 which prevents it from performing its obligations within the specified service delivery parameters.

4. Procedure to be followed in case of cheques dishonored:

4.1 A return advice shall be prepared wherein the reason for return of cheque shall be indicated. The advice along with the cheque shall be sent to the customer by registered post, local delivery or other suitable means without delay.

5. Service Charges:

5.1 For all collection services the Bank shall recover appropriate service charges as decided by the bank from time to time and communicated to customer as indicated in the code of banks commitment to customers adopted by the bank.