



SHIVA SAHAKARI BANK NIYAMITHA

DAVANGERE-577001

CODE OF COMMITMENT TO CUSTOMERS

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Our Commitment

We, at Shiva Sahakari Bank Niyamita, Davangere, functioning under the co-operative banking framework, are committed to providing efficient, fair, transparent, and customer-centric banking services. This Code of Commitment sets out the minimum standards of service, ethical practices, and responsibilities that customers can expect from the Bank, in line with the principles of co-operative banking and regulatory guidelines.

1. Fair Practices and Transparency

- The Bank shall deal with all customers fairly, honestly, and without discrimination.
- All products and services shall be governed by clearly defined terms and conditions, explained in simple and understandable language.
- Interest rates, service charges, fees, penalties, and any revisions thereto shall be communicated transparently and in advance, wherever applicable.

2. Disclosure of Information

- The Bank shall provide accurate, complete, and timely information relating to its products and services.
- Customers shall be informed of applicable interest rates, service charges, commissions, and penalties.
- Such information shall be made available through branch notice boards, the Bank's website, printed literature, and other appropriate communication channels.

3. Customer Education and Financial Awareness

- The Bank shall promote financial literacy and awareness among members and customers.
- Guidance shall be provided on the safe usage of banking services, including digital banking channels.
- The Bank shall educate customers on precautions to prevent fraud, cyber threats, and unauthorized transactions.

4. Privacy, Confidentiality, and Data Protection

- The Bank respects the privacy and confidentiality of customer information.
- Customer data shall not be disclosed to third parties except where required by law, regulatory authorities, or with the explicit consent of the customer.
- Adequate internal controls and security measures shall be maintained to safeguard customer information.

5. Banking Services and Facilities

- The Bank shall provide efficient services relating to deposits, withdrawals, remittances, advances, and other allied banking services.
- Facilities such as NEFT, RTGS, IMPS, ATM, Mobile Banking, and other digital services shall be offered in accordance with applicable regulatory and co-operative banking guidelines.
- Service timings, delivery channels, and operational procedures shall be clearly displayed and communicated to customers.

6. Grievance Redressal Mechanism

- The Bank shall maintain an effective grievance redressal system to address customer complaints promptly and fairly.

- Customers may lodge grievances at the branch level, through written representation, or through designated grievance channels of the Bank.
- All complaints shall be acknowledged and resolved within a reasonable and stipulated timeframe.

7. Responsibilities of Customers

Customers are expected to:

- Furnish accurate and complete information required for availing banking services.
- Safeguard account numbers, passwords, PINs, cards, and other sensitive credentials.
- Immediately inform the Bank of any loss, theft, or unauthorized transaction.
- Abide by the Bank's rules, terms and conditions, and applicable statutory and regulatory requirements.

8. Staff Conduct and Ethical Standards

- Bank staff shall maintain courtesy, professionalism, and integrity in all interactions with customers.
- Employees shall adhere to ethical standards and co-operative values while delivering banking services.
- Discrimination of any nature shall not be practiced.

9. Financial Inclusion and Member Services

- In keeping with the co-operative spirit, the Bank shall strive to extend inclusive banking services to all sections of society.
- Special attention shall be given to senior citizens, differently-abled persons, women, and first-time banking customers.

10. Review and Amendments to the Code

- This Code shall be reviewed periodically and updated as per directions issued by regulatory authorities and co-operative banking bodies.
- The latest version of the Code shall be made available at all branches and on the Bank's website.

This Code of Commitment reflects the Bank's dedication to co-operative principles, responsible banking, and the protection of customer interests.