



## **Workshops**

# **Depositor Education and Awareness (DEA) Programme**

## **CUTS in partnership with RBI**

**June 07-September 22, 2016**  
**Rajasthan**

## Background

The Reserve Bank of India (RBI) has established the 'Depositor Education and Awareness Fund (DEAF) Scheme 2014', considering unclaimed funds of depositors for the purpose of utilising them for promotion of interests of the depositors'. The statutory basis of this fund is Section 26 A of the Banking Regulation Act, 1949 and on such grounds, this fund was created by taking over inoperative deposit accounts, which have not been claimed or operated for ten years or more or any deposit or any amount remaining unclaimed for more than 10 years lying with various banks in India.

It is to be noted that as per the information provided in Indian Parliament in December 2013, crores of unclaimed deposits are lying in Indian banks comprising banks of major cities of the Rajasthan like Jaipur, Kota, Udaipur, Ajmer, Chittorgarh, Bhilwara and Jodhpur etc. However, this does not put out the rights of the depositors/claimants to claim his/her deposits/unclaimed amount. Banks, on demand, shall repay the customer/depositor, along with interest if applicable and lodge a claim for refund from the fund for an equivalent amount paid.

The RBI has constituted a Committee to administer and manage the Fund in accordance with the Scheme. The fund needs to be utilised for promotion of depositors' interests and for such other purposes, which might be necessary for the promotion of depositors' interest as might be specified by the Reserve Bank of India. The RBI had invited application from the Non-government Organisations (NGOs) to conduct awareness related programmes from the Fund and for this, they registered NGOs with them. In the first stage, as many as 20 NGOs got registered with the RBI and for Rajasthan, Jaipur based NGO, CUTS was assigned the task to implement the programmes in Rajasthan.

To kickstart the programme, CUTS decided to conduct awareness workshops in five cities of the state comprising Jaipur, Kota, Chittorgarh, Bhilwara and Sawai Madhopur. The launch of the programme along with first awareness workshop got conducted in Jaipur on June 07, 2016. The programme witnessed the participation of consumers from rural as well urban, representatives from RBI along with different banks and media. Various bank officials served as resource persons and provided valuable information about safe and secured banking tips.

## Launch cum Programme at Jaipur

**7<sup>th</sup> June, 2016**

### Participants

There were around 116 participants from various sections of the society including banking consumers from rural, urban and semi urban areas. Representatives from NGOs/Civil Society Organisations (CSOs) and media were also present.

### Proceedings

**The event commenced with Deepak Saxena, Senior Programme Coordinator, CUTS** welcoming the Chief Guest, Madhavi Sharma, Banking Ombudsman, Reserve Bank of India along with other guests from various banks and participants. Saxena briefed the

participants about CUTS and its various interventions in the field of consumer development programmes. He also gave a brief orientation on the theme i.e. 'Depositors Education and Awareness Fund Programme'.



This was followed by an Opening Address by George Cherian, Director, CUTS. While delivering the opening address, Cherian revealed that as per the information provided in the Indian Parliament ₹3,652 crore of unclaimed deposits are lying with various Indian banks. Out of this, nearly ₹3237 crore was found to be with public sector banks, ₹340 crore with the private banks and ₹75 crore with the foreign banks. Out these unclaimed deposits, about 68 percent is from savings accounts and 13 percent is of fixed account. Further, around ₹1.09 crore saving accounts are retaining unclaimed amount of ₹2473.97 crore. Hence, he said, "this is the money of common consumers and there is a need to utilise it for empowering the consumers of financial services".

After an elaborate appraisal process, CUTS is registered with the RBI to implement 'Depositor Education Programme' in Rajasthan, with the aim to impart education and awareness for the promotion of depositor's interest and to provide safe and secured deposit guidelines to various depositors. Out of the 20 entities across the country registered with RBI, CUTS is the only organisation from Rajasthan, to implement this programme in Rajasthan, added George.

**Madhavi Sharma, Banking Lokpal, RBI** being the Chief Guest of the programme congratulated CUTS for organising the programme and elucidated that it has gone to a long way to achieving the defined objective. She also stated that common man is neither aware nor s/he pays any attention towards her/his rights as well as rules and regulations. She also advised that one should never sign any document without reading it thoroughly. She also provided an insight of the Banking Lokpal, 1995 and 2006 and about the amendment made in 2009.



She also urged the banks to inform their customers about the advantages and disadvantages of the schemes. Madhavi Sharma in the capacity of Chief Guest also said that it is quite natural that the consumers might have grievances and complaints in case they are not satisfied with the banking services or products. But all bankers must handle the complaints with right approach and take this as an opportunity of reforming the banking services in general and banking system in particular rather than taking them as a nuisance activity. Moreover, Banking Ombudsman also discussed about the institution of Banking Lokpal, its functions and general principals and guidelines for the depositors awareness to safeguard their interests.



**P K Pradhan, General Manager, Banking Supervision Department, RBI** applauded CUTS for organising such an event. He expressed the need to introduce such a programme by creating awareness among the consumers and mentioned that the RBI is merely a trustee of this money under DEAF. In addition, Pradhan also informed that unclaimed money is spent and utilised in awareness programmes. He requested the participants to share the information with the public also to make everyone should be well aware and vigilant about such programmes held by RBI.

**Deepak Gogia, Assistant General Manager, Banking Supervision Department, RBI** congratulated CUTS for organising the programme. His presentation provided an overview of the DEAF (2014) Programme highlighting mainly the objectives of the fund. The statutory basis of creating the DEAF is mentioned under Section 26A of the Banking Regulation Act, 1949. Mentioning about the unclaimed deposits/amounts/funds lying in inoperative accounts for more than 10 years in banks, Gogia revealed that this however does not extinguish the rights of the depositors/claimants to claim his/her deposits/ unclaimed amount and depositors can claim entire amount with accrued interest rate under this fund. The RBI has the right to ask for any document needed while claim is made and advised consumers to be cooperative as such restrictions are made for the protection of consumers only. Gogia also briefed the participants about the maintenance of the records of the claimants, interest and refunds, management of the fund through a committee set up by the RBI internally.



The Committee constituted: an ex-officio Chairperson (a Director General of RBI) and not more than six members, as decided by the Reserve Bank. The members are two CGMs of RBI, Chairman and Managing Director or Chief Executive Officer of a bank by rotation, an expert in the field of banking or accounting or any other field, which the Reserve Bank considers appropriate, one person representing the interests of customers and depositors of banks drawn from amongst organisations or associations formed by such customers or depositors and a Chief General Manager (CGM) of RBI to act as Member Secretary to the Committee. All the members are nominated by the RBI. The members, except the ex-officio Chairperson of the Committee shall hold office for a period of two years and thereafter till the nomination of their successors.

## Technical Session

As part of the event, a technical session was also held in which a panel discussion took place. This session was moderated by **George Cheriyan, Director, CUTS**. The panellists were experts from different banks viz. Mukesh A Mehra, Chief Manager, Baroda Academy of Bank of Baroda; S Balachander, Sr. Vice President and Head, RCEG Department, Axis Bank Ltd, Mumbai; N K Sharma, Chief Manager, SBBJ, Jaipur; Mahendra Lodha, AGM and Principal (Retd.) Punjab National Bank; Munish P Kothari,



Chief Counsellor, Disha Trust-FLCC managed by ICICI Bank and Chandrashekhar S S, Regional Head, Union Bank, Jaipur.



**Munish P Kothari, Chief Counsellor, DISHA FLCC spoke on Safe Banking** and briefed about the initiatives by the RBI for protecting consumer rights like, Banking Ombudsman Scheme 1995/2006, Customer Service Department/Consumer Education and Protection Department, Financial Literacy Campaign at all India level and Charter of Customer Rights focussing on Fair Treatment, Transparency, Fair and Honest Dealing, Suitability, Privacy, Grievances redress and Compensation, Banking Codes and Standard Board of India set up in 2006. With regard to recent achievements in protecting consumer rights of financial services, he laid stress on abolition of foreclosure/prepayment penalty on floating rate loans, levying of SMS charges on actual usage basis, abolition of penal charges on non-maintenance of minimum balance in inoperative accounts, uniformity in Intersol Charges, rationale of bank charges-on NEFT/RTGS, ethical behaviour and Customer Compensation Policy.

He also advised the participants with some safe internet banking tips like not to share passwords of ATMs and other banking details with anyone. Kothari also said that the customers should be careful while using internet and mobile banking. In his presentation Kothari highlighted about the consumer protection measures, such as abolition of foreclosure and SMS charges and also cautioned the participants from misleading advertisements with regard to ponzi schemes. Kothari also played a video showing insertion of some devices in the ATM machine, which copies the ATM card number and through this any person can access the account holder's card number without anyone knowing about the same. Therefore, he cautioned the participants that during their visit to ATMs care should be taken while withdrawing of money.



**Mukesh A Mehra, Chief Manager, Bank of Baroda, Learning Head and Chief Manager, Baroda Academy, Jaipur** speaking on Customer Rights provided valuable information on Consumer Rights. Mehra explained about all the rights, a consumer should know related to banking. These are as following:



- Right to fair treatment of customers by banks irrespective of their gender, caste or financial status.
- Right to fair and honest dealing to customers by banks as customers should not be duped and they should be familiarised by both pros and cons of any scheme.
- Right to suitability of customers as banks should give information about schemes, which are most suitable according to the customer profile.
- Right to privacy of customers as it is the right of customers to have privacy over his passwords and security keys.
- Right to redressal and compensation as any customer has the right that his problems should be redressed by banks and if necessary compensation should be provided.



**S Balachander, Sr. Vice President and Head, RCEG Department, AXIS Bank, Mumbai** was the speaker in the session on 'Demystifying KYC Requirements'.

Balachander specifically discussed about the need of demystifying the KYC. He said that KYC is an age old phenomenon, which enable banks to know and understand customers better and help them manage their risks prudently. KYC means 'Know Your Customers', which is very necessary for banks as knowing the customers will help the banks to formulate customer friendly schemes. He imparted basic knowledge about KYC norms and also mentioned that banks do not want to trouble their customers but KYC is used for safeguarding the customers' interest. Balachander also provided valuable information about the documents needed in KYC. In his lecture, he emphasised on the need to adopt mobile banking by the customers, as mobile banking will ease the process and banking transaction would be speedy. In the end, Balachander notified that KYC is a win-win for both banks and customers and customers should cooperate with banks.

**N K Sharma, Chief Manager, State Bank of Bikaner and Jaipur** spoke on the topic **Customer Care and Grievance Redressal within banks**.

He enunciated about the process of filing of complaints. Sharma recommended that the customer should not directly go to the higher authority as they should first analyse the type and nature of the problem. At times, customer directly goes to higher authority with small and inapt problem, which unnecessarily wastes the time of the officials as that time could have been utilised for solving other problems so he advised the customers to follow step-by-step procedure to avoid wastage of time is not wasted as well small problems can be handled and sought at the base level itself. Sharma also advised banks to respond to the complaints positively and in true spirits to restore the faith of customers on banks.



**Mahendra Lodha, AGM and Principal (Retd.) Punjab National Bank briefly discussed on Customer Rights and Tips for Online Banking like ATM, Mobile Banking and Internet Banking etc.**

He talked over online banking, customer rights and provided guidelines for digital banking. He mainly discussed about the rights of privacy and confidentiality of customers while accessing banking services one should be very alert while using his password he advised that one should never disclose his password to anyone as it could be misused. Lodha also recommended that password should be selected in such a manner that no one can speculate it easily. He suggested using alphanumeric passwords, which are much safe. One should never write his password anywhere and instead should memorise it. Lodha also stated that the customers have the right to discontinue any internet services.



**Chandrashekhar S S, Regional Head of Union Bank, Jaipur speaking on Dangers of Keeping Money in Illegal Financial Entities** informed the participants about immediate controlling offices in banks and in case the consumers are stuck in any problem can directly approach these offices for resolving their problems quickly. Chandrashekhar informed that every bank has such separate offices as these offices are meant for the convenience of the customers to sought their problems.

## Open House Session

The panel discussion was followed by an open session, where participants shared their views and raised questions on consumer rights in banking sector. The queries were successfully attended by the experts. Some of the major issues raised were pertaining to internet banking, safety aspects of banking etc.

## Summing Up Vote of Thanks

Dharmendra Chaturvedi of CUTS gave a vote of thanks to all the notable speakers, who spoke on different aspects of banking, and provided valuable, informative and useful information and tips specifically to safe banking. He also thanked the speakers for awakening the participants towards their rights as customers of banking services.

## Programme Schedule

Time	Subject	Facilitators
10.30-11.00	<b>Arrival of Guests, Registration &amp; Tea</b>	
11.00-11.45	<b>Inaugural Session</b>	
	Welcome Address	<b>Deepak Saxena</b> Sr. Programme Coordinator, CUTS
	Opening Address	<b>George Cheriyan</b> Director, CUTS
	Inaugural Address by Chief Guest Role of Banking Ombudsman in Protecting Depositor's Rights-Special Address	<b>Smt Madhavi Sharma</b> Banking Ombudsman, Rajasthan
	Special Address on Depositor Education & Awareness	<b>Mr P K Pradhan</b> General Manager, Banking Supervision, Regional Office of reserve Bank of India, Jaipur
	About DEF Scheme-Special Address	<b>Mr Deepak Gogia,</b> AGM, Banking Supervision, Regional Office of Reserve Bank of India, Jaipur
11.45-11.50	<b>Short Break</b>	
11.50-13.55	<b>Technical Sessions</b>	
	Moderator	<b>Mr George Cheriyan,</b> Director, CUTS
	Safe Banking	<b>Mr Munish P Kothari</b> Chief Counsellor, Disha Trust-FLCC
	Customer Rights	<b>Mr Mukesh A Mehra</b> Chief Manager, Baroda Academy, Bank of Baroda
	Demystifying KYC Requirements	<b>Mr Balachander</b> Sr. Vice President and Head, RCEG Department, Axis Bank Ltd, Mumbai
	Customer Care & Grievance Redressal within the Bank	<b>Mr N K Sharma</b> Chief Manager, SBBJ, Jaipur
	Rights & Tips for Online Banking (ATM, Mobile Banking, Internet Banking etc.)	<b>Mr Mahendra Lodha</b> AGM and Principal (Retd.) Punjab National Bank
	Dangers of Keeping Money in Illegal Financial Entities	<b>Mr Chandreshekhar S S</b> Regional Head, Union Bank, Jaipur
13.55-14.25	Open Session (Q & A)	
14.25-14.30	Vote of Thanks	<b>Mr Dharmendra Chaturvedi</b> Project Officer, CUTS
14.30 Onwards	<b>Lunch &amp; Departure</b>	



## Programme at Sawaimadhopur

15<sup>th</sup> July, 2016



### Participants

The programme was organised at Hotel Ranthambore Palace at Ranthambore Road in Sawaimadhopur. It was attended by as many as 49 participants, which includes general participants and representatives of banks and finance institutions. Among the reps of banks, there were officials from Oriental Bank of Commerce, Lead Development Bank (BoB), Financial Literacy Centre, State Bank of Bikaner and Jaipur and Baroda Rajasthan Kshetriya Gramin Bank in Sawaimadhopur. The list of participants is attached.

### Proceedings



The programme at Sawaimadhopur was coordinated by Hari Prasad Yogi, a locally based CUTS networker and also a President of local Consumer Legal Help Society. Yogi welcomed all the speakers, reps of CSOs and banks and spoke on the purpose of the meeting. In the inaugural session, Chief Guest of the programme was Dr Vimala Sharma, Chairman, Sawaimadhopur Municipal Council. Other guest speakers in the session were Mr Nirbhoy Dev Sharma, Manager, Office of Banking

Ombudsman and Mr Deepak Gogia, AGM, Department of Banking Supervision, Reserve Bank of India, Jaipur.

Dr Vimala Sharma thanked CUTS for arranging to organise such an important event, with the support of RBI. She said that no doubt the issue is of utmost importance in the present context when the whole banking is getting converted into an online mode. Sharma referred to few local incidences, where bank customers got cheated by way of fraud unknown calls.





**Mr Nirbhoy Dev Sharma speaking on ‘Role of Banking Ombudsman in Protecting Depositor’s Rights’**

briefed the audiences about the role and duties of the office of Banking Ombudsman towards protecting the rights of banking customers by way of hearing customers’ complaints against banks. Sharma informed participants that BO was first setup in UK, whereas in India, RBI started this scheme in 1995. Earlier RBI used to appoint reputed persons from banking, finance, management, legal etc. sectors as Banking Ombudsmen (BO). But now RBI has reserved

this BO post for its own Chief General Managers and General Managers. Tenure of BO is three years at a time. All commercial banks (scheduled and non scheduled, public and private), regional rural banks, scheduled primary co-operative banks, NBFCs (BO’s Jurisdiction limited to “loan” part.) comes under the jurisdiction of BO. Banking Ombudsman is not a replacement of consumer forum/courts. He merely supplements them. Banking Ombudsman deals with matters less than or equal to Rs.10 lakhs.

**Mr Deepak Gogia speaking on ‘About DEF Scheme’**

provided an overview of the DEAF (2014) Programme highlighting mainly the objectives of the fund. The statutory basis of creating the DEAF is mentioned under Section 26A of the Banking Regulation Act, 1949. Mentioning about the unclaimed deposits/amounts/ funds lying in inoperative accounts for more than 10 years in banks, Gogia revealed that this however does not extinguish the rights of the depositors/claimants to claim his/her deposits/ unclaimed amount and depositors can claim entire amount with accrued interest rate under this fund. The RBI



has the right to ask for any document needed while claim is made and advised consumers to be cooperative as such restrictions are made for the protection of consumers only. Gogia also briefed the participants about the maintenance of the records of the claimants, interest and refunds, management of the fund through a committee set up by the RBI internally.

## Technical Sessions

In the technical session, there were four speakers namely Mr K N Verma, Counsellor, Disha Trust-FLCC, Jaipur; Mr B N Sharma, Assistant Regional Manager, Baroda Rajasthan Kshetriya Gramin Bank, Sawimadhopur; Mr. S L Sharma, Director, Baroda Academy (Bank of Baroda), Sawaimadhopur and Mr. Satya Narayan Lodha, Assistant Manager, SBBJ, Sawaimadhopur.



**K N Verma speaking on ‘Safe Banking and Dangers of Keeping Money in Illegal Financial Entities’** highlighted on the consumer protection measures, such as abolition of foreclosure and SMS charges and also cautioned the participants from misleading advertisements with regard to ponzi schemes. Verma also played a video showing insertion of some devices in the ATM machine, which copies the ATM card number and through this any person

can access the account holder’s card number without anyone knowing about the same. Therefore, he cautioned the participants that during their visit to ATMs care should be taken while withdrawing of money.

**Mr B N Sharma speaking on ‘Customer Rights and Demystifying KYC Requirements’** said that KYC means

“Know Your Customer”. Sharma informed audiences that it is a process by which banks obtain information about the identity and address of the customers. This process helps to ensure that banks’ services are not misused. The KYC procedure is to be completed by the banks while opening accounts. Banks are also required to periodically update their customers’ KYC details. To open a bank account, one needs to submit a ‘proof of identity and proof of address’ together with a recent photograph. The Government of India has notified six documents as ‘Officially Valid Documents’ (OVDs) for the purpose of producing proof of identity. These six documents are Passport, Driving Licence, Voters’ Identity Card, PAN Card, Aadhaar Card issued by UIDAI and NREGA Job Card. One need to submit any one of these documents as proof of identity. If these documents also contain your address details, then it would also be accepted as ‘proof of address’. If the document submitted by customer for proof of identity does not contain address details, then s/he will have to submit another officially valid document which contains address details.



**Mr S L Sharma speaking on ‘Customer Care & Grievance Redressal within the Bank’** spoke on the Bank’s Grievance Redressal policy, which follows the following principles:

- Customers are treated fairly at all times.
- Complaints raised by customers are dealt with courtesy and in a timely manner.
- Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
- The Bank employees work in good faith and without prejudice, towards the interests of the customers.



**Mr Satya Narayan Lodha speaking on Rights & Tips for Online Banking (ATM, Mobile Banking, Internet Banking etc.)** advised participants to change the password regularly. Lodha said that for the first time customer need to login to his/her internet banking account then s/he will need to use the password provided by the bank. He advised to keep changing the password at regular intervals. More importantly, keep the password confidential at all times. He advised not to use public computers to login, not to share the details with anyone, to keep checking savings account regularly, to always use licensed anti-virus software, to protect computer from new viruses, to disconnect the internet connection, when not in use and to type internet banking URL.



### **Open House Session**

Some of the major issues raised were pertaining to internet banking, safety aspects of banking, accounts, fixed deposits and KYC etc.

### **Summing up and Vote of Thanks**

Shri Moen Ali Khan, a senior representative of the local Consumer Legal Help Society thanked all the speakers, participants, reps of various banks and CSOs for making the event a very good meeting.



## Programme Schedule

Time	Subject	
9.30-10.00	<b>Arrival, Registration &amp; Tea</b>	
10.00-11.00	<b>Inaugural Session</b>	
	Welcome Address	<b>Mr. Hari Prasad Yogi</b> President, Consumer Legal Help Society, Sawai Madhopur
	Opening Address	<b>Mr. Deepak Saxena</b> Sr. Programme Coordinator, CUTS
	Inaugural Address by Chief Guest Theme: Role of Banking Ombudsman in Protecting Depositor's Rights	<b>Mr. Nirbhoy Dev Sharma</b> Manager, Office of Banking Ombudsman Reserve Bank of India, Jaipur
	About DEF Scheme-Address	<b>Mr. Deepak Gogia, AGM, Department of Banking Supervision</b> , Reserve Bank of India, Jaipur
11.00-11.15	<b>Short Break</b>	
11.15-13.30	<b>Technical Sessions</b>	
	Moderator	<b>Mr. Deepak Saxena</b> Sr. Programme Coordinator, CUTS
	Safe Banking and Dangers of Keeping Money in Illegal Financial Entities	<b>Mr K N Verma</b> Counsellor, Disha Trust-FLCC, Jaipur
	Customer Rights and Demystifying KYC Requirements	<b>Mr B N Sharma</b> Assistant Regional Manager, Baroda Rajasthan Grameen Bank, Sawaimadhopur
	Customer Care & Grievance Redressal within the Bank	<b>Mr. S L Sharma</b> Director, Baroda Academy (Bank of Baroda), Sawaimadhopur
	Rights & Tips for Online Banking (ATM, Mobile Banking, Internet Banking etc.)	<b>Mr. Satya Narayan Lodha</b> Assistant Manager, SBBJ, Sawaimadhopur
13.30-13.45	Open Session (Q & A)	
13.45-14.50	Vote of Thanks	<b>Mr. Moen Khan, Senior Worker</b> Consumer Legal Help Society, Sawaimadhopur
14.50 Onwards	<b>Lunch &amp; Departure</b>	

## Programme at Bhilwara

### 22<sup>nd</sup> July, 2016



### Participants

The programme was organised at Hotel Shagun in R C Vyas Colony Road in Bhilwara. It was attended by as many as 89 participants, which includes general participants and representatives of banks and financial institutions. Among the reps of banks, there were officials from PNB, Bank of Baroda, Baroda Rajasthan Kshetriya Gramin Bank in Bhilwara and NABARD. The list of participants is attached.

### Proceedings

The programme was coordinated by CUTS Centre for Human Development at Bhilwara. Mr Gauhar Mahmood, Centre Coordinator for both Bhilwara and Chittorgarh offices of CUTS delivered welcome address. In the inaugural address, Mr George Cheriyan, Director, CUTS himself was present in the programme and apart from him, Mr R P Sharma, AGM, Office of Banking Ombudsman, RBI, Jaipur was present.



**Mr George Cheriyan giving an opening remarks,** revealed that as per the information provided in the Indian Parliament, ₹3,652 crore of unclaimed deposits are lying with various Indian banks. Out of this, nearly ₹3237 crore was found to be with public sector banks, ₹340 crore with the private banks and ₹75 crore with the foreign banks. Out these unclaimed deposits, about 68 percent is from savings accounts and 13 percent is of fixed account. Further, around ₹1.09 crore saving accounts are retaining unclaimed amount of ₹2473.97 crore. Hence, he said, "this is the money of common consumers and there is a need to utilise it for empowering the consumers of financial services".

**Mr R P Sharma speaking on 'Role of Banking Ombudsman in Protecting Consumer Rights'** provided the formal introduction of BO office ever since its inception. He also provided some more information like the nature of complaints, which BO takes up e.g. if:

- Demand draft, cheques, pays orders etc. not issued on time. (or not paid on time)
- Credit card related complaints (e.g. bank putting hidden charges. customer's credit card was stolen but bank did not disable it even after customer called them.)
- Customer asked the bank to close customer's account/credit card but they are not doing it.
- Bank refuses to open customer's account without giving valid reasons.
- Bank closes down customer's account without valid reasons.
- Government / your company deposited salary / pension in customer's account but the bank is not releasing it on time.
- Bank is taking out money from Customer's account in pretext of some flimsy charges.
- Branch office notice board says "10.30 to 5" but staff refuses to provide customer service after 3.30PM.
- NRIs having bank account in India and facing problems about remittances etc. (e.g. he deposited money from America, but his parents are not given money on time)
- Customer's loan application is not processed in time.
- Customer's loan application is rejected without valid reasons.
- Customer's loan application is accepted but money is not released in time. (and still bank is charging interest on it!)
- Bank doesn't follow RBI guidelines regarding loan-recovery agents (e.g. bank hires some criminals to bully and harass Customer)
- Bank doesn't follow RBI guidelines regarding loan interest rates.
- Customer's unhappy with the bank for xyz reason. But Customer cannot directly approach BO.



Sharma briefly outlined complaint submission process of BO:

- First Customer's to give written complaint to the concerned bank that "I've so and so problem" and IF the bank doesn't deal with Customer's complaint within one month, then you can approach BO.
- On the other hand, Customer's cannot approach BO if the matter is older than 1 year.
- Customer's don't need lawyer to approach BO.
- Customer's don't need to pay any fees/ stamp papers for approaching BO.

Sharma also informed that BO desist in taking up complaints incase:

- Matter is higher than Rs.10 lakh.
- If the matter is pending before any other court, tribunal, forum then Customer cannot approach BO.
- If any other court, tribunal, forum has already passed an order on the same matter.
- Customer cannot approach BO for frivolous or vexatious complaints (e.g. AC or water cooler was off when he went to the branch. Someone jumped the queue but security guard did nothing....)

Incase, settling processes, Sharma informed that:

- Upon receiving Customer's complaint, first Banking Ombudsman will try to solve the matter via settlement/arbitration (try to achieve a compromise, conciliation or amicable solution between bank and its customer)
- This has to be done within one month after receiving complaint.
- But if either party (customer/bank) is not accept this (compromise/negotiation/settlement) then after 1 month, Banking Ombudsman will have to pass "order". Now, he'll ask both parties to present their case/documents etc. And he'll pass the order accordingly.
- Banking Ombudsman (BO) can order the Bank to compensate the actual money loss OR Rs.10 lakh (whichever is lower).
- In case of credit card related cases, BO can order the bank to pay additional fines (upto Rs.1 lakh) for the mental harassment caused to the customer.

The appellate authority of BO:

1. If you're the customer, you can directly approach him.
2. But if you're the "Bank", then you can approach him only after getting permission from your Chairman/CMD/MD or CEO. (This ensures Bank's lower staff doesn't automatically go for frivolous appeals against every order).

## Technical Sessions

In this technical session, speeches were given by Mr. K.N. Verma Counsellor, Disha Trust-FLCC, Jaipur on safe banking and dangers of keeping money in illegal financial entities; Mr. N.C Jain, AGM, Bank of Baroda on consumer rights and demystifying KYC in the bank; Mr. Shiv Kumar Gupta, DDM NABARD, Bhilwara on customer care and grievance within the bank and Mr. D. S. Medatiya, Chief Manager, BRKGB, Bhilwara on care during transaction by ATM and mobile banking and internet banking.

**Mr K N Verma speaking on 'Safe Banking and Dangers of Keeping in Illegal Entities'**, said that saving money in the bank is the basic or starting point of any investments. Advantages being liquidity, easy to withdraw, easy to track,





safety of money and main disadvantage is very low returns, which could not beat the inflation. Sometimes, people open saving accounts for the purpose of accumulating money for any short term purpose like vacations for down payment of home etc. This can also count as advantage of saving bank account. Advantages being ease of use and convenience. But sometimes, convenience is a bad thing especially when it comes to saving for your future or investments. For example savings, bonds, stocks are 'liquid' investments, meaning they can be liquidated quickly. Something like land or real estate are considered 'illiquid' investments, meaning they can take a while to sell. Sometimes this is good example being you have money tied up in a rental property and need an emergency fund, but since you can sell your property quickly you find the funds somewhere else and survive the hit. Sometimes this is bad example being the housing crash where everyone needed to sell at the same time so price plummeted. Coming back to the pros and cons of a bank: the best advantage is the ability to automate your savings.



**Mr N C Jain speaking on Customer Rights and Demystifying KYC Requirements**

informed the participants on the difference between 'small accounts' and other accounts. The 'Small Accounts' have certain limitations such as balance in such accounts at any point of time should not exceed ₹50,000, total

credits in one year should not exceed ₹1,00,000, total withdrawal and transfers in a month should not exceed ₹10,000, Foreign remittances cannot be credited to such accounts. Such accounts 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 to the bank of having applied for any of the officially valid documents within twelve months of the opening of such account. Incase any customer do not have any of the officially valid documents, to have a bank account, which is not subjected to any limitations as in the case of 'small accounts', then a normal account can be opened by submitting a copy of any one of the following documents as Proof of Identity (PoI), Identity card with person's photograph issued by Central/State Government Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, and Public Financial Institution, letter issued by a gazetted officer, with a duly attested photograph of the person.

Jain mentioned about Proof of Address (PoA), one may submit the following documents:

- Utility bill, which is not more than two months old, of any service provider (electricity, telephone, post-paid mobile phone, piped gas, water bill)
- Property or Municipal Tax receipt
- Bank account or Post Office savings bank account statement

- 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 State or Central 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 official accommodation and
- Documents issued by Government departments of foreign jurisdictions or letter issued by Foreign Embassy or Mission in India.



**Mr Shiv Kumar Gupta** speaking on 'Customer Care & Grievance Redressal within the Bank' mentioned on timelines for complaint resolution, branch level customer service meetings and quarterly standing meeting on customer service at constant level. Gupta said that the Branch Manager is responsible for the resolution of

complaints/grievances in respect of customer service in branches. He should resolve the matter completely to the satisfaction of the customer. If not satisfied, the customer should be provided with alternate avenues to escalate the Issue. If the Branch Manager feels that he is not in a position to resolve the complaint, he will seek the guidance of Zonal Office and further if required, Zonal Office may refer the case to the Nodal Officer at Head Office. Gupta further mentioned that the policy for disposal of complaints within the timeframe of banks should be as under:

- Complaints received by the banks are to be acknowledged immediately.
- Complaints received from MOF/DPG/RBI/Other VIPs are to be disposed of within one week.
- Complaints received directly from customers/public are to be redressed within 3 weeks.
- Complaints arising out of misbehaviour should be dealt with sternly and must be disposed of within a period of seven days.

**Mr D S Medatiya** speaking on Rights & Tips for Online Banking (ATM, Mobile Banking, Internet Banking etc.) provided Important Security Tips for Safe Online Banking, e.g.

- Access your bank website only by typing the URL in the address bar of your browser.



- Be aware of downloading any malicious application from mobile application stores that are offering Online Banking. To check their authenticity before downloading, by contacting your Bank.
- Not to click on any links in any e-mail message to access the site.
- SBI or any of its representatives never sends you email/SMS or calls you over phone to get your personal information, password or one time SMS (high security) password. Any such e-mail/SMS or phone call is an attempt to fraudulently withdraw money from your account through Internet Banking. Never respond to such email/SMS or phone call. To report immediately, if you receive any such e-mail/SMS or phone call. Please lock your user access immediately, if you have accidentally revealed your credentials.
- Do not be lured, if you receive an e-mail/SMS/phone call promising reward for providing your personal information or for updating your account details in the bank site.

## **Open House Session**

Participants were from rural as well as urban sector and had raised very good questions, which were answered by the responding officer.

## **Summing up and Vote of Thanks**

Radhe Shyam Vaishnav, Project Officer of CUTS Bhilwara office delivered vote of thanks and Vaishnav was thankful to all speakers specially, who took out the time from their busy schedule and provided useful information and tips to banking customers.

## Programme Schedule

Time	Subject	
9.30-10.30	<b>Arrival, Registration &amp; Tea</b>	
10.30-11.30	<b>Inaugural Session</b>	
	Welcome Address	<b>Mr. Gauhar Mahmood, Centre Coordinator</b> CUTS Centre for Human Development, Bhilwara and Chittorgarh
	Opening Address	<b>Mr. George Cheriyan</b> Director, CUTS
	Inaugural Address by Chief Guest Theme: Role of Banking Ombudsman in Protecting Depositor's Rights	<b>Mr. R P Sharma</b> Assistant General Manager, Office of Banking Ombudsman Reserve Bank of India, Jaipur
11.30-11.45	<b>Short Break</b>	
11.45-13.45	<b>Technical Sessions</b>	
	Moderator	<b>Mr. Deepak Saxena</b> Sr. Programme Coordinator, CUTS
	<ul style="list-style-type: none"> <li>Safe Banking and Dangers of Keeping Money in Illegal Financial Entities</li> </ul>	<b>Mr. K N Verma</b> Counsellor, Disha Trust-FLCC, Jaipur
	<ul style="list-style-type: none"> <li>Customer Rights and Demystifying KYC Requirements</li> </ul>	<b>Mr. N C Jain</b> Assistant Lead Development Manager, Lead Bank, Bank of Baroda, Bhilwara
	<ul style="list-style-type: none"> <li>Customer Care &amp; Grievance Redressal within the Bank</li> </ul>	<b>Mr. Shiv Kumar Gupta</b> District Development Manager, NABARD, Bhilwara
	<ul style="list-style-type: none"> <li>Rights &amp; Tips for Online Banking (ATM, Mobile Banking, Internet Banking etc.)</li> </ul>	<b>Mr. D S Medatiya</b> Chief Manager, Baroda Rajasthan Kshetriya Grameen Bank, Bhilwara
13.45-14.00	Open Session (Q & A)	
14.00-14.05	Vote of Thanks	<b>Mr. Radhe S. Vaishnav, Project Officer</b> CUTS Centre for Human Development, Bhilwara
14.05 Onwards	<b>Lunch &amp; Departure</b>	



## Programme at Chittorgarh

31<sup>st</sup> August, 2016



### Participants

The programme was organised at Hotel Padmini near Sainik School, Chittorgarh. It was attended by as many as 75 participants, which includes general participants and representatives of banks and finance institutions. Among the reps of banks, there were officials from SBBJ, IDBI, Axis Bank, Baroda Rajasthan Kshetriya Gramin Bank and LDM-Bank of Baroda in Chittorgarh and NABARD. The list of participants is attached.

### Proceedings

The programme was coordinated by CUTS Centre for Human Development at Bhilwara. Mr Gauhar Mahmood, Centre Coordinator for both Bhilwara and Chittorgarh offices of CUTS delivered welcome address. In the inaugural address, Mr Deepak Saxena, Deputy Head, CUTS Centre for Consumer Action Research and Training was present in the programme and apart from him, Mr Inderjeet Singh, Collector Chittorgarh and Mr Munish P Kothari, Retd Regional Director, RBI were present in the inaugural session.



**Mr Deepak Saxena giving the opening address**, revealed that as per the information provided in the Indian Parliament ₹3,652 crore of unclaimed deposits are lying with various Indian banks. Out of this, nearly ₹3237 crore was found to be with public sector banks, ₹340 crore with the private banks and ₹75 crore with the foreign banks. Out these unclaimed

deposits, about 68 percent is from savings accounts and 13 percent is of fixed account. Further, around ₹1.09 crore saving accounts are retaining unclaimed amount of ₹2473.97 crore. Hence, he said, “this is the money of common consumers and there is a need to utilise it for empowering the consumers of financial services”.

**Mr Inderjeet Singh, Collector, Chittorgarh speaking as Chief Guest**

of the inaugural session stressed on the importance of financial inclusion and as such highlighted Prime Minister’s Jan Dhan Yojna and urged the bankers, customers and other stakeholders to work



together and involving SHGs and maximum people to make the scheme a great success, which will ultimately boost national economy. Mr Singh said that due to this, the rural masses will get access to banking like cash receipts, cash payments, balance enquiry and statement of account can be completed using fingerprint authentication. The confidence of fulfilment is provided by issuing an online receipt to the customer, Reduction in cash economy as more money is brought into the banking ecosystem, It inculcates the habit to save, thus increasing capital formation in the country and giving it an economic boost, direct cash transfers to beneficiary bank accounts, instead of physical cash payments against subsidies will become possible. This also ensures that the funds actually reach the intended recipients instead of being siphoned off along the way, availability of adequate and transparent credit from formal banking channels will foster the entrepreneurial spirit of the masses to increase output and prosperity in the countryside.

**Mr Munish P. Kothari speaking on the occasion** said that despite India boasting economic growth rates higher than most developed countries in recent years, a majority of the country’s population still remains unbanked. Kothari said that Financial Inclusion is a relatively new socio-economic concept in India that aims to change this dynamic by providing financial services at affordable costs to the underprivileged, who might not otherwise be aware of or able to afford these services. Global trends have shown that in order to achieve inclusive development and growth, the expansion of financial services to all sections of society is of utmost importance. As a whole, financial inclusion in the rural as well as financially backward pockets of cities is a win-win opportunity for everybody involved—the banks/NBFC’s intermediaries and the left-out urban population. For this allowing people to create simple, no-frills current and savings accounts, relaxing KYC norms and directly crediting social benefits to account owners will bolster an inclusive approach to finance & banking in rural areas.

## Technical Sessions



In the technical session, Shri Munish P Kothari, Chief Counsellor, Disha Trust-FLCC, Jaipur; Shri N K Somani, Assistant General Manager, SBBJ, Chittorgarh; Shri S D Vaishnav, Branch Manager, Baroda Rajasthan Khetriya Grameen Bank (BRKGB); Shri R P Sharma, Lead District Manager (LDM), Bank of Baroda, Chittorgarh were present.

**Mr M P Kothari speaking on Safe Banking and Dangers of Keeping Money in Illegal Financial Entities** making a ppt started with initiatives for protecting rights of consumers. For this initiatives by R.B.I like Banking Ombudsman Scheme 1995, Customer Service Department/Consumer Education and Protection Department, Financial Literacy Campaign at all India level and Charter of Customer Rights were highlighted. Kothari also briefed on some recent achievements in consumer protection like abolition of foreclosure/prepayment penalty on floating rate loans, levying of SMS charges on actual usage basis, abolition of penal charges on non-maintenance of minimum balance in inoperative accounts, uniformity in Intersol Charges, reasonableness of bank charges- on NEFT/RTGS, ethical behaviour and Customer Compensation Policy.

**Mr N K  
spoke on  
Rights**



**Somani  
Customer  
and**





**Demystifying KYC Requirements.** He elaborated on Right to fair treatment, Right to transparency, fair and honest dealing, Right to suitability, Right to privacy and Right to grievance redressal and Compensation.

**Mr S D Vaishnav speaking on Customer Care & Grievance Redressal within the Bank** said that customer service has great significance in the banking industry. The banking system in India today has perhaps the largest outreach for delivery of financial services and is also serving as an important conduit for delivery of financial services. While the coverage has been expanding day by day, the quality and content of dispensation of customer service has come under tremendous pressure mainly owing to the failure to handle the soaring demands and expectations of the customers. Vaishnav said that the vast network of branches spread over the entire country with millions of customers, a complex variety of products and services offered, the varied institutional framework – all these add to the enormity and complexity of banking operations in India giving rise to complaints for deficiencies in services. This is evidenced by a series of studies conducted by various committees such as the Talwar Committee, Goiporia Committee, Tarapore Committee, etc., to bring in improvement in performance and procedure involved in the dispensation of hassle-free customer service. Reserve Bank, as the regulator of the banking sector, has been actively engaged from the very beginning in the review, examination and evaluation of customer service in banks. It has constantly brought into sharp focus the inadequacy in banking services available to the common person and the need to benchmark the current level of service, review the progress periodically, enhance the timeliness and quality, rationalize the processes taking into account technological developments, and suggest appropriate incentives to facilitate change on an ongoing basis through instructions/guidelines.



Vaishnav further reiterated that depositors' interest forms the focal point of the regulatory framework for banking in India. There is a widespread feeling that the customer does not get satisfactory service even after demanding it and there has been a total disenfranchisement of the depositor. There is, therefore, a need to reverse this trend and start a process of empowering the depositor. Broadly, a customer can be defined as a user or a potential user of bank services. So defined, a 'Customer' may include:

- a person or entity that maintains an account and/or has a business relationship with the bank
- one on whose behalf the account is maintained (i.e. the beneficial owner)



- beneficiaries of transactions conducted by professional intermediaries, such as Stock Brokers, Chartered Accountants, Solicitors, etc., as permitted under the law, and
- any person or entity connected with a financial transaction which can pose significant reputational or other risks to the bank, say, a wire transfer or issue of a high value demand draft as a single transaction.



### **Mr R P Sharma speaking on Rights & Tips for Online Banking (ATM, Mobile Banking, Internet Banking etc.).**

Sharma emphasized on carefully examining the URL. It will not start with https/ and ask for your confidential details like date of birth, account number, password, OTP, CVV etc. Sharma provided some very good tips to customers like, If shared by mistake or if transacted from cyber café or public

computer, to better change IB password; safe password for internet banking should be different from that used in mail or social network account; it should be 8 character alphanumeric with special character; fraud phone call about lucky prize, if any then never to give bank account details or deposit processing fee in an unknown account; to be vigilant, while using ATM/POS terminal; for card PIN safety, to memorize it and never share it with anyone and to be beware of phishing, which is an attempt to seek one's banking details by sending an email that looks like from your bank and creating urgency.

## **Open House Session**

The participants raised some very good questions pertaining mainly to hacking of accounts after loosing money due to their own negligence and general banking queries, which were answered by the corresponding speaker.

## **Summing up and Vote of Thanks**

Madan Giri Goswami, Programme Manager, CUTS, Chittorgarh gave vote of thanks to all the speakers, present bank personnel and participants who had come from various regions and blocks of Chittorgarh district. Some of them even had come from nearby villages.

## Programme Schedule

Time	Subject	
10.00-11.00	<b>Arrival, Registration &amp; Tea</b>	
11.00-11.45	<b>Inaugural Session</b>	
	Welcome Address	<b>Gauhar Mahmood, Centre Coordinator</b> CUTS Centre for Human Development, Chittorgarh
	Opening Address	<b>Deepak Saxena</b> Deputy Head, CUTS CART Jaipur
	Inaugural Address Theme: Role of Banking Ombudsman in Protecting Depositor's Rights and about DEAF	<b>Munish P Kothari, Ex-Regional Director</b> , Reserve Bank of India, Jaipur
	Special Address by Chief Guest	<b>Shri Inderjeet Singh, Collector</b> , Chittorgarh
11.45-11.55	<b>Short Break</b>	
11.55-14.00	<b>Technical Sessions</b>	
	Moderator	<b>Deepak Saxena</b> Deputy Head, CUTS CART Jaipur
	Safe Banking and Dangers of Keeping Money in Illegal Financial Entities	Shri Munish P Kothari, Chief Counsellor, Disha Trust-FLCC, Jaipur
	Customer Rights and Demystifying KYC Requirements	<b>Shri N K Somani</b> Assistant General Manager, SBBJ, Chittorgarh
	Customer Care & Grievance Redressal within the Bank	<b>Shri S D Vaishnav</b> Branch Manager, Baroda Rajasthan Khetriya Grameen Bank (BRKGB)
	Rights & Tips for Online Banking (ATM, Mobile Banking, Internet Banking etc.)	<b>Shri R P Sharma</b> Lead District Manager (LDM), Bank of Baroda, Chittorgarh
13.45-14.00	Open Session (Q & A)	
14.00-14.05	Vote of Thanks	<b>Madan Giri Goswami, Programme Officer</b> CUTS Centre for Human Development, Chittorgarh

## Programme at Kota

### 22<sup>nd</sup> September, 2016



### Participants

The programme was organised at Hotel Y K S near CAD Circle, Kota. It was attended by as many as 56 participants, which includes general participants and nine representatives of banks and finance institutions. Among the reps of banks, there were officials from ICICI Bank, Central Bank of India, Union Bank of India, Oriental Bank of commerce and LDM-Central Bank of India in Kota. The list of participants is attached

### Proceedings

The programme was coordinated by Mr Anwar Ahmad Khan, President, Oxford Shikshan Prashikshan Sansthan, Kota, which acted as local coordinating organisation and is one of the networking partners of CUTS in Kota region. Besides, among speakers, Mr Munish P Kothari, Chief Counsellor, Disha Trust-FLCC, Jaipur and also ret'd Regional Director, RBI were present in the inaugural session.

**Mr Deepak Saxena giving the opening address**, revealed that as per the information provided in the Indian Parliament ₹3,652 crore of unclaimed deposits are lying with various Indian banks. Out of this, nearly ₹3237 crore was found to be with public sector banks, ₹340 crore with the private banks and ₹75 crore with the foreign banks. Out these unclaimed deposits, about 68 percent is from savings accounts and 13 percent is of fixed account. Further, around ₹1.09 crore saving accounts are retaining unclaimed amount of ₹2473.97 crore. Hence, he said, "this is the money of common consumers and there is a need to utilise it for empowering the consumers of financial services". Prior to this Saxena, briefly presented CUTS introduction and its role in enhancing financial consumer protection.

**Mr Munish P. Kothari speaking on the occasion** said that despite India boasting economic growth rates higher than most developed countries in recent years, a majority of the country's population still remains unbanked. Kothari said that Financial Inclusion is a relatively new socio-economic concept in India that aims to change this dynamic by providing financial services at affordable costs to the underprivileged, who might not

otherwise be aware of or able to afford these services. Global trends have shown that in order to achieve inclusive development and growth, the expansion of financial services to all sections of society is of utmost importance. As a whole, financial inclusion in the rural as well as financially backward pockets of cities is a win-win opportunity for everybody involved—the banks/NBFC's intermediaries and the left-out urban population.

## Technical Sessions



Mr M P Kothari along with Mr Kuldeep Adolia, Regional Coordinator, ICICI Bank, Regional Office, Kota; Mr Anil Kumar Gupta, Branch Manager, Union Bank of India, Kota and Mr Virendra Singh Yadav, Chief Manager, Oriental Bank of Commerce, Kota were present in the technical session.

**Mr Kothari speaking now as a subject expert on 'Safe Banking and Dangers of Keeping Money in Illegal Financial Entities'** made a presentation as he did in last few programmes, focussing mainly on initiatives by RBI for protecting rights of consumers like Banking Ombudsman Scheme 1995, Customer Service Department/Consumer Education and Protection Department, Financial Literacy Campaign at all India level and Charter of Customer Rights were highlighted. Kothari also briefed on some recent achievements in consumer protection like abolition of foreclosure/prepayment penalty on floating rate loans, levying of SMS charges on actual usage basis, abolition of penal charges on non-maintenance of minimum balance in inoperative accounts, uniformity in Intersol Charges, reasonableness of bank charges on NEFT/RTGS, ethical behaviour and Customer Compensation Policy.

Kothari elaborated each point and also showed few films in between to showcase before the audiences.





**Mr Kuldeep Adolia, Regional Coordinator, ICICI Bank, Regional Office, Kota speaking on Customer Rights and Demystifying KYC Requirements** said that recently, the Reserve Bank of India, released a charter of customer rights specifying the five basic rights of a bank customer. The charter clearly specifies the responsibility of a financial service provider (FSP) against a customer. Financial service providers include scheduled commercial banks, regional rural banks and urban co-operative banks. They are bound by this charter and the customer has the right to approach the customer services division of the apex bank if the bank violates any of the following rights.

### **1. Right of fair treatment**

The basic idea behind this right is that both the customer and the service provider have the right to be treated fairly. There shouldn't be any discrimination on the basis of caste, gender, age or physical disability with any of the customers. However, this doesn't mean that the financial service provider can't have scheme specifically designed for a specific set of customers.

### **2. Right of transparency, fair and honest dealing**

It is the responsibility of the financial service provider (FSP) to make the customer understand the price of the product (interest rates), the inherent risk involved in the product, the various terms and conditions. The FSP should disclose everything before entering into any agreement or contract. The most important terms and conditions associated with the product or service should be clearly brought to the notice of the customer. Also, the language of the contract should be simple so that it is easier for the customer to comprehend and understand. Also, it is the responsibility of the FSP to convey any change in terms and conditions within 30 days of such change and if the changes are adverse for the customer a prior notice of 30 days should be given to the customer and options should be given to the customer.

If the FSP fails to deliver any of these promises, you have the right to report this. You have the right to complain against any threats whether verbal or physical, coercive behavior or harassment in any manner. So, you have the right to fair and honest services from the FSP.

### **3. Right to suitability**

This right has been brought to protect the customers from being the victim of mis-selling. It is the responsibility of the FSP to offer a product that is as per the needs and requirements of the customer. The FSP should ensure that the staff sells a product after

analyzing the financial situation and circumstances of the customer. As a customer you have the right to say no to the third party product sold as quid-pro-quo by the FSP for any of the services availed.

#### **4. Right to privacy**

You have the right that all your personal information is kept confidential with the banks except from where you have specifically allowed the bank to provide it for a particular purpose (providing it to credit bureaus) or if such information is required under any kind of law. The customer should be communicated in writing about the mandated disclosures. The bank can't share personal information for marketing purposes unless the customer specifically authorizes the bank.

#### **5. Right to Grievance Redress and Compensation**

You have the right to hold a FSP accountable for any product or services offered and have a right to easy and simple grievance redress system. The FSP must place its customer grievance redressal mechanism public domain. As a customer you should first file an official complaint with the FSP, if it is not addressed you have the right to go the banking ombudsman, appointed by the Reserve Bank of India. You can file a complaint online on RBI's website.

Now you know your rights as a banking customer, so if you face any difficulty in dealing with your bank, make full use of these rights to ensure that you get the best services.

**Mr Anil Kumar Gupta, Branch Manager, Union Bank of India, Kota speaking on Customer Care & Grievance Redressal within the Bank** spoke on some points of the model policy of bank's grievance redressal as below:

The bank's policy on grievance redressal follows the under noted principles. Customers be treated fairly at all times Complaints raised by customers are dealt with courtesy and on time Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints. Bank will treat all complaints efficiently and fairly as they can damage the bank's reputation and business if handled otherwise. The bank employees must work in good faith and without prejudice to the interests of the customer.

**Mr Virendra Singh Yadav, Chief Manager, Oriental Bank of Commerce, Kota speaking on Rights & Tips for Online Banking (ATM, Mobile Banking, Internet Banking etc.)** speaking on the subject laid down seven tips for safe internet banking as under:

1. **Keep your password confidential:** The password acts like a key to your web bank account. Sharing the password means that crooks can also access your online account. In addition, make your password as impersonal as possible. For example, do not use your date of birth, phone number, or your identity card number as your password. Crooks can access this information and decide to try it out. It is also advisable to keep changing your password every four months. In addition, do not store your password in the computer.

2. Beware of questionable emails: Crooks may also send you emails asking for your personal information such as a password or pin. As we noted earlier, as time goes by, they get smarter and smarter. They have designed fake bank logos and use them when sending you an email, you may be easily lured to give personal information. You can detect fake emails from these crooks because their emails usually direct you to questionable internet sites. In addition, you will notice that they do not address you as you are used to being called by your bank. The emails may also contain poor grammar.
3. Make use of anti-virus protection software: You should get the best quality antivirus protection available for your internet banking experience. They protect your personal information in your computer from being lost due to a virus. Search for the services of a computer expert to enable you to get the top rated services available.
4. If you discover you did submit private detail to these con artists, inform your web bank immediately: Make sure you give your bank your current contact information so that they can get in touch with you with any questions or any other matters that require your attention.
5. Ensure you have strong computer expertise to improve the safety of your personal information: Otherwise, avoid shared computers. 6. If you notice that some money is missing in your internet bank account, notify the bank immediately: The more time that passes the more money can be stolen from you.

## **Open House Session**

The crowd in Kota was much sensitive towards some very general queries of banking and there were lot of questions from the participants, which were of general and some specific nature. These were responded well by the speakers.

## **Summing up and Vote of Thanks**

Mr Firozuddin, a volunteer from the local organisation gave vote of thanks to speakers, bankers, participants and media as well, who were in good number in Kota.

## Programme Schedule

Time	Subject	
10.00-11.00	<b>Arrival, Registration &amp; Tea</b>	
11.00-11.30	<b>Inaugural Session</b>	
	Welcome Address	<b>Anwar Ahmed Khan, President,</b> Oxford Shikshan Prashikshan Sansthan, Kota
	Opening Address	<b>Deepak Saxena</b> Deputy Head, CUTS-CART, Jaipur
	About DEF Scheme- Address	<b>Munish P Kothari, Ex-Regional Director,</b> Reserve Bank of India, Jaipur
11.30-11.45	<b>Short Break</b>	
11.45-13.45	<b>Technical Sessions</b>	
	Moderator	<b>Deepak Saxena</b> Deputy Head, CUTS-CART, Jaipur
	<ul style="list-style-type: none"> <li>Safe Banking and Dangers of Keeping Money in Illegal Financial Entities</li> </ul>	<b>Mr Munish P. Kothari,</b> Chief Counsellor, Disha Trust-FLCC, Jaipur
	<ul style="list-style-type: none"> <li>Customer Rights and Demystifying KYC Requirements</li> </ul>	<b>Mr Kuldeep Adolia, Regional Coordinator,</b> ICICI Bank, Regional Office, Kota
	<ul style="list-style-type: none"> <li>Customer Care &amp; Grievance Redressal within the Bank</li> </ul>	<b>Mr Anil Kumar Gupta,</b> Branch Manager, Union Bank of India, Kota
	<ul style="list-style-type: none"> <li>Rights &amp; Tips for Online Banking (ATM, Mobile Banking, Internet Banking etc.)</li> </ul>	<b>Mr Virendra Singh Yadav,</b> Chief Manager, Oriental Bank of Commerce, Kota
13.45-14.00	Open Session (Q & A)	
14.00-14.05	Vote of Thanks	<b>Mr Firozuddin Advocate,</b> Secretary, Oxford Shikshan Prashikshan Sansthan, Kota
14.05 Onwards	<b>Lunch &amp; Departure</b>	



## Overall Conclusion

Financial services plays key role in national economic development and the growth of the financial sector largely depends upon confidence of users/consumers in their fairness, transparency, accountability, responsiveness, accessibility and adaptability. The need for consumer protection arises from an imbalance of power, information and resources between consumers and their financial service providers. The recent global financial crisis has highlighted the importance of consumer protection in the financial sector.

Financial Literacy form the most integral part of the Financial Inclusion as, without knowing the fundamentals, the disadvantaged people can continue to be innocent, gullible and in some cases unknowingly irresponsible too. One of the primary objectives of Financial Literacy would be to help the disadvantaged practice thrift and induce them to save, access credit, use the funds to find a better livelihood, earn income and thus join the mainstream from exclusion. Many agencies in the world, as also in our country, are working towards this end but there is a need to pause and take stock whether the intended methods are in the right direction or a midway course correction is required.

Investment is a step ahead of savings. Investment by depositors is a part of long term financial planning to meet emergency fund needs, healthcare costs, and future financial requirements. Investment in various financial institutions through various ways in long or short terms usually generates superior returns.

Through a one year campaign, CUTS jointly with RBI is tried to ensure awareness on customer's rights, which probably mostly people are not aware and besides this, the project activities were able to produce a mass awareness with regard to safe and un-risky investments and also contribute and generate assistance in the on-going '*Pradhan Mantri Jan Dhan Yojana*'. In all the five programmes conducted in Jaipur, Sawaimadhopur, Bhilwara, Chittorgarh and Kota, the response of the programme was very good and perhaps, this was first of its kind, where the meetings were subject specific. Participants did take part with lot of enthusiasm and there was zeal and zest felt among them. The response from bankers at all the places was commendable and everywhere, there have been good speakers specially reps from lead development banks, who have been dealing with customer's education. Indeed this programme need to be continued without break so as to cover maximum area of Rajasthan.

# वित्तीय उपभोक्ता के अधिकारों के संरक्षण की आवश्यकता

व्यूरो/नवज्योति, जयपुर  
कंजूर यूनिटी एंड ट्रस्ट सोसायटी (कट्स) की ओर जमाकर्ताओं को सुरक्षित जमा लिए जागरूक करने के उद्देश्य से भारतीय रिजर्व बैंक के आर्थिक सहयोग से

वित्तीय अधिकारों के लिए जागरूक रहें उपभोक्ता  
जयपुर | बैंकों हजारों खाते ऐसे हैं जिनमें 10 साल से कोई लेन-देन नहीं हो रहा। इन खातों में

## Workshop for bank depositors

KOTA: A Jaipur-based NGO has been selected to conduct work-

(DEAF) Scheme, 2014, to utilise unclaimed funds to promote

# NGOs to use unclaimed bank deposits

the corresponding deposits. These unclaimed deposits lying with banks would now be used by non-governmental organisations (NGOs) for promotion of awareness of depositors and for ensuring awareness about banking.



AS PER INFORMATION IN PARLIAMENT, RISHLI CHHORE OF UNCLAIMED DEPOSITS ARE LYING IN THE BANKS

## जमाकर्ताओं के लिए हुई जागरूकता कार्यशाला

नेशनल दुनिया

अनुसार विभिन्न बैंकों में बिना दवावों के खातों में जमा कुल राशि 3,652

लंबा रास्ता तय करना है। आमजन न तो अपने वित्तीय अधिकारों के प्रति

## वित्तीय उपभोक्ताओं के अधिकारों के संरक्षण की आवश्यकता

कंजूर यूनिटी एंड ट्रस्ट सोसायटी (कट्स) की ओर ताओं को सुरक्षित जमा के लिए जागरूक करने के भारतीय रिजर्व बैंक के आर्थिक सहयोग से 'जमाकर्ता जागरूकता कार्यक्रम' मंगलवार को आयोजित किया शाला में जॉर्ज चेरियन, निदेशक, 'कट्स' ने बताया कि यथि माधवी शर्मा, बैंकिंग लोकपाल, भारतीय रिजर्व बैंक उद्देश्य प्राप्ति के लिए एक लंबा रास्ता तय करना है।

## जागरूकता पर दिया जोर



## जमाकर्ता को जागरूक करने में बैंकर्स अपनी भूमिका निभाएं



बैंकर्स अपनी भूमिका निभाएं  
भूलवाड़ा  
इन्टरनेशनल मानव  
केन्द्र शाखा भूलवाड़ा  
से भारतीय रिजर्व  
सहयोग से बैंकिंग  
जागरूकता कार्यक्रम  
आयोजन शुक्रवार  
कॉलोनी स्थित हो  
किया गया। कट्स  
जॉर्ज चेरियन की  
जानकारी दी।

## जमाकर्ता शिक्षा एवं जागरूकता कार्यशाला का आयोजन - 'जमाकर्ता को जागरूक व शिक्षित करने में बैंकर्स अपनी भूमिका निभाएं'



## बैंक संबंधी पूरी जानकारी रखें, असुविधा से बचें



## बैंकर्स जागरूक करें जमाकर्ता को: इंद्रजीत सिंह

भारत संवाददाता / विश्वइंड

कंजूर यूनिटी एंड ट्रस्ट सोसायटी (कट्स) ने कहा कि प्रथमचरण जमा-धन योजना से अधिक से अधिक लोगों को जोड़ने एवं जमाकर्ता को जागरूक व शिक्षित करने में बैंकर्स अपनी भूमिका निभाएं। जिले में वित्तीय समीक्षा एवं वित्तीय साक्षरता जैसे कार्यक्रमों में ज्यादा से ज्यादा स्वयं सहायता समूह को जोड़ने पर जोर दिया। यह बात उन्होंने कंजूर यूनिटी एंड ट्रस्ट सोसायटी (कट्स) एवं भारतीय रिजर्व बैंक के सहयोग से जमाकर्ता शिक्षा एवं जागरूकता कार्यशाला आयोजित



बैंकिंग, डिजिटल उपभोक्ताओं के अधिकार, निम्नलिखित चार क्षेत्रों में जागरूकता देते हुए बताया कि उपभोक्ताओं को किसी भी इंटरनेट सेवा का उपयोग करने का अधिकार है। कार्यशाला में विभिन्न तकनीकी सवालों का भी संस्थान किया। इस अवसर पर एनबीए स्टेट बैंक ऑफ़ कीर्तिपुर एंड जयपुर के एनके सोमानी, बड़ीपट्टा रायचरण क्षेत्रीय प्रशासक बैंक के डीआरएम केएल आर्याल ने उपभोक्ताओं के अधिकारों के बारे में बताते हुए भारतीय रिजर्व बैंक द्वारा बैंकिंग लोकपाल योजना के तहत जागरूकता कार्यक्रम आयोजित किया।

## बैंक जमाकर्ताओं को फायदे के साथ जोखिम की जानकारी भी दें : शर्मा

भारत संवाददाता / विश्वइंड

भारत में आमजन न तो अपने वित्तीय अधिकारों के प्रति जागरूक है न नियमों पर ध्यान देते हैं। यह कट्स का रिजर्व बैंक को जयपुर शाखा के सहयोग में जागरूकता कार्यक्रम का। वे बैंकिंग जमाकर्ता जागरूकता कार्यक्रम में बोल रहे थे। उन्होंने कार्यक्रम में बैंकिंग लोकपाल के बारे में भी जानकारी दी। स्पष्ट हो गया कि बैंकों को अपने ग्राहकों को फायदे व जोखिम की जानकारी देनी चाहिए। कट्स इंटरनेशनल व रिजर्व बैंक की ओर से कार्यक्रम शुक्रवार को



## जमाकर्ता शिक्षा एवं जागरूकता कार्यशाला का आयोजन - 'जमाकर्ता को जागरूक व शिक्षित करने में बैंकर्स अपनी भूमिका निभाएं'





### Other Links

<http://timesofindia.indiatimes.com/city/jaipur/NGO-to-hold-workshop-on-depositors-edu-in-city/articleshow/52681571.cms>  
[http://www.business-standard.com/article/pti-stories/jaipur-ngo-to-carry-out-campaign-on-unclaimed-bank-deposits-116060900996\\_1.html](http://www.business-standard.com/article/pti-stories/jaipur-ngo-to-carry-out-campaign-on-unclaimed-bank-deposits-116060900996_1.html)  
<http://indiatoday.intoday.in/story/jaipur-ngo-to-carry-out-campaign-on-unclaimed-bank-deposits/1/688302.html>  
<http://in.shafaqna.com/EN/02470876>  
[http://epaper.dnaindia.com/story.aspx?id=84605&boxid=5906&ed\\_date=2016-06-10&ed\\_code=1310016&ed\\_page=14](http://epaper.dnaindia.com/story.aspx?id=84605&boxid=5906&ed_date=2016-06-10&ed_code=1310016&ed_page=14)  
<http://epaper.dnaindia.com/epapermain.aspx?pgNo=14&edcode=1310016&eddate=2016-6-10>

### Participant's Profile<sup>1</sup>

S.N.	Place	Date	General Participants		Bankers		Total
			Male	Female	Male	Female	
1.	Jaipur	7 <sup>th</sup> June, 2016	86	15	14	01	116
2.	Sawaimadhopur	15 <sup>th</sup> July, 2016	27	14	08	-	49
3.	Bhilwara	22 <sup>nd</sup> July, 2016	41	41	07	-	89
4.	Chittorgarh	31 <sup>st</sup> August, 2016	44	21	10	-	75
5.	Kota	22 <sup>nd</sup> September, 2016	40	07	09	-	56
		Total Participation in Five Programmes					385

<sup>1</sup> The list of participants is being attached

## Open House Sessions Photo Gallery





