

**POLICY DOCUMENT ON
COLLECTION OF
CHEQUES / INSTRUMENTS**

Updated as on June'2020

INDEX

<i>Sr. No.</i>	<i>Particulars</i>	<i>Page Nos.</i>
1.	Introduction	3
2.	Arrangements for Collection	3
3.	Time Frame for Collection of Local / Outstation Cheques / Instruments	4
4.	Payment of Interest -for delayed Collection of Outstation Cheques and Cheques Payable within India	4
5.	Cheques / Instruments lost in transit / in clearing process or at paying bank's branch	5
6.	Issue of duplicate draft and compensation for delays	6
7.	Delay in re-presentation of technical return cheques and levy of charges for such returns	6
8	Charging of Interest- on cheques returned unpaid where Instant Credit was given	6
9	Service Charge	6
10	Force Majeure	6
	Annexure I	7

Additional Reads: Compensation Policy

1. Introduction:

This collection policy of the Bank is a reflection of our on-going efforts to provide better service to our customers and set higher standards for performance. The policy is based on principles of transparency and fairness in the treatment of customers. The Bank is committed to increased use of technology to provide quick collection services to its customers. This policy document covers the following aspects:

- Collection of cheques and other instruments.
- Our commitment regarding time norms for collection of instruments.
- Payment of interest in cases where the Bank fails to meet time norms for realization of proceeds.
- Dealing with collection instruments lost in transit.

2. Arrangements for Collection:

2.1 Local Cheques:

All cheques and other Negotiable Instruments payable locally would be presented through the clearing system prevailing at the centre. Cheques deposited at branch counters before the specified cut-off time will be presented for clearing on the same day. Cheques deposited after the cut-off time will be presented in the next clearing cycle. As a policy, Bank would give credit to the customer account on the same day clearing settlement takes place **or at the most the next working day of their presentation in clearing**. Withdrawal of amounts so credited would be permitted as per the cheque return schedule of the clearing house.

Cheques would be accepted during customer banking hours of the Bank branch. The cutoff time for local cheques drawn on other banks (local clearing) would be displayed at the Branches.

Cheque Truncation System (CTS) : To enhance the efficiency of paper based clearing system, the Cheque Truncation system (CTS) has been implemented by the all Bank's . With the introduction of the imaging and truncation of cheques, the physical movement of instruments would be stopped and the electronic movement of images and data of cheques would speed up the process of settlements and ultimately alter the clearing cycles.

2.2 Outstation Cheques:

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

Cheques drawn on bank's own branches at outstation centres will be collected using the inter-branch arrangements in vogue. Branches are connected through a centralized processing arrangement and are offering anywhere banking services to its customers hence, will provide same day credit to its customers in respect of outstation instruments drawn on any of its branches in the CBS network.

2.3 Cheques payable in Foreign Countries:

Cheques payable at foreign centres will be collected through the services of correspondent Authorised Dealer Banks.

2.4 Immediate/Instant Credit of Local / Outstation Cheques / Instruments:

Branches of the bank will consider providing immediate credit for outstation cheques / instruments tendered for collection by individual account holders subject to *satisfactory conduct* of such accounts for a period not less than 6 months.

Immediate credit will be provided against such collection instruments at the specific request of the customer or as per prior arrangement.

The facility of immediate credit will be offered on Savings Bank / Current / Overdraft Accounts of the customers. For extending this facility, there will not be any separate stipulation of minimum balance in the account.

Under this policy, prepaid instruments like Demand Drafts, Interest / Dividend warrants shall be treated on par with cheques.

In the event of dishonor of cheque against which immediate credit was provided, interest shall be recoverable from the customer for the period the Bank remained out of funds at the rate applicable for overdraft limits sanctioned for individual customers.

For the purpose of this policy, a *satisfactorily conducted* account shall be the one:

- a) Opened at least six months earlier and complying with KYC norms
- b) Conduct of which has been satisfactory and bank has not noticed any irregular dealings.
- c) Where no cheques / instruments for which immediate credit was afforded returned unpaid for financial reasons.
- d) Where the bank has not experienced any difficulty in recovery of any amount advanced in the past including cheques returned after giving immediate credit.

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

- a) For local cheques presented in clearing credit will be afforded as on the date of settlement of funds in clearing and the account holder will be allowed to withdraw funds as per return clearing norms in currently applicable.
- b) For cheques and other instruments sent for collection to all other centres within the country the following time norms shall be applied.(i.e State capitals / Major cities / Other locations shall be 7 / 10 / 14 days respectively.)
- c) Cheques drawn on foreign countries: Such instruments are accepted for collection on the 'best of efforts' basis and will be collected through the services of correspondent Authorised Dealer Banks.

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

As part of the compensation policy of the Bank, the Bank will pay interest to its customer on the amount of collection instruments in case there is delay in giving credit beyond the time period specified in Bank's cheque collection policy. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the Bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

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

- a) Savings Bank rate for the period of delay beyond 14 days as the case may be in collection of outstation cheques.
- b) In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding Term Deposit rate.
- c) In the event the proceeds of cheque under collection was to be credited to an overdraft / loan account of the customer, interest will be paid at the rate applicable to the overdraft/loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.
- d) In the event the proceeds of cheque under collection was to be credited to an saving account of the customer, interest will be paid at the rate applicable to the savings account. For extraordinary delays, interest will be paid at the rate of 2% p.a. above the rate of interest payable on balances of Savings Bank accounts. The delayed period should be reckoned after making allowance for normal transit period based upon a time frame of 2 days each for
 - Despatch of Cheques
 - Presentation of Cheque of drawees
 - Remittance of proceeds to the lodger's bank
 - Crediting the proceeds to drawees account

It may be noted that interest payment as given above would be applicable only for instruments sent for collection within India

In case, no rate is specified in the (Cheque Collection Policy) compensation at saving bank interest rate shall be paid for the corresponding period of delay.

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

In the event a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank's branch, the bank shall immediately on coming to know of the loss, bring the same to the notice of the account holder so that the account holder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonoured due to non-credit of the amount of the lost cheques /instruments. The bank would provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

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

- a) In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection, 14 days interest will be paid for the period exceeding the stipulated collection period at the rates specified above.
- b) In addition, bank will pay interest on the amount of the cheque for a further period of 15 days at Savings Bank rate to provide for likely further delay in obtaining duplicate cheque / instrument and collection thereof.
- c) The bank would also compensate the customer for any reasonable charges he / she incurs in getting duplicate cheque / instrument upon production of receipt, in the event the instrument is to be obtained from a bank / institution who would charge a fee for issue of duplicate instrument.

6. Issue of Duplicate Draft and Compensation for delays

Duplicate draft will be issued within a fortnight from the receipt of such request from the purchaser thereof. For delay beyond the above stipulated period, interest at the rate applicable for Fixed Deposit of corresponding period will be paid as compensation to the customer for such delay.

7. Delay in Re-presentation of Technical return Cheques and levy of Charges for such returns

- a) The bank will levy cheque return charges only in cases where the customer is at fault and is responsible for such returns. An illustrative list of returns, where the customers are not at fault are indicated in Annexure- I.
- b) Taxes such as GST, applicable on charges will also be recovered from the customer.
- c) Further in cases where the cheques need to be re-presented without any recourse to the payee, such re-presentation will be made in the immediate next clearing presentation.

8. Charging of Interest on cheques returned unpaid where Instant Credit was given.

If a cheque sent for collection for which immediate credit was provided by the bank is returned unpaid, the value of the cheque will be immediately debited to the account. The customer will not be charged any interest from the date immediate credit was given to the date of return of the instrument unless the bank had remained out of funds on account of withdrawal of funds. Interest where applicable would be charged on the notional overdrawn balances in the account had credit not been given initially.

If the proceeds of the cheque were credited to the Savings Bank Account and were not withdrawn, the amount so credited will not qualify for payment of interest when the cheque is returned unpaid. If proceeds were credited to an overdraft / loan account, interest shall be recovered at the rate of 2% above the interest rate applicable to the overdraft / loan from the date of credit to the date of reversal of the entry if the cheque / instrument was returned unpaid to the extent the bank was out of funds.

9. Service Charge:

For all collection services the bank will recover appropriate service charges as decided by the bank from time to time and communicated to customer as indicated in the code of banks commitment to customers adopted by the bank. Service charges are displayed at Branch notice Board & on Bank's website .

10. Force Majeure:

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

(ANNEXURE-I)

ILLUSTRATIVE BUT NOT EXHAUSTIVE LIST OF OBJECTIONS WHERE CUSTOMERS ARE NOT AT FAULT

Code No.	Reason for Return
35	Clearing House stamp / date required
36	Wrongly delivered / not drawn on us
37	Present in proper zone
39	Image not clear; present again with paper
40	Present with document
41	Item listed twice
42	Paper not received
67	Payee`s endorsement irregular / requires collecting bank`s confirmation
76	Required information not legible / correct
82	Bank / Branch blocked
84	Other reasons-connectivity failure
92	Bank excluded