

**Annexure 11: Charter of Customer Rights**

The Customer Rights Policy enshrines basic rights of the customers of the banks regulated by the Reserve Bank of India. It spells out the rights of the customer and also the responsibilities of the bank. The Policy applies to all products and services offered by the bank or its agents, whether provided across the counter, over phone, by post, through interactive electronic devices, on internet or by any other method.

The Charter of Customer Rights annotates in detail the following:

- 1. Right to Fair Treatment**
- 2. Right to Transparency, Fair and Honest Dealing**
- 3. Right to Suitability**
- 4. Right to Privacy**
- 5. Right of Grievance Redress and Compensation**

Kindly note that this is an abridged version of the Policy. A detailed Policy is available freely on the Bank's website [www.dccb.com](http://www.dccb.com).

Our Branch officials shall be happy to help you with a print out of the same, if required.

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