

Thodupuzha Urban Co-operative Bank Ltd No:394

Fair Practices Code Policy

This is the policy for implementing Fair Practices Code for lenders in this Bank. This policy is framed under the instruction contained in the circular No.UBD(T)No.1466/12.00.001/2008-09 dated 20.3.2009 of the R.B.I and in accordance with the guidelines issued by the RBI in this regard.

I. Credit proposals and its processing

- a) All supporting documents should be attached with the loan application.
- b) Approximate time required for the disposal of the loan application after processing the same shall be informed to the applicant.
- c) Additional documents/information if required, the loan applicants shall be contacted then and there in each stage by the respective officers.
- d) If the loan application is rejected, reason for the same shall be intimated to the applicant.

II. Loan appraisal

- a) Loan appraisal for proper assessment of credit requirement shall be made by the officials authorised for the same in accordance with the guidelines prescribed in the credit policy of the Bank.
- b) Sanction order shall be issued to the loan applicant specifying the terms and conditions thereof. The loan applicants should accept the terms and conditions with their full knowledge and such acceptance shall be acknowledged.
- c) A copy of the loan agreement along with other documents furnished by the loan applicant shall be given to the borrower and such acceptance of the documents shall be acknowledged.
- d) The loan applicants shall be properly intimated that sanctioning of the credit limit is exclusively the right/discretion of the bank which includes disallowance of prevailing facilities etc. The borrower should also be intimated that the Bank does not have any obligation to meet any additional funds requirement of the borrower.



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III. Changes in the terms and conditions

The Bank should inform the borrower any change in the terms and conditions of sanction of loans including interest rates, charges, fees etc. The Bank should charge the interest rates/fees with prospective effect only.

IV. Post Disbursement Supervision

- a) Post disbursement supervision should be constructive in which the genuine difficulties of the borrower may be taken into account. A positive approach is expected from the officials of the Bank in this regard.
- b) Proper notice should be given to the borrowers before recalling the loan.
- c) Normally bank should release all securities/documents as and when the loan is fully repaid, if no other liability is existed with the bank by the borrower.

Grievance redressal

- a) If any complaint/dispute arises from a loan applicant, it shall be considered and disposed of by a sub committee consists of the following members.

1. Chairman
2. Vice chairman
3. General Manager
4. Deputy General Manager

This committee shall judiciously handle each complaint/dispute and dispose of the same within a reasonable period.



For The Thodupuzha Urban
Co-operative Bank Ltd. No. 394

The Policy Approved / Renewed
as per BR No: 755 dated 26.12.23

Reviewed on 25-02-2023
B/R NO: 263/25-02-2023

For The Thodupuzha Urban
Co-operative Bank Ltd. No. 394

General Manager

Thodupuzha Urban Co-operative Bank Ltd No:394

V. General

The borrowers shall be bothered for collecting the particulars/information related to the loan only. No discrimination shall be made in the loan applications of members. The recovery of loan shall be made in a normal way without harassing the borrowers. In the matter of loan take over proposals, Bank's opinion should be conveyed to the corresponding Bank within ten days of receipt of request by the Branch Managers.

Approved by Board:

Board Resolution No:528/21.03.2020



The Policy Approved / Renewed
as per BR No. 755 dated 20.12.2022
For The Thodupuzha Urban
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For The Thodupuzha Urban
Co-operative Bank Ltd. No:394
[Signature] Manager

Reviewed on 25.02.2023 as per B/R NO: 263