



## **Terms and Conditions with respect to RTGS / NEFT Transactions**

1. The RTGS / NEFT request shall be issued by the customer with complete particulars provided and within the timelines specified by the Bank from time to time. The customer shall be responsible for the accuracy of the particulars given in the RTGS / NEFT request and shall be liable to compensate the Bank for any loss arising on account of any error in the RTGS / NEFT request.
2. NEFT / RTGS application must be received before the cut off time as stipulated by the Bank. If application is received after the said cut off time, transfer of funds shall only be affected on the next working day.
3. The Bank shall execute a payment order issued by the customer duly authenticated by customer, unless:
  - a) The funds available in the account of the customer are not adequate or properly applicable to comply with the payment order and the customer has not made any other arrangement to meet the payment obligation.
  - b) The RTGS / NEFT request is incomplete or it is not issued in the specified form.
  - c) The RTGS / NEFT request is attached with notice of any special conditions.
  - d) The Bank has reason to believe that the RTGS / NEFT request is used to carry out an unlawful transaction.
  - e) The RTGS / NEFT request cannot be executed under the RBI's RTGS / NEFT system.
4. Customer agrees that he / she shall not be entitled to make any claim against any party in the RBI's RTGS / NEFT system except the Bank.
5. Customer agrees that the payment order shall become irrevocable when it is executed by the Bank.
6. The Bank shall not be liable for any loss or damage arising or resulting from delay in transmission delivery or non-delivery of Electronic message or any mistake, omission or error in transmission or delivery thereof or any act or event beyond control.
7. The Bank shall issue to customer an Acknowledgment for RTGS / NEFT request. The customer shall verify the Acknowledgement and immediately report any discrepancy in the beneficiary details given therein, such as, beneficiary's name, Account No., IFS Code, Bank and Branch. The customer agrees that he / she shall not be entitled to dispute the correctness of the execution of RTGS/NEFT request and / or of the amount debited to his account, if he/she fails to notify to the Bank the discrepancy immediately upon the receipt of the Acknowledgement.
8. Customer also agrees to abide with all the terms / rules / regulations governing NEFT / RTGS transactions as enumerated by RBI / NPCI / District Co-operative Bank.

Date :

**Signature of Customer**