



**THE CALICUT CO-OPERATIVE
URBAN BANK LTD.**

THE CALICUT CO-OPERATIVE URBAN BANK LTD.

Name of Policy	LOCKER POLICY
Policy Custodian (Section)	Asst. General Manager
Officer-in-Charge	Asst. General Manager
Contact Person	E-mail: agm@calicuturbanbank.com Mobile-8129066772
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Chairman


Director


Director


General Manager



**POLICY ON EXTENSION OF/ACCESS TO
SAFE DEPOSIT LOCKERS / SAFE CUSTODY ARTICLES**

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POLICY ON EXTENSION OF/ACCESS TO SAFE DEPOSIT LOCKERS/ SAFE CUSTODY ARTICLES

INTRODUCTION:

It goes without saying that the extension of Safe Deposit Locker / Safe Custody Articles facilities to the customers plays a pivotal role in meeting the growing demands of the customers, expanding the customer base and augmenting the non-interest income of the bank. It is therefore imperative for the bank to put in place a Comprehensive Policy on Extension of and Access to Safe Deposit Lockers/Safe Custody Articles so as to enable the customers to avail of these facilities with ease. As such, this Policy on Extension of / Access to Safe Deposit Lockers /Safe Custody has been formulated in tune with the recommendations of the Committee on Procedures and Performance Audit on Public Services (CPPAPS) and the Guidelines of Reserve Bank of India furnished in their circular DOR.LEG.REC/40/09.07.005/2021-22 August 18, 2021.

A) SAFE DEPOSIT LOCKERS

I. EXTENSION OF SAFE DEPOSIT LOCKER FACILITY

- 1) A Safe Deposit Locker, a cabinet which contains several compartments at different sizes shall be kept in a special room shall be made available at the branches of the bank. This Locker shall be extended to a person who makes an application (* Annexure B) in the prescribed format to avail of such facility from the bank, provided he/she fulfills the Master Direction – Know your Customer (KYC) Direction 2016 (as updated from time to time) and agrees to abide by the terms and conditions stipulated by the Bank.
- 2) The Locker can be hired by
 - (i) Individual or
 - (ii) Two or more persons jointly or
 - (iii) Two or more persons with E or S or F or S clause



- 3) A minor cannot hire a locker
- 4) The relationship between the Bank and the Hirer is a Bailor and Bailee relationship.
- 5) The banks shall obtain recent passport size photographs of locker-hirer(s) and individual(s) authorised by locker(s) to operate the locker and preserve in the records pertaining to locker-hirer being maintained in the bank's branch.
- 6) The Hirer/s can operate the Safe Deposit Locker only on the Bank's working days and during the business hours of the Bank.
- 7) Two different keys shall be available for each locker i.e. one key is for the Bank called Master Key and other one is for the customer called Hirer's Key.
- 8) The Locker can be operated by the Hirer/s and it can be operated by him two times in a day provided it is within the business hours of the Bank.
- 9) The Main Locker Holder at his own risk may appoint a Locker Mandate Holder to have full access to the Locker and control of its contents including but not limited to the surrender of the Locker and the release and discharge of the Bank from all liabilities to the Main Locker Holder in respect thereof. Where the term 'Main Locker Holder' includes more than one party, then the appointment of the Locker Mandate Holder has to be made by all of them. Appointments shall be in writing on a form supplied by the Bank. Until the receipt by the Bank at the branch where the Locker is located of written notice of revocation of the appointment of the Locker Mandate Holder or of conclusive notice of the death or legal incapacity of the Main Locker Holder- appointor, any act of the Bank in reliance upon such appointment of Locker Mandate Holder shall be fully binding upon the Main Locker Holder, the Main Locker Holder's executors, administrators and successors, The Main Locker Holder hereby agrees to indemnify the Bank against any claims, demands, losses, damages, costs and expenses including legal costs as between solicitor and Main Locker Holder which the Bank may incur or sustain in connection with any fraudulent, negligent or unauthorised use of the Locker by the Main Locker Holder's duly appointed Locker Mandate Holder. (*Annexure A).



- 10) Before operating the locker the hirer/s should sign the attendance register which shall be kept at the bank.
- 11) The Locker can be surrendered at any time without any damage. Hirer's signature shall be obtained in the locker ledger and the deposit if any, should be refunded on production of the receipt already issued by the bank after collection of rental dues if any.
- 12) If locker rent is collected in advance, in the event of surrender of a locker by a customer, the proportionate amount of advance rent collected shall be refunded to the customer.
- 13) In the case of locker keys reported lost by the hirer, a written declaration shall be obtained from him/her. The bank shall obtain from the manufacturing company a fresh set of lock and key. It shall be delivered by the company in a sealed box through its technical representative. The technical representative shall open the box in the presence of the Branch Manager and the Hirer and then in their presence the locker shall be broken open. The contents shall be removed safely and a new lock shall be fitted thereon. Then the NEW key shall be handed over to the hirer after collecting the charges for fitting the new lock and key. Key lost charge will be collected from the hirer as per decision of the Board of Directors from time to time.
- 14) If there is any event such as merger / closure / shifting of branch warranting physical relocation of the lockers, the bank shall give public notice in two newspapers (including one local daily in vernacular language) in this regard and the customers shall be intimated at least two months in advance along with options for them to change or close the facility. In case of unplanned shifting due to natural calamities or any other such emergency situation, banks shall make efforts to intimate their customers suitably at the earliest.



II ALLOTMENT OF LOCKERS

- 1) The bank shall prescribe rentals for Lockers as per the decisions of Board from time to time. Rent shall be charged based on the size of the locker allotted to him/her. The present rates effective from . 2018 are as follows:

Size of Locker
Small
Medium
Large

* Annexure 1

2) **Linking of Allotment of Lockers to placement of Fixed Deposits**

The Bank shall not link the Locker Facility with placement of any other deposits at any point of time except that of Fixed Deposits as Security for Locker. There may be situations where the locker-hirer neither operates the locker nor pays rent. To ensure prompt payment of locker rent, the bank shall at the time of allotment, obtain a Fixed Deposit which would cover 3 years rent and the charges for breaking open the locker in case of an eventuality. However, the bank shall not insist on such Fixed Deposit from the existing locker-hirers.

3) **Wait List of Lockers**

In order to facilitate customers making informed choices, banks shall maintain a branch wise list of vacant lockers as well as a wait-list in Core Banking System (CBS) or any other computerized system compliant with Cyber Security Framework issued by RBI, for the purpose of allotment of lockers and ensure transparency in allotment of lockers. The banks shall acknowledge the receipt of all applications for allotment of locker and provide a wait list number to the customers, if the lockers are not available for allotment.



- 4) Providing a copy of the Agreement to the Locker Hirer

At the time of allotment of the locker to a customer, the branches shall enter into an agreement with the customer to whom the locker facility is provided, Non-members signed agreement with Rs.200 Non-Judicial stamp. A copy of the locker agreement in duplicate signed by both the parties shall be furnished to the locker-hirer to know his/her rights and responsibilities. Original Agreement shall be retained with the bank's branch where the locker is situated.

- Annexure II

III NOMINATION FACILITY

(* Annexure Bi, Annexure Bii, Annexure Biii, Annexure Biv,)

- 1) The banks shall offer nomination facility in case of safe deposit lockers and safe custody of articles, in accordance with the provisions of section 45-ZC to 45-ZF of the Banking Regulation Act, 1949 and Banking Companies (Nomination) Rules, 1985/Co-operative Banks (Nomination) Rules, 1985. In case the nominee is a minor, the same procedure as prescribed for the bank accounts shall be followed by the banks. A passport size photo of the nominee attested by the customer may be obtained from the customers, at his/her option and preserved in the records.
- 2) For the various Forms (SL1, SL1A, SL2, SL3 and SL3A for Safety Lockers) prescribed under Banking Companies (Nomination) Rules, 1985/Co-operative Banks (Nomination) Rules, 1985, only Thumb-impression(s) shall be required to be attested by two witnesses. Signatures of the account holders need not be attested by witnesses.
- 3) Branches shall have appropriate systems and procedures in place to register the nomination, cancellation and / or variation of the nomination, in their books, made by the locker hirers.



- 4) Branches shall devise a proper system of acknowledging the receipt of duly completed form of nomination, cancellation and / or variation of the nomination. Such acknowledgement shall be given to all the customers irrespective of whether the same is demanded by the customers or not.

IV INTERNAL CONTROL BY BANK

- 1) There shall be a system of inter change of locks whenever the locker is surrendered by the hirer. The keys of vacant lockers shall be kept in sealed envelopes. The duplicate master keys shall be deposited with Head office of the bank. There shall be proper record of joint custody of master keys. Banks shall conduct surprise periodic verification of surrendered/vacant lockers and their keys by an officer of the bank who is not connected with their custody and proper record shall be maintained as a proof of such verification.
- 2) Banks shall ensure that the Locker Register and the Locker Key Register are maintained in CBS or any other computerized system compliant with the Cyber Security Framework issued by the Reserve Bank. The Locker Register shall be updated in case of any change in the allotment with complete audit trails.
- 3) The bank custodian shall check whether the lockers are properly closed post locker operation. If the same is not done, the lockers must be immediately closed, and the locker-hirer shall be promptly intimated through e-mail, if registered or through SMS, if mobile number is registered or through letter so that they may verify any resulting discrepancy in the contents of the locker. The bank custodian shall record the fact of not closing the locker properly in the register and its closure by the bank with the date and time. Further, the custodian of the locker room shall carry out a physical check of the locker room at the end of the day to ensure that lockers are properly closed, and that no person is inadvertently trapped in the locker room after banking hours.



SECURITY ASPECTS RELATING TO SAFE DEPOSIT LOCKERS**1) Operations of Safe Deposit Vaults/Lockers**

The Bank should exercise due care and necessary precaution for the protection of the lockers provided to the customer. The Bank Should review the systems in force for operation of safe deposit vaults / locker at all the branches on an on-going basis and take necessary steps. The security procedures shall be well-documented and the staff concerned shall be properly trained in the procedure. The internal inspectors shall ensure that the procedures are strictly adhered to.

2) The area housing the lockers should remain adequately guarded at all times.

The banks shall install Access Control System, if required as per their risk assessment, which would restrict any unauthorized entry and create digital record of access to locker room with time log. As per their internal security policy, banks may cover the entry and exit of the strong room and the common areas of operation under CCTV camera. In case any customer has complained to the bank that his/her locker is opened without his/her knowledge and authority, or any theft or security breach is noticed/observed, the bank shall preserve the CCTV recording till the police investigation is completed and the dispute is settled.

3) Customer due diligence for allotment of lockers / Measures relating to lockers which have remained unoperated

In view of the risks involved in renting safe deposit lockers, the bank shall take the following measures:

- (i) The Bank shall carry out customer due diligence for both new and existing customers at least to the levels prescribed for customers classified as medium risk. If the customer is classified in a higher risk category, customer due diligence as per KYC norms applicable to such higher risk category shall be carried out.



(ii) Where the lockers have remained unoperated for more than three years by medium risk customers or one year by the high risk customers, the bank shall immediately contact the locker-hirer and advise him/her to either operate the locker or surrender it. This exercise shall be carried out even if the locker hirer is paying the rent regularly. Further, the bank shall ask the locker hirer to give it in writing, the reasons why he / she did not operate the locker. In case the locker-hirer has some genuine reasons as in the case of NRIs or persons who are out of town due to a transferable job etc., the bank may allow the locker hirer to continue with the locker. In case the locker-hirer does not respond nor operate the locker, the bank shall consider opening the lockers after giving due notice to him/her. In this context, the bank shall incorporate a clause in the locker agreement that in case the locker remains unoperated for more than One year, the bank would have the right to cancel the allotment of the locker and open the locker, even if the rent is paid regularly.

4) Embossing Identification Code:

The bank shall ensure that identification Code of the bank / branch is embossed on all the locker keys with a view to facilitate Authorities in identifying the ownership of the locker keys.

VI PROCEDURE FOR BREAKING OPEN THE LOCKERS

The following procedure shall be followed by the branches for breaking open the lockers where Locker Rent is in arrears for more than 3 years in a row and where the Hirer has not responded to the notices sent by the branches. In another circumstance If the locker remains inoperative for a period of seven years and the locker-hirer cannot be located, even if rent is being paid regularly, the bank shall be at liberty to transfer the contents of the locker to their nominees/legal heir or dispose of the articles in a transparent manner, as the case may be. The bank shall ensure to notify the existing locker-hirer prior to any changes in the allotment and give him/her reasonable opportunity to withdraw the articles deposited by him/her.



1. Before breaking open the locker, the bank shall give due notice to the locker-hirer through a letter and through email and SMS alert to the registered email id and mobile phone number.
2. If the letter is returned undelivered or the locker-hirer is not traceable, the bank shall issue public notice in two newspaper dailies (one in English and another in local language) giving reasonable time to the locker-hirer or to any other person/s who has interest in the contents of locker to respond.
3. A notice shall be sent to the hirer stating that the locker rent advance would be adjusted towards rent arrears if the rent is not paid within 15 days.
4. If there is no response, the rent advance Shall be adjusted on the next day of the date specified in the above letter. After that, a letter shall be sent to the hirer informing the fact of adjustment of rent advance and demanding payment of balance of arrears of rent if any, within 15 days.
5. If the hirer does not turn up, then another letter shall be sent to the hirer to vacate the locker/pay the arrears of rent within seven days failing which the locker would be broken open on or after that date and that the charges/expenses would have to be borne by the hirer.
6. The Locker would be broken open on or after the date mentioned above, in the presence of a Notary Public and an officer of the bank and two independent witnesses the articles would be recorded item wise/ number wise in a ledger duly notarizing the same.
7. Further, banks shall also record a video of the break open process together with inventory assessment and its safe keep and preserve the same so as to provide evidence in case of any dispute or Court case in future. Banks shall also ensure that the details of breaking open of locker is documented in CBS or any other computerized systems compliant with the Cyber Security Framework issued by RBI, apart from locker register.



8. After breaking open of locker, the contents shall be kept in sealed envelope with detailed inventory inside fireproof safe in a tamper-proof way until customer claims it. A record of access to the fireproof safe shall invariably be maintained. While returning the contents of the locker, the bank shall obtain acknowledgement of the customer on the inventory list to avoid any dispute in future.
9. Banks shall ensure that the inventory prepared after breaking open of the locker and during settlement of claims, is in the appropriate forms as provided at the end of this circular or as near thereto as circumstances require. Further, banks shall not open sealed/closed packets left with them for safe custody or found in locker while releasing them to the nominee(s) and surviving locker hirers / depositor of safe custody article, unless required by law.
10. Then a letter shall be sent to the hirer informing that the contents of the locker and the items would be auctioned on (date).....at(time) for recovery of the arrears of rent, charges and expenses incurred for breaking open the Locker. The auction date would be fixed after 15 days from the date of notice.
11. Only such items, the value of which is sufficient to recover the arrears, charges and expenses, including the auction expenses and paper publication shall be chosen for auction.
12. One week after the issue of notice paper publication shall be given in a local daily informing the date and time of auction together with the details of item/s that are going to be auctioned.
13. The auction shall be conducted on the date and time specified and the amount fetched in the auction shall be adjusted towards arrears of rent, charges and expenses incurred and balance, if any, shall be kept in the Accounts Payable account.



14. Then a letter shall be sent to the Hirer informing the details of the auction and advising him/her to receive the balance amount and the remaining contents of the locker.
15. If the contents/remaining contents of the locker are not claimed, the same shall be kept in the safe deposit room duly locked/sealed under the joint custody of the Branch Manager and the Cashier.
16. If the contents are not claimed for more than three years they will be handed over to the Police Authorities after prior intimation to the Central Office by the branches.
17. All Notices / Letters shall be sent under Registered Post Acknowledgment Due to the Hirer and in respect of joint accounts, to all the joint hirers.
18. All Acknowledgement Cards received shall be kept in the Files concerned.
19. If the letters are returned for any reason they shall be kept without opening in the relevant files.
20. If the letter is returned for the reason of death of the hirer, the notice shall be issued to all the legal heirs of the hirer.
21. If the letter is returned for the reason - change of address, efforts shall be taken to locate the new address and a note thereof shall be recorded in a Register before breaking open the locker or auctioning the contents of the locker.

B) ACCESS TO THE SAFE DEPOSIT LOCKERS / RETURN OF SAFE CUSTODY ARTICLES TO SURVIVOR(S) / NOMINEE(S) / LEGAL HEIR(S)

- I) Procedure for return of contents of Lockers / Safe Custody Articles to Survivor / Nominee / Legal heirs.

A procedure similar to that of handing over the proceeds of deposit accounts laid down in RBI's Circular DBOD.No.Leg. BC.95/2004-05 dated June 9, 2005 shall be adopted for return of contents of lockers / safe custody articles to Survivor / Nominee / Legal Heirs.



II) Time limit for settlement of claims: Banks shall settle the claims in respect of deceased locker hirers and shall release contents of the locker to survivor(s) / nominee(s), as the case may be, within a period not exceeding 15 days from the date of receipt of the claim subject to the production of proof of death of the depositor and suitable identification of the claimant(s) with reference to nomination, to the bank's satisfaction.

III Access to the safe deposit lockers / return of safe custody articles (with survivor/nominee clause)

- i) If the sole locker hirer nominates a person the bank shall give to such nominee access of the locker and liberty to remove the contents of the locker in the event of the death of the sole locker hirer.
- ii) In case the locker was hired jointly with the instructions to operate it under joint signatures, and the locker hirer(s) nominates person(s), in the event of death of any of the locker hirers, the bank shall give access of the locker and the liberty to remove the contents jointly to the survivor(s) and the nominee(s).
- iii) In case the locker was hired jointly with survivorship clause and the hirers instructed that the access of the locker shall be given over to "either or survivor", "anyone or survivor" or "former or survivor" or according to any other survivorship clause, the bank shall follow the mandate in the event of the death of one or more of the locker-hirers.

However, the bank shall take the following precautions before handing over the contents:

- (a) The Bank shall exercise due care and caution in establishing the identity of the survivor(s) / nominee(s) and the fact of death of the locker hirer by obtaining appropriate documentary evidence;
- (b) The Bank shall make diligent effort to find out if there is any order from a competent court restraining the bank from giving access to the locker of the deceased; and
- (c) The Bank shall make it clear to the survivor(s) / nominee(s) that access to locker/safe custody articles is given to them only as a trustee of the legal



heirs of the deceased locker hirer i.e., such access given to him shall not affect the right or claim which any person may have against the survivor(s) / nominee(s) to whom the access is given.

- (d) Similar procedure shall be followed for return of articles placed in the safe custody of the bank. It should be noted that the facility of nomination is not available in case of deposit of safe custody articles by more than one person.
- e) It shall be noted that since the access given to the survivor(s) / nominee(s), subject to the foregoing conditions, would constitute a full discharge of the bank's liability, insistence on production of legal representation is superfluous and unwarranted and only serves to cause entirely avoidable inconvenience to the survivor(s) / nominee(s) and would, therefore, invite serious supervisory disapproval. In such case, therefore, while giving access to the survivor(s) / nominee(s) of the deceased locker hirer / depositor of the safe custody articles, the bank shall not insist on the production of succession certificate, letter of administration or probate, etc., or obtain any bond of indemnity or surety from the survivor(s)/nominee(s).

C) Attachment and recovery of contents in a Locker and the Articles in the safe custody of the bank by any Law Enforcement Authority

1. In case of attachment and recovery of the contents in a locker of a customer or the articles left by a customer for safe custody of the bank by any Authority acting either under the orders of a Court or any other competent authority vested with the power to pass such orders, the banks shall co-operate in execution and implementation of the orders.
2. The bank shall verify and satisfy itself about the orders and the connected documents received for attachment and recovery of the contents in a locker or articles in the safe custody of the bank. The customer (locker-hirer) shall be informed by letter as well as by email/SMS to the registered email id/mobile phone number that the Government Authorities have approached for attachment



and recovery or seizure of the locker or articles deposited for safe custody. An inventory of the contents of locker and articles seized and recovered by the Authority shall be prepared in the presence of such Government Authorities, two independent witnesses and an officer of the bank and shall be signed by all. A copy of the inventory may be forwarded to the customer to the address available in the bank's records or handed over to the customer against acknowledgement.

3. Banks shall also record a video of the break-open process and the inventory assessment, wherever legally permissible, and preserve the video to produce as evidence in case of any dispute or Court or fraud case in future.

D) Access to the safe deposit lockers / return of safe custody articles (without Survivor/nominee clause)

1. There is an imperative need to avoid inconvenience and undue hardship to legal heir(s) of the locker hirer(s). In case where the deceased locker hirer had not made any nomination or where the joint hirers had not given any mandate that the access may be given to one or more of the survivors by a clear survivorship clause, the bank shall adopt a customer-friendly procedure for giving access to legal heir(s) / legal representative of the deceased locker hirer. Similar procedure shall be followed for the articles under safe custody of the bank.
2. The Bank shall be guided also by the provisions of Sections 45 ZC to 45 ZF of the Banking Regulation Act, 1949 and the Banking Companies (Nomination) Rules, 1985 and the relevant provisions of Indian Contract Act and Indian Succession Act.
3. The Bank shall prepare an inventory before returning articles left in safe custody / before permitting removal of the contents of a safe deposit locker as advised in terms of Notification DBOD.NO.Leg.BC.38/ C.233A-85 dated March 29, 1985 issued by Reserve Bank of India. The inventory shall be in the appropriate Formats set out in the above Notification or as near thereto as circumstances require. A copy of the Inventory Format is furnished in the Annexure.



4. Further, in case, the nominee(s) / survivor(s) / legal heir(s) wishes to continue with the locker, the bank shall enter into a fresh contract with nominee(s) / survivor(s) / legal heir(s) and also adhere to KYC norms in respect of the nominee(s) / legal heir(s). The Bank shall not open sealed/closed packets left with them for safe custody or found in locker while releasing them to the nominee(s) and surviving locker hirers / depositor of safe custody article.

E) CLOSURE AND DISCHARGE OF LOCKER ITEMS

This part refers to the breaking open of the locker in a manner other than through the normal access by the customer using her/his original key or password under any one of the following circumstances:

- 1) if the hirer loses the key and requests for breaking open the locker at her /his cost; or
- 2) if the Government enforcement agencies have approached the bank with orders from the Court or appropriate competent authority to seize lockers and requested for access to the lockers; or
- 3) if the bank is of the view that there is a need to take back the locker as the locker hirer is not co-operating or not complying with the terms and conditions of the agreement.

I. Discharge of locker contents at the request of customer

- 1) If the key of the locker, supplied by bank is lost by the locker-hirer, the customer (locker hirer) shall notify the bank immediately. An undertaking may also be obtained from the customer that the key lost, if found in future, will be handed over to the bank. All charges for opening the locker, changing the lock and replacing the lost key may be recovered from the hirer. The charges applicable for replacement of lost keys / issue of new password shall be communicated to the locker hirer.
- 2) The opening of the locker has to be carried out by the bank or its authorized technician only after proper identification of the hirer, proper recording of the fact of loss and written authorization by the customer for breaking open the locker.



- 3) The operation shall be done in the presence of the customer/s and an authorized official of the bank. It has to be ensured that the adjoining lockers are not impacted by any such operations and the contents of the lockers are not exposed to any individual other than the locker-hirer during the break-up or restoration process.

F. Liability of banks

1. Liability of banks arising from natural calamities like earthquake, flood, thunderstorm, lightning etc. or due to sole negligence of the customer

The bank shall not be liable for any damage and/or loss of contents of locker arising from natural calamities or Acts of God like earthquake, floods, lightning and thunderstorm or any act that is attributable to the sole fault or negligence of the customer. Banks shall, however, exercise appropriate care to their locker systems to protect their premises from such catastrophes.

2. Liability of banks arising from events like fire, theft, burglary, dacoity, robbery, building collapse or in case of fraud committed by the employees of the bank

It is the responsibility of banks to take all steps for the safety and security of the premises in which the safe deposit vaults are housed. It has the responsibility to ensure that incidents like fire, theft/ burglary/ robbery, dacoity, building collapse do not occur in the bank's premises due to its own shortcomings, negligence and by any act of omission/commission. As banks cannot claim that they bear no liability towards their customers for loss of contents of the locker, in instances where loss of contents of locker are due to incidents mentioned above or attributable to fraud committed by its employee(s), the banks' liability shall be for an amount equivalent to one hundred times the prevailing annual rent of the safe deposit locker.

G) CUSTOMER GUIDANCE AND PUBLICITY

i) Benefits of nomination / survivorship clause

The Bank shall give wide publicity and provide guidance to locker-hirers / depositors of safe custody articles on the benefits of the nomination facility



and the survivorship clause. Illustratively, it shall be highlighted in the publicity material that in the event of the death of one of the joint account holders, the right to the contents of the locker or the articles under safe custody does not automatically devolve on the surviving joint deposit account holder, unless there is a survivorship clause. The Bank shall place on its website the instructions along with the policies / procedures put in place for extending access of the locker / safe custody articles to the nominee(s) / survivor(s) / Legal Heir(s) of the deceased locker hirer / depositor of the safe custody articles. Further, a printed copy of the same shall also be given to the nominee(s) / survivor(s) / Legal Heir(s) whenever a claim is received from them.

SIMPLIFIED OPERATIONAL SYSTEMS / PROCEDURES

A comprehensive review of the bank's extant systems and procedures relating to settlement of claims of the deceased constituents (locker-hirers / depositors of safe-custody articles) shall be undertaken from time to time with the approval of the Board duly taking into account the applicable statutory provisions.

CONCLUSION :

This Policy has taken into account various recommendations of the Committee on Procedures and Performance Audit on Public Services (CPPAPS) for easy operation of Lockers. Thus the Bank shall endeavour to provide Customer friendly Safe Deposit Locker / Safe Custody Articles facility to the customers and adopt the principles and procedures enumerated above and ensure better customer service.



CHAIRMAN



DIRECTOR



GENERAL MANAGER



ANNEXURE

**FORM OF INVENTORY OF ARTICLES LEFT IN SAFE
CUSTODY WITH BANKING COMPANY
(SECTION 45ZC (3) OF THE BANKING REGULATION ACT, 1949)**

The following inventory of articles left in safe custody with _____
_____ branch, by Shri /Smt. _____
_____ (deceased) under an agreement/receipt dated _____
was taken on this, _____ day of _____ 20 _____.

S.No.	Description of Articles in Safe Custody	Other Identifying particulars if any

The above inventory was taken in the presence of:

1. Shri/Smt. _____

(Nominee) Shri/Smt. _____

(Appointed on behalf of minor Nominee) Address _____

OR Address _____

Signature _____ Signature _____

I, Shri/Smt. _____ (Nominee / appointed
on behalf of minor Nominee) hereby acknowledge receipt of the articles comprised
and set out in the above inventory together with a copy of the said inventory.

Shri/Smt. _____

(Nominee) Shri/Smt. _____

Signature _____ Appointed on behalf of minor Nominee)

Date & Place _____ Signature _____

Date & Place _____



FORM OF INVENTORY OF CONTENTS OF SAFETY LOCKER HIRED FROM BANKING COMPANY

(Section 45ZE (4) of the Banking Regulation Act, 1949)

The following inventory of contents of Safety Locker No. _____ located
in the Safe Deposit Vault of _____, _____ Branch at

*hired by Shri/Smt. _____ deceased in his/her sole name.

*hired by Shri/Smt. (i) _____ (deceased)

(ii) _____ Jointly (iii) _____

was taken on this _____ day of _____ 20_____.

S.No.	Description of Articles in Safe Custody	Other Identifying particulars if any

For the purpose of inventory, access to the locker was given to the Nominee/and the
surviving hirers • who produced the key to the locker./• by breaking open the locker
under his/her/their instructions.

The above inventory was taken in the presence of:

1. Shri/Smt. _____ (Nominee) _____

Address _____ (Signature) or

1. Shri/Smt. _____ (Nominee) _____

Address _____ (Signature) and

2. Shri/Smt. _____

Address _____ (Signature)

Shri/Smt. _____

Survivors Address

_____ (Signature) of joint hirers



2. Witness(es) with name, address and signature:

* I, Shri/Smt. _____ (Nominee)

* We, Shri Smt. _____ (Nominee), Shri/Smt.

_____ and Shri/Smt. _____

the survivors of the joint hirers, hereby acknowledge the receipt of the contents of the safety locker comprised in and set out in the above inventory together with a copy of the said inventory.

Shri/Smt. _____ (Nominee) Shri/Smt. _____ (Survivor)

Signature

Signature

Date & Place

Date & Place

