



EXPORT-IMPORT BANK OF INDIA

CITIZENS' CHARTER

The Citizens Charter of the Export-Import Bank of India (Exim Bank) is a public document. Bilingual printed copies (in Hindi and English) of the Citizens Charter are freely available at all offices of the Exim Bank, in India as well as overseas. Persons desiring a copy of the Citizens Charter may contact any of the Bank's offices, details of which are available on the Bank's website (www.eximbankindia.in/get-in-touch). The Exim Bank Citizens Charter may also be freely downloaded from the Bank's website (www.eximbankindia.in).

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SECTION 01

PREAMBLE AND INTRODUCTION

1. The Export-Import Bank of India (Exim Bank) was set up on September 11, 1981 by an Act of the Parliament of India (The Export-Import Bank of India Act, 28 of 1981), and commenced business on March 01, 1982.
2. The Bank is wholly owned by the Government of India which is the sole shareholder. The parent Ministry of the Bank is the Ministry of Finance, specifically the Department of Financial Services. The Mission, Objectives, Role and Functioning of the Exim Bank are prescribed by the Export-Import Bank of India Act, which also specifies the composition of the Board of Directors and the general superintendence and management of the Bank. A printed copy of the Export-Import Bank of India Act (in Hindi and English) is freely available at all offices of the Exim Bank, in India as well as overseas. Persons desiring a copy of the Export-Import Bank of India Act may contact any of the Bank's offices, details of which are available on the Bank's website (www.eximbankindia.in/get-in-touch). The Export-Import Bank of India Act may also be freely downloaded from the Bank's website (www.eximbankindia.in).
3. The Export-Import Bank of India Act defines the Bank's objectives as *providing financial assistance to exporters and importers, and for functioning as the principal financial institution for coordinating the working of institutions engaged in financing export and import of goods and services with a view to promoting the country's international trade....*Further, the Act also specifies that the Bank ...*shall act on business principles with due regard to public interest.*
4. The various stakeholders of the Bank would thus include :
 - The Government of India and the Reserve Bank of India;
 - Indian exporters and importers (of goods, services, capital);
 - Overseas importers of Indian goods, services, capital;
 - Foreign governments and institutions, in a limited role as borrowers;

- Commercial banks and financial institutions in India and overseas;
 - Industry bodies like chambers of commerce, export promotion councils;
 - Lenders to the Bank (by way of bonds, commercial paper, term deposits);
 - Customers of the Bank (for various financial and advisory products);
 - Suppliers of goods and services to the Bank;
 - Employees of the Bank;
 - Citizens of India;
 - Global community.
5. The Bank is strongly committed to excellence in every aspect of its functioning and existence. We recognise that we are created and sustained by the citizens of India and we have a duty and responsibility towards them as stewards of their trust and the public funds of India. In all our actions, we shall be guided by the knowledge and acceptance of this responsibility.
6. The Bank commits that all its dealings with its stakeholders shall be based on a foundation of Integrity, Transparency and Respect. As a Corporate Citizen of India, the Bank shall unfailingly abide by the letter and spirit of laws and regulations. The following Sections spell out in detail the Bank's obligations to its various stakeholders.
7. The Bank is a Public Authority as defined in the Right to Information Act 2005. Accordingly, the Bank has made proactive disclosures on its website in compliance with Section 4(1)(b) of the Right to Information Act (www.eximbankindia.in/rti-act). Full contact details of the Bank's Central Public Information Officer, Central Assistant Public Information Officers, the Appellate Authority and the Transparency Officer are provided on the Bank's website (www.eximbankindia.in/rti-act). Instructions for seeking information under the Right to Information Act are provided on the Bank's website (www.eximbankindia.in/rti-act).

8. To address concerns or the grievances of the Borrowers [commercial loans], Lines of Credit [LOC] and Investors, the Bank has in place a Grievance Redressal Mechanism. The Grievance Redressal Mechanism as adopted by the Bank is available on the Bank's website (<https://www.eximbankindia.in/grievance-redressal-mechanism.aspx>)
9. A copy of the Bank's Fair Practices Code for Lenders is provided on the Bank's website (www.eximbankindia.in/fair-practice-code).
10. Copies of the Bank's Annual Report, including audited financial statements, are provided on the Bank's website (<https://www.eximbankindia.in/investor-relations>)
11. The Bank has a Chief Vigilance Officer. The Bank has also appointed a senior officer as the Principal Officer of the Bank.
12. The Bank has zero tolerance for sexual harassment at workplace and has adopted a Policy on Prevention, Prohibition and Redressal of Sexual Harassment of Women at the Workplace, in line with the provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and the rules made thereunder.
13. The Charter is intended as a broad statement of intent and shall govern all aspects of the Bank's functioning. It should be noted however that the Charter is not, and does not purport to be a legal document creating any rights or liabilities. Various aspects of the Bank's functioning will be more precisely governed by the transaction specific documentation like loan agreements, security documents, Board-approved loan policy documents, etc.
14. This Charter has come into effect from March 24, 2012. The Charter is a dynamic document and may be amended from time to time. The Bank will ensure to make available on its website the latest version of the Charter.

SECTION 02

OBLIGATIONS TO THE GOVERNMENT OF INDIA AND THE RESERVE BANK OF INDIA

15. The Bank is wholly owned by the Government of India. The Chairman and / or Managing Director, 2 Deputy Managing Directors, 5 GOI Directors, 3 Directors from the scheduled banks and 4 Directors having knowledge of or professional experience in export or import or financing thereof, are nominated by the Central Government in terms of Section 6 of the Exim Bank Act. Additionally, Section 5[4] of the Exim Bank Act provides that *In the discharge of its functions under the Act, the Exim Bank shall be guided by such directions in matters of policy involving public interest as the Central Government may give to it in writing.*
16. The Bank shall implement all policy directions of the Government of India as issued to it from time to time.
17. The Bank commits that in accordance with Sections 22 – 24 of the Exim Bank Act, it shall close and balance its books on the 31st of March of each year, and cause the same to be audited by the statutory auditors appointed by the Central Government. The accounts, duly approved by the Board of Directors and signed by the statutory auditors shall be furnished to the Central Government within the prescribed time, for being tabled in the Parliament. Moreover, the Bank shall close and balance its books at the end of each calendar quarter and report the same to its Audit Committee and Board of Directors.
18. The Bank is regulated by the Reserve Bank of India. In its functioning, the Bank shall be guided by, and shall implement all the relevant and applicable norms, instructions and guidelines of the Reserve Bank of India, including for example, asset classification, income recognition, provisioning etc.
19. The Bank shall fully abide by the content of all relevant legislations including the Official Language policy, the Right to Information Act etc.

SECTION 03

OBLIGATIONS TO INDIAN EXPORTERS AND IMPORTERS (OF GOODS, SERVICES, CAPITAL)

20. The Bank is conscious that, having been set up to finance, facilitate and promote India's foreign trade, hence Indian exporters and importers (of goods, services, capital) are its core stakeholders, whose needs it has been created to subserve.
21. The Bank shall strive to evolve and design solutions to the needs of Indian exporters and importers so as to facilitate their globalisation. Such solutions include, but are not restricted to financial solutions, information and advisory services, research and analysis, export marketing.
22. Information on the Bank's various products and services is available on the Bank's website (www.eximbankindia.in) and additional information can be obtained from any of the Bank's offices, details of which are available on the Bank's website (www.eximbankindia.in/get-in-touch).
23. The Bank shall promptly acknowledge all communications received from Indian exporters and importers with an interim response, to be followed with a substantive response within a reasonable time.
24. Where ready-made solutions to a problem are not feasible, the Bank shall engage with the exporter / importer in an endeavour to evolve alternative solutions consistent with the Bank's mandate and mission.
25. The Bank shall treat all Indian exporters and importers fairly and respectfully, and shall not discriminate or permit any discrimination on grounds of caste, creed, community, colour etc. All communications shall be clear, comprehensive and unambiguous. Where the Bank for business reasons is unable to provide the assistance sought, it shall communicate the same, with reasons, promptly to the Indian exporter / importer.

SECTION 04

OBLIGATIONS TO OVERSEAS IMPORTERS OF INDIAN GOODS, SERVICES AND CAPITAL

26. While the primary constituents of the Bank are Indian exporters and importers (of goods, services, capital), conversely it also has stakeholders among the community of overseas importers of Indian goods, services and capital.
27. Where called upon, the Bank shall strive to respond in timely fashion to all communications received from overseas importers, and to provide any information that it may reasonably be requested for.
28. The Bank shall remain conscious that while it may participate in dialogue with overseas importers, its core constituents are the Indian exporters and shall not do anything that would impact the competitive position of the Indian exporter(s).
29. The Bank shall ensure that in its dealings with overseas importers, it maintains the principles of fairness and non-discrimination with regard to the underlying Indian exporter(s).

SECTION 05

OBLIGATIONS TO FOREIGN GOVERNMENTS AND INSTITUTIONS, IN A LIMITED ROLE AS LENDERS

30. The Bank from time to time extends Government of India Supported Lines of Credit/Concessional Financing Scheme and Buyer's Credit under National Export Insurance Account to foreign governments and institutions, to finance the contracts awarded to the Indian Project Exporters. The Bank commits that it shall deal with all overseas governments / quasi-governmental agencies with respect and sensitivity.
31. The Bank, by its Lines of Credit / Concessional Financing Scheme/ Buyer's Credit under National Export Insurance Account, shall seek to facilitate export transactions. The Bank shall adhere to the GOI Guidelines for Lines of Credit / Concessional Financing Scheme / National Export Insurance Account parameters. The Bank plays facilitative role with respect to these programmes while the selection of the Indian contractor / exporter is undertaken by Borrower Government / Overseas Buyer.
32. The Bank remains committed to enhance the stakeholder experience while discharging its above listed obligations and has, therefore, adopted a Complaint Redressal Mechanism as a process for receiving, registering, investigating, and responding to different types of complaints or grievances received under Government of India (GOI) Lines of Credit (LOCs). The Bank's Complaint Redressal Mechanism is available on the Bank's website. (Grievance Redressal Mechanism - Public Declarations - Exim Bank).

SECTION 06

OBLIGATIONS TO COMMERCIAL BANKS AND FINANCIAL INSTITUTIONS IN INDIA AND OVERSEAS

33. As a financial institution, the Bank requires the intermediation of various banks and financial institutions in the financing channel. This includes, but is not restricted to current accounts, nostro accounts, correspondent banking, fund transfers and remittances, documentary credits, etc.
34. In its dealings with banks and financial institutions, the Bank shall provide all reasonable information sought by counterparties to enable the setting-up and administration of limits. In particular, the Bank shall provide to intended counter-parties the information as prescribed under the Know Your Customer, Anti Money Laundering and Combating Financing of Terrorism regulations prevailing internationally.
35. On its part, the Bank shall engage with banks and financial institutions to facilitate the setting up of credit limits and also seek Know Your Customer, Anti Money Laundering and Combating Financing of Terrorism related information from such counter-parties.
36. The Bank has appointed a senior officer as the Principal Officer of the Bank. The Bank's Principal Officer is tasked with monitoring of suspicious transactions, cash transactions and related issues, as also submitting the prescribed reports on the subject to the concerned authorities. Summaries of the Bank's Customer Acceptance Policy, Customer Identification Procedure, Monitoring of Transactions and Risk Management are available along with the contact particulars of the Principal Officer on the Bank's website (www.eximbankindia.in/aml-pml).

SECTION 07

OBLIGATIONS TO INDUSTRY BODIES LIKE CHAMBERS OF COMMERCE, EXPORT PROMOTION COUNCILS

37. Among other things, Indian exporters and importers make use of industry bodies like chambers of commerce and export promotion councils in order to articulate their views, offer suggestions, identify common challenges and leverage the benefits of a common platform. The Bank is often a member of such bodies and in its capacity as the apex export credit agency seeks and obtains such feedback for policy and procedural inputs.
38. The Bank values these fora and the feedback received therein.
39. The Bank will engage with such bodies on an ongoing basis and will be always receptive to suggestions for policy formulation as well as improvement in its functioning.

SECTION 08

OBLIGATIONS TO LENDERS TO THE BANK **(BY WAY OF BONDS, COMMERCIAL PAPER)**

40. The Bank's ability to finance India's foreign trade is critically dependent on its ability to raise competitively priced resources from lenders. The Bank is committed to providing its lenders with all reasonable information that they may require in order to make a lending decision. Such information may be by way of a prospectus or by other information sharing. It may also represent information provided to third party rating agencies. The Bank will be prepared to share accurate and comprehensive information with such parties, subject to the usual regulations of confidentiality and commercial confidence. The Bank expects in turn that such sensitive information shared by it will be treated in the fullest confidence.
41. The Bank further commits that its financial statements, duly audited by the statutory auditors appointed by the Government of India shall be prepared with all due care and accuracy and made available in a timely manner. Disclosures as mandated by the Reserve Bank of India as well as the Securities and Exchange Board of India (SEBI) will be correctly and comprehensively made.
42. The Bank will ensure that tax deducted at source on interest is deposited with the tax authorities within the specified period and will issue a TDS Certificate to the Depositor within the prescribed period.
43. Any changes in interest rates, policies and procedures, as also any other key developments will be publicised on the Bank's website and other relevant media.

SECTION 09

OBLIGATIONS TO CUSTOMERS OF THE BANK **(FOR VARIOUS FINANCIAL AND ADVISORY PRODUCTS)**

44. The Bank is conscious that its customers are the proximate reasons for its creation and continued existence. The products and services offered by the Bank are designed with the needs of its customers in mind.
45. As regards loan products, the Bank provides full details of its menu of offerings on its website (www.eximbankindia.in) and additional information can be obtained from any of the Bank's offices, details of which are available on the Bank's website (www.eximbankindia.in/get-in-touch). Officers of the Bank are available to meet with prospective and existing customers at all its offices in India and overseas, to provide any additional information / clarifications that may be needed. Contact may also be made over phone or e-mail for this purpose.
46. The Bank has in place a Lender's Fair Practices Code [FPC]. The FPC is amended from time to time in the light of extant RBI guidelines. A copy of the Bank's Fair Practices Code for Lenders is provided on the Bank's website (www.eximbankindia.in/fair-practice-code).
47. Other services like export marketing and advisory services are of bespoke nature and the terms and timelines for the same will be as specified in the letter of approval.

SECTION 10

OBLIGATIONS TO SUPPLIERS OF GOODS AND SERVICES TO THE BANK

48. In its functioning, the Bank procures various types of goods and services. Goods include revenue procurement like stationery items, consumables, provisions as also capital procurement of office equipment, furniture, etc. Services include maintenance, janitorial, upkeep, repair, security, etc.
49. The Bank ensures fair treatment of all prospective and existing vendors. Procurement of revenue and capital items is subject to a minimum of 3 competitive quotations. Approval powers for expenditure are as delegated by the Board of Directors.
50. All tenders floated on e-tender portal / GeM portal are complete in description of the items and specifications, including timelines and allow adequate time for response / clarifications. Bids are opened online. Evaluation of large value tenders is done by a committee of officers constituted for the purpose and reviewed by the authority approving the expenditure.
51. Payment for goods and services supplied is effected as per the terms of the contract / invoice and Bank makes payment in a timely manner based on the satisfaction of the goods and services. Retention moneys, where applicable are released after completion of the specified period, as is the case with performance and related guarantees, wherever applicable.
52. In the event of bad performance (i.e. supply of sub-standard items, deviations from specifications, material delays, unethical behaviour), the Bank may decide not to seek quotations from a specific vendor / group of vendors.

SECTION 11

OBLIGATIONS TO EMPLOYEES OF THE BANK

53. Employees form the core strength and wealth of the Bank and it is the skills, expertise, experience and dedication of the Bank's employees that have enabled its exemplary performance over the decades since its inception. Employee performance is recognised not only by regular remuneration but also by career progression, overseas postings, training etc.
54. The selection of employees, at entry point or as lateral recruitment, is based on a transparent and public process that provides equal opportunity to all, with relaxations to reserved category candidates as per GOI regulations. The Bank does not discriminate on grounds of caste, creed, community or colour; all employees are equal apart from performance related recognition.
55. The annual performance evaluation process is structured and transparent with feedback being shared with the appraisee as to his / her performance, achievements and shortcomings. Appraisal by the appraising officer is further reviewed by a superior officer to ensure against bias or discrimination.
56. Selection for training and development reflects needs expressed by officers / superiors as well as the perceived needs of the Bank. Such training may be domestic or international and all officers are given a fair chance to receive such training and development.
57. Selection for overseas postings is based on a clear and transparent set of criteria that are publicly announced and against which candidates are evaluated.
58. Career progression is based on a combination of minimum levels of experience / expertise (as evidenced by performance appraisals) and recognition of potential [as evaluated in Performance Appraisal and

Potential review (PAPR) Report and in the course of interview]. Composition of interview panels is as per prescribed norms. The report of the interview panel / promotion committee is submitted to the competent authority through proper channel.

59. Employees who are dissatisfied with promotion related issues may avail of a structured grievance procedure as provided for in the Promotion Policy.
60. Provision of accommodation is decided by a specially constituted Accommodation Committee based on a transparent set of criteria which are available to all staff members.

SECTION 12

OBLIGATIONS TO CITIZENS OF INDIA

61. The Bank's key obligation to every citizen of India is to perform its role and function to the best of its ability and endeavour.
62. Additionally, the Bank's obligations to citizens of India in their capacity as customers, investors, lenders, vendors, employees to / of the Bank etc. have been outlined in the foregoing chapters.
63. The Bank welcomes feedback and suggestions from all Indian citizens which may help it to further improve its functioning. Suggestions and feedback may be submitted electronically, by paper or in person at any of the Bank's offices, details of which are available on the Bank's website (www.eximbankindia.in/get-in-touch).

SECTION 13

OBLIGATIONS TO THE GLOBAL COMMUNITY

64. India is a member and global citizen of the global community of nations. Exim Bank too, given its international role and profile, especially with the Lines of Credit, has the global community as one of its stakeholders.
65. While the Bank may not be answerable to the global community, it recognises its obligations as a citizen of the world. Within reasonable limits, as constrained by national policy prerogatives, political imperatives and GOI regulations, the Bank may consider providing information to external parties at its discretion – it being clearly understood that any such provision of information is at the sole discretion of the Bank and cannot be demanded as of right.

SECTION 14

RIGHT TO INFORMATION ACT, 2005

66. The Bank is a Public Authority as defined in the Right to Information Act 2005. Accordingly, the Bank has made proactive disclosures on its website in compliance with Section 4(1)(b) of the Right to Information Act (www.eximbankindia.in/rti-act).
67. Full contact details of the Bank's Central Public Information Officer, Central Assistant Public Information Officers, the Appellate Authority and the Transparency Officer are provided on the Bank's website (www.eximbankindia.in/rti-act). The Bank accepts RTI requests received both through physical mode (i.e. hard copy applications) as well as applications received through online mode on the website <https://rtionline.gov.in>.
68. Instructions for seeking information under the Right to Information Act are provided on the Bank's website (www.eximbankindia.in/rti-act). The Central Public Information Officer of the Bank at its Head Office and the Central Assistant Public Information Officers of the Bank at its Regional Offices are ready to assist applicants in drawing up request for information and accepting the same with acknowledgement.
69. The Bank is committed to observing the Right to Information Act in letter and spirit and assures prompt and lawful response to all queries.

SECTION 15

GRIEVANCE REDRESSAL MECHANISM

70. To address the grievances of the Borrowers [commercial loans], Lines of Credit [LOC] and Investors, the Bank has in place a Grievance Redressal mechanism. (Grievance Redressal Mechanism - Public Declarations - Exim Bank)

(A) Grievance Redressal Mechanism for Borrower [Commercial Loans]

- To seek redressal to their grievances, a borrower may write to a designated senior official whose contact particulars would be publicised on the Bank's website and other publications of the Bank, clearly stating the nature of their grievance along with necessary documents, if any. A copy of the same will be acknowledged and returned to the borrower, where the complaints are received through letters / forms.
- The designated officer will initiate necessary action making all efforts to resolve the same expeditiously, but in any case within a period of about one month.
- A borrower aggrieved by any decision of the designated official may prefer a representation to the Appellate Authority. The Appellate Authority would generally be of the rank of Deputy Managing Director [DMD] of the Bank and in absence of a DMD, the Managing Director [MD] would be the Appellate Authority. The Appellate Authority will consider the representation and after making enquiries as he / she deems fit, inform the borrower his / her decision within a period of one month. The contact details of the officials are provided on the Bank's website (www.eximbankindia.in/grievance-redressal).
- The Bank has in place a mechanism to ensure that all disputes arising out of the decisions are heard and disposed of at least at the next higher level. A report in this regard will be submitted to the Board on an annual basis.

(B) Grievance Redressal mechanism for Investors –

- Grievance Redressal Mechanism - Investors is in place, in line with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. This Mechanism has been put in place for redressal of investors' grievances promptly, but in any case, not later than 21 calendar days from the date of receipt of any grievance.
- The Bank is registered on the SCORES¹ platform and Online Dispute Resolution Portal ('ODR Portal'), as mandated by the SEBI, in order to handle investors' complaints electronically. A statement of investors' complaints, if any, is filed by the Bank with the recognized stock exchange, on a quarterly basis.
- The details pertaining to Grievance Redressal Mechanism - Investors are provided on the website of the SEBI (<https://investor.sebi.gov.in/Investor-charter.html>).
- A senior officer of the Bank has been appointed as an Officer for assisting and handling investors' grievances, whose contact details are provided on the Bank's website (<https://www.eximbankindia.in/grievance-redressal>)

(C) Complaint Redressal mechanism for Lines of Credit [LOC] portfolio –

- The Bank has adopted a Complaint Redressal Mechanism as a process for receiving, registering, investigating, and responding to different types of complaints or grievances received under Government of India (GOI) Lines of Credit (LOCs). The Bank's Complaint Redressal Mechanism is available on the Bank's website. ([Grievance Redressal Mechanism - Public Declarations - Exim Bank](#)).

¹ SEBI Complaints Redress Systems [SCORES], online grievance redressal facilitation platform provided by SEBI.

SECTION 16

CHIEF VIGILANCE OFFICER OF THE BANK

71. The Bank's Chief Vigilance Officer may be contacted for any case of vigilance related matter. His / Her contact particulars are provided on the Bank's website (www.eximbankindia.in/vigilance).

SECTION 17

THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013

72. The Bank has zero tolerance policy on sexual harassment and is in full compliance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (the Act) and the Rules made thereunder. The Policy aims to provide protection to women employees (as defined under the Act) at the workplace and prevent and redress complaints of sexual harassment and for matters connected and incidental thereto, with the objective of providing a safe working environment. The Bank has constituted the Internal Complaints Committee for considering complaints of sexual harassment of women at the workplace as per the Act. The details of the Internal Complaints Committee are available on the Bank's website (<https://www.eximbankindia.in/assets/pdf/ICC-MEMBERS-WEBSITE.pdf>)