

## **Quality Policy**

**To be the best Social Bank in the country which delivers 'consistent customer experience' by meeting the customer needs and aspirations there by bringing "Joy of Banking"**

**The Bank promises to leverage the capabilities and tools of the Quality Management System continuously and enhance its effectiveness by accentuating on all applicable regulatory and statutory requirements.**

**The Bank is committed to collaborate and develop human resource capabilities and culture that puts premium on continuous learning and innovation.**