

Comprehensive Notice Board



CUSTOMER SERVICE INFORMATION:

- Key interest rates on deposits
- Nomination facility available
- Detection and handling of counterfeit currency
- Immediate credit on outstation cheques up to ₹ 15,000/-



SERVICE CHARGES:

- All services charges (savings / current / demat accounts / lockers)
- Service free of charge and pricing structure in Basic Savings Bank Accounts
- Service charges for MEL, JLG, AHL



STATUTORY AND OTHER ETHICS:

- BCSI code:
 - a) Code of commitment to MSME
 - b) Code of banks commitment to customer
- KYC booklet as per RBI circular
- TDS provisions available (from 15G/15H)
- Bank policies:
 - a) Comprehensive deposit policy
 - b) Cheque collection policy
 - c) Compensation policy
- Mentally retarded and multiple disabilities
- Method of interest calculation.
- Demat related list of services and holidays list provided.
- Complaint form for lodging a disputed ATM transaction.
- Service tax registration



STATUTORY AND OTHER NOTICES AVAILABLE IN THE BOOKLET FORM:

- Abstracts of payments of gratuity act, 1972 and central rules
- Abstracts of equal remuneration act, 1976 and central rules
- Abstracts of payment of bonus act, 1965 and central rules
- Abstract of contract labor (regulation and abolition)
- Abstract of minimum wages act, 2013
- Sexual harassment of women at workplace (prevention, prohibition and redrescel) act, 2013
- Shops and establishment registration
- RBI license



INFORMATION AVAILABLE IN BOOKLET FORM: (PLEASE APPROACH MAY I HELP YOU COUNTER)

- All items mentioned in I and IV
- Time norms for business transactions
- BCSBI code



OTHER SERVICE PROVIDED:

- BSBDA- small accounts also available at branches
- Policy to undertake insurance distribution
- Policy to sell third party products



GRIEVANCE REDRESSAL:

- Banking ombudsman scheme 2006 with contact person name, Address and email id
- Insurance ombudsman scheme with contact person name, Address and email id
- If your complaint is unresolved at the branch level, you may Approach our zonal head at:

Name:
Address:

- If you are not satisfied with our grievance redressal, you may Approach the banking ombudsman at

Name: Address:
Phone number: Email id:

- If you have any grievances /complaints, please approach

Branch head:
Branch operation head:

- If you are not satisfied with our grievance redressal, you may Approach the nodal officer (no)

Name:
Email id:Principal nodal office (PNO) at
Name:
E-mail id:at the
Address:

EMERGENCY CONTACT NUMBERS

Police Station 100 Fire Station 101 Ambulance 102

SAFETY AND SECURITY TIPS

Use of Mobile Smoking Use of Helmet

PRIORITY TO BE GIVEN

Handicapped Pregnant Senior Citizen

ALSO AVAILABLE

Magnifying glass is also available at the branch for the visually impaired.

Toll Free No. 1800-123-9878