

## FACILITIES TO PENSIONERS

a	Doorstep Banking Services	We are providing Doorstep Banking Services to pensioners at 100 centers at nominal Charges for financial and non-financial transactions.
b	Grievance Redressal System and its average clearance rate.	We have a dedicated Grievance Redressal System. Average Clearance Time : Branch level-TAT-7DAYS R.O level-TAT BEYOND 7 DAYs Z.O level-TAT BEYOND 14 DAYS C.O level-TAT BEYOND 21 DAYS
c	Average time taken to process change of branch by the pensioner if required.	<ol style="list-style-type: none"> <li>1. In our Bank-one branch to another branch- within a day.</li> <li>2. From our Bank to another Bank- within a fortnight.</li> </ol>
d	Dedicated Counter at branches for Senior Citizens	Dedicated counter is available at our bank branches nationwide.
e	Loan to pensioners	We are offering loan facilities to pensioners at Competitive rate of interest.
f	Interest on FD	We offer additional rate of interest of 0.50% in Addition to normal rate of interest to Senior Citizen Pensioners.
g	Average time taken for crediting First pension.	We credit the pension within 30 days of receiving PPO.
h	Submission of Annual Life Certificate	Life Certificate can be submitted in DLC (Digital Life Certificate) from anywhere in Pan India basis through Jeevan Pramaan Portal or at any of our Branch. Link is <a href="http://jeevanpraman.gov.in">jeevanpraman.gov.in</a> .
i	Provision for pension slip	Pension slip sent on registered mail id. It can be extracted through net banking facility.