



## OPERATIONS DEPARTMENT CUSTOMER SERVICE CELL

In view of the difficulties faced by Senior Citizen of more than 70 years of age and differently abled person (having medically certified chronic illness of disability) including those who are visually impaired, concerted efforts to be made by Branches to provide Basic Banking Facilities such as pick up of Cash and instrument against receipt, Delivery of cash against withdrawal from account, delivery of Demand Drafts, submission of KYC documents and life certificate at the premises/ residence of such customers.

To strengthen and smooth customer services and cost effective services rendered by the Bank's, we propose the following service charges:-

Sr	Services rendered by the Bank	Terms and conditions	Service Charge proposed
1	Pick up of cash and instrument against receipt	Radius of 3 KM area from the Home Branch	<b>Rs 50/- per occasion + Cash Handling Charges</b>
2	Delivery of cash against withdrawal from account	Radius from 3 KM area of the Home Branch	<b>Rs 50/- per occasion + Cash Handling Charges</b>
3	Delivery of Demand Drafts,	Radius from 3 KM area of the Home Branch	<b>Rs 50/- per occasion + DD issuance charges.</b>
4	Submission of Know Your Customer (KYC) documents and life certificate at the premises/ residence of such customers, form no 15H	Radius from 3 KM area of the Home Branch	<b>Rs 50/- per occasion</b>
5	Other Basic Bank Charges e. g. delivery of cheque book	Radius from 3 KM area of the Home Branch	<b>Rs 50/- per occasion + Service charges (if any)</b>

### Cash Handling Charges w.e.f. 01.11.2018

Cash Handling Charges ( Both for Currency Notes and Coins)	(1) All types of accounts except SB and Term Deposit (2) No charges up to 1000 pieces (3) Above 1000 pieces @ Rs.10/-per 100 pieces or part thereof Maximum Rs.10,000/-
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