# 8 Web Customer Application

#### **Opening the System**

Open any web browser.

- 1. Type the system's URL into the address bar.
- 2. Press Enter to access the system.

Upon loading the system, you'll encounter the login screen. Here's what to do based on your status:

- If you're a registered customer, click on "Login."
- If you're a new customer, click "Register."

Doorstep Banking
Comfortable and secure online platform for your banking operation whenever you want wherever your are.
Login
Don't have account? Register
Facing Issue? Raise Complaint

If your mobile number is not registered and you click on "Login," the following screen will appear. Click on "Proceed" to begin the registration process.

PSB Alliance	
Understand State S	
Select Any     Customer Detail Status       Customer Detail Status     rp       Cancel     Proceed	

Page 8 of 33

Click on "Facing Issue? Raise Complaint" redirects you to the "Raise Complaint" page.

### Registration

Click "Proceed" to initiate mobile registration. Enter your Mobile Number and click "Register." Upon validation, a tick mark will appear next to your mobile number.

PSB Alliance		
New Registration		< Back
	Welcome to Doorstep Banking  Register and enjoy banking services at your doorstep  4. Inter Mobile Number*  942579837	

Proceed to select your bank and confirm your declaration.

Register and enjoy banking services at your doorstep
<b>1</b> Select Bank + <b>Select Bank</b> +

Enter the 6-digit OTP and click "Verify."

Alliance			
New Registration			
PSB Alliance 10 % Complete Bank Details	New Registration		
	Please Provide Required Details to Register		
. Mobile Number 8248224488	童 Bo	ink Name gra Micro Systems 🐡	
Enter OTP		R	
п	OTP Is not received in 47 Seconds click on Resend OTF		
	Venty		
	Bank has sent 6 Digit OTP to +91-82XXXXX88		

Provide your name, email id, and optional alternative mobile number, then click "Continue." Upon successful verification, a confirmation message (Account verification is Successful) will appear, and you'll proceed to set your PIN.

PSB New Registration 50 % Complete Personal Details	
Please Provide Required Details to Register Account	t
Enter Name *     Enter Mobile Number SHAMBHA ALIAS SHAMBH     8248224488	
Enter Alter Mobile No.(Optional) Enter Email ID (Optional)	u)
Continue	
Account verification is Successful	

Here, the PIN should be entered twice, and the checkbox for "Terms & Conditions" should be ticked. Once selected, changes cannot be made. Click on "Continue" to proceed.

PSB Rance	
II New Registration	< Back
PSB Alliance 70 % Complete Pin Details	
Please Provide Required Details to register account           Name           SHAMBHA ALIAS SHAMBH           Mobile Number           8248224488	
Continue	SK I

Now, the account is successfully registered.

PSB Alliance					0
×		Registration is Successful			
		Choose an option to proceed			
	Book Service	Register New Bank	Exit		

SMS and email notifications have been sent.

On the top right corner, there is a bell icon. Clicking on it will display the notifications page.

User Manual for Web Customer



Next to the bell icon, there is a logout icon. Clicking on it will display a confirmation message. Click on "Proceed" to logout or "Cancel" to continue with the current section.



Choose a option to proceed.

#### Login Process

Enter your mobile number and select an authentication type. Click "Next" to proceed. For login, the authentication type (PIN or OTP) must be selected; otherwise, the following message will be displayed.

PSB Alliance	
Login	
Enter Mobile Number 9942579837	
Solect Any     Customer Detail Status     Please select Authentication type     Cx	

If selecting PIN, enter the 6-digit PIN and captcha; for OTP, enter the 6-digit OTP and captcha. Click "Login."

Correct Contract of Contract o	

The "Forgot PIN" option is available. If "Forgot PIN" is clicked, the page will be displayed as below. Enter the 6-digit OTP sent to your mobile number and click "Verify." If OTP is not received within the time limit, click "Resend OTP."

Enter OTP  OTP  OTP  OTP  OTP  OTP  OTP  OTP

Enter the new PIN and confirm it by entering it again. The "View" option is available. Click on "Reset PIN."

Alliance			_
- Forgot Pin			 < Back
	Enter New B Digit PN *	<i>S</i>	
	Re-enter New 5 Digit PIN *	<i>R</i>	
	Reset PIN		

A success message will be displayed.



Clicking on OK redirects to the login page. Simultaneously, a message will be sent to the mobile number confirming the successful PIN reset.

-			
Once the mobile number and	d authentication is successful,	a message will be disp	layed as follows:

Vectore to Doorstep Banking Enter 6-digit PIN for secure login	
Control Active Strained	

Clicking on OK will redirect you to the page below.

# 8.1 Home

	SB Iliance see faats						
G. Home	SHAMBHA ALIAS SHAN 9942579837	1BH				FINE	
Services	Current Services						
Profile	Cheque Book Requisition Slip Status : Scheduled Booking Id : \$R200224190002 Date & Time : 2024-02-2010;	14:38					
	Please choose your bank to cont	inue with your service order .					~
	Select	Bank	Favourit	te Banks	Saved A		
		*		$\checkmark$	<b>\$</b>	&	
	Bank of Baroda	Bank of India	Bank of Maharashtra	Canara Bank	Central Bank of India	Indian Bank	
	60	integra	Ê	4	•	6	
	Indian Overseas Bank	Integra Micro Systems	Punjab and Sind Bank	Punjab National Bank	State Bank of India	UCO Bank	-
	ெ						
	Union Bank of India						

It displays the Customer name along with the Registered Mobile Number on the top right corner. Clicking on the chat bot icon at the bottom left displays the below screen. You can select the option and also type your specific query.



Underneath, there are options for:

- Select Bank: To proceed, select a bank from the list provided.
- Favorite Banks: Shows a list of favorite banks.
- Saved Accounts: Displays a list of saved accounts.

After selecting the bank, enter the pin-code and click on "Proceed."

PSB Alla	nce					۵	0
6	9942579837				_	ATA AL	
Home	Current Services						
Services (2) Profile	Cheque Book Requisition Silp Status : Scheduled Booking id : SR200224190002 Date & Time : 2024-02-2010; Please choose your bank to cont	34:38 inue with your service arder .		and descelo			
	Select	Bank	Enter Your City Pincode*		Saved Ac	counts	
	Bank of Baroda	Bank of India	Cancel	Proceed Jara Bank	Central Bank of India	Indian Bank	
	Indian Overseas Bank	Integra Micro Systems	Punjab and Sind Bank	Punjab National Bank	State Bank of India	UCO Bank	
	Union Bank of India					4	

If the pin-code is not serviceable, a message will appear prompting you to try with a new pin-code. If the pin-code is serviceable, the page will be displayed as shown below.

# 8.1.1 Account Validation

Enter the OTP and check the declaration box. If the OTP is not received within the specified time, click on "Resend OTP." Otherwise, click "Confirm OTP" to proceed.

PSB Allian	ice					0
G			New Service Booking			
Services	Account	Services	Address Slot	Book		
(2) Profile	Account Verification			1	< Back	
	Selected Bank Name Integra Micro Systems Mobile Number 9942579837		OTP From Integra Micro Systems Enter the 6- digit OTP If OTP is not receive in 45 seconds click on Resend OTP By entering this OTP, I hereby authorize PSB Alliance to get my account details from Integra Systems.	Micro Contirm 0TP		

The list of account numbers and the option to save the account for future reference will be displayed. Select any one account and check the declaration box. Then, click on "Proceed" to continue.

PSB Allian	nce				۵ 🌲
Home			New Service Booking		
Services	Account	Services	Address	Slot	Book
Profile					< Back
	Selected Bank Name	Î	Account List		
	Integra Micro Systems	-	= XXXXXXX 2345	0	
	Mobile Number 9942579837	-	<ul> <li>XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX</li></ul>	0	_
			] Save Account for Future		
				cancel	Proceed

A message confirming that the account has been saved successfully will be displayed. Click on "Proceed" to proceed to the next step.

# 8.1.2 Service Selection

Select a service from the list.

		Servic	e Booking			
Account	Services		Address	SI	ot	Book
Services						
Customer location services						
Rost Date	Create Basel Angustan Ing	Demand link	Nap Depa	Fund for Descentioned For	ADDE CONTROL FOR Developed FOR	Pag Croters
🕹 Delivery from Bank/Branch Se	ervices					
Repet Actor Distret	Pay Dees Proget Instance() Of cell	TDb/them 19 Centificate	Terrs Deposit Recept	Cenard Daft	Non personalised Chegue Book	
Financial Service						
	<b>L</b> ] [ <u>S</u> ]					

# 8.1.3 Add Address

If there is no data, provide a new address by clicking on "New address" (located at the top right corner). Provide the necessary details and click on "Proceed" to add the address, which will then be displayed on the Address page. Select the address and click on "Proceed." A message will be sent to the registered mobile number for confirmation.

Get Current Location		La Los Andrease and Andrease an
<ul> <li>Your Current location*</li> <li>Yashoda Nagar, Yelahanka, Bengalu</li> </ul>	ru, Kamataka 560064, India	ALLALSSACRA Backbook Bac
Center House/Flat/Building No*		VICINANAA RENDRA Jagan śrocj die autority warta vicinica
Landmark*		Mango Garden Uday Huts V Jakkur Aerodrome edan sodarkurst Mango Garden
Pincode* 560084	City* Bengaluru	Antional Centre for Biological Sciences, 
Change Pincode		GKYK Rg Q 49 Man Rg Phoenix Mail Of Asia C LAYOUT RY Jaram +
State* Kamataka		LANDIT SADERANIL NILAYOUT SADENAGA General Andrea State State
		A terrer PARK VIEW Keyboard shortow Mag data 60024, Terrer, Report kriste enter Save As *
		Home dd Office B, Others

# 8.1.4 Slot Selection

Choose a date and time slot, and then proceed to the next step.

	Ac	count			Servic	es		Address	ot	Book	
Pr	eferred T	ime									
🕹 Slo	ts Availa	ble									
м	ar 2024								Select Preferred Time Slot		
		<ul> <li>Seler</li> </ul>	cted Date	<ul> <li>Dates L</li> </ul>	Inavailable	e Ban	k Hoilday		Slots Unavailable	e	Slots Available
	М	Т	W	т	F	S	S		10.00 10.00		14-00 10-00
				21					10:00-12:00	12:00-14:00	14:00-16:00
	18	19		THU	22	23	24		16:00-18:00	18:00-20:00	
				_					1 11	I	
	25	26	27	28	29	30	31				
										cancel	Procee

# 8.1.5 Book Service

After reviewing the booking details, confirm the deduction amount by checking the box. Then, click on "Proceed" to view the disclaimer.

PSB Allia	ince Name						۵	Ð
G Home			New Servic	ce Booking				
Services	Account	Servi	ces	Address	Slot	Book		
(2) Profile	Booking Details						< Back	
		Selected Service Name	IT/GST Challan	Service Charge	88.50	)		
		Name Bank Name	SHAMBHA ALIAS SHAMBH Integra Micro Systems	Service Branch Name	Amruthahali	1		
		Account No Preferred Date Address 6, Yashoda Naga	2024-03-21 2024-03-21 ir, Yelahanka, Bengaluru, id Ipdia Binoado : 560064	Preferred Time	12:00	)		
	Amou	nt of Rs. 88.50 will be deducted from y	our account which you have selected for	payment				
					Cancel	roceed		

Read the disclaimer carefully before proceeding.

Account	Sondoos	Addross		Clot	Deals
Account	Services	Address	-	3101	BOOK
		Disclaimers			
Booking Details		<ol> <li>Please keep all the relevant documents ready for handover to the agent in a sealed envelope.</li> </ol>			
	Selected Service Name	<ol> <li>Please take due care while submitting the document. It may be rejected in case of signature mismatch.</li> </ol>	Charge	88.50	
	Name SHA	3) Please share Authentication Code with authorized Agent only.			
	Bank Name In Account No	4) No Money / Fee / Charge is to be given to the Agent. Service Charge for the Service shall be debited directly from the account.	Branch Name	Amruthahalli	
	Preferred Date	<ol><li>The Agent is authorized only for the selected service.</li></ol>	d Time	12:00	
	Address 6, Yashoda Nagar, Yelahanka Karnataka 560064, India Pinc	6) Please make sure that you are available at selected address for pickup service, else service request shall be closed without any refund.			
Ame	ount of Rs. 88.50 will be deducted from your account v	vhi 7) This is only submission of requisition slip. Actual instrument/material will be delivered by the Bank/Branch to the customer's registered address via post/courier.			
		Cancel Proceed	Ca	incel Proc	ood

Upon confirming the booking, a confirmation message will be displayed, and an authentication code will be sent to the registered mobile number. Share this code with the agents for verification.

	B ance synate											. 0
Home Services		ccount		Services	Booking ID Reference No Account No Service Name	ng Confi : s : c : *	Irmation 58210324190001 1014910001822 11490001825 17/GST Challan		Slot		Book	
			Selected Service Name		IT/GST Cha	Procee	d Service Char	rge		88.50		
			Name Bank Name Account No	Sł	IAMBHA ALIAS SHAN Integra Micro Syste	MBH ems	Service Bran	ch Name		Amruthahalli		
			Preferred Date 6, Yashoo Karnatak	la Nagar, Yelahani a 560064, India Pir	2024-0: (a, Bengaluru, hoode : 560064	3-21	Preferred Tin	ne		12:00		
		Amount	of Rs. 88.50 will be deducted	d from your account	t which you have se	lected	for payment					
									Cancel	Proceed		

An authentication code will be sent to your registered mobile number. Clicking on "Proceed" will display a success message.

	Bliance					٩
G			New Service Booking			
Services	Account	Services	Address	Slot	Book	
Profile		Service Booked Successfully, Rs. 8	Success Success 8.50 is deducted as service charge from a SHAMBHA ALIAS SHAMBH Booking ID : SR210324190001	ccount no. 1234XXXX2345	·	

# 8.2 Services

The system presents both current and past services.

	SB Illiance				۵ ا
Home	My Services				< Back
Services	Current Services			Past Services	
(2) Profile	Filtor By	Proceed			
	IT/GST Challan	Cheque Book Requisiti	on Slip		
	Status         Scheduled           Booking Id         SR210324190001           Date & Time         2024-03-211140:37	Status Booking Id Date & Time	Scheduled SR200224190002 2024-02-20 10:34:38		

# 8.2.1 Current Services

The scheduled services are listed. The filter option allows users to refine results by:

- Booking ID: Enter the service booking ID and click "Proceed."
- Service Name: Select the service type and click "Proceed."
- **Based On Date:** Choose specific dates or enter them by toggling the options (click on the icon on the bottom left) and click "Proceed."
- All: View all available services without applying any filters.

@ m.												۵ 🌲
G	2 My Services											< Back
Services		Ĉ Current Servic	:05								Past Services	
(e)	Filter By			Febr	uary 20:	24 👻			<	>		
	Based On Date	*	Tue, Feb	s	м	т	W	т	F	S	coed	
			20					1	2	3		
	Cheque Book Requisition	Slip		4	5	6	7	8	9	10		
				11	12	13	14	15	16	17		
	Status	Scheduled		18	19	20	21	22	23	24		
	Booking Id Date & Time	SR200224190002 2024-02-20 10:34:		25	26	27	28	29				
			1					CAN	CEL	ок		

If you click on the service, it displays the agent details along with additional service information. A refresh option is available, along with options to cancel and reschedule the service are available. Additionally, there is an option to raise a complaint is also provided. The "Track Details" is also available.

	SB Iliance				۲	٩
Home	Se	rvice/current service details			- 1	< Back
Services			Current Se	rvice Details		
Profile		Agent Details Agent Name Bindu	Pho	one Number 9900966440	~	
		Booking Details			~	
		Selected Service Name IT/GST Challan		Booking Id SR210324190001		
		Service Charge ₹ 88.5		Bank Name Integra Micro Systems		
		Preferred Date 2024-03-21		Preferred Time 12:00		
		Branch Name Amruthahalli		Account No 123451432345		
		Status Scheduled		Authcode	Ľ	
		Requested Date and Time 2024-03-21 11:40:37		Address 6, Yashoda Nagar, Yelahanka, Bengaluru, Karnataka 560064, India Pincode : 560064		
		Debit Details Bank Reference Number 014910001622		Debit Status SUCCESS	~	

"Track Status" allow you to monitor the progress of the service requests.

Alliance		🐥 💿
Home	Debit Details Bank Reference Number 014910001622	Debit Status SUCCESS
		and a second
Profile	Track Details	
	Thu, 21-Mar-2024	
	Booking Id	SR210324190001
	ETA	45 Mins
	scheduled 2024-03-211140.42 Remarks: NA	
	Agent Started	
	Reached Customer Place	
	T	
	Document Picked	
	Reached Branch	
	Branch Received	
	Completed	
	Cancel Service	Reschedule service Rister Compliant

#### **Reschedule service**

(Customers are allowed to reschedule their service booking up to one hour before the scheduled time or before the Agent starts the service, whichever comes first. Customers have the option to reschedule their service to available time slots for the next three consecutive days. However, if a customer wishes to schedule a time slot beyond this three-day window, they can cancel the request and receive a full refund. Customers can reschedule their service request only once).

Click on "Reschedule Service." Select the preferred date and and time slots.

C Allian	nce				۵ ا
G		R	eschedule Service		
Services	Account	Services	Address	Slot	Book
® Profile	Preferred Time			*	( disk)
	Mar 2024 Selected Date	<ul> <li>Dates Unavailable</li> <li>Bank Hoilday</li> </ul>	Select	Preferred Time Slot     Slots Unavailable     Selected Time	Slots Available
	м т w	7 F 8 8		10:00-12:00	6400-1500
	18 <sup>-1</sup> 19 <sup>-1</sup> 20	21 700 22 23 24			
	25 26 27	28 29 28 31			Proceed

Provide any necessary remarks or comments regarding the rescheduling request, and then proceed. Upon submission, a confirmation message will be displayed indicating that the reschedule request has been successfully submitted.

		Resched	ule Service		
Account	Ser	vices	Address	Slot	Book
Booking Details					·
	Selected Service Name	IT/GST Challan	Service Charge		88.5
	Name Bank Name Account No	SHAMBHA ALIAS SHAMBH Integra Micro Systems *******2345	Service Branch Name	A	mruthahalli
	Preferred Date 6, Yashoda Nag Address Karnataka 5600	2024-03-21 ar, Yelahanka, Bengaluru, 164, India Pincode : 560064	Preferred Time		12:00
Remark: Enter	S*				
			$\square$	Cancel	Proceed

#### **Raise complaint**

To raise a complaint, provide the necessary remarks or details regarding the issue and proceed. Upon submission, a success message will be displayed confirming that the complaint has been successfully registered.

PSB Alliance		۹ چ
		K 8924
Home		
Services (2) Profile		
	Lo Sorrica Juna	
	Select Issue	
	Amount deducted for failed booking	
	Payment not completed	
	Form not delivered	
	Service delayed by agent	
	Service cancelled but Refund not Received	
	Cash withdrawal failed, refund requested	
	Documents not Delivered	
	Agent behavional issue	
	Less Amount paid by Agent	
	Send Your Enquiry	
	Remarks*	
	Enter	
	Cascel Proceed	

### **Cancel service**

(Customers can cancel a booked service up to 1 hour before the scheduled time or before the agent starts the service, whichever comes first. The service charges will be refunded to the customer's account.) To cancel a service, select a reason from the provided options and click on "Submit." Once a reason is selected, the submit button will become enabled.

	PSB Alliance		۰	0
Home	Service/se	rvice details/cancel service		Back
Kome Services © Profile		I am not available at home in the selected slot during service booking.  I have placed wrong request. I have selected different account for service request. I need a service at different location. I need a service from different Bank/Branch. Service is delayed by branch/agent I have visited the branch, do not require service any more.  Cancel Submit		

A message confirming the cancellation will be displayed.

IT/GST Challan	
Booking Id : SR210324190001 Cancellation Charge : Rs 0 /-	
Reason : Service is delayed by branch/ agent	
Back Proceed	
and the second sec	

Clicking on "Proceed" will initiate the cancellation process, and a notification will be sent to the registered mobile number.

#### Auto-closure service

(When a service request is not completed within the specified time due to any reason, then such service request is auto closed by the system and service charges may/may not be refunded to the customer based on the reason for incompletion).

i. Completed Service: A service request is deemed to be completed for PSB Alliance -Doorstep Banking Services when it attains the following service status:

Service Type						Service Status	
Non-financial services- Pick-up services & Life Branch Received certificate (fall-back)							
Non-financial s	Completed/Returned						
Financial servi	Completed						

**ii.** The services which remain incomplete as per the following timeline gets eligible for Auto closure: (T=Preferred Date of Service selected by the customer)

Service Type	Eligible for Auto closure if not completed within
Non-financial services	T+1 day
Financial services	T day
Other services (Digital Life certificate, Assisted Aadhaar	T+1 day
seeding, Assisted E-KYC)	

- iii. Once the service is eligible for Auto closure, DSB system will verify the reason for in-completion.
- iv. Based on the reason for incompletion, DSB system will close the service request with a refund or without refund to the customer.
- v. An appropriate message will be sent to the customer with a link to raise a dispute, if any.

# 8.2.2 Past services

- The section displays completed or cancelled services.
- If there are no services listed, the system will display the message "No data found."
- The filter works the same as the current services.
- Clicking on a specific service reveals the Agent details (if assigned), booking details, and additional service information.

	SB Illiance			۰	٥		
Home	Service/past service details						
Services		Past Ser	vice Details				
Profile		Booking Details		~			
		Selected Service Name IT/GST Challan	Booking Id SR210324190001				
		Service Charge ₹ 88.5	Bank Name Integra Micro Systems				
		Preferred Date 2024-03-21	Preferred Time 12:00				
		Branch Name Amruthahalli	Account No 123451432345				
		Status Cancelled					
		Requested Date and Time 2024-03-211:40:37	Address 6, Yashoda Nagar, Yelahanka, Bengaluru, Karnataka 560064, India Pincode : 560064				
		Debit Details Bank Reference Number 014910001622	Debit Status SUCCESS	~			
					_		
	-				_		

# 8.3 Profile

By navigating to the profile section (located in the left corner), users can view their name, email ID, and additional details as depicted in the image.

	SHAMBHA ALI/ sowbarnicad@int	as shambh egramicro.co.in	
Profile Details change your profile	>	Change PIN Change your PNI datas	>
Saved Address Save address for hassle free service	>	Help & Support At your service any time	>
Saved Accounts Sove account for faster service	>	New Bank Registration At your service any time	>

### 8.3.1 Profile Details

• It displays the username along with the email and mobile number.

Page 27 of 33

• By clicking on the icon beside the name, you can then upload the photo.

	SB Iliance Anny types		۰	0
G	Profile/Profile Details		< E	3ack
Kome Services Profis		Email Id   soutcommond givingrammero co.on     Phone Number   942579327   De-Activate User		

- An option to deactivate the user is available.
- Upon clicking this option, an OTP will be sent to the registered mobile number for verification.

	PSB Alliance	٩
ଭ	Profile/Profile Details/De-activate User	Back
Kome Bervices Profile		

Enter the OTP and click on "Deactivate User" to complete the deactivation process. This action will effectively deactivate the user account.

# 8.3.2 Saved Address

The users can view their saved addresses and add new ones. Edit and Remove option is available.

	SB Illiance					۰ و
Home	Prof	file/Address				< Back
Services Q Profile	[	Select Address				New Address
		Address-1 6, Yashoda Nagar, Yelahanka, Bengal Landmark Aerodrome Pincode : 560064	Home	Address-2 6, Yashoda Nagar, Yelahanka, Beng Landmark: aerodrome Pincode : 560064	Home aluru, Karnotaka 560064, India	
		EDIT	REMOVE	EDIT	REMOVE	

### 8.3.3 Saved Accounts

The list of saved accounts is displayed, with an option to delete each account. Clicking on the delete icon prompts for confirmation, after which clicking "delete" removes the account; otherwise, click "cancel" to retain it.

	SB Jilance		0	>
ଭ	Frofile/Saved Accounts	<	Back	
Home Services	My Saving Account       Image: My Saving Account         Account Number : XXXXXXX 2345       Account Number : XXXXXXXX 3324         Integra Micro Systems       Integra Micro Systems			

### 8.3.4 Change PIN

The users can reset their PIN. Enter the current 6-digit PIN, provide the new PIN, confirm it, and then click "Reset PIN."

	SB Niance
Home	E Profile/Change Pin
Services	
Rodia	Enter New 8 Digit PN *     Re-enter New 8 Digit PN *     Reset PN

The "View" option allows users to see their PIN. If the same PIN is provided as the previous one, an error message will be displayed. Users should enter a new PIN. After resetting the PIN, a success message will be displayed, and a notification will be sent to the registered mobile number confirming the PIN reset.

# 8.3.5 Help & Support

	2SB Alliance		۹ ا
Horme	Profile/Help & Support		< Back
Services (2) Profile		Raise Complaint         Raise Complaint         Image: Complaint </th <th></th>	

#### 8.3.5.1 Raise Complaint

Select an issue, provides remarks, and proceeds. The complaint will be registered successfully.

PSB Alliance		<b>(</b>
Home Services		
	Select Issue Mobile app not functioning	
	Bank OTP not received	
	No bank Account displayed	
	Couldrit find my bank branch	
	App download issue	
	Call centre number not connecting	
	Send Your Enquiry	
	Remarks*	
	Enter	
	Cancel Proceed	

# 8.3.5.2 Track Complaint

Click on the complaint to view its details.

		- <del>(</del>
		Complaint status
	Туре	: Generic
	Complaint	nt Id : CP20022400175354
	Status	: OPEN
	Date	: 20-02-2024
	Reason	: No bank Account displayed
Sec. 2. 4		ok

# 8.3.5.3 Term And Condition

It displays the terms and conditions, and a download option is available.

▲ Download
Terms & Conditions
Doorstep Banking
Bank aims at empowering its customers with services that make banking convenient. Doorstep banking lets you call a Phone Banking Officer and request a service that you would like at your comfort. Doorstep banking offers non- financial services like cheque pick up and statement request as of now. Going forward it will extend for other services. The best part is that the service you require is only a call away. The doorstep banking is convenient way to do basic banking tasks esaily.
Over the years, it has been a constant endeavor by Bank to empower customers with self-service channels. While the banking sector has the highest networks of ATMs, a best in class mobile banking application and secure and robust internet banking, we also realize you might need services at your doorstep in certain cases of emergency or otherwise.
Bank offers you the facility of Doorstep Banking for any of the following services and may revise from time to time :
Pickup Services     1. Negotiable instruments (Cheques/Drafts/Pay Orders etc.)     2. New cheque book requisition slip.     3. 15G, 15H forms     4. IT challan .Government Business GST     5. Standing Instructions     Delivery Services     1. Non-personalized Cheque Books, Drafts, Pay Orders, Term Deposit Receipt/Acknowledgement     2. TDS / Form 16 Certificate     3. Prepaid instrument(Gift card     4. Request Account Statement
General Terms and Conditions for Doorstep Banking
There are a few Term and Conditions for Doorstep Banking which needs to be considered while performing doorstep banking. Rest assured with doorstep banking tac and avail the benefits of it.
The following Terms and Conditions will be applicable for Doorstep Banking service.
Doorstep Banking service will be available to all Savings Account holders, including Senior Citizens and Differently abled customers.
Types of accounts against which the Doorstep Banking Service is not available are:     Joint accounts operated jointly     Minor accounts
Customer does not entail any legal or financial liability on the bank for failure to offer doorstep services under circumstances beyond its control.     Pick-up/delivery shall be done only at the address registered by customer in DSB system.     Rs. 75 plus GST per service will be charged to customer.
<ul> <li>Ten doorstep banking request per day per customer will be allowed.</li> <li>For cash pick-up/delivery for Savings Account and Current Account customers, the per instance amount shall not exceed Rs. 50,000 Currently this service is not available.</li> <li>Customer may be asked to show an D proof while service delivery. Further, he has to show the Auth Code received in SMS to the delivery/pick-up boy.</li> </ul>

# 8.3.5.4 FAQs

Frequently Asked Questions (FAQs) provide concise answers to common queries and concerns that users may have about the system.

Home	Profile/Help	& Support/F	AQs		< Back
) 문화 Services					
8		Q	While Customer login to the Application displaying error message says Account status as Deactive and whats the Solution?	~	
Profile		Α	This will happens once Customer Deactivated the Account and trying for login Customer has to be Reactivate the Account.		
		Q	While Requesting for OTP generation from bank displays error as 'No Eligible Accounts Available, whats the reason?	>	
		Q	While OTP generation from bank displays error as " Multiple CUST ID Exist Against Mobile Nb"?	>	
		Q	When Error display as internal server error from Bank?	>	
		Q	What is the reason to display <sup>a</sup> The selected Address is not within the Serviceable Range?	>	
		Q	What is the Reason throwing error as "Connection Error while Service Booking confirmation time?	>	
		Q	What is the reason for particular Branch is not Displaying in the Customer Application even-though that Branch is within serviceable Range?	>	
		Q	What is the Reason Displays Error message says "Key is Mapped with Other User"?	>	

# 8.3.5.5 New Bank Registration

By entering the mobile number and clicking on "Register", selecting a bank, and checking the declaration box, the new bank will be registered.

PS8 Alliance			۵ 🌲	
Home	New Bank Registration			< Back
1				
Services (2) Profile		PSB Alliance		
		New Bank Registration	1	
		Register and enjoy banking services at ye	our doorstep	
		, Enter Mobile Number * 9942579837	0	
		Register		