

FACILITIES TO PENSIONERS

a	Doorstep Banking Services	We are providing Doorstep Banking Services at 100 centers charging a nominal fee. In addition we are also providing Door Step Banking Services for Pensioners in age group 70 years and above 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-5 working days R.O level-10 working days Z.O level-15 working Days C.O level-20 working days
c	Average time taken to process change of branch by the pensioner if required.	1. In our Bank-one branch to another branch- within a day. 2. From our Bank to another Bank- within a fortnight.
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.
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.
i	Provision of on line pension slip	It is available in internet banking.