

**CONSOLIDATED INFORMATION AS REQUIRED TO BE GIVEN  
UNDER BANKING CODES & STANDARD BOARD OF INDIA**

**BCSBI Code No. 3.3**

- INTEREST RATES:** (A) On Savings Bank Account @ 3.5% per annum  
**DEPOSITS** (B) On Fixed Deposit - Refer to Interest Display Board at our Branches and also available on our Web site [www.indorebank.org](http://www.indorebank.org) Minimum Deposit acceptable Rs.1000/- and further multiple of Rs.100/-  
(C) On Current Accounts – No interest, in case below minimum balance of Rs. 5,000/- average balance on quarterly basis. Service charges as per detailed under Fees and Charges given below.

**BCSBI Code No. 3.4**

**FREE SERVICES:**

- \* Any Deposit account opening
- \* Loan account against Bank's own deposit
- \* ATM cum Debit card for the first year @
- \* Internet Banking
- \* Collection of local Cheques in the Account
- \* Deposit of Cash up to 10,000/-
- \* Withdrawal of cash from the Accounts
- \* NEFT up to Rs 50000/- from the Account.
- \* CORE Banking SERVICES: No charges at the same Centre

@ First year no charges, from second year onward Rs.50/- per annum. No charges for operating any STATE BANK GROUP ATM, Daily withdrawal to the extent of Rs.25,000/- in maximum 3 withdrawals.

**FEES AND CHARGES:**

Service charges for non-maintenance of minimum balance SB A/C Holders:

Non rural -Rs.200/- per quarter

Rural -Rs.100/- per quarter

CD A/C Holders:

Personal -Rs.500/- per quarter

Non personal -Rs.1000/- per quarter

Cheque Book Charges:

Savings Bank 20 leaves cheque book Free in a year, there after Rs.2/- per leave Current Account Rs.2/- per leave (the charges are for non multicity cheque books. For multicity Cheque book refer to Branch.

Inoperative a/c :

No service charges if the stipulated minimum balance is maintained, Otherwise Rs.75/-per annum.  
If the balance is less than Rs.75/- a/c is to be closed

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Charges for excess debit entries in SB A/C: Rs. 5/- per entry for more than 30 entries per half year (other than alternate channel)

Charges for setting up of standing instructions: Rs.50/- for other than same Branch transfers)

Charges for stop payment instructions, closure of account before 12 months, cheque returning charges, charges for signature verification and issue of “No dues” Certificates is leviable. For details contact the Branch or visit our Website.

Any change in above will be effective after 30 days notice on Bank’s website.

**INTEREST RATE ADVANCES** : Contact any of our branch.

**METHODOLOGY OF CALCULATING INTEREST ON DEPOSITS:**

**SAVINGS BANK:** Payable twice in a year i.e. in the month of February and August. The interest is calculated monthly products i.e. minimum balance from 10th to the last day of the each month

No interest if below minimum balance as under:-

	<u>Non-rural Centre</u>	<u>Rural Centre</u>
Cheque book A/C	Rs.1000/-	Rs.500/-
Non –Chequebook A/C	Rs.500/-	Rs.250/-

**FIXED DEPOSIT:** No. of days it actually remained with the Bank \*\*

**SPECIAL FIXED DEPOSIT:** On monthly basis and compounded on quarterly basis. \*\*

\*\* On maturity, if no instructions received, the Deposit is renewed for the same period at the rate prevailing on the date of maturity.

**BCSBI Code No. 8.1**

**SAVINGS BANK RULES:** At the time of opening of the Savings Bank account with any of our Branches, A copy of rules and terms and conditions as applicable for operating the account will be provided. Please ensure to obtain it. These can also be visited at our website.

**CURRENT ACCOUNT:** Minimum Balance: Rural      Non Rural  
Rs.2500/-      Rs.5000/-  
Account keeping charges: Personal      Non personal  
Nil      Rs.500/-per half year

Charges for duplicate statement of account: With latest balance - Rs.100/-  
(Additional Rs.100/ for every 40 entries or part thereof)

**NO-FRILL ACCOUNT:** For financial inclusion, the Bank has facility to open No-frill account in which the balances cannot be held more than Rs.50,000/- and total transactions during the year also cannot be more than 50,000/- . Minimum Balance Rs.5/- . Under these accounts, liberalized KYC norms are applicable. Minimum requirement is:

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**INTRODUCTION** : Introduction from another account holder who has been subjected to full KYC procedure. The introducers account should be at least 6 months old and should show satisfactory transactions. Photograph of the customer who proposes to open the account and also his address needs to be certified by the Introducer.

**KYC NORMS**: For opening any account with the Bank, under noted documents are required:

- a) Proof of identity: any of the following with authenticated photographs thereon: i) Passport, ii) Voter ID Cards, iii) Pan Card (where Pan is not available form no. 60/61 as applicable) , iv) Govt./Defence ID Card, v) ID Cards of reputed employers,vi)Driving Licenses(to be verified with original)
- b) Proof of current address: any of the: i) Credit Card statement, ii) Salary slip, iii) Income/Wealth Tax order, iv) Electricity Bill, v) Telephone Bill,vi) Bank Account Statement, vii) Letter from any recognized public authority (Acceptable to Bank ), viii)Letter from any reputed employer, (acceptable to Bank), ix) Ration Card

**DORMANT & INOPERATIVE ACCOUNTS** :

The Savings A/cs which are not operated upon i.e. no withdrawal in last 12 months become a dormant account and if no transaction carried out in 24 months become a inoperative account. Such account is operatable only after allowing the request by the competent authority. After receiving the request in writing at the Branch and satisfying after the genuineness of the request. For Current Accounts after 6 months dormant A/cs & in 12 Months Inoperative accounts if no withdrawal made.

**BCSBI Code No. 8.2**

**COLLECTION OF CHEQUES**: No charges for local cheques

For out station cheques please refer to charges as under:-

Up to Rs. 10,000/-: Rs.55/-+ out of Pocket expenses+ All other Bank Charges  
Above Rs. 10,001/- Rs.110/- +out of pocket expenses + All other charges  
Above Rs. 1,00,001/- & above : Rs.165/- + out of pocket expenses +All other charges

**COMPENSATION POLICY**: For any loss of cheque after lodging with the Bank, the Bank has compensation policy which can be visited at our website. The maximum compensation under this policy is the actual cost of obtaining the duplicate cheque or Rs.250/- , which ever is lower.

**NOMINATION FACILITY**: The Bank has facility for nomination which can be availed at the time of opening of the account or any time later on. The facility for change of nomination is also available. The customers are requested to obtain Registration No. of the Nomination after registering it with the Branch.

**JOINT ACCOUNTS** : There is a facility of opening joint account. These accounts can be made operatable jointly, severally or former or survivor. However during the currency of the accounts the operation instructions will be applicable. In case of change in the operating instructions, or the pre mature withdrawal of term deposits, consent of all the joint accounts holders will be required.

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**BCSBI Code No. 8.3**

**FACILITY FOR STANDING INSTRUCTIONS :**

The Bank provides facility for noting standing instructions from its customers maintaining satisfactory account. The instruction for crediting the Home Branch account is free of charges for remitting to any outside office at Rs.50/- per transaction plus postage and remittance charges.

**BCSBI Code No. 8.7**

**DECEASED ACCOUNTS:** Besides making payments against legal documents, the Bank will also make payment against deceased claims as under:-

Up to Rs.10,000/- Declaration on claim format from one independent respectable person well known to the deceased family but unconnected with it and acceptable to the Bank. Claim form to be signed by all the legal heirs/claimants. Stamped letter of indemnity from all the claimants. (Other than those whom have furnished letter of disclaimer)

For claims up to 1.00 lac – Besides above, One surety good for the amount or two surety can join both are jointly good for the amount. Stamped letter of indemnity from all the claimants. (Other than those whom have furnished letter of disclaimer)

For claims above Rs.1.00 lac, Claim form to be signed by all the claimants, Affidavit (stamped) on prescribed form from one independent respectable person but unconnected with it acceptable to the Bank and one Surety good for the amount. Stamped letter of indemnity to be obtained from all the claimants. (Other than those whom have furnished letter of disclaimer)

For Specimens of Claim formats, surety and indemnity letter and affidavits, can be obtained from the Branch or can also be down loaded from our website. In cases where the Bank has a reasonable doubt about the genuineness of the claimant(s) being the only legal heir(s) of the deceased Bank can insist for legal documents.

**BCSBI Code No. 8.10**

**REMITTANCE SERVICES:** Funds can be transferred from your account through under noted ways: DRAFTS, BANKER CHEQUES, RTGS, NEFT and SBGRPT (Remittance within State Bank Group Branches)

**CHARGES FOR ABOVE:** Demand Drafts: Up to Rs.10,000/- Rs.30/- & Bankers Above Rs.10,000/- Rs.0.25 percent (i.e per Rs.100/- With a minimum Rs.50/- & maximum Rs.12,500/-

**Cash handling charges Rs.10/- extra**

RTGS & SBGRPT :                      Rs.1,00,000/- to 5,00,000/- = Rs.28/- ,  
Above Rs.5,00,000/-                      = Rs.55/-

NEFT :                                      Up to Rs. 1,00,000/-, = Rs.6/-,  
above Rs.1,00,000/- = Rs.28/-,

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**CORE BANKING** : \* Free for transaction at the same Centre

**SERVICES CHARGES**: \* Transaction between different Centers;

Up to Rs. 1,00,000/- :	Rs. 6.00
above Rs. 1,00,001/- & upto Rs 5 lacs :	Rs. 28.00
Rs. 5 lacs & above :	Rs. 55.00

**LODGING OF COMPLAINTS:**

Any of the under noted channels can be used but we will prefer that these are used in order or seriatim:-

- (I) BRANCH HEAD CONCERNED
- (II) REGIONAL/ZONAL HEAD
- (III) CUSTOMER SERVICE AND COMPLAINT CELL AT H.O: 0731-2530976.
- (IV) BANKING AMBUDSMAN OF THE STATE