

**STATE BANK OF INDORE**  
**HEAD OFFICE :: INDORE**

**Comprehensive Notice**

( Updated up-to 01/11/2009 )

**A. CUSTOMER SERVICE INFORMATION:**

(i) We have separately displayed the key interest rates on deposits & forex rates in the branch.

(ii) Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit vaults.

(iii) We exchange soiled notes.

**\*(iv) We exchange mutilated notes (facility available at currency chest branches)**

**\*(iv) We accept/exchange coins of all denominations. (facility available at selected branches/ coin depot)**

(v) If a banknote tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note.

(vi) Please refer to our cheque collection policy for the applicable timeframes for collection of local and outstation cheques (available on website)

(vii) For satisfactory accounts, we offer immediate credit of outstation cheque upto Rs.20000/- (Please refer cheque collection policy at website).

(viii) Bank's BPLR (Benchmark Prime Lending Rate) 12.75 & its effective date: 08/06/09.

**B. SERVICE CHARGES:**

Sr.No.	Type of Account	Minimum Balance requirement	Charges for non-maintenance thereof Rs.
1.	<b>Savings Bank Account</b>		
	a) With Cheque Book	Rs. 1,000 /- Non Rural	Rs. 200 /- Non Rural
		Rs. 500 /- Rural	Rs. 100 /- Rural
	b) Without Cheque Book	Rs. 500 /- Non Rural	Rs. 200 /- Non Rural
		Rs. 250 /- Rural	Rs. 100 /- Rural

2.	No-Frill	Rs. 5/-	NIL
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### C. GRIEVANCE REDRESSAL:

- (i) If you have any grievances/complaints, please approach: Branch Head
- (ii) If your complaint is unresolved at the branch level, you may approach:
- a) Our Regional/Zonal Manager at: (Address with telephone number)  
or
- b) Head Office:  
Chief Manager  
Customer Service and Complaint Department  
State Bank of Indore, Head Office  
5, Yeshwant Niwas Road Indore (M.P.)
- (iii) If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman at: (Name, address, telephone numbers and email address should be given):

### D. OTHER SERVICES PROVIDED:

- \*i) We accept direct tax collection.**
- \*ii) We open Public Provident Fund accounts.**
- iii) The Senior Citizens Savings Scheme, 2004 is operated here.
- \*iv) Prime Minister's Rozgar Yojana / other schemes sponsored by Government of India and State Government are operated here (if operated by the bank).**
- v) We offer SSI loans/products.
- \*vi) We issue Kisan Credit Cards.**
- vii) We open 'No frills' accounts.
- viii) Donations for PM's relief fund are accepted here.

### E. INFORMATION AVAILABLE IN BOOKLET FORM

(Please approach 'MAY I HELP YOU' Counter)

- (i) All the items mentioned in (A) to (D) above.
- (ii) The Citizen's Charter for Currency Exchange facilities available on website and in Booklet form.

(iii) Time norms for common transactions available on website and in the Booklet of Citizen's Charter.

(iv) Design and security features of all the banknotes available on RBI website.

(v) Policy documents relating to Cheque Collection, Grievance Redressal Mechanism, Security repossession and Compensation available on website.

(vi) The complete service charges, including services rendered free of charge available on website.

(vii) Fair Practice Code/The Code of Bank's Commitment to Customers (BCSBI Code) available on website. Booklets and pamphlets are also made available for distribution amongst customers.

**Information to be provided outside the premises:**

- Name of the Bank / Branch:

- Weekly Holiday on:

- Branch Working Hours:

**Note: \* These items to be displayed only by authorized branches.**