HEAD OFFICE: GORAKHPUR

REVISED SERVICE CHARGES w.e.f 01-02-2024

SECTION - I (DEPOSITS AND ALLIED SERVICES)

| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | Revised Service Charges (Excluding GST) | | | | |
|------------|---------------------------------|-------------------|---|--|---|--------------------|--|
| | - = = = = | | Applicable to CA & CC, OD (excludin Rs. 125/- per 25 entries. | ng loan against banks o | wn deposits). | | |
| | | | Free folio allowed p.a. based on A 1- Current Accounts:- | Av. Cr. Bal. as | | | |
| | | | Av. Cr. Bal (Rs) | Folios (per quarter) | | | |
| | | | | All folios are chargeab | le | | |
| | Ledger Folio Charges | System | Above 25000 to Rs.1 lac | 2 Folio Free | | | |
| | N=2 | - | Above Rs.1 lac - | All Free. | | | |
| 1 | | | Note: 1. For a/cs maintained on compute 2. Ledger folio charges to be recove 3. Excluding Transactions done thr 2- Savings Bank Account:- No fo | ered on quarterly basis ough ADC in CA/CC/O | | | |
| | | | Savings Bank Accounts (excluding BSBD and FI accounts**)- | | | | |
| | | | 1. Upto 50 debit entries Charg | | | | |
| | Transaction Chauses | | 2. Exceeding 50 debit entries ** For BSBD and FI accounts there a | | | | |
| | Transaction Charges | System | Following transactions are excluded 1. Standing Instructions, 2. Transactions through ADC 3. Auto Sweep, System General | d – incl. ECS, | | | |
| | | | Transaction Charges to be recovere | d on Half-Yearly basis | at the time of half-yearly Closing. | | |
| 2 (a) | Charges for issue of Duplicate | | Individual (SB, Time deposits) :- | | | | |
| | Statement / Pass Book | | First Pass Book | | Free | Note: For accounts | |
| | (Charges applicable after first | | Duplicate Pass Book /Statement with latest balance only. Rs. 100/- | | maintained on computers, 25 | | |
| | Pass Book /Statement.) | Manual | Charges for previous entries (if required) Rs.75/- per ledger page or part thereof | | | | |
| | *** | Manual | Non- Individual (CA/CC/OD) :- | | | entries or part | |
| | | | First Pass Book /Statement (Current F- | | Free | thereof be treated | |
| | | | Duplicate Pass Book / Statement with la | | Rs. 150/- | as one ledger page | |
| | | F. | Charges for previous entries (if required | d) | Rs.150/- per ledger page or part thereof. | | |

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| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | | Revise | ed Service Charges (Excl | uding GST) |
|------------|--|-------------------|--|--|---|--|
| 2 (b) | Issue of letter of acknowledgement/ duplicate TDR in case of loss of TDR | Manual | Rs. 125/- (in Both cases) | | | |
| 3 | Cheque Book Issuance Charges | System | Savings Bank | will be issued at a tir • Thereafter Personali Note: 1st Cheque book | ne. ized /non personalized che means cheque book of 1 | ree in a financial year. Only two cheque books eque book Rs. 5.00/- per cheque leaf. O leaves. |
| | | | CA/CC/OD | 9474 | and subsequent cheque bo | |
| | | | | Note: 1st Cheque book | means cheque book of 5 | 50 leaves. |
| 4 | Opening & Maintenance of Minimum Balances | For maintai | cy Quarterly raining Balance Quarter is defined as under: ch to 15th June, 16th June to 15th September,16th September to 15th December,3 | | | 5th December,16th December to 15th |
| | | | Balance(QAB) maintained | ban - Quarterly Average of Rs. 2000/- is not | Rs 400/- per Quarter Rs 600/- per Quarter | |
| (a) | Current Account | System | Urban- Quarterly Average Balance (QAB) of Rs. 5000/- is not maintained. | | | |
| | | | Metro - Quarterly Average Balance(QAB) of Rs. 10000/- is not maintained. | | Rs 800/- per Quarter | |
| | | | Rural/Semi U Per Quarter | rban (QAB - Rs. 500/-) - | Rs. 125/- per Quarter | Note: If QAB is in range of Rs. 250-499 - 50%, If QAB is Rs. 100-249 - 80% and IF QAB is below Rs 100- 100% |
| (b) | Savings Bank Accounts. | System | Urban/Metro Quarter | (QAB - Rs. 1000/-) -Per | Rs 250/- per Quarter | Note: If QAB is in range of Rs. 500-999 - 50%, If QAB is Rs. 250-499 - 80% and IF QAB is below Rs 250-100% |
| | | | * Pensioners | (All category of Branche | s), Salary A/C, NO FRILL, | , BSBD ACCOUNT-, Staff A/c- Nil |



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|------------|--|--|---|--|--|--|
| 5 | Addition / Deletion of names in Accounts / Nomination / Lockers / Change in operational instructions (including Lockers) | Accounts/ Nomination / Lockers/Change in operational instructions (including Manual (Note: No charge for deletion of name on account of the country of the | | | | |
| | | | Within the bank | No charge | | |
| 6 | Charges for Standing instructions | System | In case of credits for outside the branch whether in same city or other cities i.e in other branches / Offices such as LIC etc. | Rs. 50/- per transaction plus applicable remittance charges plus actual postage charges. | | |
| | | | Failure due to insufficient balance | Rs 100/- per occasion. | | |
| 7 | Stop Payment | System S.B. | | Rs 100/- per instrument | | |
| | Stop Fayment | System | C.A./C.C./OD | Rs 200/- per instrument | | |
| 8 | In case of Loss of Complete | System | S.B. | Rs 500/- | | |
| | blank cheque book | System | C.A./C.C./OD | Rs 1000/- | | |
| 9 | Incidental charges for Inoperative Accounts | System | A) Inoperative Savings Bank a/cs. i) Account maintaining stipulated minimum balance. ii) Penal charges on inoperative Savings accounts where stipulated minimum balance is not maintained as per RBI guideline. B) For inoperative Current Account. | No charge | | |
| 1000000 | Charges for issuance of Balance | | Individuals - all type of A/Cs | Rs. 125/- per certificate (for individuals) | | |
| 10 | Certificate, at the request of customer. | Manual | Others - all types of A/Cs | Rs. 150/- per certificate (for others) | | |
| 11 | Charges for issuance of Interest Certificate, at the request of customer. | Manual | First Certificate Free Rs.100/- per certificate (For Second/Additional Certificate | | | |
| | | | A WIPE | | | |

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| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | | Revised Service Ch | arges (Excluding GST) | | |
|------------|---|-------------------|--|--|---|------------------------|--|
| | | | | credit into the account. | within 14 days of first customer induced dabove time but within 1 year of the first | No charges | |
| | | | Saving Account | customer induced transa Basic Savings Bank acco | action. (Excluding Small Savings bank and ounts). | Rs.300/- No charges | |
| 12 | CLOSURE /PREMATURE CLOSURE of A/Cs - | System | Current Account | If closed after 12 months If the account is closed we credit into the account. | s – within 14 days of first customer induced | No charges | |
| 12 | GEOGRAE OF THE GE | by stelli | (1) Individual (2) Others | If account closed Beyond customer induced trans | d above time but within 1 year of the first action. | Rs.800/- | |
| | | | | If closed after 12 month | s - | No charges | |
| | | | RD/YJSY Account (1) Non -Individual (2) Individual | Closure of A/c s -within a year | | Rs.150/- Rs.100/- | |
| | | | Note-: Closure of Account (all types of account) due to death of Account Holder - No cha | | | ges | |
| | Allowing operations in an a/c | | | | Rs.500/- | | |
| 13 | through a) Power of Attorney b) Mandate | Manual | | | Rs.1000/- | rd | |
| 14 | Change of authorized signatory including reconstitution of A/c. | Manual | Account | Cash Credit, Over Draft | Rs.250/- per Change | | |
| | | | Non-commercial – | | Rs.300 per lac.(Min. Rs.1000/- Max. Rs.25000/-) | | |
| | | | Commercial - | | Rs.500 per lac. (Min. Rs.1500/- Max. Rs.25000/-) | | |
| 15 | Issue of Solvency Certificate | Manual | NOTE: For issuance of capacity certificate for obtaining VISA for educational purpose for students- | | Only 50% of the charges as mentioned above subject to maximu Rs.2500. | | |
| | | | Issuance of above members for educ children: | certificate to staff cational loan of their | Nil | | |
| 16 | Opening accounts with | Manual | One time at the tin | dit, Over Draft Account ne of acceptance of he time of modification. | Rs.500/- | | |
| | restrictive operations | | SAVING BANK | | Rs.100/- | | |

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| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | Revised Service Charges (Excluding GST) | | | |
|------------|--|-------------------|---|---|--|--|
| 17 | Copy of original of Cheque/DD (paid by the Bank) | Manual | Up to 6 months old record Rest | Rs.100/- Rs. 250/- | | |
| 18 | Penalty on late payment of installment on RD account | | Irrespective of tenure uniform rate Note: If installment is paid in sub | of Rs1.00 per Rs100/- per month. sequent month there should not be any penalty. | | |

SECTION - II (Collection)

| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | Revised Servic | e Charges (Excluding GST) | | | |
|------------|---|-------------------|--|--|--|--|--|
| 19 | Charges for Cheque returned | System | Cheque deposited by our customer and returned unpaid (Inward Return) | | | | |
| | unpaid -(Inward) Clearing / Transfer | | 1 | .200/-, Above Rs.1 lac to less than Rs.1 crore - Rs.300/-, Above | | | |
| | Charges for Cheque returned unpaid -(Outward) Clearing / Transfer | | Cheque (drawn on us) returned (Outward Ret S.B./C.A./C.C./OD: Upto 1 lac - 250/-, Above R above - Rs 750/- per instrument | curn)– (Financial Reason) ls. 1 lac to less than Rs. 1 crore - Rs. 500/-, For Rs. 1 crore and | | | |
| | | | Cheque return due to technical reason – not at Return of outstation cheque sent for collection NOTE: 1. For transfer cheques received at the branch 2. No charges to be recovered in case of return | t the fault of customer –No charges n: 50% of collection charge , charges to be recovered from the drawer of the cheque. n of cheques drawn by our customers on account of stop payment | | | |
| | | | instructions. 3. Charges for entries (Dr.) received through E | ECS and not responded:- As per cheque return charges. | | | |
| 20 | Through our branch | System | Upto Rs. 5,000/- | Rs. 25/- | | | |
| | (By sending cheques physically) | | Above Rs.5000/- and upto Rs.10000/ | Rs.50/- | | | |
| | | | Above Rs. 10,000/- to Rs. 1/- Lac | Rs. 100/- | | | |
| | | | Rs. 1 Lac to Rs. 5 Lac | Rs. 200/- | | | |
| | | | Rs. 5 Lac to Rs. 10 Lac | Rs. 225/- | | | |
| | | | Above Rs. 10 Lac – | Rs. 250/- | | | |
| | | | NOTE- Above charges are exclusive of out of pocket expenses i.e. postages /courier extra. | | | | |
| 21 | Through other bank | System | Direct through other banks i.e. instruments | Above charges are to be shared on 50:50 basis between collecting bank and paying bank and proceeds should be remitted through RTGS/NEFT to other bank. | | | |

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| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | | Revised Serv | vice Charges (Excluding GST) | | |
|------------|--|-------------------|---|--|--|--|--|
| | | | Upto Rs.1,00,000/ | Upto Rs.1,00,000/ (1) Rs.12/- Per Rs.1,000/-or part thereof subject to Minimum Rs.100 (2) Rs10/- per Rs.1,000/- or Part thereof subject to minimum Rs.10 | | | |
| 22 | Collection of Bills (Clean / Doc Demand & Usance)(IBCs & OBCs | Creatom | Above Rs. 1 lac upto Rs.10/-Lacs | | Rs1,000/- or part there of subject to a min. of Rs1200/-(IBC), Rs.1,000/- or part thereof subject to a min. of Rs.1000/-(OBC) | | |
| 22 | | System | Above Rs.10/- Lacs | Note: Postage i | Rs.1,000/- Min. Rs. 10,000/- & Max. Rs.12,000/- is to be recovered on actual basis in higher multiple of Rs 5/-(IBC), Rs1,000/- min. Rs 9,000/- & max. Rs.15,000/- (OBC) | | |
| | | 10. 200 m | Note: Postage/courier is to be recovered on actual basis in higher multiple of Rs.5/- | | | | |
| | Return of Bills Unpaid - OBC / | System | LOCAL- Rs. 100/- per instrument | | nstrument | | |
| 23 | | | OUT STATION - 50% of the collection charges subject to a min. Rs200/- | | | | |
| | IBC | | Note: : Postage/courier | is to be recovered | on actual basis in higher multiple of Rs. 5/- | | |
| 24 | Charges for presentation of usance bills | System | Charges for presentation | of usance bills | Rs. 100/- per bill. (Also in cases of BP/BD – where there is a change in instructions. | | |
| 25 | Change of original instruction in respect of OBC/IBC | System | Change of original instruction in respect of OBC/IBC e.g. a) Delivering free of payment b) waiving 'c' form etc c) Allowing rebate d) Extending time for retirement | | Rs. 100/- per request | | |

SECTION - III (Remittances)

| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | Re | vised Service Charges (Excluding GST) |
|------------|---------------------------------------|-------------------|----------------------------|--|
| | | | | Individual |
| | 26 Issuance of DD/BC | | Up-to Rs.5000/-, | Rs.40/- |
| | | | Above Rs 5000/- to 25000/- | Rs.60/- |
| 26 | | System | Above 25000 to Rs 1 lac | Rs 3/- per thousand or part thereof Minimum Rs 60/- maximum Rs 300/- |
| | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | VA LO O TANK | Above Rs.1 lac : | Rs 4/- per thousand or part thereof. Minimum Rs 400/- and Maximum Rs 15000/- |

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| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | REVISED SERVICE | Revised Service Charges (Excluding GST) | | | | |
|------------|------------------------------------|-------------------|---|---|--------------------------------|--|--|--|
| | | | Non-Individual | | | | | |
| | | | Upto Rs.5,000/-, | | Rs. 50/- | | | |
| | | | Above Rs 5000/- to Rs 25000, | /- | Rs 75/- | | | |
| | Issuance of DD/BC | System | Above Rs 25000/- to Rs 1 lac | | Rs 4/- per th 75/- maximu | ousand or part thereof. Minimum Rs um Rs 400/- | | |
| | | | Above Rs1 lac | | Rs 5/- per th | ousand or part thereof. Minimum Rs num Rs 15000/- | | |
| | 1 = | | Individual & Non Individual: Up to Rs.500/- Above Rs.500/ | | NIL, Rs.100/- pe | er instrument. | | |
| 27 | Cancellation of DD/Bankers' cheque | System | In case of lost instrument Up to Rs.500/- Above Rs.500/- | | Rs.50/-, Rs.250/- pe | er instrument. | | |
| | | Manual | DUPLICATE DD- Individual & No Up to Rs.500/- , Above Rs.500/- | on Individual: | Rs.50/-, Rs.250/- pe | r instrument. | | |
| 28 | | | R | emittance of fund thr | | | | |
| | | | | (A) On all RTGS Transactio | | WARD) = Nil | | |
| | | | Particular | *Charges through | Branches | Charges through Digital Channel | | |
| | | | Rs 2 Lacs to Rs 5 Lacs | Rs 24.50/ | | Rs 24.50/- | | |
| | RTGS | System | Above Rs 5 Lacs | Rs 49.50/ | - | Rs 49.50/- | | |
| | | | *No charges to be levied o | n bank's own/ Gover deale | nment funds t rs/suppliers. | ransfer and payments of loan amount to | | |
| | | | STAUP. | | | | | |

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| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | Revised Service Charges (Excluding GST) | | | | | | |
|------------|-----------------------------|-------------------|---|--------------------------------------|-------------------|--|--|--|--|
| | | | (B | (B) NEFT Transactions (INWARD) - Nil | | | | | |
| | | | ** Digital Channel Viz Mobile | | | | | | |
| | | | (B) NEFT | Transactions (OUTW | ARD) (S | SB/CC/CA/OD) | | | |
| 29 | NEFT | System | Particular | Charges through Br | anches | Charges through Digital Channel ((All SB Account Exempted through Digital Channel) | | | |
| | | | Up to Rs.10,000 | Rs.02.25 per transac | tion | Rs.02.25 per transaction | | | |
| | | | Above Rs.10,000 to Rs.1 lacs | Rs.04.75 per transaction | | Rs.04.75 per transaction | | | |
| | | | Above Rs.1 lacs to Rs.2 lacs | Rs.14.75 per transaction | | Rs.14.75 per transaction | | | |
| | | | Above Rs.2 lacs | Rs.24.75 per transaction | | Rs.24.75 per transaction | | | |
| | | System | Particular | Charges through Branches | | Charges through Digital Channel | | | |
| | | | Up to Rs.1000/- | Rs.2.50 per transaction | | Rs.2.50 per transaction | | | |
| 30 | IMPS | | Above Rs.1000/- to Rs.25000/- | Rs.5.00 per transaction | | Rs.5.00 per transaction | | | |
| | 1 | | Above Rs.25000/- to Rs.1 lacs | Rs.7.50 per transaction | | Rs.7.50 per transaction | | | |
| | | | Above Rs.1 lacs - to Rs.2 lacs | Rs.15.00 per transact | ion | Rs.15.00 per transaction | | | |
| | | | Above Rs.2 lacs to Rs.5 Lacs | Rs.20.00 per transact | ion | Rs.20.00 per transaction | | | |
| | NACH | System | Return Charges | | Return C | Return Charges - Rs250/- | | | |
| 31 | | Manual | Mandate Verification Charges | | Mandate - Rs100/- | | | | |
| | AEPS | System | AePS cash withdrawal (debit)/ Tra BC points On-US & Off-US | ansfer debit at CSP / | | ebit free per month after that Rs20 will led for each debit. | | | |
| 32 | | | Mini Statement Charge | | 2 Statem | nent free in a month, Above 2 statement, r successful statement | | | |



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SECTION -IV (MISCELLANEOUS SERVICES)

| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | Revised Service Charges (Excluding GST) | | | | The day | |
|------------|--|--|---|--|-------------------------------------|------------------------------------|---|--|
| 33 | Cash Handling charges | | Total cash deposited at Base and Non-base branch (local and outstation) | | | | | |
| | 3.44 | a. Savings Bank accounts Cash Deposit -First -5 transaction per month- (excluding Alternate Channel transaction) - | | | | on per month- (excluding | Free of charge | |
| a) | Savings Bank Accounts | System | day, customer is requ | gating Rs.50000/- or rired to quote his/her F | nore deposited war AN or submit for | ith the bank during any one rm 60) | Rs.50/- per transaction | |
| b) | CA/OD/CC/Other | System | denominations taken t | s.50000/- Or Up to 10 ogether, whichever is | packets i.e. 1000 higher - | pieces of notes of any | free of charge per day | |
| , | Accounts: | bystem | Above 10 packets –i.e. 1000 pieces of notes charges will be levied. (Min. Rs.10/-, Maxi. Rs.10000/- plus Service tax at applicable rate." | | | | @ Rs.10/- per packet or a part thereof | |
| 34 | Cash Handling charges Waiver | Manual | Regional Manager | Administrative He | ad | General Manager at HO | Chairman | |
| | Waiver Power | | Relaxation upto 25% | Relaxation above | 25% upto 50 % | Relaxation above 50% upto 75 % | Full Power | |
| | Townsial and a state of | Manual | Up to 3 months | | | 1 | Free | |
| | | | 3 to 12 months old: | | | | Rs. 100/- per item. | |
| 35 | Inquiries relating to old records | | Above 12 months to 3 | years old: | Rs. 300/- per item | | | |
| | old records | | Above 3 years upto 7 | years | Rs. 500/- per item | | | |
| | | | Above 7 years | | Rs. 1000/- per item | | | |
| | | | Class Of Lockers | | Metro/Urban | | Semi Urban/ Rural | |
| | | | A (St | nall) | 1500/- | | 900/- | |
| | | | B (Me | dium) | 1600/- | | 1000/- | |
| | | | D (La | arge) | 2500/- | | 1500/- | |
| | | | Revised NOTES: 1. In case of breaking open of the locker, Rs. 1000/- to be recovered as incidental charges over and above actu | | | | | |
| | Safe Deposit Lockers | | incurred for the same. | | | | | |
| 36 | ome personal | System | 2. Penalty for late pay | 2. Penalty for late payment of locker rent (from the due date) be levied as under: | | | | |
| | | | Where annual locker rental is up to Rs. 2500/- Rs. 200/- for first -3- months thereafter Rs. 50/- p.m | | | | | |
| | | | When the rent is paid in advance for -3- years 10% discount may be allowed to General Public. However, 20% discount in locker | | | | | |
| | _ = ' = ' - 1 - 1 | | | | rent is paid in adv | ance for a period of three year | s and above. For Staff/ Ex-Staff | |
| | ALIP | | concession of 50% in | | | | CENTED IN PAID | |
| | 100 Day | | | | | EAR – Rs. 100/- PER OCCASION (FC | R GENERAL PUBLIC) Rent in | |
| | 13/ 3 | 4// | advance can be accep | oted for max 3 years | oniy. | | CONTRACTOR | |

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| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | Revised Servi | rice Charges (Excluding GST) | | |
|------------|---|-------------------|--|--|--|--|
| | Cash Deposit ** (**For BSBD and FI accounts | | (A)CASH DEPOSIT (Inter-SOL) For SB Accounts - (For Rs.50000/- and above PAN is required to be submitted as per requirement of Income Tax) | A) CASH DEPOSIT (Outstation) Local Non-base branches Cash handling charge as applicable to base branch. In case of Savings Bank account, first five transactions at base branch and non base branches are free of charge. Above 5 transactions charges will be levied as under Rs 50/- per transactions | | |
| 37 | there are no service charges for cash deposit.) | System | CA/CC/OD/others (Inter-SOL) Cash deposit upto Rs. 25000/- per day per account is free of charges, thereafter in excess of Rs. 25000/-, service charges will be levied at | Rs.2.50 per thousand or part thereof. | | |
| | CASH Withdrawal ** | | | Rs.125/- per transaction for Savings Bank Accounts & Rs 150/- per transaction for CA/CC/OD. However, Maximum withdrawal allowed at another Sol is Rs. 25000/- per day to | | |
| 38 | (**For BSBD and FI accounts there are no service charges.) | System | CASH WITHDRAWAL (Inter-SOL) First five transactions free per month (excluding withdrawals from ATM) thereafter charges of (for SB Accounts/CA/CC/OD) | the account holder only. Note: 1. Inter SOL cash payments to third parties is not allowed 2. Per transaction limit of Rs. 25000 /- is fixed for cash withdrawal by drawer by self cheque at Non Base CBS branches irrespective of nature of accounts. Passbook should accompany with Cheque. | | |
| | | | i. Transfer of funds within the same clearing area through cheque. | Free of charge transfer of funds through cheque irrespective of any amount. | | |
| | | | ii. Fund Transfer amongst CBS branches:1.Transfer of funds outside the clearing area through cheques drawn on any of our CBS branches. | Free of charge transfer of funds through cheque irrespective of any amount. | | |
| | TRANSFER / | | 2. Funds transfer amongst CBS branches through collection of outstation cheques drawn on our CBS branches. | Free of charge transfer of funds through cheque irrespective of any amount. | | |
| 39 | CLG | System | 3. Funds transfer through payment of cheque drawn on our outstation CBS branches received through clearing. | NIL. Mandated by RBI under Speed Clearing charges.(In such cases, charges are levied on Payee by presenting bank as per RBI guidelines.) | | |
| | | | iii. Transfer of Funds for certain specific transaction. | Periodical Transfer of funds through Inter-SOL from one account to another within the Bank (i) From Collection Accounts (i.e. accounts wherein no debit transactions other than such periodical funds transfer entries are reflected) to the principal account of the same organization. No charges (ii) Advances/Borrowal A/cs: From one account to any other account of same organization. When debit balances are transferred on the same day- No charges | | |

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|------------|---|----------------------|---|--|
| | Deatel 0 | | Ordinary Post | Actual, subject to Min. Rs. 15/- |
| 40 | Postal & Telecommunication Tariff | (Manual & System) | Registered Post | Actual, subject to Min. Rs. 75/- |
| | | | Fax - | Actual, subject to Min Rs. 60/ |
| | | | Courier Charges | Rs. 75- per instrument per occasion, unless otherwise specified to the contrary. |
| 41 | Service charges for non-customers | Manual | For all banking services to non-customers of the Bank, service charges shall be | 50% higher than the floor rates, across the board plus Taxes Definition of Floor rates: Floor rates shall mean rates of service charges fixed by our bank as detailed in this circular. |
| 42 | SMS alert charges | System | SB accounts | 20 Paisa/SMS+GST with a cap of Rs.15+GST per month (Charges will be debited in every succeeding month) |
| | | | other than SB accounts | Rs.25/-per quarter |
| | COLLECTION | System | Cheques collected through our branch for another bank | Our usual collection charges should be recovered in full. |
| | | | Outstation Cheque return charges | 50% of collection charges |
| 43 | | | Collection of other Banks deposits / receipts on maturity | If proceeds are invested in FD for a minimum period of 1 year then no charges. Else flat – Rs. 50/- |
| | | | Against tender of cash for any mode of remittance (Non Customers) | 50% plus ST higher charges over floor rates |
| | | | Payment of Fixed deposit to other bank | Remittance charges as applicable plus out of pocket expenses (Postage charges) |
| 44 | | Manual | Sealed Covers: Rs.350/- per cover per. | |
| | Safe Custody Charges | | Sealed boxes - Rs.3000/- per box per annum (size 200 cubic inch) | |
| | | | Bank's own Deposit Receipt - NO Charges | |
| 45 | To ascertain fate of local cheques lodged in clearing, at the request of the customer | System | Free under CTS. | |
| 46 | Photo attestation (Manual) | Manual | Rs.100/-per photo/occasion | |
| 47 | Collection of local cheques through clearing by local non- base branches | System | | Free of charge. |
| 48 | Cheque collected through outstation non base branches drawn on other | System | SOOA U.P. | Free of charge. |

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| | Banks within clearing area of that center. | -5-57. | the state of the s |
|----|--|--------|--|
| 49 | Attestation of customer's signature | Manual | In case of Individual Rs. 100/- per instrument / occasion. In case of Non Individual /Joint accounts -Rs 150/- per instrument/occasion |

SECTION -IV (Debit Card Related Charges)

| Sr. No. | AREA OF BANKING SERVICES | System/ Manual | | Revised Service Charges (Excluding GST) |
|---------|------------------------------|----------------|---|---|
| 50 | ECS | System | Failure/ Mandate verification: Rs.100/- per occasion | |
| | | | Debit Card issuance Charges Debit Card Charges (Annual Fee) (Except PMJDY, BSBD, Staff/Ex Staff, RuPay KCC, RuPay Mudra a/cs under Government sponsored Schemes) | Rs. 100/ Free for first year and then @ Rs. 200/- p.a. |
| | | | Pin Regeneration System | Rs. 50/- per regeneration |
| | | | Card Replacement Charges | Rs. 200/- per replacement |
| 51 | Debit Card & Related Charges | System | Number of Free ON-US transactions.i.e own ATM & BOB ATM Number of Free OFFUS transactions. | 5 transactions. Metro ATM-3, Non Metro-5 |
| | | | ATM charges after free ON- | For Financial Transaction: Rs. 10/- per transaction |
| | | | US transactions | For Non-Financial Transaction: Rs. 05/- per transaction |
| | | | ATM charges after free OFF-US transactions | For Financial Transaction: Rs. 21/- per transaction For Non-Financial Transaction: Rs. 11/- per transaction |
| | | | Charge Slip retrieval charges | Rs. 400/- per replacement |
| | | | Debit card Decline Penalty | Fee/Penalty for decline of Debit Card Transactions due to insufficient fund in the account (ONUS & OFFUS Transactions) - Rs.20/- per declined transaction. (BSBD Accounts-Fee/Penalty Exempted) |
| | - July 1 | O.A. O.B. | Surcharge for Rail Tickets and Petrol/Fuel/Gas Stations | Nil |

EXEMPTIONS/CONCESSIONS IN SERVICE CHARGES

| S.No | AREA OF BANKING SERVICE | SERVICE CHARGES (Exclusive of GST) |
|------|--|--|
| 1 | Government Deposit Accounts (Central/State/Local) SB/CA | Nil Charges |
| 2 | Defense Personnel | "Only the following concessions in service charges be extended to Defense Personnel, Paramilitary Personnel, Ex- Servicemen and Central Industrial Security Force (CISF) Personnel". |
| | | a) At par remittance of salary/terminal dues. b) At par remittance to family up to Rs. 10,000/- per month and one-time remittance for payment of school /college fees in a year. Out of pocket expenses to be recovered. c) At par custody of WILLS. |
| 3 | Ex-servicemen/ widows of Ex- Servicemen, war | Not to levy service charges such as processing, documentation and inspection charges on loans granted to Ex-servicemen, widows of |
| | widows, disabled service personnel | Ex-servicemen, war widows and disabled service personnel under NEF, SEMFEX-II and SEMFEX-III schemes sponsored by SIDBI, NABARD and KVIC respectively and also on loans sanctioned by the bank outside these schemes for their self employment purpose. |
| 4 | Service / Charitable Institutions. | a) Temple Devasthanams like Shri Sai Baba Temple, Shirdi, Tirupati Devasthanam, Shri Nathdwara Temple and Shri Jagannath Temple, Puri. |
| | | I. At par collection of cheques favouring such institutions. II. Remittances favouring such institutions free of exchange. b) Welfare / Service / Charitable Institutions/ National Foundation for Communal Harmony) I. At par collection of cheques favouring such institutions. |
| | | II. Remittances favouring such institutions free of exchange. NOTE a) The Institutions should be exempt from payment of Income Tax and the branch should have such exemption certificate on its record. |
| 5 | Donations to PM / CM's Relief Funds | I. At par collection of cheques favouring the fund. II. Free remittances favouring these funds |
| 6 | Teachers Employed in Govt. Run Schools / Central Schools | I. Free discounting of salary bills / cheques up to Rs. 7,500/- II. At par collection of salary bills. |
| 7 | Blind/Disabled/ Physically Handicapped Persons and Institutions set up for their benefit | I. At par collection of cheques. II. Free Remittances. Conditions: a) Institutions should be exempt from payment of Income Tax. b) Free Remittances to be allowed only against debit to account and Not Against Cash. c) In all cases, the Branch Manager should satisfy with the eligibility. |
| 8 | Proceeds invested in Time Deposit including NRIs | a) At par remittance of maturity proceeds of Time Deposits as well as periodical interest to another branch. b) At par collection of cheques issued as per court orders for investment in Time Deposits. |
| 9 | Pensioners | (a) At par collection of Pensions bills, Pension cheques.(b) Free remittance facility by debit to S.B. A/c. maintained by pensioners for personal uses. |
| 10 | Ministry of Health and Family Welfare (Accredited to our Bank) | a) At par collection of cheques etc. b) Free Remittance facility |
| 11 | Government Sponsored Schemes | At par collection of cheques (only cheques issued by Government representing subsidy under Government spensored Schemes) |

EXEMPTIONS/CONCESSIONS IN SERVICE CHARGES

| 12 | Banks under Agency Arrangements. | Existing Agency Arrangements at lower rates may be continued. (Customer should be charged full rates) |
|----|--|--|
| 13 | NRI Customers | At par collection of rupee drafts issued by exchange companies and correspondent Banks. i) Rupee drafts should have been issued by exchange companies and correspondent Banks or Foreign Offices of any Indian / Foreign Bank or Exchange Companies maintaining a/cs with our Bank or any other Bank in India. ii) Drafts should be payable through rupee accounts maintained at branches in India nominated by the Banks. |
| 14 | Transfer of Funds | Periodical Transfer of funds by DD / MT from one account to another in same Bank @ Rs. 0.50 per thousand subject to following conditions: (i) From Collection Accounts (i.e. accounts wherein no debit transactions other than such periodical funds transfer entries are reflected) to the principal account of the same organization. (ii) Advances/Borrowal A/Cs: From one account to any other account of same organization. When debit balances are transferred, |
| | | interest for the transit period should be recovered. |
| 15 | Senior Citizens | (a) Free remittance facility to be allowed by debit to S.B. A/c. maintained by Sr. Citizens for personal uses. (b) At par collection of cheques in the name of Sr. Citizens (the a/c holder) |
| 16 | Physically Challenged Persons | Waiver of collection charges for physically challenged persons (who have suffered loss of use of hand/hands & or leg/legs) including blind person for instruments up to Rs.10,000/- at par collection |
| 17 | Staff Members/ Retd. Staff | Staff Members Ex-Staff Members Joint Accounts of staff members with close relatives (Same Rules as for deposit A/Cs.) i) No service charges for various transactions, unless otherwise specified to the contrary. Conditions for Ex-staff Members: a) He/she should be able to establish his/her identity as an ex-staff member of our Bank. b) He/she should not be gainfully employed. c) Over and above this, if an Ex-Staff member of another Public Sector Bank, the said Bank should not have a branch at that place. |
| 18 | Concessions provided by Sponsor Bank i.e. Bank of Baroda to our Bank | Collection charges on a 50:50 basis for: Cheques drawn on Public Sector banks and tendered to BOB for collection by us and on instrument tendered by Public Sector Banks to us for collection. Free Remittance facility for transfer of funds to us for remitting refinance installments to NABARD. Free remittance facility for transfer of funds between the Head Office and our Branches and also between Regional Offices and our Branches. No exchange should be charged on DDS purchased by our Bank on behalf of their customers provided Branches levy full charges from their customers at rates not below specified rates of Bank of Baroda. |
| 19 | KCC JODA U.P. OAL | No Processing, Documentation & inspection or any other charges to levied in KCC up to the limit of Rs. 3 Lacs |