

Guidance Notes
&
Information Booklet
For
Customer Convenience



बैंक ऑफ़ बड़ौदा
Bank of Baroda

India's International Bank



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Display No. 1

GUIDANCE NOTE
(GENERAL)



GUIDANCE NOTE - GENERAL

We suggest you to take following safe guards while dealing with us for a perennial & profitable banking relationship to help prevent fraud and protect your accounts from misuse.

1. Do not keep your chequebook and cards together and ensure proper safe custody of your chequebooks, pass book and cards.
2. Do not keep the blank cheque leaves signed. Issue crossed / account payee cheques as far as possible. Check the details of the cheque, namely, date, amount in words and figures, crossing etc., before issuing it. Draw a line through unused space on the cheque so that unauthorized person may not add extra numbers, names or figures etc.
3. Do not allow anyone else to use your card, PIN, password or other security information.
4. If you opt to change your PIN you should choose your new PIN carefully.
5. Always learn your PIN, password and other security information, and destroy the notice as soon as you receive it.
6. Never write down, record or save on PC your PIN, password or other security information.
7. Always take reasonable steps to keep your card safe in your personal custody and your PIN, password and other security information secret at all times.
8. Keep your card receipts safe and dispose them off carefully.
9. Never give your account details, password or other security information to anyone unless you know who they are and why they need them and thereafter keep the matter followed up so that the same is not misused.
10. Not to issue cheque without adequate balance/ maintaining minimum balance as specified by the Bank.
11. Send cheques and other financial instruments by Registered Post or by reputed courier.
12. Bring passbook while withdrawing cash from savings bank account through withdrawal slip. Get passbook updated from time to time.
13. Note down account numbers, details of FDR, locker numbers, etc., separately.
14. Inform change of address, telephone number, etc., to the Branch.
15. Inform loss of demand draft, fixed deposit receipt, cheque leaves book, key of Locker, card etc., immediately to the Branch.
16. Avail standing instructions facility to repeat transactions.
17. Provide feedback on our services.
18. Pay interest, installments, locker rent and other dues on time.
19. Avail services such as ATM, ECS, EFT, RTGS etc., if offered by the branch.
20. Bring any deficiency in services to the notice of the branch.
21. Do not record your specimen signature either on passbook or on cheque book.
22. Not to introduce any person under any circumstances who is not personally known to you for the purpose of opening account.
23. Give a notice before canceling the payment of a cheque



24. If you act fraudulently or show contributory negligence, you will be responsible for all losses on your account.

25. Nomination facility available. Details are as under:

Bank recommends that all depositors avail nomination facility wherever available. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account. Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.

- Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.
- Nomination can be done in favour of one person only. However, nomination in favour of more than one person (i.e. upto 2 persons) is permissible in jointly operated locker accounts with common consent.
- Nomination can be made, cancelled or varied by the account holder anytime during his/her lifetime. While making nomination, cancellation or variation, witness is required and all account holders should sign the request.
- Nomination can be made in favour of a minor also. During the period the minor does not attain majority, the natural guardian will receive the amount on the minor's behalf.
- The right of nominee to receive payment from the Bank arises only after the death of the depositor in single account and death of all depositors in case of joint accounts.
- For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.
- Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far. In case the depositor(s) do(es) not wish to make nomination, the same should be recorded on the account opening form by the depositor(s) with their full signature.

FOR PRECAUTIONS WHILE USING INTERNET BANKING FACILITIES,

1. Visit our Internet banking site directly.
2. Avoid accessing the site through a link from another site and verify the domain name displayed to avoid spoof websites.
3. Ignore any e-mail asking for your password or PIN.
4. We suggest you not to use cyber cafes to access our internet banking site.
5. We advise you to update your PC with latest anti virus software regularly.
6. A suitable firewall installed in a computer to protect your PC and its contents from outsiders on the Internet would be an added security measure.



Display No. 2

GUIDANCE NOTE
(DEPOSITS)



GUIDANCE NOTE-DEPOSITS

Bank's website

The following information is displayed on our website www.bankofbaroda.com:

- Deposit Products – Savings, Current & Time Deposit
- Loan Products – Retail Loan, SME loan
- Interest rate – Deposits & Loan
- Citizens' Charter
- Model Policy Documents –
 - Model Policy on collection of cheques/instruments
 - Model Policy for Grievance Redressal
 - Model Compensation Policy
 - Model Policy on Collection of Dues and Repossession of Security
- Right to Information Act, 2005
- Banking Ombudsman Scheme, 2006
- Banking Codes and Standards Board of India (BCSBI)
- Fair Practice Code
- Policy on settlement of claims in respect of deceased depositors
- Service charges & Fees

SAVINGS BANK ACCOUNTS

These accounts can be opened by eligible person/s and certain organization / agencies as approved by the RBI from time to time. The documents required for opening the account is indicated in the account opening form.

Saving Bank Accounts with Cheque facility:

Minimum Balance:

Non-CBS branches : Rural, S/U & Urban - Rs.500/-, Metro -Rs.1,000/-

CBS Branches : (Irrespective of Area) Quarterly Average Balance (QAB): Rs.1,000/-.

Charges for Non-maintenance of Minimum Balance/QAB:

Non-CBS branches-Mode of calculation: If balance on any day during the calendar month remains below the stipulated minimum balance then it is reckoned as balance below minimum balance for the entire month which will attract service charges as under:

Rural : Rs.25/- per month

SU, Urban & Metro : Rs.50/- per month

CBS Branches – Quarterly Average Balance: QAB is computed by adding the daily ending balance of the Account and dividing the sum with the total number of days the Account is active during the first day of the financial quarter to the last day of that financial quarter. Service charges, as may be prescribed or notified by the Bank are computed based on non-maintenance of minimum QAB required.

Charges - If Quarterly Average Balance (QAB) of Rs.1,000/- is not maintained : Rs.100/- per quarter irrespective of classification of Area .



Saving Bank Accounts without Cheque facility

Minimum Balance:

Non-CBS branches : Rural - Rs.250/-, Urban/Semi urban - Rs.500/- & Metro -Rs.1,000/-
CBS Branches : (Irrespective of Area) Quarterly Average Balance (QAB): Rs.1,000/-.

Charges for Non-maintenance of Minimum Balance/QAB:

Non-CBS branches : Rural - Rs.15/-, Urban/Semi urban & Metro - Rs.50/-
CBS Branches : **If Quarterly Average Balance (QAB) of Rs.1,000/- is not maintained** :
Rs.100/- per quarter irrespective of classification of Area .

Payment of Interest: Presently interest at 3.5% p.a. is paid by the Bank on half-yearly basis on minimum credit balance between the 10th day and last day of the months provided the interest works out to minimum Rs.1/- and rounded off to nearest Rupee(s).

Cheque books: A chequebook of 40 leaves is given free of cost in a financial year on pro rata basis. Additional chequebook can be obtained after payment of nominal charges @ Rs.2.50 per leaf (plus Service Tax). 100 debits are allowed per half year. In case, debits are more than 100 (other than service charges) service charge of Rs.10/- plus service tax per debit exceeding 100 be charged.

PAN: For deposit of Rs.50,000/- and above in cash, providing of PAN is mandatory as per Income Tax rules.

In-operative account: If the account holder does not operate the account for four consecutive half years it is termed as in-operative account and shall be liable for levying nominal service charges where stipulated minimum balance is not maintained. Accounts which are not operated for a considerable period of time will be transferred to a separate dormant / inoperative account status in the interest of the depositor as well as the Bank. The depositor can request the Bank to activate the account for operating it subject to fulfilling certain conditions.

Zero Balance Facility: It is provided for salaried employees in Central / State Govt, Public and Private Ltd companies, Agents of LIC/ GIC and students wherein SB a/c remains alive even when the balance is zero.

No Frill accounts: A small savings Bank account titled as “Nagrik Bachat Khata”

- Account can be opened with an initial amount of Rs.50/- at all centers. No service charges for non-maintenance of minimum balance of Rs.50/- .
- All resident individuals who are eligible to open Savings Bank Account can avail of this offering in single or joint names. This product is not for Non Resident Indians, Trusts, Societies, etc.
- There is no ceiling on the amount deposited/held in the account. However, in case of minors (between 10 and 14 years), maximum amount cannot exceed Rs. 1 lakh.
- The customers using withdrawal slip along with passbook can operate account. A cheque book of -10- leaves will be issued on request for one year free of cost.
- Number of withdrawals not to exceed thrice in a month.



TIME DEPOSIT:

Time deposit means a deposit received by the Bank for a fixed period, which may be withdrawn after the expiry of the fixed period (though can be withdrawn before maturity subject to certain conditions). The documents required for opening the account is indicated in the account opening form.

Applicable Rate of interest on Prepayment:

The rate of interest applicable for premature payment will be the corresponding rate prevailing at the time of keeping the deposit with the Bank for the period the deposit actually remains with the Bank on account of premature withdrawal. Out of such rate, Bank will deduct the penalty applicable, from time to time which is at present 1% per annum.

In case of premature withdrawals the applicable **penalty may be waived subject to compliance of both the following two conditions:**

- (a) Face value of the deposit does not exceed Rs.5/- lacs per receipt.
- (b) The said deposit has remained with the **Bank** for a minimum period of 12 months.

Delivery of Deposit Receipt:

Deposit Receipts are delivered to the depositors or to their authorized representative against acknowledgement or posted at their given address if so requested.

Renewal of deposits:

- Deposits are renewed by the Bank on due dates on request. In the absence of specific instruction, the deposits are auto-renewed by the Bank on the due dates as follows:

Less than One year: - It is renewed for same period of the FDR

One year and above: - To be renewed for One year only

- Interest on deposits is payable either monthly at discounted value or quarterly or compounded quarterly (i.e. reinvestment of interest) or on the date of maturity at the option of the depositor as applicable under the particular deposit scheme.
- The Bank has statutory obligation to deduct tax at source if the total interest paid / payable in a financial year on all term deposits (excluding Recurring Deposit) held by a person exceeds the amount specified under the Income Tax Act i.e. Rs.10,000/- presently. The Bank will issue a Tax Deduction at Source certificate (TDS Certificate) for the amount of tax deducted. The depositor may furnish Form No.15H (for Senior Citizens - 65 years of age and above) and Form No.15G (for others) preferably at the commencement of the financial year for receiving interest on deposits without deduction of tax at source.
- Presently bank offers 0.5% more interest on all time deposit schemes to **Senior Citizens** of age 60 years and above.

Mode of repayment of maturity proceeds:

Repayment of deposit will be made by cheque or by credit to depositor's account if amount to be paid together with interest amounts to Rs.20,000/- or more (as per Income Tax rules).

OPERATIONS IN DEPOSIT ACCOUNTS

Joint Account - The Joint Account opened by more than one individual can be operated by single individual or by more than one individual jointly. The mandate for operating the account can be modified with the consent of all account holders. The Savings Bank Account opened in the name of minor jointly with natural guardian / guardian can be operated by natural guardian/guardian only. The joint account holders can give any of the following mandates for the disposal of balance in their accounts:



Either or Survivor: If the account is held by two individuals say, A & B, the available balance along with interest, if applicable, will be paid to survivor on death of anyone of the account holders.

Anyone or Survivor/s: If the account is held by more than two individuals say, A, B and C, the available balance along with interest, if applicable, will be paid to the survivor on death of any two account holders.

In case of Term Deposits, the above mandates will be applicable to or become operational only on or after the date of maturity of term deposits. This mandate can be modified with the consent of all the account holders.

Addition & deletion of name of account holder: It is permitted with the consent of the entire remaining / proposed account holder.

NOMINATION FACILITY:

The bank recommends that all depositors avail nomination facility wherever available to facilitate the payment of the deposit amount to the nominee without any hindrance. The facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.

- Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.
- Nomination can be made, cancelled or varied by the account holder anytime during his/her lifetime. While making nomination, cancellation or variation, witness is required and all account holders should sign the request.
- Nomination can be made in favour of a minor also. During the period the minor does not attain majority, the natural guardian will receive the amount on the minor's behalf.
- The right of nominee to receive payment from the Bank arises only after the death of the depositor in single account and death of all depositors in case of joint accounts.
- For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.

POLICY ON SETTLEMENT OF CLAIMS IN RESPECT OF DECEASED DEPOSITORS

To facilitate expeditious and hassle-free settlement of claims on the death of a depositor the Bank has devised a policy in this connection, which has been displayed in the branch premises and web site of the bank. A copy of the same can be obtained from Branch Head/Accountant.

TARIFF OF SERVICE CHARGES

The applicable service charges are displayed on the Notice Board of the branch premises and our web site. A copy of the same may be obtained from the Branch Head/Accountant.

TRANSFER OF ACCOUNTS FROM ONE BRANCH TO ANOTHER

The transferee branch will effect value dating while responding a transferred account.

CHANGING YOUR ACCOUNT

If the customer is not happy about his choice of current or savings account (except for term deposit account) within 14 days of making his first payment into the account, Bank will help customer to switch to other accounts or Bank will give his money back with any interest it may have earned. Bank will ignore any notice period and any extra charges.

NOTE: The above guidelines are subject to change from time to time.



Display No. 3

GUIDANCE NOTE
(LOANS & ADVANCES)



GUIDANCE NOTE – LOANS & ADVANCES

Bank provides loan for various financial needs to individuals under various retail loan products. A list of major retail loan products is as under:

- Housing Loan
- Housing Loans to NRIs / PIOs
- Home Improvement Loan
- Advance Against Property
- Advance Against Property to NRI
- Education Loan
- Car Loan
- Two Wheeler Loan
- Consumer Durables Loan
- Loan for Laptop & Personal Computer
- Personal Loan
- Vaibhav Lakshmi Loan
- Desh Videsh Yatra Loan
- Marriage Loan
- Advance Against Securities
- Loan to Pensioners
- Loan to Defence Pensioners
- Professional Loan
- Loan to Doctors
- Traders Loan
- Baroda Ashray (Reverse Mortgage Loan)
- Loan Against Future Rent Receivables
- Baroda Career Development

The loans are normally considered on the basis of income and repaying capacity of the person concerned. A person must have attained the age of 21 years for being eligible to avail any retail loan except the Education Loan, but repayment period and age of the borrower not to exceed the retirement age in case of salaried persons and 65 years in other cases. Product specific further details are available at bank's website at www.bankofbaroda.com .

Processing / Service charges on Retail Loans:

The bank recovers product specific service charges for processing a retail loan proposal. Details of product-wise service charges are as under:

Product	Unified Processing charges*
Baroda Home Loan (Resident Indians)	Loans upto Rs. 20/- lacs : 0.35%. Loans above Rs. 20/- lacs : 0.40% Maximum : Rs. 15000/-
Take over of Home Loans	0.10% Maximum : Rs. 5000/-
Baroda Home Loan to NRIs / PIOs	Loans upto Rs. 20/- lacs : 0.35%. Loans above Rs. 20/- lacs: 0.40% Maximum : Rs. 15000/-
Baroda Home Improvement Loan	0.35%



Baroda Additional Assured Advance	0.35% Maximum : Rs. 15000/-
Baroda Advance Against Property	Loan (one time) : 1.00% Minimum : Rs. 1000/- Maximum : Rs. 15000/-
	Overdraft (Fresh sanction/Renewal) 0.35% Minimum : Rs. 1000/- Maximum : Rs. 15000/-
Baroda Advance Against Property to NRI	Loan (one time) : 1.00% Minimum : Rs. 1000/- Maximum : Rs. 15000/-
Baroda Ashray (Reverse Mortgage)	0.20% Maximum : Rs. 10000/- (one time)

PART – B: Business / Other Secured Loan

Baroda Traders Loan (Loan /Overdraft) (Fresh Sanction / Renewal)	0.35% Minimum : Rs. 1000/- Maximum : Rs. 30000/-
Baroda Loan to Doctors (Fresh Sanction / Renewal)	0.35% Maximum : Rs. 15000/-
Baroda Loan to professionals (Fresh Sanction / Renewal)	0.35% Maximum :Rs. 10000/-
Baroda Advance Against Securities	Rs. 100/- flat plus out of pocket expenses and actual conveyance charges.
Baroda Career Development	0.50% of Loan amount

PART – C: Clean / Other Loan

Baroda Personal Loan.	2% ; Minimum : Rs. 250/-
Baroda Vaibhav Lakshmi	2% ; Minimum : Rs.250/-
Baroda Loan to Defence Pensioners.	Rs. 100/- (Fixed)
Baroda Loan to Pensioners	Rs. 100/- (Fixed)
Baroda Desh Videsh Yatra Loan	2 % ; Minimum : Rs. 250/-
i. Baroda Two-Wheeler Loan. ii. Baroda Consumer Durables. iii. Baroda Loan for Laptops & Personal Computer.	2% Minimum : Rs. 250/-
Baroda Salary Advantage Savings Account	0.50% ; Minimum : Rs. 100/-
Education Loan (Baroda Scholar)	1%, which shall be refunded, if applicant avails the loan.
Baroda Vidya & Baroda Gyan	NIL
Baroda Car Loan	0.75% ;Maximum :Rs. 6000/-
Baroda Marriage Loan	Processing charges: 0.25% ; Minimum of Rs. 100/- Documentation charges: Up to Rs. 25000/- - NIL Above Rs. 25000/- - Rs. 100.



Pre-payment / Pre-closure charges:

Pre-closure charges are applicable in following retail products at the rates mentioned here under:

1. Baroda Home Loan

- Prepaid partly or fully from own sources – NIL
- Other cases – 0.5% of balance outstanding for each year of residual period of the loan subject to max. 2%.

2. Baroda Home Improvement Loan

- Part Prepayment - NIL
- Full prepayment - 1% of amount prepaid (including amount prepaid in last financial year)

3. Baroda Home loan to NRIs / PIOs

- Prepaid partly or fully from own sources – NIL
- Other cases – 0.5% of balance outstanding for each year of residual period of the loan subject to max. 2%.

Conversion from fixed interest rate to floating rate option:

A person having availed home loan under fixed rate option can get changed it to floating rate subject to the condition that repayment in the account is regular. The benefit of revised rate shall be available prospectively from date of conversion only. Bank shall recover charges at the rate mentioned below for considering the request:

- **Baroda Housing loan**
0.50% of the outstanding balance for every year for the residual period of the loan subject to maximum 2% of the amount outstanding.
- **Baroda Housing loan to NRIs / PIOs**
0.50% of the outstanding balance for every year for the residual period of the loan subject to maximum 2% of the amount outstanding.

Penal Interest on overdue amount:

Loan amount and interest thereon is to be repaid in agreed tenure of the loan. If a borrower fails to repay amount as per repayment schedule, the bank charges penal interest @ 2% p.a. on overdue amount for overdue period.

Note: In addition to the service charges specified hereinabove, Service Tax shall be leviable at the rates advised by Government from time to time.

Calculation of Interest:

Interest on a loan / advance account is calculated on daily outstanding balance in the account by applying applicable rate of interest. The interest is calculated on monthly basis and compounded on monthly rest.

Equated Monthly Instalment (EMI):

Equated Monthly Instalments are fixed for the convenience of the borrower, whereby interest payable towards the loan is spread over the entire term of repayment fixed. The repayment of all such equated monthly instalment will not be construed as full repayment/ settlement of loan account. On payment of all equated monthly instalments, residual amount if any, in the account due to debiting of overdue / penal interest / additional interest as a consequence of revision in interest rates, other incidental charges shall be paid separately by the borrower.

EMI would vary on change in applicable rate of interest on loan / advance account.



EMI Clause:

Loan is linked to BPLR, as and when change in BPLR, the EMI will be increase or decrease and effective rate of interest will be changed accordingly. At that time EMI will be recalculated for remaining period of loan.

Interpretation of floating rate of interest:

Floating rate is decided with reference to Bank's BPLR and it is linked as certain bps above/ below BPLR. For example if BPLR is 13.25% and rate of interest on home loan for 15 years period under floating rate option is 10.25% which shall be expressed as **3% below BPLR** i.e. **10.25% p.a.**

If Bank's BPLR is increased to 13.75% from 13.25%, the rate of interest on home loan account will be quoted as 3% below BPLR and effective rate of interest on loan will be increased by 50 bps to 10.75%.

Reset clause in Fixed rate option:

Bank also sanctions home loan on fixed rate option. The bank can reset the interest rate in such fixed interest rate loan accounts at the interval of 5 years.

Further disbursements and recall of loan:

Even though a facility is granted for a specified period, subject to annual renewal, the Bank reserves the right to discontinue the facility / advance and to with-hold / stop any disbursement, without giving any notice in the event of:

- i) Non-compliance/ breach of any of the stipulated terms and conditions.
- ii) Any information / particulars furnished to the Bank are found to be incorrect.
- iii) Any development or situations which are in the opinion of the Bank, its interest will be / is likely to be prejudicially affected by such continuation or disbursements.



Display No. 4

NOMINATION FACILITY



Nomination facility

Nomination facility available. Details are as under:

Bank recommends that all depositors avail nomination facility wherever available. The nominee, in the event of death of the depositor/s, would receive the balance outstanding in the account as a trustee of legal heirs. The depositor will be informed of the advantages of the nomination facility while opening a deposit account. Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.

- Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.
- Nomination can be done in favour of one person only. However, nomination in favour of more than one person (i.e. upto 2 persons) is permissible in jointly operated locker accounts with common consent.
- Nomination can be made, cancelled or varied by the account holder anytime during his/her lifetime. While making nomination, cancellation or variation, witness is required and all account holders should sign the request.
- Nomination can be made in favour of a minor also. During the period the minor does not attain majority, the natural guardian will receive the amount on the minor's behalf.
- The right of nominee to receive payment from the Bank arises only after the death of the depositor in single account and death of all depositors in case of joint accounts.
- For the existing accounts where nomination is not made, the account holder/s can do so by filling up form available with the branches.
- Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far. In case the depositor(s) do(es) not wish to make nomination, the same should be recorded on the account opening form by the depositor(s) with their full signature.



Display No. 5

RBI CLEAN NOTE
POLICY



CLEAN NOTE POLICY

NOTICE TO THE CUSTOMERS

AS PER THE GUIDELINES OF RESERVE BANK OF INDIA, UNDER THEIR “CLEAN NOTE POLICY” WE REQUEST THE CUSTOMER TO: -

1. DEPOSIT THE CASH WITHOUT ANY STAPLE PIN OR THREAD.
2. NOT TO WRITE ANYTHING ON THE CURRENCY NOTES.
3. AVOID SPOILING NOTES BY OIL, WATER, INK ETC.
4. NOT TO FOLD THE NOTES TO SMALL SIZE.
5. ENSURE COUNTING OF NOTES BEFORE LEAVING THE CASH COUNTER.
6. DEPOSIT THE CASH AFTER SEPARATING ASHOKA PILLAR CURRENCY NOTES AND OTHER SOILED / NON -ISSUABLE NOTES.

- ❖ WE DO NOT ACCEPT NOTES IN STAPLED CONDITIONS.
- ❖ WE DO NOT ISSUE NOTES IN STAPLED CONDITIONS.
- ❖ EXCHANGE OF SOILED NOTES FACILITY AVAILABLE.
- ❖ WE DISTRIBUTE COINS AGAINST NOTES.
- ❖ WE DO NOT ISSUE SOILED NOTES.



Display No. 6

GRIEVANCE REDRESSAL
MECHANISM



REDRESSAL OF COMPLAINTS

To enable the customers to voice their grievances or offer suggestions for improvement in customer service, “Customer Day” is observed at all the offices of the Bank across the organization covering branches, Regional / Zonal Offices and Head Office, on 15th of every month (next day, if 15th is a holiday or half day).

In case of any complaint, the matter may be first brought to the notice of concerned Branch Manager for immediate redressal. If the complaint is not redressed to the satisfaction of the customer, the matter may be taken up with the Regional Manager / Zonal Manager concerned. Our branches display name, address and phone number of Regional Manager and Zonal Manager. The Bank will immediately send acknowledgement to the complainant and will initiate necessary measures to resolve the complaint expeditiously.

If the complainant still feels unsatisfied with the responses received, he can address his complaint to the bank’s Nodal Officer at Head Office designated to deal with customers’ complaints / grievance giving full details of the case on the below mentioned address:

The General Manager (Operation & Services)
Bank of Baroda,
Head Office,
Suraj Plaza-I, 8th Floor,
Sayajigunj, Maganwadi,
Vadodara-390 005 (Gujarat) India.
Tel.(0265) 2363001 – 2361852 (PBX) Fax (0265) 2362914

After exhausting all the above machinery / channels, if the customer is not satisfied, he/she may write to Chairman & Managing Director of the Bank and even after this, if he/she is not satisfied, he/she is free to take recourse to the following:

- ✓ Directorate of Public Grievances, Govt. of India, Cabinet Secretariat, Sansad Marg, New Delhi – 110 001.
- ✓ The Banking Ombudsman located in State Capitals under RBI Ombudsman Scheme, 2006.
- ✓ The District Consumer Forum under consumer Protection Act, 1985.



Display No. 7

**BANKING OMBUDSMAN
SCHEME -2006**



THE BANKING OMBUDSMAN SCHEME, 2006

The Reserve Bank of India has revised Banking Ombudsman Scheme and introduced Banking Ombudsman Scheme 2006 w.e.f. 01.01.2006 as an effective tool of Customer Grievances Redressal.

In case of any deficiency in our services, kindly contact Branch Manager. You may also lodge your complaint in writing to the Branch Manager and take the acknowledgement for the same.

If you do not receive our reply within 30 days or our reply is not satisfactory, you may send your complaint with the relevant details to:

The Banking Ombudsman*

For full details and procedural guidelines on the scheme you may contact Branch Manager.

* Please write address of the Banking Ombudsman in whose jurisdiction Branch falls



Display No. 8

PUBLIC PROVIDENT
FUND ACCOUNT



Public Provident Fund 1968 Scheme

Bank of Baroda operates PPF Scheme across its more than 300 designated branches all over India. To see a detailed list of these branches, logon our website www.bankofbaroda.com

Key Features

1. Deposits under the scheme eligible for deduction from taxable income under Sec. 80CC of Income Tax from financial year 2005-06 (Assessment Year 2006-07).
2. Opening of PPF Account :
 - a. Any individual in his /her personal capacity or in the capacity of guardian on behalf of the minor.
 - b. Non-resident Indians (NRIs) are not eligible to open PPF a/c.
 - c. An individual who becomes NRI subsequent to opening of PPF a/c can subscribe to PPF a/c till maturity on non-repatriation basis (w.e.f.25/07/03)
3. Restrictions in opening a PPF account:
 - a. No PPF a/c in Joint names of individuals.
 - b. No account is to be opened in individual name of the minor i.e. without guardianship.
 - c. Minor's date of birth is to be noted along with type of relationship when account is opened through guardian.
 - d. A power of attorney holder can neither open an account nor operate a PPF a/c on behalf of a subscriber.
 - e. Any individual on behalf of the Hindu Undivided family. (Not allowed w.e.f. 13/05/2005).
 - f. Any individual on behalf of an Association of persons or a body (not allowed w.e.f. 13/05/2005). Accounts of HUF; Associations opened prior to 13/05/2005 shall, however, continue as per scheme.
4. Rate of interest on deposits is 8% w.e.f. 1.3.2003.
5. Accounts transferable between different bank's branches.
6. Only one PPF account is permissible per individual in any one of the authorised banks/Post offices in India.
7. Nomination facility is available to more than one individual under PPF scheme.
8. A maximum number of 12 instalments can be paid in a year with a minimum of Rs.500/- for every instalment. There is a ceiling of Rs.70000/- per year on the deposit amount. Excess amounts will be charged with interest.
9. Only one withdrawal is allowed during a year, with the first withdrawal from the account permissible only 5 years after the opening of the account. The amount of withdrawal is limited to a 50% of the total amount deposited.
10. The account achieves maturity after a lapse of 15 years and can be closed at the time or renewed for a block of another 5 years.
11. The first loan can be availed at the end of 3 years of the opening of the account upto 25% of the balance in the account.
12. Subsequent loans can be taken only when the first loan amount is fully paid back. No loans are issued on a PPF account after the expiry of a -6- year term period.



Display No. 9

SENIOR CITIZEN'S
SAVINGS SCHEME 2004



Senior Citizens Savings Scheme 2004

Bank of Baroda also operates Senior Citizen Savings Scheme 2004 launched by Govt. of India for Senior Citizens of the country, across its more than -300- designated branches, all over India, which are undertaking PPF business, w.e.f. 1.11.2004.

Key Features

1. The Scheme is available to Senior Citizens Age 60 years (50 years for those who have retired under a voluntary or special voluntary scheme).
2. Rate of Interest on deposits is 9%, payable quarterly. However, interest is fully taxable.
3. Deposit Account can be opened in a single name or jointly with spouse.
4. Nomination facility available to depositors.
5. Investment can be made in multiple of Rs.1000/- with a maximum investment limit of Rs.15,00,000/-.
6. Tenure of the deposit is 5 years which can be extended for further 3 years.
7. Facility for premature withdrawal available after one year on payment of penalty.



Display No. 10

LOAN SCHEMES
SPONSORED BY
GOVERNMENT OF INDIA
& STATE GOVERNMENT



Prime Minister's Employment Generation Programme (PMEGP)

Salient feature of the PMEGP:

- It is a Credit Linked Central Sector Scheme.
- Total credit flow in the scheme for setting up Micro Enterprises across the country is estimated at Rs.15,000/- crores and the total outlay for the subsidy to be provided by Government is estimated at Rs.4,485/- crores.
- With the implementation of the new scheme, 37 lakh additional employment opportunities will be created between 2008-09 and 2011-12 in rural and urban areas of the country.
- The scheme provides for higher rate of Government subsidy for marginalized sections of society for promoting inclusive growth.
- Below Poverty Line (BPL) families are also eligible for assistance under the scheme. There are no ceiling limits of annual income in respect of beneficiaries, while a minimum educational qualification – VIII pass for manufacturing sector above Rs.10 lacs and above Rs.5/- lacs for Business/Service Sector is prescribed.
- The upper limit of Rs.25/- lacs for project/unit under Manufacturing Sector and Rs.10/- lacs under Business/Service Sector is prescribed.
- The beneficiaries would be identified inter alia with the help of Panchayats, special awareness camps and will be provided backward and forward linkages support for awareness, project formulation, Entrepreneurship Development Programme (EDP) training of two to three weeks duration, marketing support, electronic tracking of applications of beneficiaries etc. envisaged.
- Project profiles will be provided for selection of projects by beneficiaries.
- Khadi and Village Industries Commission (KVIC), a statutory body under the Ministry of MSME will be the single nodal agency for implementation of the scheme at the national level.
- The scheme will be implemented by KVIC/State Khadi and Village Industries Board (KVIBs) in rural area as defined under KVIC Act and by District Industries Centres (DICs) in urban and other rural areas. The newly introduced Rajiv Gandhi Udyami Mitra Yojana can also be tapped for providing handholding support to the beneficiaries under PMEGP.
- There will be special focus with higher rate of subsidy for rural areas under the scheme. At least 60 percent outlay will be earmarked for setting up of projects in rural areas.
- Advances under the scheme will be eligible for cover under Credit Guarantee Fund Trust Scheme.
- The subsidy levels under PMEGP will be as under depending on the area of financing and the category of borrowers:

Categories of beneficiaries under PMEGP	Own contribution	Rate of subsidy	
		(Of cost of project)	
Area		Urban	Rural
General	10%	15%	25%
Special (including SC/STs/OBCs/ Minorities/women, Ex-servicemen, physically handicapped, NER, Hill and Border Areas).	05%	25%	35%



**Swarnajayanti Gram Swarajgar Yojana
(w.e.f 01.04.1999)**

1	Area coverage	Rural areas
2	Eligibility	Families under Below Poverty line (BPL) as per IX plan will be considered for assistance.
3	Nodal agency	DRDA (District Rural Dev. Agency)
4	Coverage	<ul style="list-style-type: none">• Identified BPL beneficiaries SC/ST 50%;• Women 40%;• Physically Handicapped 3%• In SHG 50% women groups
5	a) Loan Amount	<ul style="list-style-type: none">• As per Project Cost• 4 - 5 blockwise key activities• Identified by DRDA• Unit costs approved by NABARD
	b) Margin	Subsidy to be treated as margin. Margin to be provided upto 15% of project cost including subsidy available
6	Subsidy	<ul style="list-style-type: none">• 30% of project cost; maximum Rs.7500/- . For SC/ST & Disabled 50% of Proj.Cost Maximum Rs.10,000/-per capita.• SHG-50% of project cost subject to per capita subsidy of Rs.10000/- or Rs.1.25 lakhs, whichever is less.• No monetary limit on subsidy for irrigation projects.
7	Subsidy Administered	<ul style="list-style-type: none">• Subsidy to be provided as backend benefits.(Reserve Fund)
8	Security	Pledge/Hypothecation of assets where assets are created and where movable assets are not created, mortgage of land, margin money etc. As per Bank discretion. No collateral for loan upto Rs.50,000/- for individual & upto Rs.5.00 lacs for SHG. Group Insurance cover to be obtained.
9	Repayment	5 to 9 years depending on the project and repayment capacity of borrower with sufficient gestation period.
10	Rate of Interest	As per Bank's norms



**Swarna Jayanti Shaheri Rozgar Yojana
(w.e.f. 1.12.1997)**

1	Area coverage	SJSRY would be implemented in all areas falling under the jurisdiction of Urban Local bodies of any category, irrespective of population size.
2	Eligibility	Under-employed and unemployed urban youth whose annual family income is below poverty line and who have got education upto ninth standard shall be eligible for assistance under the scheme. Should be resident for 3 years. Should have Ration Card. Aptitude for self-emp. venture
3	Nodal agency	Urban Local body Municipality/Corporations
4	Coverage	Women beneficiaries - 30% SC/ST to be benefited to the proportion of their strength in the local population. 3% provision for disabled.
5	a) Loan Amount	For individual urban poor upto Rs.50,000/- - project cost. For DWCUA 50% of the total project cost per group.
	b) Margin	5% of the project cost will be contributed as margin money by the group as a whole.
6	Subsidy	15% of project cost max. Rs.7500 per beneficiary for individual. For DWCUA. Rs.1,25,000/- or 50% of the project cost whichever is less.
7	Subsidy Administered	<ul style="list-style-type: none"> • In case of Individuals Subsidy to be disbursed alongwith loan. • Backended with Lock-in-period 2 Yrs (Sub.Reserve Fund) under DWCUA
8	Security	<ul style="list-style-type: none"> • Hypothecation of assets. • No collateral for loans upto Rs.50,000 for individual & upto Rs. 3 lacs for Group Loans. No third party guarantee upto same limit.
9	Repayment	3 to 7 years as per repayment capacity of borrower with 6 to 18 months gestation period.
10	Rate of Interest	As per Bank's norms



Scheme for Rehabilitation of Manual Scavengers (w.e.f. 01.04.2008)

1	Area coverage	All over India for remaining manual scavengers to be assisted by March, 2009.
2	Eligibility	Scavengers and their dependents, irrespective of their income, who are yet to be provided assistance for rehabilitation, under any scheme of Government of India/State Governments will be eligible for assistance. (On the basis of experience of NSKFDC).
3	Nodal agency	State Channelising Agencies (SCAs) or any other identified agency at the State level.
4	Coverage	All over India identified Total =342468 remaining manual scavengers.
5	a) Loan Amount	Cost of Projects under the scheme is maximum up to Rs.5.00 lacs
	b) Margin	No margin money/ promoter's contribution is required to be provided under the scheme.
6	Subsidy	Credit linked capital subsidy will be provided upfront to the beneficiaries in a following scaled manner: (a) For projects costing upto Rs.25,000 @ 50% of the project cost. (b) For projects costing more than Rs.25,000/-,@ 25% of the project cost, with a minimum of Rs. 12,500 and maximum of Rs. 20,000/-
7	Subsidy Administered	State Channelising Agencies
8	Security	As per Bank's norms, branches not to ask for guarantees etc., and not insist for deposit amount in fixed deposit from the beneficiaries.
9	Repayment	The period of repayment loan will be three years for projects upto Rs. 25,000/- and 5 years for Projects above Rs. 25,000/- with six months moratorium period.
10	Rate of Interest	As per Bank's norms. Interest payable by the beneficiaries as per scheme is as under: A) For projects upto Rs.25000/- 4% p.a. (for women beneficiaries) 5% p.a.. B) For projects above Rs.25000/- 6%p.a. Where the ROI chargeable by the banks on loans will be higher than the rate prescribed in the scheme, interest subsidy to the extent of difference will be given to the banks and this will be administered by National Safai Karmacharis Finance and Development Corporation (NSKFDC) / other agencies identified by the ministry.



Baroda Kisan Credit Cards (BKCC):

The card is “All inclusive” card taking care of farmer’s all financial requirements for crop production, allied activities, investment credit, loan for redemption of debts owed to informal sources, consumption loan, farm machinery maintenance, non-farm activities, etc and personal loan upto Rs. 1 lakhs.

Salient features of the Card:

- Covers various credit needs of the farmer.
- Available in 3 categories : BKCC Gold, BKCC Silver, BKCC Green.
- All farmers including tenant farmers, oral lessee and share croppers are eligible
- No margin for crop production loan
- No margin for investment loan upto 50,000/- and 10% Margin on investment loan above 50,000/-.
- Interest at the rate of Savings Bank is paid on credit balance in the a/c
- Valid for 5 years, subject to annual review.
- Simplified documentation
- Card with photograph is issued.
- Passbook with details of all a/cs is given
- Cheque book facility to literate farmers.
- Withdrawal and deposit of cash allowed as per needs of the farmers within the sanctioned limit.
- Repayment synchronized with the income generation.
- Farm inputs can be purchased from Members Establishments.
- Personal Accident Insurance Cover upto Rs. 50,000/- at concessional rate. Free of cost cover to farmers with 5 years satisfactory a/c.



Display No. 11

NO FRILL ACCOUNT



Nagrik Bachat Khata

No frills. No hidden charges. Just banking.

The Indian economy has undergone a significant transformation since the economic reforms in 1991 with the banking sector in the forefront. **Nagrik Bachat Khata** is a product through which Bank of Baroda intends to extend its services to a vast section of population by making banking easy and convenient.

Key Benefits

- Services designed to cater to a vast majority of Indian population
- Banking simplified
- Open account with an initial amount of just Rs. 50/-
- Zero service charges for non-maintenance of a minimum balance of Rs. 50/-

Terms & Conditions

- **Who can open the account :**
All resident individuals who are eligible to open Savings Bank Account avail of this offering in single or joint names. This product is not for Non Resident Indians, Trusts, Societies, etc.
- **Minimum amount:**
Rs. 50/- at all centers (Metro/Urban/Semi Urban/Rural). No service charges for non-maintenance of minimum balance
- **Maximum amount:**
There is no ceiling on the amount deposited/held in the account. However, in case of minors (between 10 and 14 years), maximum amount can not exceed Rs. 1 lakh
- Account can be operated by the customers using withdrawal slip along with pass book only.
- A cheque book of -10- leaves will be issued on request for one year free of cost.
- Number of withdrawals not to exceed thrice in a month.
- **Interest Rate:** As per savings bank account



Display No. 12

DONATIONS TO PRIME
MINISTER'S RELIEF
FUND



DONATIONS TO PRIME MINISTER'S RELIEF FUND

In consultation with the Prime Minister's Office (PMO) and Indian Banks' Association (IBA), it has been decided that all the branches of our bank will provide At Par facility for receiving donations/contributions to Prime Minister's National Relief Fund .Our Parliament Street Branch , New Delhi will be the Nodal Branch for the purpose of collection and remitting of contribution to Prime Minister's National Relief Fund (PMNRF).

- i) Our branch will accept the contribution/donation for sending the same to the Prime Minister National Relief Fund A/c.
- ii) All the cheques/drafts/instruments meant for donation will be in favour of "Prime Minister National Relief Fund".
- iii) All these services would be provided free of charge by the bank.
- iv) Contribution to the PMNRF has been notified for 100% deduction from taxable income under Section 80(G) of the Income-tax Act.
- v) The official receipts would be issued to the donor by the PMO as per the current practice.
- vi) In order to facilitate smooth transmission of funds to the PMNRF Account, RBI has nominated Regional Director, Reserve Bank of India, New Delhi as the Coordinating Officer who would be available for any clarification.



Display No. 13

CITIZEN'S CHARTER FOR
CURRENCY EXCHANGE
FACILITIES



EXCHANGE OF FOREIGN CURRENCY NOTES

Foreign Tourists / Residents may encash foreign currency notes at authorized branches in the denominated currencies such as Sterling Pounds, US Dollars and Euro.

The Currency Declaration Forms should be submitted for endorsement if the amount exceeds USD 5000 or its equivalent.

CDF should be retained by the Bank if the entire foreign exchange is covered by Currency Declaration Form (CDF) fully utilized.

In case of Foreign Tourist, production of passport should be insisted.

Exchange of Foreign Currency Notes on proper identification of an amount equivalent of USD 1000 per day by authorized branches.

Distinctive numbers of each currency note is to be listed under the tenderer's signature to locate the tenderer in the event of unacceptable notes.



Display No. 14

TIME NORMS FOR
SERVICE RENDERED



TIME-NORMS FOR VARIOUS BANKING TRANSACTIONS

Sr.No.	Service	Time-Norm
1	Cash Payment	
	Through Teller	07 minutes
	Through Cashier	15 minutes
2	Receipt of cash	07 minutes
3	For issuance of DDs / FDR	25 minutes
4	Payment of DDs	15 minutes
5	Payment of FDRs	15 minutes
6	Opening of an account	25 minutes
7	Retirement of bills	25 minutes
8	Updating of passbooks	10 minutes
9	Statement of accounts	Within 07 days
10	Collection of cheques	
	Local	03 days
	Outstation	10 to 14 days



Display No. 15

**DESIGN AND SECURITY
FEATURES OF ALL BANK NOTES**



Designs of bank notes issued by the Reserve Bank of India since 1967

YEAR	SIZE	WATERMARK	FRONT	BACK
I. Rs.10 notes				
1967	137 X 63 mm	Ashoka Pillar	Ashoka Pillar Purple colour. Numeral 10 in the centre.	Value of the note in 14 languages. The oval seascape with country craft.
1968	-Do-	-Do-	Blue black colour. Promise clause, guarantee clause and signature printed in bilingual.	-DO- RBI's name in Hindi added.
1969	-Do-	-Do-	Blue Black colour. 'Ten Rupees' instead of 'Rupees Ten'.	Mahatma Gandhi's Portrait.
1970	-Do-	Ashoka Pilar with spinning wheels.	Hindi version of RBI incorporated in place of English and vice versa. Hindi rendering of Guarantee clause, promise clause and Governor's signature have been interchanged. '₹, 10, 1/2', '₹, 10, 1/2' incorporated. Watermark window and numbering panel enlarged.	Bilingual seal incorporated
1975	-Do-	-Do-	Dark brown, umber and blue colour. Numeral '10' printed in dark brown. Intaglio printing. Languages scroll on left and Ashoka Pillar emblem on right.	Pale brown, Ochre blue and green colour. A circle with two Peacocks on branch of a tree. Deer, horses, bird and lotus.
1992	-Do-	-Do-	Overall colour scheme in pale pink, magenta and yellow.	Shalimar garden
1996	-Do-	Portrait of Mahatma Gandhi with multidirectional lines in the watermark window.	Overall colour scheme in mauve brown, orange and pink. Portrait of Mahatma Gandhi. Embedded security thread containing the words "₹, 10, 1/2, RBI" readable on both sides when held against light.	Intricate guilloche and floral patterns with profiles of an elephant, rhinoceros and tiger's faces. Value of note in 15 Indian languages.
2006	-Do-	The portrait of Mahatma Gandhi, the multidirectional lines, and an electrotype mark showing the denominational numeral 10 appear in this section and these can be viewed better when the blank note is held against light.	Machine readable windowed demetalised clear text magnetic security thread with inscriptions "₹, 10, 1/2, RBI" and RBI which fluoresces in yellow on both sides under UV light. (Generic) Width: 1.4 mm. Dual coloured optical fibres. The small floral design printed both on the front (hollow) and back (filled up) of the note in the middle of vertical band next to the Watermark has an accurate back-to-back registration so that the numeral appears as one when seen against the light.	Year of printing is incorporated at the printing stage on the reverse of the banknote.



II. Rs.20 notes				
1972	147 x 63 mm	Ashoka Pillar	Saffron colour. Ashoka Pillar emblem on the right and language panel on the left side.	Bold lettering in Hindi appears centrally in a horizontal panel, flanked by figures 20 at the corner. Picture of Parliament House. On the left value in Indian languages.
1975	-DO-	Small Ashoka Pillar with chain of spinning wheels. Resin treated paper.	Red, blue, mauve and pale yellow colour. Numerical 20 in dark mauve on a light yellow lotus shaped design. Language scroll on the left and Ashoka Pillar emblem on right. The printing bleeds off on all sides but not in corners, which are paper white. Bilingual names, clauses and signature.	Dry offset printing. Red, blue and mauve colour. Chariot wheel of Konark Sun temple at the centre. Watermark window in pale blue is surrounded by an ornamental design in perfect register with corresponding design on obverse of the note.
2001	-DO-	Mahatma Gandhi Portrait	The security thread totally embedded with the letters "₹, £, ¢," and "RBI". The colour is predominantly reddish orange. The Ashoka Pilar has been replaced by the Mahatma Gandhi's Portrait in dark red while the Ashoka Pillar has been shifted to the left side bottom corner and the size is smaller. The numeral 20, RBI seal, Mahatma Gandhi's Portrait, RBI Legend, Guarantee and Promise clauses, Governor's Signature and Ashoka Pillar inset are in intaglio. The words RBI and the numeral 20 in Micro letters appear alternatively behind the Mahatma Gnadhi's Portrait. An identification mark by way of a small vertical rectangle in raised from appears on the left side of the note to facilitate the visually impaired to identify the denomination of the note. The numbers in the number panel are printed in red.	The central theme depicts the Indian coastal line with coconut grooves. The value of the note appears in 15 languages in a vertical panel in the left hand side.



2006	-DO-	The portrait of Mahatma Gandhi, the multidirectional 1 lines, and an electrotype mark showing the denominational numeral 20 appear in this section and these can be viewed better when the banknote is held against light.	Machine readable windowed demetalised clear text magnetic security thread with inscriptions "₹, ₹, ₹" and RBI which fluoresces in yellow on both sides under UV light. (Generic). Width 1.4 mm. Dual coloured optical fibres. The small floral design printed both on the front (hollow) and back (filled up) of the note in the middle of the vertical band next to the Watermark has an accurate back-to-back registration so that the numeral appears as one when seen against the light.	Year of printing is incorporated at the printing stage on the reverse of the banknote.
III. Rs.50 notes				
1975	147 x 73 mm.	Ashoka Pillar with chain of wheels.	Mauve colour with hues of blue green and purple. Numeral 50 in dark brown. Language scroll on left and Ashoka Pillar emblem on right. Printing bleeds off on all sides except at corners.	Mauve, brown and yellow colours. Parliament House at the centre. Watermark window in pale mauve, surrounded by an ornamental design, which is in perfect register with corresponding design on the obverse.
1981	-DO-	-DO-	Intaglio fast blue, yellow red. Ashoka Pillar and languages in deep violet colours, rest in deep green and brown colours. ₹, ₹, ₹ below Ashoka Pillar emblem.	Dry offset-yellowish brown and body in deep purple colour. Parliament House with National flag on top.
1997	-DO-	Portrait of Mahatma Gandhi with multidirectional lines in the window.	Yellow, blue and violet colour. Ashoka Pillar replaced by Mahatma Gandhi Portrait in blue. Security thread totally embedded inside the note the letters '₹, ₹, ₹' and 'RBI'. A small black solid square on the left hand side of the watermark to help the visually impaired to identify the denomination of the note.	A panoramic view of India's Parliament House with floral patterns above and filigree patterns on the sides. The value of the note in 15 Indian languages.



2005	-DO-	The portrait of Mahatma Gandhi, the multidirectional lines, and an electrotype mark showing the denominational numeral 50 appear in this section and these can be viewed better when the banknote is held against light.	Machine readable windowed demetalised clear text magnetic security thread with inscriptions "₹,₹,₹" and RBI which fluoresces in yellow on both sides under U.V. light – width 1.4 mm. The Intaglio Printing i.e. raised prints is more prominent in the name of the Bank in Hindi and English, the Reserve Bank Seal, guarantee and promise clause, Ashoka Pillar Emblem on the left, RBI Governor's signature. A square in intaglio on the left of the watermark window with increased depth of engraving helps the visually impaired to identify the denomination. Optical fibres are in dual colour. The small floral design printed both on the front (hollow) and back (filled up) of the banknote in the middle of the vertical band next to the watermark window has an accurate back-to-back registration so that the numeral appears as one when seen against the light.	Year of printing is incorporated at the printing stage on the reverse of the banknote.
IV. Rs.100 notes				
1967	157 x 7 mm	Ashoka Pillar	Blue colour. Numeral 100 appears prominently in center. Ashoka Pillar emblem on the right.	Vertical panel of 14 Indian languages on left. Hirakud Dam in the background in a circular frame.
1969	-DO-	-DO-	Blue colour and promise clause, Guarantee clause and Governor's signature in bilingual.	Picture of Mahatma Gandhi in a sitting posture with Sevagram Ashram in the background in a circular frame.
1975	-DO-	Ashoka Pillar with spinning wheels.	Intaglio deep blue with hues of blue, brown, pink and dark green. Numeral 100 in dark blue. Watermark window light blue. RBI's name, promise clause, Guarantee clause and Governor's signature in bilingual. Language scroll on left and Ashoka Pillar emblem on right. Printing bleeds off on all sides except at corners.	Intaglio deep blue and brown shade of corn, agricultural operations, Tea plantation and hydroelectric power project. 'Watermark' window is surrounded by an ornamental design, which is in perfect register with similar design on the obverse.



1979	-DO-	-DO-	One side intaglio blue, red and deep green, Tints of reddish and yellowish green shade. '₹, 1/2', '₹, 1/2' below Ashoka Pillar emblem.	Dry-offset. Black and maroon colours. Tint design in greenish blue and brownish shades.
1996	-DO-	Portrait of Mahatma Gandhi with multidirectional lines in the watermark window.	Printed with the combination of offset and intaglio process. Overall colour is predominantly grey and green. Portrait of Mahatma Gandhi. A windowed security thread partly visible from the front but totally embedded inside. Letters "₹, 100" and 'RBI' printed on the thread. A small black solid triangle in intaglio on left hand side of the watermark to help the visually impaired to identify the denomination of the note.	Central theme depicts a panoramic view of the Kanchangunga range with floral patterns above and filigree patterns on the sides. The value of note appears in 15 languages on the left hand side.
2005	-DO-	The portrait of Mahatma Gandhi, the multidirectional lines, and an electrotype mark showing the denominational numeral 100 appear in the section and these can be viewed better when the banknote is held against light.	Machine readable windowed demetalised clear text magnetic security thread with inscriptions "₹, 100" and RBI on notes of Rs.100 with exclusive colour shift. Colour of the thread shall shift from green to blue when viewed from different angles. It will fluoresce in yellow on the reverse and the text will fluoresce on the obverse under U.V. light – width – 2 m.m. The intaglio Printing i.e. raised prints is more prominent in the name of the Bank in Hindi and English, the Reserve Bank Seal, guarantee and promise clause, Ashoka Pillar Emblem on the left, RBI Governor's signature. A triangle in intaglio on the left of the watermark window with increased depth of engraving helps the visually impaired to identify the denomination. Optical fibres are in dual colour. The small floral design printed both on the front (hollow) and back (filled up) of the banknote in the middle of the vertical band next to the watermark window has an accurate back-to-back registration so that the numeral appears as one when seen against the light.	Year of printing is incorporated at the printing stage on the reverse of the banknote.



V. Rs.500 notes				
1967	167 x 73 mm.	Ashoka Pillar with spinning wheels.	Printed by dry offset and intaglio process. Background colours in peacock blue, ochre and green. Portrait of Mahatma Gandhi, Ashoka Pillar emblem, Promise clause & language panel are printed in intaglio. Five black horizontal relief lines in intaglio on the left side of the watermark to help the visually impaired to identify the denomination of the note.	Background showing rising sun. Background colours in deep green, orange and sky blue. Mahatma Gandhi leading a group of people.
1997	-DO-	Portrait of Mahatma Gandhi with the Multidirectional lines in the watermark window.	Printed by offset and intaglio process. Colour scheme is predominantly in yellow, green, mauve and brown. Mahatma Gandhi's portrait. RBI legend guarantee and promise clauses, Ashoka Pillar inset and Governor's signature are in intaglio. A windowed security thread, partly visible from the front but totally embedded inside. Letters "₹" and RBI are printed on the thread. Green vertical band behind the Mahatma Gandhi portrait where latent image of 500 is printed. A small black solid circle in intaglio on the left hand side of the watermark to help the visually impaired to identify the denomination of the note.	Mahatma Gandhi leading a group of people in brown colour with floral patterns appearing above and filigree patterns on each side of this theme. A vertical panel of 15 languages appear on the left. All the above features are in intaglio.
2000	-DO-	-DO-	The colours are predominantly yellow, mauve and brown. Mahatma Gandhi's portrait is in light brown. Numeral 500 printed in Optically Variable Ink (OVI) in Green to Blue colour shift. Except these changes, other designs are same as of 1997 series notes.	The design is the same as is on the 1997 series note.



2005	-DO-	The portrait of Mahatma Gandhi, the multidirectional lines, and an electrotype mark showing the denominational numeral 500 appear in this section and these can be viewed better when the banknote is held against light.	Machine readable windowed demetalised clear text magnetic security thread with inscriptions "₹ 500" and RBI on notes of Rs.500 with exclusive colour shift. Colour of the thread shall shift from green to blue when viewed from different angles. It will fluoresce in yellow on the reverse and the text will fluoresce on the obverse under U.V. light – width – 3 m.m. The intaglio Printing i.e. raised prints is more prominent in the name of the Bank in Hindi and English, the Reserve Bank Seal, guarantee and promise clause, Ashoka Pillar Emblem on the left, RBI Governor's signature. A circle in intaglio on the left of the watermark window with increased depth of engraving helps the visually impaired to identify the denomination. Optical fibres are in dual colour. The small floral design printed both on the front (hollow) and back (filled up) of the banknote in the middle of the vertical band next to the watermark window has an accurate back-to-back registration so that the numeral appears as one when seen against the light.	Year of printing is incorporated at the printing stage on the reverse of the banknote.
VI. Rs.1000/- notes				
2000	177 x 73 mm	Portrait of Mahatma Gandhi with multidirectional lines in the watermark window.	Colour is generally pink (light peach colour with grey offset background). Mahatma Gandhi's portrait is brown in colour. Mahatma Gandhi's portrait, numeral 1000, ₹ 1000, RBI seal, RBI legend, guarantee and promise clause, Governor's signature are in intaglio printing. Left hand number panel in red colour and right hand number panel in blue colour. Numeral 1000 printed in Optically Variable Ink (OVI) in Green to Blue colour shift. Optically variable (colour shifting) windowed security thread with magnetic property and containing text '₹ 1000 RBI'. Green vertical band behind the Mahatma Gandhi portrait where latent image of 1000 is printed. A small black solid diamond shape mark in intaglio on the left hand side of the watermark to help the visually impaired to identify the denomination of the note.	The theme depicts the overall development of the Indian economy in three colour intaglio. The 15 language panel is on the left side.



2005	-DO-	<p>The portrait of Mahatma Gandhi, the multidirectional lines, and an electrotype mark showing the denominational numeral 1000 appear in this section and these can be viewed better when the banknote is held against light.</p>	<p>Machine readable windowed demetalised clear text magnetic security thread with inscriptions "₹,₹,₹" and RBI on notes of Rs.1000 with exclusive colour shift. Colour of the thread shall shift from green to blue when viewed from different angles. It will fluoresce in yellow on the reverse and the text will fluoresce on the obverse under U.V. light –width- 3 m.m. The Intaglio Printing i.e. raised prints is more prominent in the name of the Bank in Hindi and English, the Reserve Bank Seal, guarantee and promise clause, Ashoka Pillar Emblem on the left, RBI Governor's signature. A diamond in intaglio on the left of the watermark window with increased depth of engraving helps the visually impaired to identify the denomination. Optical fibres are in dual colour. The small floral design printed both on the front (hollow) and back (filled up) of the banknote in the middle of the vertical band next to the watermark window has an accurate back to back registration so that the appears as one when seen against the light.</p>	<p>Year of printing is incorporated at the printing stage on the reverse of the banknote.</p>
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MODEL POLICY

- **CHEQUE COLLECTION**
- **GRIEVANCES REDRESSAL**
- **COMPENSATION**
- **COLLECTION OF DUES AND REPOSSESSION OF SECURITY**



1. Introduction

Keeping in view the technological progress in payment and settlement systems and the qualitative changes in operational systems and processes that have been undertaken by a number of banks, the Reserve Bank of India had, with effect from 1st November 2004, withdrawn its earlier instructions to commercial banks on (i) Immediate Credit of local/outstation cheques, (ii) Time Frame for Collection of Local / Outstation Instruments and (iii) Interest Payment for Delayed Collection. The withdrawal of these mandatory guidelines was expected to enable market forces of competition to come into play to improve efficiencies in collection of cheques and other instruments. This collection policy of our Bank is a reflection of our on-going efforts to provide better service to our customers and set higher standards for performance. The policy is based on principles of transparency and fairness in the treatment of customers. The bank is committed to increased use of technology to provide quick collection services to its customers. This policy document covers the following aspects:

- Collection of cheques and other instruments payable locally, at centres within India and abroad.
- Our commitment regarding time norms for collection of instruments.
- Policy on payment of interest in cases where the bank fails to meet time norms for realization of proceeds of outstation instruments.
- Our policy on dealing with collection instruments lost in transit.

2. Arrangements for Collection:

Branches will receive the cheque for collection/clearing throughout the business hours.

2.1. Local Cheques

All cheques and other Negotiable Instruments payable locally would be presented through the clearing system prevailing at the centre. Cheques deposited at branch counters and in collection boxes within the branch premises before the specified cut-off time will be presented for clearing on the same day. Cheques deposited after the cut-off time in collection boxes outside the branch premises including off-site ATMs will be presented in the next clearing cycle. As a policy, bank would give credit to the customer account on the day clearing settlement takes place. Withdrawal of amounts so credited would be permitted as per the cheque return schedule of the clearinghouse at the centre. Wherever applicable, facility of high-value clearing (same day credit) will be extended to customers.

The respective branches will display the cut-off time for receipt of cheques to be sent in clearing on the same day in their premises. The cut-off time for collection of cheque from drop boxes installed at off-site ATM will be displayed on the face of the drop boxes. Accordingly, cut-off time for receipt of high value clearing and receipt of cheque for payment to Government account like Income Tax etc., will also be displayed in the branches.

The Bank branches situated at centres where no clearing house exists, would present local cheques on drawee banks across the counter and it would be the bank's endeavour to credit the proceeds at the earliest.

Local cheques drawn on our CBS branches will be credited in the customers account on the day.

2.2. Outstation Cheques



Cheques drawn on other banks at outstation centres will normally be collected through bank's branches at those centres. Where the bank does not have a branch of its own, the instrument would be directly sent for collection to the drawee bank or collected through a correspondent bank. The bank would also use the National Clearing services offered by the Reserve Bank of India at centres where such collection services exist.

Cheques drawn on bank's own branches at outstation centres will be collected using the inter-branch arrangements in vogue. The collection of outstation cheques drawn on CBS branches of our network and other banks CBS network will be as under:

- i. Cheques drawn on Bank's own Core banking enabled branches.
The Branches which are connected through a centralized processing arrangement and are offering anywhere banking services to its customers will provide same day credit to its customers in respect of outstation instruments drawn on any of its branches in the CBS network.
- ii. Outstation cheques drawn on other bank's network.
MCC-CBS cheques of other Bank deposited by customers for clearance will be presented in clearing as per clearing schedule if that particular bank on which cheque is drawn is having a branch on that centre. Credit will be afforded in customer's account on the day clearing house credits our Bankers account.

2.3 **Cheques payable in Foreign Countries**

“The Bank will endeavour to provide the credit to its Customers at the earliest. The time norms for collection and return of the instruments varies from country to country and place to place within the country where a ‘cooling period’ is prescribed. The due date for providing credit is calculated and taken as one more week from date of notional credit in NOSTRO account plus the cooling period prescribed for the country. E.g. Cooling period for instruments drawn

- on New York, USA is 6 working days
- on other centers in the USA is 15 working days
- on London, UK is 5 working days
- on other centers in the UK is 15 working days

However, the maximum period for affording credit for cheques payable in foreign countries will be 25 working days or one calendar month whichever is higher (subject to holidays in these countries).”

The Bank may consider providing upfront credit by purchasing the instrument, if the conduct of the account has been satisfactory in the past, for a charge at its sole discretion. Alternatively, the customer may utilize the Final Credit Service, provided by certain correspondents of our Bank on payment of a fee, which gives return free credit subject to certain conditions.

2.4 **Immediate Credit of Local / Outstation Cheques / Instruments:**

The Branches / extension counters of the bank will consider providing immediate credit for outstation cheques / instruments up to the aggregate value of Rs.20,000/- tendered for collection by individual account holders subject to *satisfactory conduct* of such accounts for a period not less than 6 months. Immediate credit will be provided against such collection instruments at the specific request of the customer or as per prior arrangement.

The facility of immediate credit would also be made available in respect of local cheques at centres where no formal clearing house exists.



The facility of immediate credit will be offered on Savings Bank / Current / Cash Credit Accounts of the customers. For extending this facility there will not be any separate stipulation of minimum balance in the account.

The Bank has devised special pay-in-slip (Form No.291) in which customers desiring to avail the facility are required to tender the cheque along-with said pay-in-slip duly filled up and signed.

Under this policy, instruments like Interest / Dividend warrants shall be treated on par with cheques.

In the event of dishonor of cheque against which immediate credit was provided, interest shall be recoverable from the customer for the period the bank remained out of funds at the rate applicable for overdraft limits to individual customers.

For the purpose of this Policy, a *satisfactorily conducted* account shall be the one

- a) Opened at least six months earlier and complying with KYC norms.
- b) Conduct of which has been satisfactory and bank has not noticed any irregular dealings.
- c) Where no cheques / instruments for which immediate credit was afforded returned unpaid for financial reasons
- d) Where the bank has not experienced any difficulty in recovery of any amount advanced in the past including cheques returned after giving immediate credit.

The Bank shall levy normal collection charges and out of pocket expenses while providing immediate credit against outstation instruments tendered for collection. Exchange charges applicable for cheque purchase will not, however be charged.

The Branches will display the gist of the scheme of immediate credit of outstation cheques on their notice board for knowledge of the customers. This will also be displayed on Bank's web-site.

Apart from providing immediate credit of Rs.20,000/- for outstation cheques to customers, immediate credit for extended amount is also available for the following special accounts:

- | | | |
|--|---|---------------|
| i. Baroda Premium Current Account | - | Rs. 50,000/- |
| ii. Baroda Privilege Current Account | - | Rs.1,50,000/- |
| iii. Baroda Centenary Savings Bank Account | - | Rs 25,000/- |
| iv. Baroda Subh Savings Bank Account | - | Rs. 25,000/- |

The branches may consider providing higher amount of immediate credit in respect of prepaid instruments and those issued by government undertakings, reputed companies after ascertaining the genuineness of the instruments.

2.5 Purchase of local/outstation cheques

The Bank may, at its discretion, purchase local/outstation cheque tendered for collection at the specific request of the customer or as per prior arrangement. Besides satisfactory conduct of account, the standing of the drawer of the cheque will also be a factor considered while purchasing the cheque.

3. Time Frame for Collection of Local / Outstation Cheques / Instruments:



For local cheques presented in clearing credit will be afforded as on the date of settlement of funds in clearing and the account holder will be allowed to withdraw funds as per return clearing norms in vogue.

Cheques / Instruments presented in high value clearing (with the minimum value of Rs.1 lac) shall be credited on the same day (applicable only in areas covered by high value / same day clearing).

For cheques and other instruments sent for collection to centres within the country the following time norms shall be applied:

- a) Cheques presented at any of the four major Metro Centres (New Delhi, Mumbai, Kolkata and Chennai) and payable at any of the other three centres: Maximum period of 7 days.
- b) Metro Centres and State Capitals (other than those of North Eastern States and Sikkim): Maximum period of 10 days.
- c) In all other Centres: Maximum period of 14 days.
- d) Cheques **drawn on Foreign Countries**: The maximum period for affording credit will be 25 working days or 1 calendar month whichever is higher (subject to holidays in these countries).

The above time norms are applicable irrespective of whether cheques/ instruments are drawn on the bank's own branches or branches of other banks.

The dishonored instruments will be returned/dispatched to customers within 24 Hours

4. Payment of Interest for delayed Collection of Outstation Cheques sent for collection within India.

As part of the compensation policy of the bank, the Bank will pay interest to its customer on the amount of collection instruments in case there is delay in giving credit beyond the time period mentioned above. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

Interest for delayed collection shall be paid at the following rates:

- a) Savings Bank rate for the period of delay beyond 7/10 days as the case may be up to 14 days in collection of outstation cheques.
- b) Where the delay is beyond 14 days but up to 90 days interest will be paid at the rate applicable to term deposit for the respective period.
- c) In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding Term Deposit rate.
- d) In the event the proceeds of cheque under collection are to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.

It may be noted that interest payment as given above would be applicable only for instruments sent for collection within India.

5. Payment of Interest for delayed Collection of Outstation Cheques sent for collection to foreign countries.



The Bank will pay interest to its customers on account of collection of outstation instruments sent for collection to foreign countries, where there is delay in giving credit beyond the stipulated time norms prescribed in the policy.

Interest for delayed collections will be payable at the following rates:-

- (a) Savings Bank rate for the period of delay beyond 25 working days or one calendar month whichever is higher (subject to holidays in these countries).
- (b) In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding Term Deposit rate applicable to domestic deposits.
- (c) In the event the proceeds of cheque under collection are to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.

6. Cheques / Instruments lost in transit / in clearing process or at paying bank's branch:

In the event a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank's branch, the bank shall immediately on coming to know of the loss, bring the same to the notice of the account holder so that the account holder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonoured due to non-credit of the amount of the lost cheques / instruments. The bank would provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

In line with the compensation policy of the bank, the bank will compensate the account holder in respect of instruments lost in transit in the following way:

- a) In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (7/10/14 days as the case may be) interest will be paid for the period exceeding the stipulated collection period at the rates specified above.
- b) In addition, bank will pay interest on the amount of the cheque for a further period of 15 days at Savings Bank rate to provide for likely further delay in obtaining duplicate cheque/instrument and collection thereof.
- c) The bank would also compensate the customer for any reasonable charges he/she incurs in getting duplicate cheque/instrument upon production of receipt, in the event the instrument is to be obtained from a bank/ institution who would charge a fee for issue of duplicate instrument. The charges incurred for making stop payment of the lost cheque by the customer with the Paying Bank will be compensated by the Bank.
- d) In the cases where cheque is lost after it has been discounted, Bank will not recover the interest for a period of 15 days when it comes to know about the loss of the instrument. This will give ample time to the borrower to obtain duplicate instrument from the drawer. In case borrowers fail to liquidate the account after lapse of 15 days, the interest at contractual rate will be recovered from them till the amount advanced is fully paid.



The bank shall not be liable to compensate customers for delayed credit if some unforeseen event (including but not limited to civil commotion, sabotage, lockout, strike or other labour disturbances, accident, fires, natural disasters or other “Acts of God”, war, damage to the bank’s facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation, etc.) beyond the control of the bank, prevents it from performing its obligations within the specified service delivery parameters.

8. Charging of Interest on cheques returned unpaid where Instant Credit was given:

If a cheque sent for collection for which immediate credit was provided by the bank is returned unpaid, the value of the cheque will be immediately debited to the account. The customer will not be charged any interest from the date immediate credit was given to the date of return of the instrument unless the bank had remained out of funds on account of withdrawal of funds. Interest where applicable would be charged on the notional overdrawn balances in the account had credit not been given initially.

If the proceeds of the cheque were credited to the Savings Bank Account and was not withdrawn, the amount so credited will not qualify for payment of interest when the cheque is returned unpaid. If proceeds were credited to an overdraft/loan account, interest shall be recovered at the rate of 2% above the interest rate applicable to the overdraft/loan from the date of credit to the date of reversal of the entry if the cheque/instrument were returned unpaid to the extent the bank was out of funds.



1. Introduction

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity. As a service organization, customer service and customer satisfaction is the prime concern of the bank. The bank believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism helps in identifying shortcomings in product features and service delivery. The bank's policy on grievance redressal follows the under noted principles.

- ❖ Customers be treated fairly at all times
- ❖ Complaints raised by customers are dealt with courtesy and on time
- ❖ Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints.
- ❖ Bank will treat all complaints efficiently and fairly as they can damage the bank's reputation and business if handled otherwise.
- ❖ The bank employees work in good faith and without prejudice to the interests of the customer.

In order to make bank's redressal mechanism more meaningful and effective, a structured system has been built up towards such end. This system ensures that the redressal sought is just and fair within the given frame-work of rules and regulation. The policy document would be made available at all branches. All the employees of the Bank will be made aware about the Complaint handling process.

1.1 The customer complaint arises due to:

- a. The attitudinal aspects in dealing with customers
- b. Inadequacy of the functions/arrangements made available to the customers or gaps in standards of services expected and actual services rendered.

The customer is having full right to register his complaint if he is not satisfied with the services provided by the bank. He can give his complaint in writing, orally or over telephone/e-mail. If customer's complaint is not resolved within given time or if he is not satisfied with the solution provided by the bank, he can approach Banking Ombudsman with his complaint or other legal avenues available for grievance redressal.

2. Internal Machinery to handle Customer complaints/ grievances

2.1 Customer Service Committee of the Board

This sub-committee of the Board would be responsible for formulation of a Comprehensive Deposit Policy incorporating the issues such as the treatment of death of a depositor for operations of his account, the product approval process and the annual survey of depositor satisfaction and the triennial audit of such services. The Committee would also examine loan policy and service issues for the individual as a borrower and any other issues having a bearing on the quality of customer service rendered. This Committee would also review the functioning of Standing Committee on Customer Service.

2.2 Standing Committee on Customer Service



The Standing Committee on Customer Service will be chaired by the Managing Director/ Executive Director of the bank. Besides two to three senior executives of the bank, the committee would also have two to three eminent non-executives drawn from the public as members. The committee would have the following functions.

- ❖ Evaluate feed-back on quality of customer service received from various quarters. The committee would also review comments/feed-back on customer service and implementation of commitments in the Code of Bank's Commitments to Customers received from BCSBI.
- ❖ The Committee would be responsible to ensure that all regulatory instructions regarding customer service are followed by the bank. Towards this, the committee would obtain necessary feed-back from Zonal/Regional Managers/ functional heads.
- ❖ The committee also would consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice.
- ❖ The complaints related to non compliance of the Codes of the Banking Codes and Standards Board of India and remedial action taken by the Bank will be put up to the Standing Committee on Customer Services in their periodical meetings.
- ❖ The committee would submit report on its performance to the customer service committee of the board at quarterly intervals.

2.3 Redressal of complaints: Nodal Officer and other designated officials to handle complaints and grievances.

To enable the customers to voice their grievances or offer suggestions for improvement in customer service, "Customer Day" is observed at all the offices of the Bank across the organization covering branches, Regional / Zonal Offices and Head Office, on 15th of every month (next day, if 15th is a holiday or half day).

In case of any complaint, the matter may be first brought to the notice of concerned Branch Manager for immediate redressal. If the complaint is not redressed to the satisfaction of the customer, the matter may be taken up with the Regional Manager / Zonal Manager concerned. The Bank has also nominated concerned Regional Manager as Nodal Officer for handling the complaint grievances in respect of the branches under their jurisdiction.

If the complainant still feels unsatisfied with the responses received, he/she can address the complaint to the bank's Nodal Officer at Head Office designated to deal with customers' complaints / grievance giving full details of the case on the below mentioned address :

Shri K. V. Vachhrajani
The General Manager (Operation & Services)
Bank of Baroda, Head Office, Tel.: (0265) 2363001 – 2361852 (PBX)
Suraj Plaza-I, 8th Floor, Fax: (0265) 2362914
Sayajigunj, Maganwadi,
Vadodara-390 005
(Gujarat) India.

After exhausting all the above machinery / channels, if the customer is not satisfied, he/she may write to Chairman & Managing Director of the Bank.



It is mandatory for the bank to provide;

- ❖ Appropriate arrangement for receiving complaints and suggestions.
- ❖ The name, address and contact number of Nodal Officer(s)
- ❖ Contact details of Banking Ombudsman of the area
- ❖ Code of bank's commitments to customers/Fair Practice code

4. Resolution of Grievances

The Branch Manager will be responsible for the resolution of complaints/grievances in respect of customer's service by the branch. He would be responsible for ensuring closure of all complaints received at the branches. It will be his foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he should be provided with alternate avenues to escalate the issue. If the branch manager feels that it is not possible at his level to solve the problem he can refer the case to Regional or Zonal Office for guidance. Similarly, if Regional or Zonal office finds that they are not able to solve the problem such cases may be referred to the Nodal Officer.

In case the Bank has rejected the complaint or the complainant had not received any reply within a period of one month after the bank received his representation or complainant is not satisfied with the reply given to him then he/she may lodge complaint with the Banking Ombudsman, whose name & address is displayed in the branches. The Banking Ombudsman scheme is also displayed on our website.

4.1 Time frame

The Complaints are seen in the right perspective because they indirectly reveal a weak spot in the working of the bank. The Complaints received are analyzed from all possible angles. We shall endeavour to redress the complaint within 21 days from the date of receipt of the complaint. In case, we require more time to redress the complaint in respect of exceptional cases, we inform the same to the customer and an interim reply will be sent. Branch manager should try to resolve the complaint within specified time frames, decided by the bank. All complaints will be acknowledged immediately on receipt.

The Branch and Zonal Office will send action taken report on complaints received to the head office at the end of every month.

5. Interaction with customers

The bank recognizes that customer's expectation/requirement/grievances can be better appreciated through personal interaction with customers by bank's staff. Structured customer meets, say once in a month will be organised to give a message to the customers that the bank cares for them and values their feed back/suggestions for improvement in customer service. Many of the complaints arise on account of lack of awareness among customers about bank services and such interactions will help the customers appreciate banking services better. As for the bank the feed back from customers would be valuable input for revising its product and services to meet customer requirements.

6. Sensitizing operating staff on handling complaints

The Staff will be properly trained for handling complaints. With an open mind and a smile on the face of the staff, services will be provided. It would be the responsibility of the Nodal Officer to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. He will be giving feed back on training needs of staff at various levels to the HR Dept.



MODEL COMPENSATION POLICY

Introduction

Technological progress in payment and settlement systems and the qualitative changes in operational systems and processes that have been undertaken by various players in the market have enabled market forces of competition to come into play to improve efficiencies in providing better service to the users of the system. It will be the bank's endeavor to offer services to its customers with best possible utilization of its technology infrastructure. Withdrawal of the Reserve Bank of India instructions to banks on time frame for collection of outstation cheques, payment of interest on delayed collection of outstation cheques/instruments, with effect from 1st November 2004, had offered bank further opportunities to increase its efficiency for better performance. This Compensation policy of the bank is therefore, designed to cover areas relating to unauthorized debiting of account, payment of interest to customers for delayed collection of cheques/instruments, payment of cheques after acknowledgement of stop payment instructions, remittances within India, foreign exchange services, lending, etc. The policy is based on principles of transparency and fairness in the treatment of customers.

The objective of this policy is to establish a system whereby the bank compensates the customer for any financial loss he/she might incur due to deficiency in service on the part of the bank or any act of omission or commission directly attributable to the bank. By ensuring that the customer is compensated without having to ask for it, the bank expects instances when the customer has to approach Banking Ombudsman or any other Forum for redressal to come down significantly.

It is reiterated that the policy covers only compensation for financial losses which customers might incur due to deficiency in the services offered by the bank which can be measured directly and as such the commitments under this policy are without prejudice to any right the bank will have in defending its position before any forum duly constituted to adjudicate banker-customer disputes.

1. Unauthorised / Erroneous Debit:

If the bank has raised an unauthorized/erroneous direct debit to an account, the entry will be reversed immediately on being informed of the erroneous debit, after verifying the position. In the event the unauthorized/erroneous debit has resulted in a financial loss for the customer by way of reduction in the minimum balance applicable for payment of interest on savings bank deposit or payment of additional interest to the bank in a loan account, the bank will compensate the customer for such loss. Further, if the customer has suffered any financial loss incidental to return of a cheque or failure of direct debit instructions due to insufficiency of balance on account of the unauthorized/erroneous debit, the bank will compensate the customer to the extent of such financial losses.

In case verification of the entry reported to be erroneous by the customer does not involve a third party, the bank shall arrange to complete the process of verification within a maximum period of 7 working days from the date of reporting of erroneous debit. In case, the verification involves a third party, the bank shall complete the verification process within a maximum period of one month from the date of reporting of erroneous transaction by the customer.



Erroneous transaction reported by the customers in respect of credit card operations which require reference to a merchant establishment will be handled as per rules laid down by card association.

However, the Bank will ensure that wrong bills are not raised and issued to customers. In case, a customer protests any bill, the bank will provide explanation and, if necessary, documentary evidence to the customer within a maximum period of sixty days with a spirit to amicably redress the grievances.

2. ECS direct debits/other debits to accounts

The bank will undertake to carry out direct debit/ ECS debit instructions of customers in time. In the event the bank fails to meet such commitments customer will be compensated to the extent of any financial loss the customer would incur on account of delay in carrying out the instruction/failure to carry out the instructions.

The bank would debit the customer's account with any applicable service charge as per the schedule of charges notified by the bank. In the event the bank levies any charge in violation of the arrangement, the bank will reverse the charges when pointed out by the customer subject to scrutiny of agreed terms and conditions. Any consequential financial loss to the customer will also be compensated.

Where it is established that the bank had issued and activated a credit card without written consent of the recipient, the bank would not only reverse the charges immediately but also pay a penalty without demur to the recipient amounting to twice the value of charges reversed.

3. Payment of Cheques after Stop Payment Instructions:

In case a cheque has been paid after stop payment instruction is acknowledged by the bank, the bank shall reverse the transaction and give value-dated credit to protect the interest of the customer. Any consequential financial loss to the customer will be compensated as provided under para 1 above. Such debits will be reversed within 2 working days of the customer intimating the transaction to the bank.

4. Foreign Exchange Services:

Cheques payable at foreign centres where the bank has branch operations (or banking operations through a subsidiary, etc.) will be collected through that office. The services of correspondent banks will be utilized in country/centres where the correspondent has presence. Cheques drawn on foreign banks at centres where the bank or its correspondents do not have direct presence will be sent direct to the drawee bank with instructions to credit proceeds to the respective Nostro Account of the bank maintained with one of the correspondent banks. The Bank will endeavour to provide the credit to its Customers at the earliest depending upon realisation received from the paying/correspondent bank and cooling period prescribed for various countries. However, the maximum period for affording credit for cheques payable in foreign countries will be 25 working days or one calendar month whichever is higher.

However, the Bank may consider providing upfront credit by purchasing the instrument, if the conduct of the account has been satisfactory in the past, for a charge at its sole discretion. Alternatively, the customer may utilize the Final Credit Service, provided by certain correspondents of our Bank on payment of a fee, which gives return free credit subject to certain conditions.



Payment of Interest for delayed Collection of Outstation Cheques sent for collection to foreign countries.

The Bank will pay interest to its customers on account of collection of outstation instruments sent for collection to foreign countries, where there is delay in giving credit beyond the stipulated time norms prescribed in the policy.

Interest for delayed collections will be payable at the following rates:-

- a). Savings Bank rate for the period of delay beyond 25 working days or one calendar month whichever is higher (subject to holidays in these countries).
- b). In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding Term Deposit rate applicable to domestic deposits.
- c). In the event the proceeds of cheque under collection are to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.

The Customer will also be compensated for any possible loss on account of adverse movement in foreign exchange rate.

5. Remittances in India:

The compensation on account of delays in collection of instruments would be as indicated in the bank's collection policy which is reproduced below for information:

“Payment of Interest for delayed Collection of Outstation Cheques:

As part of the compensation policy of the bank, the bank will pay interest to its customer on the amount of collection instruments in case there is delay in giving credit beyond the time period mentioned above. Such interest shall be paid without any demand from customers in all types of accounts. There shall be no distinction between instruments drawn on the bank's own branches or on other banks for the purpose of payment of interest on delayed collection.

Interest for delayed collection shall be paid at the following rates:

- a) Savings Bank rate for the period of delay beyond 7/10 days as the case may be up to 14 days in collection of outstation cheques.
- b) Where the delay is beyond 14 days interest will be paid at the rate applicable to for term deposit for the respective period.
- c) In case of extraordinary delay, i.e. delays exceeding 90 days interest will be paid at the rate of 2% above the corresponding Term Deposit rate.
- d) In the event the proceeds of cheque under collection was to be credited to an overdraft/loan account of the customer, interest will be paid at the rate applicable to the loan account. For extraordinary delays, interest will be paid at the rate of 2% above the rate applicable to the loan account.

It may be noted that interest payment as given above would be applicable only for instruments sent for collection within India.

The bank's compensation policy for financial loss suffered by the customers due to loss of instrument after it has been handed over to the bank for collection by the customer would also be as indicated in our collection policy. The same is extracted below for information:



“Cheques / Instruments lost in transit / in clearing process or at paying bank’s branch:

In the event a cheque or an instrument accepted for collection is lost in transit or in the clearing process or at the paying bank’s branch, the bank shall immediately on coming to know of the loss, bring the same to the notice of the accountholder so that the accountholder can inform the drawer to record stop payment and also take care that cheques, if any, issued by him / her are not dishonoured due to non-credit of the amount of the lost cheques / instruments. The bank would provide all assistance to the customer to obtain a duplicate instrument from the drawer of the cheque.

The bank the bank will compensate the accountholder in respect of instruments lost in transit in the following way:

- a) In case intimation regarding loss of instrument is conveyed to the customer beyond the time limit stipulated for collection (7/10/14 days as the case may be) interest will be paid for the period exceeding the stipulated collection period at the rates specified above.
- b) In addition, bank will pay interest on the amount of the cheque for a further period of 15 days at Savings Bank rate to provide for likely further delay in obtaining duplicate cheque/instrument and collection thereof.
- c) The charges incurred for making stop payment of the lost cheque by the customer with the Paying Bank will be compensated by the Bank.
- d) The bank would also compensate the customer for any reasonable charges he/she incurs in getting duplicate cheque/instrument upon production of receipt, in the event the instrument is to be obtained from a bank/ institution who would charge a fee for issue of duplicate instrument.

6. Violation of the Code by banks agent

In the event of receipt of any complaint from the customer that the bank’s representative / courier or DSA has engaged in any improper conduct or acted in violation of the Code of Bank’s Commitment to Customers which the bank has adopted voluntarily, bank shall take appropriate steps to investigate and to handle the complaint and to compensate the customer for financial losses, if any.

7. Transaction of “at par instruments” of Co-operative Banks by Commercial Banks

As the full pre-funding of the account is obtained to the extent of the aggregate amount of instruments to be presented for payment under ‘At Par’ facility from our client, the Bank will honour all the cheques issued ‘At Par’ under the arrangement and will also be responsible to compensate the cheque holder for non payment/delayed payment of cheques in absence of adequate funding arrangement.

8. Force Majeure

The bank shall not be liable to compensate customers for delayed credit if some unforeseen event (including but not limited to civil commotion, sabotage, lockout, strike or other labour disturbances, accident, fires, natural disasters or other “Acts of God”, war, damage to the bank’s facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation, etc.) beyond the control of the bank, prevents it from performing its obligations within the specified service delivery parameters.



MODEL POLICY ON COLLECTION OF DUES AND REPOSSESSION OF SECURITY

Introduction:

The debt collection policy of the bank is built around dignity and respect to customers. Bank will not follow policies that are unduly coercive in collection of dues. The policy is built on courtesy, fair treatment and persuasion. The bank believes in following fair practices with regard to collection of dues and repossession of security and thereby fostering customer confidence and long-term relationship.

The repayment schedule for any loan sanctioned by the bank will be fixed taking into account paying capacity and cash flow pattern of the borrower. The bank will explain to the customer upfront the method of calculation of interest and how the Equated Monthly Installments (EMI) or payments through any other mode of repayment will be appropriated against interest and principal due from the customers. The bank would expect the customers to adhere to the repayment schedule agreed to and approach the bank for assistance and guidance in case of genuine difficulty in meeting repayment obligations.

Bank's Security Repossession Policy aims at recovery of dues in the event of default and is not aimed at whimsical deprivation of the property. The policy recognizes fairness and transparency in repossession, valuation and realization of security. All the practices adopted by the bank for follow up and recovery of dues and repossession of security will be inconsonance with the law. We may record the minutes of the discussions held with the borrower. In case, no compromise/agreement is reached with the borrower, the Bank shall set in motion the procedure regarding repossession of the securities.

2. General Guidelines:

All the members of the staff or any person authorized to represent our bank in collection or/and security repossession would follow the guidelines set out below:

The customer would be contacted ordinarily at the place of his/her choice and in the absence of any specified place, at the place of his/her residence and if unavailable at his/her residence, at the place of business/occupation.

Identity and authority of persons authorized to represent bank for follow up and recovery of dues would be made known to the borrowers at the first instance. The bank staff or any person authorized to represent the bank in collection of dues or/and security repossession will identify himself / herself and display the authority letter issued by the bank upon request.

The bank would respect privacy of its borrowers.

The bank is committed to ensure that all written and verbal communication with its borrowers will be in simple business language and bank will adopt civil manners for interaction with borrowers.

Normally the bank's representatives will contact the borrower between 0700 hrs and 1900 hrs, unless the special circumstance of his/her business or occupation requires the bank to contact at a different time.



Borrower's requests to avoid calls at a particular time or at a particular place would be honored as far as possible.

The bank will document the efforts made for the recovery of dues and the copies of communication set to customers, if any, will be kept on record.

All assistance will be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.

Inappropriate occasions such as bereavement in the family or such other calamitous occasions will be avoided for making calls/visits to collect dues.

3. Giving notice to borrowers

While written communications, telephonic reminders or visits by the bank's representatives to the borrowers place or residence will be used as loan follow up measures, the bank will not initiate any legal or other recovery measures including repossession of the security without giving due notice in writing. As stipulated in SARFAESI Act prior notice of 60 days is given to the borrower in writing for repossession of security. Bank will follow all such procedures as required under law for recovery/repossession of security.

4. Repossession of Security

Repossession of security is aimed at recovery of dues and not to deprive the borrower of the property. The recovery process through repossession of security will involve repossession, valuation of security and realization of security through appropriate means. All these would be carried out in a fair and transparent manner. Repossession will be done only after issuing the notice as detailed above. Due process of law will be followed while taking repossession of the property. The bank will take all reasonable care for ensuring the safety and security of the property after taking custody, in the ordinary course of the business.

5. Valuation and Sale of Property

Valuation and sale of property repossessed by the bank will be carried out as per law and in a fair and transparent manner. As stipulated in SARFAESI Act prior notice of 30 days is given in writing to the borrower before auction /effecting sale of the security and informing the venue and time of auction /sale. The bank will have right to recover from the borrower the balance due if any, after sale of property. Excess amount if any, obtained on sale of property will be returned to the borrower after meeting all the related expenses provided the bank is not having any other claims against the customer. Bank has right to exercise general lien.

6. Opportunity for the borrower to take back the security

As indicated earlier in the policy document, the bank will resort to repossession of security only for the purpose of realization of its dues as the last resort and not with intention of depriving the borrower of the property. Accordingly bank may consider handing over possession of the property to the borrower within one week's time, provided the bank dues are cleared in full. If satisfied with the genuineness of borrower's inability to pay the loan installments as per the schedule, which resulted in the repossession of security, the bank may consider handing over the property after receiving the installments in arrears. However, this would be subject to the bank being convinced of the arrangements made by the borrower to ensure timely repayment of remaining installments in future.



Display No. 17

BANKING CODES AND
STANDARDS BOARD OF
INDIA



Banking Codes and Standards Board of India

Introduction

This is a voluntary Code, which sets minimum standards of banking practices for banks to follow when they are dealing with individual customers. It provides protection to you and explains how banks are expected to deal with you for your day-to-day operations.

In the Code, 'you' denotes the customer and 'we', the bank the customer deals with.

1 Objectives of the Code

- a. promote good and fair banking practices by setting minimum standards in dealing with you;
- b. increase transparency so that you can have a better understanding of what you can reasonably expect of the services;
- c. encourage market forces, through competition, to achieve higher operating standards;
- d. promote a fair and cordial relationship between you and your bank;
- e. Foster confidence in the banking system.

1.1 Application of Code

Unless it says otherwise, all parts of this Code apply to all the products and services listed below, whether they are provided by branches or subsidiaries across the counter, over the phone, by post, through interactive electronic devices, on the internet or by any other method. However, all products discussed here may or may not be offered by all banks.

- a. Current accounts, savings account, term deposits, recurring deposit PPF accounts and all other deposit accounts.
- b. Payment services such as pension, payment orders, remittances by way of Demand Drafts and wire transfers.
- c. Banking services related to Government transactions.
- d. Demat accounts, equity, government bonds.
- e. Indian currency notes exchange facility.
- f. Collection of cheques, safe custody services, safe deposit locker facility
- g. Loans and overdrafts.
- h. Foreign exchange services including money changing.
- i. Third party insurance and investment products sold through our branches.
- j. Card products including credit cards, debits cards, ATM cards and services (including credit cards offered by our subsidiaries/companies promoted by us).

2 Key Commitments

2.1 Our key commitments to you

2.1.1 To Act Fairly And Reasonably In All Our Dealings With You By:

- a. Providing minimum banking facilities of receipt and payment of cash/ cheques at the bank's counter.



- b. Meeting the commitments and standards in this Code, for the products and services we offer, and in the procedures and practices our staff follow.
- c. Making sure our products and services meet relevant laws and regulations in letter and spirit.
- d. Ensuring that our dealings with you rest on ethical principles of integrity and transparency.
- e. Operating secure and reliable banking and payment systems.

2.1.2 To Help You To Understand How Our Financial Products And Services Work By:

- a. Giving you information about them in any one or more of the following languages: Hindi, English or the appropriate local language.
- b. Ensuring that our advertising and promotional literature is clear and not misleading
- c. Ensuring that you are given clear information about our products and services, the terms and conditions and the interest rates/service charges, which apply to them.
- d. Giving you information on what are the benefits to you, how you can avail of the benefits, what are their financial implications and whom you can contact for addressing your queries and how.

2.1.3 To Help You Use Your Account Or Service By:

- 1. Providing you regular appropriate updates.
- 2. Keeping you informed about changes in the interest rates, charges or terms and conditions.

2.1.4 To Deal Quickly And Sympathetically With Things That Go Wrong By:

- a. Correcting mistakes promptly and canceling any bank charges that we apply due to our mistake.
- b. Handling your complaints promptly.
- c. Telling you how to take your complaint forward if you are still not satisfied (see para No. 7).
- d. Providing suitable alternative avenues to alleviate problems arising out of technological failures.

2.1.5 To Treat All Your Personal Information as Private and Confidential

We will treat all your personal information as private and confidential subject to matters mentioned in para number 5 below.

2.1.6 To Publicize the Code We will

- a. provide you(existing customer) with a copy of the Code
- b. provide you (new customer) with a copy of the Code when you open your account;
- c. make this Code available on request either over the counter or by electronic communication or mail;
- d. make available this Code at every branch and on our website; and
- e. Ensure that our staff is trained to provide relevant information about the Code and to put the Code into practice.

2.1.7 To adopt and practice a Non - Discrimination Policy

We will not discriminate on the basis of age, race, gender, marital status, religion or disability.



3 Information

You can get information on interest rates, common fees and charges through any one of the following:

- a. Looking at the notices in our branches ;
- b. Phoning our branches or help-lines;
- c. Looking on our website;
- d. Asking our designated staff/help desk ;or
- e. Referring to the service guide/Tariff Schedule.

3.1 Before You Become a Customer we will:

1. give you clear information explaining the key features of the services and products you tell us you are interested in;
2. give you information on any type of products and services which we offer and that may suit your needs;
3. tell you if we offer products and services in more than one way [for example, through ATMs, on the Internet, over the phone, in branches and so on] and tell you how to find out more about them;
4. tell you what information we need from you to prove your identity and address, for us to comply with legal, regulatory and internal policy requirements.

3.2 When You Become a Customer we will:

- a) give you more information on the key features of the product, including applicable interest rates/ fees and charges;
- b) give you extra information on your rights and responsibilities especially regarding availing of nomination facility offered on all deposit accounts, articles in safe custody and safe deposit vaults;
- c) Automatically register your name under 'Do Not Call ' Service. We will not inform/extend to you through telephone calls/SMSs/ emails any new product /service unless and until you inform us in writing that you consent to avail of this information/ service.

3.3 Interest Rates

We will give you information on

- a. the interest rates which apply to your accounts, both deposit and loan.
- b. when we will pay interest on your deposits, or charge interest on your loan accounts.
- c. how we apply interest to your account and method of calculation of interest.

Changes in interest rates

We will inform you when we change interest rates on our products.



3.4 Tariff Schedule

Fees & Charges

- a) We will display in our branches:
 - i. a notice about the Tariff Schedule and that you can ask to see this free of cost ;
 - ii. a list of services which are rendered free of charge.
 - iii. a notice incorporating charges leviable for non maintenance of minimum balances in the savings bank account, collection of outstation cheques, issue of Demand Draft and cheques books, account statement , account closure and charges for deposit/withdrawal at ATM locations.
- b) We will give you details in our Tariff Schedule of any charges applicable to the products and services chosen by you .
- c) We will also provide you information about the penalties liable in case of non-observance/violation of any of the terms and conditions governing the product/ services chosen by you.

Changes in Fees & Charges

If we increase any of these charges or introduce a new charge, it will be notified one month prior to the revised charges being levied / becoming effective.

3.5 Terms and Conditions

- a. When you become a customer or avail of a product/ service for the first time, we will advise you the relevant terms and conditions for the service you have asked us to provide.
- b. All terms and conditions will be fair and will set out respective rights especially with regard to nomination facility and liabilities & obligations clearly and as far as possible in plain and simple language.

3.6 Changes to Terms and Conditions

- a. When you become a customer, we will tell you of changes to terms and conditions through any of the following channels :-
 - i. Account statements/ Pass book
 - ii. ATMs
 - iii. Notice Board at each branch
 - iv. Internet, including email and website
 - v. Newspaper
- b. Normally, changes will be made with prospective effect giving notice of one month (**15 days BFPC**).
- c. If we have made any change without notice we will notify the change within **30 days (15 days- BFPC)** . If such change is to your disadvantage, you may within **60 (30 days BFPC)**days and without notice close your account or switch it without having to pay any extra charges or interest.
- d. If we have made a major change or a lot of minor changes in any one year, we will, on request give you a copy of the new terms and conditions or a summary of the changes.



4 Advertising , Marketing and Sales

- a. We will make sure that all advertising and promotional material is clear, and not misleading.
- b. In any advertising in any media and promotional literature that draws attention to a banking service or product and includes a reference to an interest rate, we will also indicate whether other fees and charges will apply and that full details of the relevant terms and conditions are available on request .
- c. If we avail of the services of third parties for providing support services, we will require that such third parties handle your personal information (if any available to such third parties) with the same degree of confidentiality and security as we would.
- d. We may, from time to time, communicate to you various features of our products availed by you. Information about our other products or promotional offers in respect of our products/services, will be conveyed to you only if you have given your consent to receive such information/ service either by mail or by registering for the same on our website or on our phone banking/customer service number.
- e. We have prescribed a code of conduct for our Direct Selling Agencies (DSAs) whose services we may avail to market our products/ services which amongst other matters requires them to identify themselves when they approach you for selling our products personally or through phone.
- f. In the event of receipt of any complaint from you that our representative/courier or DSA has engaged in any improper conduct or acted in violation of this Code, we shall take appropriate steps to investigate and to handle the complaint and to make good the loss.

5 Privacy and Confidentiality

We will treat all your personal information as private and confidential [even when you are no longer a customer], and shall be guided by the following principles and policies. We will not reveal information or data relating to your accounts, whether provided by you or otherwise, to anyone, including other companies entities in our group, other than in the following exceptional cases:

- a. If we have to give the information by law
- b. If there is a duty towards the public to reveal the information
- c. If our interests require us to give the information (for example, to prevent fraud) but we will not use this as a reason for giving information about you or your accounts [including your name and address] to anyone else, including other companies in our group, for marketing purposes
- d. If you ask us to reveal the information, or if we have your permission
- e. If we are asked to give a banker's reference about you, we will need your written permission before we give it.
- f. We, will explain to you the extent of your rights under the existing legal framework for accessing the personal records that we hold about you
- g. We will not use your personal information for marketing purposes by anyone including ourselves unless you specifically authorize us to do so.

5.1 Credit Reference Agencies

1. When you open your account, we will tell you when we may pass your account details to credit reference agencies and the checks we may make with them.



2. We may give information to credit reference agencies about the personal debts you owe us if:
 - i. You have fallen behind with your payments;
 - ii. The amount owed is not in dispute; and
 - iii. You have not made proposals we are satisfied with for repaying your debt, following our formal demand
 - a) In these cases, we will intimate you in writing that we plan to give information about the debts you owe us to credit reference agencies. At the same time, we will explain to you the role of credit reference agencies and the effect the information they provide can have on your ability to get credit.
 - b) We may give credit reference agencies other information about the day-to-day running of your account if you have given us your permission to do so.
 - c) We will provide you with a copy of the information that we have given to the credit reference agencies about you, or provide their leaflets that explain how credit referencing works.

6 Collection of Dues

Whenever we give loans, we will explain to you the repayment process by way of amount, tenure and periodicity of repayment. However if you do not adhere to repayment schedule, a defined process in accordance with the laws of the land will be followed for recovery of dues. The process will involve reminding you by sending you notice or by making personal visits and/or repossession of security if any.

Our collection policy is built on courtesy, fair treatment and persuasion. We believe in fostering customer confidence and long-term relationship. Our staff or any person authorized to represent us in collection of dues or/and security repossession will identify himself/herself and display the authority letter issued by us and upon request display(ing) to you his/ her identity card issued by the bank or under authority of the bank. We will provide you with all the information regarding dues and will endeavor to give sufficient notice for payment of dues.

All the members of the staff or any person authorised to represent our bank in collection or/and security repossession would follow the guidelines set out below:

- a. You would be contacted ordinarily at the place of your choice and in the absence of any specified place at the place of your residence and if unavailable at your residence, at the place of business/occupation.
- b. Identity and authority to represent would be made known to you at the first instance.
- c. Your privacy would be respected.
- d. Interaction with you would be in a civil manner
- e. Normally our representatives will contact you between 0700 hrs and 1900 hrs, unless the special circumstances of your business or occupation require otherwise.
- f. Your requests to avoid calls at a particular time or at a particular place would be honored as far as possible.
- g. Time and number of calls and contents of conversation would be documented.



- h. All assistance would be given to resolve disputes or differences regarding dues in a mutually acceptable and in an orderly manner.
- i. During visits to your place for dues collection, decency and decorum would be maintained.
- j. Inappropriate occasions such as bereavement in the family or such other calamitous occasions would be avoided for making calls/visits to collect dues.

6.1 Security Repossession Policy Statement:

We will follow a security repossession policy in consonance with the law. A copy of the policy will be made available on request.

7 Complaints, Grievances and Feedback

7.1 Internal Procedures

- a. If you want to make a complaint, we will tell you
 - i. How to do this
 - ii. Where a complaint can be made
 - iii. How a complaint should be made
 - iv. When to expect a reply
 - v. Whom to approach for redressal
 - vi. What to do if you are not happy about the outcome.
 - vii. Our staff will help you with any questions you have.
- b. When you become a customer, we will tell you where to find details of our procedure for handling complaints fairly and quickly.
- c. If your complaint has been received in writing, we will endeavour to send you an acknowledgement/ a response within a week. If your complaint is relayed over phone at our designated telephone helpdesk or customer service number we shall provide you a complaint reference number and keep you informed of the progress within a reasonable period of time.
- d. After examining the matter, we will send you our final response or explain why we need more time to respond and shall endeavour to do so within six weeks of receipt of your complaint and will tell you how to take your complaint further if you are still not satisfied.

7.2 Banking Ombudsman Service

- a. We will display on our website and in all our branches a notice explaining that we are covered by the Banking Ombudsman Scheme, 2006 of the Reserve Bank of India. Copy will be made available on request at a nominal charge.
- b. Within 30 days (**60 days BFPC**) of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Banking Ombudsman appointed by Reserve Bank of India under Banking Ombudsman Scheme, 2006. Salient features of the Banking Ombudsman Scheme are displayed in the branch notice boards and the scheme itself is displayed on our website. Our staff would explain the procedure in this regard.



8. Products and Services

8.1 Deposit Accounts

You may open different type of accounts with us such as, savings accounts, term deposits, current accounts including 'No Frills' Account etc with us. You may open such accounts in the following styles)

- i. Single
- ii. Joint
- iii. Joint (Either or Survivor)
- iv. Joint (Former or Survivor)
- v. Joint (Latter or Survivor)
- vi. Or in any other style

The above may be opened by you with or without nomination facility. We will explain the implications of the foregoing accounts as also the nomination facilities at the time of opening of the account.

We will also inform you about liquid deposit facility, sweep account and similar types of products offered by us and their implications and procedures involved, at the time of opening of account.

Account Opening and Operation of Deposit Accounts Before opening any deposit account,

we will

- a. carry out due diligence as required under "Know Your Customer" (KYC) guidelines of the bank ;
- b. ask you to submit or provide necessary documents or proofs to do so;
- c. obtain only such information to meet with our KYC, Anti Money Laundering or any other statutory requirements . In case any additional information is asked for, it will be sought separately and we will specify the objective of obtaining such additional information. Providing such information will be voluntary;
- d. provide the account opening forms and other material to you. The same will contain details of essential information required to be furnished and documents to be produced for verification and/or for record for meeting the KYC requirements;
- e. explain the procedural formalities and provide necessary clarifications sought by you while opening a deposit account;
- f. at the time of opening of the account, make available to you the details of the insurance cover in force under the insurance scheme, subject to certain limits and conditions offered by the Deposit Insurance and Credit Guarantee Corporation of India (DICGC);

Changing your account

- a. If you are not happy about your choice of current or savings account (except for term deposit account) within 14 days of making your first payment into the account , we will help you switch to another of our accounts or we will give your money back with any interest it may have earned. We will ignore any notice period and any extra charges.



- b. If you decide to close your current/savings account we will close your account within five working days of receiving your instructions.
- c. If you want to transfer your account to another branch of our bank we will do so. Your account at the new branch will be operationalised within two weeks of receiving your request, subject to your complying with the required KYC formalities at the new branch. We will intimate you as soon as the account is operationalized. The new branch will be provided with information on your standing instructions/direct debits if any.
- d. We will cancel any bank charges you would have to pay as a result of any mistake or unnecessary delay by us when you transfer your current account to or from us.

8.1.1 Savings/Current Accounts

When you open a Deposit Account, we will

- a. inform you about number of transactions, cash withdrawals, etc., that can be done free of charge within a given period;
- b. inform you about the kind of charges, if any, in case of exceeding such limits. Details of the charges will be included in the Tariff Schedule;
- c. inform you of the rate at which interest is paid on your savings deposits, how it is calculated and its periodicity.

Minimum balance

The minimum balance to be maintained in the Saving Bank account will be displayed in our branches.

For deposit products like Savings Bank Account and Current Account or any other type of Deposit Account, we will inform you

- a. about minimum balances to be maintained as part of terms and conditions governing operation of such accounts;
- b. about charges which will be levied in case of failure to maintain minimum balance in the account by you. Details of the charges will be included in the Tariff Schedule.

Charges

Specific charges for issue of cheque books, additional/duplicate statement of accounts, duplicate pass book, copies of paid cheques, folio charges, debit card, ATM card, verification of signature, return of cheque for insufficient balance, change in mandate or style of account etc., will be included in our Tariff Schedule. Concessions or relief given (such as perpetual waiver of renewal fee on lifetime credit cards) will not be withdrawn during the original validity period of the concession/relief.

Statements

To help you manage your account and check entries in it, we will provide you with a monthly statement of account, unless this is not appropriate for the type of account you have [like an account where you have a passbook].

- a. You can ask us to provide you with account statements more often than is normally available on your type of account, at a charge. This charge will be indicated in the Tariff Schedule.



- b. You will be able to see your last few transactions at the counter. You will also be able to see the transactions on ATM or through your Internet account wherever such facilities are available with us.
- c. We will also send you statement of accounts by e-mail, or through our secure Internet banking service, if you so desire, provided we have such facility with us.

8.1.2 Term Deposits

Premature Withdrawal of Term Deposit

We will

- a. inform you the procedure for withdrawal of term deposit before maturity;
- b. disclose the interest rates policy for premature withdrawal of term deposit.

Renewal of Overdue Term Deposits

We will tell you the interest rate applicable in case you renew the deposits after the date of maturity.

Advances against Deposits

We will explain facility of loan/overdraft available against term deposits.

8.1.3 'No Frills' Account

We will make available a basic banking 'No Frills' Account either with 'nil' or very low minimum balances. The charges applicable for various services/ products in such an account will be indicated in a separate Tariff Schedule. The nature and number of transactions in such accounts may be restricted, which will be made known to you at the time of opening of the account in a transparent manner.

8.1.4 Accounts of Minors

We will tell you if enquired how a minor can open a Deposit Account and how it can be operated.

8.1.5 Special Accounts

We will make our best efforts to make it easy and convenient for our special customers like senior citizens, physically challenged persons and illiterate persons to bank with us. This will include making convenient policies, products and services for such applicants and customers.

We will inform the procedure for opening of the account and other terms and conditions to blind /other physically challenged persons provided he/she calls on the Bank personally along with a witness who is known to both such person and the bank.

Normally no cheque book facility is provided to illiterate persons and blind persons. However, to meet periodic repayment of retail loans, utility bills etc., we will consider issuing of cheque book with safeguards to protect your interest.



8.1.6 Dormant/ Inoperative Accounts

We will

- a. tell you when you open your account, what period of inoperation of the account would render your account being classified as dormant/ inoperative account. You will also be informed three months before your account is classified as dormant, inoperative or treated as unclaimed account and the consequences including the charges for reactivation thereof as per the Tariff Schedule;
- b. tell you the procedure to be followed if you want to activate the account .

8.1.7 Closing Your Account

Under normal circumstances, we will not close your account without giving you at least 30 days notice. Examples of circumstances, which are not 'normal', include improper conduct of account etc. In all such cases, you will be required to make alternate arrangements for cheques already issued by you and desist from issuing any fresh cheques on such account.

8.2 Clearing Cycle / Collection Services

We will

- a. tell you about the clearing cycle for local instruments and the outstation instruments including details such as when you can withdraw money after lodging collection instruments and when you will be entitled to earn delayed interest as per our Cheque Collection Policy.
- b. provide details, if we offer immediate credit for outstation cheques, including the applicable terms and conditions, such as the limit up to which instruments tendered by you can be credited, operating accounts satisfactorily, etc.
- c. proceed as per our cheque collection policy and provide all assistance for you to obtain a duplicate cheque/instrument in case a cheque instrument tendered by you is lost in transit
- d. give the above information when you open your account and whenever you ask us. If there is any change in our policy, the revised policy will be displayed on our website and at all our branches.

8.3 Cash Transactions

We will accept cheques/ cash and dispense cash at counters wherever your account is maintained. We will exchange soiled/mutilated notes and/ or small coins at such of our branches as per RBI Directives.

For transactions above a specified amount we may require you to furnish your PAN Number.



8.3.1 Direct debits and standing instructions

We will

- a. at the time of opening the account tell you how direct debits/standing instructions work and how you may record/cancel them and the charges connected with them. Charges will be levied as per the Tariff Schedule as amended from time to time;
- b. act upon mandates given by you for direct debits [say Electronic Clearing Service (ECS)] and other standing instructions. In case of any delay or failure in executing the mandate resulting in financial loss or additional cost, we will compensate as per the compensation policy of the bank. If the mandate cannot be executed due to insufficient balance in your account, we will levy charges as per the Tariff Schedule as amended from time to time;
- c. send a remittance advice to the recipient of the remittance at the time of making the remittance in case of Electronic Clearing Service (ECS) when we act as an agent of the remitter;
- d. refund your account with interest as soon as it is determined that it is unauthorisedly/erroneously debited from your account under a direct debit and compensate you as per the compensation policy of the bank;

8.4 Stop Payment Facility

We will

- a. accept stop payment instruction from you in respect of cheques issued by you. Immediately on receipt of your instructions we will give acknowledgement and take action provided these cheques have not already been cleared by us.
- b. levy charges, if any, and the same will be included in the Tariff Schedule as amended from time to time.
- c. In case a cheque has been paid after stop payment instructions are acknowledged, we will reimburse and compensate you as per the compensation policy of the bank.

8.5 Cheques / Debit instructions issued by you

We will

- a. keep original cheques/debit instructions paid from your account or copies or images of the same, for such periods as required by law;
- b. give you the cheque /debit instruction or a copy thereof as evidence as long as records are available with us. If there is a dispute about a cheque paid/debit instructions from your account, in case the request is made within a period of one year, no charge will be levied and beyond a period of one year charges will be levied as per the Tariff Schedule;
- c. tell you how we will deal with unpaid cheques and out-of-date [stale] cheques. We will charge for the cheques returned unpaid for want of balance in the account. The details of charges to be levied will be included in the Tariff Schedule as amended from time to time.

8.6 Branch closure/ shifting

If we plan to close our branch or if we move our branch, we will give you

- a. notice of three months if there is no other branch of any bank functioning at your centre and inform you how we will continue to provide banking services to you;



b. notice of two months , if there is a branch of any other bank functioning at your centre.

8.7 Settlement of claims in respect of Deceased Account holders

8.7.1 We will follow a simplified procedure for settlement of accounts of deceased accounts holders.

- a. Accounts with survivor/nominee clause** In case of a deposit account of a deceased depositor where the depositor had utilized the nomination facility and made a valid nomination or where the account was opened with the survivorship clause ("either or survivor", or "anyone or survivor", or "former or survivor" or "latter or survivor"), the payment of the balance in the deposit account to the survivor(s)/nominee of a deceased deposit account holder will be made provided
- i. the identity of the survivor(s)/nominee(s) and the fact of the death of the account holder, is established through appropriate documentary evidence;
 - ii. there is no order from the competent court restraining the bank from making the payment from the account of the deceased; and
 - iii. it has been made clear to the survivor(s) / nominee that he would be receiving the payment from the bank as a trustee of the legal heirs of the deceased depositor, i.e., such payment to him shall not affect the right or claim which any person may have against the survivor(s) / nominee to whom the payment is made.

The payment made to the survivor(s) / nominee, subject to the foregoing conditions, would constitute a full discharge of the bank's liability. In such cases, payment to the survivor(s) / nominee of the deceased depositors will be made without insisting on production of succession certificate, letter of administration or probate, etc., or obtaining any bond of indemnity or surety from the survivor(s)/nominee, irrespective of the amount standing to the credit of the deceased account holder.

b. Accounts without the survivor/nominee clause

In case where the deceased depositor had not made any nomination or for the accounts other than those styled as "either or survivor" (such as single or jointly operated accounts), we will adopt a simplified procedure for repayment to legal heir(s) of the depositor keeping in view the imperative need to avoid inconvenience and undue hardship to the common person.

Keeping in view our risk management systems, we will fix a minimum threshold limit, for the balance in the account of the deceased depositors, up to which claims in respect of the deceased depositors could be settled without insisting on production of any documentation other than a letter of indemnity.

c. Premature Termination of term deposit accounts

In the case of term deposits, we will incorporate a clause in the account opening form itself to the effect that in the event of the death of the depositor, premature termination of term deposits would be allowed. The conditions subject to which such premature withdrawal would be permitted would also be specified in the account opening form. Such premature withdrawal would not attract any penal charge.



d. Treatment of flows in the name of the deceased depositor

In order to avoid hardship to the survivor(s) / nominee of a deposit account, we will obtain appropriate agreement / authorization from the survivor(s) / nominee with regard to the treatment of pipeline flows in the name of the deceased account holder. In this regard, we will consider adopting either of the following two approaches:

We could be authorized by the survivor(s) / nominee of a deceased account holder to open an account styled as 'Estate of Shri _____, the Deceased' where all the pipeline flows in the name of the deceased account holder could be allowed to be credited, provided no withdrawals are made.

OR

We could be authorized by the survivor(s) / nominee to return the pipeline flows to the remitter with the remark "Account holder deceased" and to intimate the survivor(s) / nominee accordingly. The survivor(s) / nominee / legal heir(s) could then approach the remitter to effect payment through a negotiable instrument or through ECS transfer in the name of the appropriate beneficiary.

8.7.2 Time limit for settlement of claims

We will endeavor to settle the claims in respect of deceased depositors and release payments to survivor(s) / nominee(s) within a period not exceeding 15 days from the date of receipt of the claim subject to the production of proof of death of the depositor and suitable identification of the claim(s), to the bank's satisfaction.

8.8 Safe Deposit Lockers

We will give you the complete details of the rules and the procedures applicable for the safe deposit lockers and also safe deposit of valuables, in case we offer the service.

8.9 Foreign Exchange Services

- a. When you buy or sell foreign exchange, we will give you information on the services, details of the exchange rate and other charges which apply to foreign exchange transactions. If this is not possible, we will tell you how these will be worked out.
- b. If you want to transfer money abroad, we will tell you how to do this and will give you:
 - i. A description of the services and how to use them;
 - ii. Details of when the money you have sent abroad should get there and the reasons for delays, if any.
 - iii. The exchange rate applied when converting to the foreign currency (if this is not possible at the time of the transaction, we will let you know later what the rate is);
 - iv. Details of any commission or charges, which you will have to pay and a warning that the person receiving the money may also, have to pay the foreign bank's charges.



- v. We will tell you if the information provided by you for making a payment abroad is adequate or not. In case of any discrepancies or incomplete documentation, we will advise you immediately and assist you to rectify/complete the same.
- vi. If money is transferred to your bank account from abroad, we will tell you the original amount received and charges if any levied. If the sender has agreed to pay all charges, we will not take any charges when we pay the money into your account.
- vii. We will guide you about regulatory requirements or conditions relating to foreign exchange services offered by us as and when requested by you.
- viii. In case of delay beyond the day when the amount is due for credit, you will be compensated (a) for any loss on account of interest for due period beyond the due date and (b) also for adverse movement of forex rate as per the compensation policy of the bank.
- ix. All certificates required to be issued under regulatory/statutory instructions will be issued free of charge.

8.10 Remittances within India

If you want to remit money within India we will inform you how to effect and will

- a. give description of services and how to use them;
- b. suggest to you the best way to send the money to suit your needs;
- c. disclose the details of all charges including commission that you will have to pay for the service as per the Tariff Schedule as amended from time to time.

In case of any delay we will compensate you as per the compensation policy of the bank for the loss/additional expenses incurred by you.

8.11 Lending

Before we lend you any money or increase your overdraft, credit card limit or other borrowing, we will assess whether you will be able to repay it.

If we cannot help you, we will communicate in writing the reason(s) for rejection where the amount of loan applied for does not exceed Rupees Two Lakhs. If you want us to accept a guarantee or other security from someone for your liabilities, we may ask you for your permission to give confidential information about your finances to the person giving the guarantee or other security, or to their legal adviser. We will also

- a. encourage them to take independent legal advice to make sure that they understand their commitment and the possible consequences of their decision(where appropriate, the documents we ask them to sign will contain this recommendation as a clear and obvious notice);
- b. tell them that by giving the guarantee or other security they may become liable instead of, or as well as, you; and
- c. tell them what their liability will be .



8.11.1 Loan Products

Applications for loans and their processing

1. At the time of sourcing a loan product, we will provide information about the, interest rates applicable, as also the fees/charges, if any, payable for processing, pre-payment options and charges if any and any other matter which affects the interest of the borrower, so that a meaningful comparison with those of other banks can be made and informed decision can be taken by you.
2. Normally all particulars required for processing the loan application will be collected by us at the time of application. In case we need any additional information we will contact you immediately.
3. We will convey you the credit limit along with the terms and conditions thereof..
4. We will supply authenticated copies of all the loan documents executed by you at our cost along with a copy each of all enclosures quoted in the loan document on request;
5. We will not discriminate on grounds of sex, caste and religion in the matter of lending. However, this does not preclude us from instituting or participating in schemes framed for different sections of the society.
6. We will process request for transfer of borrowal account, either from the borrower or from a bank/financial institution, in the normal course.

8.12 Guarantee

When you are considering to be a guarantor to a loan, we will tell you about

1. your liability as guarantor;
2. the amount of liability you will be committing yourself to the bank;
3. circumstances in which we will call on you to pay up your liability;
4. whether we have recourse to your other monies in the bank if you fail to pay up as a guarantor;
5. whether your liabilities as a guarantor are limited to a specific quantum or are they unlimited; and
6. time and circumstances in which your liabilities as a guarantor will be discharged as also the manner in which we will notify you about this

We will keep you informed of any material adverse change/s in the financial position of the borrower to whom you stand as a guarantor.

8.13 General Information

We will:

- a. Give you information explaining the key features of our loan and credit card products including applicable fees and charges while communicating the sanction of the loan/credit card



- b. Advise you what information/documentation we need from you to enable you to apply. We will also, advise you what documentation we need from you with respect to your identity, address, employment etc., and any other document that may be stipulated by statutory authorities (e.g. PAN details), in order to comply with legal and regulatory requirements
- c. Verify the details mentioned by you in the credit card application by contacting you at your residence and / or on business telephone numbers and / or physically visiting your residence and/or business addresses through agencies appointed by us for this purpose, if deemed necessary by us.
- d. If we offer you an overdraft, or an increase in your existing overdraft limit, we will tell you if your overdraft is repayable on demand or otherwise. We will,if required also advise about the method of calculation of overdrawn amount thereof and also the computation of interest on overdue loan amount .

8.14 Credit card

8.14.1 General information

- a. While you apply for card, we will explain the relevant terms and conditions such as fees and interest charges, billing and payment, method of computation of overdues renewal and termination procedures, and any other information that you may require to operate the card.
- b. We will advise you of our targeted turn around time while you are availing / applying for a product / service.
- c. We will send a service guide/member booklet giving detailed terms and conditions, losses on your account that you may be liable if your card is lost / misused and other relevant information with respect to usage of your card along with your first card.
- d. If you do not recognize a transaction, which appears on your card statement, we will give you more details if you ask us. In cases, where we do not accept your contention we will give you evidence that you had authorized the transaction, in question.

8.14.2 Issuance of Credit Card / PIN

1. We will dispatch your credit card /PIN only to the mailing address mentioned by you or to the alternate address provided by you (if we are unable to deliver at the mailing address) through courier / post. Alternatively, if you desire we shall deliver your credit card/PIN at our branches after due identification.
2. We may also issue deactivated (not ready to use) credit card if we consider your profile appropriate for issuing credit card and such deactivated card will become active only after you take steps for activation as required and subject to such other conditions as may be specified.
3. We will extend a loan/credit facility/enhance credit limit on your card only with your consent.
4. PIN (personal identification number) whenever allotted, will be sent to you separately at your mailing address.



8.14.3 Credit card statements

1. To help you manage your credit card account and check details of purchases/cash drawings using the credit card, we will offer you free of cost a facility to receive credit card transaction details either via monthly mail and , if you so desire also through the internet. Credit card statement will be dispatched on a predetermined date of every month free of cost at your mailing address
2. In the event of non-receipt of this information, we expect you to get in touch with us so that we can arrange to resend the details to enable you to make the payment and highlight exception, if any in a timely manner.
3. We will let you know / notify changes in schedule of fees and charges and terms and conditions. Normally, changes (other than interest rates and those which are a result of regulatory requirements) will be made with prospective effect giving notice of at least one month. The changes will be notified along with the monthly statement of account or copy thereof .

9 Protecting Your Accounts

9.1 Secure and Reliable Banking and Payment Systems

We will co-operate as an industry so that you enjoy secure and reliable banking and payment systems you can trust. We will install CCTV for close surveillance as part of security arrangements.

9.2 Keeping Us Up To Date

Please make sure you let us know as soon as possible when you change your:

1. Name;
2. Address;
3. Phone number; or
4. E-mail address (if this is how we communicate with you).

9.3 Checking Your Account

- a. We recommend that you check your statement or passbook regularly. If there is an entry, which seems to be wrong, you should tell us as soon as possible so that we can investigate the same. Regular checks on direct debits and standing orders will help you be sure the money is going where you want it to.
- b. If we need to investigate a transaction on your account, you should co-operate with us and with the police/ other investigative agencies if we need to involve them.

9.4 Taking Care

The care of your cheques, passbook, cards, PINs and other security information by you, is essential to help prevent fraud and protect your accounts. Please make sure that you follow the advice given below:



- a. Do not
 - i. keep your cheque book and cards together;
 - ii. keep the blank cheque leaves signed;
 - iii. allow anyone else to use your card, PIN, password or other security information;
 - iv. write down or record your PIN, password or other security information;
 - v. give your account details password or other security information to anyone.

- b. Always
 - i. write clearly the name of the person you are paying the cheque to, if you send cheque through the post, it will help to prevent fraud. We will recommend that you write such cheques for instance with carbon paper on the reverse to avoid chemical alterations;
 - ii. choose your new PIN carefully ,if you change your PIN ;
 - iii. memorize your PIN, password and other security information, and destroy the written communication if any of the same as soon as you receive it;
 - iv. take reasonable steps to keep your card safe in your personal custody and your PIN, password and other security information secret at all times;
 - v. keep your card receipts safe and dispose them off carefully
 - vi. write on the cheque the name of the account holder [ABC Bank Account - XYZ], if you are paying a cheque into a bank account .You should draw a line through unused space on the cheque so unauthorized person cannot add extra numbers or names.

- c. We will advise you what you can do to protect your card/ cheque book from misuse

- d. In the event your cheque book, passbook or ATM/Debit card has been lost or stolen, or that someone else knows your PIN or other security information, we will, on your notifying us, take immediate steps to try to prevent these from being misused.

- e. It is essential that you tell us as soon as you can if you suspect or discover that your cheque book, passbook, card has been lost or stolen or someone else knows your PIN, password or other security information.

- f. You could tell us about the loss by phone at our 24 hour toll free number given to you and send us a written confirmation to that effect immediately. Alternatively, you may advise us by email to the address we have given you for this purpose.

- g. **You may be liable for misuses until the time that we have been notified.**

9.5 Internet Banking

Online banking is safe and convenient as long as you take a number of simple precautions. Please make sure you follow the advice given below:

- a. Visit our Internet banking site directly. Avoid accessing the site through a link from another site or an email and verify the domain name displayed to avoid spoof websites.
- b. Ignore any e-mail asking for your password or PIN and inform us of the same for us to investigate the same. Neither the police nor we will ever contact you to ask you to reveal your online banking or payment card PINs, or your password information.



- c. We advise you not to use cyber cafés /shared PCs to access our Internet banking site.
- d. We advise you to update your PC with latest anti-virus and spy ware software regularly. You may install security programmes to protect against hackers, virus attacks or malicious 'Trojan Horse' programmes. A suitable firewall installed in a computer to protect your PC and its contents from outsiders on the Internet is recommended.
- e. Disable the 'File and Printing Sharing' feature on your operating system.
- f. Log off your PC when not in use
- g. Do not store your ID/PIN in the Internet Explorer Browser
- h. Check your account and transaction history regularly
- i. Follow our advice - our websites are usually a good place to get help and guidance on how to stay safe online.

9.6 Canceling Payments

If you want to cancel a payment or series of payments you have authorised, you should do the following:

- a. To stop payment of a cheque or cancel standing instruction given, or a direct debit you must tell us in writing
- b. To cancel a direct debit, you inform us. We recommend that you inform the originator of the direct debit also.
- c. It may not be possible to cancel payments if you do not give notice of your decision to cancel.
- d. Cancellation of credit card payments will be subject to other terms and conditions as may be stipulated.

9.7 Liability for Losses

- a. If you act fraudulently, you will be responsible for all losses on your account. If you act without reasonable care, and this causes losses, you may be responsible for them.
- b. Unless you have acted fraudulently or without reasonable care, your liability for the misuse of your card will be limited to the amount stipulated in the terms and conditions governing the issue of the card.
- c. You may be liable for misuses on account of loss of your PIN or compromise of your password or of other secured information until the time that we have been notified and we have taken steps to prevent misuse.

10. Monitoring

The Banking Codes and Standards Board of India whose directors include members of the Governing Council monitor the Code. The contact details are as follows:

The Banking Codes and Standards Board of India
Reserve Bank of India Building,
C-7 , 4th floor , Bandra Kurla Complex,
Mumbai-400051
Telephone: 26573716 ; Fax: 26573719
Email : ceo.bcsbi@rbi.org.in ; Website: www.bcsbi.org.in



11. Getting Help

If you have any enquiries about the Code, you should contact us at our designated telephone helpdesk or customer service number or contact the Indian Banks' Association at the following address.

Indian Banks' Association
Stadium House, Block II & III
Veer Nariman Road, Mumbai 400 020
Tel. No. 022-22844999 Fax: 022-22835638
Email: ibastadium@vsnl.net Website: www.iba.org.in

Or, contact the Banking Codes and Standards Board of India at the address above.

11.1 We will have notices in all our branches and on our website explaining that copies of the Code are available and how you can get one and that we will make a copy available to you on request.

12 Review of the Code

This Code will be reviewed within a period of three years. The review will be undertaken in a transparent manner.

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Annex: Glossary

These definitions explain the meaning of words and terms used in the Code. They are not precise legal or technical definitions.

ATM

An automated teller machine [ATM] is a machine in which a customer can use their card along with PIN to get cash, information and other services.

Banking Ombudsman

An independent dispute resolution authority set up by the Reserve Bank to deal with disputes that individuals and small business have with their banks.

Card

A general term for any plastic card, which a customer may use to pay for goods and services or to withdraw cash. In this Code, it includes debit, credit, or ATM cards.

Credit Card

A Credit Card is a plastic card with a credit facility, which allows you to pay for goods and services or to withdraw cash

Cheque Collection Policy

Cheque Collection Policy refers to the policy followed by a bank in respect of the various local cheques and outstation instruments deposited with the bank for credit to an account . The policy interalia deals with

- cheque purchase requests
- time frame for credit of cheques



- payment of interest in case of delay in collection of cheques
- instant credit of local and outstation cheques
- cheques instruments lost in transit and charges for such collection

Customer

A person who has an account [including a joint account with another person or an account held as an executor or trustee or as a Karta of an HUF, but not including the accounts of sole traders/ proprietorships , partnerships, companies, clubs and societies] or who avails of other products/ services from a bank.

Current Account

A form of demand deposit wherefrom withdrawals are allowed any number of times depending upon the balance in the account or up to a particular agreed amount.

Deceased Account

A Deceased account is a deposit account in which case either the single account holder has deceased or in case of joint accounts one or more of joint account holders has/have deceased

Demat Account

A Demat account refers to dematerialised account and is an account in which the stocks of investors are held in electronic form.

Deposit Accounts:

- **"Savings deposits"** means a form of demand deposit which is subject to restrictions as to the number of withdrawals as also the amounts of withdrawals permitted by the Bank during any specified period;
- **"Term deposit"** means a deposit received by the Bank for a fixed period withdrawable only after the expiry of the fixed period and includes deposits such as Recurring / Double Benefit Deposits / Short Deposits / Fixed Deposits /Monthly Income Certificate /Quarterly Income Certificate etc.
- **"Notice Deposit"** means term deposit for specific period but withdrawable on giving at least one complete banking day's notice;

Dormant / Inoperative Account

A dormant/inoperative account is a savings bank or current account which is not operated upon for a period specified by the bank.

Equity

Equity means a part of capital of a corporate entity which is represented by the shares of the company whether in physical or in dematerialised form

Electronic Clearing System

The Electronic Clearing System (ECS) is an online transmission system which permits the electronic transmission of payment information by the banks / branches to the Automated Clearing House (ACH) via a communication network.

**Guarantee**

A promise given by a person

Government Bond

Government bond means a security, created and issued, by the Government for the purpose of raising a public loan.

Mail

A letter in a physical or electronic form.

'No Frills' Account

'No Frills' account is a basic banking account. Such account requires either nil minimum balance or very low minimum balance. Charges applicable to such accounts are low. Services available to such account is limited.

Nomination facility

The nomination facility enables the bank to :
make payment to the nominee of a deceased depositor, of the amount standing to the credit of the depositor, return to the nominee, the articles left by a deceased person in the bank's safe custody, release to the nominee of the hirer, the contents of a safety locker, in the event of the death of the hirer.

Originator

An organization, which collects payments from a customer's account in line with customer's instructions.

Other security information

A selection of personal facts and information [in an order which the customer knows], which may be used for identification when using accounts.

Out-of-date [stale] cheque

A cheque, which has not been paid because the date written on the cheque is of a date exceeding six months from the time of its presentation.

PAN Number

The Permanent Account Number is an all India unique Number having ten alphanumeric Characters allotted by the Income Tax Department, Government of India. It is issued in the form of a laminated card. It is permanent and will not change with change of address of the assessee or change of Assessing Officer.

Password

A word or numbers or a combination or an access Code, which the customer has chosen, to allow them to use a phone or Internet banking service. It is also used for identification.

Payment and Settlement Systems

Payments and Settlement Systems mean financial system creating the means for transferring money between suppliers and user of funds usually by exchanging debits or credits among financial institutions.



PIN [personal identification number]

A confidential number, use of which along with a card allows customers to pay for articles/ services, withdraw cash and use other electronic services offered by the bank.

Security

Represents assets used as support for a loan or other liability.

Senior Citizen

Senior Citizen is a person of over sixty years of age.

Tariff Schedule

The charges levied by a bank on the products and services offered by it to its customers

Unpaid Cheque

This is a cheque, which is returned 'unpaid' [bounced] by the bank.



Display No. 18

SERVICE CHARGES
INCLUDING SERVICES
RENDERED
FREE OF CHARGE



BANK OF BARODA

RATES AT A QUICK GLANCE
AS ON 15.04.2009

Deposit Accounts

NATURE	RATE OF INTEREST		MINIMUM BALANCE		
	NORMAL	SENIOR CITIZEN	Rural	Semi Urban	Urban / Metro
ACCOUNT					
1. Savings Bank A/c					
A. Domestic					
a. With Cheque book facility	3.5 % p.a.	3.5 % p.a.	Rs.500/-	Rs.500/-	Urban - Rs.500/- Metro - Rs.1000/-
b. Without cheque book facility	3.5 % p.a.	3.5 % p.a.	Rs.250/-	Rs.500/-	Urban - Rs.500/- Metro - Rs.1000/-
			For CBS Branches :- (Irrespective of Area) Quarterly Average Balance (QAB) : Rs.1000/-		
c. No Frills Account	3.5 % p.a.	3.5 % p.a.	Zero	Zero	Zero
B. Non Resident	3.5 % p.a.	3.5 % p.a.	Same as Domestic SB A/Cs		
a. NRO	3.5 % p.a.	3.5 % p.a.			
b. NRE	3.5 % p.a.	3.5 % p.a.			
2. Term Deposits					
A. Domestic		Rate of Interest			
Term Deposits (All Maturities)		Upto & including Rs.15 lacs	For Deposits above Rs.15 lacs but less than Rs.1 crore		
7 days to 14 days		3.00%	3.00%		
15 days to 45 days		3.75%	3.75%		
46 days to 90 days		4.50%	4.50%		
91 days to 180 days		5.50%	5.50%		
181 days & above but less than one year		7.00%	7.00%		
One year & above but less than 2 years		7.25%	7.25%		
Two years & above up to 749 days		7.50%	7.50%		
750 days		8.00%	8.00%		
751 days but less than 3 years		7.50%	7.50%		
3 years and above but less than 5 years		7.50%	7.50%		
5 years and above but less than 8 years		7.50%	7.50%		
8 years and above upto 10 years		7.50%	7.50%		
B. Non-Resident Accounts					
a. NRO (All Maturities)		Same as Domestic Term Deposit			
b. NRE (All Maturities)		Maturity Period	Rate of Interest (% p.a)		
		1 year and above but less than 2 years	3.72		
		2 years and above but less than 3 years	3.15		
		3 years and above but less than 4 years	3.45		
		4 years and above but less than 5 years	3.45		
		5 years	3.45		



C. FCNR (B)	Rate of Interest					
	GBP(£)	USD(\$)	EUR(€)	YEN(¥)	CAD(\$)	AUD(\$)
1 Year to less than 2 years	3.07	2.97	2.83	1.94	2.98	4.92
2 years to less than 3 years	3.12	2.40	2.82	1.78	1.92	4.38
3 years to less than 4 years	3.50	2.70	3.16	1.85	2.22	4.83
4 Years to less than 5 years	3.82	2.99	3.45	1.92	2.43	5.23
5 years	4.06	3.23	3.68	1.98	2.60	5.42

LOANS

	RATE OF INTEREST			Processing Charges
LOANS				
1. Housing Loan	Upto Rs. 30 lacs	Above Rs.30 lacs		
Fixed Category				
Up to 5 Years	9.50%	10.25		Loan up to Rs.20 lacs – 0.35% and above Rs.20 lacs – 0.40% Maximum Rs.15000/-
More than 5 Yrs & up to 10 Years	9.75%	10.50		
More than 10 Yrs & upto 15 Yrs	10.00%	10.75		
Floating Category	Upto Rs. 30 lacs	Over Rs.30 lacs & Upto Rs.50 lacs	Over Rs.50 lacs	
Upto 5 years	8.50%	9.25%	9.75%	
More than 5 Yrs & upto 15 Yrs	8.75%	9.50%	10.25%	
More than 15 Yrs & upto 25 Yrs	9.00%	9.75%	10.50%	
2. Personal Loan				
a) Consumer Durable Loan	14.50% (Fixed)			2% . Min. Rs.250/-
c) Personal Loan Scheme	14.50% (Fixed)			
3. Vehicle Loan				
a) Two Wheeler Loan	12.00%			2%, Min. Rs.250/- 0.75% Maximum Rs.6000/-
c) For New Cars	10.50%			
d) For Old Cars	11.25%			
4. Educational Loans	Upto Rs.4.00 lacs	Above Rs.4 lacs up to Rs.20 lacs		1% to be recovered upfront, which shall be refunded, if applicant avails the loan.
	10.00%	12.00%		

CHARGES

Fee Based Services				
1. Lockers				
Type of Locker	Annual Charge (Excl. of Ser. Tax)			3 yrs
	Metro	Urban	/ Semi Urban/ Rural	
A	900	645	450	When the rent is paid in advance for -3- years & above 10% discount is allowed.
B	975	720	525	
C	1050	795	600	
D	1125	870	675	
E/H-1	1425	1200	975	
F	1875	1725	1500	
G	2025	1425	1200	
H	2325	2325	2025	
L-1	2775	2025	1650	
L	3750	3150	2400	



2. Credit Cards	
Entrance Fees	NIL
Annual Fees	1. Silver Card - Free for 1 st Year (Principal Card - Rs.400/-) 2. Exclusive Card – Free for 1 st Year (Principal Card - Rs.750/-) 3. Gold Visa – Free for 1 st Year (Principal Card - Rs.1000/-) 4. Gold Master-Free for 1 st Year (Principal Card - Rs.1000/-) 5. Corporate Global Card – Free for 1 st Year (Principal Card – Rs.1000/-per card issued to the Company) 6. Next Gen Card – No Fee
Add on Card	1. Silver Card-Free (upto 3 Cards) 2. Exclusive Card-Free (upto 3 Cards) 3. Gold Visa-Free (upto 3 Cards) 4. Gold Master-Free (upto 3 Cards) 5. Corporate Global Card –Free (upto 20 Cards) 6. NextGen Card – No Add on Card allowed
Service Charges on Outstanding balance	2.5% PM on Balance O/s after due Date
Cash withdrawal Fees	2.5% or Min Rs.100 (Domestic), 3% or Min Rs.150 (Abroad)
Hot listing fees	NIL
Other Charges	
Duplicate Bill	Rs.25 per Bill. No charges for E-Statement
Surcharge on usage at Petrol outlets & Railways	2.5% (with a minimum of Rs. 10/- at petrol outlets)
Cheque Return / Dis-honored Charges	Rs.100 or 1% of the cheque amount whichever is more
Service Tax	12.24% (applicable on all fees, interest & other charges)
Exceeding Credit Limit Charges	1% over & above the sanctioned credit limit
De-blocking charges	Rs.200/-per De-blocking
Card Reinstated/Replacement charges	Rs.100/- per card
Charge slip Retrieval Charges	Rs.250/- per Charge Slip
Foreign Currency Transaction Fee	Rs. 2.75% of the transaction amount
Limit Enhancement Charges	No Fees
Balance Enquiry Charges	Rs. 25/- per transactions
Service Tax	As per Govt. guidelines
3. Debit Cards / International Debit Card	Charges (inclusive of Service Tax)
Annual Fee	Free for life time
Additional Cards	Free for life time
Renewal Charges	Free for life time
Card Replacement charges (within India)	Rs. 169/-
Pin Regeneration	Rs. 113/-



Bank of Baroda ATMs Cash Withdrawal Balance Enquiry	Free Free	
NFS Member Bank's ATM Cash Withdrawal Balance Enquiry	Free Free	
Other VISA Member Bank's ATMs (Abroad) Cash Withdrawal Balance Enquiry	Rs. 141/- Rs. 34/-	
Other VISA Member Bank's ATMs (in India) Cash Withdrawal Balance Enquiry	Free Free	
Charge-Slip retrieval charges	Rs. 337/-	
Account overdrawn charges	Rs. 113/- per occasion	
Surcharges at Railway and Petrol Pumps	Rs.2.5% + Service tax (if any), on transaction amount or Rs.10/- whichever is high.	
Other Information:		
Activation of card	Can be activated through first use of PIN in any ATM	
ATM Cash Withdrawal Limit per day (Card Level Limit)	Rs.15000/- subject to balance available in account	
Purchase transaction Limit per day (Card Level Limit)	Rs.25000/- subject to balance available in account	
No. of Transactions per day in ATM (Card Level Limit)	Four	
Mini Statement	Available only in our Bank's ATM	
Pin Change	Option available only in our Bank's ATM	
<ul style="list-style-type: none"> • Tariff structure subject to change from time to time at the sole discretion of the Bank. • In the event of loss or theft of your Bank of Baroda International Debit Card, please get the card blocked through Toll Free No.1800-220-400 or 022-22884902, 022-22884904 		
4. DD/TT/MT		
Issue	<p>Individual: Up-to Rs.10,000/- -Rs.25/- Above Rs10000/- @Rs.3.00 per Rs.1000/- or part thereof subject to minimum of Rs.35/- & maximum Rs.12000/-</p> <p>Non-Individual: UptoRs.1000/- -Rs.20/- Above Rs.1000/-toRs.10000/ - Rs.35/- Above Rs10000/- -@Rs.3.00 per Rs.1000/- or part thereof subject to minimum of Rs.35/- & maximum Rs.12000/-</p>	
Cancellation	<p>Individual: Rs.50/- per instrument. (In case of lost instrument, 25% of value of instrument subject to maximum Rs.75/-)</p> <p>Non Individual- Rs.75/- per instrument. (In case of lost instrument, 50% of value of instrument subject to maximum Rs.100/-)</p>	
5. Outstation cheque collection	Amount of Instrument	Charges (Excl. of Ser. Tax)
	Up to Rs.10,000/-	Rs.50/- per instrument
	Above Rs.10,000 to Rs.1 lac	Rs.100/- per instrument
	Above Rs.1 lac	Rs.150/- per instrument
Charges are inclusive of Postages/Out of pocket expenses		



6. NEFT Money Transfer	Inward = NIL	Outward Charges (Excl. of Ser. Tax) Up to Rs.1 lac - Rs.5/- per transaction Above Rs. 1 lacs - Rs.25/- per transaction
7. RTGS Money Transfer	Inward = NIL	Outward Charges (Excl. of Ser. Tax) Upto Rs.5 lacs - Rs.25/- per transaction Above Rs. 5 lacs - Rs.50/- per transaction
8. Cheque return charges	Outward Returns	Inward Returns
For Savings Accounts	Cheque returned charges (drawn on us) Outward Return- Rs. 100/- (in respect of cheque returned for financial reasons) and Rs.50/- for other reasons.	Cheque deposited and returned unpaid: Local cheques : Cheque deposited & Returned Unpaid (Inward Return) Rs.75/-per instrument. (Irrespective of nature of reasons) In respect of inward clearing cheques returned unpaid due to financial reasons, Intt. @BPLR+3.5% p.a. for the period the bank was out of funds is also to be recovered. Outstation cheques : 50% of our cheque collection charges subject to a minimum of Rs.75/-
For Current, Overdraft, Cash Credit Accounts	- Same as above -	- Same as above -
Dishonour of outstation / local bills & cheques	Rs. 100/- (in respect of cheque returned for financial reasons) and Rs.50/- for other reasons.	Local cheques : Cheque deposited & Returned Unpaid (Inward Return) Rs.75/-per instrument. (irrespective of nature of reasons) In respect of inward clearing cheques returned unpaid due to financial reasons, Intt. @BPLR+3.5% p.a. for the period the bank was out of funds is also to be recovered. Outstation cheques : 50% of our cheque collection charges subject to a minimum of Rs.75/-
9. Cheque Book Issue	40 leaves will be free in a financial year. Free supply of cheque books in a SB a/c will be on pro-rata basis, i.e. 20 cheque leaves for -6- months and/or part thereof.) Subsequent cheque book @ Rs. 2.50 per leaf for MICR/NON MICR Cheque books.	
10. No Dues Certificate	For borrowers under Priority Sector - NIL. Others - Rs. 50/- per occasion. (Rural branches Rs.10/- per occasion)	



SERVICES RENDERED FREE OF CHARGE

Sr. No	Area of Banking Services	Services rendered free of charge
1.	Issuance of Cheque Book	a. Savings Bank : In Savings Bank Accounts of individuals – 40 leaves will be free in a financial year. Free cheque books will be on pro-rata basis, i.e. 20 cheque leaves for -6- months and/or part thereof. b. CA/CC/OD/Fast Access : First cheque book of 50 leaves are free c. Super Savings Bank and Shubh Savings Bank : Cheque books free of charges. d. Nagrik Bachat Khata("No-Frill" Account: On request one cheque book of 10 leaves free in a Year.
2.	Issuance of No Due Certificate	For borrowers under Priority Sector – No charges
3.	Defence Personnel Ex-servicemen / widows of - Ex-Servicemen, war widows, disabled service personnel	Following service are extended free of charge 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 No processing, documentation and inspection charges on loans granted to Ex-Servicemen, Widows of 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.	Donations to PM / CM's Relief Funds	I. At par collection of cheques favouring the fund. II. Free remittances favouring these funds.
5.	Teachers Employed in Government Run Schools / Central Schools	I. Free discounting of salary bills / cheques up to Rs. 7,500/-. II. At par collection of salary bills.
6.	<i>Blind / Disabled / Physically Handicapped Persons and Institutions set up for their benefit</i>	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.
7.	Pensioners	At par collection of Pensions bills, Pension cheques.
8.	<i>Ministry of Health and Family Welfare</i>	(Accredited to our Bank) a) At par collection of cheques etc. b) Free Remittance facility.
9.	Government Sponsored Schemes	At par collection of cheques (only cheques issued by Government representing subsidy under Government sponsored Schemes).
10.	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 accounts 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.
11.	Senior Citizens	Free remittance facility to be allowed by debit to S.B. A/c. maintained by Sr. Citizens for personal uses.
12.	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.
13	Draft in favour of BOB Mutual Funds.	Free, irrespective of any amount.

Bank of Baroda,
Head Office, Sayajigunj, Baroda



बैंक ऑफ़ बड़ौदा
Bank of Baroda

India's International Bank