

SERVICE CHARGES W.E.F 01.05.2016

CHAPTER - I

Bills/Cheques for collection:

1. Outward/Inward Collection of Cheques/Instruments:

A) Outstation Cheques/Demand Drafts/Interest Warrants/Dividend Warrants, Refund Order, Income Tax Refund Order, Outstation collection from Treasury & Post Offices.

Amount	Existing	Revised
Up to Rs.500	Rs.6 per 1000 with a minimum of 23 not exceeding 56	Rs.25 per instrument
Rs.501 to Rs.1000		Rs.25 per instrument
Rs.1001 to Rs.5000		Rs.25 per instrument
Rs.5001 to Rs.10000		Rs.56 per instrument
Rs.10001 to Rs.1 lakh	Rs.111 per instrument	Rs.115 per instrument
Above Rs.1 lakh	Rs.166 per instrument	Rs.168 per instrument

2. Outward/Inward Collection of Bills (Clean, Documentary, Demand/Usance bills including supply Bills):

Amount of Instrument	Existing	Revised
Up to Rs.1000	24	50 + actual postage
Rs.1001 to Rs.5000	35	60 + actual postage
Rs.5001 to Rs.10000	57	82 + actual postage
Rs.10001 to Rs.1 lakh	Rs.4.50/ Rs.1000 or part thereof Min Rs.57	Rs 6 per Rs.1000/- or part thereof min Rs.122 + actual postage
Above Rs.1 lakh to Rs.10 lakhs.	Rs.4.60/Rs.1000 or part thereof Min Rs.460	Rs 6 per Rs.1000/- or part thereof min Rs.600/- + actual postage
Above Rs.10 lakhs	"	Rs 6 per Rs.1000/- + actual postage

3. Collection of Dividend Warrants:

Existing	Revised
Dividend Warrants for amount up to Rs.100 may be collected at par subject to collection of postages and out of pocket expenses	Dividend Warrants for amount up to Rs.100 may be collected at par subject to collection of postages and out of pocket expenses

4. Collection of Local Non-MICR Instruments:

Existing	Revised
Not specified.	No charges

5. Collection of Deposit Receipts on Maturity:

Existing	Revised
Collecting Branch shall levy charges as applicable to remittances and in the case of local collection, charges as applicable to Bankers cheques are to be collected.	Charges as applicable to remittances

6. Charges for Bills/Cheques returned unpaid:

For local cheques (for both outward / inward) cheques:

Category	Existing	Revised
Up to Rs.25000	Rs.24	Rs.50
Above Rs.25000 to Rs.1 lakh	Rs.24	Rs.60
Above Rs.1 lakh to Rs.10 lakhs	Rs.24	Rs.90
Above Rs.10 lakhs to Rs.1 crore	Rs.24	Rs.120
Above Rs.1 crore outward	Rs.24	Rs.150/- for first 3 returns after that Rs.200/- per return

For outstation outward cheques:

Existing	Revised
Outstation cheques/bills 50% of collection charges. Min Rs.35 per instrument	Rs.6/- per Rs.1000/- with min Rs.30/- per instrument

For outstation Outward/Inward collection of Bills:

Existing	Revised
Outstation cheques/bills 50% of collection charges. Min Rs.35 per instrument	50% collection charges stipulated for bills collection and postage

ECS – Return charges:

Category	Existing	Revised
Up to Rs.25000	Not specified	Rs.100/-
Above Rs.25000 to Rs.1 lakh		Rs.100/-
Above Rs.1 lakh to Rs.10 lakhs		Rs.150/-
Above Rs.10 lakhs to Rs.1 crore		Rs.250/-
Above Rs.1 crore		Rs.250/- for first 3 return and Rs.400 from 4 th return.

Additional Information/Instructions:

1. Cheque return charges shall be levied only in cases where the customer is at fault and is responsible for such returns. In case of Bills/Cheques received from our branches, the charges should be levied at one end viz., at the branches where the items are lodged for collection. However, the collecting branch may recover the actual postages and out of pocket expenses, if any, from the drawee or proceeds as per instructions of the drawer/remitting branch.

2. Collection charges in respect of outstation cheques and inland bills where two banks are involved must be shared by the remitting bank and the collecting bank on a 50:50 basis. Sharing of commission will not be applicable for cheques sent for collection to private sector banks.

3. For Inward Bills/Cheques received from banks directly, charges should be collected as per agency arrangement, if any and where there is no arrangement; charges stipulated for collection of Bills/Cheques should be levied. If such Bills/Cheques are returned unpaid, handling charges should be collected apart from the actual postages.

4. In case of unpaid Bills/Cheques returned, prescribed charges should be levied for each presentation.

5. For post parcel bills received for collection apart from the charges stipulated for collection of bill, rent at Rs.20 per parcel per week or part thereof should be collected.

6. The commission should be collected and credited to commission account and the charges recovered on account of postages should be credited to GL Postages recovered(1405).

7. whenever documents under Inward Bills for collection are delivered free of payment to the drawee of the bill, by a Bank under specific instructions of the

drawer of the bills, the collecting bank should levy handling charges in respect of bills returned unpaid as transfer/remittance of funds is not involved.

8. Collecting bank should levy handling charges in conformity, and on par with charges presently leviable in respect of bills returned unpaid as transfer/remittance of funds is not involved.

9. For Non-customers against tender of cash, 50% over and above normal charges to be collected for retirement of bills.

Concession allowed to various categories of customers:

1. Cheques for Prime Minister's/Chief Minister's Relief Fund may be collected at par.

2. Cheques issued by Government authorities representing subsidy under SGSY and cheques deposited by DRDA and other special programmes may also be collected at par. Usual collection charges should be recovered on collection of funds received under JAWAHAR ROZGAR YOJANA.

3. No charges may be levied for collection of cheques deposited by DRDA.

4. Collection of cheques issued as per court orders for investment in term deposit may be done at par.

5. At Par collections in the accounts of Central/State Govt. Departments/Panchayat may be allowed free of charges.

6. Proceeds of cheques intended for crediting to loan accounts may be done at par.

CHAPTER - II

Remittances (DD/RTGS/NEFT/ECS):

1. Remittances DDs:

	Existing		Revised	
	Customer	Non-customer	Individual	Non-Individual
Up to Rs.500	Rs.13	Rs.17	Rs.30	Rs.40
Rs.501 to Rs.1000	Rs.13	Rs.17	Rs.30	Rs.40
Rs.1001 to Rs.5000	Rs.23	Rs.28	Rs.40	Rs.50
Rs.5001 to Rs.10000	Rs.28	Rs.34	Rs.50	Rs.60
Rs.10001 to Rs.1 lakh	R.2.25/1000 or part thereof Min Rs.28	Rs.3.40/1000 Or part thereof Min Rs.34	Rs2.50/Rs.1000 Min Rs.50	Rs.3.00/ Rs.1000 Min Rs.60
Above Rs.1 lakh to Rs.10 lakh	As above Min Rs. 225	As above Min Rs.340	Rs.1.80 per 1000 Min Rs.180	Rs2.30 per 1000 Min Rs.230
Above Rs.10 lakhs	As above Min Rs.2250	As above Min Rs. 3370	As above min Rs. 1800 & Max Rs. 10000	As above Min Rs.2300 & Max Rs. 12000

2. RTGS:

	Existing	Revised
RTGS Inward:		NIL

RTGS Outward:

	Existing	Revised	
		Through branch	Through net Banking
Rs.2 lakhs to Rs.5 lakhs	Not specified	Rs.29/-	Rs.15/-
Above Rs.5 lakhs	Not specified	Rs.57/-	Rs.30/-

3. NEFT:

	Existing	Revised
NEFT Inward	NIL	NIL
NEFT Outward: Upto Rs.1 lakh	Nil	NIL
Above Rs.1 lakh to Rs.2 lakh	Rs.17	Rs.17
Above Rs.2 lakhs	Rs.29	Rs.29

4. ECS Charges:

ECS for both Inward and Outward	Existing	Revised
For individual	Not Specified	NIL
For corporation	Not Specified	Rs.2/- per transaction
For Registration	Not Specified	Rs.102

General Instructions regarding remittances:

1. Branches should not quote or extend concessional rates for accounts, such as LIC, GIC, UTI etc, NABARD, Quasi-Government bodies like Zillah parishad, BDO, Municipal Corporations etc.
2. The applicable charges should be collected and credited to Exchange Account.
3. Transfer of funds on maturity of deposit as well as periodical interest to another branch of our bank, may be done at par. However, when the funds were to be transferred to another bank, normal remittance charges should be levied.
4. Local collection of matured term deposits over the counter can be allowed without levy of any collection charges. However, if the collection entails remittance of funds to place other than one where the drawee bank is situated, usual charges on remittance would be applicable.
5. In terms of RBI circular reference G.A.No.1335/31.30.020/97-98 dated 17.6.1998, it is not incumbent on banks to issue DDs at par to Government Departments that are not accredited to them.

However, the accredited banks are required to issue drafts at par and any commission charge in arranging such remittance should be borne by the accredited bank themselves and not be charged to Government. The above instructions are now made applicable in case of State Government also.

6. For Non-Customers, for remittances against tender of cash, charges shall be 50% over and above the rates prescribed for customers.

7. No charges are to be levied for issue of drafts in favour of suppliers while disbursing loans.

8. No charges are to be recovered for the remittances effected by branches under DPG/Bills, co-acceptances issued by the branch, as these remittances are in respect of the bank's obligations.

9. No charge need be levied for DDs issued in payment of deposits (and interest) for compliance of the provisions of income tax act where the depositor/s does/do not have any running account (i.e., SB, CD or CC) with us.

10. Periodical transfers from collection accounts (accounts wherein no debit transactions other than those relating to such remittances to the principal accounts are reflected) of organizations/firms/corporate customers to Main account of the same organization and not vice versa in the same bank may be allowed free of service charges.

11. Drafts to be issued at par for accounts held by Govt. Departments and State Government. However no concessions to be extended to Government undertaking/ Organizations.

12. Issue of DDs and TTs to the beneficiaries of religious, welfare service and charitable institutions may be done at par. For an institution eligible for Concessions, it should have been exempted from payment of income tax under sec 10 of IT Act and a proof of the same is to be produced. Also such Concession may be extended to institutions set up for the benefit of the blind, physically handicapped and disabled individuals.

13. Whenever DDs are issued to the debit of accounts of blind, physically handicapped and disabled person the same may be issued at par. However the facility should not be extended against cash payment.

CHAPTER – III
Ledger Folio Charges/Transaction entry for CD/CC accounts:

Outstanding range of average Credit balance	Existing	Revised
Up to Rs 25000	Rs.45 per page (Rural) Rs.57 per page (Non-Rural)	Rs.52 for 40 entries
More than Rs.25000/-but less than Rs.50000	3 pages free Rs.45 per page (Rural) Rs.57 per page (Non-Rural)	Free entries -120 Rs.52 for additional 40 entries
More than Rs.50000 but less than Rs.1 lakh	5 pages free Rs.45 per page (Rural) Rs.57 per page (Non-Rural)	Free entries -200 Rs.52 for additional 40 entries
More than Rs.1 lakh but less than Rs.2 lakh	10 pages free Rs.45 per page (Rural) Rs.57 per page (Non-Rural)	Free entries -400 Rs.52 for additional 40 entries
More than Rs.2 lakhs	No charges	No entry charges

1. The entry charges should be levied annually and credited to commission account.
2. The charges will be applicable for current / cash credits accounts only.

CHAPTER - IV
Miscellaneous Services:

Sl. No	Items of Service	Existing	Revised
1	Signature/Photo/Forms etc., Verification charge	NIL	Rs.50/- per verification
2	Issue of duplicate copy statement	Rs.18 per ledger page	Rs.1 per entry Min Rs.10 Max Rs.50
3	Issue of duplicate passbook	Rs.18 with last entry. For previous entries additional charge of Rs.18 per ledger page or part thereof.	Rs.100/- flat
4	Stop payment instructions (for all type of accounts)	Rs.11.30 per instrument	SB - Per instrument Rs.60 with Max Rs.300 per occasion CDCC – Per instrument Rs.120 with max Rs.510 per occasion
5	Standing Instruction	Rs.7 per instruction involving credit to another account with same branch. If the transaction is with another branch, the prescribed rate and postal charge	Credit to Deposit/RD/Loan within the same branch – Free Others- Rs.30/- per instruction.
6	Issue of duplicate Term Deposit Receipt	Rs.7 per instruction involving credit to another account with same branch. If the transaction is with another branch, the prescribed rate and postal charge.	Rs.35
7	Duplicate Drafts	Up to Rs.2500-Rs.23 per instrument Above Rs.2500-Rs.35 per instrument	Rs50/- per instrument
8	Revalidation of Draft	Rs.13 per instrument	Rs40/- per instrument
9	Cancellation of Draft	No charges	Rs25/- per instrument
10	Service charges on unremunerative current a/c	A flat rate of Rs.23 per annum in addition to ledger folio charges in force	Rs25/- + ledger charges
11	Non-maintenance of minimum balance in SB and C/As	For accounts without cheque facility – No charge. For a/cs with cheque facilities Rs.6 per	No service charges on SB & BSBDA For CA Rs.10/- per occasions

		occasion	
12	Charges on Inoperative SB and Current account Debit of charges should not result in overdraft in the account	A levy of Rs.23 per half year in September and March every year, if such accounts remain inoperative even after one month of the notice sent to the account holder.	SB – NIL CA- Rs.25 per half year
13	Service charges for NOC	Rs.11.50 p per query/per individual	Rs.25/- per individual
14	Issue of cheque book SB (50 leaves)	Rs.2.25 per leaf. Except for accounts of State and Central Govt., LIC, Panchayat, Milk Societies etc.,	Rs.2.50 per leaf
15	Account closure charges SB with cheque book SB w/o cheque book CDCC		Rs.30/-
16	Issue of duplicate balance of certificate		Rs.40/-
17	Cash handling charges for cdcc		-
18	Charges for the inquiry relating old records more than 12 month	Rs.11.50/- per query / per individual	Rs.25/- per query per individual
19	Addition / Deletion in joint account or change in operational instructions	-	Rs.25/- per request
20	Record copy of cheque / other instrument	-	Rs.25/-

Locker Rents:

No	Locker size	volume in cubic inches	Existing Rent		Revised Rent	
			Urban and semi urban (Rs.)	Rural (Rs.)	Urban and semi urban (Rs.)	Rural (Rs.)
A	125X175X492	689	900	700	918	714
B	159X210X492	1051	1000	750	1020	765
C	125X352X492	1385	2000	1300	2040	1326
D	189X263X492	1565	2100	1400	2142	1428
E	159X423X492	2118	2500	1400	2550	1428
F	278X352X492	3081	2600	1400	2652	1428
G	189X529X492	3148	2700	1600	2754	1632
H	321X423X492	4262	3000	2500	3060	2550
H1	321X210X492	2122	2500	1400	2550	1428
L	404X529X492	6729	5000	3000	5100	3060

Branch should inform the revision in Locker Rent to the customers in writing and have their acknowledgement.

Locker Rent charges:

Term of service	Existing	Revised
Charges for visits / operation	Rs.50 per operation over and above 24 operation	Rs.51/- per operation over and above 24 free operation in a year
For delay in remittance of locker rental - for possible	1% of rent due per month as penalty	2% of rent due per month as penalty
For loss of locker keys	Rs.300 in addition to breaking open charges	Rs.306/- in addition to breaking open charges