

Cir.No.268 / 2023-24

HO: P&D Department

Date: 6th March, 2024

Sub:Revised Service charges / commissions –reg

Our bank has last revised the service charges in the year 2020. Now in view Introduction of several customer centric services and offering various digital products to customers of our bank, we have revised the service charges.

Goods & Service Tax (GST) will be applicable for all the service charges. The Service Charges mentioned here under are exclusive of GST. **Present GST is 18%**. In case of any change in GST rate by Government of India, Branch or offices to compute and recover the revised service charges accordingly.

Branches are advised to arrange display in customer's notice board about the revision of service charges.

Branch Managers are advised to create awareness among staff members about the revision of service charges and ensure correct charges are collected.

Regional Managers are advised to ensure that the branches comply this during half yearly checking of leakage of income by officers.

We have enclosed annexure of revised service charges to this circular.

GENERAL MANAGER

Annexure

(Amount in Rs.)

| Particulars of Charges / Services | Existing Charges | Proposed new Charges |
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| 1. Remittances – Issue of DDs | | |
| Up to Rs.10000 | Rs.50 | No Change |
| Rs.10000 to Rs.1.00 lakh | Min : 4 per thousand, (Min. Rs.50 | No Change |
| Above Rs.1.00lakh | Rs. 5 per thousand | No Change |
| | Min : Rs.500 and Max:Rs.20000 | No Change |
| For Non Customers 50% extra | | |
| 2. Issue of Bankers Pay Orders / Cheques | | |
| Up to Rs.1.00 lakh | 0.30% | No Change |
| | Min : Rs.20 and Max: Rs.297 | No Change |
| Above Rs.1.00lakh | 0.26% | No Change |
| | Min : Rs.297 and Max:Rs.5595 | No Change |
| For Non Customers 50% extra | | |
| 3. Issue of Duplicate DD / BPO | | |
| For any amount | Rs 75 per instrument | No Change |
| 4. Revalidation of DD/BPO | | |
| For any amount | Rs 55 per instrument | No Change |
| Revalidation Permitted once only | | |
| 5. Cancellation of DD/BPO | | |
| Up to Rs 100 | Rs 30 per instrument | No Change |
| Above Rs 100 | Rs 60 per instrument | No Change |
| 6. Collection of Outstation Cheques / DDs | | |
| SLAB | Charges | |
| Up to Rs.5000 | Rs.30 per instrument | No Change |
| Above Rs.5000 to Rs.10000 | Rs.60 per instrument | No Change |
| Above Rs.10000 to Rs.1.00 lakh | Rs.120 per instrument | No Change |
| Above Rs.1.00 lakh | Rs.250 per instrument | No Change |
| 7. Immediate Credit of Outstation Cheques/ Bills Purchased | | |
| ICOC :Collection charges as applicable for Outstation Cheques + Interest @ the rate applicable for advances up to Rs.25,000/- | | No Change |
| B Ps :Rs.4/- per Rs.1000/- or part thereof + collection charges + interest @ Non-Farm sector rate to be charged on realization beyond 7 days | | No Change |
| 8. Postal Charges | | |
| Ordinary Post | Actual/Min Rs 15 | No Change |
| Registered Post / Courier Charges | Actual/Min Rs 35 | Rs 50/- |
| 9. Ledger Folio Charges | | |
| CURRENT ACCOUNTS | | |
| QRLY. Avg. cr. balance | | |
| Upto Rs.25000 | no free folios | No Change |
| above Rs.25000 upto Rs.1.00 lakh | 2 free folios | No Change |
| above Rs.1.00 lakh upto Rs.2.00 lakh | 5 free folios | No Change |
| above Rs.2.00 lakh upto Rs.5.00 lakh | 10 free folios | No Change |
| above Rs.5.00 lakh | no charges | No Change |
| For Excess consumption* | Rs.125/- per page per annum | No Change |
| CC OD ACCOUNTS | | |
| *For computerized a/cs, 40 entries or part thereof will be reckoned as one folio. Folio charges shall be levied only at the time of annual closing or at the | Rs.125/- per page per annum irrespective of limit NO free folios | No Change |

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| time of closing the account | | |
| 10. Standing Instructions | Rs.50 for registration of standing instructions and 50 for non-execution due to insufficient funds. No charges to crediting loan installments, RD, TD int. tr. | No Change |
| 11. Stop Payment Instructions | | |
| S B a/cs | Rs.100/-per occasion Maximum Rs. 500 | No Change |
| C A a/cs | Rs.200/- per occasion Maximum Rs.1000 | No Change |
| 12. Loss of Cheque Books [SB/CA] | Stop Payment charges as applicable to SB/CA a/c + Rs.75/- | No Change |
| 13. Issue of duplicate Statement | Rs.100/- per ledger page | No Change |
| | Rs.100 for each page of 40 entries | No Change |
| 14. Issue of duplicate Pass book with latest balance only | Rs.100/- with latest entry | No Change |
| 15. Enquiry relating to old records for Item more than 1 year | Rs.20/- per item | No Change |
| 16. Addition/Deletion of names in Term Deposit Receipts / RD Pass Book | Rs.150/- per occasion | No Change |
| 17. Issue of duplicate Term Deposit Receipts / RD Pass Book | Rs.150/- per Receipt/ Pass Book | No Change |
| 18. Issue of 'No Dues' Certificate | Rs.100 for other than weaker sections | No Change |
| 19. Unit inspection charges | | |
| KCC – Upto Rs.25000/- | NIL | NIL |
| KCC Above Rs.25000 to 1.00 Lakh | Rs.300/- per annum | Rs.400/- per annum |
| KCC above Rs.1.00 Lakh to Rs.10.00 Lakh | Rs.300/- per annum | Rs. 750/- per annum |
| KCC above Rs. 10.00 Lakh to Rs. 50.00 Lakh | Rs.300/- per annum | Rs.1500/- per annum |
| KCC Above Rs.50.00 Lakh | Rs.300/- per annum | Rs. 3000/- per annum |
| For SHG's up to Rs.2.50 lakh* | Nil | Nil |
| *In case of SHGs where the total no.of members exceeds 10 then the branches should ensure that the loan limit shall be applicable per member of SHG upto 25000/- and not the whole group as a whole. | | |
| For SHG's above 2.50 lakh up to Rs. 3.00 lakh | Rs.300/- per annum | No Change |
| For SHG's above Rs. 3.00 lakh to Rs. 10.00 Lakh | Rs.500/- per annum | Rs. 800/- per annum |
| For SHG's above Rs. 10.00 lakh | Rs.500/- per annum | Rs.1200/- per annum |
| Other Loans | | |
| Up to Rs. 25000/- | Nil | Nil |
| Above Rs.25000 to 1.00 Lakh | Rs.300/- per annum | Rs.400/- per annum |
| above Rs.1.00 Lakh to Rs.5.00 Lakh | Rs.300/- per annum | Rs.600/- per annum |
| above Rs.5.00 Lakh | Rs.300/- per annum | Rs.800/- per annum |
| OD/ OCC | | |
| Up to Rs. 25000/- | Nil | Nil |
| above Rs.25000 to 1.00 Lakh | Rs.300/- per annum | Rs.400/- per annum |
| above Rs.1.00 Lakh to Rs.5.00 Lakh | Rs.300/- per annum | Rs.600/- per annum |

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| above Rs.5.00 Lakh to Rs.10.00 Lakh | Rs.300/- per annum | Rs.800/- per annum |
| above Rs.10.00 Lakh | Rs.300/- per annum | Rs.1500/- per annum |
| Exempted category of loans from unit inspection charges | Jewel loans, LAD's, salaried class accounts, Education loans, Staff loan accounts, Loans against NSC/KVP/LIC Policies | |
| 20. Certificate of balance / Certificate of interest paid / interest collection | Original – Free Interest certificate / Balance confirmation certificates: For 2nd / duplicate copy: `75 per certificate. For all other certificates: For individual use: ` 75 per certificate For Business purpose : ` 150 per certificate | No Change |
| 21. Registration of Power of Attorney in respect of SB/ CA/OCC/OD A/cs | CA/OD/OCC-Rs.75/- per half year. SB Rs.30/- per half year | No Change |
| 22. Change of operational instructions | Rs.200/- per occasion | No Change |
| 23. Change of authorized signatory in CA/OD/OCC | Rs.200/- per occasion | No Change |
| 24. Attestation of Signatures | Rs.150/- individual and Rs.200 non individual. Rs.100 for pensioners, Sr.citizens and individuals in rural areas | No Change |
| 25. Non-maintenance of minimum balance in SB/ CA | Rs.12/- per occasion | No Change |
| | For VSK accounts- nil | No Change |
| 26. Drawal against un-cleared instruments | Interest as applicable for clean OD for the number of days for which funds are advanced. No collection charges | No Change |
| 27. Return of Cheques for want of funds [Cheques drawn on us and presented in clearing and returned by us – Outward Returns | 1.Upto Rs.100000 – Rs.250/- | No Change |
| | 2. Above Rs.100000 to Rs.100.00 lakhs – Rs.500 | No Change |
| | 3.Above Rs.100.00 lakhs -- Rs.750/- | No Change |
| 28. Return of cheques drawn on other banks presented by us in clearing Inward Returns | 1.Upto Rs.50000 – Rs.70 | No Change |
| | 2. Above Rs.50000 to Rs.5.00 lakhs – Rs.149 | No Change |
| | 3.Above Rs.5.00 lakhs to Rs.10.00 lakhs-Rs.495 | No Change |
| | 4. Above Rs.10.00 lakhs - Rs.1238 | No Change |
| 29. Closure of SB/CA before 6 months from date of opening | | |
| Ordinary SB a/c | Rs.100/- in rural Rs.250/- in other areas | No Change |
| SB[Cheque Book operated] a/c | Rs.150/- in rural Rs.500 in other areas | No Change |
| Current A/c s | Rs.750/- for individuals and Rs.1000/- for others | No Change |
| 30. Issue of Cheque Books | | |
| CA/OD/OCC a/c s | Rs.5/- per leaf Rs.6/- for financial institution loan repayment | No Change |
| SB A/c s* 20 cheque leaves free | Rs.4/-leaf Rs.6/- for financial institution loan repayment | No Change |
| No cheque book charges for advance cheque issued for Bank's Home loans/structured loan products etc. No waiver of charges for Government Departments/ Religious/Welfare associations/ RRBs / Charitable Institutions / Service Institutions (Bank's staff society exempted). | | |
| 31. Safe Custody Charges | | |
| Scraps | Rs 5/- per scrip with a minimum of Rs.50/- per year or part thereof | No Change |
| Sealed Covers | Rs.50/- per cover p.a. or part thereof | No Change |

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| Sealed Boxes | Rs.500/- p.a. or part thereof (subject to availability of space) | No Change |
| 32. Processing charges for Credit Proposals | | |
| Upto Rs.25000/- | NIL | No Change |
| above Rs.25000/- to Rs.2.00 lakhs | Rs.250/- | No Change |
| above Rs.2.00 lakhs | Rs.250/- per lakh or part there of | No Change |
| Housing Loans to General Public | @1% of the amount sanctioned with a minimum of Rs.1000 | No Change |
| Car loans | 0.50% of amount sanctioned | No Change |
| The above service charges are applicable to all loans including non-fund based [Bank Guarantees etc] except loans against deposits; staff loans and Govt sponsored schemes | | |
| All facilities/ limits enjoyed by the borrower under each category should be clubbed together for arriving at total limit enjoyed by the borrower for the purpose of levying/ charging processing fee. | | |
| For all term loans, processing fee should be levied only once at the time of sanction of the term loan. For operating accounts viz., OD/OCC etc., processing fee should be levied every year on the due date for renewal, irrespective of the fact the limit is renewed on the due date or not. | | |
| 33. Working Capital Loans | | |
| Farm Sector (KCC/ Fish Feed/ GCC) | | |
| Up to Rs.25000/- | NIL | No Change |
| Rs.25001/- to Rs.5.00 lakhs | 0.3% Min of Rs.300 | 0.35 % on limit sanctioned with a min of 500/- |
| Above Rs.5.00 lakhs to Rs.1.00 crore | 0.28% Min of Rs.1500 | |
| Above Rs.1.00 crore to Rs.10.00 crores | 0.23% Min of Rs.28000 | |
| Non-Farm Sector | | |
| Up to Rs.25000/- | NIL | No Change |
| Rs.250001 to Rs.2.00 lakhs | 0.30% of loan amount Min of Rs.300 | No Change |
| Above Rs.2.00 lakhs | 0.30% of loan amount | No Change |
| 34. Jewel Loans | | |
| Above Rs.25000/- | 0.30% with a min of 300/- | 0.35% with a min of 350/- |
| 35. Agriculture Term Loans | | |
| Up to Rs 25000/- | Nil | No change |
| Above Rs 25000/- | 0.56%, minimum Rs.300 | No change |
| 36. Other Loans [both Priority and Non Priority] - SHGs | | |
| Up to Rs.2.50 lakh | Rs.300 | Nil (Limit per member sanction is <= 25000/-) |
| Above Rs.2.50 lakh to Rs.5.00 lakh | Rs.1000 | 0.5% of the sanctioned limit |
| Above Rs.5.00 lakh to Rs. 7.50 lakh | Rs.1500 | |
| Above Rs.7.50 lakh to Rs. 10.00 lakh | Rs.2500 | |
| Above Rs.10.00 lakh to Rs.12.50 lakh | Rs.4000 | |
| Above Rs.12.50 lakh to Rs.20.00 lakh | Rs.5000 | |
| *System will debit processing charges automatically at the time of creation of SHGCC account including GST | | |
| 37. Others | | |
| The Processing charges vary from 0.30% to 1.15% depending on the products both under Priority-non agriculture and Non Priority | Upto Rs.25000/- : NIL | No Change |
| | Above Rs.25000/-: 1.15% which is inclusive of GST | Above Rs.25000/-: 1.18% |
| | Minimum Rs.300/- | No Change |

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| 38. Issue of Solvency Certificate | | |
| Slab Amount | Charges | |
| Up to Rs.1.00 lakhs | Rs.650 | No Change |
| Above Rs.1.00 lakh up to Rs.10.00 lakhs | Rs.5000 | No Change |
| Above Rs.10.00 lakhs up to Rs.25.00 lakhs | Rs.11000 | No Change |
| Above Rs.25.00 lakhs | Rs.27000 | No Change |
| 39. Commission on GUARANTEES ISSUED | | |
| The following method shall be adhered for computing the period of Guarantee for the purpose of recovery of commission on guarantee: | | |
| a. In respect of Guarantees issued for a period in excess of 6 months, the period in excess of 6 months is to be reckoned in steps of quarters | | |
| b. In respect of guarantees issued for a period of less than 6 months, the period guarantee shall be reckoned as for 6 months and commission applicable for 6 months is to be recovered. | | |
| c. In any case, the claim period shall also be taken into account while computing the period of guarantee. | | |
| 1.Minimum charges leviable | Rs.250 plus charges applicable for 6 months + Ser.Tax | No Change |
| Commission on inland guarantees (not secured by 100% cash margin/deposits) | | |
| a. Guarantee issued for a period of 6 months and above | | |
| Performance Guarantee | Rs.250 + 0.63% per quarter (Min commission for 3 months) | No Change |
| Other than Performance Guarantee | Rs.250 + 1% per quarter (Min commission for 3 months) | No Change |
| The period of Guarantee issued in excess of 6 months shall be reckoned in steps of quarters. <u>For example:</u> for a guarantee issued for 7 months, commission should be recovered for 9 months. For a guarantee issued for 10 months, commission should be recovered for 12 months. | | |
| b. Guarantee issued for a period of less than 6 months: For Guarantees issued for less than 6 months, commission as applicable for 6 months shall be recovered. <u>For example:</u> If a guarantee has been issued for 3 months, commission should be recovered for 6 months at 2% p.a.[if performance guarantee] or 3% p.a. [if other than performance guarantee] besides Rs.100 minimum commission. | | |
| c. <u>Renewal of Guarantees:</u> For renewal of guarantees, the charges leviable shall be same as applicable for issuance of fresh guarantees except that the claim period need not be charged if the renewal is affected before the expiry date of original guarantee. | | |
| Commission on Inland Guarantees [Secured by 100% Cash margin / Deposit] | | |
| Commission at 25% of the rates as stated in [a] above Plus Rs.250 shall be recovered. | | No Change |
| Refund of Guarantee Commission | | |
| For guarantees tendered for cancellation before the date of expiry, only a portion of the guarantee commission already recovered shall be refunded to the customer. Accordingly, an amount computed at half the original rate for the Unexpired part of guarantee less 3 months may be refunded. | | No Change |
| 40. Cash handling charges For SB accounts - NIL | | |
| Current Accounts | | |
| Minimum average Balance Up to Rs. 1.00 Lakh | Minimum Average Balance above Rs. 1.00 lakh | |
| Cash deposit Up to Rs. 1.00 lakh per day Free | Cash deposit Up to Rs. 2.00 Lakhs per day free | No Change |
| Cash deposit Above Rs.1.00 lakhs per day Rs. 2 per Rs.1000. (Min Rs.100 Max Rs. 20000) | Cash deposit Above Rs.2.00 lakhs per day Rs. 2 per Rs.1000. (Min Rs.200 Max Rs. 20000) | No Change |
| OD/OCC | | |
| Cash deposit Up to Rs.2.00 Lakhs | Free | No Change |
| Cash deposit Beyond Rs. 2.00 lakhs | Rs. 1 per Rs.1000 | No Change |
| | (Min:Rs.100, Max: Rs.5000) | No Change |

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| 41. DEBIT MANDATE CHARGES | | |
|---|---|---------------------------------------|
| Debit Return Charges (Both NACH Debit & ECS Mandates) | Any mandate amount – Rs 50/- per return | No Change |
| 42. IMPS Money Transfer | | |
| INWARD | NIL | No Change |
| OUTWARD | Upto 1,000 – NIL | No Change |
| | Above 1,000 and below 25,000 – Rs 5/- Per transaction | No Change |
| | Above 25,000 – Rs 15/- Per transaction | No Change |
| 43. NEFT Money Transfer | | |
| INWARD | NIL | No Change |
| OUTWARD | Upto 10,000 – Rs 2/- Per transaction | No Change |
| | Above 10,000 and below 1.00 Lakhs – Rs 5/- Per transaction | No Change |
| | Above 1.00 Lakhs and below 2.00 Lakhs – Rs 13/- Per transaction | No Change |
| | Above Rs.2.00 lakhs - Rs.28/- per transaction | No Change |
| 44. RTGS Money Transfer | | |
| INWARD | NIL | No Change |
| OUTWARD | Rs. 2.00 lakh to Rs.5.00 lakh - Rs. 28/- per transaction | No Change |
| | Above Rs.5.00 lakh Rs.57/- per transaction | No Change |
| 45. Debit Card Charges (ATM) | | |
| New ATM Card | NIL | No Change |
| Duplicate ATM Card | Rs 50/- per card + Pin | Rs. 250/- |
| Duplicate PIN Mailer | Rs 15/- per pin | Rs. 50/- |
| Annual Maintenance Charges | Rs 50/- per card per annum | Rs.125/- per annum |
| ATM transaction fee after 5 free transactions | Rs 20/- per transaction | No Change |
| 46. SMS Alerts Charges | | 15/- per quarter from 1st April, 2024 |
| 47. Annual Account Maintenance Charges For Savings bank accounts (Except BSBD, PMJDY, Staff and Rtd. Staff) | NIL | Rs.125/- per annum |
| | | |