



## Comprehensive Notice Board

### **A. CUSTOMER SERVICE INFORMATION:**

- (i) We have separately displayed the key interest rates on deposits & forex rates (In Authorized Branches) in the branch.
- (ii) Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit vaults.
- (iii) We exchange soiled notes and mutilated notes.
- (iv) We accept/exchange coins of all denominations.
- (v) If a banknote tendered here is found to be counterfeit no value shall be given for the same and Note shall be retained . Acknowledgement can be issued on the request of tenderer.
- (vi) Please refer to our cheque collection policy, available on bank website as well as with Branch, for the applicable time frames for collection of local and outstation cheques.
- (vii) For satisfactory accounts, we offer immediate credit of outstation cheque up to Rs.15000.00 (Please refer cheque collection policy).
- (viii) Bank's lending rates

MCLR (one Year): -8.75% p.a. (effective date : 10/06/2024)

RBLR: - 9.35% p.a. (effective date : 10/06/2024)

### **B. SERVICE CHARGES:**

#### **1) Saving Account :-**

Rural: - Minimum Balance: Rs. 500/-, charges for non-maintenance thereof: Max Rs. 34 per month.

Semi Urban: - Minimum Balance: Rs. 1000/-, charges for non-maintenance thereof: Max Rs. 50 per month.

Urban & Metro: - Minimum Balance: Rs. 2000/-, charges for non-maintenance thereof: Max Rs. 84 per month.

#### **2) No-Frills Accounts :-**

Minimum Balance: Nil, charges for non-maintenance thereof: NA.



### **GRIEVANCE REDRESSAL**

- (1) If you have any grievances/complaints, please approach: **Branch Manager**  
(ii) If your complaint is unresolved at the branch level, you may approach our

#### **Regional Heads**

##### **DARBHANGA REGION:**

Name:- MR. ARUP MANDAL  
Office Address:- NAKA NO 6. NEAR ZAIKA HOTEL  
Telephone No.:- 9264291581  
Email-ID:- [rmdarbro@centralbank.co.in](mailto:rmdarbro@centralbank.co.in)

##### **DHANBAD REGION:**

Name:- MR. VIVEK PANDEY  
Office Address:- B P Agarwala Building, Jharia Road, Dhanbad, Jharkhand  
Telephone No.:- 9264291550  
Email-ID:- [rmdhanro@centralbank.co.in](mailto:rmdhanro@centralbank.co.in)

##### **GAYA REGION:**

Name:- MS. ANSHU JHA  
Office Address:- 1-floor, Red House Compound, Near old Commissioner More, 32, Rampur, Gaya, Bihar  
Telephone No.:- 6202700580  
Email-ID:- [rmgayaro@centralbank.co.in](mailto:rmgayaro@centralbank.co.in)

##### **KATIHAR REGION:**

Name:- MR. AMRITESH PARMARTH  
Office Address:- 1st floor, Sah Katra, New Market Road, Katihar, Bihar  
Telephone No.:- 8507388297  
Email-ID:- [rmkatiro@centralbank.co.in](mailto:rmkatiro@centralbank.co.in)



##### **MOTIHARI REGION:**

Name:- MR. NARESH THAKUR  
Office Address:- BALUATAL, P.B.NO:5,  
Telephone No.:- 8589023574  
Email-ID:- [rmmotiro@centralbank.co.in](mailto:rmmotiro@centralbank.co.in)

##### **MUZAFFARPUR REGION:**

Name:- MR. KUMAR VIVEK (CM)  
Office Address:- Pawapuri Vihar Bldg., NH-28, Nr. Bhagwanpur Chowk, Muzaffarpur-842001  
Telephone No.:- 9264291736  
Email-ID:- [rmmuzaro@centralbank.co.in](mailto:rmmuzaro@centralbank.co.in)

#### **Zonal Head**

##### **PATNA ZONE:**

Name:- MR. JAI SHANKAR PRASAD  
Office Address:- 2ND FLOOR, BLOCK B, MAURYA LOK COMPLEX, DAK BUNGALOW  
ROAD, PATNA  
Telephone No.:- 9833327235  
Email-ID:- [zmpatnzo@centralbank.co.in](mailto:zmpatnzo@centralbank.co.in)

- (iii) If you are not satisfied with our grievance redressal, you may approach the **Banking Ombudsman at:**  
Centralized Receipt and Processing Centre (CRPC), 4-Floor, RBI, Sec-17, Central Vista, Chandigarh, 160017  
Registration Portal: <https://cms.rbi.org.in>  
Toll free No. : (#14448)



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#### Regional Heads

##### **PATNA REGION:**

Name:- MR. LAXMI MEENA  
Office Address:- BLOCK 'B', 2ND FLOOR, MAURYA LOK COMPLEX, DAK BANGLA ROAD  
Telephone No.:- 9264291500  
Email-ID:- [rmpatnro@centralbank.co.in](mailto:rmpatnro@centralbank.co.in)

##### **PURNEA REGION:**

Name:- MR. NEERAJ JYOTIRMAY (CM)  
Office Address:- P.B.NO: 34, SNEH BHAWAN, BHATTA BAZAR  
Telephone No.:- 7354900105  
Email-ID:- [rmpurnro@centralbank.co.in](mailto:rmpurnro@centralbank.co.in)

##### **RANCHI REGION:**

Name:- MR. SUNIL KUMAR  
Office Address:- SECOND FLOOR, KRISHNA ARCADE, DIPATOLI, NEAR BOOTYMORE, RANCHI, JHARKHAND, PIN-834009  
Telephone No.:- 7042427303  
Email-ID:- [mrancro@centralbank.co.in](mailto:mrancro@centralbank.co.in)

##### **SIWAN REGION:**

Name:- MR. VIKAS KUMAR  
Office Address:- 1st floor, Central Bank of India, Patel Chowk, Opp. Collectorate, Siwan, Bihar  
Telephone No.:- 8809927888  
Email-ID:- [rmsiwaro@centralbank.co.in](mailto:rmsiwaro@centralbank.co.in)

#### Zonal Head

##### **PATNA ZONE:**

Name:- MR. JAI SHANKAR PRASAD  
Office Address:- 2ND FLOOR, BLOCK B, MAURYA LOK COMPLEX, DAK BUNGALOW ROAD, PATNA  
Telephone No.:- 9833327235  
Email-ID:- [zmpatnzo@centralbank.co.in](mailto:zmpatnzo@centralbank.co.in)

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### **Comprehensive Notice Board**

#### **C. OTHER SERVICES PROVIDED:**

- i) We accept direct tax collection. (Please quote PAN/TAN on Challan. Do not drop the Challans in the Drop Boxes).
- ii) We open Public Provident Fund accounts. ( HUF-PFF cannot be opened)
- iii) The Senior Citizens Savings Scheme, 2004, Sukanya Samridhi, Mahila samman saving certificate and New Pension Scheme are operated here.
- iv) Prime Minister's Mudra Yojana / other schemes sponsored by Government of India and State Government are operated here.
- v) We offer MSME loans/products.
- vi) We issue Kisan Credit Cards.
- vii) We open 'Prathamik Bachat Bank Jama Khata' with "Zero Balance".
- viii) Donations for PM's relief fund are accepted here.

#### **D. INFORMATION AVAILABLE IN BOOKLET FORM (Please approach 'MAY I HELP YOU' Counter / Branch manager)**

1. All the items mentioned in (A) to (D) above.
2. Code of Bank's Commitment to Customers (BCSBI Codes )
3. Code of Bank's Commitment to SME.2012
4. KYC Guidelines and periodic update of KYC Documents
5. AML Guidelines



6. Banking Ombudsman Scheme
7. Citizen's Charter
8. Fair practice code for lenders
9. Bank's compensation Policy
10. Policy on collection of cheque
11. Policy on collection of Dues & Repossession of Security
12. Policy on Grievance Redressal Mechanism
13. Policy on Bank Deposit
14. Latest Service Charges for various facilities, including services rendered free of charge.
15. Time Norms for various services
16. Interest rate on deposits/loans
17. Exchange of notes and coins
18. Counterfeit Notes
19. Design & Security features of Bank Notes
20. RBI caution notices about Phishing
21. National Trust for Welfare of Persons with Austin, Cerebral Palsy, Mental Retardation and Multiple Disabilities Act, 1999.
22. Customer Right Policy.