



## 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 Head**

#### **AHMEDNAGAR REGION:**

Name:- MR. SHAILENDRA SINHA  
Office Address:- Plot no. P-56, MIDC, Nagapur, Sahayadri Chowk, Ahmednagar, Maharashtra  
Telephone No.:- 9702385322  
Email-ID:- [rmnagaro@centralbank.co.in](mailto:rmnagaro@centralbank.co.in)

#### **AKOLA REGION:**

Name:- MR. RAJESH MISHRA  
Office Address:- MANGESH MANGAL KARYALAYA, ADARSHA COLONY, GAURAKSHAN ROAD, AKOLA, Maharashtra  
Telephone No.:- 9923594176  
Email-ID:- [rmakolro@centralbank.co.in](mailto:rmakolro@centralbank.co.in)

#### **AMARAVATI REGION:**

Name:- MS. BINITA RANI (CM)  
Office Address:- Platinum empire-19/1, New Cotton Market Road, opposite Tiwasa lining, Amravati, Maharashtra  
Telephone No.:- 9990008819  
Email-ID:- [rmanraro@centralbank.co.in](mailto:rmanraro@centralbank.co.in)

#### **AURANGABAD REGION:**

Name:- MR. NIKUNJ GARG  
Office Address:- 5/5/72, NEW OSMANPURA, AURANGABAD, MAHARASHTRA  
Telephone No.:- 9923200372  
Email-ID:- [rmauraro@centralbank.co.in](mailto:rmauraro@centralbank.co.in)



### **JALGAON REGION:**

Name:- MR. RAMANAMURTHY  
Office Address:- 8, CTS No.5837/4, Payal Smruti, Near RTO office, Adarsha Nagar, Jalgaon, Maharashtra  
Telephone No.:- 7842409437  
Email-ID:- [rmjalgro@centralbank.co.in](mailto:rmjalgro@centralbank.co.in)

### **NAGPUR REGION:**

Name:- MR. DHARMENDRA  
Office Address:- VICTORIA BUILDING, OPP. BHARAT CINEMA, KAMPTEE ROAD, LIC SQUARE, NAGPUR, MAHARASHTRA  
Telephone No.:- 7066540022  
Email-ID:- [rmnagpro@centralbank.co.in](mailto:rmnagpro@centralbank.co.in)

#### **Zonal Head**

### **PUNE ZONE:**

Name:- MR. AJAY K SINGH  
Office Address:- P.B.No: 98,317, M.G.ROAD,PUNE  
Telephone No.:- 6292281590  
Email-ID:- [zmpunezo@centralbank.co.in](mailto:zmpunezo@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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(ii) If your complaint is unresolved at the branch level, you may approach our

### **Regional Heads**

#### **NASIK REGION:**

Name:- MS. SUMITA SHANKAR  
Office Address:- PLOT NO:P-63, MIDC, SATPUR, NASIK, MAHARASHTRA  
Telephone No.:- 9923200370  
Email-ID:- [rmnasiro@centralbank.co.in](mailto:rmnasiro@centralbank.co.in)

#### **PUNE REGION:**

Name:- MS. ASHA KOTASTHANE  
Office Address:- 2nd FLOOR, 317,CENTRAL BANK BUILDING, M.G. ROAD, CAMP, PUNE, MAHARASHTRA  
Telephone No.:- 9923200361  
Email-ID:- [rmpunero@centralbank.co.in](mailto:rmpunero@centralbank.co.in)

#### **SOLAPUR REGION:**

Name:- MR. PANKAJ KUMAR  
Office Address:- Yelleshwar complex, 17, Tarti naka police chowki, Budhwar peth, Balives, Solapur, Maharashtra  
Telephone No.:- 8390901718  
Email-ID:- [rmsolaro@centralbank.co.in](mailto:rmsolaro@centralbank.co.in)

### **Zonal Head**

#### **PUNE ZONE:**

Name:- MR. AJAY K SINGH  
Office Address:- P.B.No: 98,317, M.G.ROAD,PUNE  
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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.