



## 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

- (i) 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

##### **DEHRADUN REGION:**

Name: MR. RAM PRAMOD ANAND  
Office Address: Astley Hall, Rajpur Road, DEHRADUN, UTTARAKHAND  
Telephone No.: 9759700922  
Email-ID: [rmdehro@centralbank.co.in](mailto:rmdehro@centralbank.co.in)

##### **DELHI CENTRAL REGION:**

Name: MR. SUNNY KALRA  
Office Address: 1398, 1st floor, Chandni Chowk, Delhi  
Telephone No.: 9930323613  
Email-ID: [smdelcro@centralbank.co.in](mailto:smdelcro@centralbank.co.in)

##### **DELHI NORTH REGION:**

Name: MR. ANIL AGNIHOTRI  
Office Address: Sorabji Bhawan, Plot No. 4, Block No 34, Third Floor, Desh Bandhu Gupta Road, Karol Bagh  
Telephone No.: 9821714242  
Email-ID: [amdelaro@centralbank.co.in](mailto:amdelaro@centralbank.co.in)

##### **DELHI SOUTH REGION:**

Name: MR. ASHISH SRIVASTAVA  
Office Address: CENTRAL BANK BUILDING, 1ST FLOOR, 1398, CHANDNI CHOWK  
Telephone No.: 7506982250  
Email-ID: [asmelbro@centralbank.co.in](mailto:asmelbro@centralbank.co.in)



##### **JAIPUR REGION:**

Name: MR. DINESH CHAND GARG  
Office Address: 1ST FLOOR, ANAND BHAWAN, SANSAR CHANDRA ROAD  
Telephone No.: 9099965385  
Email-ID: [mjajipro@centralbank.co.in](mailto:mjajipro@centralbank.co.in)

##### **JODHPUR REGION:**

Name: MR. BIBHUTI B. JHA  
Office Address: Abhay chamber, Jalon Gate, Jodhpur, Rajasthan  
Telephone No.: 8690950555  
Email-ID: [mjodhro@centralbank.co.in](mailto:mjodhro@centralbank.co.in)

##### **KOTA REGION:**

Name: MR. GAURAV TYAGI  
Office Address: P.B.NO.50, HOTEL AIRLINE BLDG., 3/B, CIVIL LINES,  
Telephone No.: 8899452455  
Email-ID: [mkotaro@centralbank.co.in](mailto:mkotaro@centralbank.co.in)

#### Zonal Head

##### **DELHI ZONE:**

Name: MR. J S SAWHNEY  
Office Address: 4,BLOCK NO.54,OPP.DESH BANDHU GUPTA ROAD,KAROL BAGH,NEW DELHI  
Telephone No.: 9999917101  
Email-ID: [zmnewzo@centralbank.co.in](mailto:zmnewzo@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)



### **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.