

BANKING CODES AND STANDARDS – INFORMATION FOR CUSTOMERS

BCSBI Code No. 3.3

- INTEREST RATES:**
- (A) On Savings Bank Account @ 4.00% per annum (interest to be paid at on deposits half yearly intervals) in the month of June & December every year.
- (B) On Fixed Deposit - Refer to Interest Display Board at our Branches and also available on our Website www.sbp.co.in Minimum Deposit acceptable Rs.1000/- and further multiple of Rs.100/-
- (C) On Current Accounts – No interest is paid on the balance of Current Account.

BCSBI Code No. 3.4

FREE SERVICES:

- * Any Deposit account opening
- * ATM cum Debit card for the first year @
- * Internet Banking
- * Collection of local Cheques in the Account
- * Deposit of Cash up to 25,000/- (P Segment)
- * Withdrawal of cash from the Accounts
- * Core Banking Services: No charges at the same Centre.

@ First year no charges, from second year onward Rs.50/- per annum. No charges for operating any STATE BANK GROUP ATM. Daily withdrawal to the extent of Rs.40,000/- per day.

Fee and Charges

Service Charges for non-maintenance of Minimum Balance

SB A/c holders	Nil
Current Account holders for all segments	Rs.611/- per quarter

Cheque Book Charges

Saving Bank Account	a) Rs.3/- per Cheque leaf, for all Saving Bank Saving Bank Accounts having Quarterly Average Balance (QAB) as on previous quarter as on previous quarter end below Rs 25000/- First 20 leaves free.
	b) Rs. 2/- per cheque leaf for accounts having QAB Rs.25000/- and above as on previous quarter end. First 50 leaves free.

Inoperative Accounts

Saving Bank Account

Nil

Current Account

Linked to Average quarterly balance

Charges for excess debit entries in SB Account

Average Monthly Balance Saving Bank Transactions	Monthly Limit on Number of Debit Transactions	Monthly Limit on Number of Free ATM Transactions (Both Financial & Non-Financial Transactions)				
		Other Bank's ATM @		Own Bank ATMs (SBG)		
		Branch #	Internet Mobile Banking #**	In 6 Metro Centres \$	Other Centres	Any Centre#
Charges : New Charges proposed based on number of transactions						
<Rs.1000		4	20	3	5	5
>Rs.1000 Upto Rs.25000		4	40	3	5	5
>Rs.25000 upto Rs.50000		10	Free	3	5	Unlimited
>Rs.50000 upto Rs.100000		15	Free	3	5	Unlimited
>100000	No Limit	Unlimited	Unlimited	Unlimited		
Charges for financial Transactions beyond the set limit (Rs. Per txn)		Rs.20/-	Rs.5/-	Rs.20/-*	Rs.20/-*	Rs.5/-*
Charges for non-financial trxn beyond the set limit (Rs. Per txn)*		-	-	Rs.8/-	Rs.8/-	Rs.5/-

Charges for setting of Standing Instructions Rs.51/- (for other than same Branch transfer).

Closure of accounts

With 14 days

Nil,

Beyond 14 days up to 6 months

Rs.255/- (individual),

Rs.1019 (Company),

After 6 months but before 12 months - individuals Rs.153/- others Rs.509/-

Charges for signature verification

Rs.102/-

Charges for issuing balance certificate

Rs. 102/-

Charges for duplicate pass book – with latest balance previous 40 entries

Rs.102/- +102/- for upto per

Charges for No dues certificate – Priority sector -

Nil,

Others

Rs.102/- per certificate.

Charges for Stop payment Instructions, cheque returning charges leviable, for details contact the Branch or visit our website.

Charges for duplicate statement of account: with latest balance Rs.102/- +102/- for upto per previous 40 entries.

INTEREST RATE ADVANCES : Contact any of our branches.

**METHODOLOGY
OF CALCULATING
INTEREST**

: DEPOSITS

i) **SAVINGS BANK:** Payable twice in a year i.e. in the month of June and December. The interest is calculated on daily products.

ii) **FIXED DEPOSIT:** No. of days it actually remained with the Bank

(Exceeding minimum stipulated time: seven days for single deposit of Rs.15 lacs and above 15 days for other depositors)

iii) **SPECIAL FIXED DEPOSIT:** Compounded on quarterly basis. **

** On maturity, if no instructions received, the Deposit is renewed for the same period at the rate prevailing on the date of maturity.

ADVANCES: the interest is calculated on daily product basis.

Illustration as under:

Date	Balance	Product
01.10.2008	6000.00	$6000 \times 6 = 36000$
07.10.2008	4000.00	$4000 \times 3 = 12000$
10.10.2008	15000.00	$15000 \times 10 = 150000$
20.10.2008	6000.00	$6000 \times 8 = 48000$
28.10.2008	12000.00	$12000 \times 4 = 48000$
		<u>31 = 294000 @ 10%</u>
		$294000 \div 36500 \times 10 = \text{Rs.}80.55$

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SAVINGS BANK RULES: At the time of opening of the Savings Bank account with any of our Branches, A copy of rules and terms and conditions as applicable for operating the account will be provided. Please ensure to obtain it. These can also be visited at our website.

CURRENT ACCOUNTS: Minimum Balance: Rural Semi-Urban Urban & Metro Rs.2000/- Rs.3000/- Rs.5000/-

INOPERATIVE ACCOUNTS: The Savings as well as Current A/cs which are not operated upon i.e. no transaction debit as well as credit in 24 months become inoperative account. Such account is operatable only after allowing the request by the competent authority .After receiving the request in writing at the Branch and satisfying after the genuineness of the request

NOMINATION FACILITY: The Bank has facility for nomination which can be availed at the time of opening of the account or any time later on. The facility for change of nomination and cancellation of nomination is also available. The customers are requested to obtain Registration No. of the Nomination after registering it with the Branch.

JOINT ACCOUNTS: There is a facility of opening joint account. These accounts can be made operatable jointly, severally or former or survivor, Either or Survivor. However during the currency of the accounts, the operation instructions will be applicable. In case of change in the operating instructions, or the pre mature withdrawal of term deposits, consent of all the joint accounts holders will be required.

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Collection of Cheques - No charges for local drawn cheques . For outstation cheques please refer to charges as under: -

Upto Rs.5,000/-	Rs.28/- per instrument
Above Rs.5,000/- upto Rs.10,000/-	Rs.56/- per instrument
Above Rs.10,000/-upto Rs.1.00 lac	Rs.112/- per instrument
Above Rs.1.00 lacs upto Rs.5.00 lac	Rs.225/- per instrument
Above Rs.5.00 lacs upto Rs.10.00 lac	Rs.253/- per instrument
Above Rs.10.00 lacs	Rs.281/-(Max) per instrument

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FACILITY FOR STANDING

INSTRUCTIONS: Setting up of standing instructions (S.I.) including S.I. For than Bank Transfer Rs.51/-

BCSBI Code No. 8.7

Besides making payment against legal documents, the Bank will also make payment against deceased claims as under: -

Documents to be obtained for payment of balances in deceased constituent's account without production of legal representation as per the above mentioned Circular are given below:

- i) **Balance upto Rs.50,000/- No Sureties for claims**
 1. Claim format signed by claimants+one independent witness.
 2. Stamped letter of indemnity (LOI) from claimant(s)

- ii) **Balances above Rs.50,000/- upto Rs. 1 lac – One surety on LOI**
 1. Claim format signed by claimants+one independent witness.
 2. Stamped letter of indemnity from claimant(s)+One surety good for the amount or two sureties jointly good for the amount.

- iii) **Balances above Rs.1 Lac**
 1. Claim format signed by claimants
 2. Stamped letter of indemnity from claimant(s)+One surety good for the amount or two sureties jointly good for the amount.
 3. Affidavit (stamped from one independent person well known to the deceased family but unconnected with it and acceptable to the Bank).

BCSBI Code No. 8.10

Remittance Services: Funds can be transferred from your account through under noted ways:

- i. Inter Office Instrument, RTGS, NEFT and
- ii. SBGRPT (Remittance within State Bank Group Branches)

Charges for above:

Upto 5,000/-	:Rs.10/-
Above Rs.5,000/-upto Rs.10,000/-	:Rs.41/-

Above Rs.10,000/- upto Rs.1.00 lacs :Rs.3/- per 1000/- or part thereof, Min Rs.51/-
 Above Rs.1.00 lac :Rs.3/- per 1000/-or Part thereof. Min. Rs.306/-
 and Max. Rs.12733/-

For remittances by cash deposit, cash handling charges will be extra or Rs.10/- per draft, whichever is higher

RTGS Service Charges

Rs.2.00 lacs to Rs.5.00 lacs :Rs.25/-
 Above Rs. 5 lac :Rs.51/-

Maximum Rs.56/- depending upon the time of settlement at RBI

NEFT & SBGRPT : Service Charges

Upto Rs. 1 lac Nil
 Above Rs.1lac to Rs.2 lac Rs.15/-
 Above Rs. 2 lac Rs.25/-

Core Banking Service Charges

Sr. No.	Type of Transaction	Revised Charges (inclusive of Service Tax)
1	'P' Segment Cash Deposit Max. Rs.25000/- per day	Rs.2/- per Rs.1000/- Min. Rs. 50/-
2	'SME' Segment Cash Deposits Max. Rs.2,00,000/- per day	Rs.2/- per Rs.1000/- Min. Rs. 50/-
3	'P' Segment Cash withdrawal (self only) Max. Rs.50000/- per day	Free
4	'SME' Segment Cash withdrawal (self only) Max. Rs.1,00,000/- per day	Upto Rs.50000/- - Free above Rs. 50000/- and upto Rs. 100000/- - Rs. 2/- per Rs.1000/- Min. Rs. 50/- per transaction

LODGING OF COMPLAINTS:

Any of the under noted channels can be used but we will prefer that these are used in the following order:-

- (I) BRANCH HEAD CONCERNED
- (II) REGIONAL/ZONAL HEAD
- (III) CUSTOMER SERVICE AND COMPLAINT CELL AT H.O.
- (IV) NODAL OFFICER BCSBI – CM (ADMN.) ZONAL OFFICE
- (V) BANKING OMBUDSMAN OF THE STATE