

Operations Department, Central Office, Mumbai

World Trade Centre, The Arcade Tower 4, 2nd Floor, Cuffe Parade, Mumbai – 400 005

Instruction Circular No.03073-2022

22<sup>nd</sup> Feb 2022

**To: All Branches/Offices**

**Revision in Service Charges on Inland Services (Other than Advances)**

**HIGHLIGHTS :**

- Service Charges on the inland services (Other than Advances) stands revised w.e.f. 01.04.2022.
- Decrease in Service charges on Demat operations with immediate effect.
- Branches to put up a Notice in Banking Hall/Notice Board to notify the revision in the service charges to the customers.

Attention of Branches/Offices is drawn to our earlier Instruction Circular No.01864 dated 05.03.2020, vide which revision in service charges on Inland Services (Other than Advances) was communicated. In addition to this, revision in Merchant banking Transactions including Demat Account Maintenance charges carried out w.e.f 01.05.2020 vide Instruction Circular No. 02021 dated 08.04.2020.

In view of the RBI advisory on service charges, a comprehensive study on service charges (other than advances) offered by the peer banks were undertaken. Based on the comprehensive study and internal review of the service charges the committee on service charges accorded approval for the revision/modification in following service charges.

- i. Decrease in DD Issuance Charge
- ii. Decrease in NEFT Charges
- iii. Decrease in RTGS Charges
- iv. Increase in Charges on Collection of Outstation Cheque/ Collection of Bills
- v. Increase in Duplicate Pass Book Charges (SB A/c)
- vi. Decrease in Demat AMC Charges
- vii. Introduction of Dividend Account Opening Charges.
- viii. Review/ Continuation of Concessions as per extant guidelines (Annexure - II)

**Concessions:** Concessions available to various segments like ex-servicemen, differently abled persons, freedom fighters, RRBs etc. are given Annexure-II.

**System support:** Recovery of all service charges will be automated except the following charges, which are not CBS events:

- Issuance of duplicate passbook and statement
- Enquiry relating to old records
- Presentation of usance bills for acceptance
- Safe Custody of articles
- Attestation of customer's signature
- Attestation of photo
- Certifying/verifying ECS mandate
- Issuance of balance/no dues certificate
- Loss of SDV keys
- Change of authorized signatory
- Duplicate Deposit Receipt Charges
- Addition/Deletion of Names in Account
- Change in Nomination
- Allowing operation through Power of Attorney/Mandate

Branches will have to recover these charges manually or by invoking relevant menu in FINACLE.

**Notice to Customers:** Branches are advised to immediately put up a Notice (Annexure-III and IV enclosed) containing the message of said revision in the banking hall/notice board.

***Details of Annexures are as under:***


***Annexure- I - Table Containing Service Charges on Inland Services (Other than Advances)***

***Annexure- II - Table containing Concessions/ Exemptions in Service Charges on Inland Services (Other than Advances)***

***Annexure- III - Notice (1 months' notice to be issued from the date of approval).***

***Annexure- IV - Notice for change in Demat AMC charges with immediate effect***

Branches are requested to take a careful note of the revised charges and aforesaid guidelines and ensure compliance.

  
 शैलेश कुमार सिंह (Shailesh Kumar Singh)  
 मुख्य महा प्रबन्धक एवं मुख्य परिचालन अधिकारी  
 CGM & Chief Operations Officer

Enclosure-As above

Union Bank of India

Operations Department

Service Charges on inland services (other than advances) w.e.f. 01.04.2022

## I. Transfer, Collection, Remittance &amp; Cash Transactions

Sr. No.	Nature of Service	Particulars	Unit	Service Charges (Rs.)					
				Non-Individuals			Individuals		
				Basic Service Charges	GST @18%	Total	Basic Service Charges	GST @18%	Total
1	Fund Transfer through the following modes:								
(i)	RTGS - Inward			Nil					
	RTGS -Outward (Minimum amount of remittance under RTGS - Rs.2 lacs)	a) Rs.2 lacs to 5 lacs (As per time of entry in FINACLE as follows)	Per Transaction	24.50	4.41	28.91	24.50	4.41	28.91
		b) Above Rs.5 lacs (As per time of entry in FINACLE as follows)	Per Transaction	49.50	8.91	58.41	49.50	8.91	58.41
(ii)	NEFT - Inward			Nil					
	NEFT - Outward	Upto 10000	Per Transaction	2.25	0.41	2.66	2.25	0.41	2.66
		Above Rs.10000 - 1 lac	Per Transaction	4.75	0.86	5.61	4.75	0.86	5.61
		Above Rs.1 lac - 2 lacs	Per Transaction	14.75	2.66	17.41	14.75	2.66	17.41
		Above Rs.2 lacs	Per Transaction	24.75	4.46	29.21	24.75	4.46	29.21
				No Charges will be levied for saving bank account holders for fund transfers done through NEFT system which are initiated online (viz. internet banking and/or mobile apps of the banks)					
(iii)	Intersol fund transfer through cheques/ requests for intersol transfer			Nil					
(iv)	At par multicurrency cheques issued by customers & presented at clearing house at non-base centre	Upto Rs.1 lac		Nil					
		Above Rs.1 lac - 2 lacs	Per Transaction	30.00	5.40	35.40	30.00	5.40	35.40
		Above Rs.2 lacs - 5 lacs	Per Transaction	30.00	5.40	35.40	30.00	5.40	35.40
		Above Rs.5 lacs	Per Transaction	53.00	9.54	62.54	53.00	9.54	62.54
				No charges will be levied for cheques presented under CTS.					
2	Electronic Clearing Service /NACH (National Automated Clearing House)	Applicable for debit as well as credit clearing	Per transaction	3.50	0.63	4.13	3.50	0.63	4.13

I. Transfer, Collection, Remittance & Cash Transactions									
Sr. No.	Nature of Service	Particulars	Unit	Service Charges (Rs.)					
				Non-individuals			Individuals		
				Basic Service Charges	GST @18%	Total	Basic Service Charges	GST @18%	Total
3	Collection of Outstation cheques	Upto Rs.5000	Per cheque	40.00	7.20	47.20	40.00	7.20	47.20
		Above Rs.5000-10000	Per cheque	50.00	9.00	59.00	50.00	9.00	59.00
		Above Rs.10001-1 lac	Per cheque	100.00	18.00	118.00	100.00	18.00	118.00
		Above Rs.100000	Per cheque	200.00	36.00	236.00	200.00	36.00	236.00
4	Collection of Bills	Actual postage charges to be recovered							
		Upto Rs.10000	Per bill	110.00	19.80	129.80	110.00	19.80	129.80
		Rs.10001 - 1 lacs	Per 1000	10.00	1.80	11.80	10.00	1.80	11.80
			Minimum	110.00	19.80	129.80	110.00	19.80	129.80
		Above Rs.1 lacs - Rs.25 lacs	Per 1000	10.00	1.80	11.80	10.00	1.80	11.80
			Minimum	1000.00	180.00	1180.00	1000.00	180.00	1180.00
5	Demand Draft	Actual postage charges to be recovered							
		Upto Rs.5000	Per remittance	45.00	8.10	53.10	45.00	8.10	53.10
		Rs.5001 - 10000	Per remittance	65.00	11.70	76.70	65.00	11.70	76.70
		Rs.10001 - 1 lac	Per 1000	4.00	0.72	4.72	4.00	0.72	4.72
			Minimum	70.00	12.60	82.60	70.00	12.60	82.60
		Above Rs.1 lac	Per 1000	4.50	0.81	5.31	4.50	0.81	5.31
			Minimum	450.00	81.00	531.00	450.00	81.00	531.00
			Maximum	13350.00	2403.00	15753.00	13350.00	2403.00	15753.00
6	Remittances (DD/NEFT) against tender of cash (Maximum remittance Rs.50000)	DD		Applicable remittance charges plus 50% of normal charges			Upto Rs.1000 - Normal charges Above Rs.1000 - Applicable remittance charges plus 50% of normal charges		
		NEFT		15.00	2.70	17.70	15.00	2.70	17.70
7	Purchase of DD for educational purpose by students	Upto Rs.5000	Per DD	N.A.			15.00	2.70	17.70
		Above Rs.5000		N.A.			Normal charges applicable to DD		
8	Issue of duplicate DD/Cancellation/ Revalidation of DD (Revalidation allowed upto 1 year from the date of issue)	Upto Rs.5000	Per DD						
		Rs.5001 - 1 lac	Per DD	150.00	27.00	177.00	150.00	27.00	177.00
		Above Rs.1 lac	Per DD						
		For students	Per DD	N.A.			150.00	27.00	177.00

I. Transfer, Collection, Remittance & Cash Transactions									
Sr. No.	Nature of Service	Particulars	Unit	Service Charges (Rs.)					
				Non-individuals			Individuals		
				Basic Service Charges	GST @18%	Total	Basic Service Charges	GST @18%	Total
9	Cash transactions								
(i)	Cash withdrawal in SB/CD/CC/OD accounts			Nil					
(ii)	Cash Deposit in SB accounts	I)Cash Deposit at Base Branch		UPTO 3 TRANSACTIONS with a maximum of Rs.50000/- per transaction per month - FREE(at Base as well as Non-Base Branch)					
		II) Cash Deposit at Non-Base Branch		Transactions(excluding Alternate Channel Transactions) - Rs.1/- per Thousand. Minimum Rs.50/- plus GST and Maximum Rs.10000/- Plus GST					
		Cash Deposit above free limit	Per Rs.1000	1.00	0.18	1.18	1.00	0.18	1.18
			Minimum	50.00	9.00	59.00	50.00	9.00	59.00
			Maximum	10000.00	1800.00	11800.00	10000.00	1800.00	11800.00
(iii)	Cash Deposit in CD/CC/OD accounts			<u>At Base Branch</u> Upto Rs.50000/- or 10 packets i.e. 1000 pieces per day whichever is higher : NIL Above That Rs.1/- per Rs.1000/- MinimumRs.50/- plus GST and Maximum Rs.10000/- plus GST <u>At Non Base Branch</u> Above Rs.25000/- Rs.2/- per Thousand					
				Waiver in cash deposit allowed in the following cases: · All cash received for eventually placing it as fixed deposit with the bank. · Cash deposited towards repayment of loan · All accounts where we have already committed for free of charge services like LIC, BSNL, Govt. accounts etc. · Cash received under collection facility like the one extended to National Dairy Development Board for collection/payment of amount to milk pourers or any such arrangement. · Cash deposit at base branch in SB accounts of Rural & Semi-urban branches. · Any other transaction where waiver is allowed by Competent Authority on merits.					
10	<b>Transaction Charges at Bank Mitr location</b>								
A	For our bank Customers (ON US transactions)								
(i)	Financial Transactions (Fund Transfer, Cash Deposit, Cash Withdrawal)	PMJDY - SB A/cs		Nil					
(ii)	Financial Transactions(Fund Transfer, Cash Deposit, Cash Withdrawal)	Non PMJDY SB Accounts (first 4 Financial transactions in a calendar Month are free)	% of Transaction amount	0.40% of Transaction amt	@18% on basic charges	0.40% of Transaction amt plus GST@18%	0.40% of Transaction amt	@18% on basic charges	0.40% of Transaction amt plus GST@18%
			Minimum	10.00	1.80	11.80	10.00	1.80	11.80
			Maximum	100.00	18.00	118.00	100.00	18.00	118.00

I. Transfer, Collection, Remittance & Cash Transactions									
Sr. No.	Nature of Service	Particulars	Unit	Service Charges (Rs.)					
				Non-individuals			Individuals		
				Basic Service Charges	GST @18%	Total	Basic Service Charges	GST @18%	Total
(iii)	Financial Transactions(Fund Transfer, Cash Deposit, Cash Withdrawal)	CC/CD/OD	% of Transaction amount	0.40% of Transaction amt	@18% on basic charges	0.40% of Transaction amt plus GST@18%	0.40% of Transaction amt	@18% on basic charges	0.40% of Transaction amt plus GST@18%
			Minimum	10.00	1.80	11.80	10.00	1.80	11.80
			Maximum	100.00	18.00	118.00	100.00	18.00	118.00
(iv)	Financial Transactions(Fund Transfer, Cash Deposit, Cash Withdrawal)	Term Deposit/Cumulative Deposit accounts/Term Loan account/crop loan accounts		Nil					
B	For other bank customers (OFF US transactions)								
(i)	Other Bank customer utilizing our Bank BC services for Cash Deposit, cash Withdrwal and Fund Transfer		% of Transaction amount	0.40% of Transaction amt	@18% on basic charges	0.40% of Transaction amt plus GST@18%	0.40% of Transaction amt	@18% on basic charges	0.40% of Transaction amt plus GST@18%
			Minimum	10.00	1.80	11.80	10.00	1.80	11.80
			Maximum	100.00	18.00	118.00	100.00	18.00	118.00

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II. Miscellaneous Charges

Sr. No.	Nature of Service	Particulars	Unit	Non-individuals			Individuals		
				Basic Service Charges	GST @18.00%	Total	Basic Service Charges	GST @18.00%	Total
		Issuance of Duplicate Passbook with latest balance		113.00	20.34	133.34	100.00	18.00	118.00
1	Duplicate Statement/ Pass book	For entries upto one year (40 entries to be treated as one ledger folio)	SB - Per folio	100.00	18.00	118.00	100.00	18.00	118.00
			Maximum	2000.00	360.00	2360.00	2000.00	360.00	2360.00
			CD -Per folio	89.00	16.02	105.02	89.00	16.02	105.02
			Maximum	2225.00	400.50	2625.50	2225.00	400.50	2625.50
		For entries older than one year (40 entries to be treated as one ledger folio)	SB - Per folio	100.00	18.00	118.00	100.00	18.00	118.00
			Maximum	8900.00	1602.00	10502.00	8900.00	1602.00	10502.00
			CD - Per folio	178.00	32.04	210.04	178.00	32.04	210.04
			Maximum	17800.00	3204.00	21004.00	17800.00	3204.00	21004.00
2	Duplicate Deposit Receipt with normal Procedure			100.00	18.00	118.00	100.00	18.00	118.00
3	Issue of cheque books		Per ch. Leaf	5.00	0.90	5.90	5.00	0.90	5.90
		Subject to 20 free cheque leaves in a financial year in SB Accounts							
4	Stop Payment Instructions	Single cheque	Per instruction	100.00	18.00	118.00	100.00	18.00	118.00
		Range of cheques	SB - Per instruction	400.00	72.00	472.00	400.00	72.00	472.00
			CD - Per instruction	600.00	108.00	708.00	600.00	108.00	708.00
5	Standing Instructions	Setting up charges (one time)		50.00	9.00	59.00	50.00	9.00	59.00

**II. Miscellaneous Charges**

Sr. No.	Nature of Service	Particulars	Unit	Non-individuals			Individuals			
				Basic Service Charges	GST @18.00%	Total	Basic Service Charges	GST @18.00%	Total	
6	Inability to carry out standing instructions due to insufficient balance in the account		Per occasion	100.00	18.00	118.00	100.00	18.00	118.00	
7	Enquiry relating to old records (More than 12 months old)	1 to 3 yrs. old	Per item	100.00	18.00	118.00	100.00	18.00	118.00	
		3 to 5 yrs. old	Per item	200.00	36.00	236.00	200.00	36.00	236.00	
		More than 5 yrs. Old	Per item	300.00	54.00	354.00	300.00	54.00	354.00	
8	Charges for non-maintenance of minimum Average Quarterly Balance	SB - With ch.book	Shortfall in AQB							
			501 - 1000		100.00	18.00	118.00	100.00	18.00	118.00
			251 - 500		50.00	9.00	59.00	50.00	9.00	59.00
			Upto 250		25.00	4.50	29.50	25.00	4.50	29.50
		- Without ch.book	Shortfall in AQB							
			251 - 500		50.00	9.00	59.00	50.00	9.00	59.00
			Upto 250		25.00	4.50	29.50	25.00	4.50	29.50
		SB-PENSIONS			N . A.			N.A.		
		SB-SENIOR CITIZENS			N.A.			N.A.		
		CD - Companies	Per quarter		500.00	90.00	590.00	N.A.		
	CD - Others	Per quarter		350.00	63.00	413.00	350.00	63.00	413.00	
9	Closure of Account within 12 months	i) SB								
		- with cheque book			500.00	90.00	590.00	300.00	54.00	354.00
		- without cheque book			150.00	27.00	177.00	100.00	18.00	118.00
		ii)CD - Individuals			N.A.	N.A.	N.A.	500.00	90.00	590.00
		- Companies			1000.00	180.00	1180.00	N.A.	N.A.	N.A.
		- Others			800.00	144.00	944.00	N.A.	N.A.	N.A.



II. Miscellaneous Charges										
Sr. No.	Nature of Service	Particulars	Unit	Non-individuals			Individuals			
				Basic Service Charges	GST @18.00%	Total	Basic Service Charges	GST @18.00%	Total	
10	Ledger Folio used in CD/OD/CC A/cs (Approved in Service Charges Committee vide Note No.OPS:2274 dated 07.08.2021) (For Accounts maintained on computer 40 entries or part thereof to be treated as one ledger folio, Excluding Bank Induced Transactions and Alternative Delivery Channel/Digital Transactions )		Per folio	100.00	18.00	118.00	100.00	18.00	118.00	
<b>Subject to Free Folios Per Annum. as under :</b>										
		<b>Average Credit Balance in CD/OD/CC Accounts</b>	<b>Free Folios</b>			<b>Free Folios</b>				
		Upto 25,000	1			1				
		Above 25,000 - 50,000	2			2				
		Above 50,000 - 1 lac	3			3				
		Above 1 Lac - 2 lac	5			5				
		Above 2 Lac - 5 lac	10			10				
		Above 5 lac	All			All				
				Maximum :Rs 10,000/- upto 250 folios beyond 250 folios maximum Rs. 25000/-			Maximum :Rs 10,000/- upto 250 folios beyond 250 folios maximum Rs. 25000/-			
<p><b>Note:1. To exclude alternate delivery channel transactions(Digital Transaction/Internet Banking Transactions i.e. transactions done through Internet Banking/ATM/UPI/IMPS/Mobile etc.) while calculating ledger folio charges.</b></p> <p><b>2. To exclude Bank induced transactions like interest,charges, system generated transactions etc. , for calculating ledger folio charges.</b></p>										
11	Presentation of Usance Bills for acceptance		Per bill	130.00	23.40	153.40	130.00	23.40	153.40	
12	Safe Custody charges	Scraps	Per scrip (p.a)	500.00	90.00	590.00	500.00	90.00	590.00	
		Sealed Covers (20x20x20)	Per cover (p.a)	500.00	90.00	590.00	500.00	90.00	590.00	
		Sealed Covers (30x30x30 cm)	Per cover (p.a)	600.00	108.00	708.00	600.00	108.00	708.00	
		Bank's Own Deposit Receipt			Nil			Nil		

II. Miscellaneous Charges									
Sr. No.	Nature of Service	Particulars	Unit	Non-individuals			Individuals		
				Basic Service Charges	GST @18.00%	Total	Basic Service Charges	GST @18.00%	Total
13	Attestation of customer's signature	For obtaining loan from other banks/ institutions/other purposes	Per Occasion	100.00	18.00	118.00	100.00	18.00	118.00
14	Issuance of any other certificate	SB	Per certificate	150.00	27.00	177.00	150.00	27.00	177.00
15	Photo attestation			100.00	18.00	118.00	100.00	18.00	118.00
16	Certifying or verifying customer ECS mandates	Per mandate		100.00	18.00	118.00	100.00	18.00	118.00
17	Providing record copy of cheque	Per instrument		100.00	18.00	118.00	100.00	18.00	118.00
18	SMS Banking (Approved in Service Charges Committee vide note No.OPS:2083 dated 29.07.2021)	Per quarter		On Actual Basis (inclusive of cost to the Bank) on Number of SMS sent per account per quarter.					
19	Change of authorised signatory including reconstruction of account	For every change		200.00	36.00	236.00	200	36.00	236.00
20	Addition/Deletion of Names in Account	For Every Change		100.00	18.00	118.00	100.00	18.00	118.00

II. Miscellaneous Charges									
Sr. No.	Nature of Service	Particulars	Unit	Non-individuals			Individuals		
				Basic Service Charges	GST @18.00%	Total	Basic Service Charges	GST @18.00%	Total
21	Change in Nomination	For Every Change		100.00	18.00	118.00	100.00	18.00	118.00
22	Allowing Operations through Power of Attorney/ Mandate	Per Occasion	SB Account	500.00	90.00	590.00	500.00	90.00	590.00
			CD/CC/OD Account	1000.00	180.00	1180.00	1000.00	180.00	1180.00
23	Loss of Safe Deposit Locker Key			Actual expenses	@18% on basic charges	Basic charges plus GST	Actual expenses	@18% on basic charges	Basic charges plus GST
			Actual Expenses Plus min 1000	Minimum 1000.00	Minimum 180.00	Minimum 1180.00	Minimum 1000.00	Minimum 180.00	Minimum 1180.00
24	Transfer of account			Actual out of pocket expenses, if any, should be recovered					
25	Payment of Deposit Receipt to another bank			Actual out of pocket expenses, if any, should be recovered					
26	Collection of other banks deposit receipts			Actual out of pocket expenses, if any, should be recovered					

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III. Other Charges

Sr. No.	Nature of service	Particulars	Union Bank			
			Basic Service Charges	GST @18%	Total	
1	Handling charges for cheques returned unpaid (including cash/transfer cheques)	i) Local				
		a) Return of Outward Clearing Cheques i.e. cheques lodged by customers for collection and returned to us by other banks (Due to in-sufficient funds & technical reasons)				
		Financial Reasons	Upto 1 Lac	250.00	45.00	295.00
			Above 1 Lac to less than 10 Lacs	350.00	63.00	413.00
			Above 10 Lacs to less than 25 Lacs	450.00	81.00	531.00
			Above 25 Lacs to less than 100 Lacs	500.00	90.00	590.00
			1 crore & above	750.00	135.00	885.00
		Other Reasons	Flat	250.00	45.00	295.00
		Technical Reasons i.e. for No Fault of Customers (As per RBI guidelines)		NIL		
		b) Return of Inward clearing cheques i.e. cheques drawn on our branches returned to other banks (Due to technical reason i.e. for no fault of customers)		NIL		
		c) Return of Inward clearing cheques i.e. cheques drawn on our branches returned to other banks (Due to financial reasons)				
		Financial Reasons	Upto 1 Lac	250.00	45.00	295.00
			Above 1 lac to 5 lacs	500.00	90.00	590.00

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III. Other Charges						
Sr. No.	Nature of service	Particulars		Union Bank		
				Basic Service Charges	GST @18%	Total
			Above Rs.5lacs to Rs.10lacs	500.00	90.00	590.00
			Above Rs.10 lacs	Overnight EBLR+7.80%p.a. for 1 day	18% on basic charges	Overnight EBLR+7.80%p.a. for 1 day plus GST 18%
				Minimum 750.00	135.00	Minimum 885
		ii) Outstation		50% of basic collection charges	@18% on basic charges	50% of basic collection charges + GST @18%
				Minimum 200.00	36	Minimum 236.00
2	Handling charges for bills returned unpaid	Local		100.00	18.00	118.00
		Outstation		50% of basic collection charges	@18% on basic charges	50% of basic collection charges plus GST@18%
				Minimum 100.00	Minimum 18.00	Minimum 118.00
3	Returning charges on Debit clearing under ECS/NACH			250.00	45.00	295.00

**Union Bank of India**  
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**IV. SDV Locker Charges**

Size of Locker	Rural/ Semi Urban Branches			Urban Branches			Metro Branches		
Area (in cubic inches)	Basic Service Charges	GST @ 18%	Total	Basic Service Charges	GST @ 18%	Total	Basic Service Charges	GST @ 18%	Total
491	1100	198	1298	1400	252	1652	1700	306	2006
544	1100	198	1298	1400	252	1652	1700	306	2006
550	1100	198	1298	1400	252	1652	1700	306	2006
781	1200	216	1416	1500	270	1770	1800	324	2124
850	1300	234	1534	1600	288	1888	2000	360	2360
859	1300	234	1534	1600	288	1888	2000	360	2360
1085	1400	252	1652	2000	360	2360	2600	468	3068
1197	1400	252	1652	2100	378	2478	2700	486	3186
1200	1400	252	1652	2100	378	2478	2700	486	3186
1215	1400	252	1652	2100	378	2478	2700	486	3186
1337	1500	270	1770	2200	396	2596	2800	504	3304
1350	1500	270	1770	2200	396	2596	2800	504	3304
1550	1600	288	1888	2300	414	2714	3300	594	3894
1657	2000	360	2360	2700	486	3186	3400	612	4012
1702	2000	360	2360	2700	486	3186	3500	630	4130
1800	2100	378	2478	2800	504	3304	3600	648	4248
1872	2100	378	2478	2800	504	3304	3600	648	4248
2510	2800	504	3304	3300	594	3894	4200	756	4956
2583	2800	504	3304	3300	594	3894	4200	756	4956
2685	2900	522	3422	3400	612	4012	4300	774	5074
2700	2900	522	3422	3500	630	4130	5200	936	6136
2750	2900	522	3422	3500	630	4130	5300	954	6254
2842	3000	540	3540	3600	648	4248	5600	1008	6608
3500	3100	558	3658	4200	756	4956	6300	1134	7434
3611	3600	648	4248	4500	810	5310	6400	1152	7552
3973	3600	648	4248	4800	864	5664	6600	1188	7788
4000	3600	648	4248	4800	864	5664	7000	1260	8260
5100	3700	666	4366	4800	864	5664	8000	1440	9440
5428	4100	738	4838	6100	1098	7198	8100	1458	9558
5718	4200	756	4956	6200	1116	7316	8200	1476	9676
6500	4300	774	5074	6300	1134	7434	9200	1656	10856
7000	4400	792	5192	6300	1134	7434	10200	1836	12036
7500	4500	810	5310	6600	1188	7788	11400	2052	13452

Free operations p.a.	12		
Particular	Basic Service Charges	GST @ 18%	Total
Beyond 12 free operations p.a.	100.00	18.00	118.00

\* SDV/Strong rooms etc. of sizes other than mentioned above - Proportionate rent of the SDV of maximum size that can be fitted into should be charged.

\* Penal interest @ 18% on rent overdue with the minimum of Rs.5 will be levied.

\* Lockers can be leased for a period upto 3 years at time subject to advance payment of rent. However, there would not be any concession in case advance rent is paid by customers.

\* The rent payable for the overdue period upto the date of revision would be recovered at old rate and w.e.f. 01.05.2020 the rent at the revised rate would be recovered. Where rent for 3 years has been recovered prior to revision, no difference would be recovered.

\* Refund of advance rent may be allowed for the unexpired period in case the locker is surrendered before the expiry of the period of 3 years for which advance rent is paid. The refund will be made for unexpired period in complete years i.e. fraction of a year remaining in the year of surrender will be ignored. e.g. if the locker is surrendered after 1 year 4 months the refund will be allowed only for the period of 1 year and not for 1 year 8 months.

**CONCESSIONS/ EXEMPTIONS IN SERVICE CHARGES ON INLAND SERVICES  
(OTHER THAN ADVANCES)**

Concessions in Service Charges will be granted to the following segments:

**1. Free Collection /Remittance Facilities - to be Continued as per extant guidelines (existing IC No.1864 dated 05.03.2020):**

**1.1. Blind, Physically Handicapped, Disabled Individuals and Institutions set up for their benefit(As per extant Guideline)**

- The upcountry cheques of the institutions set up for the benefit of blind, physically handicapped, mentally retarded and disabled individuals be collected at par provided they are exempted from payment of **Income Tax under the Income Tax Act.**
- The Institutions set up for the benefit of blind, physically handicapped and mentally retarded which are exempted from payment of Income Tax under the Income Tax Act may be granted at par remittance through DD/RTGS/ /NEFT to their own beneficiaries (i.e. persons who are blind, physically handicapped, mentally retarded and disabled individuals).
- At par remittance facilities may be granted to individuals of this category of persons, identified as such by the Branch Manager at the time of opening the account by debiting to the individual's account and not by cash payment.

**1.2. Charitable Institutions(As per extant guideline):**

- Collection of instruments favouring these institutions and issuance of DDs to beneficiaries of these institutions would be done at par.
- The concession would be granted only to those institutions, which are registered and exempted from payment of income tax under the Income Tax Act.

**1.3. Freedom Fighters (Swatantrata Sainiks):**

- No service charges to be charged on collection of pension bills / pension cheques of Freedom Fighters.

**1.4. Collection of instruments for Prime Minister's/ Chief Minister's Relief Funds (RBI notification no. RBI/2004/319 DBOD.No.DIR BC.65/13.01.01/ 2004-05 dated 29.12.2004**

- The instruments favouring Prime Ministers / Chief Ministers Relief Fund should be collected at Par.
- DDs in favour of Prime Ministers Relief Fund shall be issued free of cost.
- The bank has been empanelled as a collecting bank for collection and remittance of contributions towards the Prime Minister's National Relief Fund in selected branches. Our Connaught Place Branch in New Delhi will act as the nodal branch at which the main

collection account of the fund will be opened. Branches should not levy any service charges or out-of-pocket expenses for acceptance and remittance of the funds to the nodal branch i.e. Connaught Place Branch, New Delhi.

**1.5. Collection /Remittances in favour of certain temple authorities/trusts(As per extant Guidelines):**

- Collection of instruments favouring such institutions and DDs in favour of these institutions shall be free of cost, provided the connection is beneficial to the bank. Since this has all India ramifications, field offices should send the proposal to Operations Department, Central Office with cost-benefit analysis and their recommendations.

**1.6. No service charges should be levied on demands drafts issued to the donors towards the donations in favour of National Foundation for Communal Harmony.**

**1.7. Collection instruments such as dividend warrants/interest warrants/refund orders/ITO refund orders up to Rs. 100/- shall be collected at par.**

**1.8. Transfer of govt. funds, As per the extant guidelines:**

- i. Free remittance/collection facilities in accounts of Ministries / Government Departments accredited to the Bank is allowed where we receive commission from the respective ministries/departments. At present we are accredited bankers for the following Ministries:

- Ministry of Labour
- Ministry of Planning & Statistics
- Ministry of Science & Technology
- Ministry of Environment & Forest
- Ministry of Corporate Affairs

In addition to this, free remittance/collection of govt. funds is allowed in cases where funds are received/sent directly by/from Central/State Govt. Ministries/Departments where we are not accredited bankers and agencies coming directly under them. The facility will also be available to fund transfer under various welfare schemes of the Govt. like, PMEGP, Direct Benefit Transfer etc. Actual out of pocket expenses like postage, courier etc. will be recovered from the concerned account. This waiver will however not be applicable to fund transfer by PSUs, government corporations and independent statutory bodies.

- ii. Where branches obtain demand drafts for Government Departments to which we are accredited bankers from a currency chest branch of another bank, such branch will have to issue required draft at par. However, when no such currency chest branch of concerned bank is available the demand draft may be obtained from any nearby branch against payment of commission, if any, at our Bank's cost.

Similarly, our currency chest branches should issue demand drafts at par to other banks, which approach them for issuance of demand drafts on behalf of a Government Department to whom they act as accredited bankers.



**1.9. Free Collection of outstation instruments to the following segments(Extant Guidelines):**

- Senior citizens /pensioners maintaining accounts with rural branches on outstation cheques up to Rs.5000/- representing pension.
- Physically handicapped persons (who have suffered loss of use of hand/s and/or leg/s) including blind upto Rs.10000/- for their personal use only. Such concessions should not be allowed for business transactions.

**1.10. Free remittance facility to senior citizens** only for their personal use by debit to their savings bank accounts upto Rs.10000/- per month. Such concession should not be allowed for business transactions.

**1.11. Fund Transfer for Opening of Term Deposits:** No charges should be levied for transfer of funds by way of cash/DD/PO/RTGS/ NEFT/Intersol fund transfer if the fund transfer is for creation of term deposit or payment of installment in cumulative deposit of the account holder transferring the funds.

**1.12. Concession to students for purchase/cancellation of DD/PO upto Rs.1000 for purchase of prospectus, application form and payment of examination fee:**  
The charges for issuance/cancellation of such DD/PO will be Rs.16.50 inclusive of service tax.

**1.13. Sharing of collection charges on 50:50 basis on instruments sent to other banks for collection (As per extant Guidelines).**

At centers where the remitting bank has no branch, the commission on bills/cheques sent for collection should be shared by the remitting bank and collecting bank on 50:50 basis i.e. remitting bank to charge 50% of the applicable rate and collecting bank to charge 50% of the applicable rate. However all applicable out of pocket expenses should be recovered in full.

**1.14. Other segments,(As per the extant Guidelines):**

- i. No service charges should be charged on Pay orders/ Drafts for making direct payments to suppliers while disbursing loans under Govt. sponsored schemes.
- ii. Following concession are granted to widows/aged persons/pensioners receiving payments from Central / State Government in the form of pension/subsistence allowance only :

Particulars	Charges
Upto and including Rs.1000/	No service charges (out of pocket expenses are also waived)
Above Rs.1,000/- upto and including Rs.3,000/-	Only out of pocket expenses to be recovered

- iii. Following concession are granted to widows/aged persons/pensioners receiving payments instruments of a general nature for collection (i.e. other than in the form of pension / subsistence allowance as stated above):

Particulars	Charges
Up to and including Rs.1000/-	No service charges (out of pocket expenses are also waived)
Above Rs.1,000/- up to and including Rs.3,000/-	Only out of pocket expenses to be recovered.
Above Rs.3,000/-	Normal charges

- iv. No collection charges should be levied on outstation cheques where collection is delayed beyond the stipulated time schedule. This is in addition to payment of interest for delayed period beyond the time frame stipulated for collection of outstation cheques.
- v. No charges for issuance of DD/PO for disbursement of loan.

#### **1.15. Concessions for transacting at Bank Mitr (BC) points(extant Guidelines):**

- First four free transactions including ATM cash withdrawals or deposits in Non PMJDY Savings Bank Accounts in a calendar month.
- Waiver of transaction charges from BC point to Non PMJDY SB account holders who maintained AQB of Rs.10000/- and above in previous year.

#### **2. Defense Personnel/Ex-servicemen/ Paramilitary Forces / CISF.**

As per the IC No. 9364 dated 10.08.2012, the bank has introduced comprehensive salary package for the Defense and Paramilitary personnel and has introduced certain concession specially designed for them. Salient features are as under:

- Free Unlimited Personalised Multicity Cheque Book.
- Complete Waiver of NEFT/RTGS/DD charges

#### **3. Concessions to RRBs sponsored by our Bank (As per Extant Guidelines):**

- Free remittance facility for remittance of refinance installment to NABARD.
- Collection charges to be shared on 50 : 50 basis as follows :
  - Collection charges on cheques / instruments drawn on PSBs and tendered to them for collection by RRBs.
  - Collection charges on cheques / instruments tendered by PSBs to RRBs for collection.

However, no charges should be levied on cheques/ instruments drawn on the same branch, which are collected locally by the branch.

- The transfer of funds of RRBs from their Branch Account to H.O. Account and vice versa shall be made free of charge.

- iv. Commission on DDs purchased by RRBs who maintain their accounts with us may be shared on 50:50 basis provided they give an undertaking at their H.O. level that they shall charge their customers with full charges.

### **3.1.1. RRBs not sponsored by our Bank:**

Concessions to RRBs not sponsored by our Bank will depend on merits of each case. In such cases decision will be taken by the service charges committee on case to case basis and on the merit of the case.

#### **4. Staff & Ex-staff only(As per extant guidelines):**

- i. Free remittance fund transfer facility (DD/Multicity Cheques/RTGS/NEFT)
- ii. Collection of cheques free of service charge
- iii. No charges for cash transactions
- iv. No charges for issuance of cheque book
- v. No SMS charges
- vi. 25% concession in locker rent

#### **5. Charges for issuance of certificates like no dues certificate, balance confirmation certificate etc.(As per extant Guidelines)**

- The borrowers under the government sponsored schemes as well as farmers are exempted from the levy of charges on issuance of 'no dues certificate'.
- No service charges should be levied on the balance confirmation certificate issued in current/borrowal accounts at the end of the year.

#### **6. Charges for non-maintenance of minimum balance in the account:**

- i. No service charges would be levied for non-maintenance of minimum balance in case of the savings bank accounts of the following classes of customers: (IC no -6664 dated 14.05.2003)
  - Students belonging to scheduled castes/scheduled tribes/minority communities for the purpose of payment of scholarship.
  - Sugarcane growers for payment of dues for supply of sugarcane.  
(The minimum balance stipulation for these classes of customers is Rs. 100/- irrespective of population area.).
- ii. For following class of individual and scheme also minimum balance charges are waived.
  - Senior Citizens
  - Pensioners(SB Pension Scheme)
  - Small accounts(BSBDA/BSBDS/PMJDY Scheme)

#### **7. ECS/NACH charges on Income Tax Refund Orders:**

All the income tax refund orders are now being credited to the tax payers directly into their accounts through ECS/NACH. Further, as directed by Reserve Bank of India no

ECS/NACH charges should be levied in respect of ITROs as and when Government adopts ECS/NACH mode for refund of taxes. (RBI Directives Ref No. RBI/2004/90.DGBA.GAD No.H-767/42-01,034 2003-04 dated 09.03.2004)

Further as directed by Govt. of India, no service charges for ECS/NACH mandate registration and ECS/NACH returning for subscription to voluntary pension schemes of Govt. of India namely Pradhan Mantri Shram Yogi Maan-dhan Yojana (PM-SYM) and Pradhan Mantri Kisan Maan Dhan Yojana (PM-KMY) should be levied as per **letter reference no SO/769 dated 07.02.2019 and IC No.5045-2019 dated 11.09.2019**).

**8. Concession/waiver granted in individual cases will continue till expiry of the period for which such concession/waiver has been granted by the respective competent authority.**

Concession in any other cases will be decided on a case-to-case basis based on merits. Branches will refer such cases through their Regional Offices/FGMOs to Operations vertical for all the accounts not enjoying any Fund Based/Non Fund Based facility from Bank.



\_\_\_\_\_ Branch

## **NOTICE**

We hereby notify that - “Our service charges on following inland services (other than advances) are being revised with effect from 01.04.2022”

1. Collection of Outstation Cheques
2. Collection of Bills.
3. Duplicate Pass Book - SB Account.
4. Demand Drafts Issuance Charges.
5. Fund transfer through RTGS and NEFT.

The revised schedule of service charges is available with Branch Manager/ Dy. Branch Head/ Officer-in-Charge. You may please contact the branch officials for further details.

Branch Head/ Authorized Officer



\_\_\_\_\_ Branch

## NOTICE

We hereby notify that - "Our service charges on following inland services (other than advances) are being revised with immediate effect

✚ Demat Account AMC Charges.

The revised schedule of service charges is available with Branch Manager/ Dy. Branch Head/ Officer-in-Charge. You may please contact the branch officials for further details.

Branch Head/ Authorized Officer