

## Banking facility for Senior Citizen and Differently abled persons

As per RBI circular DBR.No.Leg.BC.96/09.07.005/2017-18 following basic banking facilities will be provided to the Senior Citizen and Differently abled customer with convenience.

- Dedicated Counters/Preference to Senior Citizens of more than 70 years of age, Differently abled persons
- Ease of submitting Life Certificate in any branch
- Cheque book facility
- Automatic conversion of status of accounts to "Senior Citizen Account"
- Additional Facilities to visually impaired customers
- Ease of filing Form 15G/H
- Door Step Banking Services for senior citizens of age more than 70 years (Cash Pickup / Cheque Pickup / Cash Delivery / Demand Draft Delivery / KYC Document pickup / Life certificate at customer's premises)
- Please contact Branch Manager for further details.

## Facility of withdrawal of Pension by old/sick/disabled incapacitated pensioners

As per RBI circular DGBA.GAD.NoH-3194/45.01.001/2009-10 dated 14.10.2009

Facilities for withdrawal of Pension and Account opening is offered to old/ sick/ disabled/ Incapacitated Pensioners.

Kindly contact Branch Manager for further details

## Branch Level Customer Service Committee Meeting

Our branch conducts **Monthly Customer Service Committee** meetings on the

☐ 1<sup>st</sup> Week    ☐ 2<sup>nd</sup> Week    ☐ 3<sup>rd</sup> Week    ☐ 4<sup>th</sup> Week

☐ Mon    ☐ Tue    ☐ Wed    ☐ Thu    ☐ Fri    ☐ Sat

of every month.

In the event of the same being a holiday, it would be conducted on the following day. In case of insufficient quorum or attendees the meeting would be postponed to the subsequent week.

All customers may attend. Please speak to the Branch Manager for details of the timings and exact dates.