Service Charges Policy

Service Charges Policy has been approved by the Board of Directors in their meeting held on 17/06/2026 by passing resolution No. 6(31).

1.Scope of the Policy

This Service Charges Policy sets out the schedule of charges applicable to various banking products, services, and transactions offered by the Bank. The policy aims to ensure transparency, consistency, and fairness in the levy of service charges while providing banking services to customers. The charges specified herein are applicable to different categories of deposit accounts, loan accounts, and other banking services availed by customers. The Bank may review and revise these charges from time to time based on regulatory guidelines, operational requirements, and business considerations. All customers shall be bound by the charges as amended and communicated by the Bank from time to time.

2. Objective of the Policy

The objective of this Service Charges Policy is to establish a transparent, fair, and consistent framework for levying charges on various banking products, services, and transactions offered by the Bank. The policy aims to:

1. Define the service charges applicable to different banking services and customer segments.
2. Ensure transparency in communicating charges to customers.
3. Recover a reasonable portion of the costs incurred by the Bank in providing banking services.
4. Promote efficient utilization of banking channels and services.
5. Ensure compliance with the guidelines and directions issued by the Reserve Bank of India (RBI) and other regulatory authorities from time to time.
6. Provide a structured approach for review and revision of service charges based on operational, regulatory, and business requirements.

3. Provisions of the Policy

1. The Bank shall levy service charges for various banking products, services, and transactions as specified in the Schedule of Service Charges annexed to this Policy.

2. Service charges shall be applied uniformly to customers belonging to the same category, unless otherwise specified by the Bank or mandated by regulatory guidelines.
3. The Bank shall ensure that all service charges are reasonable, transparent, and communicated to customers through appropriate channels such as branch notices, the Bank's website, account opening documents, or other customer communications at least 30 days in advance.
4. Service charges may vary depending on the nature of the account, type of customer, mode of transaction, value of the transaction, or channel used for availing the service.
5. The Bank reserves the right to introduce, modify, withdraw, or revise any service charge from time to time based on regulatory requirements, operational costs, market practices, and business considerations.
6. Any revision in service charges shall be approved by the Board of directors meeting and shall be communicated to customers in accordance with applicable regulatory guidelines.
7. Charges, fees, taxes, duties, cess, or any other statutory levies imposed by the Government or regulatory authorities shall be recovered from customers in addition to the service charges wherever applicable.
8. The Bank may waive, reduce, or exempt service charges for specific categories of customers, products, schemes, or transactions as approved by the competent authority or as required under regulatory directives.
9. In case of any inconsistency between this Policy and any regulatory instruction issued by the Reserve Bank of India (RBI) or any other competent authority, the regulatory instruction shall prevail.
10. This Policy shall be reviewed periodically and amended whenever necessary to ensure its continued relevance, effectiveness, and compliance with regulatory requirements.

4. Inoperative / Dormant Accounts and DEAF Accounts

No charges of any type shall be levied on inoperative accounts (accounts with no transactions for two or more years) and Depositor Education and Awareness Fund (DEAF) accounts.

5. General Conditions

1. All charges mentioned in this Policy are exclusive of GST. GST shall be levied additionally as applicable under the Goods and Services Tax Act, 2017, and prevailing GST rates at the time of levy.
2. 'Nil' or 'Free' charges denote that no charge is levied. Where the schedule states 'Nil', no charge shall be collected under any circumstances.
3. Charges shall be applicable periodically as follows:
(a) Per Thousand – Rs.1,000 and its multiple
(b) Quarterly – at the end of each quarter
(c) Half Yearly – at the end of each half year (30th September & 31st March)
(c) Annual – upto 31st March of each year.
4. The Bank shall not levy any charge that is not disclosed in the Board-approved schedule of charges.

6. Schedule of revised service charges

The following revised schedule of service charges shall be applicable with effect from 03 July 2026, as per Board of Directors meeting dated 27/05/2026 resolution No. 3 E (1).

Sr. No.	Service Description	Revised Charge w.e.f. 03/07/2026
1	**MINIMUM BALANCE - Deposit Accounts**	
	A. Current Account – Non-Maintenance of minimum Balance	
	Individual – Rs.2,000/-	Nil
	Partnership Firm – Rs.5,000/-	Nil
	Company Account – Rs.10,000/-	Nil
	B. Savings Account – Non-Maintenance of minimum Balance	
	Without Cheque Book – Rs.500/-	Nil
	With Cheque Book – Rs.500/-	Nil
2	**INOPERATIVE ACCOUNTS - No transactions for 2 or more years**	
	No charges shall be levied on Inoperative accounts	
3	**ACCOUNT CLOSURE CHARGES – WITHIN 1 YEAR**	
	A. Current Deposit Account	Rs. 200/- per account
	B. Savings Account	Rs. 200/- per account

4	**CHEQUE BOOK CHARGES**	
	A. Savings Account	Rs. 2/- per cheque leaf
	B. Current Deposit Account	Rs. 3/- per cheque leaf
	C. Cash Credit Loan Account	Rs. 3/- per cheque leaf
5	**DUPLICATE PASS BOOK**	
	Savings Account – Duplicate Pass Book	Rs. 50/- per pass book
6	**STATEMENT OF ACCOUNT – By E-mail - Free**	
	A. Current Deposit Account and Cash Credit Loan – Physical copy (2nd issue onwards)	Rs. 2/- per page
	B. Savings Account	Rs. 2/- per page
7	**DUPLICATE FIXED DEPOSIT RECEIPT**	
	Duplicate Fixed Deposit Receipt	Nil + Written Request
8	**STOP PAYMENT**	
	Stop Payment Instruction	Rs. 200/- per cheque
9	**INWARD CHEQUE RETURN**	
	A.Upto Rs.50,000/-	Rs. 300/- per cheque
	B. Rs.50,001/- to Rs.2,00,000/-	Rs. 400/- per cheque
	C. Above Rs.2,00,000/-	Rs. 500/- per cheque
10	**OUTWARD CHEQUE / BILL RETURN**	
	Outward Cheque / Bill Return	Rs. 200/- per cheque
11	**ECS RETURN**	
	A. Upto Rs.5,000/-	Rs. 200/- per challan
	B. Rs.5,001/- to Rs.15,000/-	Rs. 300/- per challan
	C. Above Rs.15,000/-	Rs. 500/- per challan
12	**DEMAND DRAFT / BANKER'S CHEQUE / PAY SLIP – ISSUANCE COMMISSION**	
	A. Upto Rs.10,000/-	Rs. 30/-
	B. Above Rs.10,000/-	Rs. 2/- per thousand (Maximum DD Commission: Rs.2,000/-)

13	**DUPLICATE DRAFT / BANKER'S CHEQUE ISSUANCE**	
	Duplicate Draft / Banker's Cheque	Rs. 200/- per instrument (Indemnity Bond – Separate)
14	**DRAFT / BANKER'S CHEQUE CANCELLATION**	
	Draft / Banker's Cheque Cancellation	Rs. 200/- per cheque
15	**ELECTRONIC PRODUCTS – NEFT / RTGS / IMPS / UPI**	
	A. Inward / Outward RTGS	Nil
	B. Inward / Outward NEFT	Nil
	C. IMPS and UPI	Nil
16	**SIGNATURE VERIFICATION FEE**	
	Signature Specimen Verification	Rs. 100/- per instance
17	**NO DUES CERTIFICATE**	
	No Dues / No Objection Certificate	Rs. 100/- per certificate
18	**INTEREST CERTIFICATE**	
	Interest Certificate	Nil
19	**PHOTO ATTESTATION**	
	Photo Attestation	Rs. 100/- per attestation
20	**BANK GUARANTEE COMMISSION**	
	A. Fully Secured – 100% Fixed Deposit as Collateral	2% per annuam
	B. Partially Secured – 25% Fixed Deposit + Other Security	3% per annuam
Note: Commission for the entire guarantee period to be recovered at the time of issuance. Commission for guarantees obtained from other banks to be recovered separately.		

21	**GOLD LOAN**	
	A. Goldsmith Valuation Commission (On loan sanction amount)	1. Upto loan amount Rs 200000/- 0.20% 2. From Rs 200000 to 1000000 - Rs 0.10% or minimum Rs 400 whichever is higher 3. Above1000000 - Rs 0.05% or minimum Rs 1000 whichever is higher
	B. Glod Loan custody charges	Rs 100 per lakh, subject to a maximum of Rs 1000 per quarter
	C. Gold Loan Receipt Lost	Rs. 150/-
22	**LOCKER CHARGES**	
	A. Small Locker	Rs. 1,000/- per year
	B. Medium Locker	Rs. 1,500/- per year
	C. Large Locker	Rs. 2,000/- per year
Note: Locker repair / key loss – actual cost from company / locksmith to be recovered from the account holder.		
23	**SOLVENCY CERTIFICATE**	
	A. Upto Rs.5 lakh	Rs. 500/-
	B. Rs.5 lakh to Rs.10 lakh	Rs. 1,000/-
	C. Above Rs.10 lakh	Rs. 1/- per thousand
24	**ENTRANCE FEES**	
	A. Nominal Member	Rs. 50/-
	B. Regular Member	Rs. 50/-
25	**FORM FEE**	
	A. Member Requisition Form	Rs. 200/-
	B. Nominal Member Requisition Form	Rs. 100/-
	C. Loan Requisition Form – Secured & Unsecured Loan (excluding loan against Fixed deposit)	Rs. 100/-
	D. Gold Loan Form	Rs. 50/-

26	**TOKEN LOST OR MISSING**	
	Token Lost or Missing	Rs. 500/-
27	**TERM LOAN / CASH CREDIT CHARGES – Excluding: FD Pledge, Gold Loan, Govt. Security, Staff Loan**	
	A. Vehicle Inspection – At branch premises Free; At other location – charges as below:	
	2-Wheel Vehicle	Rs. 100/-
	3-Wheel Vehicle	Rs. 200/-
	4-Wheel Vehicle	Rs. 500/-
	6-Wheel, JCB and similar	Rs. 1,000/-
	B. Processing Charges	
	New Loan Upto Rs.50,000/-	Rs. 500/-
	New Loan Rs.50,001/- to Rs.1,00,000/-	Rs. 1,000/-
	New Loan above Rs.1,00,000/-	Rs. 5/- per thousand (Maximum: Rs.1,00,000/-)
	C. Processing Charges – Cash Credit Renewal	
	Upto Rs.5 lakh	Rs. 500/-
	Above Rs.5 lakh to Rs.10 lakh	Rs. 1,000/-
	Above Rs.10 lakh	Rs. 3,000/-
	D. CC Account – Stock Statement Not Submitted	
	Upto Rs.5 lakh	Rs. 300/- per month
	Above Rs.5 lakh to Rs.25 lakh	Rs. 500/- per month
	Above Rs.25 lakh	Rs. 700/- per month
	E. Extension Cash Credit Limit	
	Upto Rs.3,00,000/-	1 Month: Rs.100/- 2 Months: Rs.200/- 3 Months: Rs.400/-
	Upto Rs.5,00,000/-	1 Month: Rs.200/- 2 Months: Rs.400/- 3 Months: Rs.800/-
	Upto Rs.10,00,000/-	1 Month: Rs.400/- 2 Months: Rs.800/- 3 Months: Rs.1,200/-

	Upto Rs.25,00,000/-	1 Month: Rs.800/- 2 Months: Rs.1,600/- 3 Months: Rs.2,500/-
	Above Rs.25,00,000/-	1 Month: Rs.1,000/- 2 Months: Rs.2,000/- 3 Months: Rs.3,500/-
	Note: For extension beyond 3 months, last applicable slab charges to be doubled.	
	E. Credit Rating Documents Not Submitted (Rs.50 lakh and above) – Financial Statements, IT Return, No Statutory dues Certificate not filed by February of following year	Rs. 3,000/-
28	**LOAN RECOVERY ACTION CHARGES**	
	A. Notice Fee	
	Simple Notice per notice	Rs. 100/-
	Registered / A.D. per notice	Rs. 150/-
	B. Loan Recovery Visit Charges (Excluding legal action cases)	
	Upto 5 km from branch	Rs. 100/- per visit
	More than 5 km from branch	Rs. 300/- per visit
	Note: Recovery charges to be levied only after actual visit; visit report to be maintained in records.	
	C. Loan Recovery Visit Charges (legal action cases)	
	Principal + Interest outstanding – Upto Rs.50,000/-	Rs. 100/- per quarter
	Rs.50,001/- to Rs.1,00,000/-	Rs. 200/- per quarter
	Rs.1,00,001/- to Rs.2,50,000/-	Rs. 400/- per quarter
	Rs.2,50,001/- to Rs.5,00,000/-	Rs. 500/- per quarter
	Rs.5,00,001/- to Rs.7,50,000/-	Rs. 600/- per quarter
	Rs.7,50,001/- to Rs.10,00,000/-	Rs. 700/- per quarter
	Rs.10,00,001/- to Rs.25,00,000/-	Rs. 1,200/- per quarter
	Above Rs.25,00,000/-	Rs. 2,500/- per quarter
29	**CIBIL CHARGES**	
	Commercial	Rs. 1,000/-
	Individual	Rs. 200/-

30	**ATM CARD**	
	Annual Charge	Rs. 100/- per half year
31	**DUPLICATE ATM**	
	Duplicate ATM Card	Rs. 200/-
32	**DUPLICATE ATM PIN**	
	Green PIN -Self generated through ATM	Nil
	PIN obtained at branch	Rs. 100/-
33	**OTHER BANK ATM – CASH WITHDRAWAL**	
	First 5 Financial / Non-Financial transactions per month	Nil
	Each Financial transaction above 5 per month	Rs. 20/- per transaction
	Each Non-Financial transaction above 5 per month	Rs. 10/- per transaction
34	SMS Charges	Rs. 0.15 per SMS (At Actual Basis)
35	**SHARES DUPLICATE FEE**	
	Share Certificate of Rs.10	Rs. 2/- For one certificate, above one certifcate Rs. 5/-per certificate
	Share Certificate of Rs.25	Rs. 5/- For one certificate, above one certifcate Rs. 15/-per certificate
	Share Certificate of Rs.50	Rs. 10/- For one certificate, above one certifcate Rs. 25/-per certificate
	Share Certificate of Rs.100	Rs. 15/- For one certificate, above one certifcate Rs. 35/-per certificate
	No share duplicate fee shall be charges while making payment of share amount to legal heirs in succession cases.	

36	**DEAF ACCOUNTS**	
	No service charges, fees or penalties shall be recovered from accounts transferred to DEAF account.	
37	**CERSAI CHARGES**	
	Charge Creation / Modification	Rs. 700/-
	Charge Satisfaction	Nil

All above charges are exclusive of GST. GST shall be additionally levied as applicable on each transaction as per prevailing rates.

Chief Executive Officer