

Instruction Circular No 1100 Date : 02-06-2015

Service Charges

WITH EFFECT FROM : 3RD JUNE, 2015



ALLAHABAD UP GRAMIN BANK
(PLANNING & DEVELOPMENT DEPARTMENT)

HEAD OFFICE: BANDA

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Section 'A'



DEPOSIT ACCOUNTS
&
OTHER MISCELLANEOUS ISSUES

SECTION 'A'

**SERVICE CHARGES (INCLUSIVE OF SERVICE TAX)
FOR DEPOSIT ACCOUNTS & OTHER MISCELLANEOUS ISSUES**

1. (A) ISSUANCE OF DEMAND DRAFT/ BANKER'S CHEQUE/IOI

Amount Slab	Revised Rates
Up to ₹5,000	₹31
Above ₹5,000 up to ₹10,000	₹46
Above ₹10,000	₹3.40 per ₹1,000 or part thereof, Minimum ₹46, Maximum ₹17,096

Note:

- i. In case of DD/BC/IOI for below ₹50000/- issued against cash, additional 50% charges will be levied. No DD/IOI/BC should be issued for ₹50000/- & above against cash but through account only.
- ii. Postage/out of pocket expenses (plus service tax) will be levied extra as the case may be.

1. (B) DUPLICATION/ REVALIDATION/CANCELLATION DD/BC/IOI

Name of Items	Revised Rates
Issuance of Duplicate /Revalidation/ Cancellation of DD/BC/IOI	10% of the Amount (Rounded up to nearest Rupees) Maximum ₹117 per Instrument

2. (A) COLLECTION OF OUTSTATION CHEQUES

Value	All customers (₹) (Revised Rates) (per instrument)
Up to ₹5,000	29
Above ₹5,000 and up to ₹10,000	57
Above ₹10,001 and up to ₹1 Lac	114
Above ₹ 1 lac	172

- Note:**
1. The above charges will be all inclusive. No additional charges such as Courier Charges, out of pocket expenses (plus service tax) should be levied from the customer.
 2. For outstation cheques collected through another bank: Commission on 50:50 basis, i.e. remitting bank to charge 50% & collecting bank to charge 50% of the applicable rate.

2. (B) COLLECTION OF CHEQUE UNDER SPEED CLEARING

Value	Revised Service charges for all customers
Up to and including ₹ 1 lac	Nil
Above ₹1 lac	₹172

3. COLLECTION OF BILLS

Name of the Items	Revised Rates
Up to ₹ 10,000	₹115 per Instrument
Above ₹10,000	₹14 per ₹1000 or part thereof, Maximum ₹30,438

Note: Actual Postage/out of pocket expenses (plus service tax) will be levied extra.

4. HANDLING CHARGES FOR CHEQUES / BILLS RETURNED UNPAID

Name of Items	Revised Rates
Local Cheques/Bills	₹101 per cheque for SB ₹203 per cheque for Other ₹101 per Bill
Outstation Cheques/Bills	50% of collection Charges minimum ₹203

Note: The above charges are to be realized under intimation to the party. Postage will be realized extra.

5. CLOSURE OF ACCOUNTS

Types of Account	Revised Rates
Savings Bank A/c With Cheque Book Without Cheque Book	With Cheque Book – ₹203 Without Cheque Book – ₹152
Current A/c	₹507
Accounts closed after one year of opening and within 14 days of opening	Nil
Account transferred from one branch to another	
Opening of another A/c in joint names	
Death of A/c holder (manually debited)	
Pensioner without cheque book	

Note:

- ❖ At the time of closure of accounts within one year of the opening, if the balance available is insufficient to cover up the above charges, the available balance in the account will be forfeited and no extra amount to be claimed.

- ❖ Postage/Courier and out of pocket expenses (plus service tax) to be realized on actual basis over and above the Service Charges.

6. (a) MINIMUM BALANCE CRITERIA FOR SAVINGS BANK ACCOUNT

Name of the Items	Revised Rates
With Cheque Book for general	₹500 for Rural/SU ₹1000 for Metro/Urban
With Cheque Book for pensioners (concession to Senior Citizens to be discontinued)	Nil
Without Cheque Book for general	₹100 for Rural/SU ₹500 for Metro/Urban
Without Cheque Book for pensioners. (concession to Senior Citizens to be discontinued)	Nil

(b) MINIMUM BALANCE CRITERIA FOR CURRENT ACCOUNT

Name of the items	Revised Rates	
	Rural	Others centers
Individual	₹1000	₹3000
Others	₹2500	₹5000

7. PENAL CHARGES FOR FALL IN MINIMUM BALANCE

Name of Items	Revised Rates (On QAB basis)
Savings Bank / (Basic Saving Bank A/c) converted to regular SB A/c with Cheque Book	₹101 per quarter – R/SU ₹142 per quarter –other centers
Savings Bank / (Basic Saving Bank A/c) converted to regular SB A/c without Cheque Book	₹36 per quarter- R/SU ₹76 per quarter-Other centers
Savings Account (Basic Saving Bank A/c)	Nil
Pensioners: ➤ SB with Cheque Book ➤ SB without cheque book	
Current A/c : Individual	₹345 per quarter –R/SU
Current A/c : Other	₹507 Per quarter- other centers

Note:

1. The above penal charges are to be realized under intimation to the party.
2. The above charges would be levied on **Quarterly Average Balance (QAB)**.

8. CHEQUE BOOK CHARGES FOR SB/CURRENT/CC/OD ACCOUNTS

(For all types like CTS)

Name of the Items	Revised Rates
Savings Bank A/c, Current, CC, OD A/c	₹ 4.00 per Cheque leaf
SB A/c for 20 leaves per calendar year	Free
Name of the Items	Revised Rates
Post Dated Cheque (PDC): For our Bank	Nil
Post Dated Cheque (PDC): For repayment of loans to other banks/ FIs	₹8 per cheque leaf

9(A) LOCKER RENT:

Type	Inner Volume (Cu. Inches)	Classification	Revised Rates	
			Metro/Urban Branch	Semi Urban/Rural Branch
A	539	Small	1268	1065
B	859	Medium	1725	1370
C	1186	Medium	2080	1725
D	1337	Medium	2739	2283
HI	1828	Large 1	3551	2892
E	1878	Large 1	3551	2892
F	2786	Large 2	4261	3450
G	2844	Large 2	4261	3450
H	3987	V.L	7102	5732
L	6297	E.L	8117	6899

Note:

- The locker rents are to be realized in the 1st Quarter of the financial year i.e. within 30th June. Any default or not maintaining the requisite balance in the A/c will attract penalty charges (No penalty charges for Staff)

9(B) PENAL CHARGES FOR LOCKER RENT IN DEFAULT

Size of Locker	Revised Rates
Small & Medium	₹ 61 per Quarter or part thereof
Large	₹ 86 per Quarter or part thereof
VL & EL	₹ 142 per Quarter or part thereof
Locker visit charges	24 visits per year free. Above 24 visits, ₹61 per visit to be charged
Loss of keys	Locker rent of one year + actual cost of repairing

10. SAFE CUSTODY CHARGES

Name of Items	Revised Rates
Scrips	₹117 per Scrip per year or part thereof, Min: ₹233 p.a.
Sealed Cover	₹573 per cover per year p.a.
Sealed Boxes- 200 cu. Cm.	₹11668 per Box per year p.a.
Bank's own Deposit Receipt	Nil

Note: Boxes above 200 cu. cm. type not to be accepted

11. ISSUANCE OF SOLVENCY CERTIFICATES

Amount Slab	Revised Rates
Up to ₹10 lacs	₹5073
Above ₹10 lacs & Up to ₹25 lacs	₹12,175
Above ₹25 lacs & ₹1 crore & above	₹30,438

12. NATIONAL ELECTRONIC FUND TRANSFER (NEFT)

	Revised Rates
Outward Remittances	
Up to ₹ 1 Lac	Nil
Above ₹1 Lac to ₹2 Lac	₹18 per transaction
Above ₹2 Lac	₹29 per transaction
Inward Remittances	
Any Amount	Nil

13. INDO-NEPAL NEFT REMITTANCE CHARGES

(I) For beneficiaries maintaining accounts with Nepal State Bank Ltd. (NSBL):

For remittance from a bank account in India to a bank account with any branch of Nepal State Bank Ltd., there shall be no charge i.e. the remittance is free of charge

(II) For beneficiaries not maintaining account with Nepal State Bank Ltd. (NSBL):

If the beneficiary is not maintaining any account with NSBL and the funds are distributed through the channel of the Agents of NSBL:

(i) All remittances (cash remittances/disbursements) up to INR 5000, a flat charge of INR 51 inclusive of Service Tax for every remittance.

(ii) Remittances (cash remittances/disbursements) above INR 5000 and up to INR 50000, a flat charge of INR 76 inclusive of Service Tax.

These charges will be passed on to NSBL who in turn will share the same with the affiliated Money Transfer agencies.

The entire amount of charges collected from the remitter would be remitted to Nepal and would form a part of the message format. Thus, remitting banks in India originating remittances under the scheme would transfer funds free of charge.

14. REMITTANCE THROUGH 'REAL TIME GROSS SETTLEMENT' (RTGS)

Name of Items	Revised Rates (per transaction)
Local Inward Remittance	Nil
Outstation Inward Remittance	
Local Outward Remittance	
Outstation Outward Remittance	₹29
₹ 2 to ₹5 lacs	
₹ 5 lacs & above	₹57

15.1 ECS CHARGES FOR CREDIT CLEARING

Number of Entries	Revised Rates (Only for Corporate Bodies/ Institutions)
Up to 10,000 entries per occasion	₹ 5 per entry + RBI or Destination Bank Charges if any
Above 10,000 up to 1 lac entries per occasion	₹ 4 per entry + RBI or Destination Bank Charges if any. Minimum ₹ 40,564
Above 1 lac entries per occasion	₹3 per entry + RBI or Destination Bank Charges if any. Minimum ₹3,04,379

15.2 ECS CHARGES FOR DEBIT CLEARING

Name of the Items	Revised Rates (Only for Corporate Bodies/ Institutions)
Debit Clearing	₹4 per transaction + RBI or Destination Bank Charges if any, Minimum ₹2,790
Individual customers & Others	
Returning Charges on account of insufficient funds	₹ 61 per entry SB ₹ 101 per entry for other types of accounts
Income Tax Refund Orders	Nil

15.3 ECS CHARGES FOR SPONSOR BANK, DESTINATION BANK AND/OR RBI

ECS	Revised Rates
Sponsor Bank	RBI or Destination Bank Charges if any, Minimum ₹ 3257
Charges Payable to destination bank and/or RBI destination bank and/or RBI	On actual Basis i.e. as waived/by the guidelines of RBI

16. **DEBIT-Cum-ATM CARD SERVICE**

Name of the Items	Revised Rates
Membership fee	Nil
Late Payment fee	Nil
Interest Charges	Nil
Annual fee	₹115 p.a., (waived for 1 st year)
Renewal Charges	₹115
Card Replacement Charges	₹115
For Duplicate PIN	₹29
Transaction Charge for using Bank's Own ATM	Nil
Transaction Charge for using other Banks' ATMs (Beyond 5 transactions)	₹18 (Financial) ₹7 (Non-financial)
Transaction Charge for Banks connected through VISA Network (Abroad)	₹172 for Cash Withdrawal & ₹18 for Balance Enquiry
Point of Sale (POS) Transaction Charges	Nil
Using Card at Petrol Pumps	2.50% or ₹14 Minimum
Using Card for Railway Ticket Reservations	2.50%

17. OTHER ITEMS:

Sl. No	Name of Items	Revised Rates
1.	Issuance of Duplicate Pass Book/Statement for SB a/c	<ul style="list-style-type: none"> ➤ ₹ 76 Latest entry (Single balance entry at the time of issue of duplicate pass book) ➤ ₹69 for previous Entry/40 Entries (per page)
2.	Ledger Folio Charges for CT A/c, CC A/c & OD A/c	₹71 per 40 entries
3.	Issuance of additional Statement of Accounts for CT A/c, CC A/c & OD A/c	₹117 per page of 40 entries
4	Issuance of Call Deposit Receipts	<p>NIL</p> <p>₹51/- per transaction – other Branch</p> <p>Note: If the standing instructions could not be carried out for insufficient balance in the account the charge of ₹51/- is to be levied.</p>
5.	Standing Instructions (SI)	<p><u>Free of charge:-</u></p> <p>i) Crediting / Remitting interest in Term Deposits.</p> <p>ii) Crediting/remitting Recurring Deposit installments.</p> <p>iii) Crediting/ remitting installment in Loan a/c.</p>
6.	Stop Payment Instructions	<p>₹ 76 for SB per instrument</p> <p>₹ 101 for other per instrument</p> <p>Max. ₹507 (for both)</p>
7.	Issuance of Travelers' Cheques	₹ 1.00 per ₹ 100, Min ₹ 13
8.	Issuing certificates pertaining to securities/ list of securities lodged	₹117 per certificate or list
9.	Issue of No-dues certificate/balance confirmation	₹ 61 per Certificate Nil (if within the Service Area) ₹ 61 per Certificate
10	Attestation of customer's signature on share transfer form/LIC Policy/UTI certificates etc	₹ 61 per Certificate
11.	Photo Attestation	₹ 61 per certificate
12.	Handling/Incidental Charges for In-operative/ Dormant SB A/c	nil
13.	Handling/Incidental Charges for A/c (If balance is below ₹50,000)	₹ 101 per half year

Sl. No	Name of Items	Revised Rates
14.	Collection of Deposit receipts on maturity from Other Bank	<ul style="list-style-type: none"> ➤ Nil charges for putting as FDR in our Bank ➤ Others- As applicable to remittance charges as per DD/ BC/ IOI
15.	Loss of Token	₹ 117 per token
16.	Enquiry relating to old record	<ul style="list-style-type: none"> ➤ Enquiry up to 12 months old: Free ➤ Enquiry above 1 year up to 3 years: ₹ 127. ➤ Above 3 Years up to 5 years: ₹254 ➤ Above 5 years: ₹609
17.	Penalty charges for depositing delayed installments in R/D account	₹3 per ₹100 per month
18.	Deposit of cash in bulk	Up to 10 packets (1000 pieces) free, thereafter at ₹13 per packet (100 pieces) Max ₹15,219
19.	Selling of Prospectus & Application Forms for Educational Institutions / Housing Boards / Other Organizations	To be negotiated with the corresponding Institution/ Board/other at the Zonal Office Level on case to case basis
20.	SMS Alerts' charges for the threshold limit in case of debit in account is Rs.2000.00 (Accounts of pensioners, Staff, Ex-Staff,& Senior Citizen are exempted)	₹ 16 per quarter per account

Note:

- **Postage & Telegraph and other out of pocket expenses (plus service tax) to be realized on actual basis over and above the Service Charges.**

18. SERVICE CHARGES OF 'ANYWHERE BANKING FACILITY'

Parameter	Slab	Revised Rates
Cash Deposit	Up to ₹25000	NIL
	Above ₹25000	NIL
Cash Withdrawal	Up to ₹25000	NIL
	Above ₹25000	NIL
Transfer of funds (to be debited from drawee's account)	Up to ₹1 lac	NIL
	Above ₹1 lac up to ₹2 lac	
	Above ₹2 lac	
Clearing	Any amount	NIL
Speed Clearing	Up to ₹1 lac	Normal charges as defined. No additional charges under 'Anywhere Banking'
	Above ₹1 lac	
ECS Return for insufficient fund	SB Accounts	Normal charges as defined. No additional charges under 'Anywhere Banking'
	Other Accounts	
Issue of DD / NEFT / RTGS	All customers	Normal charges as defined. No additional charges under 'Anywhere Banking'
Statement charges	All customers	NIL
Updating of Passbook	All customers	NIL
Stop Payment Instructions	SB Accounts	Normal charges as defined. No additional charges under 'Anywhere Banking'
	Other Accounts	Normal charges as defined. No additional charges under 'Anywhere Banking'
Staff Accounts	====	No charges under 'Anywhere Banking'

19. CHEQUE TRUNCATION SYSTEM (CTS) – RECOVERY OF PROCESSING CHARGES

As per directives of Reserve Bank of India, following service charges are introduced with effect from

01.04. 2011 for instruments presented in CTS are as under:

	Revised Rates
Presenting Bank	₹ 1.00 per instrument
Drawee Bank	₹ 2.00 per instrument

NOTE:

- ❖ **Postage & Telegraph and other out of pocket expenses (plus service tax) to be realized on actual basis.**

Section 'B'



CREDIT RELATED ISSUES

SECTION 'B'
SERVICE CHARGES (INCLUSIVE OF SERVICE TAX) ON CREDIT RELATED ISSUES

B.1. RETAIL CREDIT
PROCESSING FEES & PREPAYMENT FEES FOR RETAIL CREDIT PRODUCTS :

SI No	Scheme	Revised Processing Charges	Revised Prepayment Penalty	Documentation Charges	Mortgage Charges	Inspection & Supervision
1	Property Loan	Up to ₹25 lacs : 1.22%, Min ₹ 3044 Above ₹25 lacs to ₹150 lacs: 0.61%, Min. ₹30,438 Above ₹150 lacs: 0.31%, Minimum ₹91,314	2.28% of Outstanding Balance only in case of takeover	Applicable as per charges prescribed under Para B. 3.3	Applicable as per charges prescribed under Para B. 3.3	Applicable as per charges prescribed under Para B.3.4
2	Trade	₹228- per lac, Minimum ₹2029 Maximum ₹22,828	2.28% of Outstanding Balance only in case of takeover	Applicable as per charges prescribed under Para B.3.3	Applicable as per charges prescribed under Para B.3.3	Applicable as per charges prescribed under Para B.3.4
3	Commercial Vehicle Finance	0.41% of loan amount Minimum -₹2029/-	2.28% of Outstanding Balance only in case of takeover	Applicable as per charges prescribed under Para B.3.3	Applicable as per charges prescribed under Para B.3.3	NIL
4	Car Loan (For salaried class & for others)	1.22% of Loan amount, Minimum ₹609 (AUPGB Employees- NIL)	2.28% of Outstanding Balance only in case of takeover	Nil	NA	NIL
5	Mobike Loan	₹609	2.28% of Outstanding Balance only in case of takeover	Nil	NA	NIL
6	Housing Finance	(i) For loan amount up to ₹30 lacs- 0.61% of the loan amount subject to max of ₹12,175 (ii) For loan amount above ₹30 lacs up to ₹75 lacs- 0.46%	Nil	Nil	NA	NIL

SI No	Scheme	Revised Processing Charges	Revised Prepayment Penalty	Documentation Charges	Mortgage Charges	Inspection & Supervision Charges
		of the loan amount subject to max of ₹24,350 (iii) For loan amount above ₹75 lac up to ₹300 lac- 0.36% of the loan amount subject to max ₹60,876 (ivb) For loan amount above ₹300 lacs up to ₹500 lacs- 0.26% of the loan amount subject to max ₹71,022 <i># The same shall not be charged for AUPGB employees</i>				
7	House Furnishing / Repairing Loan	0.61% of loan amount, Min ₹254 (AUPGB employees- Nil)	2.28% of Outstanding Balance only in case of takeover	Nil	NA	NIL
8	Personal Loan (Doctors & Medical Practitioners)	1.22% of loan amount; Min- ₹609	2.28% of Outstanding Balance only in case of takeover	Nil	NA	Nil
9	Personal Loan (Pensioners)	Nil	2.28% of Outstanding Balance only in case of takeover	Nil	NA	Nil
10	Loan against NSC/KVP	0.61% of loan amount, Minimum ₹254(Allahabad Bank employees- Nil)	2.28% of Outstanding Balance only in case of takeover	Nil	NA	NIL
11	Education Loan Scheme	NIL	NIL	NIL	NA	NIL
21	OD in SB A/c	Nil	Nil	NIL	NA	NIL

- Processing fee will not be payable in case of loan to AUPGB Employees (Serving & Retired) under Housing Loan, House Furnishing Loan, Car Loan, Mobike Loan, Personal Loan (Pensioners), & Loan against NSC/KVP.
- Prepayment Penalty, wherever prescribed will be charged only in case of takeover of loan by other Bank / FI.
- Inspection & Supervision Charges will be applicable only in case of Property loan & Trade sector loan.
- Documentation & Mortgage charges are payable only in case of Property, Trade & Commercial Vehicle Finance Scheme.
- In Retail schemes where mortgage charges are not applicable (NA), actual charges for creation of mortgage i.e. fees payable for NEC, registration with Central Registry, cost of stamp, Fees payable for registration of mortgage etc will be borne by the borrower/(s).
- In case of annual review / renewal of term loan under above Retail Schemes at existing level (Wherever applicable) no charges will be realized.
- **In case of annual review / renewal of Overdraft Limit under Property, Trade & Commercial Vehicle Finance processing charges will be applicable as per Sl. No.1, 2 & 3 respectively.**

SECTION 'B'

SERVICE CHARGES (INCLUSIVE OF SERVICE TAX) ON CREDIT RELATED ISSUES

B.2. AGRICULTURAL CREDIT

B.2.1. SERVICE CHARGES FOR AGRICULTURE CREDIT

PROCESSING FEES / UP FRONT FEES FOR SANCTION/RENEWAL OF ADVANCES	
Credit limits	Revised Rates
Upto ₹3 lac	Nil
Above ₹3 lac	KCC – NIL OTHERS - ₹259 per lacs or part thereof
Restructuring of Debt	Nil
Ad-hoc Sanction & Short Term Loan	
Above ₹20,000 and up to ₹50,000	₹1141
Above ₹50,000 and up to ₹25 lacs	0.28% of the Ad-hoc/Short Term Loan, Minimum ₹1141
Above ₹25 lacs and upto ₹5 crore	0.28% of the Ad-hoc/Short Term Loan, Min. ₹22,803
Above ₹5 crores	0.28% of the Ad-hoc/Short Term Loan

Note: Upfront/Proc. Fees for renewal/review of term loan under Agrl. - NIL

B.2.2. CHARGES FOR CREATION OF MORTGAGE & DOCUMENTATION CHARGES

Credit limits (F & NF)	Mortgage Charges	Documentation Charges
	Revised Rates	
Up to ₹2 lacs	NIL	NIL
Above ₹2 lacs but up to ₹5 lacs		KCC – NIL OTHERS - ₹1141
Above ₹5 lacs but upto ₹10 lacs		KCC – NIL OTHERS - ₹2283
Above ₹10 lacs but upto ₹25 lacs		KCC – NIL OTHERS - ₹3424
Above ₹25 lacs but upto ₹1 crore		KCC – NIL OTHERS - ₹5702
Above ₹1 crore		₹11,400

B.2.3. INSPECTION AND SUPERVISION CHARGES

Credit Limits	Revised Rates
Up to ₹50,000	NIL
Above ₹50,000 up to ₹ 3 lac	KCC – NIL OTHERS - ₹573 p.a.
Above ₹ 3 lac	KCC – NIL OTHERS - ₹573 per lacks p.a. (Maximum ₹13682)

B.2.4. any other charges under Agricultural not defined herein above must be levied as per charges under other advances.

NOTE: For concessions under PSC please refer Section C 1.C

SERVICE CHARGES (INCLUSIVE OF SERVICE TAX) ON CREDIT RELATED ISSUES

B.3. OTHER ADVANCES EXCLUDING AGRICULTURE & RETAIL CREDIT

B.3.1. PROCESSING FEES FOR SANCTION/RENEWAL OF ADVANCES (BOTH FUNDED & NON FUNDED) [OTHER THAN AGRICULTURE & RETAIL CREDIT]

Name of the Items (Revised slab)	Revised Rates
Proposals up to ₹25,000	Nil
Proposals above ₹25000 up to ₹50 lacs	₹304 per lac or part thereof min. ₹304
Proposals above ₹50 lacs	₹406 per lac or part thereof; Max ₹10145959.00
Restructuring of Debt	75% of the usual charges
Adhoc Sanction & Short Term Loan	
Above ₹20,000 and upto ₹50,000	₹1015
Above ₹50,000 and upto ₹25 lacs	0.61% of the Ad-hoc / Short Term Loan, Min. ₹1522
Above ₹25 lacs and upto ₹5 crore	0.61% of the Ad-hoc/Short Term Loan, Mini. ₹25,365
Above ₹5 crores	0.61% of the Ad-hoc/Short Term Loan

B.3.2. UPFRONT/PROCESSING FEES FOR TERM LOANS (OTHER THAN AGRICULTURE AND RETAIL CREDIT)

Name of the Items	Revised Rates
Fresh Term Loan sanctioned excluding loans sanctioned under Retail Credit (<u>As Upfront</u>)	Up to ₹1 lac: : Nil Above ₹ 1 lac up to ₹5 Lacs : ₹3044 (lump sum) (MSEs - Nil) Above ₹5 Lacs: 1.22%
Standby credit assistance towards redemption of CP issued/to be issued by the borrower (to be charged on pro-rata for a Min. period of 3 months)	1.22% per annum basis

Review/ Renewal of Term Loan <u>(As Processing Fees)</u>	Up to ₹1 lac: Nil Above ₹1 lac Up to ₹5 lacs: ₹1015 (lump sum) Above ₹5 lacs: ₹152 per lac; Min- ₹1522; Max- ₹4,05,838.00 (MSE/Other PSC – NIL)
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Procedure for realization of Processing Charges/Upfront Fees.

For Working Capital

- The Processing Charges will be realized while sanctioning the accounts on per annum basis (minimum one year).
- The full Processing Charges will be realized while reviewing the accounts on per annum basis from the date of sanction.
- In case of Operational review for short period, a Processing Fee on pro-rata basis for the renewal period will be realized for minimum 1 quarter and thereafter multiple of quarter. The length of the renewal period will be reckoned from the original review date or the extended review date till the period for which operational review is done.
- In case of review/renewal of account or enhancement in limits (Funded/Non Funded) before completion of 12 months from the last date of sanction, the processing fee should be realized on pro-rata basis in respect of existing limits and full processing fee for the enhanced portion.

For Term Loan:

In case of fresh Term Loan, where Upfront fees at the rate more than 0.50% is being realized, no separate Processing Fee will be levied. However if it is less than 0.50%, normal Processing Fee will be realized, as applicable for reviewed/renewal of Term Loan.

**B.3.3. CHARGES FOR CREATION OF MORTGAGE & DOCUMENTATION
(OTHER THAN AGRICULTURAL CREDIT BUT INCLUDING RETAIL CREDIT LOANS)**

Existing Credit Limits	Revised documentation charges	Revised mortgage charges
Up to ₹ 50000	Nil	Nil
₹50,000 to ₹2 lacs	₹1015	₹1015
Above ₹2 lacs but up to ₹5 lacs	₹3044	₹3044
Above ₹ 5 lacs but upto ₹ 20 lacs	₹7102	₹7102
Above ₹20 lacs but upto ₹1 crore	₹15219	₹15219
Above ₹1 crore	₹20292	₹25365

Note:

- In case of Retail Credit Schemes, (refer section B-1) documentation & mortgage charges are applicable as per aforesaid rates.

- b) Charges for creation of mortgage will be calculated on the amount of the Loan and not on the value of the property, irrespective of the nature of the credit facility.
- c) Cost of stamp and other expenses will be born by the borrower separately.
- d) Where no Mortgage is proposed, only Documentation Charges would be taken.
- e) Actual charges including registry under Central Registry scheme to be levied from borrower.
- f) Mortgage charges in case of supplemental mortgage should be realized at rate of 50.00% of normal charges.

B.3.4. INSPECTION & SUPERVISION CHARGES
(OTHER THAN AGRICULTURAL CREDIT BUT INCLUDING LOANS UNDER RETAIL CREDIT)

Revised Credit Limits	Revised Rates
Up to ₹2 lacs	NIL
Above ₹2 lacs up to ₹10 lacs	₹507/ Qtr all centers
Above ₹10 lacs up to 1cr	₹1522 for all centers
Above ₹1cr up to ₹ 5 cr	₹4058 / Qtr for all centers
Above ₹ 5 cr	₹8624 / Qtr for all centers

Note: In case of Retail Credit Schemes, (refer section B-1) Inspection & Supervision charges are applicable as per aforesaid rates.

B.3.5. COMMITMENT CHARGES

Revised Commitment Charges	Revised Rates
For Funded Working Capital Limits of ₹5 Crore & above	1% p.a. on the unutilized portion of the operating working capital limits subject to a tolerance level of 15% of such limits

B.3.6.CHARGES ON PURCHASE/DISCOUNT OF CHEQUES/BILLS

B.3.6.(a) Charges on purchase/discount of Cheques

Name of Items	Revised Rates
Charges on purchase/ discount of Cheques	60 paise % plus Collection Charges as applicable to collection of Cheques / Bills for respective slabs & out of pocket expenses (plus service tax).

B.3.6.(b) Charges on purchase/discount of Bills

i) DA Bills:

Name of Items	Revised Rates
DA Bills	Interest / additional interest, as applicable for working capital advances to the respective borrower, from the date of purchase till due date plus collection charges, service charges and out of pocket expenses (plus service tax) as applicable to bills for collection for the respective slab, are to be realized. No additional discounting charges to be realized Separately.

For DA Bills:

1. Applicable interest rate based on amount of bill and risk rating as per Interest Rate Circular from the date of discounting bills till the date of maturity shall be charged.
2. Additional interest @ 2% over normal rate will be recovered for the period of default from the borrower.
3. Prescribed service charge for collection of bills and out of pocket expenses (plus service tax) will be realized.

ii) DP Bills:

Name of Items	Revised Rates
DP Bills	Discount charges @ 0.76% of the Bill Amount (for a period not exceeding 7 days) plus normal collection charges/ Service Charges (Normal Interest rate beyond 7 days) plus out of pocket expenses (plus service tax) will be realized.

B.3.7. COMMISSION ON BANK GUARANTEE

B.3.7. (a) Performance Guarantee

Amount Slab	Revised Rates
Up to ₹ 5 Crore	₹254 + 0.71% per Quarter with minimum of 2 Quarter, Minimum ₹600
Above ₹ 5 Crore up to ₹ 10 Crore	₹609 + 0.71% per Quarter with minimum of 2 Quarter
Above ₹ 10 Crore	₹1015 + 0.71% per Quarter with minimum of 2 Quarter

B.3.7. (b) Financial Guarantee

Amount Slab	Revised Rates
Up to ₹ 5 Crore	₹254 + 0.91% per Quarter with minimum of 2 Quarter, Minimum ₹1000
Above ₹ 5 Crore up to ₹ 10 Crore	₹1522 + 0.91% per Quarter with minimum of 2 Quarter
Above ₹ 10 Crore	₹2029 + 0.91% per Quarter with minimum of 2 Quarter

Note: In case of one time Bank Guarantee for more than ₹2 lacs (not covered by 100% margin in the form of FDR), processing fee as applicable should be realized at the time of first sanction.

B.3.7. (c) General

SI No.	Name of Items	Revised Rates								
i)	Renewal of Guarantee	The Charges will be the same as those applicable for issuance of fresh Guarantees, except that the claim period is not charged for, if the renewal is affected before the expiry date of the original Guarantee. In essence the charges should be on total final claim including the enhance period plus claim period.								
ii)	Commission on Amendments	For amendments other than amount, period and purpose of Guarantee, commission at the flat rate of ₹ 1,015 will be recovered								
iii)	Guarantee on account of payment of Statutory dues	Field functionaries may consider proposal for issuing Guarantees favouring Customs/Excise Authorities for payment of Statutory dues. As the risk factors for issuing of such type of Guarantees are very high, no concession in Commission will be permitted for issuing such type of Guarantees. However, Guarantee should not be issued in favour of Income Tax/Sales Tax authorities for payment of statutory dues without obtaining specific permission from Head Office.								
iv)	Guarantee against 100% Cash Cover/FDR	25% of Normal Charges to be levied with a minimum of ₹710/-. As this is already a Concessional rate, no further concession would be permitted at field level.								
v)	Cancellation Charge	<p>It is observed that borrowers are reluctant to arrange for return of original Guarantee, duly expired, from the beneficiaries, as a result of which the Branches are not taking prompt action to delete the outstanding Guarantees from the Register, which bear negative impact on computation Capital Adequacy.</p> <p>In this regard, in case of Guarantees executed in favour of parties other than Government Departments, the Branch/es will be required to send a Registered Letter to the beneficiary, provided no demand or claim has been made by the beneficiary under the Guarantee within its validity period, indicating therein clearly that if the original Guarantee is not returned to Bank within 15 days after the date of expiry thereof, the Bank will delete the said outstanding Guarantee from its Register/Book of Accounts. Accordingly, the following cancellation charges will be realized from the respective borrowers for non-return of original Guarantee after the date of expiry. The realization of Cancellation Charge will not be applicable for Guarantees issued to Government Authorities.</p> <table border="1"> <thead> <tr> <th>Amt. of Guarantee</th> <th>Revised Rates</th> </tr> </thead> <tbody> <tr> <td>Up to ₹10 lacs</td> <td>₹1015 per Guarantee</td> </tr> <tr> <td>Above ₹10 lacs but below ₹20 lacs.</td> <td>₹2029 per Guarantee</td> </tr> <tr> <td>₹20 lacs & above</td> <td>₹5073 per Guarantee</td> </tr> </tbody> </table>	Amt. of Guarantee	Revised Rates	Up to ₹10 lacs	₹1015 per Guarantee	Above ₹10 lacs but below ₹20 lacs.	₹2029 per Guarantee	₹20 lacs & above	₹5073 per Guarantee
Amt. of Guarantee	Revised Rates									
Up to ₹10 lacs	₹1015 per Guarantee									
Above ₹10 lacs but below ₹20 lacs.	₹2029 per Guarantee									
₹20 lacs & above	₹5073 per Guarantee									

SI No.	Name of Items	Revised Rates
v)	Refund of Guarantee Commission	For Guarantees tendered for cancellation, before the date of expiry, only a portion of the Guarantee Commission already recovered be refunded to the Customer. Accordingly an amount computed at half the originally charged rate for the unexpired period of Guarantee in multiple of 3 months may be refunded.
vi)	Additional Commission	Additional Commission at applicable rates will be levied on the extended period of validity of Guarantees due to restraints imposed on Banks by Court orders, at the instance of Customers, from meeting their obligation to beneficiaries when the Guarantee is invoked. In order to protect the Bank against possible disputes from customers, the following clause may be incorporated in the Counter Indemnity to be obtained from customers: <i>“That if for any reason the Bank is prevented by any action initiated by me/us from making payment to the beneficiary of the Guaranteed amount, I/We will also be liable to pay the Bank Guarantee Commission for the period for which I/We delay by such action, the payment of discharge of the Guarantee.”</i>

B.3.7.(d) Letter of Comfort in lieu of Bank Guarantee

Letter of Comfort in lieu of Bank Guarantee @ 3.55% p.a. with a minimum for 2 Quarters would be levied.

B.3.8. CHARGES ON INLAND LETTER OF CREDIT (LC)

General:

- Commission must be charged when an LC is opened & amended and no refund may be allowed in any circumstances whatsoever, whether a credit is cancelled, partly availed of or expires wholly un-availed of.
- When the Inland Letter of Credit opened by a bank is advised/ confirmed by its own branch, the advising/confirming branch of the bank will not be entitled to the advising/confirming commission.
- In case of invocation of Guarantee, devolvement of Letter of Credit and if it is not regularized within a period of 30 days, all such Concessions allowed if any will be withdrawn.
- out of pocket expenses (plus service tax) such as postage, telegram, telex, fax cable etc shall be collected in addition to the usual charges as detailed below:

Name of the Items	Revised Rates
At the time of opening	
B.3.9.(a) Commitment Charge	
(For the period of liability i.e. from the date of opening of credit to the last date of its validity)	0.36% of the LC amount for every period of three months or part thereof.
B.3.9.(b) Usance Charges (according to the tenor of the bill at the rate of)	
(a) Bills up to 7 days	0.36% of the Bill, Min ₹ 507
(b) Bills over 7 days to 3 months	0.71% of the Bill Min. ₹761
(c) In excess of 3 months.	0.71% of the Bill for the first three months plus 0.36% p.m. in excess of three months, Min. ₹1015

Note: Rates are based on size of Individual L/C opened.

Name of the Items	Revised Rates
B.3.9.(c) Amendment Charge	
a. If LC is amended by way of increase in amount	Both usance & commitment charges shall be levied on the amount of increase. Min. ₹1015
b. If LC is amended by way of extension of period.	0.36% of the LC amount for every extended period of three months or part thereof. Min. ₹1015
c. Amendment other than above	₹1522 per occasion
Name of the Items	Revised Rates
B.3.9.(d) Revolving Letter of Credit	
a. Opening Charge	Normal LC opening charge
d. Reinstatement Charge	On each reinstatement, usance charges according to the tenor as stated above and Commitment charge of 0.25% on the reinstated amounts only.
B.3.9.(e) LC advising charge	
(When advising Inland LC opened by Correspondent Banks, which shall include Letter of Authority/Order to negotiate but does not carry confirmation, the advising bank shall levy advising commission)	0.10% on each LC, Minimum ₹1218
B.3.9.(f) LC Confirmation charge	

(If, advising bank confirms a Correspondent's credit it should collect a commitment charge for the full validity of the credit)	@ 0.25% for every quarter or part thereof, Min. ₹1218 as well as Usance charges according to the tenor of the bill at the rate specified in B.3.9 (b) above.
B.3.9.(g) Advise of transfer in transferable LCs	
(Whether full or part and whether endorsed on the credit itself or not)	₹ 761 for each advice of transfer
B.3.9.(h) Acceptance Charge	
(Commission on LC calling for usance bills to be drawn on and accepted by the bank)	0.25% of the bill per month, Min. ₹1218
B.3.9.(i) LC Negotiation	
Negotiating Branch shall levy negotiating charges at the following rates :	
Bills : (a) Up to ₹ 2.50 lacs	0.41% min. ₹1218
(b) Over ₹ 2.50 lacs	0.25%, Min. ₹5073
B.3.9.(j) Charges for giving guarantee for discrepant documents.	0.36%, Min. ₹1218
B.3.9.(k) Clean payment received under LC	₹ 507 flat
B.3.9.(l) Attestation of Commercial Invoice subsequent to negotiation	₹ 51 per invoice Min. ₹102 in each occasion.
B.3.9.(m) Non-payment/ non-acceptance of demand/usance bills of exchange on presentation/on due date	0.20% Min. ₹507
Name of the Items	Revised Rates
B.3.9.(n) Allocation of sub-limit	₹5073 p.a. for allocation of limits to each branch
B.3.9.(o) Charges for retirement of bills under LCs.	0.30% Minimum ₹1015
B.3.9.(p) Letter of Comfort in lieu of Letter of Credit or Buyers' Credit or Standby L/C	Charges applicable for Financial guarantee will be applicable

B.3.10. PREPAYMENT CHARGES FOR LOANS OTHER THAN RETAIL CREDIT

Term Loan amount	Revised Rates
All loans up to ₹10.00 lac	In case of Term Loan, if liquidated out of own source/ own generation- Nil. In case availing loan from some other Bank/institution- 2.05% of the outstanding loan.
All loans above ₹10.00 lac	2.05% of the outstanding loan .

NOTE



Postage and other out of pocket expenses (plus service tax) to be realized on actual basis over and above the Service Charges

Section 'C'



CONCESSIONS ON VARIOUS ISSUES

1.A CONCESSIONS ON MISCELLANEOUS ITEMS

To compete with other banks, for Transfer of Funds (*Both for Deposit and Borrowal Accounts), concessions may be given on the following items with due approval from competent authority as under:

- a) Issuance of DD/Bankers Cheque
- b) NEFT/RTGS/ECS (Concessions covered in Section A at concerned items No. 12, 14 & 15)

Concessions on the above facilities i.e. a) & b) may be extended to important Corporate customers/valuable constituents on a very selective basis, considering the merit of the case viz.:-

- i) Total business connection with the Bank
- ii) Frequency of the operation at the Branch
- iii) Cost to the Bank is minimal

* Note:

Deposit Accounts:

Transfer of funds periodically from the collection accounts maintained at branches to Regional Collection Account and the aggregate collection is transferred as per standing arrangement to the Main account of the organization/firm/company.

Advances/Borrowal Accounts

- i) Accounts from where debit balances are transferred. ii) Accounts from where credit balances are transferred

The Powers regarding Approval Authority for concessions on above remittance facilities are as under :

Sl. No.	Approval Authority for Concessions	Amounts to be Remitted	Amount of Concession
1.	Chief Manager (Scale IV)	Upto ₹50,000	Up to 100% Concessions on Service Charges for remittance
2.	Regional Manager (Scale IV) & above	Upto ₹50,000 & Above	

[III] Other Business:

1. The Regional Manager of the Regional Office will be authorized to allow concession in service charge to the extent of 25% on the merit of individual cases, a detailed statement of which to be submitted to the Head Office on monthly basis.
2. The General Manager of the Head Office will be authorized to allow to concession in service charge to the extent of 35% on the merit of individual cases.
3. The Chairman will be authorized to allow concession in service charges in part or in full, to the individual cases on the merit basis.

➤ The Branch may seek the permission of the higher authority for extending concessions.

Note: Recording of concession to avoid seepage, a register of various concessions given, should be maintained separately by each authority, which will be available for inspection / review as & when required.

1.B. Concessions on RTGS/NEFT

General Manager is authorized to allow up to 50% and Chairman up to 100% concession on service charges on remittance through NEFT/RTGS to all constituents on merit basis.

1.C EXEMPTION ON SERVICE CHARGES UNDER “PRIORITY SECTOR”

Name of the items	Existing
Processing/ Up front Fees, Mortgage Charges, Documentation Charges, Supervision/ Inspection Charges, Incidental Charges,	
For loans allowed i) Under Govt. Sponsored Schemes viz, SGSY, SJSRY, PMRY, NRLM, PMEGP etc. ii) Under ACC, SCC, GCC, JLGs, SHGs, Swarozgar Yojanas under SGSY, all weaker section* borrowers, PACs and FSS advances	Free of charges
Revised	
(a) In the accounts having limits up to ₹5 lac under agricultural/priority sector credit above service charges may be waived by the General Manager to the extent of 100%.	
(b) In the accounts having limits above ₹5 lac under agricultural/priority sector credit above service charges may be waived by the General Manager to the extent of 50%.	
(c) In the accounts having limits above ₹5 lac under agricultural/priority sector credit above service charges may be waived by the Chairman to the extent of 100%.	

SUB-CATEGORIES OF WEAKER SECTION OF THE PRIORITY SECTOR:

- (a) Small and marginal farmers with land holding of 5 acres and less, and landless labourers, tenant farmers and share croppers;
- (b) Artisans, village and cottage industries where individual credit limits do not exceed ₹50,000;
- (c) Beneficiaries of Swarnjayanti Gram Swarozgar Yojana (SGSY) now National Rural Livelihood Mission (NRLM)
- (d) Scheduled Castes and Scheduled Tribes;
- (e) Beneficiaries of Differential Rate of Interest (DRI) scheme;
- (f) Beneficiaries under Swarna Jayanti Shahari Rozgar Yojana (SJSRY);
- (g) Beneficiaries under the Scheme for Rehabilitation of Manual Scavengers (SRMS);
- (h) Advances to Self Help Groups;
- (i) Loans to distressed poor to prepay their debt to informal sector, against appropriate collateral or group security.
- (j) Loans granted under (a) to (i) above to persons from minority communities as may be notified by Government of India from time to time.

1.D. CONCESSIONS ON LETTER OF CREDIT (LC)/BANK GUARANTEE(BG)

LCs up to ₹5 crores – Normal rate as above

LCs above ₹5 crores - up to ₹10 crores : Up to ₹5 crores normal rate & beyond ₹5 crores up to ₹10 crores 85% of the normal rate to be charged.

LCs above Rs.10 crores:- Up to Rs.10 crores as above & beyond Rs.10 crores: 70% of the normal rate to be charged.

The above concessions for Inland LC above Rs. 5 crore is to have more high value business

The concessional charges @ 25% of normal charges for **Letter of Credit and Bank Guarantee** facilities fully secured by cash deposit/FDR will be realized. As this is already a concessional rate, no further concession would be permitted at field level.

2. CONCESSIONS TO STAFF/EX-STAFF MEMBERS/WIDOWS OF EX-STAFF MEMBERS

a.	Ledger Folio Charges	No incidental charges to be levied on account maintaining in the name of existing/retired employees or jointly with close relatives.
b.	Standing Instructions	No charges
c.	Outward remittances	All DDs/ MTs/ TTs/ Banker's Cheque be issued free of charge. Cost of telegram in case of TTs to be recovered.
d.	Collection of Cheque/ Demand Drafts	No charges.
e.	Locker Rent	Staff members (including the retired Staff members) will be Charged 50% of the annual rental charges.
f.	Fall in Minimum Balance	No charges
g.	Anywhere Banking/MCC Facility	No charges

3. CONCESSIONS TO DEFENCE, PARAMILITARY PERSONNEL & EX-SERVICEMEN

The Defence and Paramilitary personnel including ex-servicemen are the beneficiaries of the following concessions in respect of Service Charges from Public Sector Banks:

- i) At par collection of salary/terminal dues.
- ii) At par remittances to family up to ₹10,000 per month and one time remittance for payment of school/college fees in a year (out of pocket expenses (plus service tax) to be recovered.
- iii) In-house Standing Instructions free of charge.

4. **CONCESSIONS TO SENIOR CITIZENS/PENSIONERS**

20% below the normal Service Charges for Deposit Accounts and other Miscellaneous Issues would be allowed.

5. **FREE COLLECTION/REMITTANCE FACILITIES**

Item Names	Existing rates
<p>(i) Cheque issued by Government of India in respect of Grants made from Prime Minister's Relief Fund to State Government, District Magistrate etc. should be collected free of charges</p> <p>(ii) Cheques tendered by Government Departments for credit to Government Accounts will be collected at par and this is applicable to all Government Transactions including State, Railways, and Defence etc. However, cheques drawn at centres where, the agency banks do not have their branches and required to collect the cheques through some other scheduled banks/co-operative banks, collecting bank's commission may be charged by the Agency Bank.</p> <p>(iii) Govt. Departments attached to the Ministry of Commerce/Food & Civil Supplies/Textiles & Department of State Govts. /Railways/ Defence etc.</p> <p>(v) Religious, Welfare, Service & Charitable Institutions, if they are exempted from payment of Income Tax.</p> <p>(vi) Cheques issued by Govt. authorities representing subsidy under IRDP & other special programmes</p> <p>(vii) Salary payment of teachers employed in Govt. run schools</p> <p>(viii) Blind, physically handicapped, disabled individuals and institutions set up for their benefits</p> <p>(ix) Cheques deposited by DRDA, Farmers co-operative societies sponsored by our Bank, Primary Agriculture societies banking with our bank</p> <p>(x) Pay orders/drafts for making direct payments to suppliers while disbursing loans under Govt. sponsored schemes</p> <p>(xi) Free collection/remittance for Prime Minister's relief fund/Chief Minister's relief fund/National Defence Fund.</p> <p>(xii) Dividend warrants, interest warrants and refund orders</p> <p>(xiii) Collection/discount of pension bills/pension cheques of pensioners of Central/State Govts and Armed forces.</p> <p>(xiv) Collection/discount of pension bills/cheques of freedom fighters.</p>	Free of charge

6. CONCESSIONS REGARDING CREDIT RELATED ITEMS

The concessions regarding reduction/ waivment of Service Charges including handling/processing, upfront, collection, discount charges etc. on also Commission on Bank Guarantee and Letter of Credit in case to case basis may be considered as under:

Sl. No.	Revised Concession
i)	Concessional charges @ 25% of normal charges on Guarantee/s fully secured by Cash/FDR (normal rate) may be realized subject to minimum charge of ₹700 (₹200+ ₹500). Since it is a concessional facility, no further concession would be permitted at field level.
ii)	Concessional charges @ 50% of normal charges for Guarantees issued by the Bank against counter Guarantee of State Government/Central Government/Prime Bank will be allowed.
iii)	a) Service Charges viz. processing fees, upfront fees, mortgage charges and documentation charges in the accounts having limit up to ₹5 lac under agriculture/priority sector credit only may be waived by the respective Regional Heads to the extent of 100%. b) In the accounts having limits above ₹5 lac under agricultural/priority sector credit above service charges may be waived by the respective Regional Managers to the extent of 50%. c) In the accounts having limits above ₹5 lac under agricultural/priority sector credit above service charges may be waived by the Chairman to the extent of 100%.
iv)	For waiver of prepayment charges, in case it is sanctioned by Branch/Regional Office, permission from Regional Office/Head Office will be obtained. In case the loan is sanctioned by Head Office, such waiver will be considered by respective sanctioning authority.
v)	Service Charges will not be realized if specifically mentioned in any of Bank's/RBI/Govt. Schemes/Guidelines. No Charges will be realized for Staff Loans. However out of pocket charges will be realized on actual basis.