



इण्डियन ओवरसीज़ बैंक

## Indian Overseas Bank

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PLG/103/605/2020-21

Date: 30.06.2020

The Chief Regional Manager  
Indian Overseas Bank  
Regional Office  
Chandigarh

Sir,

**Sub: Merger of Manimajra Branch (2388)**

It has been decided by the appropriate authority to close Manimajra Branch (2388) after integrating the business with Swastik Vihar Branch (1565).

We provide below a list of activities to be carried out for smooth transition:

1. **Notice to Customers and Public:** Notice of closure of the branch as per Code of Bank's Commitment - For Individual Customers, (Para 9.a.ii), the branch has to give a Notice of one month by displaying in a prominent place in the branch.
2. **For closure, Branch / RO has to observe the following guidelines:**
  - a) Branch to conduct a customer meeting for informing them about reasons for the proposed integration of the business of the branch with other nearby branch and record the minutes of the meeting.
  - b) Branch to give notice about the integration of the business of the branch 30 days in advance by displaying the notice in a prominent place in the branch.
  - c) After expiry of 15 days of issuance of notice to the customers / user public and also the display about the integration of business in the notice board and after ensuring that there is no objection from the customers / user public in this regard, Regional Office, should release a notice in two local dailies, one in English and the other in vernacular, about the integration of the business of the branch with other branch.
3. **Customers may be informed of the merger of the branch by phone, SMS, email, etc. Please take the help of ITD, CO for sending bulk SMS/emails.**
4. **A copy of the Notice to the customers on the merger of the branch may be displayed in our bank website ([www.iob.in](http://www.iob.in)). Please contact DBD, CO for the same.**

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