



इण्डियन ओवरसीज बैंक

Indian Overseas Bank

केन्द्रीय कार्यालय : पो. बा. सं. 3765, 763 अण्णा सालई, चेन्नई 600002
Central Office : P.B. No. 3765, 763 Anna Salai, Chennai 600002
प्रायोजना विभाग **Planning Department**

Tel. CO : 2851 9635
2851 9634
2851 9636

Fax : 2852 4337

E-Mail : planning@iobnet.co.in

Web : www.iob.in

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Date: 30.06.2020

The Chief Regional Manager
Indian Overseas Bank
Regional Office
Chandigarh

Sir,

Sub: Merger of Longwood, Shimla Branch (1908)

It has been decided by the appropriate authority to close Longwood, Shimla Branch (1908) after integrating the business with Simla Branch (425).

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). Please contact DBD, CO for the same.**

