


<p>From  <b>Indian Overseas Bank</b>  Central Office  763, Anna Salai  Chennai 600 002</p>		<p>Ref.No. <b>MISC / 15 / 2020-21</b>  <b>Date: 29.05.2020</b>  Issuing Department:  <b>Banking Operations Department</b></p>
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**Circular to All Branches/ Regional Offices/Other Offices in India**

**Revision of Service Charges**

**PREAMBLE:**

Attention of branches and other offices is invited to our BOD Circular no. EST/26/2017-2018 dated 01.06.2017, wherein the service charges to be collected from the customers for the various services provided to them are detailed. The services charges were last revised during July 2017 as per the above circular and was effective from 01.07.2017.

Escalating cost of operations & technology upgradation have now necessitated the need for revision in service charges. Accordingly, we have revised the service charges for various services provided by our Bank.

As per code of BCSBI and RBI directives, for any increase or introduction of service charges one month prior notice is to be given to the customers. Hence, the proposed revision of service charges shall be effective from 01.07.2020.

We append the revised service charges which will be effective from 1st July 2020.

**THE SERVICE CHARGES ARE EXCLUDING THE APPLICABLE GOODS AND SERVICES TAX (GST).**

**OPERATIONAL INSTRUCTIONS:**

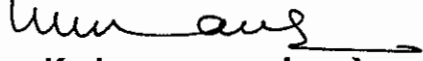
- i) The revision of service charges which is detailed in the annexure shall be effective from 01.07.2020.
- ii) Branches are advised to collect the revised service charges as per the schedule of charges given under each type of service with effect from 01.07.2020.
- iii) The miscellaneous service charges related to advances as detailed in Chapter I, point no. 10 to 20 is applicable to all type of advances including Agriculture Advances and Retail Credit Schemes.
- iv) No Individual information letters are to be sent to the customers and branches have to display the revised service charges in the branch notice board. The circular containing schedule of service charges would have to be made available to customers on request.
- v) Also all the customers must be informed putting the same in the Notice Board that the tariff schedule is displayed in our website [www.ioib.in](http://www.ioib.in).



vi) For non-customers (customers having no account with any of our branch) against tender of cash 50% more than the applicable charges for customers have to be collected for remittances and for retirement of bills.

**CONCLUSION:**

Branches and other offices are advised to strictly adhere to the above guidelines.



(के. जीवानंदम K. Jeevanandam)

महा प्रबंधक **General Manager**





Indian Overseas Bank, Banking Operations Department, Central Office, Chennai  
SERVICE CHARGES With Effect From 01.07.2020 ( EXCLUDING GST)

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CHAPTER – I - Processing Charges

Service Charges applicable for General Advances Priority/Non-Priority  
(Other than Agricultural Advances and Retail Credit Schemes)

1. Working Capital -- Fund Based & Non - Fund Based  
(For Initial Sanction & subsequent renewals, Adhoc & Loans under Consortium)

Amount of Loan/Limit	Charges
Up to ₹25,000/-	Nil
Above ₹25,000/- upto ₹2.00 lacs	₹ 600/-
Above ₹ 2.00 lacs upto ₹150.00 Crores	0.50 % of loan amount Max ₹ 55.00 lacs
Above ₹150.00 Crores upto ₹500.00 Crores	₹ 50.00 lacs plus 0.20% on amount above ₹150.00 crores, with a Max. of ₹ 100.00 lacs
Above ₹ 500.00 Crores	₹ 100.00 lacs plus 0.15% on amount above ₹ 500.00 crores, with a Max. of ₹ 150.00 lacs

For Externally rated borrowers: (Applicable to consortium Advances also)

Amount of Loan/Limit	Charges
For "AAA" & "AA" rated borrowers	0.35 % of the loan amount with a max. of ₹30.00 lacs
For 'A' rated borrowers	0.40 % of the loan amount with a max. of ₹35.00 lacs.

Term Loan - Upfront fees (For Standalone term loans as well as term loans sanctioned with other facilities)

Amount of Loan/Limit	Charges
Up to ₹25,000/-	Nil
Above ₹25,000/- up to ₹5.00 Cr	1.25 %
Above ₹5.00 Cr	1.25 % upto ₹ 5.00 Cr. Above ₹5.00 Cr - ₹6.25 lac+1.20 % on amount above ₹5.00 Cr Max. ₹125 lacs
❖ Micro and Small Loans up to ₹50,000/- Processing charges → NIL ❖ More than ₹50,000/- as applicable above	



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For Externally rated borrowers: (Applicable to consortium Advances also)

Amount of Loan/Limit	Charges
For "AAA"& "AA" rated borrowers	0.75 % of the loan amount max . of ₹75.00 lacs
For 'A' rated borrowers	0.85 % of the loan amount max. ₹ 85.00 lacs.

**Note:- For Both WC& TL**

- 10 % of the processing fees to be recovered at the time of submitting proposal
- 40 % at the time of conveying sanction
- Remaining 50 % at the time of availing the limit.
- If sanctioned and acknowledged but not availed, the recovered charges are not refundable.
- If not sanctioned the recovered charges are refundable.

**Giving In-principle sanction**

- Upto ₹ 5.00 Cr → Nil
  - > ₹ 5.00 Cr to below ₹ 10.00 Cr → ₹25000/-
  - ₹10 Cr and above → ₹ 2.00 Lac - upfront - Non refundable
- Other Charges as applicable to be recovered on sanction.

2. **Renewal/ Review** for Standalone term loans as well as term loans sanctioned with other facilities( Not applicable for all retail credit schemes)

Amount of Loan/Limit	Charges
Up to ₹25,000/-	Nil
Above ₹25,000/- up to ₹5.00 cr	0.10
Above ₹5.00cr	0.15 % min. ₹50,000/- Max. ₹5.00 lacs

3. **Lead Bank Charges**

Amount of Loan/Limit	Charges	
Where we are the Consortium leader	Upto 5 Banks	₹10.00 lacs
	Above 5-10 Banks	₹25.00 lacs
	Above 10 Banks	₹ 40.00 lacs





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4. Allocation of limits between branches

Amount of Loan/Limit	Charges
Any Amount	₹11,000/= per branch. No Charges is applicable in case of sub-limits

5. Revalidation of sanction

Amount of Loan/Limit	Charges
Working Capital and Term Loan	In addition to existing processing charges, 35 % of the applicable processing charges

6. Recovery of service charges for services other than sanction of credit facilities:

Amount of Loan/Limit	Charges
Change in terms and conditions/change in items of machinery	0.05 % Min ₹5,200/- Max. ₹ 2.00 lacs
Interchangeability between limits	0.01 % of the limit Min. ₹ 2,000/- Max. ₹1.00 lac
Rephasement of loan/deferment of loan instalments. <b>Exemptions for Rephasement of loan/ deferment of loan instalments.</b>	0.05 % of limit Min. ₹2,000/- Max. ₹ 1.00 lac
Demand loans against our own deposit when the deposit is getting renewed and there by repayment of Demand Loan against that deposit is extended. When rephasements of instalments for Priority Sector advances have to be done on account of natural calamities etc., as per RBI guidelines.	
Substitution of Collateral Security/Personal Guarantee	0.05 % of limit Min. ₹ 2,000/- Max. ₹ 50,000/-
Release of personal guarantee/Collateral security	0.05 % of limit Min. ₹ 5,000/- Max. ₹ 1.00 lac
<b>GST Verification charges through NSDL GST portal: For all commercial loans fresh as well as for review/ renewal</b>	<b>Rs. 500/- for all commercial laons (fresh as well as review/ renewal).</b>





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7. **Commitment Charges** charges are recovered as per utilization level of advances as under:- (both for Fund Based and Non fund Based)

<b>Working capital and Term loan : Applicable for Limits above ₹. 50.00 lacs</b>	
<b>Amount of Loan/Limit</b>	<b>Charges</b>
i) Utilization Level above 80 %	No charges
ii) Utilization Level 50 % to less than 80 %	0.50 % p.a to be recovered on entire unutilized portion.
iii) Below 50 %	0.60% p.a of unutilized portion.

**8. Letter of Guarantee (LG) Inland –**

**8.1. Commission:** All types of Guarantees (LG will be issued for a minimum period of 3 months and thereafter in multiples of 1 month. If any LG is required to be issued initially for less than 3 months, then Zonal Manager is authorized to take a decision on a case-to-case basis.)

<b>Financial LG</b>	
<b>Amount of Loan/Limit</b>	<b>Charges</b>
Upto ₹5 cr	0.75. % per quarter minimum ₹750/-
Above ₹5 cr.	AAA - 0.30 % per quarter
	AA – 0.40% per quarter
	A – 0.50% per quarter
	Others - 0.65 % per quarter
<b>Performance LG</b>	
<b>Amount of Loan/Limit</b>	<b>Charges</b>
Upto ₹5 cr	0.55 % per quarter minimum ₹600/-
Above ₹ 5 cr.	AAA - 0.25 % per quarter
	AA – 0.30% per quarter
	A – 0.40% per quarter
	Others - 0.60 % per quarter
For all LGs issued , SFMS Message charges of ₹ 100/- to be charged per message.	

**LG limits upto ₹ 5 lac with cash/ deposit of our Bank as margin**

<b>Margin available</b>	<b>Charges</b>
100%	75% of Applicable rate with a minimum of ₹ 500/- per quarter.





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**LG limits above ₹ 5 lac with cash/ deposit of our Bank as margin**

Financial LG	
Cash Margin/ Deposit	Charges
100%	0.15% per quarter, with a minimum of ₹1 500 per quarter
75%	0.30% per quarter, with a minimum of ₹ 3000 per quarter
50%	0.45% per quarter, with a minimum of ₹ 5000 per quarter
< 50%	Applicable rate i.e 0.75% per quarter

Performance LG	
Cash Margin/ Deposit	Charges
100%	0.10% per quarter, with a minimum of ₹ 1000 per quarter
75%	0.25% per quarter, with a minimum of ₹ 2000 per quarter
50%	0.35% per quarter, with a minimum of ₹ 3500 per quarter
< 50%	Applicable rate i.e 0.55% per quarter

1. LG Charges will be recovered in multiples of month or part there of, for the actual period of LG liability outstanding in Bank's books, with a minimum period of three months. For this purpose, broken days in a month will be treated as full month for recovery of commission.
2. The guarantee commission should be collected for the full specified period of liability at the time of issuing the guarantee.
3. The specified period of liability shall mean the actual validity period of the guarantee ( i.e., expiry date plus claim period), during which claim can be made on the Bank under the guarantee.

**Commission on Deferred payment Guarantee:**

- Commission for Inland DPG/ Co-acceptance of bills should be collected at the time of issue of the guarantee for full period of the guarantee duly reckoning the reduced liability arising out of payment of the installments due under the guarantee. In other words, commission should be collected on the reducing balances (for the period each balance is outstanding) at the rate of commission applicable.
- In case the party does not provide funds for the payment of installments on the due date then commission should be collected for such defaulted installments also.
- Where the aggregate commission under DPG/CO-acceptance of Bills or other Inland Guarantee with or without reducing liability clause works out to substantial amount and the branch feels that such commission may be collected on an annual basis, then the branch should obtain the prior sanction of the Regional Office/Central Office on a case to case basis. In such cases, commission for the full one year and broken period upto the end of next calendar year should be collected at the time of issue of the guarantee and thereafter on an annual basis, by diarizing the due date for payment of commission.







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**8.2 Refund of Guarantee Commission:**

For guarantees returned for cancellation before the date of expiry, only a portion of the guarantee commission already recovered may be refunded to the customer. Accordingly, an amount computed at half of the original rate for the unexpired period of guarantees less three months may be refunded.

**9. Inland Letter of Credit ( LC) (Usance Charges and Commitment charges)**

Limit uptoRs. 5 Crores	Charges			
Sight LC	0.40%			
LC upto 3 months DA	0.75%			
LC upto 6 months DA	1.10%			
LC upto 9 months DA	1.60%			
LC upto 12 months DA	2.10%			
Limit uptoRs. 5 Crores	All others	A	AA	AAA
Sight LC	0.55%	0.40%	0.35%	0.30%
LC upto 3 months DA	0.75%	0.55%	0.45%	0.35%
LC upto 6 months DA	1.70%	1.40%	1.25%	1.00%
LC upto 9 months DA	2.50%	2.25%	1.75%	1.25%
LC upto 12 months DA	3.50%	3.00%	2.50%	2.00%

For LCs with cash Margin And Term deposit	Charges
100 % cash Margin And Term deposit	25% of the actual Charges
<b>SFMS Charges of ₹100/- is additionally chargeable</b>	

Other charges for LC	Charges
Amendment by way of Increase in the value of LC	Applicable charges for the increased amount to be recovered min ₹ 500/-
Extension of validity Period	Applicable commission & Usance charges for the period of extension
Other Amendments apart from extension in period or increase in value	Flat ₹500/- on each amendment
Advising Inland LC	0.01 % of each LC with minimum ₹ 750/- if such credit does not carry confirmation
Advising amendment to LC	₹200/- Flat





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Transferable LC	₹500/- per transfer except when the name of the beneficiary is changed under instructions from opening Bank
Revolving LC	Same as per LC Opening Charges [Item 9.1 above]. (Applicable to the amount of reinstatement each time) min.of ₹1,000/-
Retirement of Bills under Inland LC	0.20% with a minimum of ₹ 500/- and maximum of ₹ 15000/-.
Non-payment/ non- acceptance of Sight/ usance Bills of exchange on presentation/ on due date	0.10% of bill amount. Minimum ₹ 500/- Max. ₹ 4,000/-
Out of Pocket Expenses	Actual out of pocket expenses such as postage, telegrams, telex, cable Charges shall be collected from the beneficiary unless otherwise specified.
Guaranteeing discrepancy in Documents negotiated under LCs	0.40 % per month with a minimum of ₹ 1000/-
Clean Payment received under LC	Flat charge of ₹ 600/-
Attestation of commercial invoice subsequent to negotiation/collection	₹ 75/- per invoice should be levied on each and every subsequent occasion.
Rental charges for post parcel received under collection of bills	₹75/- per parcel per day or part thereof with a minimum of ₹150/-

Miscellaneous service Charges relating to Advances

**10. Loan Documentation Charges**

Amount of Loan/Limit	Charges
Up to ₹2,00,000/-	NIL
Above ₹2,00,000/- to ₹10 lacs	₹500/-
Above ₹10 lacs to ₹1 crore	₹ 1000/-
Above ₹1 crore upto ₹10 crores	₹ 2500/-
Above ₹10 crores	₹7500/-
Loans/CC against own deposits and Loan against Jewels AJL,AGTAJ, JLO, JL (MSME), JLSWL and staff related loan is Nil.	





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**\*\*Note: For SHGs/JLGs having per member exposure upto ₹.25, 000/-, Document charges will be NIL. (Based on RBI Master Circular)**

For example: In a group of 10 members, if the loan amount is ₹.2.50 lacs and for 20 members, if the loan amount is ₹5.00 lacs, no document charges should be levied.

If the loan amount exceeds ₹.25000/- per member of the SHG/JLG then the applicable document charges of ₹.500/- should be levied.

It may also be noted that the maximum loan for an SHG is capped at ₹10 lakhs only.

**11. Charges for giving copies of Title deeds of securities and other Documents**

Sought by	Charges
Charges if presence of bank official is required along with the documents for photocopies	Actual photocopying charges plus ₹1,000/-
Charges for giving copies of documents( Copies if sought by the customer)	Actual photocopying charges plus ₹500/-

**12. Charges for cancellation of Bank's lien on Govt. Securities/LIC/NSC/KVIC/Shares etc.,**

	Charges
<b>GOVT. Securities/LIC/NSC/KVIC /Shares</b>	<ol style="list-style-type: none"><li>1. Within 3 months from the date of closure of loan at the rate of ₹ 100/- per instrument + out of pocket expenses.</li><li>2. If lien cancellation is sought after 3 months from the date of closure of loan charges will be ₹ 200/- per instrument + out of pocket expenses.</li></ol>

**13. Mortgage Charges: Applicable for loans of ₹.1.00 Cr and above where Land and Building is taken as prime security (MCC accounts) irrespective of loan amount**

Amount of Loan/Limit	Charges
Irrespective of the loan amount.	₹0.75 % Max. ₹10,000/-

- Mortgage charges are not applicable for Housing loans/ SubhagruhaLoans, Agricultural advances, land and building taken as collateral security , all priority sector advances, in case of enhancement , charges will be applicable for enhanced limit only.





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14. Release of MORTGAGED securities on closure of loans of ₹25 lacs & above (ONLY APPLICABLE for Registered Mortgage and not for Equitable Mortgage)

Amount of Loan/Limit	Charges
Above ₹ 25 lacs & upto ₹ 50 lacs	₹3000/-
Above ₹ 50 lacs	₹5000/-

15. PRE-PAYMENT/CLOSURE CHARGES

Amount of Loan/Limit	Charges
Housing Loan/Education Loan	➤ No charges for takeover/ pre closure of all Retail credit loans and loans availed in individual name ➤ Others (incl. Prop.Firm ) : 2 % of the prepaid amount**
Other Term Loans Floating rate - Individual & Non Individual	
Other Term Loans Fixed rate - Individual & Non Individual	

\*\* Loans prepaid out of higher cash accruals from the project/ refinancing under 5/25, including all restructured accounts on the date of refinancing /equity infusion by promoter will not attract charges

16. Issue of no-objection certificate [for takeover of loans] other than Housing Loans & Term Loans with floating interest rate in the name of individuals

Amount of Loan/Limit	Charges
Irrespective of the Loan Amount	₹250/- per lac Max. ₹10.00 lacs

17. Charges for Godown Inspection ( in addition to travelling expenses and out of pocket expenses)

Amount of Loan/Limit	Charges
Up to ₹ 50,000/-	NIL
>₹50,000/- upto ₹2.00 lacs	₹600/- p.a.
Above ₹2 lacs to ₹ 10 lacs	₹ 150/- per lac with Min -₹600/-p.a. Max ₹2500/-p.a.
Above ₹10 lacs to ₹100 lacs	₹2,000/- per inspection Max ₹12,500/-p.a.
Above ₹100 lacs to ₹ 5 Crores	₹2,000/- per inspection Max ₹20000/-p.a.
Above ₹5 Crores	₹ 3,000/- per inspection Max ₹25,000/-p.a.
Outstation inspection	In addition to the above charges, actual expenses for Travel
No inspection Charges for <b>priority sector advance</b> up to ₹2,00,000/- and <b>all Government Sponsored schemes.</b>	





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18. Charges for credit opinion/report to other banks and introduction

Amount of Loan/Limit	Charges
Individual	₹1000/-
Non-Individual	₹1500/-

19. Issuance of Solvency Certificate	0.25 % of amount involved –min.₹1,000/- Max.₹25,000/-
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- For Issuance of certificate for obtaining VISA for Education purpose for students, only 50 % of the Charges –Maximum₹2,500/-. For Contractor Clients for participating in the Govt tender ₹2,000/-flat to be charged.

20. No dues certificate for all segments customers

Amount of Loan/Limit	Charges
Priority sector	NIL
Others: Individual/Firm/Non-Individuals	₹ 500/-

Schematic lending under MSME category

1. SME-Standup India

Amount of Loan/Limit	Charges
₹10 lacs to ₹ 1 Cr Max.75 % of project cost	CC 0.40 % per lac
	TL 0.50 % per lac

2. SME –Pradhan Mantri Mudra Yojana (PMMY)

Amount of Loan/Limit	Charges
i) <b>Shishu</b> ( loans up to ₹50,000/-)	NIL
ii) <b>Kishore</b> (Loans from ₹50,001/- to ₹5.00 lakhs)	As applicable for WC/TL
iii) <b>Tarun</b> (Loans above ₹5.00 lakhs to ₹10.00 lakhs)	As applicable for WC/TL

3. SME-Weavers Mudra Scheme

Amount of Loan/Limit	Charges
₹10.00 lakhs	TL As applicable for WC/TL
	CC





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4. SME-300-Daily Loan Scheme

Amount of Loan/Limit		Charges
Max. ₹2.00 lakhs	Up to ₹50000/-	Nil
	Above ₹50000/-	0.50 % ( min. ₹500/-)

5. MSME-Jewel loan scheme

Amount of Loan/Limit (Max. ₹.5.00 lacs)	Charges
Upto ₹50,000/-	Nil
Above ₹50,000/- upto ₹2.00 lacs	₹ 500/-
above ₹2.00 lacs upto ₹5.00 lacs	₹750/-

6. Sanjeevini –Loan for Doctors

Amount of Loan/Limit	Charges
Max. ₹.500 lacs	0.50 % Min. ₹.5,000/- Max. ₹.25,000/-

7. IOB –SME Insta Fund

Amount of Loan/Limit	Charges
SME 1 & 2 –50 % of existing WC with a cap of ₹.5.00 Cr SME 3 & 4 –30 % of existing WC with a cap of ₹.5.00 Cr	0.45 %

8. IOB –MSE Plus (WC & TL combined as one loan)

Amount of Loan/Limit	Charges
Max ₹.100 lac	0.45 %

9. IOB-General Credit Card Scheme

Amount of Loan/Limit	Charges
Max. ₹.1.00 lac	0.45 %

10. IOB SME ADD ON

Amount of Loan/Limit	Charges
Max. ₹.25.00 lacs	1.20 %





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11. IOB SME Kanaka

Amount of Loan/Limit	Charges
As per requirement	₹.250/- per lac Max.₹.70,000/-

12. IOB –Sagaralakshmi (Fisherwomen)

Amount of Loan/Limit	Charges
Max. ₹.10.00 lacs ( up to ₹.1.00 lakh considered as agri advances)	Upto ₹.1.00 lac above ₹.1.00 lac upto ₹.10.00 lacs
	NIL 1 % upfront fee (for TL) Rs.200/- per lac (for WC)

13. IOB Gold –Business purpose against gold

Amount of Loan/Limit	Charges
Max.₹.25.00 lacs Min.₹.1.00 lacs	0.56 %

14. MSME-IOB- Engineer

Amount of Loan/Limit	Charges
No max.limit ( as per requirement)	0.25 % of Loan amount subject to a min.of ₹.5,000/-

15. MSME-IOB-SME Rice Mill Plus

Amount of Loan/Limit	Charges
As per requirement	₹.250/- per lac with a max. of ₹.2.00 lacs

16. MSME-IOB-SME Mahila Plus

Amount of Loan/Limit	Charges
Composite loan Max.₹.2.00 Crs for Mfg.Ent. up to ₹.1.00 Cr for Service Ent.	₹.200/- per lac with a max. of ₹.20,000/-

17. MSME-Financing Mahindra & Mahindra LCVs

Amount of Loan/Limit	Charges
90 % of on road price	50 % of applicable processing charges for TL





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18. MSME-IOB – CA

Amount of Loan/Limit	Charges
Min.₹.10.00 Lacs Max.₹.125.00 lacs	0.25 % of Loan amount subject to a min. of ₹.5,000/-

19. MSME-Financing Mahindra trucks and Buses limited (MTBL) vehicles

Amount of Loan/Limit	Charges
90 % of on road price	50 % of applicable processing charges for TL

20. MSME-IOB-SME Easy

Amount of Loan/Limit	Charges
<b>Cash Credit</b>	
Max.₹.5 crores (FB&NFB)	0.40 %
<b>Term Loan ( upfront fee)</b>	
Mfg. & Service Above ₹.10 lacs to ₹.5 crores	1.00 %

21. SME Equi plus

Amount of Loan/Limit	Charges
Max.10 % of project/capital cost or ₹.50 lacs whichever is lower	1 % of loan or ₹.10,000/- whichever is lower.

22. IOB SME Contractor

Amount of Loan/Limit	Charges
Min.₹. 10 lacs Max.₹. 5 crores in the form of CC/TL/Bills /LC/LG	<b>For SME-1 to SME -3 rated borrowers:</b> <u>Upfront fee</u> for TL-50 % of appl rate.TL/CC-75 % of appl rate. <b>For others-</b> As per prevailing guidelines  <b>Commission for NFB:</b> For SME-1 to SME-3 rated : 50 % of appl. Comn <b>For others:</b> As per prevailing Guidelines.







## CHAPTER –II

### Agricultural and allied activities

Processing Charges			
S.No:	Category of account	Amount of Loan/Limit	Charges
a.	Short Term Agricultural Loan like KCC/Crop Loan/ Agrl.Jewel Loan(Short Term production Credit) Warehouse Receipt	Upto ₹.50000/-	Nil
		Above ₹.50,000/- upto ₹.3,00,000/-	0.20%
		Above ₹.3,00,000/-	0.30%
b.	CC other than Short Term production credit	Upto ₹.25,000/-	Nil
		>₹.25000/- upto ₹3,00,000/-	0.20%
		>₹.3,00,000/-	0.40%
c.	Agricultural Term loan	Upto ₹.25000/-	Nil
		>₹.25000/- upto ₹.3,00,000/-	0.30%
		>₹.3,00,000/-	0.71%
d.	Agri. Term loan against Jewellery (AGTAJ)	upto ₹.3,00,000/-	0.25%
		Above ₹.3,00,000/-	0.40%
e.	Loans Under Govt Sponsored Schemes including SHGs /JLGs - Both Term Loan and Working Capital	Upto ₹50,000/-	Nil
		>₹.50,000/- to ₹.3,00,000/-	0.25%
		>₹.3,00,000/-	0.25 %

**Note:** For SHGs/JLGs the per member exposure upto ₹25,000/-, processing charges will be NIL . For eg., In a group of 10 members, if the loan amount is ₹2.50lacs, no processing charges should be levied. If the loan amount exceeds ₹2.50 lacs,- for eg.,if the loan amount is ₹3.00 lacs, then the applicable processing charges of 0.25 % on ₹3.00 lacs i.e., ₹ 750/- should be levied. Processing charges for Food and Agro Processing Industries, will be as applicable to MSME.





### CHAPTER-III Retail Credit Schemes

S.No	Category of account	Amount of Loan/Limit	Charges
a.	1. Subhagruha- Housing loan, 2. Gen Next, 3. SubhagruhaCashcredit, 4. Home Improvement, 5. HL to NRI, 6. Home Decor (NIL for Loans to Air Force personnel )	Loan upto ₹75 lacs	0.50 % (max. ₹ 20,000/-)
		Loans Above ₹75 lacs	0.50 % (max. ₹ 25,000/-)
b.	Subhagruha - Top-up loans	Irrespective of the amount	0.75 % (max. ₹ 25,000/-)
c.	IOB-Gharonda (PMAY-HOUSING FOR ALL (URBAN)) Credit Linked Subsidy Scheme	EWS ₹6.00 lacs	₹3000/-*
		LIG ₹6.00 lacs	₹3000/-*
		MIG I ₹9.00 lacs	₹2000/-*
		MIG II ₹12.00 lacs	₹2000/-*
		*will be paid by NHB. Loan granted over and above the eligible loan amount for subsidy, processing charges will be 0.50 % ( Max. ₹.20,000/-)	
d.	LAP-HNI, Sahayika	Upto ₹5,00,000/-	0.60 %
		Above ₹5,00,000/-	0.75 %
e.	Reverse Mortgage	Irrespective of the amount	0.50 % (max. ₹ 15000/-)
f.	Liquirent Loan against Rent Receivables	Irrespective of the amount	0.75 %
g.	Loan against LIC policy (IOB Akshay) NSC	Irrespective of the amount	0.25 % (max. ₹ 10000/-)
h.	Loan Against Deposit (including third party deposits )	Irrespective of the amount	Nil
i.	DL-Others ( NSC/LIC etc.,)	Irrespective of the amount	0.25 % (max. ₹ 10000/-)
j.	Pushpaka-Two/Four wheeler	Upto ₹5,00,000/-	0.50 % (min. ₹ 500/-)
		Above ₹ 5,00,000/-	0.60 % (max. ₹10,000/-)
k.	Clean loan, IOB Royal	Upto ₹5,00,000/-	0.50 %
		Above ₹ 5,00,000/-	0.75 %





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S.no	Category of account	Amount of Loan/Limit	Charges
l.	1) IOB Passion, 2) IOB Personal Loan, 3) IOB Surya, 4) Special Personal Loan to HNI/VIPs	Upto ₹5,00,000/-	0.40 %
		Above ₹ 5,00,000/-	0.50 %
m.	Jewel loan to others	Irrespective of the amount	Upto 3 Lakhs - 0.30% Above 3 Lakhs - 0.50%
		Charges for release of gold securities	NIL
n.	CC against Jewels	Irrespective of the amount	0.60 %
		Charges for release of gold securities	₹200/- per packet
o.	IOB Swarnalakshmi (JLSWL)	Upto 3 lacs	0.30%
		Above 3 lacs	0.50%
		Charges for release of gold securities	Nil
p.	VidyaJyothi Educational loan	Inland Studies	Nil
		Abroad studies	0.50 % - (Refundable on availment of First installment)
q.	IOB Career/Scholar/Vocational Educational	Irrespective of the amount	0.50 %
r.	IOB_Bounty (financing for ATM Vendors up to 75% of cost of machine)	Max. ₹4.50 lakhs	1.20%
s.	Pensioners loan (General Public)	Upto ₹10,000/-	Nil
		Above ₹. 10,000/-	0.75 %
t.	Pensioners loan (IOB STAFF)	Irrespective of the amount	Nil

**General Information/Instructions /Guidelines applicable on all the above processing Charges listed under General/MSME/Retail/Agri. Categories.**

- Any concession to be granted on processing charges should be based on the applicable Charges and **not on maximum Charges.**
- Processing Charges are applicable for WCTL & no processing Charges for FITL
- Processing Charges will not be applicable for Term Loan, where upfront fee is being charged.
- When accounts could not be renewed in time due to delayed submission of required financial papers by the borrowers, the processing Charges are to be recovered for continuing the working capital advance after expiry date.





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- In respect of government sponsored Schemes, recovery of service Charges will be in accordance with the terms of the scheme.
- Branches should collect 50 % of processing Charges upfront at the time of advice of sanction and balance 50 % must be collected at the time of disbursement.
- Charges as prescribed should be levied on the sanctioned amount even if the sanctioned limit is not availed or partly availed.
- No processing Charges are to be levied for advances to all types of borrowers against our own deposits including CC against deposits.
- Branches should confirm in all their proposals that the applicable processing Charges /upfront fees have been recovered from the borrower for the earlier sanction.

**Chapter – IV  
General Banking Services Other than Advances  
Deposits and Related Services**

**1. Issue of Cheque Book (charges per cheque)**

**A) Current Account (CA)/Cash Credit (CC) account**

S.No.	Description	Charges
a)	CTS / MICR cheques for all accounts	₹.4.00(per cheque)
b)	Current Account (CA)/Cash Credit (CC) account	No Free cheque Book (Free Cheque book charges for Special Scheme of Bank)
c)	<b>IOB Classic Current account</b> The average daily balance in the account over the last three months should not be less than ₹.1.00 lac.	Personalised cheque book–100 leaves free. After 100 leaves, regular charges applicable.
d)	<b>IOB Super current account</b> The average daily balance in the current account during last three months should not be less than ₹.5.00 lac	Personalized cheque book—free.
e)	<b>IOB Supreme – CA</b> Minimum balance requirement ₹.7500/-	Free 75 Leaves After 75 leaves, regular charges applicable.





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B) Savings Bank Account

S.No.	Description	Charges
a)	<b>Issue of Cheque Book</b> (charges per cheque) 50 cheque leaves free in a year	CTS / MICR : ₹.4.00 (per cheque)
b)	<b>SB-Gold</b> The average daily balance over the last three months should not be less than ₹.50000/-	Personalized cheque books with name printed free of cost
c)	<b>SbArogiMahila</b> Quarterly Average Balance (QAB) not less than ₹ 5,000/- No Daily Minimum Balance requirement	Free personalized cheque books (60 leaves) per annum
d)	<b>SB – Student</b> ₹.500/-min balance Zero balance with prior permission of GM /GM(Marketing)	Free Cheque Book
e)	<b>Little Star Account</b> Minimum balance ₹250/-for cheque book	CTS / MICR : ₹ 4.00 (per cheque)
f)	<b>IOB SB Platinum special</b>	Free cheque book (75 leaves)
g)	<b>SB DEF COM</b>	Unlimited Free Cheque book
h)	<b>SBDEFNON COM</b>	Free Cheque book
i)	<b>Corporate Salary Account</b>	60 cheque leaves per annum free

2. Stop payment instruction

S.No.	Description	Charges
a)	<b>Savings Bank</b>	₹100/- per instrument maximum ₹500/- per occasion
b)	<b>Current Account</b>	₹200/- per instrument, subject to a maximum of ₹ 1200/- per occasion
c)	<b>For cancellation/ revocation of Stop payment instruction</b>	Rs.50/- per instrument.





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**3. Maintenance of Minimum Balance -**

S.No.	Description	Quarterly Average Balance
<b>a)</b>	<b>SB Public with cheque Book</b>	
	Metro and Urban	₹ 1000/-
	Rural and Semi Urban	₹ 500/-
	Pensioners	₹ 250/-
	<b>SB Public without cheque Book</b>	<b>Quarterly Average Balance</b>
	Metro and Urban	₹ 500/-
	Rural and Semi Urban	₹ 100/-
	Pensioners	₹ 5/-
<b>b)</b>	<b>Current Account</b>	<b>Monthly Average Balance</b>
	Metro and Urban	₹3,000/- (Monthly Average Balance)
	Rural and Semi Urban	₹ 2,000/- (Monthly Average Balance)

**4. Charges per month for Non – Maintenance of Quarterly/ Monthly Average Balance -RBI has advised Banks to charge minimum balance charges to the extent of shortfall**

<b>SB Account -Non maintenance of Minimum Quarterly Average Balance Charge (Revised wef 01.04.2018) – No changes</b>			
<b>Extent of Shortfall -SB PUBLIC</b>	<b>Metro and Urban</b>	<b>Rural and Semi Urban</b>	<b>Pensioners with cheque book</b>
Short fall < 50 %	₹110/-	₹75/-	₹40/-
Short fall >50 -75%	₹130/-	₹90/-	₹50/-
Short fall >75 %	₹150/-	₹105/-	₹60/-
(These charges are not applicable to PMJDY ,Corporate salary , BSBDA, Small A/cs, Sb Defcom,Sb Defnon, In-Operative Accounts, All Govt accounts and Govt undertakings)			
<b>CDCC-non maintenance of minimum monthly average balance charges</b>			
<b>Extent of Shortfall- (Current Account )</b>	<b>Charges</b>		
	<b>Metro and Urban</b>	<b>Rural and Semi Urban</b>	
Short fall < 50 %	₹200/-	₹125/-	
Short fall >50 -75	₹250/-	₹150/-	
Short fall >75 %	₹300/-	₹175/-	
In-operative Accounts -Non maintenance of minimum balance Charges should not be levied.			
<b>Extent of Shortfall- (Special Schemes of SB/CD )</b>			
Current Account-IOB Super, IOB Classic, SB Gold, SB Silver, SB Arogyamahila etc			
Concessions in respect of SMS alerts, NEFT/RTGS,DD Charges etc are available as specified in the scheme, only when the stipulated average balance for the previous quarter ended is maintained. If the balance is not maintained, all the charges as applicable to general Public should be charged.			





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5. Cash handling charges  
Current Account /Cash Credit Account

S.No.	Description	Charges
a)	<b>For all types of current account/Cash Credit Account</b>	
	1000 pieces	Free
	Above 1000 pieces	₹20/- per 100 pieces With a maximum of ₹5000/- per day
b)	<b>Currency Chest</b>	
	100 pieces for deposit of cash by branches of other Banks	₹5/- per packet
	<b>Cash handling charges: Cash received for all categories of Deposits, Loan accounts , SB Accounts - Free</b>	

6. TRANSACTION ENTRY CHARGES ( Folio Charges to be levied annually)

S.No.	Description	Charges	
a)	<b>Applicable only for CDCC Accounts</b>		
	<b>For accounts with average balance(Daily average)</b>	Free ledger folio	Each Additional 40 entries
		1 folio (40 entries)	Free
	Up to ₹ 25,000/-	NIL--	₹80/-
	>₹25,000/- but <₹50000/-	3 folio	₹80/-
	>₹50,000/- but <₹1 lakh	5 folio	₹80/-
	>₹ 1 lakh but <₹5 Lakhs	10 folio	₹80/-
	>₹ 5 lakhs	All entries	No entry charges
	<b>Concession : CD Super - 100 % free CD Classic -50 % Free</b>		
b)	<b>SB Accounts:</b>		
	50 debit transactions (except Bank charge) per half year - Free. After that each transaction is to be charged @ ₹. 5/- transaction		

7. Statement of account:  
SB/Current Account/Loan Account ( Through Branch and Internet)

S.No.	Description	Charges
	Monthly statement of account (First/original):	Free
	Duplicate statement	₹ 150/- per 40 entries





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8. Issue of Duplicate Passbook/Deposit Receipts

S.No.	Description	Charges
	First Passbook/Continuation of Passbook	Free
	Duplicate passbook	₹100/-
	Issue of duplicate Deposit Receipt	Rural & Semi-urban branches - ₹150/- Metro & Urban Branches - ₹ 200/-
	Exempted accounts (NO CHARGES for issue of Duplicate Pass Book for BSBDA AND BSBDS,Pension, and Salary Accounts (for First Time) and staff accounts)	

9. Transfer of accounts (SB and CA) for all Segments per occasion

S.No.	Description	Charges
	Transfer of account within our Bank	Nil

10. Account Closure Charges

S.No.	Description	Charges
a)	Savings Bank Account (excluding Basic & Small Accounts opened under Financial Inclusion)	
	Upto 14 days of opening and if closed after one year	NIL
	After 14 days upto one year	with Cheque Book ₹ 200/- without Cheque Book ₹100/-
b)	Current Account	Charges
	For all Segments/schemes	₹1000/-
	<b>Note</b> :BSBDAccounts,Death of the account holder-closure/settlement of claim(Both SB&CDCC) account closure charges – Free	

11. Standing instruction

S.No.	Description	Charges
a)	Registration of SI	
	Intra Bank	Free
b)	(At Branch)to execute, credit to Deposit/RD/loan	
	Inter Bank	₹100/-
c)	Execution/Processing of SI	
	Intra Bank	Free







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d)	(At Branch)credit to Deposit/RD/loan	
	Inter Bank	₹100/- per instruction
	Other than Bank Transfer	₹50/- per instruction
e)	Failed S.I.due to Insufficient Funds (other than technical reasons)	
	Inter, Intra & Other than BankTransfer	₹200/-
f)	Registration of Nomination	
	First time registration	Free
	For Subsequent registration, Modification/Change	₹100/- per occasion

12. Interest Certificate for all segments through Branch and Internet

S.No.	Description	Charges
	Original	₹100/-
	Duplicate	₹150/-

13. Balance Certificate per instance

S.No.	Description	Charges
	For all categories	₹150/-

14. Photo attestation /Signature verification charges

S.No.	Description	Charges
	Per instance	₹150/-

15. Record - Copy of the cheque / DD per instance

S.No.	Description	Charges
	Individual	₹150/-
	Non-Individual (charges are as per each query/ record/item)	₹200/-

16. Enquiries relating to old records

S.No.	Description	Charges
	charges as per each query/record/item	₹ 200/- per item upto 2 years and thereafter additional ₹ 150/- per additional year for each item





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17. Allowing operations through Power of Attorney/Mandate

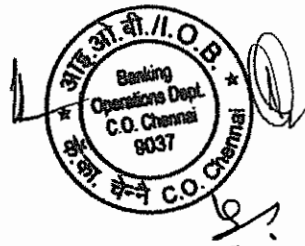
S.No.	Description	Charges
	<b>CD accounts only ( First time Registration)</b>	₹ 250/-for Individual
		₹ 750/- for Non- Individual
	Dormant Account (CDCC)	₹ 250/- per annum

18. Maintenance Charges for Inoperative Account

S.No.	Description	Charges
a)	<b>Savings Bank</b> (with min. balance /without min. balance)	₹ 40/- per half year
b)	<b>CDCC</b> (Debit of charges not to result overdraft in the account)	₹120/- per half year
	SB/CDCC INOPERATIVE - for non maintenance of minimum balance --- Minimum balance Penalty should not be levied	

19. Addition/deletion in joint accounts or change in operational instructions or authorized signatories

S.No.	Description	Revised Charges
a)	<b>Savings Account</b> Addition/deletion in joint accounts or change in operational instructions or authorized signatories( No charges for deletion of name on account of death of the customer in Joint account )	₹100/- per request
b)	<b>CDCC</b>	₹ 300/- Per request





## CHAPTER-V

### Safe deposit Lockers & Safe Custody

#### 1. Safe Deposit Lockers

S.No.	Description	Charges
a)	Allotment of Locker for Initial Allotment Charges	Small/ Medium- Rs 100/- Large/Extra Large : ₹150/-

#### b) Locker Rental CHARGES - Chargeable annual- in advance-For the period from Oct to Sep each year on 1st Oct

Safe Deposit Locker/ Rent - type /Category	APPROXIMATE LOCKER VOLUME(CUBIC INCHES)	Safe Deposit Lockers: Annual Rent			
		RURAL/SEMI URBAN		URBAN/METRO	
		Charges		Charges	
		PUBLIC	STAFF	PUBLIC	STAFF
Type A	539	900	700	1300	900
Type B	858	1100	800	1700	1100
Type C	1186	1300	900	2100	1400
Type D	1337	1500	1100	2200	1500
Type E	1872	1800	1300	2900	1900
Type F	2767	2500	1700	3700	2500
Type G	2843	2600	1800	3800	2500
Type H	3986	3600	2400	5700	3800
Type H1	1828	1800	1300	2600	1700
Type K	6412	4300	2900	7800	4600
Type L	6296	4200	2900	7600	4600
Type L1	4671	3800	2600	6000	4000
Type L2	6500	4400	3000	7600	4600

Note: On vacating the lockers, only the unexpired quarterly rent will be refunded





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a) Locker rent overdue charges

Description	Charges	
For all types	1st Quarter	10 % of the annual rent in addition to Locker Rent
	II Quarter	20 % of the annual rent in addition to Locker Rent
	III Quarter	30 % of the annual rent in addition to Locker Rent
	IV Quarter	40 % of the annual rent in addition to Locker Rent

**Overdue Period is clarified as under:** Advance rental for the period Oct 2016 to Sep 2017 is recoverable on 1.10.2016. Overdue charge @10 % / 20 % / 30 % / 40 % of annual rent to be levied on 1.1.2017,1.4.2017,1.7.2017,1.10.2017 respectively if remaining unpaid till that date

b) Locker Visit Charges

S.No.	Description	Charges
	For all types	Free 12 operations per calendar year ₹100/- per operation over and above 12 free operations in a calendar year.

2. Safe deposit and safe Custody Charges payable in advance

S.No.	Description	Charges
a)	<b>Sealed covers</b> (keys, wills, other papers sealed in a single envelope)	₹600 /-per cover per annum or part thereof payable in advance
b)	<b>Sealed Boxes</b>	₹1200/- per annum payable in advance per box
c)	<b>Small packages</b>	₹600/- per quarter or part thereof payable in advance per package





CHAPTER – VI  
IT related products –Service Charges

1. DEBIT CARD

S.No.	Description	Charges
a)	<b>Issuance Charges</b>	
	VISA-CLASSIC	₹100/-
	RUPAY-CLASSIC	FREE
	MASTER-CLASSIC	₹100/-
	RUPAY -PLATINUM	₹150/-
	VISA-GOLD	₹200/-
	VISA-PLATINUM	₹250/-
	VISA-SIGNATURE	₹350/-
	Automatic renewal on expiry of validity period.	Free
	RUPEE -PREPAID CARDS	₹75/-
	SB-Gold, SBSilver, SBStudent, SBArogyamahila, SB DEFNON, SB DEFCON , BSBDA, BSBDS, Corporate salary accounts, CD-Classic and CD – Supreme, PMJDY, →No service charges for debit cards (it is free). Welcome kit and NRI - free with first time issuance. Free for HNI and accounts with Average Balance above ₹.50,000/-.	
b)	<b>Replacement Charges at customer request.</b>	
	VISA-CLASSIC	₹150/-
	RUPAY-CLASSIC	₹150/-
	MASTER-CLASSIC	₹150/-
	RUPAY -PLATINUM	₹150/-
	VISA-GOLD	₹200/-
	VISA-PLATINUM	₹250/-
	VISA-SIGNATURE	₹750/-
c)	<b>Annual maintenance charges for second year</b>	
	VISA-CLASSIC	₹150/-
	RUPAY-CLASSIC	₹150/-
	MASTER-CLASSIC	₹150/-
	RUPAY -PLATINUM	₹150/-
	VISA-GOLD	₹150/-
	VISA-PLATINUM	₹200/-
	VISA-SIGNATURE	₹750/-



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<b>d)</b>	<b>PIN charges</b>	
	RE - PIN ( PHYSICAL )	₹50/-
	Re-pin(green pin)	₹20/-
	PIN - RESET( pin tries exceed) other than mandated charges required	₹10/-
<b>e)</b>	<b>ATM transactions</b>	
	Savings Bank( other Bank ATM Charges for SB Silver and SB Gold - No restriction on number of withdrawals -All are Free)	Free-3 transactions (financial & non-financial) per month in 6 metros (Chennai, Delhi, Mumbai, Kolkata, Hyderabad & Bangalore). Free - 5 transactions per month in other centres Thereafter ₹20/- per transaction
	For other account holders:	NO FREE Transaction- For all Transactions ₹20/- per Transaction
<b>f)</b>	Cheque Book request through ATM	₹55/-per request

**2. CREDIT CARD**

<b>S.No.</b>	<b>Description</b>	<b>Charges</b>
<b>a)</b>	Card membership/Joining fee	NIL
<b>b)</b>	Photo card	₹ 100/- only once.
<b>c)</b>	Annual fee	Nil
<b>d)</b>	Hotlisting Fee	NIL
<b>e)</b>	Replacement Card	₹100/-
<b>f)</b>	Duplicate statement Copy	₹50/-
<b>g)</b>	Charge slip copy	₹100/-
<b>h)</b>	Original charge slip	₹300/-
<b>i)</b>	Late fee	₹100/-
<b>j)</b>	Interest on Roll-over credit	30% (annualized)
<b>k)</b>	Cash advance fee	₹22.50 per ₹1000/- or part thereof
<b>l)</b>	Cash advance Interest	30 %(annualized) from the date of withdrawal till settlement date





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m)	Charges for using other banks' ATM(VISA)	
	For withdrawal	₹100/-per withdrawal
	For Balance enquiry	₹20/- per enquiry
n)	Foreign currency transactions	2.50 % on the transaction value
In addition to above, card holders have to pay extra service charges at certain Merchant Establishments such as PetrolBunks(POS),Railways(IRCTC),etc., at the minimum rate of 2.50 % or at the rate as indicated at the Merchant Establishments.		

### 3. CERSAI

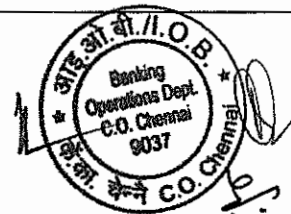
S.No.	Description	Charges
a)	LOAN LIMIT —Upto₹5lacs	₹ 50/-
b)	LOAN LIMIT >₹ 5 lacs	₹125/-

### 4. CIBIL

S.No.	Description	Charges
a)	Commercial	₹ 700/-
b)	Individual	₹100/-

### 5. SMS alerts

S.No.	Description	Charges
	For all	₹15/- per quarter
	<b>Exemptions (NIL CHARGES)</b> on SMS Alert charges for the following:- 1. BSBDA/BSBDS accounts, 2. Staff Accounts-other than Ex -Staff 3. SB-Gold/SB-Silver, 4. SB-Student 5. SB - Arogyamahila, 6. SB-DEFCOM-Commissioned officers serving in defence, 7. DEFNON Accounts 8. CD-Classic and CD super , 9. Pensioners accounts. 10. PMJDY accounts	Exemptions continue to be the same.





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6. DEMAT

S.No.	Description	Charges
a)	A/c Opening charges	Nil
b)	Demat Charges	₹2.50 per certificate with minimum of ₹10/- per demat request plus applicable courier charges (with a minimum of ₹30/-)**
c)	DematCharges	₹20/- per Company plus applicable courier charges (with a minimum of ₹30/-) plus NSDL ( National Securities Depository Limited)Charges (NSDL Charges-₹10/- per every hundred shares or part thereof subject to a maximum fee of ₹5,00,000/- or a flat fee of ₹10/- per Certificate whichever is higher) payable upfront
d)	Transaction – Market/Off Market Sale	<ul style="list-style-type: none"><li>• 10.04 % of market value as arrived by NSDL subject to a minimum of ₹20/- and maximum of ₹1000/- per ISIN (International Security Identification Number) for Shares**</li><li>• 0.04 % of market value as arrived by NSDL with a minimum of ₹20/- and Maximum of ₹250/- per ISIN for DEBT INSTRUMENTS**</li><li>• Flat ₹15/- per ISIN (For ONLINE TRADING registered clients)</li></ul>
a)	Annual Maintenance Charges	
	For Individuals	₹300/- p.a.*
	For Corporates	₹1200/- p.a.*
b)	Pledge	
	Creation	0.02 % of the value with a minimum of ₹100/- & a maximum of ₹250/- per ISIN**
	Closure	A flat charge of ₹100/- per ISIN**
	Invocation	0.02 % of the value with a minimum of ₹100/- & a maximum of ₹250/- per ISIN**
	Confirmation where creation is done in other DPs	A flat charge of ₹100/- per ISIN**
c)	Securities Lending & Borrowing	0.02 % of the value with a minimum of ₹100/- and a maximum of ₹250/- per ISIN**
d)	Failed Transaction	₹25/- per ISIN**







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e)	Fee for tendering delivery Instructions on the day of Settlement (at Client's risk)	₹25/- per ISIN payable upfront
f)	Transaction statement	Monthly - Free
g)	Holding statement	Quarterly - Free
h)	Issue of Duplicate Statement	₹10/- per page with a maximum of ₹50/- payable upfront
i)	Fees for IDeAS ( Internet-Based Demat Account Statement)	NIL

Payable in advance at the beginning of the financial year. Pro-rata quarterly charges will be levied for accounts opened during the Financial Year. Pro rata refund for accounts closed during Financial Year.

\*In case of closure of account, all charges payable as per above rates should be paid upfront opened during the Financial Year. Pro-rata refund for accounts closed during Financial Year.

\*\*To be levied at the end of the quarter In case of closure of account, all charges payable as per above rates should be paid upfront

Sundries (a) Actual Postages\*\*

(1) for correspondence with NRIs to their foreign address

(2) a) Return of demat rejection

(b) Additional expenses incurred for sending reminders/Regd.

Notice etc. for recovery of charges for overdue accounts\*\*





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CHAPTER –VII Service Charges for Defence Personnel / Paramilitary / Ex-Servicemen :

S.No:	Description	Charges
a)	<b>Standing Instructions:</b>	₹50/- per instruction for registration other than Recurring deposits (RD) and Loan accounts. However, actual Postal / out of pocket expenses will be Recovered.
b)	<b>Outward remittances:</b>	At par remittance to family upto ₹5000/- per month and one time remittance for payment of school/college fees in a year
c)	<b>Collection of Cheques</b>	At par collection of salary / terminal dues.  The next kin of the deceased soldiers will be allowed to collect the ex-gratia cheques representing from Regiments/Units, payment of terminal benefits, Armed Forces Provident Fund family pension, free of cost.

Chapter-VIII - SERVICE CHARGES TO STAFF MEMBERS AND RETIRED STAFF

S.No.	Description	Charges
j)	<b>Staff Members</b>	
	Transaction conducted by staff members	Nil
	In respect of accounts held by staff members jointly with other person(s) provided joint account holder is a close relative. <b>Only for those accounts with STAFF AS FIRST NAME in the joint account.</b>	Nil
k)	<b>Retired</b>	
	No service charges shall be levied on transactions (which were permitted as serving staff member) for retired staff members	Nil
	Immediate credit of outstation cheques/Drafts upto ₹. 15000/- (This is not applicable to serving staff members).	No service charge shall be levied . However out of Pocket expenses will be recovered

1. Retired staff includes members gone on voluntary retirement also **but excludes terminated / dismissed employees/ Resignation.**
2. In respect of above transactions, postages and out of pocket expenses incurred are to be recovered.





CHAPTER-IX

CHARGES ON COLLECTION

1. COLLECTION :Cheques, Demand Drafts, Interest Warrants, dividend warrants, refund order, income tax refund orders, collections from treasury /post offices

S.No.	Description	Charges	
a)	Collection of Cheques -Local -clearing	Free	
b)	Cheque return-Localclearing <b>Inward Return</b> ( Cheque Drawn on us-issued by our customer)	Upto ₹1/- lac	₹150/-
		Above ₹.1/-lac	₹500/-
c)	Cheque Return-Local clearing - <b>Outward return</b> (Cheque deposited by our customer and returned by other Bank	Upto ₹.1/- lac	₹100/-
		Above ₹.1lac	₹300/-
d)	Collection of Outstation Cheques ( Inclusive OPE + Postages)		
	Upto ₹. 5000/-	₹25/-	
	Upto ₹.10,000/-	₹50/-	
	Above ₹.10,000/- upto ₹ 1.00 lac	₹100/-	
	Above ₹. 1.00 lac	₹200/-	
e)	Return of Outstation Cheque -Drawn on others	Upto ₹.1.00 lac	₹100/-
		Above ₹.1.00 lac	₹300/-
f)	Return of Outstation Cheque -Drawn on us	Upto ₹.1.00 lac	₹100/-
		Above ₹.1.00lac	₹500/-
g)	Collection of Dividend /interest Warrants etc.,		
	Up to ₹100/-	At par plus postage &out of pocket expensed to be collected	
	> ₹100/-	Applicable collection charges	





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2. Bills-collection of Outward/Inward Bills

S.No.	Description	Charges
a)	Clean/Documentary,Demand/Usance including Supply Bills	
	Upto ₹.5000/-	₹100+actual postages
	Above ₹.5000/- to ₹.10000/-	₹150+ actual postages
	Above ₹.10,000/-	₹10/- per ₹1000/- min.₹150/- Max.₹25,000/-
b)	Bills Return- Inward and Outward	50 % of collection charges stipulated Min.₹100/-
c)	Presentation of inland usance bills per instance	₹250/-

3. Postal charges

S.No.	Description	Charges
	Ordinary	Actual expenditure (Minimum ₹ 25/- )
	Registered Post/ Speed Post/ Courier	Actual expenditure (Minimum ₹ 75/-)

For BSBDA /BSBDA Small accounts- Collection Charges for the Cheques/DDs issued by the Govt department is waived

1. Cheque return charges shall be levied only in cases where the customer is at fault and is responsible for such returns. Cheques that need to be re-presented without any recourse to the payee shall be made in the immediate next presentation clearing not later than 24 hours (excluding holidays) with due notification to the customers of such representation through SMS alert, email, etc.
2. For all bills for collection, actual postages incurred should be collected.
3. In case of Bills/Cheques received from our branches the charges should be levied at one end, viz. at the branch where the item is lodged for collection. However, the collecting branch may recover the actual postages and out of pocket expenses, if any, from the drawee or proceeds as per the instructions of the drawer/remitting branch.
4. Collection charges in respect of outstation cheques and inland bills where two banks are involved must be shared by the paying bank and the collecting bank on a 50:50 basis.





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5. CHARGES FOR INWARD BILLS FOR COLLECTION, WHEN DOCUMENTS ARE DELIVERED FREE OF PAYMENT :  
Whenever documents under Inward Bills for collection are delivered free of payment to the drawee of the Bill, by a Bank, under specific instructions of the drawer of the Bill, the collecting Bank should levy handling charges in conformity, and on par with charges presently leviable in respect of Bill returned unpaid as transfer/remittance of funds is not involved.
6. Charges for change of original instructions regarding Outward/ Inward Bills for collection- Rs.100 per request.
7. Rental charges for Post parcel received under collection bills: -Rs.20 per parcel per day or part thereof with minimum of Rs.51/-

**CONCESSIONS ALLOWED TO VARIOUS CATEGORIES OF CUSTOMERS:**

1. Cheques for Prime Minister's Relief Fund and Chief Minister's Relief Fund may be collected at par.
2. Collection of instrument favouring religious, welfare service and charitable institutions may be done at par. However, postages and other out of pocket expenses should be recovered. For an institution eligible for concessions, it should have been exempted from payment of Income-tax under Income Tax Act and a proof of the same is to be produced. Also at par collection facility of upcountry instruments may be extended to Institutions set up for the benefit of the blind, physically handicapped and disabled individuals.
3. Cheques issued by Government authorities representing subsidy and other special programs may also be collected at par.
4. No charge may be levied for collection of cheques deposited by DRDA Farmers Co-operative Societies (Bank's Own sponsored) and primary agricultural societies (banking with us). However, postages and other out of pocket expenses are to be recovered.
5. Service charges on cheques issued as per Court orders for investment in term deposits may be waived.
6. At par collections in the accounts of Central / State Government Department / Ministries accredited to our Bank may be allowed free of charge. However, if the cheques are drawn on centres where we do not have branches, the Bank's charges for whom the cheques are sent for collection should be borne by the respective Government Department.
7. Banks need not levy collection charges/ commission on cheques/ drafts drawn in favour of Regional Rural Banks and tendered to us for collection, irrespective of whether the RRBs are sponsored by us or not.
8. No charges may be levied for collection of cheques for credit to loan accounts , NPA accounts, Post -dated cheques for loan installments and opening of term deposits





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CHAPTER-X - CHARGES ON REMITTANCES

1. Remittance : Issue of DD/NEFT/RTGS/SFMS /ECS

S.No;	Particulars	
a)	Issue of Demand Draft	
	<b>Description</b>	<b>Charges</b>
	UptoRs 5000/-	₹25/-
	Above Rs 5000/- upto RS.10000/-	₹60/-
	Above Rs.10000/- to Rs100000/-	₹5/- per ₹1000/- min₹80/-
	Above ₹.100000/-	₹5.00 per ₹1000/- Min.₹500/- max.₹15000/-
b)	Demand Draft – Cancellation	Charges
	DD value upto₹.50/-	Nil
	DD value above ₹.50/- to ₹.100/-	₹30/-
	DD value above ₹.100/- to ₹.1000/-	₹80/-
	DD value above ₹.1000/-	₹100/-
c)	Revalidation of DD (Restricted to one occasion only) Prohibited from revalidation which are >3years old	₹ 125/-
d)	Replacement /Duplicate DD	₹150/-

2. NEFT/ RTGS CHARGES

S.No:	Particulars - NEFT/RTGS	
a)	Description	Charges
	Inward	Free
b)	NEFT - outward- through internet (ALTERNATE DELIVERY CHANNELS) – Free for SB Accounts	SB Account      Other than SB account
	Upto₹10,000/-	Free      ₹1/-
	Above ₹10,000/- and upto₹1.00 lac	Free      ₹3/-
	Above ₹1.00 lac and upto₹2.00 lacs	Free      ₹11/-
	Above ₹2.00 lacs	Free      ₹19/-
c)	RTGS Through internet (ALTERNATE DELIVERY CHANNELS)	Charges
	₹2.00lacs to ₹5.00 lacs	₹24/-
	Above ₹.5.00 lacs	₹49/-





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d)	NEFT Customer Transactions (transactions at home branches/CBS)	Charges
	Upto ₹10,000/-	₹1.50
	Above ₹10,000/- and upto ₹1.00 lac	₹4/-
	Above ₹1.00 lac and upto ₹2.00 lacs	₹14/-
	Above ₹2.00 lacs	₹24/-
e)	RTGS Customer Transactions (transactions at home branches/CBS)	Charges
	₹2.00 lacs to ₹5.00 lacs	₹24/-
	Above ₹5.00 lacs	₹49/-

3. IMPS /UPI using mobile banking /Net banking

S.No:	Description	Charges	
		imps	upi
	Upto ₹10,000/-	₹2.50	₹1.00
	Above ₹10,000/- and upto ₹1.00 lac	₹5/-	₹1.50
	Above ₹1.00 lac and upto ₹2.00 lacs	₹15/-	

4. ECS Mandate

S.No:	Particulars	Charges	
	Description		
a)	ECS/NACH Registration of Mandate	₹125/-	
b)	ECS Inward and outward	NIL	
c)	ECS failed mandate	₹350/- per occasion	
d)	SFMS CHARGES	₹.100/-	
e)	ECS Return Charges	Inward Return	Upto 1 lac- ₹ 200/-
			Above 1 Lac ₹ 500/-
		Outward Return	Upto 1 lac- ₹ 150/-
			Above 1 Lac ₹ 400/-

General Instructions regarding remittances:

a) DD Charges Concession: CD Classic ( The average daily balance last three months => ₹1 lac. ) CD Super (the average daily balance last three months => ₹5 lac ) 50 % of the charges are free. For SB Student, DD for payment of tuition fee, Hostel fee directly to School/college account → Free.

b) NEFT /RTGS -FREE For special accounts viz SB-Gold, SB SILVER Arogiyamahila, SB- DEFCOM (Commissioned officers Serving in defence) , SB- DEFNON, CD -Classic, (NEFT FREE: RTGS 25 % Concession. CD-Supreme (NEFT Free, RTGS 50 % CONCESSION)





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**C) Other Instructions**

1. For non-customers, for remittances against tender of cash, charges shall be 50 % over and above the rates prescribed for customers.
2. The applicable charges should be collected and credited to Exchange Account.
3. No charges are to be levied for issue of drafts in favour of suppliers while disbursing loans.
4. No charges are to be recovered for the remittances effected by branches under DPG/Bills, co-acceptances issued by branch, as these remittances are in respect of the bank's obligations.
5. No charge need be levied for DDs issued in payment of deposits (and interest) for compliance of the provisions of income-tax Act where the depositor/s does/do not have any running account .(i.e. SB, CD or CC) with us.
6. A periodical transfer from collection accounts (accounts wherein no debit transactions other than those relating to such remittances to the principal accounts are reflected) of organizations/firms/corporate customers to Main account of the same organization and not vice versa in the same bank may be allowed free of service charges.
7. Drafts to be issued at par for accounts held by Govt. Departments and State Government. However no concessions to be extended to Govt. undertakings/ Organizations.
8. Issue of DDs to the beneficiaries of religious, welfare service and charitable institutions may be done at par. For an institution eligible for concessions, it should have been exempted from payment of income tax under Sec. 10 of IT Act and a proof of the same is to be produced. Also such concession may be extended to Institutions set up for the benefit of the blind, physically handicapped and disabled individuals.
9. No service charge will be levied on remittances of funds between Head Office and branches of Regional Rural banks irrespective of the fact whether the RRBs are sponsored by our bank or Not: Similar facility can also be extended to such RRBs as are sponsored by them on remittance of refinance installments to NABARD.
10. Whenever DDs are issued to the debit of accounts of blind, physically handicapped and disabled person the same may be issued at par. However the facility should not be extended against cash payment.







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CHAPTER – XI

DISCRETIONARY POWERS TO BE EXERCISED FOR WAIVER/CONCESSION IN SERVICE  
CHARGES OTHER THAN CHARGES RELATED TO ADVANCES  
( ONLY ON CASE TO CASE BASIS)

S.NO.	AUTHORITY	WAIVER IN PERCENTAGE
1	MD AND CEO	Full
2	Executive Director	75 %
3	General Manager ZO	25 %
4	Chief Regional Manager	10 %
5	Senior Regional Manager	10 %

Note: The existing Service Charges will be applicable until the proposed service charges comes into effect.

