

Customer Service Information

(Update up to 21-03-2024)

A. Customer Service Information

- (i) We have separately displayed the key interest rates on deposits in the branch
- (ii) Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit vaults.
- (iii) We exchange soiled notes and mutilated notes.
- (iv) We accept / exchange coins of all denominations.
- (v) If a bank note tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note.
- (vi) For satisfactory accounts, we offer immediate credit of outstation cheque up to Rs.0.00

B. Service Charges

Sr No.	Type of Account	Minimum Balance Requirement (Rs)	Charges for Non-maintenance there of (Rs)
1.	Saving Account	500	150 + GST
2	Basic Saving Bank Deposit Account	-	-

C. Grievance Redressal

- (i) If you have any grievance / complaints, Please approach : C.E.O. Mr. Pinkal Raval , Mobile : 9998525588
- (ii) If your complaint is unresolved at the branch level, you may approach our Head office at (Head Office, Opp. Railway station, Behind Hotel Corona, Station road, Bharuch 392001 (+91 2642 240268)