

पंजाब एण्ड सिंध बैंक

)भारत सरकार का उपक्रम ()
प्र.का .योजना एवं विकास विभाग
बैंक हाऊस, 21- राजेंद्र प्लेस ,प्रथमतल
नई दिल्ली - 110008



PUNJAB & SIND BANK

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TO ALL BRANCHES / OFFICES

Reg:- Revision/Rationalization of Service Charges in the Bank

To compete with the market forces and to ensure better customer service at branches, the Bank has revised/rationalized the service charges in the bank vide Board Resolution No 24067 dated 12.12.2018

The charges are effective from Feb 07, 2019

Branches/ All other offices are advised to please note and follow the guidelines in true letter & spirit.

Zonal Offices are advised to ensure the compliance of these guidelines at their end and the compliance by the branches working under their jurisdiction.

Internal Auditors as well Concurrent Auditors must invariably check and point out the irregularity, if any to this effect / of non adherence of instructions, in their Inspection Report.

General Manager (P&D)

[1.] Service Charges To Maintain A Ledger Accounts

- **Ledger folio charges for Current / CC / OD Accounts** :- Rs.2/-per Entry/record, minimum Rs.75 /- maximum Rs.1000/- (per quarter) over & above free of charge given below. However, if no transaction have been made during the quarter, a minimum of Rs.50/- would be charged.

Free ledger folio/free of cost entries

Average Credit Balance	Free Page/s
Upto Rs 50,000/-	NIL
Above Rs 50000/- upto Rs 75000/-	4 Pages/Quarter
Above Rs 75000/- upto Rs 200000/-	7 Pages/quarter
Above Rs 200000/-	All free

[2.] Charges of Stop Payment Instructions:

- **SB Accounts(All customers)**
 - Rs.100/- per instrument maximum Rs.500/- per instruction in all branches.
 - Rs.50/- per instrument and maximum Rs.250/-per instruction in case of pensioners and Senior Citizens.
- **Current Accounts/CC/OD Accounts**
 - ✓ **Non- Individuals –**
 - Rs. 300/- per instrument*, Maximum Rs. 1000/- per instruction
 - ✓ **Individuals-**
 - . Rs. 300/- per instrument*, Maximum Rs. 1000/- per instruction

[3.] Issuance of Pass Book(SB Account) :

- Free. The Pass Book shall be updated free of cost.
- **Issuance of duplicate account statement / passbook (SB/Current Account)**
 - Rs.100/- with latest Balances Or
 - Rs.1/-per entry/record in Rural/Semi-Urban/Branches- (Minimum Rs.100/-)
 - Rs.2/-per entry/record in Urban/Metro Branches – (Minimum Rs.100/-)

(Minimum Rs.100/- Maximum Rs 1000/- for all branches)

[4.] Minimum Balance in Savings Accounts: -

- ✓ No minimum Balance to be maintained for Saving Accounts.

[5.] Minimum Balance in Current Accounts: -

<u>Rural</u>	Balance	<u>S- Urban</u>	Balance	<u>Urban:</u>	Balance	<u>Metro</u>	Balance
Personal A/c	Rs. 500/-	Personal A/c	Rs 1000/-	Personal A/c	Rs 1000/-	Personal A/c	Rs 1000/-
Other A/c	Rs. 500/-	Other A/c	Rs 1000/-	Other A/c	Rs 5000/-	Other A/c	Rs 5000/-

[6.] Service Charges if Minimum balance not maintained in Savings Bank / Current Accounts:

✓ Saving Accounts	Nil
✓ Personal Current Accounts & Other Current A/c	Rs 200/- Per Month for R/SU branches, Rs 300/- Per Month for U/M branches

[7.] Charges mentioned above are not chargeable in

- ✓ No Frill A/c, Pensioners A/C, Senior Citizens A/c
- ✓ Salary A/C of staff & other accounts specified from time to time

[8.] Inoperative Accounts:

- ✓ Charges for Inoperative Savings Bank Accounts:- Nil
- ✓ Charges for Inoperative Current Accounts:- Nil

[9.] Cash Handling Charges for Cash Deposit in Current/ OD/Cash Credit Accounts:-

- ✓ Free : Upto Rs.1 lac - per day or 1000 note pieces (which ever condition is achieved first)
- ✓ Above Rs.1 lac or 1000 note pieces:- @ 20 paisa per piece.
- ✓ Minimum Charges : Rs 100/-
- ✓ No Cash handling charges on amount deposited in Term Loan/NPA/suit filed accounts.

<p>a.) For SB accounts: Cash Transactions Charges :</p>	<ul style="list-style-type: none"> • Upto 5 cash transactions in a month : Free, • Beyond 5 cash transactions in a month charges: Rs 30/- per transaction shall be levied. {Excl. basic saving account} <p>=====</p>
<p>b.) Cash handling charges for Saving Accounts:</p>	<ul style="list-style-type: none"> • Upto Rs.1 lac - Free (per day) or 1000 note pieces (<u>whichever condition is achieved first</u>) • Above Rs.1 lac or 1000 note pieces:- @ 15 paisa per piece. • Minimum: Rs 100/-

[10.] Charges for Closure of Savings Accounts / Pre-Mature R.D Account:

- ✓ Free - if closed within 14 days of Opening of account.
- ✓ If closed after 14 days but within 12 months from the date of opening :-

- ✓ Rs.100/- for R/SU branches,
- ✓ Rs. 200/- for U/M branches,
- ✓ **Free - if closed after 12 months**

[11.] Charges for Closure of Current Accounts:

- ✓ **Free- If closed within 14 days of opening of account.**
- ✓ If closed after 14 days but within 12 months from the date of opening :
- ✓ Rs 250/- for R/SU branches.
- ✓ Rs 500/- for U/M branches.
- ✓ **Free: If closed after 12 months.**

[12.] Standing Instructions:

- ✓ At the time of registration Rs.100/-per transaction
- ✓ At the time of processing standing instructions Rs.50/-+ Remittance charges + Out of pocket expenses

Note:

- **Standing Instructions Charges are applicable in the following cases:-**
 - If a customer gives instruction to transfer funds from his/her account to another Person's account (different customer id) within branch/bank, in this case, SI Charges shall apply.
 - If customer gives instructions for payment of Telephone Bills / Electricity Bills / House Rent Payment etc
 - Standing Instructions charges are to be levied only when the third party account is involved in the instructions.
 - Standing Instructions, even if not carried out, due to insufficient balance in the account, would also be liable for Service Charges per transaction Rs.35/- + Remittance charges + Out of pocket expenses
- **Standing Instructions Charges are not applicable in the following cases:-**
 - Where instructions are given for transfer of funds from his / her own account to another his / her own accounts (same customer id) within the branch/Bank
 - Where instructions are given to credit the installment to RD accounts/Loan accounts of our Bank.

[13.] Cheque Book Charges: -

Saving Banks Account	<ul style="list-style-type: none"> ✓ 30 Leaves per year, free • For extra leaves Rs 4/- per leaf ✓ (Senior Citizen Customers/Staff are exempted from the charges irrespective of number of cheque leaves.)
Current Account	<ul style="list-style-type: none"> ✓ Rs.5/- per leaf for individual A/C. ✓ Rs. 5/- per leaf for Non-individual A/C.

[14.] Charges for Remittances through RTGS/NEFT

- **RTGS/NEFT Charges to be charged by Bank from its customers**
 - ✓ **Inward Transactions: Free**
 - ✓ **Outward Transactions:**
- **RTGS:**
 - ✓ (i) Rs. 2 lakh to Rs. 5 lakh :Rs 30/- Plus GST

✓ (ii) Above Rs. 5 lakh : Rs 55/- Plus GST

• **NEFT:**

- ✓ Upto Rs.10000/ - Rs. 5 + GST
- ✓ Above Rs.10000/- to Rs.1 lac- Rs. 10.00 + GST
- ✓ Above Rs.1 lac to Rs.2 lac - Rs. 20.00 + GST
- ✓ Above Rs. 2 lac - Rs. 25.00 + GST

[15.] Electronic Clearing Services :- (Handling charges for ECS Returned Unpaid)

✓ **Local ECS Transaction:**

- ✓ **Debit** - Rs.50/-Per transaction, where the account holder is drawer of the ECS transaction.
- ✓ **Credit**-Rs.25/- per transaction, where the account holder is payee of ECS Transaction
- ✓ **Outstation ECS Transaction:** Rs.50/-per transaction.

➤ **Please note that these charges shall be applicable for all types of transactions including Inter Bank Fund transfers.**

• **ECS operation under NACH Platform as Sponsor Bank**

- ✓ ECS (Credit) : No charges to individual beneficiary's account.
- ✓ For Corporate bodies / Institutions(Instructions for bulk transactions)
- **Minimum charges Rs.2000/- + charges payable to NPCI and Destination Bank, if any.**
- ✓ A) Upto 10000 entries per occasion - @Rs.5/- per entry + charges payable to NPCI and Destination bank, if any.
- ✓ B) Above 10000 to 100000 entries per occasion - @ Rs.3/- per entry+ charges payable to NPCI and Destination Bank, if any. (Subject to a minimum of Rs.50,000)
- ✓ C) Above 100000 entries per occasion - @Rs.2/-per entry+ charges payable to NPCI and Destination Bank, if any. (Subject to a minimum of Rs. 3,00,000/-) (Exclusive of GST)

• **ECS (Debit) “Revised Charges in respect of NACH Debit Mandate Management System as Sponsor Bank”:**

Particulars	Individuals	Corporate bodies/ Institutions	NPCI and Destination bank charges	Particulars
Mandate charges	Charges for ECS Mandate registration – NIL	Charges for ECS Mandate registration - Rs.100/-	As a sponsor bank, we will pay to destination bank Rs.5/- for each of mandate processed within Turnaround Time (TAT). NPCI levy Rs. 1.50 towards processing service of mandate (Rs. 1.00 to mandate initiating bank and Rs.0.50 to mandate receiving bank).	Mandate charges
Transaction charges	- NIL	Rs. 3/- per transaction charges Minimum Charges Rs. 2000/- + charges payable to NPCI and destination bank, if any.	As a sponsor bank, we will pay Rs.0.70/- per transaction to NPCI and Destination bank.	Transaction charges
	Subject to recovery of all out of pocket expenses including processing charges in case they are ever again levied by Reserve Bank of India / NPCI.			
	ECS (Debit) Return for non availability of funds in customer account/failed mandate- Rs.250/-+ GST.			
	In terms of RBI guidelines, No charges will be levied in respect of INCOME			

	TAX REFUND ORDERS.		
	ECS Operations are not applicable for RD accounts. All type of charges are exclusive of service tax which would be charged additionally.	Charges of NPCI are as on date which may be changed after reviewal by NPCI. All charges will be exclusive of service tax or any other statutory charges which will be payable separately.	

All the charges will be exclusive of GST or any other statutory charges which will be payable separately.

[16.] Remittance through DD /EFT by tender of cash, cash handling charges would be levied @30% extra of normal charges & if above Rs.50000/-* by tender of cash the Income Tax Rules are also applicable.

(* Please follow the Income Tax Rules for issuance of drafts/remittance)

[17.] Note that where a company/constituent is sanctioned credit facilities to be availed at two or more centers, in such cases, transfer of funds between these centers are allowed at par. However, actual out of pocket expenses @ Rs.50/- per transaction are to be recovered.

[18.] Concession For Issuance Of Exchange Free Drafts

(This facility is provided by our bank to valued customers)

- **For Saving Bank Account Holders: -**
 - ✓ (i) On Maintenance of Rs.25,000/- as minimum balance in Saving Bank Account throughout the month the account holder will be entitled for TWO exchange free Drafts/remittance up to the maximum overall ceiling amount of Rs.25,000/- each to be entitled in the following month only, from the same account
 - ✓ (ii) On Maintenance of Rs.50000/- as minimum balance in Saving Bank Account throughout the month the account holder will be entitled for TWO exchange free Drafts/ remittance up to the maximum overall ceiling amount of Rs.50,000/- to be entitled in the following month only, from the same account.
- **For Current Account Holders : -**
 - ✓ On maintenance of Rs.50,000/- or more as minimum balance in Current Account throughout the month the account holder will be entitled for Three exchange free Drafts/remittance up to the maximum overall ceiling amount of Rs.50,000/- each to be entitled in the following month only, from the same account
 - ✓ On maintenance of Rs.1,00,000/- as minimum balance in Current Account throughout the month the account holder will be entitled for THREE exchange free Drafts/remittance up to the maximum overall ceiling amount of Rs.1,00,000/- to be entitled in the following month only, from the same account.

Please note that the above facility will be non cumulative in nature.

[19.] Concession to Premier Saving Bank A/c/Current A/C:

Definition of: -PSB- Premier Saving Bank A/c/ PSB- Premier Current A/C Holders

Branch Category	Premier Saving Bank A/C	Premier Current A/C
Rural & Semi Urban Branches	Minimum Balance: Rs.50,000/-	Minimum Balance :- Rs. 1.5 lakhs

Urban & Metro Branches	Minimum Balance :Rs 2 lakhs	Minimum Balance : Rs 4. lakhs
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✓ **Privileges / Concessions: -**

S No	PSB-Premier Saving Bank Account	PSB-Premier Current Account
1.	Free ATM Cards.	Free ATM Cards.
2.	Statement of A/C without any charge.	Statement of A/C without any charge.[G1][G2]
3.	Waiver of Inward Cheque Returning Charges	Waiver of Inward Cheque Returning Charges.
4.	Waiver of Cash Handling Charges on cash deposit up to Rs.3.lacs.	Waiver of Cash Handling Charges.
5.	Waiver of Locker Rent of Small Locker for one year.	Waiver of Locker Rent of Small Locker for one year.
6.	Cheque Book with name of the customer duly printed on the Cheque Book.	Cheque Book with name of the customer duly printed on the Cheque Book.
7.		Waiver of ledger folio charges.

[20.]Charges for Remittances through Demand Draft

✓ **Charges for Issuance of DD:-**

Upto Rs 10000/-	Rs 40/-
Above Rs 10000/-	Rs.5 /- per thousand or part thereof Min. Rs.50/- Maximum of Rs.12000/-

- ✓ Service Charges for students for issuance of DD up to Rs.5000/- in respect of remittance of application fee shall be Rs.20/- only.
- ✓ Above Rs.5000/-normal charges will apply
(free for students availing Education loan from our bank)

➤ **Issuance of Duplicate Draft**

- ✓ Same charges as charged at the time of issuance of draft.

➤ **Revalidation of Draft**

- ✓ Upto DD amount 10,000.00 Rs.100/- + out of pocket expenses
- ✓ Above Rs. 10,000.00 to 50,000/- Rs.150/- + out of pocket expenses
- ✓ Above Rs 50,000.00 - Rs.200/- + out of pocket expenses

➤ **Cancellation of Draft/ Bankers Cheque / Pay Order**

- ✓ Upto DD Amount : 5,000.00 -Rs.50/-+out of pocket expenses.
- ✓ Above DD Amount : 5,000.00 Rs.150/-+out of pocket expenses.

[21.] Collection Charges

(1) Charges for Outstation Cheque Collection -

Value	Service charge from Savings Account Customers & other than SB Account Customers :-
Up to and including Rs.5,000/-	Rs. 50
Above Rs. 5,000/- and upto and including Rs.10,000/-	Rs.75
Above Rs. 10,000/- and up to and including Rs.1,00,000/-	Rs.125
Above Rs. 1,00,000/-	Rs 200

[22.] Collection of Outstation Bills charges: -

- ✓ UptoRs. 10000 -Rs.100/+ out of pocket expenses.
- ✓ Above Rs.10000 - Rs.10/- per thousand. Minimum Rs. 100/- Maximum.Rs.12500/- +out of pocket expenses

Note : Collection of outstation cheques and issuance of DD etc. shall be free of charge to Defense Personnel in active service as well as ex-servicemen, subject to collection of out of pocket expenses.

[23.] Collection of Deposit Receipt:

- ✓ Collection of Term Deposit issued by other bank and the proceeds invested in Term Deposit with our bank – No collection/ postage/ out of pocket charges
 - ✓ Collection of Term Deposit issued by other bank and the proceeds not invested in Term Deposit – Charges as applicable for Collection of outstation cheques + postage & other out of pocket expenses
 - ✓ Remittance of Proceeds of Term Deposits to any branch of the bank- **No remittance charges**
 - ✓ Remittance of Proceeds of Term Deposits to other banks (received on Collection) – **Remittance Charges.**
- **Service charges for non-customers involving, handling of cash shall be double for above stipulation for collection business / bills.**

[24.] Revised Service Charges for dishonor of cheque due to Technical/ Other Reasons not attributable to bank:

Particulars	Service Charges*			
	Amt. upto 1 lac		Amt. above 1 lac	
	SB	CAA	SB	CAA
Inward Clearing (Outward Return): Where the a/c holder is drawer of the Cheque/ bill.	125/-*	125/-*	150/-*	200/-*
Outward Clearing (Inward Return): Where the a/c holder is payee of the Cheque/bill.	100/-*	125/-*	150/-*	200/-*

* All Charges are exclusive of GST

[25.]Charge for dishonor of cheque due to Financial Reason*(per instrument)

Particulars	Revised Charges for dishonor of cheque due to Financial Reason*:-			
	Amt. up to 10,000/-	Amt. above 10,000/- upto 1 lakh	Amt. above 1 lakh upto 5 lakh	Amt. above 5 lakh

	SB	CAA	SB	CAA	SB	CAA	SB	CAA
Inward Clearing (Outward Return) : Where the A/c holder is drawer of Cheque/bill	100/-	150/-	150/-	150/-	200/-	250/-	300/-	400/-
Inward Clearing (Inward Return) : Where the A/c holder is payee of Cheque/bill	100/-	150/-	100/-	150/-	200/-	250/-	200/-	250/-
(*This service charge is same as HO P&D Circular 3398 dated 23.11.2016)								

[26.] Local Bills collection charges -

- ✓ For presentation directly at drawee bank/drawee: - Rs.200/-+ out of pocket expenses or 50% of collection charges whichever is higher + Out of pocket Expenses Returning Charges are to be levied invariably when the cheque is returned on counter, through clearing or received directly
- ✓ Branch Manager has the discretion to waive charges, keeping in view of the business prospects. (However No charges to be levied from any customers up to 2 dishonored cheques deposited during a quarter)

- **Postal Charges for all services to be charged as under:-**

- Ordinary Post - Rs.10/- or actual expenditure whichever is higher.
- Registered post/Courier Charges - Rs.30/-or actual expenditure whichever is higher

[27.] Postal Charges:

- ✓ Postal charges/Communication charges incurred to be recovered on actual basis and in full.
- Introduction of New Service Charges for CBS branches.

[28.] AWB/CBS/ Inter-Sol Charges for transfer of Funds, Cash Deposit/ Withdrawal etc:

A. Transfer of Funds:

- ✓ Between Accounts at Branches: Located at same clearing Centre/city
Between Accounts with same Cust. ID: Free

- ✓ **Between accounts with different Cust. ID:-**

- Up to Rs.50000/- Free
- Above Rs.50000/- to Rs. 1 lac - Rs.5/- per transaction
- Above Rs.1 lac - to Rs. 5 lac- Rs.25/- per transaction
- Above Rs.5 lac - Rs.50/- per transaction

B. Accounts at Outstation branches through Cheques / Clearing

- Up to Rs. 2.00 lac - Rs. 5/- per transaction.
- Rs. 200001/- to 5 lac - Rs.25/- per transaction
- Above Rs. 5 lac - Rs.50/- per transaction

C. Cash Withdrawal Charges: -

✓ At Base Branch – Free

✓ At local non-base branch :-

For Savings customers:

- Up to Rs.1 lac - Free
- Above Rs.1 Lac – Rs.1/- per 1000/- or part thereof

For CC, C/A, OD Customers

- Up to Rs.50000/- - Free
- Above Rs.50000/- Rs.1/- per 1000/- Min.Rs.50/- per transaction.

✓ **Maximum Cash withdrawal per day:-**

- For self Rs. 2,00,000/-
- For third party Rs.50000/- against cheque.

D. Cash withdrawal at outstation Non-base Branch:

✓ **For Savings Customers:**

- Up to 1lac - Free
- Above Rs. 1 lac - Re.2 /- per Rs.1000/- or part thereof.

✓ **For CC, C/A, OD:**

- Up to Rs.1 lac - Free.
- Above Rs.1lac- Re.2 /- per Rs.1000/- or part thereof. Min. Rs.50/- per transaction.

✓ **Maximum Cash withdrawal per day:-**

- For self Rs. 2,00,000/-
- For third party Rs.50000/- against cheque.

E. Cash Deposit at Local Non-Base Branches:-

For Savings Customers:

- Up to Re.50000/- per day - Free
- Above Rs.50000/- Re.1/- per Rs.1000/- or part thereof.

✓ **For CC, C/A, OD:**

- Up to Rs.50000/- per day - Free.
- Above Rs.50000/- Re.1 /- per Rs.1000/- or part thereof Min. Rs.100.00 per transaction.

(Maximum limit for depositing cash is Rs.5 lac per day per account)

(However, there shall be no charges for depositing cash in RD, Term Loan, Demand Loan including NPA & Protested accounts)

F. Cash Deposit at Outstation Non-Base Branches:-

✓ **For Savings Customers**

- Free up to Rs.50000/- per day. Thereafter, Re.1 /- per Rs.1000/- or part thereof.

- **For CC, C/A, OD**

- ✓ Free up to Rs.50000/- per day.

- ✓ Above Rs.50000/-Re.1 /- per Rs.1000/- or part thereof. Min. Rs.100/- (Maximum limit for depositing cash is Rs.5 lac per day per account)

(However, there shall be no charges for depositing cash in RD, Term Loan, demand Loan including NPA & Protested accounts)

Collection of Local Cheques at Base / Non-Base Local Branches (Branches located within same Clearing Centre)

[29.] Collection of Cheques through Non- base outstation CBS branches: -

- Upto Rs.1 Lac : Rs.5/- per transaction
- Above Rs.1 lac to Rs. 5 lac: Rs.25/- per transaction
- Above Rs.5 lac : Rs.50/- per transaction

(by presentment through local clearing, Viz. Customer having an account at CBS branch in Delhi and deposits a cheque at Mumbai which is to be presented to SBI, Mumbai through local clearing.)

[30.] Locker/Safe Custody Charges

- (A.) Locker Charges: -

Size of locker	Category of Branches		
	<u>Rural / S-Urban</u>	<u>Urban</u>	<u>Metro</u>
Small	Rs. 1000 Per Year	Rs. 1000 Per Year	Rs. 1250 Per Year
Medium	Rs. 2000 Per Year	Rs. 2400 Per Year	Rs. 3000 Per Year
Large	Rs. 5000 Per Year	Rs. 6000 Per Year	Rs. 6000 Per Year
Very Large	Rs. 8000 Per Year	Rs. 8000 Per Year	Rs. 8000 Per Year

- ✓ (50% Concession in locker rent charges to existing staff as well as Ex-staff members.

(Please note this concession is applicable for one Small locker/safe custody only).

- ✓ Note: Penalty for default in locker Rent @ Rs. 50/- per month for small Rs100/- per month for medium Rs150/- per month for large, Rs.200/- per month for Very large to be charged w.e.f. one month after the succeeding month in which the locker rent became due.
- ✓ **FREE LOCKER VISITS: 20 Locker Visits Per Year. For more visits @Rs.100/- per visit to be charged.**

- **(B.) Locker Break Open Charges: -**

- ✓ Rs.500/- as incidental charges plus all other expenses incurred in the breaking open of the Locker and replacing the lock should be borne by the hirer and should be recovered before getting the locker broken

- **(C.) Safe Custody Charges: -**

Scrip's: Rs.50/- per scrip, mini. Rs.100/- per year or part thereof on each lodgment / release / substitution.

Sealed Covers: Rs.350/- per cover p. a. or part thereof

Sealed Boxes: Rs. 3000/- per box p.a. or part thereof (Size upto 30x30x30cms)

Banks own deposit receipts - No Charges.

[31.] Others Miscellaneous charges to be charged:

- ✓ Interest Certificate / Balance Certificate/other certificate in Deposit Accounts: - Rs.100/- (one certificate to be issued free of cost every year) Charges are to be levied only when the certificate has been lost after issuance and not in the event of Non-receipt.

[32.] Nomination charges: Free.

- ✓ Charges for change of Nomination: Rs.100/- per instance.

[33.] Statement of Account Charges: -

- ✓ Monthly Statement: Once Free, thereafter, Rs.2/- per entry, Minimum Rs.100/- per request.
- ✓ Weekly Statement: Rs.450/- per year, for repeat request, Rs.2/- per entry, Minimum Rs.100/-per request.
- ✓ Daily Statement: Rs. 1000/- per year, for repeat request, Rs.2/- per entry, minimum Rs.100/- per request.

[34.] Documents/Bills: received for collection: -

- ✓ Change of original instructions in respect of outward/inward bill for collection including (waiving C form, delivery free of payment, extending retirement time etc.): - Rs.200/- per reference.
- ✓ If required to be delivered Free of Payment to drawee OR to be returned back as unrealized: Rs.200/- per reference.

[35.] Advance Against Cheques Presented In Clearing :-

Rs. 200/- in addition of applicable interest.

[36.] Charges for Recording Reconstitution of Account: -

For Non- individuals A/C - Rs.200/- per occasion. (Exempted in case of death of the existing signatory).

Individuals - No charges for savings and current accounts.

[37.] Attestation of Signature /Photo: -

- ✓ Except signature attestation for ECS purpose
- ✓ Non-Individual - Rs. 100/- per instrument
- ✓ Individual customers of Semi-Urban, Urban & Metro Branches - Rs. 75/- per instrument except for Students, Defense forces, war widows, Physically-Handicap.
- ✓ Individual Customers of Rural branches, Sr. Citizen & Pensioners (Charges for Sr. Citizen &

Pensioners are irrespective of location of Branches)- Rs. 50/- per instrument except for Students, Defence forces, war widows, Physically-Handicap

[38.] ATM/Debit Card & Transaction Charges applicable from 07.02.2019 are as under :

Sr. No	Parameter	Charges (in Rs.)
1.	ATM/Debit card annual charges from 2nd year onwards	Rs. 100 + Applicable taxes, per annum
2	Re-issue of ATM/Debit card	Rs. 150 + Applicable GST, per instance Charges for Issue of Duplicate ATM/Debit Card/Replacement of ATM/Debit Card : Rs 150/- + GST
3	Re-issue of PIN	Rs. 50 + Applicable GST
4	ATM transaction charges for saving account	ATM in Metro Cities: 1st Three transactions Free on use of other Banks' ATMs (financial and non-financial transactions in a calendar month) ATM in Non-Metro Cities: 1st Five transactions Free on use of other Banks' ATMs (financial and non-financial transactions in a calendar month) Charges on subsequent transactions thereafter: (a) Rs.20/- + Applicable taxes, per financial transaction will be levied. (b) Rs. 9/- + Applicable taxes, per *non-financial transaction will be levied.
5	ATM transaction charges for Current/CAOD Account	No Free transactions. Charges levied from 1st transaction onwards on use of other Banks' ATMs (financial and non-financial both) (a) Rs.20/- + Applicable taxes, per financial transaction will be levied. (b) Rs. 9/- + Applicable taxes, per *non-financial transaction will be levied.

- ✓ Pin change transactions will not be charged.

Facilities available on use of RuPay & Master Debit Cards :

- ✓ These cards have a daily cash withdrawal limits of Rs.25000/- per day
- ✓ A separate daily limit of Rs. 1, 00,000/- is available for POS + e-commerce transactions

In case of clarifications, please contact base branch.

➤ **Concessions: - Following concessions are allowed subject to recovery of out of pocket expenses**

[39.] Concession To Staff Members: -

Following concession to staff members / ex - staff members of the Punjab & Sind Bank are permitted

- ✓ Ledger Folio Charges: - No incidental charges are to be levied in current accounts.
- ✓ Standing Instructions: - No charges for standing instructions are to be levied.
- ✓ Remittances: - All Demand Drafts/ Electronic Fund Transfers shall be free of charge. However, actual out of pocket expenses shall be recovered.
- ✓ Collection Charges: - All Cheques / drafts etc. shall be collected free of charge.
- ✓ All negotiation of cheques / drafts up to Rs.5000/- shall be negotiated at par without levying collection charges regardless of Bank on which the cheque is drawn for credit.
- ✓ Besides above, no service charges be levied to the existing Staff and Ex-Staff members of Punjab and Sind Bank in respect of all other service charges except locker rent and out of pocket expenses on actual usage basis where ever chargeable.
- ✓ Existing staff/ex-staff shall be given 50 % concession on actual rent amount of one small size locker only.

[40.] Concession To Pensioners: -

No Service Charge is to be levied to pensioners on collection / discount of pension bills / cheques of Central / State Government and Armed Forces.

[41.] Concession To Freedom Fighters: -

- ✓ No service charges are to be levied on collection / discounting of pension bills / pension cheques of freedom fighters.

[42.] Concession To Defence - Personnels: -

- ✓ In the account of defense personnel in active service as well as ex - servicemen, collection of outstation cheques and issuance of DD/EFT etc. shall be free of charge, subject to collection of out of pocket expenses.

[43.] Concession To Religious, Welfare Service, Charitable Institutions, Blind, Physically Handicapped, Disabled Individual And Institutions Set Up For Their Benefit: -

- ✓ The facility of collection of upcountry instruments at par, payment of DD to their own benefit at par are permitted provided these institutions are exempted from payment of Income Tax Act and copy of Certificate is obtained by branch

[44.] Account Of Government Department / Ministries:

- ✓ Cheques issued by Government Department representing subsidies under IRDP and other special program shall be collected at par

[45.] Co-Operative Banks, Land Development Banks, Regional Rural Banks, Service Co-Operative, District Rural Development Agency Etc: -

- ✓ Concession of 50 % of service charges shall be extended to Co-operative Banks for issuance of DD/RTGS/NEFT, which maintain their account with the Bank. The Urban Co-operative Banks shall give an undertaking at their Head Office level that they shall levy the charges of Public Sector Banks to Customers.

[46.] Bank Under Agency Arrangements: -

- ✓ Service Charges are as per agency arrangement to be levied provided benefit is not passed on to customers.

[47.] Concession To Educational Institutions: -

- ✓ Salary bills of teachers employed in Government run schools may be done at par and discounting free of charge also for sum up to Rs.5000/- per individual in case the employee's salary accounts are maintained in our Bank

[48.] Concession To Regional Rural Banks: -

- ✓ No Collection charges are to be levied by Bank for collection of cheques / draft tendered by RRB irrespective of whether RRB is sponsored by the Bank or not.

[49.] Payment To Suppliers While Disbursing Loan Under Government Sponsored Schemes: -

- ✓ No charges are to be levied for remittance under above scheme.

[50.] Concession In Remittance / Collection: -

- ✓ No collection charges to be levied for collection of local Cheques / Drafts.
- ✓ No remittance / collection charges for transfer of funds to Prime Minister / Chief Minister Relief Fund are to be levied.
- ✓ Dividend Warrant and Gift Cheques up to Rs.100/- to be collected at par subject to collection of out of pocket expenses.
- ✓ No Service Charge is to be levied on Rupee Draft issued by Correspondent Bank and Exchange Companies favoring NRI Customers provided Rupee Draft favoring NRI customer is issued by branches of same Bank abroad or Correspondents / Foreign Officers of any Foreign / Indian Banks or ECS maintaining accounts with this bank or any other bank. Draft should be payable through rupee accounts maintained at branches in India nominated by the Banks.

[51.] Remittance Under Deferred Payment Guarantee / Bills Co Accepted: -

- ✓ No charges are to be levied for above remittance

[52.] Concessions To Be Granted By Zonal Manager: -

- ✓ The Zonal Manager is empowered to grant concessions up to 100% in all types of service charges to customers provided that profitability of the Bank is not affected. For this proper Cost Benefit analysis be carried out and reasoned order be passed by the concerned Zonal Manager. In case of chronic Locker Rent Arrears A/C Zonal Manager may waive the charges which are not recoverable.

Note: As per P &D letter dated 01.09.2006 the powers of allowing waiver are only in case of recovery of arrears of locker rent. No concession is permissible in respect of rate of locker rent at the time of allotment or subsequently

[53.] Concession available for transfer of proceeds of FDR shall also be available on transfer of proceeds of Saving Bank Accounts.

[54.] Sharing of service charges with other Banks

- ✓ When outstation cheque / bills sent or received for collection, where we do not have our branch / other bank does not have their branch, then collection charges are to be shared with other bank in the ratio of 50:50 and & Out of pocket expenses be charged on actual basis from the depositor of the instrument as per existing practice.

[55] Transfer Of Funds - Deposit Accounts: -

The collecting Bank is not to levy any service charges on transfer of proceeds of FDR on maturity as well as

interest. However, remitting Bank shall levy usual service charges applicable to remittances. In case of local remittances, the service charges as applicable to Demand Draft be levied.

No service charges be levied on cheques issued as per court order for placing the amount in terms deposit

[56] SMS alerts charges :

SMS alerts charges are levied on all customers on actual usage basis for SMS alerts (Per Quarter).

- ✓ Current/OD/CC: Rs 25 / Quarter.
- ✓ SB Accounts : Rs 15/ Quarter.

The Customers/transaction exempted from charges

Staff Members /Ex-staff members ,Senior citizen, Small Saving a/c holder, Saral Savings Accounts (No Frill A/c) / Basic Saving Bank Account holders ,and Financial Inclusion Accounts, Recurring Deposit/Fixed Deposit A/c's etc.

ATM/Debit/Credit Card transaction alerts, Net Banking transaction alerts as per regulatory guidelines.

[57.] Door Step Banking Service Charges :-

✓ **For Senior Citizen, Differently abled Customers**

Door step service implies “ extending basic banking facilities at the door of customers” These facilities include pick-up of cash and instruments against receipt, delivery of cash against withdrawal from accounts, delivery of demand drafts/Cheque books/Debit card, submission of Know Your Customer (KYC) documents/Life Certificates/ Form 15G/H etc. at the premises or residence of such customers registered in the Bank’s record.

Service charges for Cash Pick Up/delivery:-

Amount of Cash	Service charges	Cash Handling Charges (for cash deposit)	Conveyance
Upto 2 lacs	Rs 200/ Per occasion	As per extant guidelines	Actual Taxi fare(both side)
Above 2 lacs upto 5 Lacs	Rs 300/ Per occasion	As per extant guidelines	Actual Taxi fare(both side)
Above 5 lacs upto 10 Lacs	Rs 400/ Per occasion	As per extant guidelines	Actual Taxi fare(both side)
Above 10 lacs	Rs 1000/ Per occasion	As per extant guidelines	Actual Taxi fare(both side)

- Rs 10 per KM with a minimum of Rs 200 payable, in case Bank’s cash van is used.
- ✓ Instruments/other documents pick up/delivery

Service charges	Conveyance
Rs 50 per visit	Local Conveyance Rs 2 /KM, Maximum Rs. 150/-

Branch Managers are to ensure to charge local conveyance on actual basis.

[58.] Penalty/charges for depositing delayed

Installments in RD account : Rs 2 for Per 100 per month*

(* No concession allowed for staff)

[59.] Modification of Accounts details - Rs.25/- per request

(Note: All the above service charges are exclusive of applicable GST thereon)