

## **List of Branches providing Doorstep Banking facility**

- 1) T. Nagar Branch (001)
- 2) Kumbakonam Main Office Branch (004)
- 3) Trichy Main Branch (023)
- 4) Ram Nagar Branch (034)
- 5) Mandaveli Branch (036)
- 6) Pondicherry Branch (087)
- 7) Chennai, Nanganallur Branch (104)
- 8) Srirangam Branch (115)
- 9) Thrissur Branch (123)
- 10) Malleswaram Branch (132)

Clause 5) of Policy for General Management of Branches

## **5) PROVIDING SEPARATE ENQUIRY AND ASSISTANCE COUNTER FOR CUSTOMERS**

The first counter of our branches have been designated as “Enquiry/ dedicated counter for senior citizen customers and differently abled persons”.

On production of authorized letter and passbook, the person authorized by senior citizen/differently abled customer shall be allowed to withdraw fund.

### **a. Offering the service of Door step banking to senior citizen customers and Differently abled persons**

Door step banking services (DSB) shall be offered

- i. at the branches which are predominantly residential
- ii. by the branches where the senior citizen customers are fairly high in number. Therefore initially 10 branches of the bank shall provide such services mandatorily. Further branches shall be included on case to case basis.

### **b. Eligibility criteria for availing DSB services**

- Senior citizen customer (more than 70 years of age)
- Differently abled or infirm persons (having medically certified chronic illness or disability)
- Visually impaired persons

### **c. List of services offered under DSB**

- Financial services- Cash pick-up and cash delivery
- Non financial services- Pick up of instruments against receipt, Delivery of demand draft / Pay order, Submission of KYC documents

**d. Transaction amount**

- Cash deposit and cash payment- Minimum Rs.5000/- Maximum amount-no limit (per customer)
- For deposit and delivery of cheque and other instruments- no limit

**e. Time norms & distance for DSB**

- DSB services will be available between 10.00 am to 02.00 pm. i.e customer request received between 10.00 am and 02.00 p.m will be executed within the same day. Requests received after 02.00 pm will be executed on the next working day
- No DSB service will be available on bank holidays
- The service will be extended within distance of 3 km from the branch

**f. Nature of accounts**

- DSB services available to only fully KYC compliant customers' a/cs
- Accounts that are operated jointly will not be able to avail this service
- This is mainly for SB a/cs which are in active status only

**g. Charges applicable for DSB service**

Rs.100/- + Tax per transaction