

COLLECTION SERVICES

I. Immediate Credit of Outstation Cheques / Instruments

1. This facility is extended:

- a. Only in respect of outstation cheques/instruments drawn on locations where the bank has its own branches.
 - b. To **individual depositors** only.
 - c. To accounts in existence for at least 6 months with satisfactory operation.
 - d. Only at the base branch where the customer maintains the account.
2. The maximum amount that could be outstanding at any given point of time against a customer should not exceed Rs. 15,000/- in respect of this facility.
3. Customers desirous of availing this facility shall specifically record his/her request on the reverse of the deposit challan under his/her signature and submit the same to the Branch Head.
4. If for any reason immediate credit cannot be afforded for any instrument, the same would be intimated to the customer appropriately.
5. Commission @ 0.5% of the amount of the immediate credit or Rs.50/- which ever is higher and out of pocket expenses will be charged upfront at the time of affording credit to the customer account. Normal collection charges will be applicable in respect of balance amount of the instrument, if any.
6. In case of return of the cheque, interest @ IVRR (as on the date of return) + 2% per annum will be charged from the date of return of the instrument till the date the funds are repaid to the bank. This will be in addition to the cheque return charges.
7. **This facility is extended solely at the discretion of the Bank and the bank reserves the right not to extend the facility to customer not fulfilling the terms and conditions.**

II. Time Frame for collection of Local and Outstation Cheques / Instruments

The Bank's endeavor would be to collect the cheques / instruments tendered by customers within the Time Frame given hereunder.

a. Stipulated Collection Period – Local Cheques

Type of Instruments	Profile branch	Non Profile branch
MICR Clearing Cheques	2 working days	2 working days
Non-MICR Cheques	Within 5 working days	2 working days

b. Stipulated Collection Period – Outstation Cheques where we have a Branch at the drawee location

Type of Instruments	Customer Branch – Profile branch	Customer Branch – Non Profile branch
MICR Cheques drawn on Profile locations	Within 5 working days	Within 10 working days
MICR Cheques drawn on	Within 10 working days	Within 10 working days

Non- Profile locations		
Non MICR Cheques drawn on Profile locations	Within 14 working days	Within 10 working days
Non MICR Cheques drawn on Non-Profile locations	Within 10 working days	Within 10 working days

c. Stipulated Collection Period – where we do not have a branch at the drawee location

Type of Instruments	Customer Branch - Profile & Non-Profile branches	
Cheques drawn on Urban locations	Within 10 working days	
Cheques drawn on Semi-Urban and Rural locations where we do not have a branch	Within 15 working days	

d. Outstation Instrument

Outstation instrument is an instrument that is payable at a location other than the location at which it has been deposited for collection.

III. Payment of Interest on the delay in collection of Local and Outstation Cheques / Instruments

The Bank would pay interest to the customer in case of delay in credit of the proceeds of the local / outstation cheques beyond the stipulated Time Frame at the following rates.

Interest Payable

Period of delay	Interest Payable
Up to 30days	@ the term deposit interest rate applicable on the date of expiry of the stipulated collection period for the actual number of days of delay
Beyond 30 days	@ the term deposit interest rate applicable on the date of expiry of the stipulated collection period + penal interest @ 2% per annum for the actual number of days of delay
Senior Citizens: Interest will be paid at the prevailing term deposit rate applicable for the senior citizens for the actual period of delay.	
Minimum Interest to be paid: No interest will be paid if the amount of interest is less than Rs.25/-	
Rounding of Interest: Interest to be paid will be rounded off to the nearest rupee (50p and above will be rounded off to next higher rupee and less than 50p will rounded off to prior rupee amount).	
Where the number of days of delay is below the minimum period for which term deposits are accepted, interest will be paid for the actual days of delay at the prevailing Saving Bank rate.	