

Annexure 29: Details of Service at Branches**Customer Service in Banks**

Please find appended a list of details of service and facilities available at our branches

Sr. No.	List of Services
1	Cash Deposits
2	Cash Withdrawals
3	Creation / Payment of Term Deposit
4	Transfers by Cheque (from one DCB A/c to another)
5	Cheque Return – Inward (cheque received for payment)
6	Cheque Return-Outward (cheque deposited for collection)
7	NEFT/RTGS/IMPS
8	ATM Cards/Debit Cards
9	Creation / Payment of Term Deposit
10	Payment by Electronic Clearing Services (ECS)
11	Demand Draft- Issue / Cancellation / Revalidation / Duplicate Issuance
12	Telegraphic Transfer – Issue / Cancellation / Duplicate Issuance
13	Payment Order – Issue / Cancellation / Revalidation / Duplicate Issuance
14	Creation / Payment of Term Deposit
15	Cheque book facility
16	Issue of Pass Book (or Statement)/Issue of Balance Certificate
17	Issue of duplicate pass book or statement
18	Balance enquiry
19	Account closure
20	Signature verification
21	No dues certificate
22	Collection of Local cheques
23	Collection of Outstation cheques
24	Issue of Statement of Account (SOA) – Frequency Monthly/Quarterly (as per features of selected SB/CA variant)

Please note that this is not an exhaustive list. Kindly reach out to our Bank officials who shall be glad to assist you to share a copy of this (in local and national language) or for any further information