

# ଓଡ଼ିଶା ଗ୍ରାମୀଣ ବ୍ୟାଙ୍କ

## ODISHA GRAMEEN BANK

### SERVICE CHARGES

With Effect From 1<sup>st</sup> May 2025

(Applicable GST presently 18% to be collected on and above the rate mentioned below)

#### PART-A

#### GENERAL BANKING SERVICES (DEPOSIT AND RELATED SERVICES)

#### 1. Charges for Non-Maintenance of Minimum balance :( System Deducted)

(Minimum balance charges are to be collected on quarterly basis with quarterly average balance)

Particular	Any shortfall from minimum balance	
	Rural /semi urban Branches	Urban Branches
SB Account	₹ 100/-	₹ 200/-
Current Account	₹ 250/-	₹ 500/-

These charges are not applicable to PMJDY, BSBDA, Small A/cs, Staff A/cs, Govt. accounts and Inoperative A/cs.

#### 2. Minimum Balance Requirement :( System Deducted)

Particular	Service Charges	
SB Account without Cheque facility	₹ 500/-	
SB Account with Cheque facility	₹1000/-	
Current Account	Rural/ Semi Urban	Urban
	₹1000/-	₹2000/-

#### 3. Issue of Cheque Book (Charges per cheque):

PARTICULAR	Service Charges
a. Current Account (CA)/ Cash Credit (CC) Account	NO Free Cheque Book.
	₹ 4/- per leaf of Cheque
b. Savings Bank Account	25 Cheque leaves free in a year.
	₹ 4/- per leaf of cheque

**4. Charges for outward/inward Collection of cheques / instruments etc.:**

(Local Clearing/ Outstation)

Instrument Amount	Collection Charges
1.Collection of Cheques Local Clearing	Nil
2.Collection of Outstation Cheques	
a.Up to ₹5000/-	₹25/-
b. from ₹5001 to ₹10000/-	₹ 75/-
c. From ₹ 10001/- to ₹ 100000/-	₹200/-
d. Above ₹ 100000/-	₹300/-

No service charges and postage expenses should be collected for collection of instruments issued by State/ Central Government for subsidy under any scheme and the instruments received for mobilisation of deposits for the Bank. So also no service charge should be levied for collection of instrument of Bank's staff.

**5. Cheques return unpaid:**

PARTICULAR	Service Charges
a. Cheque Return — Local Clearing Inward Return (Cheque drawn on us - issued by our customer)	Up to 1 lac ₹200/-
	Above 1 lac ₹500/-
b. Cheque Return — Local Clearing Outward Return (Cheque deposited by our customer and return by other bank)	Up to 1 lac ₹200/-
	Above 1 lac ₹300/-
c. Cheque Return — Outstation Cheque Inward Return (Cheque drawn on us issued by our customer)	Up to 1 lac ₹200/-
	Above 1 lac ₹500/-
d. Cheque Return — Outstation Cheque Outward Return (Cheque deposited by our customer and return by other bank)	Up to 1 lac ₹200/-
	Above 1 lac ₹300/-

**6. Charges for Remittance through Demand Draft :( System Deducted)**

Instrument Amount	Collection Charges
Up to ₹ 5000/-	₹ 30/-
Above ₹ 5000/- and up to ₹10000/-	₹ 60/-
Above ₹ 10000/- and up to ₹ 100000/-	₹ 5.00 per ₹ 1000/- or part thereof subject to minimum of ₹ 80/-

Above ₹100000/-	₹ 5/- per ₹ 1000/- or part thereof subject to minimum of ₹ 500/-maximum of ₹15000/-	
Issue of Duplicate Instrument	₹150/-per instrument	
Revalidation of Instrument	₹100/-per instrument. Validation is restricted to one occasion only. No revalidation, which are more than 3 years old.	
Cancellation of Instrument	Up to ₹100/-	₹50/-
	above ₹100/- to ₹1000/-	₹80/-
	Above ₹1000/-	₹100/-

Issue of DD in cash is restricted to ₹50,000/-.

### 7. Ledger Folio Charges from Cash Credit/ Overdraft/ Current Account ( To be levied annually)

Description	No. of Free Ledger Folios	Charges for each additional folio
<b>a. For CA/CC (credit balance) Accounts</b>		
Accounts with Average Balance(Daily Average)		
Up to ₹ 25000/-	One Folios	₹100/- Per folio
Above ₹ 25000/- and up to ₹ 50000/-	Three Folios	₹100/- Per folio
Above ₹ 50000/- and up to ₹100000/-	Five Folios	₹100/- Per folio
Above ₹ 100000/- and up to ₹500000/-	Ten Folios	₹100/- Per folio
Above ₹ 500000/-	No folio Charges	-
<b>b. For SB Accounts</b>	50 debit transactions except bank charge per half year Free	After 50 transactions, each transaction is to be charged @5/- per transaction

\*One ledger folio is 40 entries in Finacle.

### 8. Charges for Stop payment instruction on SB /Cash Credit / Current Account:

Description	Service Charges
SB Account	₹ 100/- per instrument max. ₹500/- per occasion
Current Account & Cash Credit Account	₹ 200/- per instrument max. ₹1000/- per occasion

Cancellation/Revocation of stop Payment	₹ 100/- per instance
Loss of SB cheque book	₹ 250/- per cheque Book
Loss of Cash Credit / Current Account cheque book	₹ 500/- per cheque Book

### 9. Charges for exchange of Soiled/Imperfect Notes:

Description	Service Charges
Upto 20 pieces and value upto ₹5000/-	Free
More than 20 pieces and/or value more than ₹5000/-	
More than 20pieces	₹2/- per piece on entire tender
Value above 5000/-	₹2/- per piece or ₹5/- per 1000 whichever is higher on entire tender

**For example 25 pieces of ₹500/-=value ₹12,500/- are tendered**

**Charges ₹2/- per piece=₹50/- or ₹5/- per ₹1000/-=₹62.50**

**Amount to be charged=₹62.50**

### 10. Charges for Issue of Duplicate Pass Book:

Description	Service Charges
First passbook/ Continuation of passbook	Free
With latest balance entry only	₹120/-
With previous entries per ledger page or part thereof	₹100/- additional for 40 entries or part thereof

### 11. Account Closure Charges:

Description	Service Charges
Closure of SB A/c within 14 days of opening and after 12 months	NIL
Closure of SB Account without cheque facility after 14 days of opening but within 12 months	₹ 100/-
Closure of SB Account with cheque facility after 14 days of opening but within 12 months	₹ 200/-
Closure of Current Account	₹ 1000/-

Closure charges free for PMJDY A/cs, BSBD A/cs and Deceased Customer's a/c.

## 12. Charges for other Services provided in Deposit accounts: (Manually deducted excluding inoperative charges)

Description	Service Charges
Maintenance of Inoperative SB Account	₹ 85/- per half year
Maintenance of Inoperative Current Account	₹ 100/- per half year
For non-maintenance of minimum balance, minimum balance penalty should not be levied in inoperative accounts.	
Issue of Duplicate Deposit Receipt	₹ 150/- per Receipt
Issue of Duplicate Account Statement (SB/Current account/ Loan Account)	₹ 50/- per 40 entries
Change of operational instructions or authorized signatories/addition or deletion of names/recording of power of attorney in accounts of individuals:	
Change of operational instruction/addition or deletion of names	₹ 100/- in SB Account and ₹ 200/- in Current Account
Change of Dormant/Inoperative to Operative Account	Nil
Allowing operation through power of attorney/Mandate	
a. CD accounts only (First time Registration)	₹ 300/- For individual ₹ 500/- For non- individual
d. SB accounts only (First time Registration)	₹ 250/- for Individual

## 13. Registration of Nomination:

Description	Service Charges
First time Registration	Free
For Subsequent Registration (Modification/Change)	₹100/- per occasion

## 14. Charges for Miscellaneous Services

Description	Service Charges
Enquiry of old records (except enquiry of records under RTI Act) and Old record means matter relating to previous years of the continuing year.	₹200/- per item up to 2 years and thereafter additional ₹150/- per year for each item.
Verification / Attestation of signature of Account holder	₹150/- per instance
Penalty for loss of Token	

Interest for late deposit of Recurring Deposit Instalments	At ₹ 1.20 for each ₹100/- of RD instalment per month of default which will be deducted automatically by system at the time of closure.
Balance Certificate (For all Categories)	₹150/-
Interest Certificate	Original - Free
	Duplicate - ₹ 150/-

### 15. Cash Handling Charges (CA/CC/OD):

Description	Service Charges	
For all types of current account/cash credit account	i. 1000 pieces	Free
	ii. Above 1000 pieces	₹ 20/- per 100 pieces with a maximum of ₹ 10000/- per day
Cash received for all other categories of deposits, loan accounts, SB accounts		Free

### 16. Locker Charges — Chargeable annual- in advance for the period from April to March each year on 1st April.

Locker Type	Locker size in cubic inch	Service Charges	
		General Public	Staff
Small	450-535	₹1500/-	₹1200/-
Medium	536-880	₹3000/-	₹2250/-
Large	881-1350	₹6000/-	₹4500/-

On vacating the lockers, only the unexpired quarterly rent will be refunded. However, minimum 6 months charges will be taken.

### 17. Other Related Locker Charges

Description	Service Charges
i) Locker Visit Charge	
For all types	Free 12 operation per calendar year. ₹100/- per operation over and above 12 free operation in a calendar year.
ii) Locker rent overdue charges	1st Quarter - 10% of the annual rent in addition to locker rent.
	2nd Quarter - 20% of the annual rent in addition to locker rent.

	3rd Quarter - 30% of the annual rent in addition to locker rent.
	4th Quarter - 40% of the annual rent in addition to locker rent.
iii) For loss of Locker keys	<b>₹1000/-</b> plus actual breaking charges
iv) security deposit	-
v) Locker Registration	-

**18. Inter-sol Transaction Charges:- Service Charges for deposit of cash beyond the limits in inter-sol branch**

Description	Service Charges	
Savings/CD/CC	Cash Deposit upto ₹25000/- per day	₹ 25/-
	Cash Deposit above ₹25000/- per day	₹2/- per thousand or part thereof (Excluding Staff)

Inter sol charges free for staff a/c.

**19. ATM cum Debit Card Charges: (System Deducted)**

Description	Service Charges
Issuance Charges (Classic Contactless Card)	₹225/-
Issuance Charges (EMV Jandhan Card)	Nil
Issuance Charges (KCC Card)	Nil
Annual Maintenance Charge from second year (Classic Contactless/EMV/Jandhan/KCC)	₹250/-
Card replacement charge at Customer Request for loss/damage of the card (Classic Contactless/EMV/Jandhan/KCC)	₹250/-
Charge for Replacement of Magnetic Stripe card at Customer Request (Classic Contactless Card)	₹225/-

Charge for Replacement of Magnetic Stripe card at Customer Request (EMV Jandhan Card)	₹200/-
Re-PIN Charges	₹ 50/- -

**20. ATM Transactions: (System Deducted)**

Description	Service Charges
5 transactions per month at OGB ATMs	Free
5 transactions (Both financial & non-financial) at other Bank's ATMs in a month	Free
After free transactions	
• per financial transaction	₹23/-
• per non-financial transaction	₹7/-

The above ATM charges are also applicable to staff accounts.

**21. SMS Charges:**

(SMS charges are to be collected quarterly)

Account Type	Service Charges
SB	₹16/-
CA	₹20/-
CC	₹25/-

**22. QR code charges:**

Description	SB	CC	CA
One Time Charges for QR kit	₹100/-	₹100/-	Free
Monthly Rental for QR Kit	₹20/-	₹20/-	Free
One Time Charges for soundbox at customer location	₹420/-	₹420/-	₹420/-
Monthly rental for soundbox	₹125/-	₹125/-	₹125/-



**23. Charges for IMPS: (System Deducted)**

Description	Service Charges
<b>IMPS Transaction Amount (Transactions at home branch)</b>	
Up to ₹1000	₹ 3.00
₹1000.01 to ₹25000	₹ 5.00
₹ 25000.01 to ₹ 100000	₹ 10.00
₹ 100000.01 to ₹ 200000	₹ 15.00
₹ 200000.01 to ₹ 500000	₹ 25.00

**24. Charges for NEFT / RTGS :( System Deducted)**

Description	Service Charges
<b>Outward NEFT Customer Transactions (Transactions at home branches/ CBS)</b>	
Up to ₹ 10,000/-	₹ 2.50
Above ₹10000/- to ₹ 1.00 lac	₹5.00
Above ₹ 1.00 lac to ₹ 2.00 lacs	₹15.00
Above ₹ 2.00 lacs	₹25.00
<b>Outward RTGS Customer Transactions (Transactions at home branches/ CBS)</b>	
₹200000/- and up to ₹ 500000/-	₹ 24.50
Above ₹500000/-	₹49.50
<b>Inward NEFT/ RTGS (Irrespective of Amount)</b>	Nil

**25. NEFT / RTGS Charges through Internet Banking**

1.	NEFT Outward Transactions through internet Banking	SB Account	Other than SB Account
	Up to ₹ 10,000/-	Free	₹2.50/-
	Above ₹10000/- to ₹ 1.00 lac	Free	₹5.00/-
	Above ₹ 1.00 lac to ₹ 2.00 lacs	Free	₹15/-
	Above ₹ 2.00 lacs	Free	₹25/-
<b>2.</b>	<b>RTGS Outward Transactions through internet Banking</b>		
	₹2.00 Lakhs to ₹5.00 Lakhs	₹24.50/-	
	Above ₹5.00 Lakhs	₹49.50/-	

**26. AEPS Charges: (System Deducted)**

Type of transaction (ONUS)	AePS (ONUS) Service Charges
ONUS Transaction (Non-Financial Transactions)	₹ 5/- per Transaction
ONUS Transaction (Financial Transactions)	₹ 10/- per Transaction
Type of transaction (OFFUS-ISSUER)	AePS (OFFUS-ISSUER) Service Charges
1. Balance Inquiry	₹ 5/- per Transaction
2. Mini Statement	₹ 5/- per Transaction
3. Cash Withdrawal	₹ 20/- per Transaction
4. Cash Deposit	₹ 20/- per Transaction
5. Fund Transfer	₹ 20/- per Transaction

\* **ONUS Transactions:** OGB Customers doing AePS transactions at OGB Micro-ATMs (BC Points).

\* **OFFUS-ISSUER Transactions:** OGB Customers doing AePS transactions at OGB Micro-ATMs (BC Points/Common service points (CSP)/Common service centre/Janaseva Kendra)

**27. NACH Charges:**

Particular₹	Charges
NACH registration of mandate	₹125/-
NACH failed mandate	₹350/- per transaction
NACH inward return	Upto 1 lac ₹200/-
	Above 1 lac ₹500/-
NACH outward Return	Upto 1 lac ₹150/-
	Above 1 lac ₹400/-

**General Guidelines:**

a. So far as any banking service to the Non-Customers (customers having no account with any of our branch) is concerned, Branches are advised to collect additional amount of 50% of the service charges over and above the service charges fixed/prescribed for the customers of the Bank.

b. GST @ 18% should be collected in addition to the service charges in all cases except Interest for late deposit of Recurring Deposit Instalments.

c. Actual Postage Expenditure and other out of pocket expenses, telephone bills, if any incurred, should also be recovered in addition to the service charges.

**PART-B****(Service Charges Related to Advances)**

**(Applicable GST presently 18% to be collected on and above the rate mentioned below)**

**A. Processing Fee:-**

1. WORKING CAPITAL:-Fund Based & Non-Fund Based (Both under Priority sector/ non-priority sector other than agriculture & Retail credit scheme) (For Initial sanction & subsequent renewals, Adhoc & Loans under Consortium)

Amount of Loan/Limit	Service Charge
Upto Rs.25,000/-	Nil
Above Rs.25,000/- upto Rs.2.00 Lakhs	Rs.600/-
Above Rs.2.00 Lakhs	0.50%, Max:Rs.25.00 Lakh
<b>Externally Rated</b>	
AAA & AA rated	0.25%
A rated	0.30%

2. TERM LOANS –Upfront Fees (Both under Priority sector /Non-Priority Sector other than agriculture & Retail credit scheme)

Amount of Loan/Limit	Service Charge
Upto Rs.25,000/-	Nil
Above Rs.25,000/- upto Rs.5.00 Crore	1.25%
Above Rs.5.00 Crore	1.20%.
<b>Externally Rated</b>	
AAA & AA rated	0.50%
A rated	0.60%

3. Govt. Sponsored Program:-

Amount of Loan/Limit	Revised Service Charge
Loan/Limit sanctioned under Govt. Sponsored Program	0.50%

4. SCHEMATIC LENDING UNDER AGRICULTURE CATEGORY:-

Sl	Category of Account	Amount of Loan/Limit	Service Charge
a.	Short term Agriculture Loan like KCC/Crop Loan/KCC Jewel Loans.	Upto Rs.50,000/-	Nil
		Above Rs.50,000/-	0.30% , Min 300
		Upto Rs.50,000/-	Nil

b.	Agriculture Term Loan	Above Rs.50000/- upto Rs.3.00 Lakhs	0.30%
		Above Rs.3.00 Lakhs	0.50%
c.	Working Capital other than short term production credit.	Upto Rs.50,000/-	Nil
		Above Rs.50,000/- upto Rs.2.00 Lakhs	Rs.600/-
		Above Rs.2.00 Lakhs	0.50%

5. Review charges for standalone term loans (Not Applicable for all retail credit schemes)

Amount of Loan/Limit	Service Charge
Upto Rs.1.00 Crore	Nil
Above Rs.1.00 Crore upto Rs.5.00 Crore	10000
Above Rs.5.00 Crore upto Rs.25.00 Crore	15000
Above Rs.25.00 Crore	20000

6. RETAIL CREDIT & OTHER SCHEMES:-

Sl.	Category of Account	Amount of Loan/Limit	Service Charge
a.	OGB HOME LOAN	Irrespective of amount	0.25% (Min:-Rs.1000/-)
b.	OGB Loan Against Property	Up to Rs.10.00 Crore	1.00%
c.	OGB Vehicle Loan Scheme	Irrespective of amount	0.50%
d.	OGB Easy Money	Upto Rs.15,00,000/-	1.25%
e.	Educational Loan (OGB-Gyanaloka)	Inland Studies	Nil
		Abroad Studies	0.50%
f.	Education Loan (OGB Vidyarthi)	Both Inland & Abroad Studies	0.50%
g.	OGB Rent Plus	Irrespective of amount	1.25%
h.	OGB Loan Against LIC policy	Irrespective of amount	0.50% ( Min:-Rs.100/-,Max Rs.10,000/-)
i.	OGB Loan Against NIC/KVP	Irrespective of amount	0.50% ( Min:-Rs.100/-,Max Rs.10,000/-)
j.	OGB Loan Against Deposit (Including daily Deposit)	Irrespective of amount	Nil
k.	Loans to JLG/SHG	Loan amount up to Rs.6,00,000	Nil

		Loan amount above Rs.6,00,000 up to Rs.10,00,000	0.15%
		Loan amount above 6.00 Lakh up to 10.00 Lakh	0.25%
l.	OGB Jewel Loan(Others)	Irrespective of amount	0.30%
m.	OGB Jewel Loan(MSME)	Irrespective of amount	0.30%
n.	Loan to Bank Staffs	Irrespective of amount	Nil
o.	Pensioners Loan(OGB Staff)	Irrespective of amount	Nil
p.	OGB Retail Gem	Up to Rs.10.00 Lakh	Nil
q.	OGB SME Easy	Irrespective of amount	As applicable for WC/TL
r.	OGB Smart Trade	Up to Rs.25.00 Lakh	As applicable for WC/TL
s.	OGB Mudra Loan	Up to Rs.20.00 Lakh	As applicable for WC/TL
t.	OGB Agri. Transport Vehicle	Irrespective of amount	1.00%
u.	OGB Commercial Vehicle Loan Scheme.	Irrespective of amount	1.00%
v.	PM Viswakarma & Decentralized Renewal Energy.	Irrespective of amount	Nil

## **B. Miscellaneous Service charges relating to Advances:**

1. Bank Guarantee(BG) Commission:-All types of guarantee (BG commission should be collected for minimum period of 3 months and thereafter in multiple of 1 month and maximum period of 120 months):

Financial BG/ Performance BG	
Amount of BG	BG Commission
Upto Rs.2.00 Crore	0.50% per quarter
Above Rs.2.00 Crore	0.325% per quarter

BG Limits with 100% cash/deposit of our bank as margin. 50% of Applicable Charges

⇒ BG commission will be recovered in multiple of months or part thereof, for the actual period of BG liability outstanding in Bank's books, with a minimum period of

three months & maximum period of 120 months. For this purpose, broken days in a month will be treated as full month for recovery of commission.

- ⇒ The BG commission should be collected upfront for the full specified period of liability at the time of issuing the guarantee.
- ⇒ The specified period of liability shall mean actual period of the guarantee (i.e. expiry date plus claim period), during which claim can be made on the bank under the guarantee.
- ⇒ Refund of BG Commission:-
  - For BG returned before expiry of Guarantee Period- 50% of the original rate for the remaining period of the guarantee and full refund of commission for the unexpired claim period.
  - IF the original BG is returned after expiry of Guarantee Period but before expiry of the claim period-Full refund of commission for the unexpired claim period.

## 2. No Due Certificate for all segment of customers:

Amount of Loan/Limit	Service Charge
Individual/ Non-Individual	Rs.500/-

## 3. Charges for credit opinion/report to other banks and introduction:

Amount of Loan/Limit	Service Charge
Individual	Rs.500/-
Non-Individual	Rs.1500/-

## 4. Mortgage Charges (for Equitable Mortgage and each subsequent supplementary narration):

Description	Service Charge
Up to Rs.1.00 Crore	Rs.5000/-
Above Rs.1.00 Crore	Rs.10000/-

- Mortgage Charges will be taken for such schemes where immovable property is the prime security excluding Housing loan (Example MCC Limit, Loan against Property, SME Easy etc.)

## 5. CERSAI Fee:

Description	Service Charge
For TL/CC Irrespective of Amount	Rs.100/- per plot.

## 6. Generation of CIR (CIBIL/CRIF HighMark):

Description	Service Charge
Commercial	Rs.1250/-
Individual	Rs.200/-
Agri. CIBIL	Rs.400/-

Applications sponsored under Balaram Scheme, Mo Ghara Scheme & Members of SHG	Nil
---	-----

✱ For other govt. sponsored schemes charges have to be collected for credit reports other where CIC is shared by Govt. Sponsoring Agency Like PMSVANIDHI, PM Viswakrama etc.

## 7. Inspection Charges:

Description	Service Charge
Jewel Loans, Loans against TDR/ NSC/ KVP/ LIC Policy, Government Sponsored Programmes ,SHGs, JLGs, KCC, Loans sanctioned under OGB Easy Money, OGB Home Loan, OGB Vehicle Loan, OGB Agri Transport Vehicle Loan, OGB Loan Against property, Commercial Vehicle Loan scheme, Education Loan, Rent plus, Staff Loans, all priority sector loans up to Rs.50,000/-	Nil
All other loans/CC up to Rs.50,000/-	Rs.150/- per quarter
Above Rs.50,000/- and up to Rs200000/-.	Rs.200/- per quarter
All other Loan/limits above Rs200000/- up to Rs.1.00 crore	Rs.275/- per lakh max Rs.15000
Above Rs.1.00 crore to Rs.5.00 crore	Rs.110/- per lakh max Rs.25000
Above Rs.5 crore	Actual charges + 10,000 subject to Minimum of Rs.30000/- p.a

## 8. Pre-Payment/Pre-Closure Charges:

Description	Service Charge
Jewel Loans, Loans against TDR/ NSC/ KVP/ LIC Policy, Government Sponsored Programmes, SHGs, JLGs, KCC, Staff Loans, All Priority Sectors Loans Upto Rs. 25000/-	No charges
Loans granted with floating rate of Interest	No Charges
All other loans/limits including Retail credit loans with fixed rate of interest.	2% of the prepaid amount only in case of loans taken over by other Banks

**9. Penal Charges:**

1	2% penal charges on overdue amount will be collected for the no of days of delay (Day Count Basis = Actual no of days of delay/365)+ Applicable GST
2	2% penal charges to be collected on the limit sanctioned till the regular renewal.(Day count basis=Actual no. of days of delay/365 subject to recovery of SRPP charges for a maximum of 180 days)+ Applicable GST
3	2% penal charges to be collected on outstanding amount more than the DP/Limit (Day count basis=Actual no of days of delay/365) )+ Applicable GST

**9.1. For Non Compliance of material Terms & Conditions** (Material terms & conditions are annexed is indicative in nature, the list may be modified for collecting penal charges): Presently 2% penal interest being charged manually. Henceforth, as per RBI guidelines no penal interest to be charged where the effect of compounding is being loaded to the customer. Now Bank will be charging "Penal Charges" where no further interest computed on such charges is being done. The Penal charge+ Applicable GST to be collected every month till compliance.

Penal Charges for both Individual and Non-Individuals are as under:

Category	Quantum of Loan	Penal Charges to be recovered on Monthly basis
For All Borrowers: Amount equivalent to 0.10% of the Loan o/s.	Loan Amount up to Rs.1.00 Crore.	0.10% of outstanding amount subject to maximum of Rs.5000/- + Applicable GST
	Loan Amount above Rs.1.00 Crore and up to Rs.5.00 Crore.	(Rs.5000/- +0.10% of outstanding amount > Rs.1.00 Cr to Rs.5.00 Cr)- Maximum of Rs.10,000/-+ Applicable GST
	Loan Amount above Rs.5.00 Crore and up to Rs.10.00 Crore.	(Rs.10,000/- +0.10% of outstanding amount > Rs.5.00 Cr to Rs.10.00 Cr)- Maximum of Rs.20,000/-+ Applicable GST
	Loan Amount above Rs.10.00 Crore and up to Rs.25.00 Crore.	(Rs.20,000/- +0.10% of outstanding amount > Rs.10.00 Cr to Rs.25.00 Cr)- Maximum of Rs.50,000/-+ Applicable GST
	Loan Amount above Rs.25.00 Crore.	(Rs.50,000/- +0.10% of outstanding amount > Rs.25.00 Cr)-Maximum of Rs.1,00,000/-+ Applicable GST

**9.2 Example:** If a borrower Mr. A is having a limit of Rs.60.00 Lakhs and has not complied with one of the material terms and conditions, a Penal Charge of Rs.5000/-+Applicable GST (i.e. Maximum Penal Charges under this category) to



be recovered. IF another borrower Mr. B is having a limit of Rs.60.00 Lakhs and has not complied with two of the material terms and conditions, a penal charge of  $\text{Rs.}5000 \times 2 = 10000/-$  + Applicable GST (i.e. Maximum Penal Charges under this category\*2). IF another Borrower Mr. C is having a limit of Rs.60.00 Lakh and has not complied with three or more of the material terms & conditions, a penal charge of  $\text{Rs.}5000 \times 3 = 15000/-$  + Applicable GST (i.e. Maximum Penal Charges under this category\*3) is to be recovered.

**9.3. List of Material Terms and conditions (Indicative), Non-compliance of these charges will attract penal charges:**

Sl. No	List of Material Terms & Conditions
1	Mortgage formalities not completed within permitted time limit.
2	ROC formalities not completed within permitted time limit.
3	Non submission for audited financials/tax audit reports within the permitted time limit.
4	Default reporting in Credit Information consumer/commercial reports and cited as disputed default wherein the subject advised to ensure ratification within the permitted time.
5	Non-compliance of any of the inspection/audit observations example Statutory Audit/Stock Audit/Current Audit/CO Inspection Audit/LFAR/income leakage recovery(if related to party)
6	Non-compliance of any of the sanction terms including sanctioning authority observation(if related to party)
7	Non certification by Statutory Auditors of various certification requirements stipulated as terms & conditions.

**10. Loan Documentation Charges:**

Description	Service charge
Loans/CC against own deposits/NSC/KVP/LIC Policy, Jewel Loans, Govt. Sponsored Programmes, KCC, staff related Loan & SHG per member exposure upto Rs.50,000/-	Nil
SHG Per member exposure above Rs.50,000/-	Nil
Other Loan Amount up to Rs.10.00Lakh	Rs.1000/-
Above Rs.10.00 Lakhs to Rs.1.00 Crores	Rs.2500/-
Above Rs.1.00 crore to Rs.5.00 Crore	Rs.10000/-
Above Rs.5.00 crore to Rs.10.00 Crore	Rs.15000/-
Above Rs.10.00 Crore	Rs.25000/-

**11. Charges for cancellation of Bank's lien on NSC/KVIC/ LIC Policy etc.:**

Description	Service Charge
-------------	----------------

Govt. Securities/NSC/KVP/LIC policy etc.	Within 3 months from the date of closure of loan at the rate of Rs.100/- per instrument out of pocket expenses. If lien cancellation is sought after 3 months from the date of closure of loan charges will be Rs.200/- per instrument + out of pocket expenses
Issue of Demand Notice to Borrowers	Rs.50/- per instance +Actual postage
Expenditure incurred for Recovery	Actual expenditure Incurred

## 12. Recovery of service charges for services other than sanction of credit facilities:

Amount of Loan/Limit	Service Charge
Re-phasement of loan /Deferment of Loan installment	0.05% of Loan amount Minimum.:Rs.5000/- Maximum:-Rs.50,000/-
Substitution/Release of collateral security	0.05% of Loan amount Minimum:Rs.5000/-, Maximum:Rs.30,000/-
Change in terms & conditions of sanction.	0.05% of Loan amount Minimum.:Rs.5000/- Maximum:Rs.20,000/-
Substitution of personal guarantee/Collateral security	0.05% of Loan amount Minimum:Rs.5000/-, Maximum:Rs.50,000/-

## 13. Solvency Certificate

Issuance of Solvency Certificate	0.25% of amount involved –Min Rs.1000/- Max-Rs.40000/-.
----------------------------------	--

✱ Solvency certificate can only be issued by HLCC.

## 14. Revalidation of Sanction:

Amount of Loan/Limit	Service Charge
Working Capital & Term Loan	In addition to existing processing charges, 50% of the applicable processing charges.

## 15. Jewel Insurance:

Insurance premium @ Rs.2.50/- per each Rs 1000/- of loan outstanding or part thereof in individual jewel loan accounts is to be collected in a whole only during the account closure process and credited to GL code **** 73003000005.
--

**Note:-**

- ⇒ When accounts could not be renewed in time due to delayed submission of required financial papers by the borrowers, the processing charges are to be recovered for continuing the working capital advance after expiry date.
- ⇒ Any concession to be granted on processing charges should be based on the applicable charges and not on the maximum charges.
- ⇒ Charges as prescribed should be levied on the sanctioned amount even if the sanctioned limit is not availed or partly availed.
- ⇒ Branches should confirm in all their proposals that the applicable processing charges /upfront fees have been recovered from the borrower for their earlier sanction.
- ⇒ Branches should collect 50% of processing charges up front at the time of advice of sanction and balance 50% must be collected at the time of disbursement. IF sanctioned and not availed the recovered charges are not refundable.
- ⇒ Charges as prescribed should be levied on the sanctioned amount even if the sanctioned limit is not availed or partly availed.
- ⇒ No Service charges shall be levied to staff members and retired staff members.
- ⇒ Any concession/ festival offers in the processing charges as advised by HO will also be applicable for the stipulated period only.
- ⇒ Service charges are excluding the applicable Goods & Services Tax (GST). Presently GST rate is 18%.

\*\*\*\*