

Annexure D

Sno	Manual/handbook	Custodian	Electronic format	Printed format	Free of cost	At a reasonable cost	English	Vernacular/ Local Language	Last date of Annual updation	Location where available
1	Bank's policy on Door Step Banking	General Operations Department	Yes	Yes	Yes	NA	Yes	no	04.11.2022	https://bankofindia.co.in/door-step-banking
2	Retail Loans-Interest Rates & Processing Charges	Retail Banking Department	Yes	Yes	Yes	NA	Yes	No	01.08.2023	https://bankofindia.co.in/documents/20121/441092/RBI_ROI_Format.pdf/40bac047-ac0e-13b7-3469-983ca5651b2b?t=1690809957257
3	Services Charges		Yes	Yes	Yes	NA	Yes	No	01.07.2023	https://bankofindia.co.in/service-charges
4	Safe Deposit Locker Agreement	General Operations Department	Yes	Yes	Yes	NA	Yes	Yes		https://bankofindia.co.in/documents/20121/0/Revised%20Version%20of%20Safe%20Deposit%20Locker%20Agreement%20-%20SDV%201453.pdf
5	Mobile Banking & Payments & FAQs	Digital Banking Department	Yes	Yes	Yes	NA	Yes	No		
6	Bank's Policy on Collection of cheques /Instruments and dishonour of cheques & Debit mandates	General Operations Department	Yes	Yes	Yes	NA	Yes	No	04.11.2022	https://bankofindia.co.in/documents/20121/375171/Bank%27s%20Policy%20on%20Collection%20of%20Cheques%20_Instruments%20and%20Dishnour%20of%20Cheques%20%26%20Debit%20Mandates.pdf
7	Bank's policy on inoperative/dormant accounts & Unclaimed deposits	General Operations Department	Yes	Yes	Yes	NA	Yes	No	04.11.2022	https://bankofindia.co.in/documents/20121/375171/Bank%27s%20Policy%20on%20Inoperative_Dormant%20%26%20Unclaimed%20Deposit.pdf
8	Policy on operational procedure for settlement of claims in Deceased/Missing Depositors Accounts	General Operations Department	Yes	Yes	Yes	NA	Yes	No	04.11.2022	https://bankofindia.co.in/documents/20121/375171/Bank%27s%20Policy%20on%20Operational%20Procedure%20for%20Settlement%20of%20Claims%20in%20Deceased%20_Missing%20Depositors%20Accounts.pdf
9	Fair Practices code on lender's liability	Credit Department	Yes	Yes	Yes	NA	Yes	No	07.09.2016	https://bankofindia.co.in/documents/20121/0/Fair%20Practices%20code%20on%20Lenders%20Liability.pdf
10	Bank's compensation Policy	General Operations Department	Yes	Yes	Yes	NA	Yes	NO	04.11.2022	https://bankofindia.co.in/documents/20121/375171/Bank-Compensation-Policy.pdf
11	Customer Protection Policy (Unauthorized Electronic Banking Transaction)	Digital Banking Department	Yes	Yes	Yes	NA	Yes	No	Jul-22	https://bankofindia.co.in/documents/20121/0/CPP.PDF
12	Grievance Redressal Policy	Customer Excellence Branch Banking	Yes	Yes	Yes	NA	Yes	NO		https://bankofindia.co.in/documents/20121/375171/GrievanceRedressalPolicy.pdf
13	Internal Whistle Blower Policy	Industrial Relations Department	Yes	Yes	Yes	NA	Yes	No	2020	https://bankofindia.co.in/documents/20121/375171/POLICY.pdf

14	Policy on Bank deposits	General Operations Department	Yes	Yes	Yes	NA	Yes	No	2023	https://bankofindia.co.in/documents/20121/375171/PolicyonBankDeposits2023.pdf
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