



Head Office

## BANK'S POLICY ON DOOR STEP BANKING

(FY 2025-26)



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## 1. PREAMBLE

UCO Bank (hereinafter referred to as "The Bank") aims to provide convenient and accessible banking services to our customers through Doorstep Banking. This policy outlines the framework for delivering banking services at the customer's doorstep. This policy applies to all customers of the Bank who opt for Doorstep Banking services.

Doorstep banking is a facility provided to bank customers at their doorstep. Doorstep Banking service provided by the Bank, the customers will be able to avail many of the banking transaction services through agents engaged by the Bank. It offers convenience to customers to avail banking services at their doorstep. The Bank's Branches as well as DSB agents shall render financial services and non-financial services as well within the norms stipulated by the Reserve Bank of India in this regard.



## 2. RBI Directions

The Reserve Bank of India (RBI) has issued certain guidelines for doorstep banking services particularly for Senior Citizen and differently abled persons. As per RBI direction, Doorstep Banking Services should be available to Senior Citizen above 70 years and differently abled persons, including those who are visually impaired. These services include pick up of cash and instruments, delivery of cash against withdrawal, delivery of demand draft, submission of know your customer (KYC) documents, and life certificates at the customer's premises or residence.

Banks are required to have a Board – approved policy for doorstep banking services, which should include the following:

1. PAN India availability: Bank must offer doorstep banking services across the country
2. Branch selection: Banks should develop a framework for selecting branches where doorstep banking services will be provided mandatorily or on a best effort basis.
3. Publicity and transparency: Banks must give adequate publicity to the availability of doorstep banking services and prominently display the charges associated with these services on the website.

## 3. RBI Notifications

1. RBI in its circular (DBOD.No.BL.BC.86/22.01.001/2004-2005 dated April 30, 2005 advised banks to formulate a scheme with the approval of their Boards, for providing services at the premises of a customer. Certain guidelines were suggested by RBI in terms of services to be offered, Modalities of Delivery, process involved in delivery process, transparency in case any charges to be levied for such services, Redressal of Grievances etc.
2. RBI in its circular No. DBOD.BL.BC.59/22.01.010/2006-2007 dated February 21<sup>st</sup>, 2007 regarding service to be offered:  
Banks can offer the following banking services to their customers at their doorstep:  
(A) corporate customers/Government departments/PSUs etc
  - (i) Pick up of cash
  - (ii) Pick up of instruments
  - (iii) Delivery of Cash against cheques received at the counter
  - (iv) Delivery of demand drafts  
(B) Individual Customers and Natural Person:
  - (i) Pick up of cash
  - (ii) Pick up of instruments
  - (iii) Delivery of demand drafts

It should be ensured that the policy approved by the Board, lays down the broad principles for selection of Agents and Payment of Fees/Commission etc. with reference to RBI guidelines on Managing Risks and Code of Conduct in outsourcing of Financial Services by Banks (DBOD No. BP.40/21.04.158/2006-2007, dated



03.11.2006 and ensure that the principles enumerated therein are complied with while offering Door Step Banking Services.

**Delivery Process:**

- (i) Cash collected from the customer should be acknowledged by issuing a receipt on behalf of the Bank.
- (ii) Cash collected from the customer should be credited to the customer's account on the same day or next working day depending upon the time of collection.
- (iii) The customer should be informed of the date of credit by issuing a suitable advice.
- (iv) Delivery of demand draft should be done by debit to the account on the basis of requisition in writing /cheque received and not against cash or instrument collected at the door step.
- (v) Cash delivery services may be offered to the corporate client/PSUs/department of central and state government against receipt of cheque only at the branch and not against telephonic request. No such facility, however shall be made available to individual customers.

Suitable steps to be taken to educate staff and agent involved for enabling them to detect forged and mutilated notes so as to avoid fraud and disputes with the customers.

**Risk Management:**

It may be ensured that the agreement entered into with the customer does not entail any legal or financial liability on the bank for failure to offer doorstep services under circumstances beyond its control. The services should be seen as a mere extension of banking services offered at the branch and the liability of the bank should be the same as if the transactions were conducted at the branch. The agreement should not provide any right to the customer to claim the services at his doorstep.

**Other conditions**

- (i) Doorstep services should be offered to only those customers in whose case proper KYC procedures, as laid down in our circular DBOD No.AML. BC.58/14.01.001/2004- 05 dated November 29, 2004 and subsequent circulars on the subject have been followed;
- (ii) The services should be offered at either the residence or office of the customer, the address of which should be clearly and explicitly mentioned in the agreement.
- (iii) The agreement/ contract with the customer shall clearly specify that the bank will be responsible for the acts of omission and commission of its 'agent'.
- (iv) The "Scheme" should not be restricted to any particular client/customer or class of customers.



- (v) Banks may keep in view the restrictions imposed by Section 10 (1) (b) (ii) (b) of the Banking Regulation Act, 1949, while making payments for the services outsourced.
- 3. Reserve Bank of India RBI/2017-18/89 DBR. No. Leg. BC. 96 / 09.07.005 /201718 dated 09.11.2017 advised banks to put in place an appropriate mechanism with the following specific provisions for meeting the needs of Senior Citizens and differently abled persons to avail banking facilities by way of:
  - i) Putting identifiable dedicated counters
  - ii) Ease of submitting Life Certificate
  - iii) Cheque Book Facility
  - iv) KYC Updation
  - v) Ease of filing Form 15G/H
  - vi) Additional facilities to visually impaired customers

It is imperative to be sensitive to the requirements of senior citizens and differently abled persons, it was decided to advise banks to put in place explicit mechanisms for meeting the needs of such persons so that they do not feel marginalised.

- 4. RBI in its circular DOR.Leg.BC.No.59/09.07.005/2019-20 dated 31.03.2020 advised banks to incorporate the following aspects in their Board approved policy for doorstep banking service:
  - i) Banks shall offer the doorstep banking services on pan India basis. Banks should develop a Board approved framework for determining the nature of branches/centres where these services will be provided mandatorily and those where it will be provided on a best effort basis and make the policy public.
  - ii) Banks shall give adequate publicity to the availability of these services in their public awareness campaigns. The charges, in this regard, shall also be prominently indicated in brochures and published in their websites.
  - iii) Banks shall report the progress made in this regard to the Customer Service Committee of the Board every quarter.

#### **4. Door Step Banking in UCO Bank**

**(HO/SP/CSCCELL/73/2017-18 dated 22.02.2018, CHO/SP/CSCCELL/55/2019-20 dated 20.09.2019 , CHO/SP/CSCCELL/01/2020-21 dated 04.04.2020)**

Based on the above RBI Guidelines, the Board of Directors in its meeting held on 09.02.2018, approved the agenda for providing better services / facilities to senior citizens of more than 70 years of age and differently abled persons including those who are visually impaired in comppliance with RBI circulars referred above and advised branches to make concerted effort to provide banking facilities, through our staff and business correspondence (BC) only to the senior citizens and differently abled persons in first phase. Following Basic Banking facilities to be provided by Doorstep banking:

- Pick up of cash against receipt – Maximum limit of Rs. 10000.00
- Pick up of instruments against receipt
- Delivery of cash against withdrawal (s) / Cheques – Maximum of Rs. 10000.00 & Minimum of Rs. 2500.00
- Delivery of Cheque Book – One cheque book at a time
- Delivery of demand Drafts



- Submission of Know Your Customer (KYC) documents
- Life Certificate

#### **Branches for providing Door Step Banking on a Mandatory basis:**

All Metro and Urban Branches and other Banking correspondent (BC) linked Branches shall provide the Door Step Banking on mandatory basis and other branches will provide Door Step Banking on best efforts basis. List of Branches also to be uploaded on Bank's website.

For Doorstep Banking request received from customers through by registered email/ telephone/authorised representatives up to 2:00 PM at the branch, branch will provide such services within 4 hours and request received after 2:00 PM will be provided on next working days. Proper record should be maintained for all such requests.

The registered address should be within 5 Kms from the Home branch. The service will be rendered at the registered Address which is recorded at the linked account level.

Door Step Banking Facility will be provided to the customers only on working days.

The registration for Doorstep Services should be done only at the Home branch.

The Customer may request for cancellation / modification of a relevant service request/ instruction 2 hours before the appointed time. In such cases no charges shall be recovered.

#### **5. Service Charges:-**

Service provided to the Senior Citizens of more than 70 years of age and differently abled or infirm persons shall be exempted from any service charge for a maximum "2" transactions in a month. Above this, service charges to be recovered from the customer as mentioned in schedule of charges of Bank. The Charges with regard to Door Step Banking shall be published on the Bank's website, as per RBI Circular dated March 31,2020 on Door Step Banking Services.

Staff and BCs shall be reimbursed for Rs. 50.00 per transaction as conveyance expenses.

Charges, if any, to be levied on the customer for doorstep services should form part of the agreement entered into with the customer. The charges should be prominently indicated on brochures offering doorstep services.



## **6. Door Step Banking Services through outside Agency:**

At present, to provide a common platform for Public Sector Banks for collaborating and offering innovative banking services through doorstep banking to their customers, PSB Alliance Pvt Ltd (PSB) was constituted with the joint initiative by 12 Public sector Banks in India as a shareholder, the member banks are:

1. State Bank of India
2. Bank of Baroda
3. Punjab National Bank
4. Canara Bank
5. Union Bank
6. Bank of India
7. Central Bank of India
8. Indian Overseas Bank
9. Indian Bank
10. UCO Bank
11. Punjab & Sind Bank
12. Bank of Maharashtra

PSB Was constituted to provide common IT Platform and Business services to meet the common needs of Public Sector Banks (PSBs) as envisaged by Govt. Of India under EASE of Banking Reforms.

This policy is also aligned with the ethos of guidelines on PSB Alliance Doorstep Banking Services (DSB) issued by Department of Financial Services, Government of India Reserve Bank of India and Indian Banks Association from time to time under their roadmap for banking reforms under EASE - Banking for Customer Convenience.

The purpose of the Doorstep Banking service policy document is to provide guidance and to create awareness on Doorstep Banking services across the branches of all banks.

Accordingly, a wide range of services to be provided to all type of customers, viz, no restriction on type of customers for providing this Door Step Banking to all, including service to Senior Citizen Persons of more than 70 years of age and Differently Abled Persons or Infirm Persons (having medically certified chronic illness or disability) including those who are Visually Impaired persons and to other customers (without any age / physical disability criteria), through outsourced agencies under PSB Alliance Doorstep Banking Services (DSB).

### **PSB ALLIANCE PRIVATE LIMITED**

PSB Alliance Private Limited ('the Company') earlier known as CORDEX India Private Limited promoted by public sector banks and engaged in providing Door Step Services (DSB). The Company is managing the technology vendors and their feet on street agents for Doorstep banking Services on behalf of its member banks.



Presently, PSB Alliance on behalf of its member banks is managing Doorstep Banking at 2572 centres of identified districts.

PSB Alliance is providing these services through two vendors:

These vendors are engaging agents to provide services through Feet on Street basis.

**Currently DSB Services are being provided in 1242 branches of the Bank at 724 centres in identified districts. The list of Branches are available on the Bank's Website.**

7. **Service Charges:** Doorstep Banking Services would be provided to customers on chargeable basis, the present rates being as follow:

Service Description	Cost per Call / Service
Financial / Non-Financial Services	As per schedule of Charges
<p>If there are more than one service to be delivered in a single request including financial and non- financial transactions both (like, Delivery of cash, pickup of cheques for collection), charges will remain same as in single service request.</p> <p>If the services remain undelivered due to reasons attributed to the Bank or its Employees or technical failure, no charges shall be recovered but if such services remain undelivered due to reasons attributed to the customer, the applicable charges shall be recovered from the customer.</p> <p>Bank shall be within its right to revise/Waive the charges from time to time at its sole discretion without any change in fee structure of PSB which is being paid by the Bank to PSB.</p>	

8. **Fee structure between the Bank, PSB Alliance Pvt Ltd and two vendors:**

Fee structure between the Bank, PSB Alliance Pvt Ltd and two vendors will be governed as per the Corporate Business Correspondent Engagement Agreement dated 29.12.2023 between Member banks, PSB Alliance Pvt Ltd, and other two vendors.

Approval of Service charges will be governed as per the guidelines of schedule of charges. The charges with regard to Door Step Banking shall be published on the Bank's Website, as per the RBI circular dated March 31, 2020 on Door Step Banking services



9. The Bank's Door step banking policy is based on the RBI Guidelines referred to above and the guidelines provided by PSB Alliance Pvt Ltd.

**Different Doorstep Banking Services in alliance with PSB Alliance Pvt Ltd:**

In addition to the Door step Banking through Bank Branches as mentioned above in the policy, at present the following financial and non-financial DSB services shall be available in alliance with PSB Alliance PVT Ltd subjected to guidelines issued time to time for this purpose:

Financial Services	Non- Financial Services
<ol style="list-style-type: none"> <li>1. Cash withdrawal: Minimum Rs. 1000/- and Maximum Rs. 10,000/- <ul style="list-style-type: none"> <li>• Card Based</li> <li>• AEPS</li> </ul> </li> <li>2. Cash Deposit: Minimum Rs. 1000/- and Maximum Rs. 10,000/-</li> </ol>	<ol style="list-style-type: none"> <li>1. New Cheque Book Requisition Slip</li> <li>2. Term Deposit Receipt / Acknowledgement</li> <li>3. 15G/15H Forms</li> <li>4. TDS /Form 16 Certificate</li> <li>5. IT/ GST Challan</li> <li>6. Pre-Paid Instrument/Gift Card</li> <li>7. Standing Instructions Request</li> <li>8. Cheque Book/ Draft/ Pay Order</li> <li>9. Life Certificate (Digital/Fall Back Mechanism)</li> <li>10. Nomination (Add/Edit/Cancel)</li> <li>11. Fund Transfer Request</li> <li>12. Statement of Account</li> <li>13. Term Deposit Advice</li> </ol>

All the related guidelines of Door Step Banking through PSB Agency has framed by the PSB Alliance which is applicable to all the public Sector Banks like Eligibility Criteria, Delivery of Services, Charges, Time Line, Registration process etc subjected to change time to time.

**10. Eligibility criteria for availing the DSB facility through PSB Alliance**

To access Doorstep Banking services, individuals must meet the following criteria:

- Customer must have a valid Savings Bank Account holder [Individual/ Joint (E/S) or (Anyone/Survivor)] or a Current Account (Proprietor) of any Public Sector Bank.
- Users should possess an active Indian mobile number to receive transaction-related notifications and authentication codes.
- The Indian mobile number must be linked to a valid bank account to facilitate seamless transactions and communication.
- The account should be linked with customer Aadhaar number or ATM/debit Card to avail financial service.



11. DSB services can be accessed through Mobile App, Web Portal and Call Centre also using below method:

Vendor	M-banking App	Web Portal	Toll Free No
As empanelled by PSB Alliance	UCO m-Banking Plus	<a href="http://www.psballiance.com">www.psballiance.com</a>	91522-20220

12. GRIEVANCE REDRESSAL MECHANISM – Internally through OGRS system:

Customer can raise grievance/ complaints related to Doorstep Banking Services through Online Grievance Redressal Mechanism (OGRS) and the same will be governed by Grievance Redressal policy of the Bank.

The name and telephone number of the designated Grievance Redressal officer/Principal Nodal Officer of the Bank be made available to the customers including on the Bank website. The designated officer should ensure that grievances of customers are redressed promptly. If a customer feels that his complaint has not been satisfactorily addressed, customer will have the option to approach the office of the concerned banking ombudsman for redressal of his grievances.

13. GRIEVANCE REDRESSAL MECHANISM - Through PSB Alliance Portal:

Customer can raise the grievance through online PSB Alliance DSB Portal **The Customer Grievance Management System** for any issue with regard to Door Step Banking Service Request.

14. Competent Authority for Approval/Review/Modification in the Policy:

Name of Policy	Validity Proposed	Executive level Committee	Sub Board Committee	Final Approval Committee
Policy for Door Step Banking (DSB)	One Year	ORMC	RMCB	BOARD

The policy will be reviewed annually. However, in case of any regulatory change or if any change/modification/alteration is felt necessary in between, the same will be carried out at any point of time with due approval of Board of Directors.

Further, any changes made by the RBI, IBA and DFS or any other regulatory on the rules and regulations with respect to Doorstep Banking during the interregnum



between two successive reviews of the policy shall form an integral part of the policy, pending their formal inclusion at the time of next review.

For any addition or deletion in the identified Branches for Door Step Banking through Bank or from outside agency arrangement, Vertical Head of Marketing and Wealth Management Department can approve such addition and deletion in the identified Branches.

#### **15. Approval of expenses related to Door Step Banking:**

Competent Authority for approval of expenses related to Door Step Banking including Bills raised by PSB Alliances for its services and other expenses will be HLCAC-GM or HLCAC-ED as per NON Lending Power.

For any waiver of charges for Door Step Banking such as waiver of service charge, ORMC is the competent authority to approve the same.

#### **16. Review of progress under Door Step Banking:**

The Bank shall report the progress under Doorstep banking to the Customer Service Committee of the Board every quarter as per RBI Circular vide No. RBI/2019-20/203 dt 31.03.2020.

Data Managemnet- MIS to be maintained in the CBS system at all the time to monitor the DSB services offered category wise.

#### **17. Introduction of any new services**

Services covered in the Policy are those which have been declared by regulatory authorities as of now and if required ORMC will be authority to approve introduction of any new services under the policy on modification in existing services being offered. The services covered are indicative and not exhaustive

#### **18. FORCE MAJEURE**

The Bank shall not be liable to compensate customers for delayed delivery of Doorstep Banking Services to eligible person, if some unforeseen event including but not limited to civil commotion, sabotage, lockout, strike or other labour disturbances, accident, fires, natural disasters or other "Acts of God", war, damage to the bank's facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation, etc. beyond the control of the bank prevents it from performing its obligations within the specified service delivery parameters



**APPLICATION FORM FOR DOORSTEP BANKING SERVICES TO SENIOR CITIZENS AND  
DIFFERENTLY ABLED PERSONS THROUGH BRANCH**

From:

Date:

Name of the Customer/s

Address: \_\_\_\_\_  
\_\_\_\_\_

(As registered with the Bank)

To,

The Branch Manager, UCO Bank,

Branch.....

Sir/Madam,

I/we am/are maintaining a Savings Bank A/c No..... In your branch. I wish to avail the doorstep banking facilities in the above-mentioned account.

2. I / we understand that, Doorstep Banking Services for basic banking services to Senior Citizens of more than 70 years of age and Differently Abled Person or Infirm Persons (having medically certified chronic illness or disability) including those who are Visually Impaired, so that they are able to avail Banking Services without any difficulty.

3. I/we am/are \_\_\_\_ year old Senior Citizen / Differently Abled Person / Infirm Person (having medically certified chronic illness or disability) and eligible for availing Doorstep Banking Services as per Bank's guideline (Please strike off the option which is not related). I/we am/ are also aware about the Bank's Services available for delivery at Doorstep.

4. The Bank may debit my /our account with the applicable Service Charges. The Bank may also revise the charges from time to time. The current service charges are Rs.100/- +GST per transaction for Non- Financial transactions and Financial transactions respectively.

5. I / we affirm and declare that I / we have read and understood the Term and Conditions related to Doorstep banking facilities offered by UCO Bank on payment of service charges decided by the Bank from time to time.

6. I / we am / are joint account holder(s) in above Savings Bank Account number..... along with Mr. / Ms.....availing the aforesaid service and executed as above. Though I / we are not coming under the

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age / other criteria for availing Doorstep Banking Services, I/ we have no objection in Mr. /Ms.....(joint account holder) availing the same and I/ we hereby join in entering this request after having read and understood the same as the Bank's scheme in this regard as I /we agree and undertake to Classification: Internal Bank's Policy on Doorstep Banking.

Yours faithfully

(Signature/thumb Impression)

Account holder(s)

Place:

Date:

**(Note – Certificate of medical chronic illness or disability is required to attach with the application form, if applicable).**

**Term and conditions:**

The following Terms and conditions shall be applicable for Doorstep Banking service:

1. The Doorstep banking process shall be available for the following set of customers

- (a) Senior Citizens of more than 70 years of age.
- (b) Differently abled or infirm persons (having medically certified Chronic illness or disability) including those who are visually impaired.
- (c) Any other customer as decided by the Bank from time to time.
- (d) The registered address should be within 5 Kms from the Home branch. The service will be rendered at the registered Address which is recorded at the linked account level.

2. The Services available under the Doorstep Banking are as under –

**(a). Financial Services:**

- i. Pickup of cash against receipt - Maximum Limit of Rs. 10,000/-
- ii. Delivery of cash against withdrawals/Cheques, Min.Rs 2500/- Max Rs.10,000/-
- iii. Delivery of Demand draft.

**(b) Non-Financial Services:**

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- i. Pickup of instrument against receipt
- ii. Delivery of cheques book.
- iii. Acceptance of KYC documents.
- iv. Acceptance of life certificate.

3. The customer accepts and acknowledges that the doorstep banking services ("Services") may be provided by UCO Bank ("Bank") with the involvement of any of its officers / Staff and the customer hereby authorises the Bank to appoint, as the Bank deems necessary, any Official / Staff who will act upon the instructions of the Bank to provide the Services to the customer on behalf of the Bank. The Customer would authorise the bank to share such details with the Official/ Staff as would be necessary to render the service.

4. The charges for the provision of the Services, including revised charges, if any, will be debited from the customer's account without prior notification to the customer. The charges may be revised from time to time by the Bank with a 30 days' notice to the customer. Such changes will be given effect only 30 days after the issue of notice through any of the medium as given below. • Displaying on the Bank's website

- Displaying on the Notice Board at the Branches
- Sending SMS / e-mail / Letter to the registered mobile number/e-mail id / registered address.

5. Customer does not entail any legal or financial liability on the bank for failure to offer doorstep services.

6. The registration for Doorstep Services should be done only at the Home branch

7. Customer needs to share an ID proof and the service request number with the Official/ Staff / service provider.

8. Customer should also verify the details of the Official (with his ID card, if any).

9. Calls for Doorstep services will be accepted at the Home Branch during business hours. The delivery would be completed on best effort basis but not later than T+1 working day (holidays excluded).

10. The Services shall be subject to the terms, conditions between the Bank and the customer.

11. The Customer may request for cancellation / modification of a relevant service request/ instruction 2 hours before the appointed time. In such case no charges shall be recovered.



12. The Door-step services should be seen only as an extension to regular banking services offered by our Bank and remains to the same extent as if the transactions were conducted at the Branch.

13. In case of transfer of account from one branch to another, a fresh registration for Doorstep Banking services is to be made at the transferee branch.

14. In case of change in Terms and conditions, the same shall be displayed in the Branch Notice Board and / or Bank's website.

15. The customer shall made request for the Doorstep Services only through his / her registered mobile number with the branch in bank records. The Bank may also consider the request through alternate number solely on bank's discretion in deserving cases.

16. The customer request for Doorstep Banking services for delivery of cash will be considered only if sufficient credit balance is available for request amount and applicable charges.

17. It shall be the sole discretion of the bank in accepting or rejecting the facility contained herein.

18 The Bank shall not be liable to compensate customers for delayed delivery of Doorstep Banking Services to eligible person, if some unforeseen event including but not limited to civil commotion, sabotage, lockout, strike or other labour disturbances, accident, fires, natural disasters or other "Acts of God", war, damage to the bank's facilities or of its correspondent bank(s), absence of the usual means of communication or all types of transportation, etc. beyond the control of the bank prevents it from performing its obligations within the specified service delivery parameters.

Signature / thumb Impression of  
the account holder

Date:

Name:.....

Place:

Account No.....

Registered Address:.....

.....  
.....



**Doorstep Banking Services Registration Acknowledgement**

**UCO BANK**

\_\_\_\_\_ **BRANCH**

1. We are pleased to advise you that your request for Doorstep Banking Services is registered under SL No. \_\_\_\_\_ on dated \_\_\_\_\_
2. Please contact on the following numbers for availing the Doorstep Banking Services through your mobile number registered with the Bank Branch.
  - i. Mobile number of Branch Manager.....
  - ii. Mobile number of Designated Officer.....
3. In case of inability to contact on above mobile number, please contact on following numbers.
  - i. Telephone number of Branch..... / .....

Assuring you of our best Services at all times.

**BRANCH MANAGER**

.....**Branch**

Dated:.....

