

DoorStep Banking Customer Application



Customer Registration







PSB Alliance



Enter the 6 digit OTP and click on "Verify".

Enter Name, Email ID and Alternative Mobile Number then click on "Continue".

Enter 6 digit PIN, Confirm PIN and agree the "Terms & Conditions" and click on Continue.







Pre-requisites for DSB

- Customer must have valid Savings Bank Account in one of our 12 Public Sector Banks.
- Customer should have an active Indian Mobile Number.

Bank Validation Method

Bank Name	Bank Validation Method
Bank of Baroda	OTP
Bank of India	OTP
Bank of Maharashtra	OTP
Canara Bank	OTP
Central Bank of India	OTP
Indian Bank	OTP
Indian Overseas Bank	CIF No. + OTP
Punjab National Bank	Date of Birth + OTP
Punjab and Sindh Bank	OTP
State Bank of India	Last 6 digit of Acc. No. + OTP
UCO Bank	Full Acc. No. + OTP
Union Bank of India	OTP



Customer Login









Service Booking Flow



For service booking, select your respective bank from the above. Enter the Pincode for which you are booking the service.

Provide validation as per the bank for which service is required. Click on check box to give consent.



PSB Alliance









PSB Alliance Transforming Together

< Service Booking	< Service Booking	< Booking Details
Services Address Preferred Time	Services Address Preferred Time	Selected Service Name Service Charge
Select Address Office Address Office 6, Yelahanka, Bengaluru 560064 Kamataka Landmark : aerodrome Pincode : 560064 cancel Proceed	Slots Available Mar 2024 Selected Date Dates Available M T W T W T P 20 21 22 23 25 26 27 28 29 30 31 Reschedule will be allowed 1 hour prior to the scheduled slot Select Preferred Time Slot Stots Unavailable Selected Time Stots Available 10:00-12:00 12:00-14:00 14:00-16:00 16:00-18:00 18:00-20:00 18:00-20:00	Name Service Type SHAMBHA ALIAS SHAMBH pickup Bank Name Branch Name Bank Name Branch Name Integra Micro Systems Amruthahalli Address 6, Yelahanka, Bengaluru 560064 Karnataka Pincode : 560064 Account No XXXXXXX2345 Preferred Date Preferred Date Preferred Time 2024-03-19 16:00 Amount of Rs. 88.50 will be deducted from your account which you have selected for payment Cancel Proceed
Select added Address and click on Proceed. You can add multiple addresses.	Select Date and Time as per your requirement. You can book the service for next 7 days.	Verify all the details and provide your consent by selecting check box. Click on Proceed.



<	Booking Details			
Selecte IT/c Nar SHA Ban Inte Adc 6, Y. Pinc Acc XXX Pref 202 C	de Service Name Service Ct Disclaimers Disclaimers Service Ct Disclaimers Service Ct Disclaimers Service Ct Service Ct Service Charge for the service shall be debited directly from the account. Service Charge for the Service shall be debited directly from the account. Service Charge for the selected service. Service Service Service shall be debited directly from the account. Service Charge for the selected service. Service Service Service shall be service request shall be closed without any refund. This is only submission of requisition slip. Actual instrument/material will be delivered by the Bank/Branch to the customer's registered address via post/courier. Cancel Proceed	arge	Booking ID : SR210224190001 Reference No :014910001622 Account No : ******2345 Service Name-Prepoid Instrument/Gift card Proceed Address 6, Yelahanka, Bengaluru: 560064 Karnataka Pincode : 560064 Account No *****2345 Preferred Date Preferred Time 2024-03-02 18:00 Mount of Rs. 88.50 will be deducted from your account which you have selected for payment Cancel Proceed	Success Service Booked Successfully, Rs. 88.50 is deducted as service charge from account no. 1234XXXX2345 SHAMBHA ALIAS SHAMBH Booking ID : SR210224190001
R	ead the Disclaimers an	d	After clicking on proceed,	You will get the Successful

click on Proceed.

After clicking on proceed, Booking Confirmation will displayed. Click on Proceed. You will get the Successful Booking message along with the Booking ID.





Submitting a Complaint



PSB Alliance Transforming Together

4:02	🗣 🖲 पे 🔸	क्र ^{Yee} .nl Yee .nl 54% 💼	
<	Help & Sup	port	
* 9	Raise Complaint	>	
ę	Track Complaints	>	
	Terms And Conditions	>	
?	FAQS	>	
0	App Info	>	

Ceneric Issue Select Issue Mobile app not functioning Bank OTP not received No bank Account displayed Couldn't find my bank branch App download Issue Call centre number not connecting Send Your Enquiry		
Generic Issue Select Issue Mobile app not functioning Bank OTP not received No bank Account displayed Couldn't find my bank branch App download issue Call centre number not connecting Send Your Enquiry		
Select Issue Mobile app not functioning Bank OTP not received No bank Account displayed Couldn't find my bank branch App download Issue Call centre number not connecting Send Your Enquiry	Generic Issue	
Mobile app not functioning Bank OTP not received No bank Account displayed Couldn't find my bank branch App download issue Call centre number not connecting Send Your Enquiry	elect Issue	
Bank OTP not received No bank Account displayed Couldn't find my bank branch App download issue Call centre number not connecting Send Your Enquiry	obile app not functioning	(
No bank Account displayed Couldn't find my bank branch App download issue Call centre number not connecting Send Your Enquiry	ank OTP not received	(
Couldn't find my bank branch App download issue Call centre number not connecting Send Your Enquiry	o bank Account displayed	(
App download issue Call centre number not connecting Send Your Enquiry	ouldn't find my bank branch	(
Call centre number not connecting	op download issue	(
Send Your Enquiry	all centre number not connecting	(
	and Your Enquiry	
Remarks	imarks*	
Enter	Enter	



Select appropriate reason, enter remark and click on Proceed.



Above message will be displayed on successful registration of complaint.



Reschedule and Cancellation



PSB Alliance



Click on the service which you want to reschedule.



In the bottom of the page, click on Reschedule Service. < **Reschedule Service** Ĉ 0 0 Services Preferred Time Address Slots Selected Date Dates Available Bank Hoilday 0 M S S 27 28 31 3 6 8 Select Preferred Time Slot Slots Unavailable Selected Time O Slots Available 10:00-12:00 12:00-14:00 14:00-16:00 16:00-18:00 18:00-20:00 20:00-22:00 Proceed cancel

Select the preferred date and time slot as per your requirement for rescheduling the service.



< Booking Details		Br Bi tails
		Service Reschedule Confirmation
Selected Service Name		Booking ID : SR270524190002
Prepaid Instrument/Gift card		Account No : XXXXX2261
Service Charge		Preferred Date : 2024-05-27
₹88.5		Preferred Time 20:00
Name		Proceed
SHAMBHA ALIAS SHAMBH		Integra Micro Systems Jo
Bank Name Service Branch N	ame	Address
Integra Micro Systems sahakarn	agar	2016, Yelahanka New Town,4th Cross Road, Bengaluru
Address		560064 Karnataka Bincada : 550064
6 Valabaska, Basaalusu 560064 Karantaka		Account No.
Pincode : 560064		XXXXXX2261
Account No		Preferred Date Preferred
		2024-05-27
2345		
Preferred Date Preferred	Time	Remarks*
2024-02-21	14:00	
		ok
Remarks*		
Enter		
Litter		Cancel Proceed
Cancel Proceed		
Booking details will displa	v.	Above Pop up displayed Po
		a comprise Deschoduled Aft.
Enter remarks and click of	'n	service Rescheduled. Alte
Proceed		clicking on Proceed custor
++000004.		

ost er clicking on Proceed customer redirected to home page.

ime



PSB Alliance Transforming Together



To cancel the service click on relevant reason and click on Submit.

Above Pop up message for cancellation of service. Click on Proceed to confirm.



Thank You!!