

COMPREHENSIVE NOTICE BOARD

(Updated up to \_\_\_/\_\_\_/\_\_\_)

Banking Outlet :	
DP Code :	
IFS Code :	
Population Category:	Metro / Urban / Semi Urban / Rural
Branch land line number :	Mobile number of Branch in charge
Email:	

KYC Documents

List of KYC documents accepted for opening Deposit accounts by individuals:

1. PAN Card/Form 60 and any one of the following with address details      2. Driving licence      3. Voter ID Card      4. Aadhaar Card      5. Passport      6. Job Card issued by NREGA

Normal Time for Completion of Banking Transaction

Opening of Savings Bank account:	24 Hours	Time norms
Opening of Current account:	2 Working Days	
Encashment of Cheque		
Issue of cheque book	Personalized - T Plus 10 Days	
Payment of Drafts	7 Minutes	Remittance RTGS / NEFT / Draft 15 Minutes

Service charges

Type of account	Monthly average minimum balance	Charges for non-maintenance thereof
Savings Bank account		
Current account		

\* Charges for non-maintenance of MAMB will not be levied for Inoperative / Dormant accounts.

Customer service information and facilities available at Banking outlets

- 1) We have separately displayed the Key interest rates on deposits and forex rates in Banking Outlet.
- 2) Nomination facility available on all deposit accounts, articles in safe custody and safe deposit vaults / Lockers.
- 3) We open PMJDY / BSBD / Small account (relaxed KYC) opening facility is available.
- 4) Doorstep Banking facility is available.
- 5) We exchange soiled notes and mutilated notes.
- 6) We accept / exchange coins of all denominations.
- 7) Please refer to our cheque collection policy for the applicable time frames for collection of local and outstation cheques.
- 8) For satisfactory accounts, we offer immediate credit of outstation cheques up to ₹15000/- (Please refer cheque collection policy).
- 9) In case of un-authorised Electronic Banking transaction, please inform the Branch / Bank.
- 10) Selected Forms are available in trilingual  
 Bank's Base Rate is \_\_\_\_\_ % Effective date \_\_\_\_\_  
 Bank's MCLR 1 year is \_\_\_\_\_ % Effective date \_\_\_\_\_  
 Bank's RLLR 1 year is \_\_\_\_\_ % Effective date \_\_\_\_\_

Other services provided	Information available in Booklet form / soft copy (For details please approach "MAY I HELP YOU" counter / Branch in charge / visit our Bank website www.canarabank.com)		
1) We accept direct tax collection. (Please quote PAN/ TAN on challan. Do not drop the challans in the Drop Boxes). <table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO	1) Customer service information, service charges, Grievance redressal and other services provided.
YES	NO		
2) We offer Digital Banking payments / services. <table border="1"> <tr> <td>YES</td> <td>NO</td> </tr> </table>	YES	NO	2) Time norms for common transactions.
YES	NO		
3) We open Public Provident Fund Accounts.	3) The service charges including services rendered free of charge.		
4) The senior citizen savings scheme 2004 is operated here.	4) Design and security features of all Bank notes.		
5) PMEGP / Other schemes sponsored by Govt. are operated here.	5) Fair practice codes: The code of Bank's commitment to customers.		
6) We offer MSME loans / Products	The code of Bank's commitment to Micro and Small enterprises.		
7) We issue Kisan Credit Cards	6) Policy documents relating to Deposits, Citizen's charter, Policy on Cheque collection / dishonour, Grievance redressal mechanism, Deceased depositors policy along with nomination rules, code for collection of dues and repossession of security, customer right policy and compensation & customer protection for limiting liability of customer in unauthorised electronic Banking transaction.		
8) Donations for PM's relief fund are accepted here			
9) We open Basic Savings Bank Deposit accounts.			

GRIEVANCE REDRESSAL

i. If you have any grievance / complaints, please contact Branch in charge.

ii. If your complaint is unresolved at the branch level, you may approach our Regional / Circle / Head office

Regional Office Address :	Circle Office Address :
Contact number :	Contact number :

Head office Address: Canara Bank Customer service section, Head Office, No 112, JC Road, Bengaluru 560002.  
 Customer Contact number (TFN): 1800 1030 – ONLINE COMPLAINT REGISTRATION PORTAL: <https://canarabank.net.in/cpgrs/login.aspx>

iii. If you are not satisfied with our grievance redressal, you may approach the Banking Ombudsman at:

Address: Centralized Receipt & Processing Centre (CRPC), Office of Banking Ombudsman, Reserve Bank of India, 4th Floor, Central Vista, Section – 17, CHANDIGARH – 160017
Contact number: 14448
ONLINE COMPLAINT REGISTRATION PORTAL: <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>

RTI ACT, 2005

Details of CPIO / PIO :
Appellate Authority :
Contact Branch in charge ( APIO) in case of any grievance
<b>CUSTOMER SERVICE COMMITTEE MEETING</b>
Branch Manager will be available to meet customers on 15th of every month between 03.00 pm to 5.00 PM.
Next customer service committee meeting scheduled on :
<b>Date: Time</b>

"Do not pay bribes, if anybody in this office asks for bribe or if you have any information on corruption in this office, you can complain to the head of this department or the Chief Vigilance Officer / The Superintendent of Police, Central Bureau of Investigation and the Secretary, Central Vigilance Commission"

Address of CVO	Address of CVC	Address of CBI
The Chief Vigilance Officer	The Secretary	The Superintendent of Police
Canara Bank, Vigilance Wing	Central Vigilance Commission	Central Bureau of Investigation
112, J C Road, Bengaluru - 560002	Satarkata Bhavan	
Contact No : 080-22127266	General Pool Offices Complex	
Fax No : 080-22113836	Block "A", INA	
e-mail: vigilancewing@canarabank.com	New Delhi – 110 023	

Whistle Blower Policy

The Chief General Manager/ General Manager  
 Human Resources Wing  
 Canara Bank, Head Office  
 112, J C Road, Bengaluru-560 002.