

COMPREHENSIVE NOTICE BOARD

a. Customer Service Information

- i) We exchange soiled and mutilated notes
- ii) We accept/exchange coins of all denominations
- iii) If a bank note tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note.
- iv) Please refer to our cheque collection policy for the applicable time frame for collection of local and outstation cheques.
- v) For satisfactory accounts, we offer immediate credit of outstation prepaid Cheque / instruments / Govt. instruments upto Rs.10,000/- and other cheques upto Rs,5,000/-

b. Service Charge

Details given in Service Charge link.

c. Grievance Redressal

- i) If you have any grievances/complaints, please approach branch head of your branch
- ii) If your complaint is unresolved at the branch level, you may approach Bank's Regional Manager at the respective Region under which your branch is located.
- iii) If you are not satisfied with our Grievance Redressal, you may approach Banking Ombudsman at Reserve Bank of India, 3rd Floor, Station Road, Panbazar, Guwahati – 781001