

**PART -III**  
**CONCESSIONS IN SERVICE CHARGES**  
**(W.e.f 01.11.2024)**

**(A) GENERAL**

S.L.No	Particulars								
1	<p><b>Discretionary Power for allowing concession in service charges</b> In order to retain High Value Customers and to increase the volume of business, the discretion for allowing concession in service charges has been vested with the different committee as under:</p>								
	<p><b>For Service Charges in General Operations and Loans &amp; Advances</b></p>								
	<table border="1" style="width: 100%;"> <tr> <td style="width: 70%;">Regional Level Credit Committee (RLCC)</td> <td style="width: 30%;">Upto 25%</td> </tr> <tr> <td>Head Office Level Credit Committee 2 (HLCC-2)</td> <td>Upto 50%</td> </tr> <tr> <td>Head Office Level Credit Committee 1 (HLCC- 1)</td> <td>Upto 75%</td> </tr> <tr> <td>Audit Committee of the Board</td> <td>Upto 100%</td> </tr> </table>	Regional Level Credit Committee (RLCC)	Upto 25%	Head Office Level Credit Committee 2 (HLCC-2)	Upto 50%	Head Office Level Credit Committee 1 (HLCC- 1)	Upto 75%	Audit Committee of the Board	Upto 100%
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Head Office Level Credit Committee 2 (HLCC-2)	Upto 50%								
Head Office Level Credit Committee 1 (HLCC- 1)	Upto 75%								
Audit Committee of the Board	Upto 100%								

**(B) OTHERS**

S.L.No	Particulars
1	<p><b>Defence Personnel:</b> No service charge in respect of the following service are to be recovered from Defence Personnel in service. Out of pocket expenses to be recovered.</p> <p>I) Collection of cheques  II) Remittance by DD/RTGS/NEFT</p>
2	<p><b>Central Industrial Security Force (CISF) :</b>  Central Industrial Security Forces (CISF) is eligible to get concessional banking facility at par with defence personnel. The following concession, as enjoyed by Defence Personnel shall be extended to them also: i) At par collection of salary ii) At par remittance to family upto Rs. 5000/- per month. iii) At per custody of WILLS.  iv) In- house standing instructions free of charge.</p>
3	<p><b>Donation to National Foundation for Communal Harmony.</b> Waiver of 100% Exchange is allowed on purchase of Demand Draft by the donors towards donation of fund to National Foundation for Communal Harmony, an autonomous organisation under the Ministry of Home Affairs, Govt. of India.</p>

4	<p><b>Concession for Govt. Departments, Ministries, Co-operative Banks, Land Development Bank, etc.</b> Free remittance facility in account of Ministries / Govt. Departments may be allowed until further instructions.</p> <p>At par collection and remittance facilities</p>				
	<p>Govt. Departments / Ministries' Accounts under the Scheme of departmentalisation, be also extended to the departments of State Governments. To clarify, the cheques tendered by Govt. Departments for credit to Govt. Account should be collected at par and this is applicable to all Govt. transactions including State, Railways, Defence, etc. However, Cheques drawn at centres where AGVB does not have branches and required to collect the cheques through some other schedule / co-operative banks, collecting bank's commission be charged by AGVB.</p>				
5	<p><b>Co-operative Banks, Land Development Banks, Service Co-operatives, District Rural Development Agencies, etc.</b></p> <p><b>a)</b> No charges are to be levied for collection of cheques deposited by DRDA, Farmers' cooperative Societies (bank's own sponsored), Primary Agricultural Societies (banking with AGVB). However, postages and other out of pocket expenses are to be recovered.</p> <p><b>b)</b> Concession of 50% of the usual service charges for issuing DDs only in favour of beneficiaries of the cooperative banks may be extended provided those banks maintain their accounts with AGVB and such banks should give an undertaking at their H.O. level that they would charge their customers same charges as levied by us.</p> <p><b>c)</b> Charges as per RBI Remittance Facility Scheme may be levied for transfer of funds from the account of cooperative Bank at one centre to that at another centre. The charges as per RBI Remittance Facility Scheme are as follows.</p>				
	<table border="1"> <tr> <td data-bbox="316 1453 844 1498">(i) For amount upto Rs. 5000/-</td> <td data-bbox="844 1453 1386 1498">3 % with a minimum 25p</td> </tr> <tr> <td data-bbox="316 1498 844 1543">(ii) For above Rs. 5000/-</td> <td data-bbox="844 1498 1386 1543">2 % with a minimum Rs. 1.50</td> </tr> </table>	(i) For amount upto Rs. 5000/-	3 % with a minimum 25p	(ii) For above Rs. 5000/-	2 % with a minimum Rs. 1.50
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6	<p><b>Concessions for AGVB Staff Members (existing and retired) :</b></p> <p>A) No Service Charge should be levied on transaction conducted by our staff members.</p> <p>B) No Service Charge should be levied on transaction conducted by our ex-staff member if he is not employed gainfully.</p> <p>C) Minimum balance maintenance criteria not applicable. Note: All out of pocket expenses to be recovered.</p>				
7	<p><b>Collection of instruments favouring Welfare Service, Charitable &amp; Religious Institutions:</b> Collection of instruments favouring these institutions may be allowed at par provided that these institutions are exempted from payment of Income Tax and also bank with AGVB. However, actual postage / transmission charges and out of pocket expenses must be recovered while collecting instruments for the above customers.</p>				

8	<b>Collection of Subsidy Cheques :</b> Collection of Subsidy Cheques issued by the Central and State Government under any programme whenever applicable is to be collected at par.
9	<b>Concession to Blind and Physically challenged and related institutions:</b> Collection of cheques at Par and free remittance facilities by way of DD/RTGS/NEFT may be allowed to blind and physically challenged and also to institutions set up for their welfare /benefit, provided they bank with us. However, postage and other out of pocket expenses should be recovered.
10	<b>Prime Minister's Relief Fund / Chief Minister's Relief Fund:</b> Cheques / DDs favouring Prime Minister's Relief Fund / Chief Minister's Relief Fund are to be collected at par, however, actual expenses like postage, etc. should be recovered.
11	<b>DD etc. issued favouring supplier under priority sector lending:</b> No commission is to be charged for issuing Demand Draft when such Draft is issued in favour of a supplier to ensure the end use of the bank's funds by the borrowers under priority sector lending in compliance with the stipulation in the terms of sanction.
12	<b>Conversion of Single pension account</b> into joint pension account with the spouse permitted under Government order.