

Annexure-D

Sno	Manual/handbook	Custodian	Electronic format	Printed format	Free of cost	At a reasonable cost	English	Vernacular/ Local Language	Last date of Annual update	Location where available
1	Bank's policy on Door Step Banking	General Operations Department	Yes	Yes	Yes	NA	Yes	no	20.12.2023	117-257-Banks-Policy-on-Doorstep-Banking.pdf
2	Retail Loans-Interest Rates & Processing Charges	Retail Banking Department	Yes	Yes	Yes	NA	Yes	No	01.01.2025	https://bankofindia.co.in/documents/20121/441092/RBI_ROI_Format.pdf/40bac047-ac0e-13b7-3469-983ca5651b2b?t=1690809957257
3	Services Charges		Yes	Yes	Yes	NA	Yes	No	01.02.2025	https://bankofindia.co.in/service-charges
4	Safe Deposit Locker Agreement	General Operations Department	Yes	Yes	Yes	NA	Yes	Yes		https://bankofindia.co.in/documents/20121/0/Revised%20Version%20of%20Safe%20Deposit%20Locker%20Agreement%20-%20SDV%201453.pdf
5	Mobile Banking & Payments & FAQs	Digital Banking Department	Yes	Yes	Yes	NA	Yes	No		Mobile Banking – FAQs - BOI
6	Bank's Policy on Collection of cheques /Instruments and dishonour of cheques & Debit mandates	General Operations Department	Yes	Yes	Yes	NA	Yes	No	20.12.2023	Bank's Model Policy on Collection of Cheques Instruments and Dishnour of Cheques Debit Mandates.pdf
7	Bank's policy on inoperative/dormant accounts & Unclaimed deposits	General Operations Department	Yes	Yes	Yes	NA	Yes	No	25.09.2023	Bank's Policy on Inoperative Dormant Accounts Unclaimed Deposit.pdf
8	Policy on operational procedure for settlement of claims in Deceased/Missing Depositors Accounts	General Operations Department	Yes	Yes	Yes	NA	Yes	No	25.09.2023	Bank Policy on Operational Procedure for Settlement of Claims in Deceased Missing Depositors Account.pdf
9	Fair Practices code on lender's liability	Credit Department	Yes	Yes	Yes	NA	Yes	No		https://bankofindia.co.in/documents/20121/0/Fair%20Practices%20code%20on%20Lenders%20Liability.pdf
10	Bank's compensation Policy	General Operations Department	Yes	Yes	Yes	NA	Yes	NO	25.09.2023	Bank's Compensation Policy.pdf
11	Customer Protection Policy (Unauthorized Electronic Banking Transaction)	Digital Banking Department	Yes	Yes	Yes	NA	Yes	No	Sep-23	Microsoft Word - CPP 4.1
12	Grievance Redressal Policy	Customer Excellence Branch Banking	Yes	Yes	Yes	NA	Yes	NO	29.03.2025	1/0/Customer Grievance Redressal Policy January 2025 For Website.pdf
13	Internal Whistle Blower Policy	Industrial Relations Department	Yes	Yes	Yes	NA	Yes	No	2024	118-147 Bank's Internal Whistle Blower Policy.pdf
14	Policy on Bank deposits	General Operations Department	Yes	Yes	Yes	NA	Yes	No	2024-25	बैंक जमा पर नीति Policy on Bank Deposits 2024-25
15	Transfer and Rotation Policy	Industrial Relations Department	Yes	Yes	Yes	NA	Yes	No	Jan-25	Website-Version-Transfer-and-Rotation-Policy-January-2025.pdf
16	Bank's Policy on Safe deposit Lockers and Safe Custody Articles	General Operations Department	Yes	Yes	Yes	NA	Yes	No		Bank's Model Policy on Safe Deposit Lockers and Safe Custody Articles.pdf