



**ಪ್ರಧಾನ ಮಂತ್ರಿ ಜನ್ ಧನ್ ಯೋಜನೆ**  
**Pradhan Mantari Jan Dhan Yojana (PMJDY)**



**ಗ್ರಾಹಕ ಸೇವಾ ಕೇಂದ್ರ**  
**Customer Service Point**



**ಪ್ರಧಾನ ಮಂತ್ರಿ ಜನ್ ಧನ್ ಯೋಜನೆ**  
**Pradhan Mantari Jan Dhan Yojana (PMJDY)**

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Technologies Pvt. Ltd.  
CIN:U72200MP2003PTC015766



**ಗ್ರಾಹಕ ಸೇವಾ ಕೇಂದ್ರ**  
**Customer Service Point**

ಲಿಂಕ್ ಶಾಖೆ  
Link Branch:

ಲಿಂಕ್ ಶಾಖೆ ಸಂಖ್ಯೆ  
Link Branch Code:

ಶಾಖೆ ದೂರವಾಣಿ  
Branch Tel.:

ಸಿಎಸ್‌ಪಿ ಕೋಡ್  
CSP Code:

ಸಿಎಸ್‌ಪಿ ಹೆಸರು  
CSP Name:

ಸಿಎಸ್‌ಪಿ ಮೊಬೈಲ್  
CSP Mobile:

ಸಿಎಸ್‌ಪಿ ಸ್ಥಳ  
CSP Location:



# Bank of India Customer Service Point



| Customer                                                                                            |                                                                          | CSP                                                                                                                                                           |                                                                             |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Do's                                                                                                | Don'ts                                                                   | Do's                                                                                                                                                          | Don'ts                                                                      |
| Visit kiosk with 2 passport size colour photograph & minimum KYC                                    | Do not submit any original KYC document                                  | Do verification of the photocopies of KYC documents with their originals.                                                                                     | Do not forget to return the original KYC documents                          |
| Before accepting passbook ensure that name is correctly printed on it.                              | Do not collect passbook of any other customer                            | Do check the name of the customers from the KYC documents.                                                                                                    | Do not forget to cross check the details entered at the time of data entry. |
| While doing withdrawal transaction at kiosk correctly count the money before accepting              | Do not leave kiosk counter before taking transaction's receipt           | Required only 2 passport size colour photograph of customer                                                                                                   | Do not accept black and white passport size photo of customer               |
| While doing any deposit transaction at kiosk correctly count the money before handing over the same | Do not pay any direct charges to CSP's for all bank related transactions | Kindly handover the passbook to the original Account holder and do proper entry in the passbook register to avoid from loss of passbook and/or from misplace. | Do not handover the passbook to any relatives, friends etc                  |
| For doing transfer transaction, if any charges are collected, take printed receipt of that charges  | *****<br>*****                                                           | Do proper counting of money before handing over to the customers                                                                                              | Do not forget to handover the receipt and making entry in the register      |
| *****<br>*****                                                                                      | *****<br>*****                                                           | Do proper counting before accepting money upon completion of the transactions.                                                                                | Do not collect any charges directly from the customer's upfront.            |
| *****<br>*****                                                                                      | *****<br>*****                                                           | Do proper entry in the register upon completion of every transaction.                                                                                         | *****<br>*****                                                              |
| *****<br>*****                                                                                      | *****<br>*****                                                           | CSP must verify the cash available and Overdraft (OD) account balance available.                                                                              | *****<br>*****                                                              |
| *****<br>*****                                                                                      | *****<br>*****                                                           | Must keep printed record of daily journal/ transactions record.                                                                                               | *****<br>*****                                                              |
| *****<br>*****                                                                                      | *****<br>*****                                                           | Must provide printed receipts for all extra charges                                                                                                           | *****<br>*****                                                              |



# Bank of India Customer Service Point



## Facilities Available

1. Opening of Zero Balance saving account and to link Aadhaar with them (for receiving all types of governmental aid under different schemes like: Gas Subsidy, MNREGA, Widow Pension, School Uniform, Scholarship, etc.).
2. Opening of Recurring Deposit (RD) accounts.
3. You can deposit money in bank of India's bank account having in any corner of India of your friends, relatives, others.
4. You can transfer money from one account to another account.
5. You can deposit installments in Recurring deposit and loan accounts.
6. To make fixed deposits.
7. You can source Kisan Credit Card (KCC) and other loan accounts.



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CSP Name :

CSP Address :

Contect No. :

Working timing :

Link Branch :

Branch Address :

Branch Manager Name :

Branch Manager :  
Phone No.

Branch Manager :  
inspection Date & Time



## Bank of India Customer Service Point



### Checklist relating to account opening Kyc documents

If anyone wants to open a basic saving deposit account then he/she must possess following documents as its individual identity and address proof as per KYC directives of RBI which are as follows:-

1. For address proof (any one of the following)

- Ration Card
- Latest Electricity bill
- Latest telephone bill
- Electoral Voter ID Card
- PAN card
- Driving license
- UID/Aadhaar card
- Officially sealed letter of Nagar Palika Parsihad/Gram Pradhan /BDO/Surpunch.
- Officially sealed letter issued by any Gazatted officer or government officer.

2. Photo ID proof ( any of the following)

- Electoral Voter ID card
- PAN Card
- Driving License
- Passport
- UID/Aadhaar Card
- Officially sealed letter of Nagar Palika Parsihad/Gram Pradhan /BDO/Surpunch.
- Officially sealed letter issued by any Gazatted officer or government officer.



# Bank of India Customer Service Point



## Important Information for Customers

- Do not deposit any amount without taking receipt.
- For any problem and complaint write SMS and send on 09222000909.



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## Types of services

## Price

1. Opening of NO Frill zero balance accounts
2. Issuance of passbook
3. Opening of flexi RD account
4. Withdrawal from account (max 4 transaction per month)
5. Transfer of money within accounts opened at link branches
6. Deposit of money in other bank accounts

**Free**

**Free**

**Free**

**Free**

**Free**

**Rs. 30/-**