



**Pradhan Mantari Jan Dhan Yojana (PMJDY)**  
**प्रधान मंत्री जन धन योजना**



**ग्राहक सुविधा केंद्र**  
**Customer Service Point**



## Pradhan Mantari Jan Dhan Yojana (PMJDY) प्रधान मंत्री जन धन योजना



## ग्राहक सुविधा केंद्र Customer Service Point

लिंक शाखा  
Link Branch:

लिंक शाखा कोड  
Link Branch Code:

ब्रांच दूरभाष  
Branch Tel.:

सीएसपी कोड  
CSP Code:

सीएसपी नाम  
CSP Name:

सीएसपी मोबाईल  
CSP Mobile:

सीएसपी स्थान  
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	***** *****	Do proper counting of money before handing over to the customers	Do not forget to handover the receipt and making entry in the register
***** *****	***** *****	Do proper counting before accepting money upon completion of the transactions.	Do not collect any charges directly from the customer's upfront.
***** *****	***** *****	Do proper entry in the register upon completion of every transaction.	***** *****
***** *****	***** *****	CSP must verify the cash available and Overdraft (OD) account balance available.	***** *****
***** *****	***** *****	Must keep printed record of daily journal/ transactions record.	***** *****
***** *****	***** *****	Must provide printed receipts for all extra charges	***** *****





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## 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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## Customer Service Point



CSP Name :

CSP Address :

Contect No. :

Working timing :

Link Branch :

Branch Address :

Branch Manager Name :

Branch Manager  
Phone No. :

Branch Manager  
inspection Date & Time :



## 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 /Surpanch.
  - 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.



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## 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

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

## Price

**Free**

**Free**

**Free**

**Free**

**Free**

**Rs. 30/-**