

Updated as on 2nd May, 2024

A. CUSTOMER SERVICE INFORMATION:

1. We have displayed the key interest rates on deposits
2. Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit lockers
3. We exchange soiled notes and mutilated notes
4. We accept coins of all denominations
5. If a bank note tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after stamping the note
6. Please refer to our cheque collection policy for the applicable timeframes for collection of local and outstation cheques

B. SERVICE CHARGES:

Please refer our Schedule of charges for all our products of Savings Accounts (SA) and Current accounts (CA). (Branches are advised to take print out of the SOC's of SA and CA from website and display with this notice).

This branch is under CCTV Surveillance. This is a No Smoking Zone.
For any assistance, please call our Contact Center:
For Assets - 1800-4200 (7 am to 10 pm, all days)
For Liabilities - 1800-2080 (24*7)

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C. GRIEVANCE REDRESSAL:

Bank Officials to be contacted for Redressal of Complaints		
Escalation Matrix	Designation	Name & Details
Level - 1	Branch Manager	
Level - 2	Regional Head	
Level - 3	Regional Nodal Officer	
Level - 4	Principal Nodal Officer	Shirley George Jana Small Finance Bank Divyasree Chambers #11, 5th Floor, A-Wing Off Langford Road, Bangalore - 560025 Tel: 080 - 68131421 (9am to 6pm Monday to Friday) Email: nodal.officer@janabank.com
Level - 5	Banking Ombudsman	Centralised Receipt and Processing Centre Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017 Email: crpc@rbi.org.in OR https://cms.rbi.org.in

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D. OTHER SERVICES PROVIDED:

We open Basic Savings Bank Deposit Accounts (BSBDA).

E. INFORMATION AVAILABLE IN BOOKLET FORM OR IN THE DIGITAL FORM:

Regulatory:

1. All the items mentioned in (A) to (D) above (listed below under 'Internal')
2. The Citizen's Charter for Currency Exchange facilities
3. Time norms for common transactions
4. Design and security features of all the banknotes
5. Policy documents relating to:
 - a. Cheque Collection
 - b. Grievance Redressal
 - c. Bank Deposits
 - d. Customer Compensation
6. Collection of dues and repossession of Security
7. The complete service charges, including services rendered free of charge
8. Code of Bank's Commitment to Customers
9. Code of Bank's Commitment to Micro and Small Enterprises
10. Banker's Fair Practice Code
11. Guidelines on Opening and Operation of Bank Accounts of disabled persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities

Internal:

1. Banking Ombudsman Scheme
2. IBA code for Banking Practice
3. KYC Norms
4. Interest Calculation Method
5. TDS provisions
6. GST Tax Notice
7. Operation of Bank a/c by sick and old

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SMOKING PROHIBITED:

The Government of India has under the Cigarettes and other Tobacco Products (Prohibition of Advertisement and Regulation of Trade and Commerce, Production, Supply and Distribution) Act - 2003 notified revised rules on the Prohibition of Smoking in Public Places. These rules have come into effect from October 2, 2008. As per the revised rules, smoking is banned private work places. The ban covers public and private work places. All employees & Customers are requested to take note of the rules and refrain from smoking in Bank Premises. The ban is a punishable offence with a fine of up to Rs 200.00 which can be levied on the person who violates the ban or on the Bank in case the offence is committed in the work place.

RAMP NOTICE:

In terms of RBI Circular No. DBOD.No.LEG.BC.113.09.07.005/2013-14 dated 21.05.2014 allowing Banks to dispense with the mandatory requirement of providing Ramp facility at Branch/On-site ATM Premises for the reason recorded and displayed in the Branch/ATM, we, **Jana Small Finance Bank Ltd.** hereby declare that the Branch Premises/~~On-site ATM premises~~ situated at

have not been provided with Ramp facility because of the following reasons:

Constricted Access for RAMP Creation / Movement of Wheel Chair

Jana Small Finance Bank

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EMERGENCY CONTACT NUMBERS:

(Branches are advised to fill the details in the column provided and display).

S. No	Particulars	Contact Number
1	Nearest Police Station	
2	Nearest Fire Station	
3	Nearest Hospital	

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