



The Name You Can Bank Upon



just one app



Path Pradarshak

2026 – 2027

A Comprehensive Guide for Career Progression



KNOWLEDGE



SKILLS



LEADERSHIP



OPPORTUNITIES



GROWTH



Prepared by
STC Jaipur

Foreword



It is a matter of great satisfaction to present the latest edition of '*Pathpradarshak*' (*English Version*) 2026-2027, a learning initiative of HO: CLI, conceived through STC Jaipur with the objective to serve our colleagues in their journey towards professional excellence and career advancement.

The banking landscape today is evolving at an unprecedented pace. Technology, regulatory changes, digital transformation, new banking practices, and changing customer expectations are continuously reshaping the way we work. In such an environment, keeping our knowledge current is not only important for success in promotion examinations but is equally essential for performing our responsibilities with confidence, competence, and greater effectiveness.

Keeping this need in perspective, the present edition of *Pathpradarshak* brings together a wide range of contemporary and relevant topics for our staff members. It covers important developments in the banking sector, recent RBI guidelines, Government-sponsored deposit and credit schemes, priority sector provisions, legal and regulatory updates, customer service practices, digital banking, and other areas of operational significance.

I believe that the true purpose of learning extends beyond any examination with greater objective of developing professionalism, adapt to change, making informed decisions at the workplace. In this regard, *Pathpradarshak* is intended to be more than a study material—it is a ready reference for strengthening professional awareness and broadening one's understanding of contemporary banking.

I would like to acknowledge and appreciate the sincere efforts of the Staff Training Centre teams at Jaipur and Panchkula in bringing this edition together. The compilation of relevant content, keeping pace with changing regulations and developments, and presenting it in a simple and accessible manner requires considerable effort and commitment. Their contribution reflects the Training Centre's endeavour to create learning resources that are both relevant to examinations and useful in actual banking practice.

To all our staff members preparing for their promotion examinations, I extend my **sincere good wishes for your success**. May your preparation strengthen not only your prospects for career progression but also your confidence, competence, and readiness to take on greater responsibilities in the future.

Wishing you meaningful learning, successful preparation, and continued professional growth.

(Preeti Jha)
GM-L&D

PATH PARDARSHAK

Index

*Knowledge
Empowers
Service*

5 - 7	Chapter - 1 PNB Profile	1	2	Chapter - 2 Reserve Bank of India Act - 1934	8 - 9
10 - 14	Chapter - 3 Negotiable Instrument Act - 1881	3	4	Chapter - 4 Banking Regulation Act - 1949	15 - 17
18 - 22	Chapter - 5 Bank-Customer Relationship	5	6	Chapter - 6 KYC Policy - 2026	23 - 34
35 - 81	Chapter - 7 Deposit Schemes	7	8	Chapter - 8 Government Deposit Schemes	82 - 87
88 - 172	Chapter - 9 Digital Products & Services	9	10	Chapter - 10 Retail Lending Schemes	173 - 186
187 - 201	Chapter - 11 P S Guidelines & Agriculture	11	12	Chapter - 12 Government Sponsored Schemes	202 - 211
212 - 221	Chapter - 13 Credit Management and Risk Policy 2025	13	14	Chapter - 14 MSME Guidelines & Products	222 - 243
244 - 258	Chapter - 15 NPA Management	15	16	Chapter - 16 CBS	259 - 266
267 - 278	Chapter - 17 Glossary	17			



punjab national bank

...the name you can BANK upon!

Board of Directors

MD & CEO



Shri Ashok Chandra
MANAGING DIRECTOR & CHIEF
EXECUTIVE OFFICER

Executive Directors



Shri M. Paramasivam
Executive Director



Shri D. Surendran
Executive Director



Shri Amit Kumar Srivastava
Executive Director

Directors



Shri Divesh Sehara
Govt. Of India Nominee Director



Dr. Uma Sankar
Reserve Bank Of India Nominee
Director

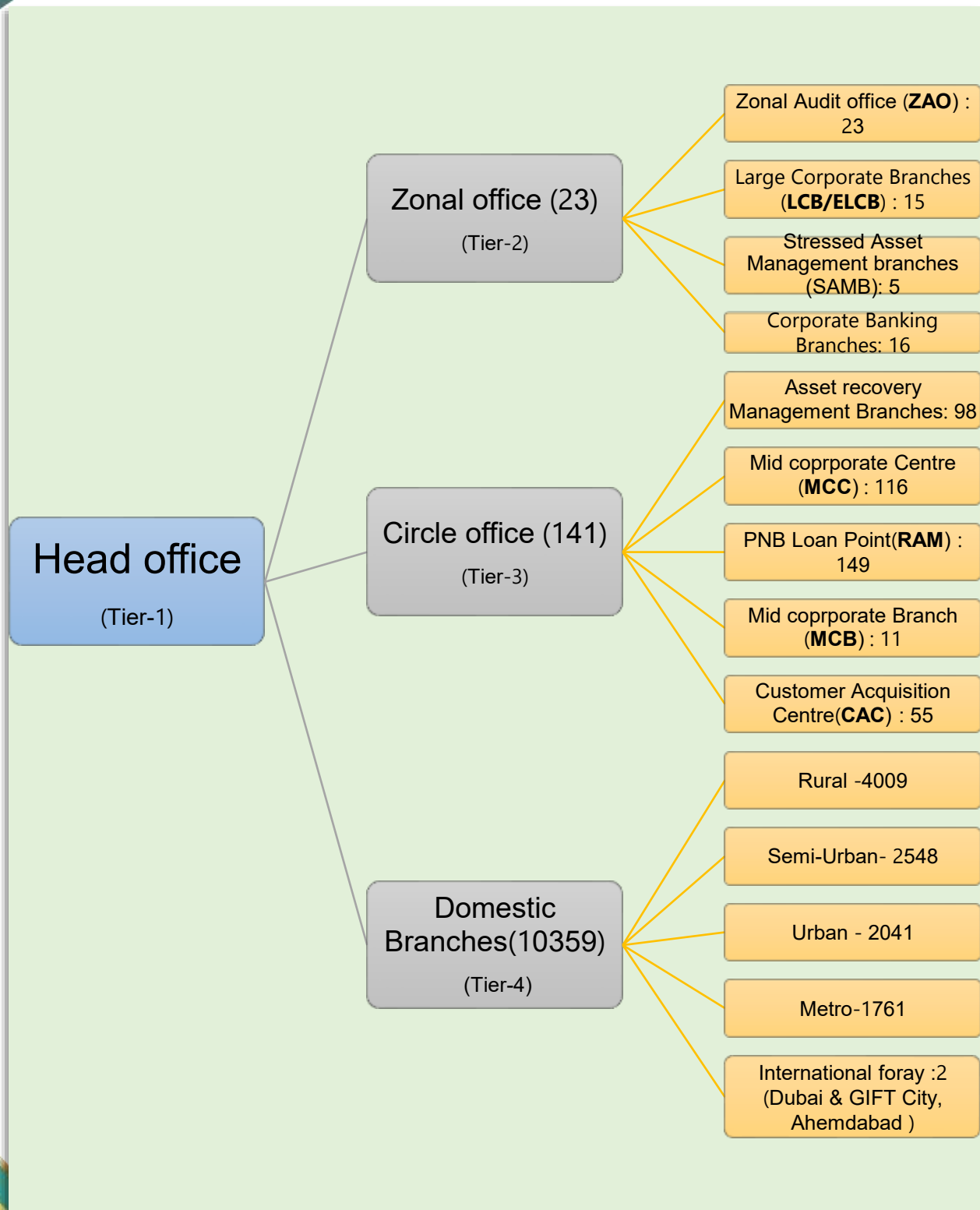


Shri Ambarish Ojha
Shareholder Director



Smt. Vandana Bhagavatula
Shareholder Director

Organisational Structure

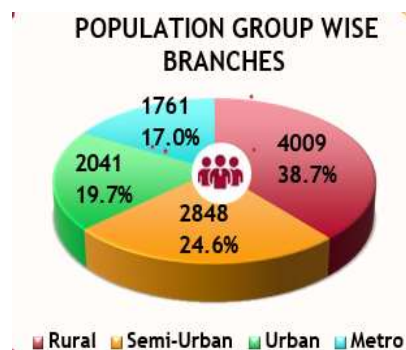


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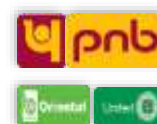
Bank's Profile (30.06.2026)

Development Story of Punjab National Bank:

- ❖ PNB was born on May 19, 1894.
- ❖ Punjab National Bank (PNB), India's first Swadeshi Bank, commenced its operations on April 12, 1895.
- ❖ Bank's first branch was opened at Anarkali Bazaar in Lahore.
- ❖ At this time Bank's authorized capital was ₹ 2 lac and working capital was ₹ 20,000.
- ❖ The first Board of 7 Directors comprised of Sardar Dayal Singh Majithia, Lala Lalchand, Kali Prosanna Roy, Lala Harkishan Lal, EC Jessawala, Lala Prabhu Dayal, Bakshi Jaishi Ram, and little later Lala Dholan Dass was appointed as the bank expanded its footprint into Amritsar before opening the Lahore doors in 1895. Sh. Dayal Singh Majithia was the first Chairman, Lala Harkishan Lal, the first secretary to the Board and Shri Bulaki Ram Shastri Barrister at Lahore, was appointed Manager.
- ❖ During the long history of the Bank, 9 banks have been merged/ amalgamated with PNB.



- ❖ Post amalgamation of eOBC & eUNI w.e.f 01.04.2020, PNB has expanded its presence across India.
- ❖ As at the end of June 2026, Bank has total 54248 delivery channels with a network 10,359 domestic branches, 2 International branches, 10605 ATMs & 33284 Business Correspondents.
- ❖ PNB is the second largest Public Sector Bank (PSB) in the country.



BANKS'S BUSINESS PERFORMANCE AND PS ACHIEVEMENTS

Highlights

Business

Financial

Asset Quality

Share/Capital

Digitalization/
Analytics

HR/Network
/GB/RRB

ESG/
Award



Balance Sheet-Liabilities & Assets

Sl.	Parameters	30 th June'25	31 st Mar'26	30 th June'26
CAPITAL & LIABILITIES				
1	Capital	2299	2299	2299
2	Reserves and Surplus	129668	140351	146208
3	Deposits	1589379	1711126	1724837
4	Borrowings	71261	82314	79264
5	Other Liabilities and Provisions	40709	49802	37704
	Total Liabilities	1833315	1985892	1990312
ASSETS				
1	Cash and Balances with RBI	71384	60856	71243
2	Balances with Banks	67565	101092	90312
3	Net Investments	509406	494112	486222
4	Net Advances	1091981	1225292	1241399
5	Fixed Assets	15512	15577	15523
6	Other Assets	77468	88964	85613
	Total Assets	1833315	1985892	1990312

Highlights

Business

Financial

Asset Quality

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Analytics

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/GB/RRB

ESG/
Award



Government Flagship Schemes

As on June'26



Amt in Rs. Crore	Q1 FY26	Q1 FY27
Sanctioned	5850	5660
Disbursed	5811	5623

☆☆☆



Amt in Rs. Crore	No. of A/c	Amount
Sanctioned	179031	3249
Disbursed	162331	2848

☆☆☆

As on June'26



No of Applications	Amount Sanctioned (in Rs. Cr)
43330	422

☆☆☆

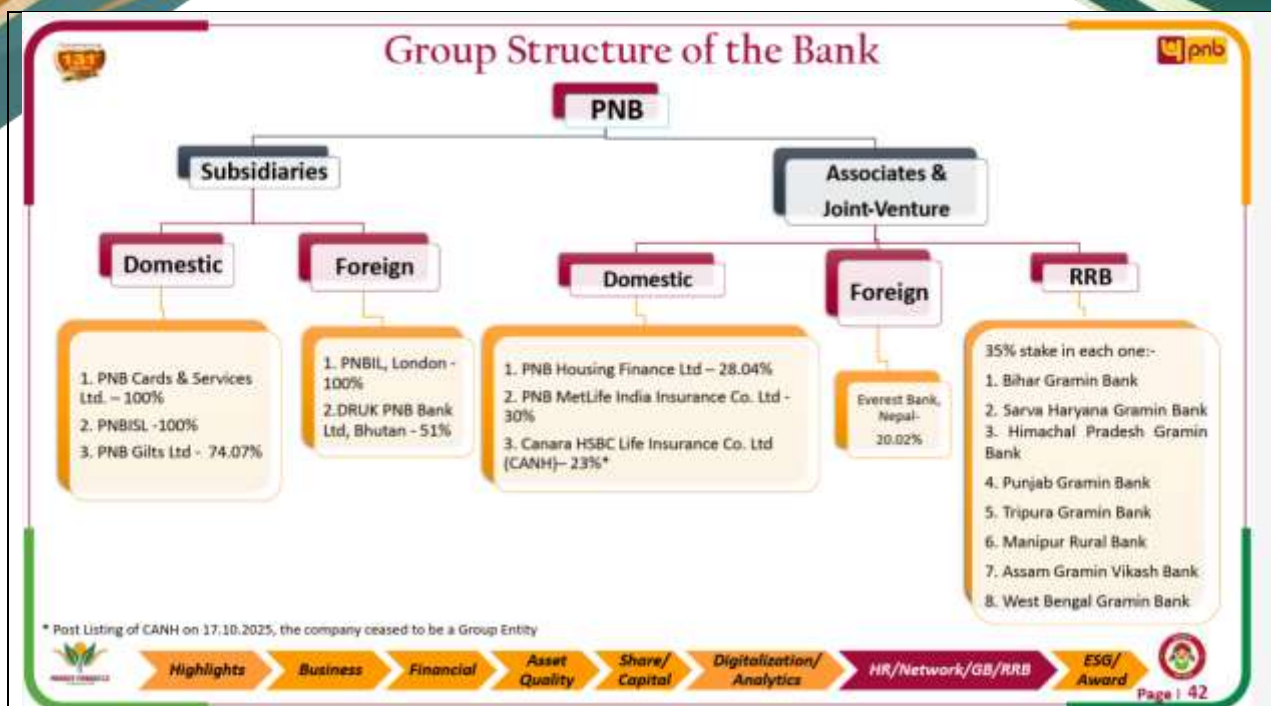
As on June'26



Amt in Rs. Crore	No. of A/c	Amount
Sanctioned	1246	183
Disbursed	561	22

☆☆☆





Rewards & Accolades



Golden Peacock National Training Award for the year 2026



APY Annual Awards: Excellence Achiever for FY 2025-26 targets, awarded by PFRDA



Platinum for Treasury Transformation at the Infosys Finacle Innovation Awards 2026



Winner in the Climate Finance category for the Viksit Bharat "Ambassador for Change" Awards 2026



BAANKNET Highest Value Realization Award at a function organized by PSB Alliance



Platinum for Product Innovation at the Infosys Finacle Innovation Awards 2026 for Krishi Tatkal Rinn

2

RBI Act -1934

Functions of RBI

> ISSUER OF CURRENCY

- Authorized to issue currency notes .
- One rupee note is issued by the Central Government under the signature of the Finance Secretary.
- Arrangements for currency chests for expansion and contraction of currency across the country. (*RBI Act-1934 Section-22*)

> Banker to Government:

- Reserve Bank of India Central (u/s 20) and acts as banker, representative and advisor to State Governments (u/s 21-A)
- Reserve Bank collects all the income of the Central and State Governments, pays for the expenses and arranges for the public debt .

> Currency And Regulation of lending:

- Banks have to maintain CRR (Some percentage of NDTL has to be kept with RBI as cash, the minimum and maximum limit has been abolished since 2006) (*RBI Act-1934 Section-42*) And SLR (Some percentage of net demand and time liability in cash, gold , unencumbered (without charge) as security , maximum-40%) (*Banking Regulation Act-1949 Section 24*) as per RBI instructions.
- Currently CRR→3.00% and SLR→ 18%.

> Bankers of Banks :

- Also acts as the banker of the commercial, co-operative and regional banks of the country.
- Refinance facilities to all scheduled banks. (RBI acts as lender of last resort by providing financial assistance) .

> Regulation and Control of Credit:

- Reserve Bank of India Regulates credit through various measures viz. Bank Rate Policy, Open Market Operation, Variable Reserve Ratio or Cash Reserve Ratio, Selective Credit Control and Moral Pressure etc. and helps in achieving the goal of 'Growth with Stability'.

> Regulation and Control of Banking System:

The entire banking system of the country works under the regulation and control of the Reserve Bank. Reserve Bank has following powers:

1. **License** : Every bank set up in India has to obtain a license from the Reserve Bank .
2. **Arrangement**: The Reserve Bank constantly monitors the arrangement of other banks.
3. **Liquid Reserve**: Under Section 24 of the Banking Regulation Act, every bank has to keep 18 % of its total deposits in cash and approved securities . The Statutory Liquidity Ratio (SLR) is a minimum percentage of a

- The Reserve Bank of India was established on April 1, 1935 under the recommendations of the RBI Act, 1934 (known as the John Hilton Young Commission on Indian Currency and Economy).
- On January 1, 1949, the Central Government nationalized the RBI under the Reserve Bank (Transfer of Public Ownership) Act 1948 by paying paid up capital of 5 crores.
- The Reserve Bank is managed by the Central Board of Directors comprising four local boards – **Mumbai, Delhi, Calcutta and Chennai**. RBI consists of 1 Governor, 4 Deputy Governors and 15 other Directors.
- **First Governor- O. Smith,**
- **First Indian Governor - Dr. C. Deshmukh,**
- Current Governor – **Sh. Sanjay Malhotra.**

bank's deposits that must be kept in liquid assets, such as cash, gold, or government securities. The Reserve Bank of India (RBI) fixes the SLR rate, which can be a maximum of 40%

4. **Branch Expansion:** Any bank has to take the permission of the Reserve Bank before opening its new branch in any part of India.
5. **Inspection :** Under Section 35 of the Indian Banking Act, the Reserve Bank has extensive inspection rights, Under which the Reserve Bank can do a complete investigation of any bank's capital, funds, cash-amount, loan and their securities, management and system etc. and if no possibilities of rectification of irregularities, RBI can arrange liquidation or merger.
6. **Liquidation and Merger:** The Reserve Bank can apply to the court under Section 38 of the Banking Act for the liquidation of banks with very bad financial condition to those whose economic condition is relatively better, after closing their regular business for 6 months (Moratorium), plans to merge it with a strong bank .

➤ **Manager of Foreign Exchange Reserves –**

- The Reserve Bank of India buys and sells foreign currencies with the objective of keeping the foreign exchange rate stable and also safeguards the foreign exchange reserves of the country.

➤ **Direct Action -** If a bank does not follow the policy of the Reserve Bank or does not accept its advice , then the Reserve Bank can take direct action against it.

➤ **Information publication -** An important function of the Reserve Bank of India is also to publish information about the country's currency , debt market , currency, finance , economic condition and banking and co-operative movement.

➤ **Agricultural Credit System-** To study agricultural requirements under the agricultural credit system, to advise the Central and State Governments.

➤ **Other tasks:** The Reserve Bank of India performs many other developmental functions. These functions include approval and implementation of loans for agriculture (which are transferred to NABARD) , trading of government securities and trade bills , lending for government purchases and sale of valuables, etc.

➤ It also acts as the representative of the Government of India to the International Monetary Fund (IMF) and represents India's membership.

Some important provision of the Act :-

➤ Section 2: Scheduled Bank to mean a bank included in Second Schedule of RBI Act.

➤ Section 17 Various business done by RBI has been shown.

➤ Section 18: RBI provides emergency loans to banks at a concessional rate.

➤ Section 20: Banker to the Government.

➤ Section 21 : Authorized for Government business in India .

➤ Section 22 : Authorized to issue bank notes .

➤ Section 24 : Note Of Denominations (2 , 5, 10, 20, 50, 100, 500, 1000, 2000 (Recently RBI withdraws Rs 2,000 notes from circulation) , 5000, 10000), maximum denomination of 10000 notes can be printed . Government of India may discontinue issue of such denomination notes.

➤ Section 26 : The notes issued by RBI are legal tender, it is guaranteed by the Central Government .

➤ Notes issued by RBI in section 29 are exempt from stamp duty on them under the Indian Stamp Act Huh.

➤ Section 31 : Prohibits issue of note payable to bearer.

➤ Section 42 scheduled banks are required to keep certain percentage of their daily balance in cash with RBI in current account, this is called cash reserve ratio.

➤ Under Section 42C , RBI has the power to add or delete the name of any bank from the Second Schedule.

➤ Policy Rates are as follows: (Visit <https://www.rbi.org.in> for latest rates)

Policy Repo Rate	Fixed Reverse Repo Rate	Standing Deposit Facility Rate	Marginal Standing Facility Rate	Bank Rate	CRR	SLR
5.25 %	3.35%	5.00 %	5.50%	5.50 %	3.00%	18.00%

3

NEGOTIABLE INSTRUMENTS ACT, 1881

NEGOTIABLE INSTRUMENTS ACT, 1881

- The main objective of the Act is to legalise the system by which instruments contemplated by it could pass from hand to hand by negotiation like any other goods.
- Amendments in the act has come three times: Negotiable Instruments (Amendments and Miscellaneous Provisions) Act, 2002, Negotiable Instruments (Amendment) Act, 2015, Negotiable Instruments (Amendment) Act, 2018.

MEANING OF NEGOTIABLE INSTRUMENTS:

The act does not define the term 'Negotiable Instruments'.

Section 13 of the act provides for three kind of Negotiable instruments namely, Bills of Exchange, Promissory Notes & Cheques payable either to bearer or order.

NI is payable to Order when :

- expressed to be so payable
- when it is expressed to be payable to a specified person and does not contain the words prohibiting its transfer.

NI is payable to the Bearer when :

- express to be so payable
- When the only indorsement or last indorsement is a blank indorsement.

CHARACTERISTICS OF NEGOTIABLE INSTRUMENT:

- It is in writing
- It is signed
- Freely transferrable from one person to another
- Title should be defect free
- NI must contain unconditional order or promise to pay money only
- Sum payable, time payable and person to whom payment is made should be certain
- Instrument should be delivered. Only drawing of instrument does not create liability.

PRESUMPTIONS AS TO NI Unless contrary proved correct the following presumptions hold true:

- **Consideration** : NI is drawn for something in return
- **Date** : NI should bear a date on which it is drawn
- **Acceptance** : NI should be accepted within a reasonable period after it is drawn and before maturity
- **Transfer** : NI should be transferred before maturity
- **Stamp** : NI should be duly stamped
- **Holder** : Holder of NI is holder in due course

Some of the important provisions of the Act are as follows

- **Section 4:** A promissory note is an instrument in writing containing an unconditional undertaking, signed by the maker, to pay a certain sum of money only to or to the order of a certain person or to the bearer of the instrument.
- **Parties to Promissory Notes**
 1. **Drawer/Maker/Debtor/Payer:** The person who makes the promise

2. **Drawee/Bearer/Creditor/Payee:** The person to whom the amount is payable

- **Section 5 :** A Bill of Exchange is an instrument in writing containing an unconditional order, signed by the maker, directing a certain person to pay a certain sum of money only to or to the order of a certain person or to the bearer of the instrument.
- **Parties to Bill of Exchange**
 1. **Drawer:** The maker of the bill of exchange
 2. **Drawee:** Person directed by the drawer to pay
 3. **Payee:** person named in the instrument to whom or to whose order the money/instrument is directed to pay.
- **Section 6: CHEQUE:** A cheque is like a bill of exchange drawn on a specified banker and expressed to be payable otherwise than on demand and it includes electronic image of a truncated cheque and cheques in electronic form. A Cheque is payable on demand.
- **Features and Parties to Cheque**
 - a. Drawn on specified banker
 - b. Payable on demand
 - c. Other features same as bills of exchange
- **Parties to Bills of Exchange**
 - a. **Drawer** –person who makes the cheque
 - b. **Drawee** –specific banker on whom the cheque is drawn
 - c. **Payee** –person named in the instrument on whom the cheque is drawn
 - d. **Drawee in case of need** –name of a person in addition to name of a drawee.

Types of Cheques :

- **Order Cheque:** One person or more is specified on the cheque as payee or endorsee. Negotiated by endorsement and delivery.
- **Bearer cheque:**
 - No person is specified in the cheque as payee or endorsee, or the words 'to bearer' appear on the cheque. Negotiated by delivery only.
- **Crossed cheques**
 - Specific direction to the drawee financial institution not to pay the cheque over the counter.
- **Bearer Cheque:** Cheque is bearer written and can be negotiated only by delivery.
- **Cheques drawn in different inks, scripts and handwritings:** Such Cheques would be paid, if otherwise in order and the paying bank is in a position to read and understand the instructions of the drawer.

Cheques without date: Such cheques are to be returned by the Bank. A holder can complete an inchoate cheque by filling in the date and take the payment of the cheque. A cheque bearing a date being a holiday can be paid on the next working day.

- **Cheque bearing impossible date:** A cheque bearing an impossible date means the cheques drawn with a date, which never happens to exist.
- **For example:** November 31 or February 30, which may be paid on November 30 and February 29/28 respectively, as the case may be.
- **Ante-dated Cheques:** An ante-dated cheque is one, which bears a date prior to the actual date of signing the cheque or opening of an account. It can be paid till it becomes a stale cheque.
- **Stale Cheques:** A stale cheque is the one, validity period of which, on the date of presentation, has already expired and due to that it cannot be paid.
- **Validity Period of a Cheque:** As per RBI directions dated 04/11/2011 (U/s 35 A BR Act) w.e.f 01.04.2012, cheques, demand draft & banker's cheques presented after 3 months from their date, cannot be paid by the Banks.
- **Revalidation of cheques :** After a cheque becomes stale, it can be revalidated, any no of times. The fresh validity runs from the date of revalidation.
- **Post-dated cheque:** The cheque, which bears a date after the date on which it is drawn, and the date has not fallen due till presentation is called a post-dated cheque. Such cheques become effective on the date mentioned

on the body of the cheque. The drawer of such a cheque can be sued by the holder after the mentioned date only.

Different types of dates on cheques:

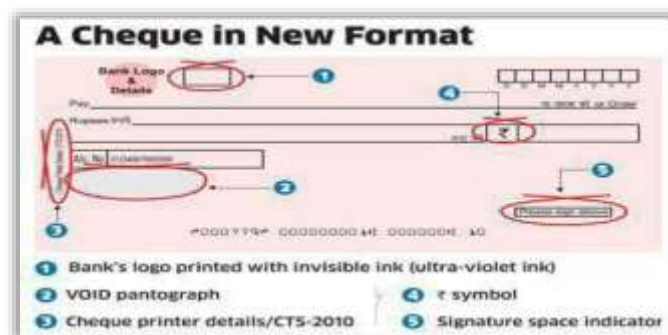
Cheque Issued on	Cheque dated as	Type of Cheque
October 25, 2025	October 1, 2025	Ante dated
October 25, 2025	October 27, 2025	Post dated
October 25, 2025	July 1, 2025	Stale

CTS – 2010 STANDARD:

Purpose: Achieving standardization of cheques.

• Features of CTS Cheques:

- Branch address with IFSC code printed on top
- Date in dd/mm/yyyy format with boxes.
- A pantograph that shows “VOID/COPY”
- New rupee symbol instead of bilingual format.
- "Please sign above" is mentioned at the bottom
- Watermark “CTS INDIA”
- Ultraviolet logo of the Bank to be visible in UV lamps.



Sec. 7 – Drawer and Drawee:

- The maker of a bill of exchange or cheque is called a “**drawer**”
- The person thereby directed to pay is called a “**drawee**”
- The name of any person may be given in a bill as ‘**drawee in case of need**’. His liability arises only when the bill is not accepted by the drawee named in the bill.

Sec. 9 – Holder in due course:

Any person who for consideration became the possessor of a promissory note, bill of exchange or cheque if payable to bearer, or the payee or endorsee thereof, if payable to order before the amount mentioned in it became payable and without having sufficient cause to believe that any defect existed in the title of the person from whom he derived his title.

Sec. 10 Payment in due course: Payment in accordance with the apparent tenor of the instrument in good faith and without negligence to any person in possession thereof under circumstances, which do not afford a reasonable ground for believing that he is not entitled to receive payment of the amount therein mentioned.

Sec. 14 Negotiation: When a promissory note, bill of exchange or cheque is transferred to any person so as to constitute that person the holder thereof. The instrument is said to be negotiated.

Sec. 15 Endorsement: Signing on the face or back of a negotiable instrument or on a slip of paper annexed to the negotiable instrument called **allonge** by the holder of a negotiable instrument for the purpose of negotiating such a negotiable instrument.

Types of Endorsements:

Section 16 (1) – Endorsement in blank: Mere signature of the endorser on the back of an instrument.

For example, if A gives B a cheque of 1,000 payable to order, and B merely puts his signature on the back of the cheque and delivers it to C, such an endorsement is a blank endorsement.

Endorsement in full – When the endorser makes a direction to pay the amount specified in the cheque to a certain person or his order then the endorsement is in full. **For example** Pay Ram or Pay Ram or to his order.

Sec. 22 Maturity – The maturity of a promissory note or bill of exchange is the date at which it falls due.

Days of grace: Every promissory note or bill of exchange which is not expressed to be payable on demand, at sight or on presentment, is at maturity on the third day after the day on which it is expressed to be payable.

Section 23 to 25 – Calculating Maturity:

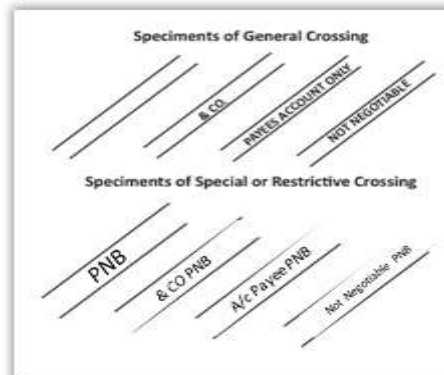
Case	Date of maturity
NI payable on stated number of months after date	Corresponding day of the relevant month (i.e., date on which negotiable instrument is drawn + stated number of months) + 3rd day
NI payable on stated number of months after sight	Corresponding day of the relevant month* (i.e., Date on which negotiable instrument is presented for sight + stated number of months) + 3rd day
NI payable on a stated number of days after date	Date on which negotiable instrument is drawn + stated number of days + 3rd day
NI payable on stated number of days after sight	Date on which negotiable instrument is presented for sight + stated number of days + 3rd day

Section 50 – Restrictive Endorsement – when the right of negotiation is restricted or excluded by the endorsement. (An example of a restrictive endorsement is the **"For Deposit Only"** stamp used by most companies on the back of a received check. This stamp effectively limits further action on the cheque by the stated payee to only being able to deposit it).

Section 52 – Sans Recourse Endorsement – The endorser can endorse the instrument in such a manner as to escape his liability.

- This is known as ‘Sans Recourse’ endorsement, or ‘without recourse’ endorsement.
- Thereafter if he again becomes the holder the instrument, **all the intermediate endorsers shall be liable to him.**
- An endorser, **who endorses without recourse, cannot be held liable**, if the instrument is dishonoured.
- **Section 56 – Partial Endorsement:** The endorser transfers only a part of the amount of the instrument to the endorsee.
- **Example:** A is the holder of an instrument for Rupees 1,000. He endorses the instrument as Pay to B or his order the sum of Rupees 500. Then such an endorsement is a partial endorsement and **hence is not a valid endorsement.**
- **Conditional Endorsement:** The endorser may make his own liability on the instrument subject to a condition. The condition can be the happening of a contingent event or make the right of the endorsee to receive the payment upon the happening of such an event.
 - e.g. pay to X if he returns from abroad.
- **Facultative Endorsement** – The endorsee must give notice of dishonour to the endorser, but the endorser may waive this right in writing to the endorsement as ‘**Notice of dishonour waived**’. The endorser, however, remains liable to the endorsee for non-payment of the instrument.
- **Forged endorsement** – Where the endorsement is forged (signed by somebody other than the person) all endorsees subsequent to the forged endorsement do not deliver any title if he derives title through a forged endorsement.
- **Liability of endorser** – In case of dishonour of an instrument, each endorser is liable to the holder.
- **Discharge of endorser’s liability** – An endorser is not liable for the instrument when any subsequent endorser destroys his remedy against prior parties.
- **Sec. 17 – Ambiguous Instrument** – When an instrument due to its **faulty drafting**, can be construed as a promissory note or bill of exchange it is called an ambiguous instrument.
- **Sec. 18 – Amount stated differently in figures and words** – if the amount undertaken or ordered to be paid is stated differently in figures and in words, the amount stated in words shall be the amount undertaken or ordered to be paid.
- **Sec. 36 – Liability of Prior Parties** – Until the instrument is duly satisfied, **every prior party to a negotiable instrument has a liability towards the holder in due course.**

- **Sec. 40 – Discharge of endorser's liability** – Where the holder of a negotiable instrument, without the consent of the endorser, destroys or impairs the endorser's remedy against a prior party, the endorser is discharged from liability to the holder to the same extent as if the instrument had been paid at maturity.
- **Sec. 87 – Effect of Material Alteration** – Material alteration of the Instrument renders the same void as against anyone who is a party thereto at the time of making such alteration.
- **Crossing of Cheques:**
- **Section 123 – General Crossing** is when a cheque bears across its face an addition of the words “**and company**” or any abbreviation thereof, between two parallel transverse lines, or two transverse lines simply, either with or without the words ‘**not negotiable**’ that addition shall be deemed a crossing and cheque shall be deemed to be crossed generally.
- **Section 124 – Special Crossing** is when a cheque bears across its face an addition of the name of a banker, either with or without the words ‘**not negotiable**’ that addition shall be deemed a crossing and the cheque shall be deemed to be crossed specially.
- **Section 125 – who can cross a cheque** - When a cheque is uncrossed, **the holder may cross it generally or specially.**
- **Sec. 138 – Dishonour of cheque** – When any cheque drawn by a person is returned by the bank unpaid, such person shall be deemed to have committed an offence and shall be **punished with imprisonment for a term which may extend to two years, or with fine which may extend to twice the amount of the cheque, or with both.**
- **Sec. 146 – Bank's Returning Memo** – Bank's Returning Memo shall be prima-facie evidence for the dishonour of the cheque.



4

Banking Regulation Act-1949 (Important Sections)

- **Section 5-A:** Approved securities means such securities which are authorized by the Central Government under section 20 of the Indian Trust Act , 1882.
- **Section 5-B:** The definition of banking includes: "Banking means the acceptance of money , in the form of deposits , from the public for the purpose of lending or investment ." and repayable on demand or otherwise by cheques , drafts , and orders or otherwise.
- **Section 5-F:** Demand Liabilities – which is paid on demand , Time Liabilities – which are repaid after a certain period of time.
- **Section 5-N:** Secured loan or advance means a loan against which a security (asset) has been mortgaged and the market/ releasable value of that asset should not be less than the loan amount .
- **Section 6-1:** Banking Describes the forms of business that can be carried out by a banking company - such as accepting deposits , lending , borrowing , accepting bills , buying/selling foreign currency , lockers , LC Issuance , mortgage , insurance business on comission , acting as a trustee and any other business function given as per the official gazette of the Government of India etc.
- **Section 6-2: Restriction on Business** The above section Prohibits a banking company from doing any work other than those given in 6-1 .
- **Section 7: Use of the word Banking** – In India, one of the words "Bank" , "Banking" or "Banking Company" is used in the name of a banking company (company doing banking business) .
- **Section 8: Restriction** – no banking company shall directly or indirectly deal in the buying or selling or bartering of goods, except in connection with the realisation of security given to or held by it, or engage in any trade, or buy, sell or barter goods for others.
- **Section 9: Immovable property cannot be held for more than 7 years** except for own use , which can be further extended by 5 years by RBI .
- **Section 10: Tenure of Management** – (Chairman , Director) – 5 years , which can be extended for another 5 years. **As per a government notification dated November 17, 2022, the term for the appointment has been extended to 10 years, from the earlier 5 years, subject to superannuation age of 60 years.**
- **Section 11 & 12 -**
 - Paid up capital: Foreign Bank - 15 lakh minimum (20 lakh for business in Mumbai or/and Kolkata), Domestic Bank - 5 lakh minimum.
 - Ratio of Authorized Capital, Subscribed Capital & Paid up capital - 4:2:1
 - A shareholder cannot have a maximum of 10% voting rights irrespective of the size of the shareholder's holding.

- ✦ The Banking Companies Act, 1949 came into force on 16.03.1949.
- ✦ With effect from 01.03.1966, the Banking Companies Act, 1949 is known as the Banking Regulation Act, 1949.
- ✦ Implemented in Jammu and Kashmir since 1956, it is currently applicable all over India.
- ✦ It is **not applicable** to primary agricultural societies, co-operative land mortgage banks and non-agricultural credit societies.

- **Section 13- Commission & Brokerage:** The bank cannot pay commission , brokerage or discount more than 2.5% of the paid up value of one of its shares .
- **Section 15-** Bank cannot pay dividend before capitalized expenses are written off .
- **Section 17-1:** The Bank shall, before the declaration of any dividend, transfer an amount equal to 20% of the profits of each year to a reserve fund. (RBI has increased it from 20% to 25% with effect from 31-03-2001.)
- **Section 18: Cash Reserve-** Non-Schedule bank will have to keep at least 3% of its demand and time liabilities in cash reserve or current account with RBI.
- **Section 19 :** Allows the bank to form a subsidiary company.
- **Section 19(2):** No bank shall hold shares in any company in excess of 30% of its paid up share capital + reserves or 30% of the paid up share capital + reserves of that company.
- **Section 20:** Bank Loan cannot be given by pledging one's own shares.
- **Section 21:** RBI may issue directions to banks for laying down policy for advances.
- **Section 21-A:** Interest charged by a bank after February 15 , 1984, can not be made the subject of inquiry by the court on the ground that the interest charged is excessive.
- **Section 22 :** License from RBI is necessary for banking business in India.
- **Section 23 :** Permission from RBI is required for opening new branch and transfer of branch at the present place of business.
- **Section 24 :** Every bank has to keep some percent of its net demand and time liability in the form of cash , gold and unencumbered (on which no charge is recorded) security , which is a maximum of 40 percent, on the last day of the second preceding fortnight of every month.
- **Section 26 :** Unclaimed deposits of 10 years and above have to be sent to RBI within 30 days from the end of every calendar year.
- **section 31 :** Banks have to submit balance sheet and audit report within 3 months from the end of the reporting period, RBI can extend this time by another 3 months.
- **Section 35 :** RBI has the right to inspect banks and give them necessary instructions , RBI has given instructions under section 21 and section 35 to round off rupee transactions to the nearest rupee .
- **section 35a :** RBI can give instructions to banks in public interest.

Banking Law Amendment Act 2012

- The Banking Law Amendment Act, 2012 came into force on January 18, 2013.
- In consultation with the Government of India, the RBI can remove the board of directors of any banking company for 6 months. This period can be extended up to a maximum of 12 months.
- Section 3 of the Banking Companies (Acquisition and Transfer Undertaking) Act 1970 and 1980 has been amended under which nationalised banks can increase their authorized capital through bonus shares and rights issue with the approval of the central government and RBI, removing the ceiling which was earlier Rs 3000 crore.
- The Deposit Education and Awareness Fund (DEAF) has been set up under Section 26A.
- Prior to holding 5% or more share capital and voting rights in any banking company, approval from RBI will have to be obtained.
- Cooperative societies will have to take permission from RBI for banking business.
- A penalty of up to Rs 3 crore has been made for giving false information to RBI.
- Bill proposed a penalty of up to Rs 200,000 for not providing the required information or account book to the RBI, if the mistake continues; the penalty amount can be increased by Rs 50000.
- **Voting Rights:** To make investment attractive, voting rights in private sector banks have been increased from 10% to 26%. The voting rights of the government in public sector banks have been increased from the present 1% to 10%.

- **Section 35 AA** : On the orders of the Government of India, the RBI can direct a banking company to proceed with the bankruptcy resolution process under the Insolvency and Bankruptcy Code-2016.
- **Section 35 AB** : RBI can give directions to the bank for disposal of bad accounts.
- **Section 36** : If necessary , RBI can dismiss the chairman or employee of a bank.
- **Section 45** : RBI can apply to the Central Government for suspension of business of any banking companies and preparing a scheme for its reconstitution or amalgamation.
- **Section 45(Y)**: Preservation of Bank Records - The Central Government in consultation with the RBI is empowered to make rules with respect to the preservation of records , a/cs and other documents.
- Payments made under **section 45Z** : instrument can be returned to the customer by keeping the true copy of the instrument.
- **Section 45(ZA)** : Nomination in deposit accounts.
- **Section 45(ZC)** : Nomination in Safe Custody Accounts.
- **Section 45(ZE)**: Nomination in Locker Accounts.
- **Section 45(ZG)**: successive nomination across all types of accounts (Deposits, Safe Custody, and Safety Lockers)
- **Section 47A** : Violation of RBI instructions can be fined by RBI.
- **Section 49A** : No person other than a banking company / RBI / SBI can accept money in the form of deposit, which can be paid through cheque.

5

Customer – Banker Relationship

As per banking parlance, a Customer is defined as a person who holds a deposit account, loan account, locker or goods safe custody account with a bank.

- As per the guidelines of 'Know Your Customer' by the Reserve Bank of India, a customer can be said to be a person who has an account with the bank or has any other kind of relationship with the bank.
- When a person becomes a customer, a legal relationship is created between the bank and the customer. The relationship can be in form of :

- **Debtor & Creditor** - When the customer is a depositor, he is called a creditor or the bank is called a debtor. Similarly, in a bank draft, the drawee is the creditor and the bank is the debtor. (Purchaser of the draft is creditor and bank is debtor).
- **Creditor & Debtor** – If the customer takes a loan from the bank, then he is called a debtor and the bank is called a creditor.

When does the bank customer relationship end?

- When the customer closes the account himself, after giving the notice.
- When the bank closes the account after the expiry period of notice by giving notice.
- When the client dies/goes bankrupt/becomes insane.
- When a garnishee or attachment order comes into the customer's account. (Temporary)

As per the **KYC policy of RBI**, a **customer** may be defined as:

- ✦ A person or entity that maintains an account with the Bank and /or has a business relationship with the Bank;
- ✦ One on whose behalf the a/c is maintained (the beneficial owner)
- ✦ Beneficiaries of transactions conducted by professional intermediaries, such as Stock Brokers, Solicitors etc. as permitted by the Law, and
- ✦ Any person or entity connected with a financial transaction which can pose significant reputational or other risks to the bank, for example - a wire transfer or issue of a high value demand draft as a single transaction.

- **Trustee & Beneficiary** - When a person deposits some money in the bank and leaves it without any order, then that person becomes the beneficiary and bank trustee. Similarly, in a bank draft, the payee is the beneficiary and the bank is the trustee.

- **Agent and Principal** - When a customer deposits a Cheque in the bank, after taking payment, the bank deposits it in that person's account (Collection of Cheque), then the customer becomes the principal and the bank agent.

- ❖ **Bailee and Bailor** - If a person deposits his goods with the bank and the bank take the responsibility of monitoring those goods (as in case of safe custody or deposit) of articles), then the customer becomes the depositor and the bank becomes the deposittee. Under the Indian Contract Act 1872, the bank will have to take proper care of the goods.
- ❖ **Lessor and Lessee** - When a locker is given by the bank to a customer, the bank becomes the lessor and the customer the lessee in this regard.

Duties of the Banker

In order to complete the bank-customer relationship , the bank has to fulfill some obligations towards the customer , which are as follows-

- ❖ Honoring Cheque issued by the customer – A bank is bound to honor cheque issued by its customer provided the customer has sufficient funds in his account, the funds are sufficiently payable to pay the cheque, and There should be a formal expectation of honoring the cheque.
- ❖ **Keeping the secrecy of the customer's account** - The bank is bound to keep the information about its customer's accounts and transactions completely confidential. This is a statutory obligation of the bank and continues even after the account is closed.
- ❖ It is also the responsibility of the bank to collect Cheque and bills and to submit periodic statements.
- ❖ Honoring Cheque issued by the customer – A bank is bound to honor Cheque issued by its customer provided the customer has sufficient funds in his account, the funds are sufficiently payable to pay the cheque, and There should be a formal expectation of honoring the cheque.
- ❖ Maintaining the secrecy of the customer's account, this is a statutory obligation of the bank and continues even after the account is closed.
- ❖ It is also the responsibility of the bank to collect checks and bills and to submit periodic statements.

Banker's Rights

- ❖ Right of lien
- ❖ Right of set off
- ❖ Right of appropriation

Lien (Claim/Entitlement)

Lien is the right of the Creditor, under which he can keep the goods or securities of the Debtor until he receives the entire amount to be paid by the debtor. It does not include the right to sell.

Lien is the right of the bank under which the bank can keep the goods or securities kept with it until the amount due is fully repaid.

Lien is of two types, special and general.

- ❖ **Special Lien:** According to section 170, the special lien is available to the bank only for one transaction. The transaction under this entitles the creditor to retain only those goods and securities in respect of which the amount is payable. For example, a tailor may hold a piece of cloth brought to him to be stitched until he has received the fee for sewing it.
- ❖ **General lien:** According to section 171, general lien is the right of lien when the bank can retain the securities or goods taken by it in any form until the time when all the bank's payment obligations of the customer are over.

Bank's lien is also known as general lien under the Indian Contract Act.

- ❖ The special feature of this lien right is that it becomes available to the bank as soon as the customer bank relationship is established and the bank gets the right to sell the common securities held by it. This lien of the bank does not come under the Limitation Act. When the bank intends to exercise such a right, it is required to give proper notice to the customer.

Lien can be used:

- ▶ When the goods and securities are given by the customer to the bank by virtue of being a bank.
- ▶ When the goods and securities are in the name of the customer.
- ▶ When the goods/securities are in the possession of the bank and any loan granted by the bank has been repaid and others are yet to be repaid.
- ▶ The loan to be recovered should have been under the law. It is not necessary to have limitation here.

Negative Lien: When the goods or securities remain in the ownership of the customer and the customer writes to the bank that these goods or securities belong to him, there is no other charge on them and he will get permission from the bank before selling them or charge on them in future, then it is called negative lien.

Right of set off

Whenever the same customer has two accounts in one or more branches of the bank, in which one is a loan account and the other is a deposit account, then the bank adjusts these two accounts among themselves, then it is called the right of adjustment or right of set off. Is.

The following conditions are necessary in this :

- ▶ Both the accounts should be in the same name.
- ▶ The debt to be recovered should be just.
- ▶ Before using it, it is necessary to inform the customer by the bank.

Right of appropriation

- ▶ Under the Indian Contract Act 1872, debtor who has to repay more than one debt of the creditor, to inform in which account the amount being returned should be deposited.
- ▶ When a debtor who has more than one loan to repay pays some amount to the lender, then the lender should credit the amount to the loan account as stated by him.
- ▶ If the borrower does not specify in which account the amount should be deposited, the lender can deposit the amount in any loan account. Here the lender first deposits the amount in the account which is given first. Here the lender is required to give notice to the borrower.

Garnishment order

Section 60 of the Code of Civil Procedure, 1908 provides for garnishee orders. If a debtor does not pay the amount to a creditor, then that creditor can approach the court and obtain a garnishee order on the bank.

- ▶ **Judgment Debtor:** The debtor on whom the order is passed.
- ▶ **Judgment Creditor:** For whom the order is passed i.e. the creditor. (Decree holder or Garnisher)
- ▶ **Garnishee:** The bank on which the order is issued. (Debtor's debtor)
- ▶ **Order Nishee:** The court asks for account and amount information from the bank.
- ▶ **Order Absolute:** The order is passed by the court in which the amount to be paid is also mentioned.

After receipt of garnishee order, the bank and customer relationship is temporarily terminated. However, even after receipt of the garnishee order, the bank can exercise the 'right of set off ' rule.

Applicable	Not Applicable
All Deposit Accounts (Including FD & RD)	In case of Cash Credit and Overdraft (Limit)
The account should be in the same name and capacity.	The operation in the account is done as an agent.
On credit balance of cash credit and overdraft	In joint accounts the order is issued in the name of one, not paid proportionately
	not on future deposits

Attachment order

The attachment order is issued by the Income Tax Officer under Section 416(3) of the Income-tax Act, 2025. Such order is applicable to all deposits which are deposited in the bank at the time of receipt of the order or have been deposited in the bank even after the receipt of the order or the order applies to joint accounts, paid proportionately can go.

Applicable	Cannot apply
All Deposit Accounts (Including FD & RD)	In case of available balance in shape of Cash Credit and Overdraft (Limit)
The account should be in the same name and capacity	The operation in the account is done as an agent.
Pay proportionately to joint accounts	
On Credit Balance of cash credit and overdraft	
Even on the amount deposited in future	

Difference between garnishee order and attachment order:

Particulars	Garnishee	Attachment
Issuing Authority	Competent Court	Revenue/Tax authority
Under which Act	Civil Procedure Code Sec 60 Order 21 Rules 46.	Relevant Act say Sec. 226 of Income Tax Act for Income Tax.
Depositor called	Judgment debtor	Assesse
Bank called	Judgment debtor's debtor	Assesses's debtor
Stages of order	In two stages i.e. order nisi and order absolute	Issued as a payment order.
Issued to recover	Personal dues of creditor	Dues of the government
Amount	May be mentioned specifically	Must be mentioned specifically
Applicable to which account	Clear amount with the garnishee (Bank) at time of receipt	For all. At the time of or after or order
Applicable to which account	All deposit accounts including FD not due	All deposit accounts including FD not due
Right of set off	Available for lawful and due debts	Available for lawful and due debts
Joint accounts, order single name	Not applicable	Applicable pro-rata
Account of A, order in his name	Applicable	Applicable
Order in Partnership's name and account in partner's name	Applicable	Applicable
Joint account, order same joint names	Applicable	Applicable
Order in name of partner, trustee, executer, liquidator, director of a company, etc	Not applicable for accounts in name of firm, trust, company i.e. accounts in fiduciary capacity etc.	Not applicable for accounts in name of firm, trust, company i.e. accounts in fiduciary capacity etc.

Deceased	Applicable. Execution proceeding can't be stopped after death	Applicable
Insolvent	Not applicable	Not applicable
Undrawn CC or DD limit	Not applicable	Not applicable
Order received simultaneously or is pending for payment.	Preference to attachment	Preference to attachment
Failure to implement the order	Contempt of court	Assessee in default
Applicability on FDR as collateral security	Not applicable	Not applicable

6

Policy for Know Your Customer

In India, the Prevention of Money-Laundering Act, 2002 and the Prevention of Money-Laundering (Maintenance of Records) Rules, 2005, form the legal framework on Anti-Money Laundering (AML) and Countering Financing of Terrorism (CFT). In terms of the provisions of the PML Act, 2002 and the PML Rules, 2005, as amended from time to time by the Government of India, Regulated Entities (REs) are required to follow certain customer identification procedures while undertaking a transaction either by establishing an account-based relationship or otherwise and monitor their transactions.

KYC Policy 2025:

- Know Your Customer (KYC) Norms
- Money-Laundering (AML) standards
- Combating of financing of terrorism activities norms (CFT) and
- The policy guidelines issued on bank obligations under the Prevention of Money Laundering Act (PMLA), 2002, These guidelines are known as 'Know Your Customer (KYC) Policy, 2025'.

Definitions

➤ **Beneficial Owner:** Natural person, who alone or jointly with any other person, or through one or more Juridical Persons, have a controlling ownership interest or who exercises control through other means, of different types of entities. Let's do Here the meaning of ownership interest is explained by the table given below -

customer is	Beneficial Owner and his control over Ownership Interest will be as follows
A Company	Controlling ownership interest" means ownership of/entitlement to more than 10 percent of the shares or capital or profits of the company. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements.
A Partnership firm	One entitled to more than 10% of the capital or profits or who exercises control through other means.
An unincorporated association or body of individuals (includes societies)	holding more than 15% in property, capital or profit. In case of non-fulfillment of this condition , Natural Person holding the post of Senior Managing Official will be the beneficial owner .
A trust	the author of the trust, the trustee, the beneficiaries with 10 percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

- **Central KYC Records Registry (CKYCR)** means an entity defined under Rule 2(1) of the Rules, to receive, store, safeguard and retrieve the KYC records in digital form of a customer.
- **Digital KYC:** means the capturing live photo of the customer and officially valid document or the proof of possession of Aadhaar (where offline verification cannot be carried out) along with the latitude and longitude of the location where such live photo is being taken by an authorised officer of the RE as per the provisions contained in the Act.
- **Digital signature:** Authentication of e-records of subscribers by electronic means/methods.
- **Know Your Client (KYC) Identifier:** A code issued by the Central KYC Records Registry to a customer.
- **UCIC:** Unique Customer Identification Code, unique customer-id allotted for existing customers as well as new customers. All accounts of every customer will be linked to UCIC only.
- **Equivalent e-document:** means an electronic equivalent of a document, issued by the issuing authority of such document with its valid digital signature including documents issued to the digital locker account of the customer as per rule 9 of the Information Technology (Preservation and Retention of Information by Intermediaries Providing Digital Locker Facilities) Rules, 2016.
- **NON-PROFIT ORGANIZATIONS (NPO)** means any entity or organisation, constituted for religious or charitable purposes referred to in clause (15) of section 2 of the Income-tax Act, 1961 (43 of 1961), that is registered as a trust or a society under the Societies Registration Act, 1860 or any similar State legislation or a company registered under Section 8 of the Companies Act, 2013 (18 of 2013).
- **Transaction :** "Transaction" means a purchase, sale, loan, pledge, gift, transfer, delivery or arrangement thereof and includes:
 - Opening an account ;
 - Deposit, withdrawal, exchange or transfer of funds in any currency, whether by cash or cheque, pay order or other instruments or by electronic or other non-physical means ;
 - the use of a safety deposit box or any other form of safe deposit;
 - Entering into any fiduciary relationship ;
 - Payment made or received, in whole or in part, for any contractual or other legal obligation ; Or
 - Establishment or creation of a legal person or legal system.
- **"Suspicious transaction"** means such "transaction" which includes attempted transaction, acting in good faith or not
 - Any transaction involving money obtained by crime.
 - Transactions involving unusual or undue complexity .
 - Transactions that have no economic basis or bona fide purpose.
 - or transactions involving terrorism of any kind.
- **Officially Valid Document (OVD) (officially valid document) Means-**
 - Passport
 - driving license
 - Proof of possession of Aadhaar number (issued by UIDAI)
 - Voter ID card issued by the Election Commission of India
 - Job card issued under NREGA, duly signed by an officer of the State Government.
 - Letter issued by National Population Register in which name, address has been given.





If the address is not updated in the OVD submitted by the customer, the following documents or equivalent e-document will be considered as OVD of proof of address for limited purpose-

- ▶ Utility bill (electricity, telephone, post-paid mobile phone, piped gas, water bill) which is not more than 2 months old.
- ▶ Property or Municipal tax receipt
- ▶ Pension Payment Orders should be written PTA.
- ▶ Letter issued by employer regarding allotment of accommodation

Note : a) Further, at the time of opening the accounts of such customers, the branches shall obtain an undertaking from the customers along with the AOF/OVD . It is required to be taken that the customer shall deposit the OVD with the updated address within 3 months failing which the operations in his account will be Debit Frozen.

b) Where the OVD presented by a foreign national does not contain the details of address, in such case the documents issued by the Government departments of foreign jurisdictions and letter issued by the Foreign Embassy or Mission in India shall be accepted as proof of address.

- ▶ **Video based Customer Identification process (V-CIP):** an alternate method of customer identification with facial recognition and customer due diligence by an authorised official of the RE by undertaking seamless, secure, live, informed-consent based audio-visual interaction with the customer to obtain identification information required for CDD purpose, and to ascertain the veracity of the information furnished by the customer through independent verification and maintaining audit trail of the process. Such processes complying with prescribed standards and procedures shall be treated on par with face-to-face CIP for the purpose of this Master Direction.
- ▶ **Customer:** means a person who is engaged in a financial transaction or activity with the Bank and includes a person on whose behalf the person who is engaged in the transaction or activity, is acting.
- ▶ **Walk-in Customer:** means a person who does not have an account based relationship with the Bank, but undertakes transactions with the Bank.
- ▶ **Customer Due Diligence (CDD):** means identifying and verifying the customer and the beneficial owner using reliable and independent sources of identification.
- ▶ **Non Face to Face Customer:** Means those customers who open accounts without visiting the branch/offices of the banks or without meeting the officials of the banks.
- ▶ **FATCA (Foreign Account Tax Compliance Act)** this is a US tax law that requires foreign financial institutions to provide Tax compliance information on US citizens or companies owned by them.
- ▶ **CRS (Common Reporting Standards" (CRS):** OECD (**Organization for Economic Co-operation and Development**) The Council had approved the ' Common Reporting Standard ' (CRS) on 15 July 2014. The CRS exercises its jurisdiction to obtain account information from financial institutions and automatically exchanges that information with official bodies in other countries on an annual basis.
- ▶ **Politically Exposed Persons" (PEPs) :** Politically Exposed Persons" (PEPs) are individuals who are or have been entrusted with prominent public functions by a foreign country, including the Heads of States/Governments, senior politicians, senior government or judicial or military officers, senior executives of state-owned corporations and important political party officials.
- ▶ **Wire Transfer:** Transaction through electronic means is called wire transfer. If the transaction sender and recipient bank are in the same country, then it is called Domestic Wire Transfer. If the sender and receiver bank of the transaction are in different countries , then it is called cross border wire transfer.

Objective

KYC Policy has been formulated to develop a robust mechanism to achieve the following objectives-

- KYC procedures also enable the bank to know/understand its customers and their financial practices better, which in turn helps in managing the associated risks.
- KYC norms / AML standards / CFT measures and PMLA, 2002 to enable the bank to comply with the bank's obligation and to co-operate with various government institutions to deal with related issues.
- KYC The policy will include the following 4 key elements-
 - Customer Acceptance Policy (CAP);
 - Risk Management;
 - Customer Identification Procedures (CIP); and
 - Monitoring of Transactions

CUSTOMER ACCEPTANCE POLICY(CAP)

The Bank has framed a Customer Acceptance Policy , as per this policy the Bank will ensure that

- No account is opened in anonymous or fictitious / benami name.
- No account is opened where the Bank is unable to apply appropriate Customer Due Diligence (CDD) measures, either due to non-cooperation of the customer or non-reliability of the documents / information furnished by the customer. STR shall be filed if necessary, when it is unable to comply with the relevant CDD measures in relation to the customer.
- No transaction or account based relationship is undertaken without following the CDD procedure.
- The mandatory information sought for KYC purpose while opening an account and during the periodic updation, is specified.
- Additional information, where such information requirement has not been specified in KYC Policy of the Bank, is obtained with the explicit consent of the customer.
- The CDD procedure is to be applied at the UCIC level. Thus, if an existing KYC compliant customer of Bank desires to open another account with the same Bank, there shall be no need for a fresh CDD exercise.
- CDD Procedure is followed for all the joint account holders, while opening a joint account.
- Circumstances, in which a customer is permitted to act on behalf of another person / entity, are clearly spelt out.
- No account is opened where identity of the customer matches with any person or entity, whose name appears in the sanctions lists indicated in Chapter IX of the Master Direction of RBI on KYC as amended from time to time.
- Where Permanent Account Number (PAN) is obtained, the same shall be verified from the verification facility of the issuing authority.
- Where an equivalent e-document is obtained from the customer, the digital signature has to be verified as per the provisions of the Information Technology Act, 2000 (21 of 2000).
- Where Goods & Services Tax (GST) details are available, the GST number shall be verified from the search/ verification facility of the issuing authority.

Note :

- It is to be ensured that CAP should not result in denial of banking/financial services to disadvantaged members of public including PwDs.

RISK MANAGEMENT

The Bank will follow a risk based approach to risk management , which includes-

- The customer will be classified as low, medium and high risk based on the Bank's assessment and risk perception .
- Risk categorization will be done on the basis of information about the identity of the customer , his/her social/economic status , nature of business activity , and information about the business and location of the customer, geographical risk covering customers as well as transactions, type of products/services offered, delivery channel used for delivery of products/services, types of transaction undertaken – cash, cheque/monetary instruments, wire transfers, forex transactions, etc. While considering customer's identity, the ability to confirm identity documents through online or other services offered by issuing authorities may also be factored in.
- The risk categorisation of a customer and the specific reasons for such categorisation shall be kept confidential and shall not be revealed to the customer to avoid tipping off the customer.

Periodic Update

- Periodic update in high risk customer category in 2 years,
- Timely update in medium risk customer category in 8 years ,
- Timely update in low risk customer category over 10 years.

- In case of individual account:

- In case of no change in KYC details, a self-declaration letter is given by the customer through customer's registered email , registered mobile number , ATM or digital channel or letter etc .
- In case of change of address, the address details along with the self-declaration letter are provided by the customer through customer's registered email , registered mobile number, ATM or digital channel or letter,etc, the correctness of which is verified by the bank within 2 months , through various means like address verification letter.
- Fresh KYC documents may be obtained in case the minor customer attains majority, fresh photograph , signature wherever required.

- In accounts other than personal account:

- In case of no change in KYC details, a self- declaration letter is given by the Legal entity(LE) through registered email , registered mobile number , by post/ by visiting the base branch . If required, the information of beneficial owner/persons authorized to operate the account should also be updated.
- In case of change in KYC, the entire action will be taken as for opening a new account.
- **Additional measures :** In case the customer's account is not KYC

PERIODIC UPDATION: (in years)



The following conditions are available in an account opened through e-KYC through Aadhar OTP:

- Specific consent of the account holder required
- The balance can never exceed **1 lakh**.
- The sum of deposits of all accounts of that customer throughout the year should not exceed **2 lakhs**.
- Term Loan (TL) cannot exceed Rs.60000/- for one year.
- According to the KYC policy in one year, if there is no CDD, the deposit account will be closed immediately and debits will not be allowed in the loan account.

compliant , a temporary freeze (only deposits allowed) can be imposed on the account by issuing three notices of 10 days each within 30 days. The account may be frozen (only deposits allowed) even if the customer does not submit PAN or Form 60 or its equivalent documents. If the instrument is received from the customer that he does not want to provide the document, then in this case the bank can close the account .

CUSTOMER IDENTIFICATION PROCESS

Customer Identification Procedure means completion of customer due diligence measures to identify and verify the customer and the beneficial owner .

The bank has to identify the customers in the following situations-

- When starting an account-based-relationship with a customer.
- For a person who is not an account holder of the bank but avail banking services.
- When the Bank doubts the authenticity or adequacy of the customer identification data held by it.
- While selling third party products as an agent, its own products (banks' own products), While paying credit card dues, While selling or reloading prepaid or travel cards , and selling any other product above Rs.50,000.
- Walk-in customer i.e. while carrying out one or several transactions involving an amount of Rs.50000 or more by a non-account holder customer (whether conducted as a single transaction or several transactions that appear to be connected).
- When the bank has reason to believe that a customer (account holder or walk-in) is intentionally converting a transaction into a series of transactions of less than Rs.50000.
- The bank will ensure that introduction is not sought while opening the account.

Video Based Identification:

The bank may undertake V-CIP to do the following:

- In case of new customer onboarding for individual customers ,
- proprietor in case of proprietorship firm, authorised signatories and Beneficial Owners (BOs) in case of Legal Entity (LE) customers.
- In case of CDD of the Proprietorship firm , the bank shall also obtain e-document equivalent to proof of activity in respect of the Proprietorship firm as required for CDD of proprietorship firm, in addition to the CDD of the Proprietorship.

Small Account: If a person does not have any of the specified documents (OVD) and wants to open an account, then a 'Small Account' can be opened, in which the following limits will apply:

- The total of all deposits in a financial year shall not exceed **one lakh** rupees.
- The total of all withdrawals and transfers in a month shall not exceed **ten thousand** rupees (Rs. 10000/-).
- At no time will the balance exceed **fifty thousand** rupees (Rs. 50000/-).
- The bank will receive self-attested photographs.
- The account will remain in operation for a period of **initial 12 months**, which may be extended for a further period of 12 months, provided that the account holder submits evidence of applying for any OVD during the 12 months of opening the said account.
- The entire exemption provisions will be reviewed after 24 months.
- Foreign remittance is not allowed.

- ▶ V-CIP for conversion of existing accounts opened in non-face to face mode to face to face mode using Aadhaar OTP-based e-KYC authentication.
- ▶ V-CIP can be done for updating of KYC for eligible customers.

Customer Due Diligence (CDD) (in case of individuals) – Section 15

➤ Customer Due Diligence (CDD) procedures (in case of individuals)

Bank while establishing an account-based relationship with any person or transacting with any person who is the beneficial owner , authorized signatory or power of any legal entity be an attorney holder , The concerned official shall obtain the following documents from the said persons as part of the process-

- a) Aadhaar number–
 - ▶ Required where he / she intend to receive any benefit or other subsidy under any scheme notified under section 7 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016.
 - ▶ he decides to submit his Aadhaar number voluntarily to a bank or any RE notified under first proviso to sub-section (1) of section 11A of the PML Act; or
- b) the proof of possession of Aadhaar number where offline verification can be carried out; or
- c) the proof of possession of Aadhaar number where offline verification cannot be carried out or any OVD or the equivalent e-document thereof containing the details of his identity and address; or
- d) the KYC Identifier with an explicit consent to download records from CKYCR; and
- e) **PAN** Number or the equivalent e-document thereof or **Form-60** As defined in the Income Tax Rules, 1962, and
- f) a recent photograph; and
- g) At least one document or equivalent e - document related to declared profession, activity , nature of business or financial status , annual income , total turnover (in case of no document self-declaration letter can also be taken)
- h) **Certified copy of any OVD** (Certified copy) , containing details of his identity and address.

Note :-

- ▶ If biometric e-KYC authentication cannot be done on account of injury, illness or old age or any other reason , of a person who is desirous of receiving any benefit or subsidy under any of the schemes notified under the Aadhaar clause, the bank in addition to obtaining an Aadhaar number , for identification , through offline verification or obtain a certified copy of any other OVD, or equivalent e - document from the customer.
- ▶ PAN card and voter identity card, wherever obtained, should be verified from the following websites, and the print of online verification of the said document should be kept on record along with the related account opening form (AOF) .

Name of Documents	Website / Link
PAN Card	Finacle Home Page - Non CBS Applications - GBD - On line PAN verification
मतदाता पहचान पत्र (Voter Identity Card)	www.nvsp.in /National Voters Service Portal)

CDD Measures for Sole Proprietorship Firms

- ★ **CDD Measures for Sole-Proprietary firms** : For opening an account in the name of a sole proprietary firm, CDD of the individual (proprietor) shall be carried out.. Apart from this , any two of the following

documents or their equivalent i.e. Equivalent e-document will also be obtained as proof of business or activity in the name of the firm-

- Registration certificate including Udyam Registration Certificate (URC) issued by the Government.
- Certificate/License issued by the municipal authorities under the Shop and Establishment Act ,
- Sales and Income tax return,
- CST / VAT / GST certificate
- Certificate / registration document issued by Sales Tax / Service Tax / Professional Tax authorities
- IEC (Importer Exporter Code) issued to the proprietary concern by the office of DGFT / License / certificate of practice issued in the name of the proprietary concern by any professional body incorporated under a statute.
- Complete Income Tax Return (not just the acknowledgement) in name of the sole proprietor where the firm's income is reflected, duly authenticated / acknowledged by the Income Tax authorities.
- Utility bills viz. electricity, water, landline telephone bills.

Note :a) In cases where the REs are satisfied that it is not possible to furnish two such documents, REs may, at their discretion, accept only one of those documents as proof of business/activity.

Provided REs undertake contact point verification and collect such other information and clarification as would be required to establish the existence of such firm, and shall confirm and satisfy itself that the business activity has been verified from the address of the proprietary concern.

CDD Measures for Legal Entities

- a) **Opening the account of a Company**, a certified copy or equivalent e-document of each of the following documents shall be obtained-
 - Certificate of incorporation;
 - Memorandum and Articles of Association;
 - Company 's Permanent Account Number
 - A resolution from the Board of Directors and power of attorney granted to its managers, officers or employees to transact on its behalf
 - Documents, as specified in Section 16, relating to beneficial owner, the managers, officers or employees, as the case may be, holding an attorney to transact on the company's behalf
 - the names of the relevant persons holding senior management position; and
 - The registered office and the principal place of its business, if it is different.
- b) Opening the account of **Partnership Firm** , **certified copy** or equivalent e-document of each of the following documents will be obtained-
 - Registration certificate ,
 - Partnership deed,
 - PAN (Permanent Account Number) of the firm
 - Documents, as specified in Section 2, relating to beneficial owner, managers, officers or employees, as the case may be, holding an attorney to transact on its behalf
 - The names of all the partners and
 - Address of the registered office, and the principal place of its business, if it is different.
- c) Opening the account of **Trust** certified copy / certified copy or equivalent e-document of each of the following documents shall be obtained-
 - Registration certificate ,
 - Trust deed;
 - Permanent Account Number or Form No.60 of the trust

- Documents, as specified in Section 2, relating to beneficial owner, managers, officers or employees, as the case may be, holding an attorney to transact on its behalf
 - the names of the beneficiaries, trustees, settlor, protector, if any and authors of the trust
 - The address of the registered office of the trust; and
 - List of trustees and documents, as specified in Section 16, for those discharging the role as trustee and authorised to transact on behalf of the trust.
- d) Opening an account of an unincorporated **Association or a body of individuals** , a certified copy or equivalent e-document of each of the following documents shall be obtained-
 - Resolution of the managing body of such association or body of individuals
 - Permanent Account Number or Form No. 60 of the unincorporated association or a body of individuals
 - Power of attorney granted to transact on its behalf
 - Documents, as specified in Section 2, relating to beneficial owner, managers, officers or employees, as the case may be, holding an attorney to transact on its behalf and
 - Such information as may be required by the RE to collectively establish the legal existence of such an association or body of individuals.
 - Explanation: Unregistered trusts/partnership firms shall be included under the term 'unincorporated association'.
 - Explanation: Term 'body of individuals' includes societies.
- e) **Judicial Persons** For opening the account , certified copies of the following documents will be obtained-
 - Document showing name of the person authorised to act on behalf of the entity
 - Documents, as specified in Section 2, of the person holding an attorney to transact on its behalf and
 - Such documents as may be required by the RE to establish the legal existence of such an entity/juridical person.
 - Provided that in case of a trust, it shall be ensured that trustees disclose their status at the time of commencement of an account based relationship or when carrying out transactions as specified hereunder:
 - a) Transaction of an amount equal to or exceeding rupees fifty thousand, whether conducted as a single transaction or several transactions that appear to be connected, or
 - b) Any international money transfer operations.

Enhanced Due Diligence Procedure

- Enhanced Due Diligence (EDD) for non-face-to-face customer onboarding (other than customer onboarding in terms of Section 3):**
 Non-face-to-face onboarding facilitates the REs to establish relationship with the customer without meeting the customer physically or through V-CIP. Such non-face-to-face modes for the purpose of this Section includes use of digital channels such as CKYCR, DigiLocker, equivalent e-document, etc., and non-digital modes such as obtaining copy of OVD certified by additional certifying authorities as allowed for NRIs and PIOs. Following EDD measures shall be undertaken by REs for non-face-to-face customer onboarding (other than customer onboarding in terms of Section 3):
 - In case RE has introduced the process of V-CIP, the same shall be provided as the first option to the customer for remote onboarding. It is reiterated that processes complying with prescribed standards and procedures for V-CIP shall be treated on par with face-to-face CIP for the purpose of this KYC policy.
 - In order to prevent frauds, alternate mobile numbers shall not be linked post CDD with such accounts for transaction OTP, transaction updates, etc. Transactions shall be permitted only from the mobile number used for account opening. RE shall have a Board approved policy

delineating a robust process of due diligence for dealing with requests for change of registered mobile number.

- Apart from obtaining the current address proof, RE shall verify the current address through positive confirmation before allowing operations in the account. Positive confirmation may be carried out by means such as address verification letter, contact point verification, deliverables, etc.
- RE shall obtain PAN from the customer and the PAN shall be verified from the verification facility of the issuing authority.
- First transaction in such accounts shall be a credit from existing KYC-complied bank account of the customer.
- Such customers shall be categorized as high-risk customers and accounts opened in non-face to face mode shall be subjected to enhanced monitoring until the identity of the customer is verified in face-to-face manner or through V-CIP.

■ **Accounts of Politically Exposed Persons (PEPs)**

Banks shall have the option of establishing a relationship with PEPs (whether as customer or beneficial owner) provided that, apart from performing normal customer due diligence:

- Banks have in place appropriate risk management systems to determine whether the customer or the beneficial owner is a PEP;
- Reasonable measures are taken by the Banks for establishing the source of funds / wealth;
- the approval to open an account for a PEP shall be obtained from the senior management;
- all such accounts are subjected to enhanced monitoring on an on-going basis;
- in the event of an existing customer or the beneficial owner of an existing account subsequently becoming a PEP, senior management's approval is obtained to continue the business relationship;
- These instructions shall also be applicable to family members or close associates of PEPs.

■ **Client Account operated by Professional Intermediaries:**

Banks while opening Client Account operated by Professional Intermediaries shall ensure that:

- Customers will be identified when a customer account is opened by a professional intermediary on behalf of a single customer.
- bank will have the option of holding 'pooled' accounts managed by professional intermediaries on behalf of entities such as mutual funds, pension funds or other types of funds.
- Banks will not open accounts with professional intermediaries who are bound by any customer confidentiality clause that prohibits disclosure of customer details to the bank.
- Banks, at their discretion, shall rely on Customer Due Diligence (CDD) carried out by an intermediary, provided the intermediary is a regulated and supervised entity and has adequate systems in place to comply with KYC requirements of customers.
- The ultimate responsibility of knowing the customer rests with the bank.

Simplified Due Diligence Procedure

■ **Simplified norms for Self Help Groups (SHGs)**

- CDD of all the members of SHG shall not be required while opening the savings bank account of the SHG.
- CDD of all the office bearers shall suffice.
- CDD of all the members of SHG may be undertaken at the time of credit linking of SHGs.

■ **Procedure for opening foreign student account:**

- (a) Banks shall, at their option, open a Non-Resident Ordinary (NRO) bank account of a foreign student on the basis of his/her passport (with visa & immigration endorsement) bearing the proof of identity

and address in the home country together with a photograph and a letter offering admission from the educational institution in India.

- Provided that a declaration about the local address shall be obtained within a period of 30 days of opening the account and the said local address is verified.
 - Provided further that pending the verification of address, the account shall be operated with a condition of allowing foreign remittances not exceeding USD 1,000 or equivalent into the account and a cap of rupees fifty thousand on aggregate in the same, during the 30-day period.
- (b) The account shall be treated as a normal NRO account, and shall be operated in terms of Reserve Bank of India's instructions on Non-Resident Ordinary Rupee (NRO) Account, and the provisions of FEMA 1999.
- (c) Students with Pakistani nationality shall require prior approval of the Reserve Bank for opening the account.
- **Simplified KYC norms for Foreign Portfolio Investors (FPIs) :**
- Accounts of eligible/registered FPIs subject to Income Tax (FATCA/CRS) rules will be opened as per SEBI guidelines for the purpose of investment under Portfolio Investment Scheme (PIS) by accepting KYC documents.
 - Provided that the bank obtains an undertaking from the FPI or the Global Custodian acting on behalf of the FPI that the exempted documents shall be submitted, as and when required .

Reporting Requirement to Financial Intelligence Unit - India

FIU (India) is a central agency whose main objective is to receive , process , analyze and exchange suspicious financial transactions , brought into existence by the Government of India on 18-11-2004 .

Sl . No.	Report type	Description	Where to send
1	Cash Transaction Report (CTR)	All cash transactions of the value of more than rupee ten lakhs or its equivalent in foreign currency and all series of cash transactions integrally connected to each other which have been valued below rupees ten lakhs or its equivalent in foreign currency where such series of transactions have taken place within a month and the aggregate value of such transaction exceeds Rupees ten lakh.	To Director, FIU (India by the 15th of the following month)
2	Suspicious Transaction Report (STR)	Suspicious Transactions (including failed ones), no amount limit.	is required to be sent to FIU (India) within 7 days of arriving at the conclusion of suspiciousness.
3	Counterfeit Currency Report (CCR)	Banking dealing with forged bank notes or forged documents.	To Director, FIU (India by the 15th of the following month)
4	NonProfit Organizations Transactions Report (NTR)	Transactions in foreign currency above Rs.10 lakh or its equivalent.	To Director, FIU (India by the 15th of the following month)
5	Cross Border Wire Transfer Report (CWTR)	value of more than Rs. 5 lakh or its equivalent in foreign currency where either the origin or destination of fund is in India	To Director, FIU (India by the 15th of the following month)

IMPLEMENTATION OF THRESHOLD LIMITS IN CUSTOMER'S ACCOUNTS:

Individuals	
Where customer submits document(s) in support of income/ turnover	150 % of "Expected Annual Credits" declared by customer in AOF (on pro-rata basis for residual months in F.Y.)
Where customer submits self declaration in support of income/ turnover (such as housewife, student, minor, labour working in unorganized sector etc.)	150 % of "Expected Annual Credits" declared by customer in AOF (on pro-rata basis for residual months in F.Y.), subject to maximum of annual threshold of Rs.18 lakh in SF accounts and Rs.60 lakh in current/OD/CC accounts.
Specified category of accounts	
Small accounts	Rs.1 Lakh
- BSBD accounts - A/cs opened at BC locations - A/cs opened using OTP based eKYC in non-face-to-face mode*	Rs. 6 Lakh

Legal Entities	
where customer submits document(s) in support of income/ turnover	150 % of "Expected Annual Credits" declared by customer in AOF (on pro-rata basis for residual months in F.Y.)
where customer submits self declaration in support of income/ turnover	150 % of "Expected Annual Credits" declared by customer in AOF (on pro-rata basis for residual months in F.Y.), subject to maximum threshold limit.

Annual Review of Threshold limits:

Small accounts	Rs.1 Lakh
- BSBD accounts - A/cs opened at BC locations - A/cs opened using OTP based eKYC in non-face-to-face mode*	Rs. 6 Lakh
All other accounts (Savings, Current, Cash Credit, Overdraft)	150% of credit summations in previous F.Y. (on proportionate basis of completed months) OR existing threshold limit, whichever is higher

7

Deposit Schemes

Saving Deposit Schemes

Saving Interest: calculated on the balance remaining on a daily basis, quarterly deposits (Feb, May, Aug, Nov) in the account:
(ALM - IRMD CIRCULAR NO. 21/2025)

DICGC- DEPOSIT INSURANCE AND CREDIT GUARANTEE CORPORATION

- INSURANCE – 5 LAKH
- PREMIUM – 12 PAISE PER 100 RUPEES

Bulk Deposit means: Single Rupee term deposits of Rupees three crore and above for Scheduled Commercial Banks (excluding Regional Rural Banks) and Small Finance Banks.

Additional rate of interest to Senior Citizens :

The Senior citizens of age >60 years to 80 years: additional rate of interest of 50 bps for a period up to 5 years and 80bps for a period above 5 years on domestic deposits of less than Rs. 3 Crore.

Super Senior Citizens of age 80 years & above shall get additional rate of interest of 80 bps over applicable card rate across all maturity buckets.

PNB Tax Saver Fixed deposit scheme: staff members as well as retired staff members (including Senior as well as Super Senior Citizens), maximum rate of interest to be allowed over applicable card rate is 100 bps.

Particulars	Rate of Interest
Upto Rs.100 Cr	2.50% p.a.
> Rs. 100 Crore – ≤ Rs. 500 Crore	2.70% p.a.
> Rs. 500 Crore – ≤ Rs. 1,000 Crore	3.60% p.a.
> Rs. 1,000 Crore – ≤ Rs. 2,000 Crore	3.75% p.a.
> Rs. 2,000 Crore	4.25% p.a.

Intersol transactions in customers accounts:

Parent SOL or Base Branch: branch where account is maintained.

Non Parent SOL or Non Base Branch or Service SOLs: other than base branch

REMOTE SOL: SOL which is maintaining account of neither the Drawer nor the Payee/Endorsee.

Cash Payment to self / third party at other than the base branch & debit transfer at REMOTE SOL allowed in those accounts where mobile number is recorded in the account.

	In Saving accounts	In current Accounts
Single Inter-SOL Cash payment transaction, in deposit accounts for self drawn cheques	Not exceeding 1 Lac (NO PPS) 1 Lac upto 5 Lac (If PPS)	Not exceeding 1 Lac (NO PPS) 1 Lac upto 5 Lac (If PPS)
3 rd party cash payment	Maximum Rs. 50000/- per day	Maximum Rs. 100000/- per day
Debit Transfer at REMOTE SOL	Maximum Rs. 100000/- per day	Maximum Rs. 200000/- per day
Debit Transfer at REMOTE SOL (PPS Entered)	Above Rs. 100000/- to Rs. 1500000/-per day	Above Rs. 100000/- to Rs. 1500000/-per day

Cir 11/2026 GBD (Operations)

WAIVER OF PENAL CHARGES FOR NON- MAINTENANCE OF MINIMUM AVERAGE BALANCE IN SAVING

SCHEMES: As per BA&RM Div Cir No 27/2025 dated 01.07.2025, no penal charges shall be levied for non-maintenance of minimum average balance in all saving account schemes from 01.07.2025 and onwards

PNB UNNATI SAVING FUND ACCOUNT (Savings Account – General)(RLBD Cir No. 08/2022)

Eligible:

Individual Residents (singly or jointly) , Associations , Trusts , Hindu Undivided Families (HUFs) , Clubs , Societies etc. (Subject to RBI guidelines)

Minimum Quarterly Average Balance (QAB)

Nomination facility - Available to eligible persons as per rules.

extra features

- Debit entry should not exceed 50 in a year. IBS, ATM, SI debits and debits are not included under the limit of 50 per year. If debit transactions exceed 50, charges will be applicable as per bank rules.(BA&RM Cir No 07/2024)
- 20 Free Personalized Multicity Checks Leaves per year.
- No NEFT / RTGS facility on fund transfer done through Internet Banking.
- Free Internet Banking .
- Deposits up to Rs.5 lakh per customer are insured by DICGC.
- ATM Cum Debit card (However annual maintenance charges are to be levied)
- Remittance of funds through NEFT / RTGS .
- Standing Instructions available.
- On-line locker facility available.

Branch	Minimum Quarterly Average Balance
rural	Rs 500/-
semi-urban	Rs 1,000/-
urban	Rs 2,000/-

A savings as well as current account should be treated as inoperative / dormant if there are no transactions in the account for over a period of two years. In case any response is received from the account holder giving the reasons for not operating the account, the same shall be continued to be classified as operative for one more year and the account holder shall be advised to operate the account within a period of one year (herein after referred to as 'extended period'). In case the account holder still fails to operate the account within the extended period, bank shall classify the said account as inoperative account after the expiry of the extended period.

PNB SF PRUDENT SWEEP DEPOSIT SCHEME FOR INDIVIDUALS(RLB Cir No 02/2023)

Eligibility: Individual (Individuals/ Staff members are also eligible)

Initial Deposit / Minimum Quarterly Average Balance : Rs. 25000/-

Charges for not maintaining minimum quarterly average balance - Rs.400 /- per quarter

Sweep-in& out shall take place after the cut off level of Rs.50,000 with a minimum of sweep in & out of Rs.5000/- and thereafter in multiples of Rs.5000/- **Sweep out will be done on daily basis.**

Duration of FDR's : 46 days to 179 days(RLB Cir No 02/2023)

Sweep out of funds i.e. withdrawal will be allowed from Fixed Deposit in the multiples of Rs.5, 000/-, on Last In First Out Basis (LIFO). No loan facility is available on FFD.

Various free features:

- ATM card facility (AMC payable)
- Collection of outstation checks up to Rs.25000/- (in a month) though out of pocket charges payable.
- Free: Retail Internet Banking Services , Checkbook and SMS Services.
- 50% concessions on Annual Maintenance Charge - For De-mat Services for first year only.
- RTGS/NEFT to be allowed at 50%concession.
- Free ECS Debit &Credit

PNB SF PRUDENT SWEEP FOR THE ACCOUNTS OF INSTITUTIONS
(RLBD Consolidated Circular No. 08/2022 & 14/2023)

	Variants		
	Standard (SBPPI)	Classic (SBCPI)	Advantage (SBAPI)
Eligibility	Accounts can be opened as per RBI instructions for opening savings fund accounts of eligible institutions.		
Minimum quarterly average balance	₹1.00 Lakh	₹5.00 Lakh	₹10.00 Lakh
Quarterly average balance charges for not maintenance	₹400/-	₹1000/-	₹1500/-
Minimum balance for sweep in and sweep out facility	₹5.00 Lakh	₹8.00 Lakh	₹10.00 Lakh
In multiples of sweep-in and sweep out	₹1.00 Lakh	₹1.00 Lakh	₹1.00 Lakh
Frequency of sweep	Every Tuesday. If Tuesday is a holiday, then on the next working day.		
Duration of FFD	7 Days to 90 Days	46 Days to 180 Days	46 Days to 1 Year
Concession in cash deposit fee	₹1.00 Lakh Per day	₹2.00 Lakh Per day	₹3.00 Lakh Per day
Operational Modality	Debit mandates (clearing/ transfer/ cash) would be executed as under The balance available upto Rs.5,00,000/- in the account would be utilized. For further debits, withdrawal from FFD in multiple of Rs.1.00 lakh on Last In First Out Basis (LIFO)	Debit mandates (clearing/ transfer/ cash) would be executed as under The balance available upto Rs.8,00,000/- in the account would be utilized. For further debits, withdrawal from FFD in multiple of Rs.1.00 lakh on Last In First Out Basis (LIFO)	Debit mandates (clearing/ transfer/ cash) would be executed as under The balance available upto Rs.10,00,000/- in the account would be utilized. For further debits, withdrawal from FFD in multiple of Rs.1.00 lakh on Last In First Out Basis (LIFO)
Free/Concessions	Give DD up to Rs.25000/- every month. NACH, RTGS/NEFT Fee – Zero	Up to Rs. 50000/- per month two DD Nach, RTGS/NEFT charges – Zero.	Up to Rs.100000/- per month two DD Nach, RTGS/NEFT charges – Zero

PNB BASIC SAVING BANK DEPOSIT (BSBD) ACCOUNTS **(BA&RM Deposit & Marketing Cir No 15/2026)**

• **Eligibility**

Account may be opened by an Individual singly or jointly, minors of the age of 10 years and above, minor under natural/ legal guardianship. An illiterate or a visually impaired person is also eligible to open account under the scheme with usual safeguards..

• **Required Minimum Balance (QAB) / Initial Amount : Nil**

• **KYC Compliance:** In accordance with the instructions on KYC/ AML guidelines issued and amended by RBI and Bank from time to time.

• **Free Banking Services:**

- Cheque book with minimum 25 cheque leaves per year.
- Internet and Mobile Banking facility
- Passbook or monthly statement of account in lieu of passbook, either in print or by email (issuance of a continuation passbook, on exhaustion of the pages in the previous passbook, shall not attract any charge)
- ATM Card or ATM-cum-Debit Card. Further, no charges shall be levied towards annual fee, either at the time of issuance or renewal.
- Minimum of six free withdrawals in a month (including ATM transactions done either at the bank's own ATM or another bank's ATM). Digital payment transactions excluding ATM transactions, i.e., Point of Sale transfers, NEFT, RTGS, UPI, IMPS, etc., shall not be counted as withdrawals for this purpose. The charges on digital payment transactions shall be in accordance with guidelines issued by Department of Payment and Settlement Systems, RBI/ NPCI/ GoI, as applicable.
- No limit on number and value of deposits that can be made in a month.
- Deposit of cash at Bank Branch as well as ATMs/ CDMs/ BNAs
- Receipt of money through any electronic channel or deposit/ collection of cheques.

Note: In the case of both new/ existing BSBD accounts, branch shall extend the free facilities at clause (a) to (d) upon receipt of a request from the customer.

• **Other Terms & Conditions:**

- A customer may convert their existing savings bank account to a BSBD account. The Bank shall convert the existing savings bank account to BSBD account within seven days of receipt of request in writing from the customer for such conversion.
- The holder of a BSBD account shall not be eligible to open another BSBD account in the same bank or any other bank. Accordingly, before opening a new BSBD account or converting an existing savings bank account to a BSBD account, the bank shall obtain a declaration from the customer that he/ she does not have a BSBD account in any bank.
- Branches shall convey the differences between BSBD account and various savings bank account variants offered by the Bank when a customer approaches it to open a deposit account. Branches shall publicize the availability of BSBD account and its features to customers.
- On the customer's request, existing 'no-frill' accounts may be converted into Basic Savings Bank Deposit Accounts (PNB Zero Balance Accounts), subject to completion of KYC norms.
- The existing BSBD account holders at branches can use BC outlet facility by submitting biometric details in their accounts. To enable this facility, the customers would be required to fill an application as per Appendix- A and submit the same at branch. While opening of new BSBD account, biometric details of all customers must be captured.
- Further, process for capturing biometric details to facilitate online transactions at BC locations, execution of such transactions and other operational matters shall be governed by the guidelines issued by HO: Financial Inclusion Division from time to time.

PNB GROW AND RISE SAVING SCHEME (As per BA&RM-Deposit & Marketing Cir No. 12/2025 & 28/2026)

Parameter	PNB Grow Savings Scheme	PNB Rise Savings Scheme
Eligibility	A minor of any age is allowed to open and operate savings and term deposit accounts through their natural/ legal guardian. They are also allowed to open such accounts with mother as guardian. Minor's account can be opened under guardianship with mode of operation as Guardian. However, minors of 10 years of age and above can open and operate accounts independently if they so desire with mode of operation Self. For guardian operated accounts, KYC of Guardian and birth certificate of Minor should be obtained. For self-operated accounts, KYC of both guardian and minor should be obtained. KYC of the Guardian should be recorded in CBS. However, it is not mandatory for the guardian to have a PNB Savings Account for opening account of any minor.	Students of age 18 years and above upto 28 years. Student ID from Educational Institutes/ Universities, etc., to be obtained mandatorily and kept on record along with application form.
Minimum Balance	Zero Balance	
Debit Card Limits	ATM: ₹10,000/day POS/eCom: ₹10,000/day Contactless: ₹5,000/day	ATM: ₹1,00,000/day POS/eCom: ₹3,00,000/day Contactless: ₹5,000/day
Loyalty Rewards	- 1000 pts on activation → ₹250 voucher - 400 pts birthday bonus → ₹100 voucher - 2x points selected category merchants spends	- 1000 pts birthday bonus → ₹250 voucher - Milestones I : ₹250 voucher (₹2.5L spend), - Milestone II: ₹500 (₹4L+ spend) - 2x points on category merchants spends
Education Loan Charges Concession	Not Available	NIL processing & documentation under PNB Saraswati & Pratibha schemes
Customized A/C No.	Not Available	Available
Cheque Book	25 leaves per year (Free)	Unlimited (Free)
NEFT/RTGS (Online)	Free	Free
DD Issuance	Free	Free
Demat A/C AMC	As per applicable charges (operated by guardian)	AMC waived if holdings in demat a/c is up to ₹4 lakh
SMS Charges	NIL	
Account Statement Charges	NIL via M-Banking/I-Banking/Email	
ATM Transactions	As per bank's updated guidelines	
Debit Card Type & Issuance & AMC	Grow Debit Card (MPG), ₹250/- +GST (Free Issuance if yearly average balance ≥ ₹5,000)	Rise Debit Card (MPR), AMC ₹375 + GST (Free issuance; AMC waived if annual e-comm/PoS spend ≥ ₹50,000 or avg. balance ≥ ₹10,000)
Debit card Limits	- Cash Withdrawal from ATM: ₹10,000/- per day. - POS/ eCom: ₹10,000/- (combined) per day. - Contactless: ₹5,000/- per day	- Cash Withdrawal from ATM: ₹1,00,000/- per day. - POS/ eCom: ₹3,00,000/- (combined) per day.

Parameter	PNB Grow Savings Scheme	PNB Rise Savings Scheme						
		Contactless: ₹5,000/- per day						
IBS & MBS	Internet and Mobile Banking- Transaction facility is available in Self operated minor accounts only with below restrictions:	Available						
	<table><tr><th>Age Limit (Self-operated minor accounts)</th><th>Daily Transaction Limit</th></tr><tr><td>10 years and above till 14 years</td><td>₹10000/-</td></tr><tr><td>Above 14 years till attainment of majority</td><td>₹25000/-</td></tr></table>		Age Limit (Self-operated minor accounts)	Daily Transaction Limit	10 years and above till 14 years	₹10000/-	Above 14 years till attainment of majority	₹25000/-
	Age Limit (Self-operated minor accounts)		Daily Transaction Limit					
	10 years and above till 14 years		₹10000/-					
Above 14 years till attainment of majority	₹25000/-							
Other Guidelines	- Upon attaining majority, customer accounts under the PNB Grow Savings Scheme (Scheme code: SBKID) and PNB junior SF Scheme for minors (Scheme code: SBMIN) will be automatically converted to the PNB Rise Savings Scheme (Scheme code: SBRIS). Account will be placed under debit freeze (effective on a T+1 day basis) after prior and subsequent intimation to customer via SMS. Unfreezing of these accounts will be done after obtaining fresh operating instructions and specimen signature of the account holder along with fresh photographs. It shall be ensured that CDD (Customer Due Diligence) documents as per the current CDD standards are available with the bank and may carry out fresh KYC of such customers wherever required. If the account is operated by the guardian, the balance shall be got confirmed by the erstwhile minor - Grow card discontinued after 18	- All benefits withdrawn after age 30 - Account converted to SBGEN - Prior notifications via SMS/email						

PNB WOMEN POWER SAVING SCHEME (SBPWR/SBPWS)
(As per BA&RM-Deposit & Marketing Cir No. 09/2025)

Feature	Pearl	Emerald	Solitaire
Monthly average Balance required for availing benefits	₹10,000	₹25,000	₹50,000
Personal Accident Insurance (PAI)	₹10 Lakh	₹15 Lakh	₹20 Lakh
Air Accident Insurance (AAI)	₹20 Lakh	₹30 Lakh	₹40 Lakh
Permanent Partial Disability (PPD)	₹5L	₹7.5L	₹10L
Permanent Total Disability (PTD)	₹10L	₹15L	₹20L
Other benefit linked to PAI	➤ Higher Education - 25% of entitled of PA Cover max up to ₹5 Lakhs in aggregate for 3 years in case of accidental death for 2 dependent children upto their age of 25 years in case of accidental death of the insured. ➤ Girl Child Marriage Cover (18-25 years)- 10% of the PA Cover max up to 10 lakhs each for 2 girl child in case of accidental death of the insured. ➤ Ambulance Charges- ₹10,000/- ➤ Funeral Expenses - ₹10,000/-		

Feature	Pearl	Emerald	Solitaire
	➤ Lost Baggage protection insurance for Domestic Air Travel of ₹25,000/-		
	₹2 Lakh	₹5 Lakh	₹10 Lakh
Cancer Indemnity	In case any new diagnostic with specified Cancer (Breast Cancer, Cervical Cancer, Fallopian Tube Cancer and Ovarian Cancer), this policy includes hospitalization cover along with treatment ambulance and ICU facility		
Wellness Program (PNB Raahat)	a) Annual Preventive Health Check Up. b) Unlimited Tele Consultation. c) Personal Accidental Insurance of ₹4 lakh with permanent total disability cover of ₹125% of Sum Insured.		
Maximum entry age	For PAI and linked benefits and Cancer Indemnity- Up to 69 years For Wellness program- Up to 70 years Note: Insurance, wellness and cancer indemnity related benefits are available for primary account holder only and are subject to applicable T&C of the Bank/ insurance company		
Locker Rent Discount (1st Year)	50% concession in locker rent for 1 st year for small locker	75% concession in locker rent for 1 st year for small locker	Flat 100% off on locker rent for 1 small/ medium locker for 1 st year and 50% off thereafter
Sweep Facility	By Default - No, Available on request; threshold ₹1L, in multiples of ₹10K Sweep out shall be on every Tuesday or any 4 days/dates chosen by the customer. By default, period of FFD shall be 179 days and sweep out shall be on every Tuesday		
Demand Drafts	Free up to ₹1L per instance	Unlimited	Unlimited
StopPayment Instructions & Revocation Charges, RTGS/NEFT/IMPS Online, IBS and MBS	Free Unlimited		
RTGS/NEFT/IMPS at Branch	1 each per month free	2 each per month free	Unlimited
Demat A/c Fee Discount	25% for 1 st year		50% for 1 st year
Customized A/c Number	NA	NA	Available
Waiver in Upfront Fee & Documentation Charges in Retail Loans- Housing Loan, Vehicle Loan, Personal Loan, Gold	25% in fees		50% in fees + 0.05–0.10% ROI concession

Feature	Pearl	Emerald	Solitaire
Loan & Education Loan			
Additional concession in ROI of retail loans- HL,VL,PL,Gold loan and Education loan	NIL		In HL & EL-0.05% In VL,PL & GL-0.10%
Credit Card	Exclusively designed credit card for women customers <u>PNB BLISS</u> with free issuance and tailored features and lucrative offers on lifestyle, shopping and fitness.		
Family banking benefits	➤ Zero Balance account can be opened by spouse and up to 2 children (up to the age of 25 years only) of primary women account holder. In case their account is already available with our Bank, their accounts will be linked with main account & accordingly average balance requirement in the account shall be waived thereof. ➤ Life time free RuPay Platinum Debit Card for Spouse with PAI coverage of ₹2 lakhs		
Reward	□ Account Opening: On successful opening of a Salary Savings Account – 100 Reward Points. □ First Financial Transaction through Debit Card: On completion of the first financial transaction (POS/ E-commerce) – 400 Reward Points □ Birthday Month Spend: On a single transaction of ₹2,000 or above using the Debit Card during the account holder's birthday month – 400 Reward Points □ Monthly Debit Card Spend: On achieving cumulative monthly spends of ₹30,000 through the Debit Card – 400 Reward Points		
Debit Card	Free Issuance of specially designed Rupay Debit Card. Further AMC will be waived in case desired yearly average balance equivalent to MAB requirement of the scheme is maintained in last 12 months Debit Card per day limits: Cash Withdrawal – ₹50,000/-; POS/Ecom – ₹1,50,000/-; Cardless Cash Withdrawal – ₹5,000/-		
ChequeBook Issuance	Free 100 cheque leaves per year		

PNB SAMMAN SAVING ACCOUNT
(As per BA&RM-Deposit & Marketing Cir No. 16/2025)

Feature	Vishwas	Varishth	Vaibhav
Eligibility	All individuals retired on superannuation/ retired due to VRS from any Central Govt., Civil Ministries, State Govt., Local bodies, PSUs and are eligible for pension. Min. pension of ₹10000/- & ab.	Individual customers who are 60 years of age and above (Senior Citizen).	Either Senior Citizen or Pensioners or both

Feature	Vishwas	Varishth	Vaibhav
Joint Account	Only with Spouse	Joint account can be opened as per extant guidelines for Saving General Account.	Vishwas or Varishth (as applicable)
Min. Balance Requirement	NIL	₹10,000/month and above No charges will be levied for non maintenance of MAB but freebies related to scheme will be withdrawn	₹50,000/month and above
Insurance Coverage (PAI/AAI)	₹15L / ₹30L	₹15L / ₹30L	₹30L / ₹60L
Disability Cover (Permanent Total disability & permanent partial disability)	PTD: ₹15L, PPD: ₹7.5L	PTD: ₹15L, PPD: ₹7.5L	PTD: ₹30L, PPD: ₹15L
Other benefit linked to PAI	➤ Higher Education - 25% of entitled of PA Cover max up to ₹5 Lakhs in aggregate for 3 years in case of accidental death for 2 dependent children upto their age of 25 years in case of accidental death of the insured. ➤ Girl Child Marriage Cover (18-25 years)- 10% of the PA Cover max up to ₹3 lakhs each for 2 girl child in case of accidental death of the insured. ➤ Ambulance Charges- ₹10,000/- ➤ Funeral Expenses - ₹10,000/- ➤ Lost Baggage protection insurance for Domestic Air Travel of ₹25,000/-		
Hospicash (hospital stay)	₹30000 p.a i.e., ₹1000/- per day (7 days per instance) max. 30 days (Hospitalisation more than 24 hours) during the policy term		₹90000 p.a i.e., ₹3000/- per day (7 days per instance) max.30days (Hospitalisation morethan 24 hours) during the policy term.
Wellness Program	Annual preventive health check-ups, Unlimited tele-consultation, PA cover of ₹4L with permanent total disability cover of ₹125% of Sum Insured		
Maximum Entry age	For PAI and linked benefits - Up to 69 years For Wellness program- Up to 70 years		
Family Banking Benefits	➤ Zero Balance account can be opened by spouse. In case his/her account is already available with our Bank, the same will be linked with main account & accordingly average balance requirement in the account shall be waived thereof. ➤ Life time free RuPay Platinum Debit Card for Spouse with PAI coverage of ₹2 lakhs		
Waiver in Upfront Fee & Documentation Charges in Pension Loan, Car Loan and PNB Bagbaan	Full waiver		

Feature	Vishwas	Varishth	Vaibhav
Additional Concession in Rate of Interest in Retail Loans-	As per applicable RoI as conveyed by HO: RABD from time to time		In Housing Loan- 0.05% In Pension, Bagbaan, Gold and Car Loan- 0.10%
Locker Concession	50% (1st year) for small locker, 25% off on small locker rent every year		Free for 1st year for Small/ Medium Locker and 50% off on Small/ Medium locker rent every year
	Concession on Lockers are subject to availability and priority will be given to waitlist customers		
Debit Card	Free Issuance of specially designed Rupay Debit Card with attractive features. Further AMC will be waived in case desired yearly average balance equivalent to MAB requirement of the scheme is maintained in last 12 months.		
	Debit Card per day limits		
	Cash Withdrawal	₹50,000/-	
	POS/Ecom	₹1,50,000/-	
ATM Withdrawal	As per norms		Unlimited free from our bank's ATM and applicable charges from other bank ATM
Credit Card	Issuance Free and AMC to be charged in case of RuPay Platinum Credit Card		Issuance and AMC free for RuPay Platinum Credit Card
Door step banking	Free collection of life certificate	Facility available	6 services free in a year including collection of life certificate
Discount in Demat Account fee	Free opening		Free opening and AMC waived
Reward Points	➤ Account Opening: On successful opening of Savings Account – 100 Reward Points. ➤ First Financial Transaction through Debit Card: On completion of the first financial transaction (POS/ E- commerce) – 400 Reward Points ➤ Birthday Month Spend: On a single transaction of ₹2,000 or above using the Debit Card during the account holder's birthday month – 400 Reward Points ➤ Monthly Debit Card Spend: On achieving cumulative monthly spends of ₹30,000 through the Debit Card – 400 Reward Points		

◆ **Common Features Across All Variants:**

- Banking features of the scheme viz. **RTGS, NEFT, IMPS, SMS, Cheque book, DD, Passbook, Zero Balance Family Account, Stop payment instructions, Discount in Demat account fee, Door Step banking** etc. will be made available **free for current** month of account opening (activation)/ transfer-in into the scheme. From 2nd month and onwards, the same will be extended free only if minimum average balance is maintained in the previous month as per MAB requirement of the variant Free cheque book & debit card

PNB SALARY SAVING ACCOUNT (As per BA&RM-Deposit & Marketing Cir No. 11/2025)				
Feature	NEO	EXCEL	OPTIMA	IMPERIAL
Eligibility	Regular & contractual employees of Government Department, PSU, MNCs, Educational Institutions, Corporate, any industrial establishments, etc. who is earning a Gross Monthly Salary of ₹10,000/- & above.			

Feature	NEO	EXCEL	OPTIMA	IMPERIAL
Gross monthly salary	₹10,000 to ₹25,000	Above ₹25,000 to ₹75,000	Above ₹75,000 to ₹1,50,000	Above ₹1,50,000
Customized Account Number	Not available	Available		
Minimum Avg Balance	NIL	NIL	NIL	NIL
Sweep Facility	Not available	Not available	-Threshold limit for Sweep out facility: ₹2 Lakh. -Sweep in/out multiple of: ₹25,000/- -Period of FDR: 7 to 179 days. -Frequency of Sweep out: upto 4 times in a month, as per account holder's choice. At least one date is mandatory.	
Personal Accident Insurance	₹30 Lakh	₹50 Lakh	₹100 Lakh	₹125 Lakh
Air Accident Insurance	₹60 Lakh	₹100 Lakh	₹200 Lakh	₹250 Lakh
Other Add-on Covers with PAI Policy	Personal Accident Insurance (PAI) – Spouse & 1 or 2 Children: Upon the specific request of the Salary Accountholder during onboarding, a PAI (Death) cover of ₹5 lakh each shall be extended to the spouse and up to two children, within the overall sum assured of the primary account holder. Education Cover for Dependent Children: A financial cover of up to ₹5 lakh (i.e., 25% of the entitled PA cover, subject to a maximum of ₹5 lakh) shall be provided towards higher education (college and above) of up to two dependent children (aged up to 25 years), for a period of up to three years, in the event of accidental death of the account holder. Girl Child Marriage Cover (Additional Benefit): An additional benefit of up to 10% of the PA cover (maximum ₹10 lakh per girl child) shall be payable for the marriage of up to two girl children (aged between 18–25 years) in the event of accidental death of the account holder. Emergency Medical Expenses: Coverage of emergency medical expenses up to ₹25,000/- shall be available, as per policy terms. Ambulance Charges: Coverage up to ₹10,000/- towards ambulance expenses incurred in case of emergency hospitalization. Air Ambulance Charges: Coverage up to ₹1,00,000/- for air ambulance services, subject to conditions of the insurer. Funeral Expenses upto ₹10,000/-			
Term Insurance	NIL	₹2 Lakh	₹5 Lakh	₹8 Lakh
Hospital Cash	₹30,000	₹30,000	₹60,000	₹60,000
Overdraft Facility	Available			
Credit Card No Joining Fee & Life Time Free	Not eligible	Rupay Platinum Credit Card	Rupay Select Credit Card	
		Equal to 1 Month Gross Salary	Equal to 1.5 times of the Monthly Gross Salary	Equal to 2 times of the Monthly Gross Salary
		Limit calculated through Risk-based Underwriting Model (RUM) whichever is lower		
	Concession in Upfront Fees &	Concession in Upfront Fees & Documentation	Concession in Upfront Fees & Documentation	Concession in Upfront Fees & Documentation

Feature	NEO	EXCEL	OPTIMA	IMPERIAL
Retail Loans Vehicle Loan(VL) Home Loan(HL) Education Loan (EL) Personal Loan(PL)	Documentation charges in VL/HL/EL: 100% PL: 25%	charges in VL/HL/EL: 100% PL: 25%	charges in VL/HL/EL: 100% PL: 50%	charges in VL/HL/EL: 100% PL: 50%
		Special concession in ROI upto 0.05% in Housing Loan. Special concession in ROI upto 0.10% in Vehicle Loan.		
Locker Rent(Small locker)	25% 1st year	50% 1st year	100% 1st year, then 50% discount each year	100% 1st year, then 75% discount each year
Free Locker Visits	12/year	18/year	Free Unlimited	
Demat/Trading AMC Charges	100% Discount			
Family Banking Benefits	Zero Balance Savings Account for upto 4 Family Member (including Salaried); Family Members include primary accountholder's spouse and Maximum 2 child (up to the age of 25 years).			
Cheque Book issuance RTGS/NEFT/IMPS Demand Draft issuance SMS Alert Ledger Folio Statement of Account	Free			
Debit Card	RuPay Select Issuance charges: NIL ,AMC: NIL , Cash Withdrawal at ATM: ₹1.50 Lakh per day POS/ eCom: ₹5.00 Lakh per day			
Free PNB ATM Withdrawals	Unlimited	Unlimited	Unlimited	Unlimited
Other ATM Withdrawals	3 transactions	5 transactions	5 transactions	Unlimited
Account Continuity & Conversion	- The benefits and features of the New Salary Account Scheme shall be available only in accounts where salary is credited on a regular basis. In case cumulative salary credit of ₹30,000/- is not received for six consecutive months, the account shall continue to remain under the Salary Account Scheme and enjoy associated benefits only if the 6-month Average Balance is maintained as per the following criteria: Neo: ₹25,000/- , Excel: ₹75,000/- , Optima: ₹1,50,000/-, Imperial: More than ₹1,50,000/- - If no salary is credited for six consecutive months and the prescribed 6-month Average Balance is not maintained, the account shall be reclassified as a PNB Unnati Savings Account.			

PNB KISAN SAVING ACCOUNT
(As per BA&RM-Deposit & Marketing Cir No. 14/2025)

PNB has introduced two specialized savings account variants for farmers:

Parameter	Harit	Samriddhi
Eligibility	Farmers aged 18+, Farmers - As per National Policy for Farmers 2007	
Min. Balance (Half-Yearly Avg.)	₹5,000	₹25,000
Personal Accident Insurance (PAI)	₹10 lakhs	₹20 lakhs
Permanent total disability(PTD) /Permanent partial disability(PPD) Coverage	₹10Lakhs / ₹5Lakhs	₹20Lakhs / ₹10Lakhs
Air Accident Insurance	₹20 lakhs	₹40 lakhs
Add-On PAI Benefits	a)Higher Education (for college & Higher studies) - 25% of entitled of PA Cover max up to ₹2.50 Lakh in aggregate for 3 years for 2 dependent children having age upto 25 years in case of accidental death of insured. b)Girl Child Marriage Cover (18-25 years)- 10% of the PA Cover max up to 1 lakh each for 2 girl child in case of accidental death of the insured. c)Ambulance, Funeral charges Rs 10000 d)Lost Baggage ₹25000	a)Higher Education (for college & Higher studies) - 25% of entitled of PA Cover max up to ₹5.00 Lakh in aggregate for 3 years for 2 dependent children having age upto 25 years in case of accidental death of insured. b)Girl Child Marriage Cover (18-25 years)- 10% of the PA Cover max up to 2 lakh each for 2 girl child in case of accidental death of the insured. c)Ambulance, Funeral charges Rs 10000 d)Lost Baggage ₹25000
Healthcare	Free Primary Health Care Services in tele-consultation (audio-video) mode with qualified doctors for the primary account holder at Physical e-clinics in assisted mode generally located near our branches or in DIY (do-it- yourself) mode through a dedicated mobile application. The assistance shall be provided by Nurse available at the e- clinic.This service shall be provided by Bank's partner M/s m-Swasth Solutions Pvt. Ltd	
Agri Loans	Charges Applicable as per Bank's extant guidelines	NIL Upfront fees/document charges plus 0.05% interest concession in farm equipment loans, excluding Govt. sponsored program where interest subsidy is available
Retail Loans Concession(Education, Vehicle, Housing) Processing/upfront charges and documentation charges	EL- PNB Saraswati & PNB Pratibha education loan scheme (For dependent children- If coborrower in Education Loan A/c) ,VL(two wheeler)- Full waiver HL-25% concession	EL- PNB Saraswati & PNB Pratibha education loan scheme (For dependent children- If coborrower in Education Loan A/c) ,VL(two wheeler & Car Loan), HL- Full Waiver
Debit Card	Kisan Platinum (PAI cover ₹2L)	Kisan Select (PAI cover ₹10L)
Debit Card Issuance Fees & AMC	₹250+GST	₹500+GST
	The Kisan Platinum and Kisan Select Debit Card shall be issued for free in the account. However, AMC shall be free only if the mandated average balance for availing freebies is maintained for the complete previous half-year	
Debit card limits	Cash Withdrawal from ATM: ₹0.50 Lakh per day.	

Parameter	Harit	Samriddhi
	• POS/ eCom: ₹1.50 Lakh (combined) per day. • Contactless: ₹5,000/- per day.	
Loyalty Rewards	• Milestone I - ₹250/- voucher of selected category merchants to account holders whose spent in last F.Y. through Debit Card is ₹2,50,000/-. • Milestone II - ₹500/- voucher of selected category merchants to account holders whose spent in last F.Y. through Debit Card is greater than ₹4,00,000/-.	
Locker	Charges as per extant Bank guidelines.	20% lifetime discount in annual locker rent (Small locker)
SMS Charges	Charges as per extant Bank guidelines	NIL
Free Cheque Leaves	Free 25 cheque leaves per Half Year.	Free 50 cheque leaves per Half Year.
NEFT/RTGS via Branch	As per extant service charges	10 free per half-year
Online NEFT/RTGS	Unlimited free	
Free Demand Drafts	1 per half-year	2 per half-year
ATM Limits (Daily)	₹50K (ATM), ₹1.5L (POS/eCom), ₹5K (Contactless)	
Airport Lounge Access	Domestic: 1/year, International: 1/year	Domestic: 1/qtr, International: 2/year
Health, OTT, Lifestyle Perks	Not available	Free quarterly health checkups, , SPA, gym, golf, OTT(1 complementary 12 months Amazon Prime or Hotstar membership or Sony Liv membership every year) etc.
Concierge Services	Personal Assistance Anytime, Anywhere. 24*7 assistance is available in Hindi, English, Marathi, Gujarati, Punjabi and 4 south Indian languages on the toll-free number- 1800-26 78729	

PNB SELECT AND ELITE SAVING ACCOUNT SCHEME
(As per BA&RM-Deposit & Marketing Cir No. 13/2025)

Category	Select (Growth)	Select (Advantage)	Elite (Executive)	Elite (Grand)
Eligibility	Individuals 18+	Individuals 18+	Individuals 18+	Individuals 18+
Min. Avg. Balance (MAB)	₹25,000	₹50,000	₹1 lakh	₹5 lakhs
	If MAB is not maintained, Freebies will be withdrawn and account will be treated as similar to general saving scheme			
PAI Cover (Death/PTD/PPD)	₹10L / ₹10L / ₹5L	₹20L / ₹20L / ₹10L	₹30L / ₹30L / ₹15L	₹50L / ₹50L / ₹25L
Air Accident Insurance	₹20L	₹40L	₹60L	₹1 Cr
Add-on Insurance Benefits	a) Higher Education (for college & Higher studies) - 25% of entitled of PA Cover max up to ₹5 Lakh in aggregate for 3 years for 2 dependent children having age up to 25 years in case of accidental death of the insurer. b) Girl Child Marriage Cover (18-25 years) - 10% of the PAI Cover max up to 10 lakh each for 2 girl children in case of accidental death of the insurer. c) Ambulance Charges- ₹10,000/- d) Funeral Expenses- ₹10,000/- e) Lost Baggage protection insurance for Domestic Air Travel of ₹25000/-			

Category	Select (Growth)	Select (Advantage)	Elite (Executive)	Elite (Grand)
	PAI and other linked benefits are admissible immediately upon account activation and will be available to individuals between the age group of 18 to 69 years.			
Free Cheque Leaves (Annual)	100	200	500	Unlimited
Loan Concession in respect of processing charges/ upfront fee/documentation charges for Housing Loan/Vehicle Loan	25%	50%	100%	100%
Concession in Interest Rate for Housing Loan/Vehicle Loan	Not available	Not available	Not available	Customers will be treated at Par with PNB Pride Customers if required MAB is maintained throughout the year
Debit Card Type	Excel Debit card	Optima Debit Card	Imperial Debit card	Grand Master Debit card
Debit Card Charges (Issuance/AMC)	Free	Free	Free	Free
ATM Withdrawals (PNB ATMs)	As per bank's extant guidelines	Unlimited free	Unlimited free	Unlimited free
Fund Transfer within Bank (Online & Offline), Statement of Account, Standing Instruction, Stop Payment Instruction Charges, Duplicate Passbook, Duplicate PIN generation, Issuance of Balance Certificate, Issuance of Interest Certificate, Photo Attestation, Signature Attestation	Free			
Wellness Benefits	Not available	Not available	a) Annual Health Check Up b) Unlimited Tele Consultation with Doctors c) Personal Accidental Insurance of ₹4 lakh with permanent total disability cover of ₹125% of Sum Insured	
Sweep Facility	Not available	Not available	On request (Threshold: ₹2Lakhs) In multiples of ₹10,000/- Frequency: Every Tuesday	On request (Threshold: ₹7.5Lakhs) In multiples of ₹10,000/- Frequency: Every Tuesday
Customized Account No.	Not available	Not available	Available	Available

Category	Select (Growth)	Select (Advantage)	Elite (Executive)	Elite (Grand)
NEFT/RTGS/IMPS (Online/Branch)	Not available	Not available	Free	Free
SMS Charges	Not available	Not available	Waived	Waived
Cash Deposit/Withdrawal	Not available	Not available	5 Free/month	Unlimited
Free DDs (Quarterly)	Not available	Not available	5	Unlimited
Locker Rent Concession	Not available	Not available	50% concession in rent of 1 Small locker	100% concession in rent of 1 Small locker
World Travel Card Fee	Not available	Not available	Nil (if eligible)	Nil (if eligible)
Debit Card Milestone Rewards	Not available	Not available	1000/2000 points (₹3.5L/₹5L spend through debit card in a year)	2000/4000 points (₹5L/₹7.5L spend through debit card in a year)
Rewardz Points	Not available	Not available	*Welcome: 250 *Activation: 100 *2 Reward Points For ₹200 transactions; 4 Reward Points for ₹200 transactions at Grocery, Apparel & Travel *Account Anniversary: 100	*Welcome: 500 *Activation: 200 *2 Reward Points For ₹100 transactions; 4 Reward Points for ₹100 transactions at Grocery, Apparel & Travel *Account Anniversary: 200

PNB Rakshak Plus Scheme
(As per BA&RM-Deposit & Marketing Cir No. 15/2025)

Variant	Eligible Group
Rakshak	Serving personnel of Indian Air Force, Indian Army & Indian Navy, BSF, CISF, ITBP, SSB, CRPF, Assam Rifles & NSG, CISF, CRPF, Research & Analysis Wing (RAW), Intelligence Bureau (IB), Central Bureau of Investigation (CBI), Indian Coast Guard, Special forces at Central & State Level, NSG, SPG, NDRF, Firefighters
Police Rakshak	State Police Forces, Union Territories Police forces & Railway Police Forces, Metro Police (Cities which follows Police Commissionerate System- like Delhi Police, Mumbai Police, Kolkata Police etc.)
Agni Rakshak	Soldiers below the rank of commissioned officers into the three services of the armed forces. (Below the officer cadre under Agniveer Program).
Rakshak Pensioner	All the pensioners of Rakshak and Police Rakshak Variant viz. pensioner of all three wings Indian Air Force, Indian Army, Indian Navy, Central Police Forces, State Police Forces, Union Territories Police forces, Railway Police Forces etc. (Minimum monthly pension required to be eligible for opening account in this variant is Rs. 10000/- and above.)

Key Banking Features:

Feature	All Variants
Joint Account	Allowed
Nomination	Allowed

Feature	All Variants																		
Minimum Balance (MAB)	NIL																		
Sweep Facility	On request/ authorization by the Primary account holder, sweep facility would be initiated with following conditions: • An initial threshold amount of Rs 1,00,000/- • Minimum Sweep-in / out of Rs 25,000/- • Sweep-in / out in multiples of Rs 25,000/- • FD will be issued for a period of 07 to 179 days. Either Sweep out will be four times on monthly basis as per customer's choice or Sweep out will be on every Tuesday in the week and by default tenure will be 179 days.																		
Cheque deposit/withdrawal charges	NIL																		
Cheque book issuance charges,Issuance of duplicate passbook,RTGS/ NEFT/IMPS(both online & through branch),SMS Alerts,Demand draft	Free																		
Updation of Pass Book charges	Free for all accounts including non-home branches																		
Fund Transfer charges	Free transfer of funds through cheque within all PNB Branches																		
Locker Rent Concession	• 25% waiver on locker rent for first three years from date of issuance for small locker for persons below officers. • 25% every year waiver on locker rent in case of small/ medium locker for officers.																		
Debit Cards	Free issuance and AMC waiver of debit card as per following designation/ Yearly Average Balance (YAB): <table><tr><th>S. No.</th><th>Designation/ YAB</th><th>Card</th></tr><tr><td>1.</td><td>Agniveer</td><td>Agniveer Card (Rupay Classic)</td></tr><tr><td>2.</td><td>Persons below Officer in Rakshak, Police Rakshak and Rakshak Pensioner Variants.</td><td>Rakshak Select Debit Card</td></tr><tr><td>3.</td><td>Officer in Rakshak (below brigadier), Police Rakshak and Rakshak Pensioner Variants.</td><td>Rakshak Optima Debit Card</td></tr><tr><td>4.</td><td>Officer in Rakshak Variant (brigadier and above),</td><td>Rakshak Imperial Debit Card</td></tr><tr><td>5.</td><td>Customers who have maintained Yearly Average Balance of Rs. 5.00 lakhs and above</td><td>Master Grand Variant Debit Card</td></tr></table>	S. No.	Designation/ YAB	Card	1.	Agniveer	Agniveer Card (Rupay Classic)	2.	Persons below Officer in Rakshak, Police Rakshak and Rakshak Pensioner Variants.	Rakshak Select Debit Card	3.	Officer in Rakshak (below brigadier), Police Rakshak and Rakshak Pensioner Variants.	Rakshak Optima Debit Card	4.	Officer in Rakshak Variant (brigadier and above),	Rakshak Imperial Debit Card	5.	Customers who have maintained Yearly Average Balance of Rs. 5.00 lakhs and above	Master Grand Variant Debit Card
S. No.	Designation/ YAB	Card																	
1.	Agniveer	Agniveer Card (Rupay Classic)																	
2.	Persons below Officer in Rakshak, Police Rakshak and Rakshak Pensioner Variants.	Rakshak Select Debit Card																	
3.	Officer in Rakshak (below brigadier), Police Rakshak and Rakshak Pensioner Variants.	Rakshak Optima Debit Card																	
4.	Officer in Rakshak Variant (brigadier and above),	Rakshak Imperial Debit Card																	
5.	Customers who have maintained Yearly Average Balance of Rs. 5.00 lakhs and above	Master Grand Variant Debit Card																	
Loan Concessions	• 0.10 % concession in RoI over and above the applicable RoI in Retail Loans viz. Personal Loan, Pension Loan, Vehicle loan. • 0.05 % concession in RoI over and above the applicable RoI in Retail Loans viz. Housing Loan and Education Loan.																		

Feature	All Variants
	Full waiver of Processing Fee/ Upfront Charges & Documentation charges on Housing, Car & personal Loan scheme
Credit Card	- Free Issuance of Rupay Platinum Credit Card for persons below officers. - Free Issuance and AMC waiver of Rupay Select Credit Card for officers.
Family Banking	Up to 4 zero balance accounts for family with One free Rupay Platinum debit card with AMC waiver per account (except AgniRakshak) Withdrawal of benefits of Family Banking: Upon conversion or closure of Salary/Pension account, Family Banking Benefits will be withdrawn
Demat Account	Free account opening and waiver of AMC.
Overdraft facility	Available
Benefits Withdrawal	Triggered if salary/pension is not credited for 6 months; MAB must be maintained for continued benefits

Insurance & Risk Covers:

Benefit	Rakshak	Police Rakshak	Agni Rakshak	Rakshak Pensioner
Life Insurance Cover of Natural Death	Rs. 5.00 lakhs for all officers in the variant		NA	
Free PAI (Accidental Insurance)	₹1 Crore			₹50 Lakhs
Free Air Accident Insurance	₹1.5 Crore			₹1 Crore
PAI Permanent Total Disability (PTD) Insurance	₹1 Crore			₹50 Lakhs
PAI Permanent Partial Disability (PPD)	Up to ₹50 Lakhs			Up to ₹25 Lakhs
Funeral/Medical/Ambulance Expenses	₹30000/₹25000/₹50000			₹10000/₹25000/₹10000
Air Ambulance Charges	₹10 Lakhs			₹1 Lakh
Additional PAI Cover on Death due to Action Against Anti - National/ Terrorist/ Naxalites/ Foreign Enemy Activities	₹10 Lakhs			NA
Girl Child Cover- (For Marriage as an additional benefit)(18- 25 yrs)	Rs.10 Lakh (1 Girl Child-5 Lakhs)(Age 18 year and above)(Max- for Two Girl Childs)			Rs. 5 Lakh (1 Girl Child-5 Lakhs)(Age 18 to 25 years)(Max- for Two Girl Childs)
Education Cover for Dependent Children-(Uniform, Stationary, Transportation and Tuition Fee)	5.00 (In aggregate per year for 4 years for any 2 dependent children). Admissible in case of accidental death of Defence/Police Personnel and other eligible account holders. The Amount will be payable in the name of Child towards his/her education and shall only be paid provided the Personal Accident claim has been admitted.			Higher education(for college and higher studies)- 25% of entitled PA cover. Max upto Rs. 5.00 lakhs each for two dependent children upto their age of 25 years
Cost of Plastic Surgery/ Burns	Rs.10 Lakh			NA

Benefit	Rakshak	Police Rakshak	Agni Rakshak	Rakshak Pensioner
Other Unique Covers	Coma, burns, imported medicine transport, travel for family, body repatriation			Mostly not applicable
Other Terms & Conditions	Withdrawal of benefits: *Existing salary/ pension accounts (both active and sunset schemes) to be transferred to general category, if cumulative salary/ pension of Rs. 30000 and above is not credited in the account in the previous six months. *In case cumulative salary/ pension of ₹30,000/- is not credited in the account for 6 consecutive months, the account will remain in the respective variant of PNB Rakshak Plus Scheme and benefits of benefits will continue, only if half year Average Balance is maintained as below: AgniRakshak: ₹25,000/- Non Officer in all three variants viz. Police Rakshak, Rakshak, Rakshak Pensioner: ₹50,000/- Officer/ Pensioner in all three variants viz. Police Rakshak, Rakshak (below brigadier), Rakshak Pensioner: ₹1,50,000/- Brigadier and above in Rakshak: > ₹1,50,000/- However, in case, if no salary is credited for six consecutive months and the prescribed 6-month Average Balance is not maintained, the account shall be reclassified as a PNB Unnati Savings Account. Upon such reclassification, the benefits and features of the Salary Account Scheme shall be withdrawn. Furthermore, applicable charges for any Debit Card facility availed shall be levied with effect from the date of reclassification			

CUSTOMIZED SALARY SAVING SCHEME FOR CENTRAL GOVERNMENT EMPLOYEES (BA&RM Division – Deposit & Marketing Circular No. 03/2026 & corrigendum 07/2026)	
Particulars	Details
Target Segment	Central Government Employees
Salary Groups	Group A: > ₹1.20 lakh Group B: ₹70,000 to ₹1.20 lakh Group C: < ₹70,000
Minimum Balance	NIL
Account Type	Salary Savings Account
Sweep In -Out facility	Available on customer's specific request; By Default – No Threshold limit - ₹35,000/- In multiple of 1,000/-; but minimum FFD should be amount ₹10,000/-
Instant Overdraft Facility (Details as per HO: RABD Cir. No. 84/25 dated 12.09.2025)	Primary salary account holders of the scheme may avail overdraft equal to 2 times of net salary credited in the account (for the calculation average of last 3 month net salary credited in account excluding arrears/ other credits, shall be taken) subject to maximum amount of ₹2 lakh

Insurance Benefits

Benefit	Group A	Group B	Group C
Personal Accident Insurance	₹150 lakh	₹120 lakh	₹100 lakh
Air Accident Insurance	₹300 lakh	₹240 lakh	₹200 lakh
Term Life Insurance	₹12 lakh	₹8 lakh	₹5 lakh
Disability Cover	Up to ₹150 lakh	Up to ₹120 lakh	Up to ₹100 lakh
Permanent Partial Disability Insurance	Upto ₹75 lakhs Upto ₹60 lakhs Upto ₹5 %age of disability will be as per the GPA Schedule & In case of multiple injury, max claim upto the amount of sum insured	Upto ₹75 lakhs Upto ₹60 lakhs Upto ₹5	Upto ₹75 lakhs Upto ₹60 lakhs Upto ₹5
Child Education Cover	Up to ₹10 lakh (girl), ₹8 lakh (boy) in aggregate, 25% of entitled PAI Cover, (for any One child only) for 3 years		
Marriage Cover (Girl Child)	20% of entitled PA Insurance cover up to ₹5 lakhs for one Girl Child, max up to ₹10 lakhs in aggregate for 2 girl children (18-25 years) i.e. Up to ₹5 lakh per child		
Emergency Medical	₹25,000		
Ambulance Charges	₹50,000		
Air Ambulance Charges	Max. Upto ₹10 lakhs		
Funeral Expenses	₹10,000		
Plastic Surgery in Burn cases	Max. Upto ₹10 lakhs		
Transportation of Imported Medicine	Max. 5 lakhs		
Death in Coma (more than 48 hours) after accident	Max. 5 lakhs		
Family Transportation	Max ₹50,000/- (cost of travel incurred by immediate 2 family members)		
Repatriation of Mortal Remains	Max ₹50,000/-		

Wellness & Health Benefits

Feature	Details
Hospicash	₹60,000 p.a. (Group A&B), ₹30,000 p.a. (Group C)
Health Check-up	a) Free Annual Health Check Up on cashless basis with option of home visit and lab collection b) Unlimited Tele Consultation c) Personal Accidental Insurance of ₹4 lakhs with permanent total disability cover of ₹125% of Sum Insured
Teleconsultation	Unlimited
Personal Accident (Wellness)	₹4 lakh

Banking Benefits

Feature	Details
IMPS/RTGS/UPI Charges	Fully waived

Feature	Details		
Locker Rent	100% discount for 1st year; thereafter 75% discount each year in 1 small locker	100% Discount for 1st year; thereafter 50% discount each year in 1 small locker	50% for first year in 1 small locker
Demand Draft/cheque Book	Free		
Customized Account Number	Available (Group A & B)		

Loan Benefits

Loan Type	Benefits	
Concession in Processing & Documentation charges on Housing/ Car/ Education / Personal/ other Retail loan	(Group A & B) Vehicle Loan/ Housing Loan/ Education Loan: 100%; Personal Loan: 50%	Group C Vehicle Loan/ Housing Loan/ Education Loan: 100%; Personal Loan: 25%
Concession in Rate of Interest on Housing/ Car/ Education / Personal/ other Retail loan (In any case not below prescribed Repo Rate and subject to change from to time)	a) Housing Loan - Concession in ROI upto 0.05% b) Vehicle Loan - Concession in ROI upto 0.10% c) Personal Loan – RLLR+BSP+2.25%; presently 10.35%; irrespective of CIC Score (Presently, minimum CIBIL score required is TU 680 or TU equivalent) d) Education Loan – Based on loan amount and collateral security i. Within India - For Male Student: 9.30% to 10.05% & For Female Student: 8.80% to 9.55% ii. Outside India - For Male Student: 8.05% to 10.05% & For Female Student: 8.05% to 9.55% iii. For student getting admission in MBBS/ MD/ MS/ PG courses - Loan amount above ₹7.5 Lakhs for pursuing MBBS/ MD/ MS/ PG (in medical after completing MBBS) – 8.05%	

Family Benefits

Feature	Details
Family Accounts	a) Zero Balance Savings Account for upto 4 Family Member (including Salaried); Family Members include primary account holder's spouse and Maximum 2 child (up to the age of 25 years) b) Free issuance of RuPay Platinum Debit Card with PAI benefit c) PAI - ₹5 lakh each for all Family A/c holders (except minors) within aggregate PAI d) Free Chequebook upto 20 leaves e) NEFT/RTGS – Free Online f) Demand Draft Issuance – Free g) SMS Alert Charges – Free
Debit Card	Free RuPay Select variant

Cards Benefits

Type	Details
Debit Card	RuPay Select variant
Credit Card	Lifetime free Rupay select (Group A/B), Lifetime free Rupay Platinum (Group C) No joining/AMC fee
Premium Card	PNB Metal Credit Card – LUXURA may be offered to eligible employees whose gross monthly income is equal to or exceeds ₹1.5 Lakhs; subject to applicable charges
ATM Transactions	Unlimited free

PNB Smart Gig Saving Account Scheme (BA&RM -Deposit & marketing cir no 09/2026)

Particulars	Details
Variants	PNB Gig Silver (SBGIG) & PNB Gig Gold (SBGAG & SBGAC- for customised no.)
Target Segment	Gig workers (freelancers, delivery partners, consultants, etc.)
Eligibility	Resident Individual, either singly or jointly, Aged 16 Years & above (Independent contractors, freelancers or temporary workers who earn income through short-term, task-based projects or digital platforms rather than traditional, long-term employment)
KYC Requirement	As per banks KYC Policy Self-declaration for identification of Gig workers or E-SHRAM portal registration- Universal Account Number (UAN).
Account Type	Savings Account

Balance Requirement

Parameter	Gig Silver	Gig Gold
Monthly Average Balance (MAB)	₹5,000	₹50,000
Non-maintenance Penalty	No penalty (benefits withdrawn)	

Insurance Benefits

Benefit	Gig Silver	Gig Gold
Personal Accident Insurance	₹3 lakh	₹20 lakh
Air Accident Insurance	₹6 lakh	₹40 lakh
Permanent Total Disability	₹3 lakh	₹20 lakh
Partial Disability	₹1.5 lakh	₹10 lakh
Add-on Benefits	Not Available	Add on Benefits: a) Ambulance Charges- ₹10,000/- b) Funeral Expenses- ₹10,000/- c) Lost Baggage protection insurance for Domestic Air Travel of ₹25000/-

Benefit	Gig Silver	Gig Gold
		d) Higher Education (for College & Higher studies) - 25% of entitled of PAI Cover max up to ₹ 5 Lakh in aggregate for 3 years for 2 dependent children having age up to 25 years in case of accidental death. e) Girl Child Marriage Cover (18-25 years) - 10% of the PAI Cover max up to ₹ 2 Lakh each for 2 girl children. PAI and other linked benefits are admissible from the next month after account opening (activation)/ transfer-in into the scheme. Further from next month, the same will be based on MAB maintained by the customer for previous month. Also the same will be available to individuals between the age group of 18 to 69 years.

Wellness Benefits

Feature	Gig Silver	Gig Gold
Health Check-up	Not available	✓ Free annually
Teleconsultation	Not available	✓ Unlimited
Wellness Insurance	Not available	✓ Personal Accidental Insurance of ₹ 4 lakhs with permanent total disability cover of ₹125% of Sum Insured.

Banking Facilities

Feature	Gig Silver	Gig Gold
SMS Alerts	Free	
Cheque Book	20 leaves/year free	
NEFT/RTGS (Online)	Free	
Internet/Mobile Banking	Free	
Locker Facility	Available	
Credit Card	Available (subject to eligibility)	
Sweep Facility	Not Available	

Debit Card Benefits

Feature	Gig Silver	Gig Gold
Card Type	RuPay Platinum	RuPay Select Optima

Feature	Gig Silver	Gig Gold
Issuance Charges	Free	Free
AMC	Free (if MAB maintained)	Same
Lounge Access	Limited	Higher (Domestic & International)
Insurance (Card)	₹2 lakh	₹10 lakh
Lifestyle Benefits	Basic	Premium (OTT, SPA, Gym, vouchers)

Additional Features

Feature	Gig Silver	Gig Gold
Customized Account Number	Not Available	Available
Reward Points	Available	Available
Debit Card Limits	₹1 lakh ATM/day	₹1.5 lakh ATM/day
POS/E-commerce Limit	₹3 lakh	₹5 lakh
Contactless payment	₹5000	₹5000

PNB Arogya (SBARO) Saving Scheme (As per RLBD Cir No. 20/2022)

Parameter	Features
Eligibility	Person in age group: (18-60 Years)
QAB	Rural - Rs . 500/-, Semi Urban - Rs. 1000/-, Urban and Metro - Rs. 2000/-
Cheque Book	Cheque book of 20 leaves free in a financial year
RuPay Classic Debit Card	Daily maximum transaction limit of Rs. 25,000/- from ATM for cash withdrawal Daily limit for POS / Ecommerce (combined) Rs 60,000/-
" Care " Health Insurance Benefits - Types Available	1 . Varient- 1: Cancer Indemnity :- Eligibility:- Cover Type : Personal Permitted Relationships : Self Exit age : Lifelong Claims Payment : Cashless (within network) / Reimbursement Policy Term : 1 year · Pre - policy health checkup / Issuance Guidelines : No , on the basis of declaration of good health. Initial waiting period : 90 days Named Diseases : Not included Pre -existing disease : Not covered.

Benefits Included:- Sum Assured : 10 Lakh Patient Care : Up to the Sum Insured for hospitalization due to cancer. Pre - Hospitalization Medical Expenses : 30 days Medical expenses post hospitalization : 60 days Room Rent : Single Private Room (As per scheme document / insurance certificate) ICU Charges : No Limit Premium :- Rs 1471 (excluding GST) 2 . Variant - 2: Daily Cash Allowance :- Eligibility:- Cover Type : Personal Permitted Relationships : Self Exit Age : Lifetime Claims Payment : Reimbursement Under the Guidelines : Declaration of Good Health Benefits included:- Initial waiting period : 30 days (except for injuries and accidents) Named Disease : 24 months Pre -existing disease : 24 months Daily Cash Allowance : - Rs . 3000/ Rs. 5000/ Rs. 10,000 per day of hospitalization up to 100 days in a year with a deduction of 0 days. Policy Term : 1 year Benefits and Related Premiums :	
Benefit amount	3000 5000 10000
Premium excluding GST	727 1212 2424

PNB SECURED SAVING ACCOUNT (SBSSA) BARM Cir. 12/2023

Parameters	FEATURES
Eligibility	An Individual falling in the age group of 18-50 years., No Medical , only declaration
QAB	Rural - Rs. 500/-, Semi-Urban - Rs. Rs. 1000/- for Urban and Metro 2000/-
Cheque Book	A 25-page cheque book free in a financial year
Rupay Platinum Debit Card	- Daily maximum transaction limit of Rs. 1,00,000/- at ATM for cash withdrawal - Daily limit for POS/ ecommerce (combined) is Rs.3,00,000/- - PAI 2 Lakh (accidental death and total disability)

	Domestic Airport Lounge Access: Two visit per quarter per card
Facility of "PNB MetLife POS Suraksha" Life Insurance	Eligibility: Individual of age between 18-50 years Maximum age at maturity- 65 years. Life Insurance Plan– POS Suraksha by PNB MetLife: - The features of the same are given below: - Term plan with return of premium option (TROP). - Policy Payment term- 10 years - Policy Term – 15 years. - Four options of the sum assured - 3 Lakh, 5 Lakh, 10 Lakh & 15 L - Death Benefit Options: Monthly income payout for 120 months or Lumpsum payout (3 Lakh, 5 Lakh, 10 Lakh, 15 Lakh). - Monthly Income (payout): Rs 3300/- (sum assured 3 Lakh), 5500/- (sum assured 5 Lakh), 11000/- (sum assured 10 Lakh), 16500/- (sum assured 15 Lakh) for 120 months (10 Years). - Maturity Benefit: 100% of all premium paid excluding GST. - No Medical, only declaration - Commission to Bank: First Year commission 30%, 2nd to 10th year commission 5% of premium amount
Other	- The benefits of the scheme may be availed by the existing customers of the Bank also. - The Life Insurance products offered is purely on voluntary basis i.e. customer can avail the PNB Secured Saving Account Scheme with / without insurance facility



CURRENT ACCOUNT SCHEMES

General Current Account Scheme

- **QAB** - Rural: Rs. 1000/- Semi-Urban – Rs. 2000/- Urban – Rs. 5000/- and Metro – Rs. 10000/- (Charges per quarter for not maintaining minimum balance: Rural – Rs.400+GST SemiUrban-Rs.500+GST & Urban/ Metro –Rs.600+GST)

➤ **Facilities :**

- Free 50 Cheque leaves in FY
- Free Internet Banking
- ATM cum Debit Card (Individual / Sole _Proprietor)
- Fast remittance of funds through NEFT/RTGS
- Collection of Cheques
- Acceptance of standing instructions
- Free folio allowed in current account as per below mentioned table (40 entries or part thereof is treated as one ledger folio)(As per BA&RM Cir No 52/2025)

Free Folio Allowed in Current Account (As per QAB)	No. of folios
Upto Rs.25000	NIL
>Rs.25000 to Rs.50000	2
>Rs.50000 to Rs.100000	4
>Rs.100000 to Rs.200000	7
>Rs.200000	No Limit

Eligible Customers

Individuals, Sol-Proprietor firms, partnership firms, HUFs, companies, Associations of Persons, societies, trusts, body co-operatives, charitable and other organizations.

PNB “CURRENT ACCOUNT – POINT OF SALE” SCHEME(BA&RM – Current Deposits Circular No. 09/2023)

Parameters	Features	
	PNB “Vikas” Current Account (CAVIK)	PNB “Samridhi” Current Account (CASAM)
Target Customers	Tier 3 to 6 Cities / North Eastern States & Jammu & Kashmir	Customers from Tier 1 & 2 cities
eligibility	Individual Residents , Sole Proprietorship Entities , Hindu Undivided Families , Partnership Entities and LLPs , Private and Public limited companies and One Person Companies , and All other entities eligible to open Current Account.	
Minimum QAB	Rural -1000/- Semi urban - 2000/- and Urban / metropolitan -5000/-	Rs.100,000/-
Non-compliance of QAB	Freebies will be withdrawn; further charges to be levied is presently as under (subject to change from time to time): Rural/ SU: Rs. 400 + GST & Urban/ Metro: Rs. 600+ GST	
Debit Card (Individual only)	As per the eligibility.	RuPay International Platinum Debit Card 1. Daily Max Transaction limit ATM for cash withdrawal limit- ₹50,000/- & ₹1,25,000/- at POS/ ecommerce (combined)

		2. PAI cover-₹2 Lakh 3. Domestic Airport lounge access and many more.
Internet payment gateway	No Installation charges & Annual Maintenance Charges, presently as per CC-MAB circular 15/2020 dated 12.06.2020; subject to change from to time	
Bharat QR code	One Time Installation Charges & Rentals: NIL (Credit Card – MAB Cir No. 16/2020; subject to change from to time)	
RTGS/ NEFT/ IMPS	Free from Corporate Net Banking	
Mobile and Internet Banking	Free	
point of sale facility	- No Installation charges, - Monthly rent- zero, if the monthly transaction volume on POS is ₹ 10,000/- per month else will be charged as per bank guidelines - Merchant Service Fee on Debit Card: Zero - MSF on Credit Card & UPI transactions through POS, QR & IPG : As per Bank guidelines - Lost Terminal Charges:- GPRS/GPRS PSTN/PSTN MPO - ₹ 8,000/- or written down value whichever is lower; Android POS is – ₹12,000/- - Or written down value whichever is lower - De-installation of Terminal in 3 months- 750/-, after 3 months but before 1 year - 500/-; After 1 year – zero charge. - Charges on Damage:- Actual cost of terminal+Rs.500/-.	- No Installation charges, - Monthly rent: As per bank guidelines - Merchant Service Fee on Debit Card/UPI: As per bank rules - MSF on Credit Card As per bank guidelines. - Charges on terminal loss:- GPRS/GPRS PSTN/PSTN MPO - ₹ 8,000/- or written down value whichever is lower; Android POS is – ₹12,000/- - Or written down value whichever is lower. - De-installation of Terminal in 3 months- 750/-, after 3 months but before 1 year - 500/-; After 1 year – zero charge. - Charges on Damage:- Actual cost of terminal+Rs.500/-.
RTGS/ NEFT - Branch	Charges applicable as per Banks extant guidelines.	4 NEFT and 2 RTGS free in a month
DEMAT AMC	First Year AMC Free in Sole Proprietorship Account. Free AMC for only one Demat account in the name of Proprietor, for first year only.	
DD/ PO Issue Fee	Charges applicable as per Banks extant guidelines	Free 6 DDs in a year, upto ₹10,000/- per DD only.
Cheque Book	25 in one year after that charges as per rules	50 in one year after that charges as per rules

cash deposit/Withdrawal charges	Cash Deposit / Withdrawal No charges up to Rs.1 lakh per day. After that as per bank guidelines.	
sms charges	Applicable as per bank rules	
Account Statement (on email), Bulk Upload (Intrabank & NEFT)	Free	
Documentation Charges / Processing Charges on Car Loan	25% Concession on Car Loan (in the name of Proprietor, Partner, or Director etc.)	50% Concession on Car Loan (in the name of Proprietor, Partner, or Director etc.)

SMART BANKING CURRENT ACCOUNT (As per BA&RM Current Deposit & MAB Cir No 06/2024)

- **Eligibility :** Individuals , Sole Proprietary Firms , Partnership Firms , HUFs, Companies , Association of Persons, Society, Trust , Body Co-operatives, Charitable and other organizations.

S.No	Description			
1.	Variants	GOLD (CSMR2)	DIAMOND(CSMR3)	PLATINUM (CSMR4)
2.	Minimum Monthly Average Balance	100000	500000	1000000
3.	MAB non-maintenance charges	2000	3000	4,000
4.	Sweep Features	a. By Default- No; On Customer 's Choice – Yes b. Threshold Amount: ₹5 lakhs c. Tenor: 7 days to 1 year d. In multiples of: ₹50,000 Sweep out shall be 4 times in month (1st to 31st), as per the mandate of the customer.		
5.	Cheque leaves (per quarter)	Free - 100 Cheque Leaves per Month	Free - 200 Cheque Leaves per Month	Free - 500 Cheque Leaves per Month
6.	Demand draft	Free 12 DDs in a Quarter	Free 15 DDs in a Quarter	Free 25 DDs in a Quarter
7.	RTGS/ NEFT/ IMPS (All modes) (Exc. Bulk Txn), Folio Charges, Signature Attestation Charges, Photo Attestation Charges, Balance Certificate, Standing Instruction Registration Charges	Free		

S.No	Description			
1.	Variants	GOLD (CSMR2)	DIAMOND(CSMR3)	PLATINUM (CSMR4)
8.	Cash handling charges	Free upto ₹30 lakhs per month or 10 times of MAB; whichever is higher; subject to maximum capping of ₹2.00 Crores per month	Free cash deposit upto ₹50 lakhs per month or 10 times of MAB whichever is higher; subject to a maximum capping of ₹2.00 Crores per month	Free cash upto ₹100 Lakhs per month or 10 times of MAB whichever is higher; subject to a maximum capping of ₹2.00 Crores per month
9.	Cash withdrawal charges	Free cash withdrawal upto ₹30 lakhs per month or 10 times of MAB whichever is higher; maximum capping of ₹2.00 Crores per month	Free cash withdrawal upto ₹50 lakhs per month or 10 times of MAB whichever is higher; maximum capping of ₹2.00 Crores per month	Free cash withdrawal upto ₹100 lakhs per month or 10 times of MAB whichever is higher; maximum capping of ₹2.00 Crores per month
10.	Waiver in Retails Loans	100% waiver in processing charges/ upfront fee in Housing Loan/ Vehicle Loan in the name of Proprietor, Partner and Director		
11.	Debit Card	Master Business Debit Card- Issuance: Free RuPay Platinum Business Debit Card - Issuance: Free	Master Business Debit Card- Issuance & AMC:Free RuPay Platinum Business Debit Card- Issuance & AMC: Free	
12.	Account Statement –Physical	Fortnightly free	Fortnightly free	Free
13.	Cheque Returning Charges	Waived for 10 outward Cheques in month	Waived for 15 outward Cheques in month	Waived for 20 outward Cheques in month
14.	Point of Sale/ Quick Response/IPG (Payment Gateway)	POS Services - Installation: Free Monthly Rental: 25% Waiver	POS Services – Installation: Free Monthly Rental: 100% Waiver for 1 POS	POS Services – Installation: Free Monthly Rental: 100% Waiver for 02 POS
		QR – Installation: Free Rental: Free Sound box Installation: Free Rental: 25% Waiver IPG – Free Installation	QR – Installation: Free Rental: Free Sound box Installation: Free Rental: 50% Waiver IPG – Free Installation	QR – Installation: Free Rental: Free Sound box Installation: Free Rental: Full Waiver IPG – Free Installation
15.	Credit Card (Corporate / Personal)	Free Issuance with attractive offers by merchants; as per the eligibility of the customer, in accordance to the guidelines issued by HO: Credit Card Division from time to time		
16.	Demat Services	Waiver of 25% of AMC to partners, directors and proprietors	Waiver of 50% of AMC to partners, directors and proprietors	Waiver of 100% of AMC to partners, directors and proprietors

PNB RERA CURRENT ACCOUNT SCHEME
(BA&RM-Deposit & Marketing Div Cir No 13/2026)

Real Estate Regulatory Authority (RERA) Act, 2016 states that every Promoter needs to open a separate bank account required for getting themselves registered under RERA. Out of all the money received from sale proceeds in Collection A/c, promoter needs to deposit 70% of such amount in Remittance A/c. Balance amount of 30% can be retained by the Promoter in their Operative A/c to carry out administration cost. To withdraw 70% amount, promoter needs to submit certificate by Chartered Accountant, Architect and Engineer.

Parameters	Details
Eligibility	Residential and Commercial Real Estates registered/ to be registered with Authority of respective State/Union Territory under RERA Act 2016.
Categorization of an Account	a) Account I: (Collection Account) Current Account for receipt of 100% amount related to the project. There shall be auto transfer of total funds lying at time of EOD to Account II and Account III in the ratio of 70:30 respectively. The balance in the account is to be made Nil at EOD mandatorily. b) Account II: (Remittance Account) Current Account for receipt of 70% amount from Account I, i.e., Collection Account. This account shall be registered with RERA Authority. c) Account III: (Operative Account) Current Account for day to day operations in which there shall be credit of 30% amount from Account I, i.e., Collection Account. This account can be opened in any scheme of the bank as per customer's choice. However, customer can opt for credit of 30% funds in their existing CC/OD account instead of Account III.
Documents Required for opening an account	a) KYC Documents in accordance to the Policy for Know Your Customer. In addition to the above, following documents to be obtained: a) Undertaking from Promoters for not having availed credit facility from any other Bank(s)/ Financial Institution(s). b) No Objection Certificate from the concerned Bank(s)/Financial Institution(s) in case credit facilities have been availed by Promoters. c) Undertaking from the Promoter that no Current Account for the Designated Project has been opened with any other Bank d) Duly stamped Agreement between Bank and the Promoter . The Agreement is a mandatory requirement as part of the documents to be executed for opening a Promoters Current Account. Necessary changes in the Agreement as per Local RERA Guidelines.Can be made in consultation with Circle Law Department. e) Undertaking from the Promoter that no current account for the Designated Project has been opened with any other Bank. f) RERA Registration Certificate (may be obtained at a later date if local RERA authority insists for Bank Account before issuance of RERA registration certificate). g) Project Schedule. h) Copy of Documents submitted by the promoter to the RERA authority at the time of registration.
Monthly Average Balance (MAB)	Account I – Nil Account II – Nil Account III – As per the respective schemes of Current Account
Charges for non-maintenance of MAB	
Sweep Facility	Allowed in Account II: Remittance account, if approved by State RERA Authority - Threshold: ₹2,00,000 in multiples of: ₹1,00,000. - Tenor: 7 days to 179 days. - Sweep Frequency: On 5th & 25th of every month. If sweep out date is holiday, the same shall be on next working day. Wherever and whenever State RERA Act permits sweep facility, HO: BA&RM- Deposit will allow the same for the accounts of that

	particular state, on the recommendation of respective CO/ZO.																		
Operation in the Account	<table><tr><th>Particulars</th><th>Account I</th><th>Account II</th></tr><tr><td>Cheque Book</td><td colspan="2">Not Allowed</td></tr><tr><td>Debit Card</td><td colspan="2">Not Allowed</td></tr><tr><td>Withdrawal from Non- Home Branch</td><td colspan="2">Not Allowed</td></tr><tr><td>Internet Banking/ Mobile Banking</td><td>Only allowed</td><td>View Facility is</td></tr></table>				Particulars	Account I	Account II	Cheque Book	Not Allowed		Debit Card	Not Allowed		Withdrawal from Non- Home Branch	Not Allowed		Internet Banking/ Mobile Banking	Only allowed	View Facility is
	Particulars	Account I	Account II																
	Cheque Book	Not Allowed																	
	Debit Card	Not Allowed																	
	Withdrawal from Non- Home Branch	Not Allowed																	
Internet Banking/ Mobile Banking	Only allowed	View Facility is																	
For Account III, it shall be in accordance to the scheme opted.																			
<u>Documents required for withdrawal from Account II (Remittance Account)</u>																			
1. As per provision of RERA Act 2016, the funds withdrawn from the registered account have to be utilized for the required purpose i.e., Promoter can withdraw the amount from the captioned account to cover the cost of the Project, in proportion to the percentage of completion of the Project																			
2. Accordingly, promoters have to submit request supported by certificates from Engineers, Architects and Chartered Accountants certifying that the withdrawal are in proportion to the percentage of completion of the project.																			
3. Withdrawal Form cum Undertaking from Promoter, certifying the genuineness of the Chartered Accountant's/ Engineer's/ Architect's certificates.																			
Closure of the Account	Account I (Collection Account) & Account II (Remittance Account) shall be closed after completion of the Project for which Accounts have been opened as the accounts are project specific																		
Account Closure Charges	Account I: Nil Account II: Nil Account III: As per bank's extant guidelines																		
Additional Safeguard Points for Branches	a) All Statutory information as required under PMLA to be captured. Instructions regarding Beneficial Owner, to be adhered to and no Company to be on boarded, if the Director does not have DIN. b) Branches to ensure keying the RERA registration number and Project Start & End date in menu option ESCREG. c) Branches will ensure that there is only one Designated Bank Account for every registered project or registered phase of project and a project wise separate file should be maintained where all documents related to the project should be kept. d) Promoter will submit the Names (with signature & seal), Address, Mobile Number and Registration Number of Chartered Accountants, Architects and Engineers appointed for the designated project. The same should be kept in the designated file for the project. e) The promoter must inform to the Bank in case of any change of Chartered Accountants /Engineers/ Architects at later stage. Changes, if any, in the certifying entities will be kept with the branch in the designated file. f) Since a Promoter/Developer may have launched multiple projects, therefore to distinguish the accounts project-wise, the title of account shall be as under: i. Account I - Collection Account- "Name of Promoter / Developer - RERA Collection A/c - Name of the project". ii. Account II - Remittance Account- "Name of Promoter/ Developer- RERA Remittance A/c -Name of the project".																		

	g) The promoter shall be permitted to close the account after submission of completion certificate issued by the competent authority and completion certificate issued by Project Architect or approval of the Real Estate Authority to that effect as the case may be. h) Upon receipt of the completion certificate issued by the competent authority and Project Architect, the balance deposited in the RERA designated account i.e. Account II (Remittance Account) can be transferred to the operative account i.e., Account III (Operative Account). i) Customer(s) have to submit the requisite documents for closure of account or modification of end date as the case may be. Further, one month prior to project end date entered in CBS, an SMS will be sent on RMN of the account holder, informing that the account will be frozen after the end date of the project
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PNB "EXPERT" CURRENT ACCOUNT
(As per BA&RM Current Deposit & MAB Cir No 20/2023)

PARAMETERS	DETAILS
Target Customers	- Chartered Accountants - Company Secretaries - Doctors/Other Medical professionals - Architects - Lawyers - Cost Accountants - Valuers - Interior Designers - Fashion Designers
Eligibility	1. Must have a Certificate of Practice or Certificate/Registration of Membership or degree from recognized University approved by UGC or AICTE or Professional Bodies, viz: - Chartered Accountants – The Institute of Chartered Accountants of India (ICAI) - Company Secretaries – Institute of Company Secretaries of India (ISAI). - Doctors – National Medical Commission/State Medical Council - Architects – Council of Architecture - Lawyers – State Bar Council / Local Bar Association - Cost Accountants – Institute of Cost Accountants of India - Valuers/Interior Designers/ Fashion Designers – Diploma, degree or equivalent from recognized University. 2. Account under the captioned scheme can be opened by Individuals, Proprietorship Firm, Partnership Firm, LLP, Company. 3. The activity of the firm should be in accordance to the professional qualification of the person leading the firm
Scheme Code	CAEXP
Monthly Average Balance (MAB)	ZERO
Sweep Facility	- Threshold Limit – ₹100000/- - In Multiples of ₹25000/- - Tenor – 7 days to 1 year - Sweep Out will be 4 times in month (1st to 31st) as per mandate of Customer.
Cash Deposit	Free cash deposit at any branch upto ₹1.00 lakh per day; Thereafter applicable

	charges which is presently ₹1 per thousand - Min ₹100/- and Max ₹30000/-
Cash Withdrawal	Free cash withdrawal upto ₹1.00 lakh per day; Thereafter applicable charges which is presently ₹2/- per thousand.
Cheque Book	Free First 50 cheque leaves; thereafter 1. 50 cheque leaves free per calendar quarter (for every ₹25000/- of average monthly balance in preceding calendar quarter). 2. 100 cheque leaves per calendar quarter (for every ₹50000/- of average monthly balance in the preceding calendar quarter) Beyond free cheque leaves, applicable charges: • Applied through Digital Mode: ₹ 3/- per leaf. • Applied through Branch: ₹4/- per leaf. • Non – Personalized: ₹5/- per leaf
Digital Transaction (RTGS/NEFT/ MPS – through IBS/MBS)	Free
Demand Draft (DD)	Free 10 DDs in a month; in case MAB of minimum ₹1.00 lakh is maintained. The cumulative amount up to which free issuance of monthly 10 DDs is allowed, will be the MAB maintained in the preceding month.
POS/QR	<u>Quick Response (QR Code)</u> Installation – Free; Rental – Free; Sound Box (E-Swar) – Rental Free in case, MAB of ₹25000/- is maintained. <u>Point of Sale (POS)</u> Installation – Free
Debit Card	<u>RuPay Platinum Debit Card</u> Issuance — Free AMC will be waived if on an average MAB of ₹25000/- has been maintained throughout the year. <u>RuPay Select Debit Card</u> Issuance — Free AMC will be waived if on an average MAB of ₹50000/- has been maintained throughout the year.
Retail Loans	Full Waiver in upfront fees in Housing Loan & Vehicle Loan on maintenance of average MAB of ₹25000/- in the preceding calendar quarter.
Locker	50% discount in annual rent of 01 no. of Small Locker for the immediately succeeding year after issuance; in case an average MAB of ₹25000/- is maintained throughout the preceding year.
SMS Alerts	Free
Credit Card (Individual Basis)	Free Issuance with attractive offers by merchants; as per the eligibility of the customer
Folio Charges	Waived

PNB "PRAGATI" CURRENT ACCOUNT WITH 02 VARIANTS: PRIME & PRIME PLUS
(As per BA&RM cir No 02/2024)

Parameters	Prime	Prime Plus
Target Customers	New & Existing Business	New & Existing Business
Eligibility	All entities eligible to open CA	All entities eligible to open CA
Monthly Average Balance (MAB)	₹25000	₹50000
Charges for Non - Maintenance of MAB	₹750 + GST	₹1000+GST
Digital Txn (IBS/MBS)	Online Txn Free	Online Txn Free
Cash Handling Charges	Free cash deposit upto ₹15 lakh per month or 20 times of MAB maintained; whichever is higher; subject to a maximum capping of ₹1.00 Crores per month	Free cash deposit upto ₹20 lakh per month or 20 times of MAB maintained; whichever is higher; subject to a maximum capping of ₹1.25 Crores per month
	Free cash withdrawal upto ₹15.00 lakh per month or 20 times of MAB maintained; whichever is higher; subject to a maximum capping of ₹1.00 Crores per month	Free cash withdrawal upto ₹20.00 lakh per month or 20 times of MAB maintained; whichever is higher; subject to a maximum capping of ₹1.25 Crores per month
Point of Sale/QuickResponse	POS Services – Installation – Free Monthly Rental - 10% Waiver QR - Installation - Free Rental - Free Sound box Installation - Free Rental - 20% Waiver	POS Services - Installation - Free Monthly Rental - 15% Waiver QR - Installation - Free Rental - Free Sound box Installation - Free Rental - 20% Waiver
Cheque Leaves	Free - 50 CL per Qtr	Free - 150 CL per Qtr.
Demand Draft (DD)	DD – 05 DDs in a Qtr	DD – 10 DDs in a Qtr.
Locker	₹5313/- + GST (Rural & SU); ₹8500/- + GST (Urban & Metro) to be paid for 01 small locker rent, in case paid in advance for 5 years, instead of ₹6250/- + GST (Rural & SU) and ₹10000/- + GST (Urban & Metro).	₹4688/- + GST (Rural & SU); ₹7500/- + GST (Urban & Metro) to be paid for 01 small locker rent, in case paid in advance for 5 years, instead of ₹6250/- + GST (Rural & SU) and ₹10000/- + GST (Urban & Metro).
NEFT/ RTGS/ IMPS Transactions through Branch	Free 05 in a month	Free 10 in a month
Debit Card	<u>RuPay Platinum Business Debit Card</u> Issuance – Free	<u>Master Business Debit Card/ RuPay Platinum Business Debit Card</u> Issuance – Free

Physical Statement	Fortnightly Free	
Cheque Returning Charges	Waived for 02 outward cheques in a month	Waived for 05 outward cheques in a month
Outstation Clearing Charges	Charges waived for 02 cheques in a quarter.	Charges waived for 05 cheques in a quarter
Waiver in Retail Loans	100% waiver in processing charges/upfront fee in HL/VL in the name of Prop., Partner, Director.	
Demat Services	Waiver of 10% of annual maintenance charges to partners, directors, proprietors	
Charges RelatedTo: a. Ledger Folio/Incidental b. SI Registration c. Signature Attestation d. Photo Attestation e. Balance Certificate	Waived	Waived
Scheme Code	CAPRG	CAPPP

TERM DEPOSIT GUIDELINES OF THE BANK

(As per BA&RM -Deposit & Marketing Cir No 42/2026)

FIXED DEPOSIT

- **Time period:** From 7 days to 10 years (can be more or less in different schemes. However, branches may accept deposits for periods exceeding 10 years in terms of orders of competent courts.
- **Interest calculation: Quarterly basis**
- **Payment of interest:** Monthly , quarterly , half - yearly , annually or at maturity.
- The facility of issuance of **e-FD** has also been customized in Internet Banking. Retail IBS users are also having the option to cancel the online opened Fixed Deposits prematurely, during branch timings only. After Central EOD, the customer's request will be captured with display of the message on screen that his/her request will be processed on the next working day. Once the request is captured, it will be executed by the system at BOD level on the next working day without any further request of the customer.
- System will not allow the FD to be closed in case any lien is marked on FD. Interest calculation/ penalty, etc., will be computed online in CBS and funds will be credited to the chosen account number instantly. The aforesaid facility will be available subject to the condition that the related Saving/Current Account must be fully KYC compliant. Also, it is mandatory to credit the closure proceeds of any FDR into the account having the same customer ID as that of the Fixed Deposit Account or BACID 3111103 (Repayment Ac for Term Deposit) for onward payment/crediting the proceeds into customer's account maintained with any other bank.
- To prevent frauds involving misappropriation of funds in term deposits a confirmatory letter in the form of "Thank You" note shall be sent to the beneficiary through post and SMS as well as e-mail wherever mobile No. and e-mail ID is available. A Thank You letter has been customized in CBS which is to be sent to the account holder. Report is available in DAYRPT 4/22a

Eligibility

- **Individual (single or combined)**
- Minor (10 years or more self-operation) and less than 10 years under guardianship operation.
- Sole proprietorship, partnership firm, business entity, company or corporate body.
- Undivided Hindu family. Association, club, society, trust or religious or educational.
- Municipality or panchayat, government or semi-government institution.
- **illiterate and blind person (single or joint),**
- **NRI - Individual (singly or jointly) (exclusively for NRO/NRE variants of FD account)**

RECURRING DEPOSITS

- These accounts may be opened by all types of customers as mentioned in case of fixed deposits Accounts. The facility of opening minor's A/cs under guardianship is also permissible.
- Recurring deposit accounts may be opened, with minimum monthly installment of ₹100/- or more in multiples thereof with a maximum ceiling of monthly installment of ₹25 Lakh. Further Domain ED is delegated with the power for allowing any modification/ customization in the limit of core monthly installment on case-to-case basis.
- Deposits can be accepted for a period of 6 months to 120 months, in multiple of 1 month.

- The installment for any calendar month shall be paid on or before the last working day of that month, failing which penalty charges are to be levied for delay @ ₹1.00 for ₹100/- p.m. irrespective of periodicity of deposit. A fraction of the month is being treated as full month for the purpose of calculating such penalty.
- A depositor may deposit installment at all the branches of the bank as well as by giving standing instructions, to transfer from his/her savings or current account. Such transfers will be effected free of charge.
- Standing instructions can also be given online after opening of RD Account. In case the depositor fails to maintain sufficient balance in his/her account, to affect such transfers, the standing instructions would be treated as cancelled and the installment will be deemed to have fallen in arrears. The depositor can also pay the installments in advance.
- SMS alerts for missed installments and due date of maturity will be sent to customer.
- All Recurring Deposit Accounts shall be payable AT PAR on maturity at all CBS branches, i.e., no inter-sol transaction charges of any nature including cash withdrawal either directly or through Savings/Current Account etc. will be levied at the time of payment. In case, customer requires premature payment in respect of the Recurring Deposit, it would be entertained only at the Base Branch, i.e., the branch where the account of Recurring Deposit is maintained.
- Every depositor will be provided with a passbook of his/her account. No repayment will, ordinarily, be made from the account, without production of the passbook. However, this formality may be waived, at the written request of the depositor. If the passbook is lost, spoiled or mutilated a duplicate passbook will be issued after a levy of duplicate passbook charges.
- The deposit shall mature for payment 30 days/one month after payment of last installment or on expiry of period for which the deposit was accepted, whichever is later, irrespective of whether the last installments is paid with penalty in subsequent month(s). Accounts maturing on a Sunday or a Bank holiday, will be payable, on the next working day.
- The payment on maturity of Recurring Deposit shall be made after obtaining a proper discharge from the customer on the Receipt annexed at the end of the passbook.
- The relative passbook will be returned to the depositor, after completion and duly marked with the remarks "account closed". However, since Recurring Deposit pertain to the category "Term Deposits", payment of deposits of ₹20,000/- and above covered under Income Tax Amendment Ordinance, 1981 should be made as provided in the Ordinance Act.
- In case of premature cancellation of deposit, 1% penal interest to be charged at the time of premature cancellation/ part withdrawal of domestic term deposits for all tenors and interest rate payable shall be interest rate applicable to the amount & period for which the deposit remained with the bank minus 1% and not at the contracted rate.
- In case of premature closure within a month, no interest shall be paid to the customer.
- Staff Members and Senior Citizens and instances of death of the depositor before maturity, would continue to be exempted from the levy of penal interest.
- Recurring Deposits, where monthly installments are regularly paid/or regularized after payment of penalty up to some period after which defaults were made and the amount is sought to be withdrawn before due date, the interest rate will be applicable as mentioned above (i.e. minus 1%) and simple interest will be paid on daily product basis compounded quarterly and penalty for non-deposit of installment has been dispensed with.
- In case RD account is not made regular by depositing pending installments till maturity date, simple interest will be paid on daily products basis compounded quarterly.
- Loans may be granted against Recurring Deposits as are being allowed against Fixed Deposits. The bank's lien will be noted on the depositor's balance in the recurring deposit account, to the full extent of the limit allowed. The related passbook with customer's signatures on payment coupon in the passbook will be obtained from the borrower and kept with the documents, which will be returned, after the loan is adjusted.

Other General Guidelines

- **Classification of deposits accepted under Term Deposit schemes :**
In terms of revised RBI guidelines on Bulk Deposits dated June 07, 2024, ALCO has realigned the Retail Card rate bucket to Single Rupee Term Deposits of < ₹3 crore from < ₹2 crore. From branch deposit budget classification point of view, term deposits are classified as under:

- **Retail (Core) Deposits:** The category of deposit contracted at retail card rates published by ALM cell are as under:
 - a) Single Domestic Term Deposit upto ₹10 crore
 - b) Single Interbank Rupee Deposit **less than ₹3 crore**
- **Wholesale Term Deposit:** All domestic single term deposits contracted at card rates published by Treasury Division will be treated as Wholesale Term Deposit, which are as under:
 - a) Single Domestic Rupee Term Deposit **above ₹10 Crore.**
 - b) Single Interbank Rupee Deposit of **₹3 crore & above.**
- **“Bulk Deposit” means:** Single Rupee term deposits of **₹3 crore and above**

However, all the branches are required to take prior approval from **Circle Head** (Dy. Circle Head in absence of CH) for accepting any domestic Term Deposit of above ₹10 Crore from a single depositor (fresh/ renewal) for which rate of interest shall be given by HO: Treasury Division.

- TDS: Recurring deposits (RDs) have been included in time deposits for the purpose of TDS. Accordingly, interest on RDs/Flexible RD recorded in the books after 31/05/2015 is subject to TDS if total interest payment on time deposit exceeds/likely to exceed Rs 100,000/- (As amended by Finance Act, 2025, applicable w.e.f. 01.04.2025) where the payee is a senior citizen and Rs 50,000/- (As amended by Finance Act, 2025, applicable w.e.f. 01.04.2025) where the payee is any other person during the financial year.
- Bank shall not deduct TDS from depositors who submit declaration in **Form 121 (previously 15-G/15-H)** under Income Tax Rules, 1962. Acknowledgment in this regard shall be issued at the time of receipt of such declaration.
- Penalty of 1% interest on premature withdrawal on the interest for which FD has remained with bank.
- There is no penalty on premature withdrawal for staff, senior citizens, in case of death and reinvesting deposit again for a long period.
- 1% more to Staff, 1%+.50% to Senior Citizens (Staff) , 0.50% to Senior Citizens , 0.80% to Super Senior Citizens, Interest paid over and above the normal rate on deposits less than 3 cr.
- The benefit of additional rate of interest to banks, staff members, or retired staff member is available only in case of the staff member or retired staff members has an account singly or jointly with family member where the staff member/retired staff member is the Principal Account Holder. However, benefit of additional rate of interest is not offered on the term deposits standing in the name of a KARTA of the Hindu Undivided Family (HUF), even if the KARTA is Staff Member/Retired Staff Member/ a resident Indian senior citizen
- Payment of Fixed Deposits :
 - Premature payment only at home- sol.
 - Payment in cash for amount less than Rs.20000/- otherwise through account / account payee cheque/draft.

FIXED DEPOSIT SCHEMES

(BA&RM-Deposit & Marketing div cir no. 63/2025)

Fixed Deposit Schemes	Minimum-Maximum Deposit Amount	Period of Deposit	Auto – Renewal /	Prepayment /	part-withdrawal/	Loan facility	Other
ORDINARY TERM DEPOSIT	Rs. 100 to less than Rs. 3.00 Cr (in multiples of Rs 1)	7 days to 179 days	As per bank guidelines	As per bank guidelines	No	Available for deposits ₹10,000/- and above	
MULTI BENEFIT TERM DEPOSIT	Rs. 100 to less than Rs. 3.00 Cr (in multiples of Rs 1)	6 months to 120 months (Not less than 180 days)	As per bank guidelines	As per bank guidelines	No	Available for deposits ₹10,000/- and above	Interest compounded quarterly, payable on maturity
SPECIAL TERM DEPOSIT SCHEME	Rs. 1000 to Rs 3.00 Cr (in multiples of Rs 1000)	1 year to 10 years	As per bank guidelines	As per bank guidelines	No	Available for deposits ₹10,000/- and above	Interest shall be payable monthly (at discounted rate), quarterly (at simple rate) and yearly (quarterly compounding).
PNB SUGAM TERM DEPOSIT SCHEME	Rs. 10000 to Rs 10 Lakh per customer (in multiple of Rs. 1)	46 days to 120 months	Yes upto 10 lacs. On auto-renewal, if the aggregate value of Sugam FDs exceeds ₹10 lakh, the FD shall be renewed under the mapped scheme	Yes	Yes ,	Available ,as per bank's extant guidelines issued by HO:IRMD	-

Fixed Deposit Schemes	Minimum-Maximum Deposit Amount	Period of Deposit			Auto – Renewal /	Prepayment /	part-withdrawal/	Loan facility	Other
ANUPAM TERM DEPOSIT SCHEME	Rs. 10000 to Rs 3.00 Cr (in multiples of Rs 1000)	6 months to 120 months Anupam Account shall not be opened in the name of minor, illiterate and blind persons.			Yes	Yes	Yes	available	Inbuilt OD option for eligible customers. Deposit & OD must be in same name.
PNB UTTAM FIXED DEPOSIT SCHEME (WITHOUT PRE-MATURE WITHDRAWAL FACILITY)	Single deposit of above ₹1 Crore, and thereafter in multiples of ₹ 1	Options	Maturity	Income	No	No premature withdrawal/ part withdrawal/ extension is permitted under the scheme, in any case, except in case of death of the depositor.	The term deposit receipt issued under the scheme shall not be marked lien/pledge to secure any loan. Accordingly, no advance to be sanctioned against security of deposit made under captioned scheme, either as primary or as collateral security.		
		Upto 10 cr	91 days to 120 months	6 months to 120 months					
		More than 10 cr	91 days to 3 year	6 months to 3 year					
		Interbank deposit above Rs. 10 Cr	91 days to 3 year	-					
PNB TAX-SHIELD FIXED DEPOSIT SCHEME	Rs. 100 to Rs. 1.50 lakh per financial year only	only for 5 years			No	Not Allowed	Lock-in 5 years	Tax benefits on investment in - 80C.	

Fixed Deposit Schemes	Minimum-Maximum Deposit Amount	Period of Deposit		Auto – Renewal /	Prepayment /	part-withdrawal/	Loan facility	Other			
PNB PRANAM TERM DEPOSIT SCHEME	Rs. 100/- to Rs.3.00 Cr /-(in multiples of Re 1)	Income Option: 1 year to 10 years Maturity Option: 1 yr to 10 year However, it is mandatory that during the tenor of deposit, under both the options, the account holder must attain the status of Senior Citizen i.e. the age of 60 years.		Yes	There will be no penalty after being a senior citizen	No	Deposits for ₹10,000/- and above, as per bank's extant guidelines issued by HO: IRMD	55+ (55 & above up to 60 years) individuals			
PNB FLOATING RATE FIXED DEPOSIT	Rs. 1000/- with no maximum limit (in multiples of 1000/-) FDRs of above ₹10 crores shall be strictly subject to approval by HO: Treasury Division .	07 days to 10 years		Yes	Yes (0.50% to 1% minus)	No	Deposits for ₹10,000/- and above, as per bank's extant guidelines issued by HO: IRMD	-			
PNB GROWTH FIXED DEPOSIT SCHEME	Min Rs.3.00 crore to Max 10 crore(in multiples of Rs.1)	<table><tr><th>Maturity Options</th><th>Income Option</th></tr><tr><td>7 days to 120 months</td><td>6 months to 120 months</td></tr></table>	Maturity Options	Income Option	7 days to 120 months	6 months to 120 months	Yes	Yes (1% minus)	Available (in multiples of 1 lakh and above) , only in maturity option.	Available ,as per bank's extant guidelines issued by HO:IRMD	-
Maturity Options	Income Option										
7 days to 120 months	6 months to 120 months										

Fixed Deposit Schemes	Minimum-Maximum Deposit Amount	Period of Deposit		Auto – Renewal /	Prepayment /	part-withdrawal/	Loan facility	Other
PNB BULK FIXED DEPOSIT SCHEME	Single deposit of more than 10 crores; Single Interbank deposit 3 crore and above; Single NRE & NRO above 10 crores; Single FCNR (B) 1 Mio & above USD, GBP & EUR currency.			No	No	No	available	Available, as per bank's extant guidelines issued by HO: IRMD. For all withdrawals over ₹25 Crores guidelines of prior information of HO: Treasury Division shall be applicable.
		Maturity Option 7 days to 120 months	Income Option 6 months to 120 months					
PNB MIBOR LINKED NOTICE DEPOSIT SCHEME (for CBS branches of metro cities only)	Single more than 10 crores , (in multiples of Re.1). No deposit will be taken on reporting Fridays	7 days to 60 days		14 days	No penalty for Premature/ Part Withdrawal, however, one clear working day notice required for withdrawal of funds.		Not available	HNIs, Company/Corporate Body, PSUs and Commercial Organization.

Fixed Deposit Schemes	Minimum- Maximum Deposit Amount	Period of Deposit	Auto – Renewal /	Prepayment /	part-withdrawal/	Loan facility	Other
FIXED DEPOSIT SCHEME FOR ROAD ACCIDENT VICTIMS	Max - No Limit	For any period from 12 months to 120 months. In case, the honorable court directs fixed deposit tenor more than 120 months, the same shall be auto renewed if the period exceeds 120 months	Yes, as prescribed by court	No	No	Available (On Court Order only)	1% higher rate of on the applicable CARD rate of interest as applicable for normal Fixed Deposit Scheme for various tenors
Motor Accident Claims Annuity (Term) Deposit Account (MACAD)	Maximum: No Limit; Minimum: Based on minimum monthly annuity ₹1,000/- for the relevant period	-36 to 120 months. -In case the period is less than 36 months, normal FD will be opened. -MACAD for longer period (more than 120 months) will be opened as per direction of the Court.	-	Premature closure or part lumpsum payment of MACAD during the life of the claimant will be made with permission of the court	No	One time lump sum amount, as decided by the Court / Tribunal, deposited to receive the same in Equated Monthly Installments (EMIs), comprising a part of the principal amount as well as interest	

PNB PALAASH GREEN DEPOSIT SCHEME:

Eligibility	Individuals /Proprietorship firms/ Partnership firms / Private and Public Limited Companies / HUFs / Specified Associates / Societies / Trusts, Departments of Authority created by Government (Central or State),Limited Liability Partnership, etc.
Deposit Amount	Minimum: Rs.5000.00 and thereafter in multiples of Re.1/- Maximum: less than Rs.10.00 Cr
Type	Cumulative and non-cumulative
Currency	INR
Period & Interest of Deposit	303 days, 506 days, 1204 days and 1895 days In case of NRE Accounts FDR of 303 days is not allowed
Interest option	Maturity option and Income option both
Conversion from PNB PALAASH GREEN DEPOSIT to any other term deposit	Not allowed.
Renewal/ Extension (or premature renewal/ extension) of period of existing PNB PALAASH GREEN DEPOSIT	Yes allowed ,in the scheme of PNB PALAASH GREEN DEPOSIT
Premature Withdrawal (Closure) during the Period of Deposit	Yes, allowed, penalty as per existing term deposit schemes
Demand Loan/Overdraft Facility	Allowed

Other	Nomination Facility, Additional ROI to Senior Citizen, Super Senior Citizen, Staff, Retired staff etc. as per existing general guidelines on term deposit.
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Policy on green Deposit:

- Green deposits are to be utilized for financing specified Green Activities only.
- deposits can be either in cumulative or non-cumulative form.
- On maturity, the Green Deposits would be renewed or withdrawn at the option of the depositor.
- The Green Deposits shall be denominated in Indian Rupees only.

RECURRING DEPOSIT SCHEMES OF THE BANK (BA&RM-DEPOSIT & MARKETING CIRCULAR NO. 64/ 2025)

Recurring deposit	Eligibility _	Minimum-Maximum Deposit Amount	Period of Deposit	Penalty _	Pre -mature Withdrawal	At par payment
PNB PRANAM RECURRING DEPOSIT SCHEME	Persons of 55 years of age and maximum 60 years In case of Joint Deposit, the prospective Senior Citizen has to be the first holder of the recurring deposit.	Minimum monthly installment - ₹100/- or in multiples thereof Maximum limit of Rs.25 lakh per month	6 months to 120 months, in multiples of 1 month.	@ ₹ 1.00 for ₹ 100/- pm	1.00% penal interest to be charges. No penalty if: For the purpose of investment to any other term deposit scheme of the bank provided that the deposit remains with the bank after reinvestment for a period longer than the remaining period of the original contract. b) After the customer attains the status of Senior Citizen	RATE OF INTEREST: additional rate of 0.50% (presently) as applicable to Senior Citizens from the date of attaining the status of Senior Citizen. - Loan facility also available. - Additional interest rate benefit of 0.50% to Senior Citizens and 0.80% to Super Senior Citizens will be restricted to deposits upto ₹3 crores only.
PNB KALPNIDHI RECURRING (Earlier Known as PNB RECURRING	Individual (Singly or Jointly), Minor, Association, Club, Society, Trusts Educational	Minimum monthly installment - ₹100/- or in multiples thereof	6 months to 120 months, in multiples of 1 month.	@ ₹ 1.00 for ₹ 100/- pm	1% penal interest to be charged at the time of premature cancellation for all tenors	Loan facility also available.

Recurring deposit	Eligibility _	Minimum-Maximum Deposit Amount	Period of Deposit	Penalty _	Pre -mature Withdrawal	At par payment
DEPOSIT) SCHEME	Institutions, Municipality / Panchayat / Govt. and quasi-Govt. body Co-operative society / Religious / Charitable Institution NRI(s) etc.	Maximum limit of Rs.25 lakh for an individual per month			and interest rate payable shall be interest rate applicable to the amount & period for which the deposit remained with the bank minus 1% and not at the contracted rate	
PNB KALPNIDHI PLUS(Earlier known as PNB SWECHHA JAMA YOJNA/PNB FLEXI RD SCHEME)	Individual (singly or jointly with others)/ Minors/ Hindu Undivided Family/ Proprietorship/ Partnership Firm/ Commercial Organization/ Company/ Corporate Body/ Association/ Club/ Society/ Trust / Religious & Charitable Institutions/ Educational Institutions/ Municipality/ Panchayat/ Government/ Quasi-Government body	Minimum monthly installment of ₹100/- or more and thereafter in multiples of ₹1 with flexibility of depositing up to ten times of the core monthly deposit in a month. The maximum core monthly installment: ₹2,50,000/- per customer per month (max. ₹25 lakh i.e., 10 times of the core monthly installment)	From 6 months to 60 months. The period does not have to be mandatorily in exact multiples of a month. (For example: An account opened on 15.03.2024 for 1 year and 20 days will have maturity date on 04.04.2025)	No penalty on missed installments	1% penal interest to be charged at the time of premature cancellation for all tenors and interest rate payable shall be interest rate applicable to the amount & period for which the deposit remained with the bank minus 1% and not at the contracted rate	-Interest shall be credited to the account on half-yearly basis in March/September -Loan facility available
PNB SPECIAL RECURRING DEPOSIT SCHEME	-The account can be opened by all Govt. Institutions, Pvt. Institutions, PSUs, Corporate Bodies etc. -The account shall be opened in the name of the	The amount of installments shall be minimum Rs. 10/- according to PF deductions of the employees and may	a) The account shall be opened for a minimum period from 6 Months to 120 month. b) If the employer requires deposit period for a	No penalty on missed installments.	No premature withdrawal allowed without the prior sanction or permission of the institution.	a) PNB Special Recurring Deposit Scheme shall be payable at par on maturity at Base Branch only. b) In case, customer requires any other transaction other than its payment on due date, it would also be

Recurring deposit	Eligibility _	Minimum-Maximum Deposit Amount	Period of Deposit	Penalty _	Pre -mature Withdrawal	At par payment
	institution A/C Name of the employee. -The Institution shall open the accounts with minimum 10 Employee or 75% of the eligible employee, whichever is lower.	be accepted later on in multiples of Re.1/- thereof	longer duration i.e. more than 120 months at present, the previous account will be closed after the full tenure i.e. 120 months and new account will be opened for maximum period allowed as per RBI guidelines and at rate of interest prevailing at that time. c) The maturity amount of earlier closed RD can be deposited in the new account opened but will carry interest at the rate as applicable to the new account.			entertained only at the Base branch i.e. the branch which has opened account under PNB Special Recurring Deposit Product. c) Loan facility available

8

Govt. Deposit Schemes

SOVEREIGN GOLD BOND SCHEME

Sovereign Gold Bond is issued by the Reserve Bank of India on behalf of the Government of India.

- **Eligibility:** Resident individuals, HUFs, Trusts, Universities and Charitable Institutions.
- **Denomination:** denominated in multiples of gram(s) of gold with a basic unit of One gram.
- **Tenor:** Tenor is **eight years** with an option of premature **redemption after 5th year** to be exercised on the date on which interest is payable.
- **Minimum size:** Minimum permissible investment will be One gram of gold.
- **Maximum limit:** 4 Kg for individual, 4 Kg for HUF and 20 Kg for trusts and similar entities per fiscal year (April-March).
- **Joint holder:** In case of joint holding, the investment limit **of 4 Kg** will be applied to the first applicant only.
- **Issue price:** Price of SGB will be fixed in Indian Rupees on the basis of simple average of closing price of gold of 999 purity, published by the **India Bullion and Jewellers Association Limited (IBJA)** for the last three working days of the week preceding the subscription period.
- The issue price of the **SGBs will be less by ₹50 per gram** for the investors who subscribe online and pay through digital mode.
- **Payment option:** Through cash payment (upto a maximum of ₹20,000) or demand draft or cheque or electronic banking.
- **Redemption price:** will be in Indian Rupees based on simple average of closing price of gold of 999 purity, of previous three working days published by IBJA Ltd.
- **Interest rate:** fixed rate of 2.50 percent per annum payable semi-annually
- **Tax treatment:** The **interest on SGBs shall be taxable** as per the provision of Income Tax Act, 1961 (43 of 1961).
- **The capital gains tax arising on redemption of SGB to an individual is exempted.**
- **Tradability:** SGBs shall be eligible for trading.
- **Commission:** **one percent** of the total subscription received by the receiving office.
- **Further, clarification was sought from IBA to finance against SGBs, the reply to which is awaited. Thus, CRMC in its 21st meeting dated 12.03.2026 has approved to temporarily withhold advance against SGBs, until clarification is received from IBA.**

PUBLIC PROVIDENT FUND SCHEME

➤ OPENING OF AN ACCOUNT

- An individual can open only one PPF account in his/her own name either in post office or in the bank.
- An individual can also open one account on behalf of each minor or a person of unsound mind of whom he is the guardian.
- A Public Provident Fund account on behalf on a minor can be opened by either father or mother. Both the parents cannot open a separate account for the same minor.
- Only one PPF account can be opened in one name.
- If two PPF accounts are opened by a subscriber in an individual name by mistake, the second account will be treated as irregular account and will be closed and will not carry any interest, or the two accounts are amalgamated into one with the approval of the Government of India, Ministry of Finance (DEA).
- Non Resident Indians are not eligible to open an account under the Public Provident Fund Scheme.
- If a resident, who subsequently becomes Non Resident Indian during the currency of the maturity period prescribed under Public Provident Fund Scheme, may continue to subscribe to the Fund till its maturity on a Non Repatriation Basis.
- There is no bar in opening a PPF account by an illiterate subscriber.
- The blind person will be treated as illiterate subscriber for this scheme.
- There is no maximum limit of age for a person to open a PPF account. A person of any age can open an account.
- A Power of Attorney holder can neither open a PPF account nor operate any PPF account on behalf of a subscriber
- PPF account can not be opened in joint name.
- PPF account can also be opened by IBS Retail user by using Internet banking.

➤ DEPOSIT IN THE ACCOUNT:-

- Minimum initial deposit of **Rs. Five Hundred only** and thereafter deposit of any sum **in multiple of Rs Fifty** can be made subject to not more than Rs. **One lakh Fifty thousands** in an account during a F.Y in one lump sum or in installments.
- Maximum limit of Rs one lakh fifty thousand by an individual, shall be inclusive of the deposits made in his own account and in the account opened on behalf of the minor.
- Any account in which the account holder, having deposited five hundred rupees in the initial year, fails to deposit the minimum amount in the following years, shall be treated as discontinued.
- An account treated as discontinued may be revived during its maturity period on payment of a fee of fifty rupees along with arrears of minimum deposit of five hundred rupees for each year of default.

➤ NOMINATION:- A subscriber may nominate one or more persons to receive the amount standing to his/her credit in the event of his/her death. NRIs can not be made nominees.

➤ No nomination shall be made in respect of an account opened on behalf of the minor.

➤ INTEREST: @7.10%

No interest will be paid on matured PPF account in the name of NRI/HUF.

- **LOAN FACILITY:** The first loan in the third financial year from the financial year in which the account was opened.

- **Amount of loan:** restricted to **25% of the balance including interest** at the end of the first financial year.

Loan facility in a PPF account shall **be available up to the end of the 5th financial year** from the end of the year in which the initial subscription was made.

- **WITHDRAWAL FROM ACCOUNT:**

Any time after the expiry of five years from the end of the year in which the account was opened.

- **WITHDRAWAL AMOUNT:** an amount not exceeding fifty per cent of the amount that stood to his credit at the end of the fourth year immediately preceding the year of withdrawal or at the end of the preceding year, whichever is lower.

The facility of withdrawal may be availed only once in a year only from the accounts which have not become discontinued.

- **TRANSFER OF ACCOUNT:** can be transferred from one Bank to another or one Branch to other Branch. The account standing in any Bank or Post Office can also be transferred to our Bank and vice versa.

- **CLOSURE OF ACCOUNT:** Any time after the expiry of fifteen years from the end of the year in which the account was opened.

- **EXTENSION OF THE ACCOUNT:** The account holder on the expiry of fifteen years from the end of the year in which the account was opened, may extend his account and continue to make deposit for a further block period of five years.

- No deposits can be made in the account, if the account holder fails to give his/her option to continue the account within one year from the date of maturity.

- **PREMATURE CLOSURE OF ACCOUNT:-**

An account holder shall be allowed premature closure of his/her account on any of the following grounds, namely:-

- a. Treatment of life threatening disease of the account holder, his/her spouse or dependent children or parents, on production of supporting documents and medical reports confirming such disease from treating medical authority;
- b. Higher education of the account holder, or dependent children on production of documents and fee bills in confirmation of admission in a recognized institute of higher education in India or abroad;
- c. On change in residency status of the account holder on production of copy of Passport and visa or Income tax return.

CLOSURE OF THE ACCOUNT ON DEATH OF THE ACCOUNT HOLDER:- In the event of the death of the account holder, the account shall be closed and the nominee or the legal heir shall not be allowed to continue the account.

- **EXEMPTION UNDER INCOME TAX/ WEALTH TAX:-** Contribution made to the PPF account every year are eligible for tax Deductions under section 80C of the Income Tax Act 1961 up to the limit of Rs.1.50 lakh per year. Interest earned and maturity proceeds also exempted from income tax.

SUKANYA SAMRIDDHI ACCOUNT SCHEME

Opening of Account:

- ▶ The account may be opened by one of the guardian in the name of a girl child, who has not attained the age of ten years as on the date of opening of the account.
- ▶ An account under this Scheme may be opened for a maximum of two girl children in one family. More than two accounts may be opened in a family if such children are born in the first or in the second order of birth or in both, on submission of an affidavit by the guardian supported with birth certificates of the twins/triplets regarding the birth of such multiple girl children in the first two orders of birth in a family.

Deposits:

- ▶ The account may be opened with a minimum initial deposit of **two hundred and fifty rupees** and in multiples of fifty rupees thereafter.
- ▶ Deposits shall be in multiples of fifty rupees subject to the condition that a minimum of two hundred and fifty rupees shall be made as deposit in a financial year in one account.
- ▶ The total amount deposited in an account shall not exceed one lakh fifty thousand rupees in a financial year.
- ▶ Deposits can be made in the account till the completion of a period of fifteen years from the date of opening of the account.

Premature closure of Account:

In the event of death of the account holder, the account shall be closed immediately on application in Form-2.

No premature closure of an account shall be made before completion of five years.

Withdrawals:

Withdrawal of up to a maximum of fifty per cent of the amount in the account at the end of the financial year preceding the year of application for withdrawal, shall be allowed for the purpose of education of the account holder and such withdrawal shall be allowed after the account holder attains the age of eighteen years or has passed tenth standard, whichever is earlier.

Closure on maturity:

The account shall mature on completion of a period of twenty-one years from the date of its opening. The closure of the account may also be permitted before completion of twenty-one years if the account holder on an application makes a request for such closure for the reason of intended marriage of the account holder on (not be less than eighteen years of age on the date of marriage).

Tax Benefits:

Amount invested up to Rs.1.50 lakh p.a. is exempted under Sec. 80C under option I of income tax act 1961. The amount invested, interest earned and maturity amount is tax free.

Further, as per the notification issued by the Ministry of Finance for the Sukanya Samriddhi Account Scheme, the prescribed Nomination form which is included as part of SSA account opening form (Annexure-1).

THE SENIOR CITIZENS SAVINGS SCHEME, 2004 (SCSS)

➤ Opening of an account:

- **An individual fulfilling the following conditions :**
- who has attained the age of sixty years on the date of opening of the account;
- who has attained the age of fifty-five years or more but less than sixty years, and who has retired on superannuation or otherwise on the date of opening of an account , subject to the condition that the account is opened by such individual within three month of the date of receipt of the retirement benefits.
- The retired personnel of Defense Services (excluding Civilian Defense employees) shall be eligible to open an account under this Scheme on attaining the age of fifty years subject to the fulfillment of other specified conditions.
- Both the spouses can open single account and joint accounts with each other with the maximum deposit of up to **Rupees thirty (30) lakh** in each account provided both are individually eligible to open the account.
- Minimum deposit of **one thousand rupees** or any sum in multiples of one thousand rupees not exceeding **thirty (30) lakh rupees**.
- Provided that the deposits in the account shall be restricted to the retirement benefits received, or **Rupees thirty (30) lakh**, whichever is lower.
- There shall be only one deposit in the account

➤ **Mode of deposit :** The deposit under these rules may be made:

- (i) In cash, if the amount of deposit is up to rupees one lakh.
- (ii) By cheque or demand draft drawn in favour of the depositor
- (iii) By any electronic mode

➤ **Nomination:** - depositor may nominate a person or persons who, in the event of death of the depositor, shall be entitled to payment due on the account.

Nomination facility shall be available in the case of joint account also. However, in such case, the joint holder will be the first person entitled to receive the amount payable in the event of death of the depositor and the nominee's claim shall arise only after the death of both the depositor and the joint holder.

Nomination cannot be made in favour of a NRI

➤ **Closure of account:**

The deposit shall be paid on or after the expiry of five years or after the expiry of each block of tree years where account was extended from the date of the opening of the account.

➤ **Premature closure of account :**

The account holder may withdraw the deposit and close the account subject to the following conditions, namely:-

- (i) In case, the account is closed before one year after the date of opening of account, interest paid on the deposit in the account shall be recovered from the deposit and the balance shall be paid to the account holder.
- (ii) In case the account is closed after the expiry of one year but before the expiry of two years from the date of its opening, an amount equal to one and a half per cent of the deposit shall be deducted and the balance shall be paid to the account holder

(iii) In case the account is closed on or after the expiry of two years from the date of its opening, an amount equal to one per cent of the deposit shall be deducted and the balance shall be paid to the account holder.

➤ **Extension after maturity:**

The account holder may extend the account for a further period of three years by making an application in Form-4 within a period of one year from the date of maturity or from the date of end of each block period of three years.

Extension of an account under the scheme shall be available in block period of three years.

Provision of Income Tax and TDS:

Investment in SCSS qualifies for deduction under Section 80C of the Income-tax (I-T) Act. However, this tax benefit is under the overall current ceiling of Rs. 1.5 lakh per annum fixed for all investments under Section 80C. Section 80C benefit is available in the financial year in which the deposit is made in SCSS.

➤ **Loan against Deposits** pledging the deposit / account under the SCSS, 2004 for obtaining loans, has **not been permitted.**

NPS Vatsalya

- NPS Vatsalya is a contributory pension system under the National Pension System (NPS).
- Its objective is to create a pensioned society and encourage the empowerment of children by inculcating the habit of saving for retirement from an early age.
- NPS Vatsalya is open to all citizens of India who are under the age of eighteen years.
- The account will be opened and operated by the guardian on behalf of the minor.
- **Benefits of opening a NPS Vatsalya account:**
- Opening a NPS Vatsalya account provides the child with a head start on saving for retirement and offers valuable financial lessons from an early age.
- The account is opened by the natural or legal guardian in the name of the minor.
- A unique Permanent Retirement Account Number (PRAN) is issued in the minor's name.
- The account is operated by the guardian for the exclusive benefit of the minor until they reach the age of majority (18 years).
- **Minor attains the age of 18 years:** The account will continue to be operational and will be seamlessly transitioned into a NPS -Tier 1 Account under the All Citizen Model.
- Upon transitioning, the features, benefits, and exit norms of the NPS-Tier I for All Citizen Model will apply.
- A fresh KYC of the subscriber must be carried out within three months of reaching majority. Contributions to the NPS Tier1 Account will be allowed after the submission of fresh KYC.
- **Minimum and maximum contributions under the NPS Vatsalya account:**
- The minimum contribution is Rs 1000 per annum, with no upper limit on the maximum contribution.
- **Partial withdrawal of money from the NPS Vatsalya account before 18 years:**
- Partial withdrawals from your NPS Vatsalya account are allowed to address contingency situations. E.g Education of the minor subscriber o Treatment of specified illnesses of the minor subscriber, Disability of more than 75% of the minor subscriber,
- A maximum amount of up to 25% of contributions (excluding returns) can be partially withdrawn. • This facility is available on a declaration basis after a minimum of 3 years from the date of account opening. The Partial withdrawal can be made maximum three times till subscriber attains 18 years of age. **Death before 18 years:** entire accumulated corpus to be paid to the guardian.

09

Digital Products and Services

PNB One BIZ - Corporate Mobile Banking App DBTD 53/2024, 24/2026

- **Onboarding for Corporate Internet and Mobile Banking:**
 - The revised **Form 1212R** is available for onboarding on the corporate website, corporate internet banking website, and knowledge center.
 - A copy of the board resolution or equivalent document is required.
 - Customers can choose either 'Internet Banking' or 'Internet and Mobile Banking'; the option for mobile banking alone is not allowed.
 - Corporate mobile banking is available to account holders with constitutions such as proprietorship, partnership, private/public limited companies, trusts, HUF, societies, and other non-individual entities.
- **Onboarding process for existing corporate internet banking users:**
 - Existing users can enable corporate mobile banking by contacting the branch, submitting the required documents, and having the Relationship Manager (RM) activate it through the "Channel Linkage" option.
- **Features and functionalities:**
 - **Account Management:** View details of all types of accounts (savings, deposits, loans, overdrafts, current accounts) and download statements, m-passbook
 - **Fund Transfer:**
 - Regular and instant fund transfers, including to self (own accounts), within PNB, and transfers to other banks (NEFT/RTGS/IMPS).
 - Beneficiary management and bulk approval.
 - Enables IOCL dealers with CC limit under scheme CCIOC & CCDLR to transfer funds to IOCL beneficiary accounts.
 - Corporate IBS-initiated tax transactions can now be approved through the PNB One Biz platform
 - Users can now verify beneficiary names for NEFT and RTGS transfers, similar to IMPS, using the "Validate Beneficiary" option, helping prevent incorrect fund transfers
 - Users can now initiate VAT and other tax-related payments directly through PNB One BIZ
 - **Profile Management:**
 - Change account access, set transaction limits, manage MPIN/TPIN, enable biometrics, and deactivate profiles.
 - **View Transactions:**
 - View recent and upcoming transactions; modify or stop future transactions.
 - **Check-related services:**
 - Check status, stop or destroy checks, Positive Pay service, Apply cheque book, PNB Cheque Suraksha
 - **Value-added services:**
 - PNB Shoppe (e-marketplace), apply for banking products., Generate TDS certificate, Complaint Management, Application feedback, View Upload bulk files, Inquiry options (Mutual funds, Online trading, Interest rate)
 - **Pre-login services:**
 - Forgot MPIN, activate user, check user ID, deactivate account.
 - **User Maintenance (Administrative activities):**
 - Create and modify users (CUSER/CVIEW), role management, workflow creation, limit management.
 - **Notifications and campaigns:**
 - Push and in-app notifications, advertisement banners.
 - **GST services:**
 - Customers can now register their GST number against their account number or Customer ID in real time.
 - A new feature enables GST-registered B2B customers to generate a monthly consolidated GST invoice via Mobile Banking for easier invoice tracking

- GST Sahay service is now available in PNB One BIZ for all GST registered MSME proprietorship entities, offering seamless short-term credit against GST invoices for both buyers and sellers.
- **User Profile Onboarding:**
 - **Single User Profile Onboarding (Branch):**
 - A new profile that allows a single user to transact with a limit of up to ₹1 crore per day.
 - Users can choose between transaction capabilities (CSNGL) or a view-only profile (CSNGLV).
 - **Single User Profile Self-Onboarding:**
 - Available for sole proprietors under constitution code '011' with an active debit card.
 - A default transaction limit of ₹30 lakhs per day, which can be increased to ₹1 crore by the branch.
 - **Multi-User Profile Onboarding:**
 - Different types of users like Admin (CRPADM), Admin with view access (CRPADMV), Corporate User (CUSER), and Corporate User with view access (CVIEW).
 - Profile registration is done based on limits set by the corporate customer, as per Form 1212R.
- **Transaction limits for Sole Proprietors:**
 - **Initial Limit:**
 - Maximum limit of ₹30 lakhs per day for individual owners, valid for up to 6 months, irrespective of whether the profile is single or multi-user.
 - **Limit Extension:**
 - If a customer wants to increase the limit beyond ₹30 lakhs, a request must be submitted to the branch.
 - Circle Head approval is required for this.
 - **Single User Profile Limit:**
 - The maximum limit for a single user profile is ₹1 crore per day.
 - For a higher limit, the user must switch to a multi-user profile.
 - The first transaction can be up to ₹10,000, and the next transaction is allowed after 24 hours.
- **Registration process for Corporate Mobile Banking:**
 - **Pre-requisites:**
 - An operative account (SA/CA/CC/OD), a valid registered mobile number, and SMS balance.
 - A smartphone with a minimum Android 9.0 or iOS 13.0 version.
 - **Eligibility:**
 - The customer must be registered under the "Corporate Entity" and KYC compliant.
 - The customer must be registered for alerts under the "Corporate" category.
 - For self-onboarding for a single-user profile (sole proprietor), an active debit card is mandatory.
- **Corporate Registration through Branch RM Portal:**
 - **Step 1:** Create a corporate ID through the RM portal.
 - **Step 2:** Create a corporate user ID (choose multi-user or single-user profile).
 - **Step 3:** Link the pre-printed password and provide details to the customer.
 - **Note:** The first login must be done using corporate internet banking to set up IB credentials.
- **Corporate Onboarding through the Mobile App:**
 - **Have a User ID?:** The user activates the app using the details provided by the branch.
 - **Don't have a User ID?:**
 - The user can activate it through service request submission or by self-onboarding via the branch.
 - The self-onboarding option for single users is available with a valid bank-registered mobile number and active debit card.
 - **Existing users should submit Form 1212R to avail of corporate mobile banking services.**
- **Profile Conversion:**
 - A profile can be converted from single-user to multi-user and vice versa at the corporate customer's request.
 - **Navigation for conversion:** Corporate Administration > Convert User Profile.
- **Pre-requisites for PNB One BIZ:**
 - Registration is allowed through operative account (SA/CA/CC/OD).
 - A valid registered mobile number with Bank, having SMS balance.
 - Smart phone with minimum version as under:

Platform	Minimum Compatible Version
Android	10.0
iOS	13.0

LIMITS ON NACH MANDATES AND CAPTURING NACH DETAILS IN RETAIL LOAN ACCOUNTS DBTD 51/2024 dated: 06.09.2024

National Automated Clearing House (NACH) is a centralized clearing service provided by the National Payments Corporation of India (NPCI) for banks, financial institutions, corporates, and governments.

- It automates high-volume, low-value inter-bank debit and credit transactions through the NPCI platform.

➤ **Current Uses of NACH:**

- Bulk interbank debit/credit transactions.
- Bulk disbursement of subsidies, dividends, interest, salaries, pensions, etc.
- Bulk collection of utility payments (telephone, electricity, water), loan EMLs.
- Mutual fund SIPs and insurance premiums.

➤ **Types of NACH Mandates:**

- Physical Mandate:** Requires submitting a signed physical form for regular debit transactions.
- E-Mandate:** Allows digital registration of mandates and recurring payments without visiting the branch.
- E-Sign Mandate:** Digital mandates signed through Aadhaar authentication (OTP/biometrics).

➤ **Limits for NACH Mandates:**

- Physical Mandate:** ₹1 crore
- E-Sign Mandate:** ₹1 crore
- TReDS:** Up to ₹3 crore
- E-Mandate (all types):** ₹1 crore

All NACH mandates must be processed using Form PNB 1217(R1) as per DBTD Circular No. 63/2017. Contact: cms.nach@pnb.bank.in, nach@pnb.bank.in, or nachmandate@pnb.bank.in.

PNB DIGITAL RUPEE APPLICATION– INTRODUCTION OF PINLESS FUNCTIONALITY

In order to enhance user experience and streamline low-value transactions, bank is introducing PIN-less payment feature where the users will be able to transact upto Rs 500 per transaction for wallet to wallet and UPI interop transactions without having to invoke PIN on the PNB Digital Rupee App. The feature will be optional and enabled only with explicit user consent.

The user can enable this feature by going to Profile ♦ About Wallet ♦ Pinless Transaction Enable. For disabling the feature same process is to be followed.

Particulars	Limit
Max Per Transaction Limit	Rs. 500
Max number of PIN-less transactions allowed within 24 hours	10
Maximum cumulative value of PIN-less transactions within 24 hours	Rs. 2000

PNB DIGITAL RUPEE APPLICATION– INTRODUCTION OF OFFLINE FUNCTIONALITY

While most CBDC implementations today rely on internet connectivity for real-time processing and validation, this creates limitations in areas where there is either poor internet or no internet access. To address this challenge, a new functionality has been introduced enabling offline CBDC payments using SMS-based communication. In this functionality, users will be able to initiate and complete payments directly from their PNB Digital Rupee application through Offline CBDC dashboard via SMS, without requiring internet connectivity. This approach leverages the widespread availability of basic mobile networks, ensuring that even users in remote or underserved areas can access and use digital currency effectively.

Particulars	Limit
Per Day (24-hour period) (Amount)	Rs. 2000
Per Transaction Limit	Rs. 500
Per day transaction count (24 hours)	25

ENABLING REGIONAL LANGUAGES IN PIHU- GUJARATI AND KANNADA INNOVATION & ANALYTICS DIVISION CIRCULAR NO.02/2026

The bank has developed a Generative-AI based chatbot named "PIHU" (PNB's Instant Help for You). PIHU addresses customer inquiries regarding bank products, banking-related information and provides non-financial services in English, Hindi and Hinglish. To serve the diverse customer base of the bank, we have started incorporating regional languages in

PIHU. To start with regional languages - Gujarati and Kannada have been enabled in PIHU. PIHU provides services in **Total 15 Languages** English, Hindi, Gujarati, Kannada, Bengali, Malayalam, Marathi, Odia, Punjabi, Telugu, Tamil, Assamese, Manipuri, Urdu and Konkani.

INTRODUCTION OF OPENING OF RECURRING DEPOSIT (RD) THROUGH WHATSAPP BANKING

Individual and sole proprietor customers can now open Recurring Deposit (RD) through WhatsApp Banking, subject to the following terms and conditions:

- Product Name: PNB KalpNidhi (Recurring Deposit)
- Eligible constitution codes: 001 (Individual) and 011 (Sole Proprietor)
- Eligible mode of operation: Self or Proprietor
- Only active, operational and KYC-compliant accounts linked with the customer ID will be eligible.
- Dormant / Inactive / Non-KYC compliant / Jointly operated accounts shall not be eligible.
- For opening the RD, customers will be required to validate their debit card details linked to their mobile number.

Key Features of RD through WhatsApp Banking

- **Minimum monthly installment amount: Rs. 100 and thereafter in multiples of Re. 1**
- **Maximum monthly installment amount: Rs. 10,000 only** • As per current CBS setup, customer can open RDs up to consolidated maximum permissible limit applicable in the system.
- Tenure: 6 months to 120 months in multiples of 1 month
- Interest Rate: Applicable card rates as per HO: IRMD / ALM Cell guidelines
- As per prevailing Bank norms, additional interest shall be available to Staff and Senior Citizens.
- Nominee Option: The customer may retain the nominee already registered in the selected debit account.
- Maturity Instructions: Auto-closure with proceeds credited to debit account
- Interest Payout: On maturity only
- On successful opening of RD in CBS, the RD Receipt shall be sent through WhatsApp as a password-protected PDF
- Password: Complete customer ID (in capital letters)

Introduction of Account Statement and Interest Certificate Download Functionality through WhatsApp Banking

Now, two new features—Account Statement and Interest Certificate—are available via the WhatsApp channel. The process for using these services is as follows:

- The customer sends 'hi' to 9264092640.
- Select account-related services.
- The customer is authenticated via OTP.

Account Statement:

- The customer selects "Account Statement."
- Selects the account number from the list (this step is skipped if only one eligible account is available).
- The customer chooses the statement period:
 - a. Last week
 - b. Last month
 - c. Custom date range (maximum of 180 days)
- The statement is sent to the customer on WhatsApp as a password-protected PDF. The default password will be the full account number in uppercase.

Interest Certificate:

- The customer selects "Interest Certificate."
- The customer selects from the following options:
 - a. Home Loan
 - b. Education Loan
 - c. Deposit Accounts
- For home and education loans, the customer selects the loan account number from the list (this step is skipped if only one eligible account is available). For deposit accounts, the customer selects the customer ID.
- The customer selects the period for which they need the certificate for home/education loan accounts. For deposit accounts, the default period will be the previous financial year.
- The interest certificate is sent as a password-protected PDF. The default password will be the full account number (in uppercase) for loan accounts and the full customer ID (in uppercase) for deposit certificates.

With the introduction of these features, the following non-financial services are now available through WhatsApp banking:

- Balance inquiry
- Mini statement
- Cheque book request
- Stop cheque
- Positive Pay System
- Account statement
- Credit card services
- Cheque status
- E-statement registration
- Debit card deactivate/block
- UPI block
- IBS/MBS deactivation
- Interest certificate

Policy for Digital Payment Products and Services DBTD 08/2026 dated 13.03.2026

Additional Security Controls for Internet Banking:

Session Expiry:

- Online sessions will automatically terminate after **5 minutes** of inactivity.

Password Security:

- Currently, there is **no time limit for the login password**; however, the transaction password must be changed every **180 days**.

Specific Controls:

- The mobile banking application will not function on rooted/jailbroken devices.
- The application can only be downloaded from official stores (Play Store, App Store).
- Only the latest version of the app will be available, and older versions will be deactivated within six months.

INTRODUCTION OF CREDIT CARD SERVICES THROUGH WHATSAPP BANKING DBTD 17/2026 27.05.2026

Currently, customers can access 90+ non-financial services and over 40 informational services via WhatsApp Banking. These services are available for individual and sole proprietorship customers of the bank. A new module has been added: Credit Card Services.

For Existing Credit Card Holders

If the customer holds an existing credit card, they will have access to the following services:

- Credit Card Summary
- Last 5 Transactions
- Card Offers
- Card Variants
- Enable/Disable Card
- Reward Points Summary
- Activate a Card
- Block a Card
- Card Payment Options
- SMS Services
- Contact Us

Prerequisite: Customers must ensure that the mobile number used for WhatsApp is registered with the bank and also registered with the Credit Card Management System.

For Non-Credit Card Holders

If the customer does not have a PNB credit card, they will be shown the following options:

- Apply for a Credit Card
- Inquire About Card Variants
- Card Offers
- Track My Application Status
- Pre-Qualified User

- Offers and Rewards
- Key Fact Statement
- Contact Us

Steps to Access Credit Card Services:

1. The customer sends 'Hi' to 9264092640.
2. Selects "Credit Card Services."
3. The customer is authenticated through OTP.
4. If the customer has an active credit card:
 - Services available for existing credit card holders will be displayed.
5. If the customer does not have an active credit card:
 - Services available for new credit card customers will be displayed.

REITERATION OF GUIDELINES- "ETHICAL APPROACH IN ADOPTING/PROMOTING DIGITAL PRODUCTS" DBTD 40/2024 dated: 02.07.2024

Customer-First Approach:

- Prioritize the needs of the customer, ensuring consistent and holistic business growth.
- A satisfied customer brings better business outcomes.
- Focus on organic growth for mutual benefit.

Customer Awareness:

- Branches should assist customers with their issues.
- Ensure clear and effective communication with customers.

No Manual Intervention:

- Digital processes should remain fully digital; avoid manual interventions.
- Manual changes should only be made if permitted by the bank's policies.

Simplicity in Digitalization:

- Do not pressure employees to adopt digital products.
- Empower them with knowledge so they voluntarily adopt digital products.
- Emphasize the convenience and efficiency of digital lending.

Sustainable Business Growth:

- Avoid pursuing short-term business just to meet daily targets.
- Focus on the needs of the customer to align with the bank's long-term sustainable growth goals.
- Implement practices that promote organic growth.

SMS BANKING: CONSOLIDATED GUIDELINES DBTD 38/2024 dated 14.06.2024

Process to Activate SMS Banking

Follow these simple steps to activate SMS banking:

1. **Mobile Number Registration:**
 - Registration of the mobile number for alerts is mandatory.
2. **SMS Banking Password:**
 - The SMS banking password for PPS (Positive Pay System) and Stop Cheque can be set via PNB One and Retail Internet Banking.
3. **Steps to Set SMS Password:**
 - **PNB One:** Login → My Profile → Set SMS Password.
 - **Internet Banking:** After logging in, click on the "Register for Mobile Banking" button in the top right corner of the screen.
4. **Accessing SMS Banking Services:**
 - After registration and setting the password through PNB One or IBS, users can send SMS commands to 9264092640/5607040.

Grievance Redressal

For any issues related to SMS banking, follow the process below:

1. **Branches:**
 - Raise the issue to SPSD under the Incident area through the DBTD IBS group.
2. **Other Queries and Complaints:**
 - Customers can contact our call center:
 - Toll-Free Numbers: 1800-1800 or 1800-2021.
 - Email: care@pnb.co.in.

3. Mobile Help:

For issues, send an email to: mobhelp@pnb.co.in.

S. N.	SMS Keyword	SMS Format	Description
1	DEBCARD	DEBCARD <ACCNUM>	To apply for a RuPay Classic debit card in savings and current accounts.
2	DCARDON	DCARDON <CARDNUM>	To enable the debit card.
3	DCARDOFF	DCARDOFF <CARDNUM>	To temporarily disable the debit card.
4	DCPIN	DCPIN <CARDNUM>	To generate a green PIN for debit card activation.
5	HOT	HOT<CARDNUM>	To permanently block the debit card.
6	SLFTRF	SLFTRF <FROM ACCNUM> <TO ACCOUNT NO><AMOUNT>	To transfer funds within the user's own accounts.
7	CHKBK	CHKBK <SMSPASSWORD> <ACCNUM> <NUMBEROFLEAVES>	To apply for a cheque book.
8	CHQINQ	CHQINQ <SMSPASSWORD> <CHQNUM> <ACCNUM>	To inquire about a cheque.
9	STPCHQ	STPCHQ <SMSPASSWORD> <CHQNUM> <ACCNUM>	To stop the issued cheque.
10	PPS	PPS<ACCNUM> <CHEQUENO> <CHEQUE ALPHA> <BENEFICIARY NAME> <CHEQUE AMOUNT> <CHEQUE DATE>	Approval for cheques above ₹50,000. Positive Pay System is mandatory for ₹5,00,000 and above.
11	MINSTMT	MINSTMT <ACCNUM>	To receive a mini statement for savings and current accounts.
12	BAL	BAL <ACCNUM>	To get account balance for savings and current accounts.
13	ESTMT	ESTMT <LAST FOUR DIGITS OF ACC> <EMAILID>	To initiate monthly statements via email.
14	BLOCK	BLOCK <MBS> <CUSTID>	To block the mobile banking channel for a customer ID.
15	BLOCK	BLOCK <IBS> <CUSTID>	To block the internet banking channel for a customer ID.
16	BLOCKAMI	Forward mobile banking debit message to VMN	To block the MBS facility.
17	BLOCKAMI	Forward internet banking debit message to VMN 9264092640	To block the IBS facility.
18	BLOCKAMI: UPI	Forward UPI debit message to VMN	To block UPI.
19	BLOCK	BLOCK <MBS> <CUSTID>	To block the mobile banking channel for a customer ID.
20	UPGR	UPGR <LAST FOUR DIGITS OF ACC>	To get account holder details such as customer ID, IFSC, and MICR code.
21	PNBLOAN	PNBLOAN	To get information on various loan products. The customer will receive a callback within 24 hours.
22	MUDRALOAN	MUDRALOAN	To get information on Mudra loans. The customer will receive a callback within 24 hours.
23	PPF	PPF	To get information on PPF accounts. The customer will receive a callback within 24 hours.
24	PNBPRODZIP	PNB <PROD>	To get information on products like loans, deposits, doorstep banking, insurance & mutual funds, demat & online trading, and other products.
25	SMSLANG	SMSLANG <FIRST THREE WORDS OF LANG e.g.,ENG, HIN>	To change the language of SMS alerts. Available languages: Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Oriya, Punjabi, Tamil, Telugu, Urdu.
26	MMID	MMID <ACC NO>	To generate MMID for an account.
27	MMIDCANCEL	MMIDCANCEL	To cancel MMID.

28	CHNGPWD	CHNGPWD <SMSPASSWORD> <NEWSMSPASSWORD> <CONFIRMSMSPASSWORD>	To change the SMS banking password. This can also be done through PNB One.
29	HAPPY	HAPPY	To provide satisfactory feedback on using a service.
30	UNHAPPY	UNHAPPY	To register unsatisfactory user feedback.
31	AY	AY	To provide feedback on contact center services. Every 5th HNI customer is requested to send feedback. Send AY if satisfied with services.
32	AN	AN	If dissatisfied with services, send AN.
33	IY	IY	If satisfied with iEnergizer services, send IY.
34	IN	IN	If dissatisfied with iEnergizer services, send IN.

PAYMENT ON THE BASIS OF UPI NUMBER (MOBILE NUMBER) DBTD 18/2026

Payment Based on UPI Number (Mobile Number)

- **UPI Number:** It consists of 8 to 10 digits, where it can either be a 10-digit mobile number or an 8-9 digit random number.
- **Simplicity:** Sending/collecting money using the UPI number is easy; simply enter the payee's UPI number.
- **Availability:** Payments based on the UPI number can be made through the PNB One and BHIM PNB UPI applications.
- **Creation:** The UPI number can be created through the BHIM PNB or other UPI-enabled applications.

SMS ALERTS- GUIDELINES DBTD 32/2024 dated 29.04.2024

SMS ALERTS - GUIDELINES

Registration: Categories for registration for SMS Alerts:

Category	Constitution Codes in CRM
Retail	001 – Individual
	002 – Joint
Corporate	All except 001 & 002
Either Retail or Corporate	009 – Partnership
	011 - Sole Proprietorship

Type of Alerts & Threshold Limit: Categories of Mandatory and Non-Mandatory alerts. The bank does not charge for mandatory alerts:

- **Mandatory Alerts:**
 - OTP for Internet Banking, Mobile Banking, and Debit Card transactions.
 - SMS Alerts for transactions through Alternate Delivery Channels.
 - .
- **Threshold Limits**

Mode of Transaction	Threshold Limit
Transactions through Branch	₹1000/- and above (for pension accounts) ₹5000/- and above (for other accounts)
Transactions through Alternate Delivery Channels	सभी खातों के लिए (irrespective to amount)

Charges: SMS alert charges are applicable from Q2, FY 2022-23:

Account Type	Charges
Saving Account	25 paise per SMS + GST (maximum ₹15/- + GST per quarter)
Other Than Saving Account	25 paise per SMS + GST (maximum ₹25/- + GST per quarter)

Exemption from Charges: Accounts in the following categories are exempt from charges:

1. Senior Citizen Accounts
2. Vidyarthi Accounts
3. Mitra Accounts
4. Staff Accounts
5. Ex-staff Accounts
6. PMJDY Accounts

Scenarios & Handling SMS Alerts Charges References:

- If a customer does not want to pay quarterly charges but wants to use IBS, MBS, or a debit card, non-mandatory alerts can be disabled as follows:
 - Implement the "Alerts" menu option.
 - Function → M
 - Change non-mandatory information alerts and non-mandatory transaction alerts to 'N'.
- If a customer wants to pay quarterly charges but does not want information alerts and only wants transaction alerts, non-mandatory information alerts can be disabled as follows:
 - Implement the "Alerts" menu option.
 - Function → M
 - Change non-mandatory information alerts to 'N' and non-mandatory transaction alerts to 'Y'.
- If a customer does not want to receive any alerts and is not using IBS, MBS, or a debit card, the SMS alert facility can be disabled as follows:
 - Implement the "Alerts" menu option.
 - Function → D

LAUNCH OF CENTRAL BANK DIGITAL CURRENCY-RETAIL (CBDC-R) PILOT DBTD 21/2026 dated 01.06.2026

Central Bank Digital Currency - Retail (CBDC-R) Pilot

Overview: CBDC (Digital Rupee) is a digital currency issued by the central bank, similar to sovereign currency. Its pilot was launched on December 1, 2022.

Features of CBDC:

- It is the currency of the central bank and is accepted for legal payments.
- It is freely convertible from bank currency.
- Users can use it without a bank account.

Motivations for Issuance of CBDCs:

- Reduction in the cost of managing physical cash.
- Promotion of the digital economy.
- Support for financial inclusion.

Design Considerations for CBDC:

- CBDC is divided into Retail (CBDC-R) and Wholesale (CBDC-W).
- CBDC-R is for general consumers, while CBDC-W is for financial institutions.

UPI vis-a-vis CBDC:

1. CBDC is legal currency; UPI is a transaction platform.
2. CBDC does not require bank intermediation.

Our Bank's Participation: Our bank is a partner in the CBDC pilot and provides digital tokens through the PNB Digital Rupee app.

Limits

Particulars	Limit
Holding capacity for wallet (Amount)	₹1,00,000
Per day Load / Unload (Amount)	₹1,00,000
Per day Transfer (Inward / Outward Amount)	
No. of Load / Unload (Count)	100
No. of Transfer (Inward / Outward Count)	
Per transaction (pay/collect)	₹5,000

Registration Process:

- Download the PNB Digital Rupee app and bind the device via SMS.

App Functionalities:

- Load, redeem, send, and collect tokens.
- QR code generation and scanning.

Merchant Onboarding: Merchants can contact HO: DBTD for onboarding onto the CBDC platform.

Grievance Redressal:

- Process for reversing technical failures within 30 seconds.
- Use the call center or email for complaints:
 - Toll-Free Numbers: 1800-1800, 1800-2021
 - Email: care@pnb.co.in or cbdc.customercare@pnb.bank.in.

POLICY FOR INTERNET BANKING DBTD 40/2025 dated 29.08.2025

Guidelines for Internet Banking Services (IBS)

Eligibility

- **General Eligibility:** Internet Banking Services (IBS) can be provided to customers who are KYC compliant and maintain an active operative account (savings/current/overdraft/cash credit) with the bank. This service can also be provided to visually impaired customers.
- **Individual/Joint Account Holders:** Individual or joint account holders with operating modes like Either/Survivor (E/S), Former/Survivor (F/S), or Anyone or Survivor can use Retail IBS. They must be the primary account holder of an active operative account with the bank.
- **Corporate Account Holders:** Corporate IBS is available to account holders with the following constitution types: sole proprietorship, partnership firm, private limited/public limited, public limited, trust, Hindu Undivided Family (HUF), society, and other non-personal entities.
- **Proprietorship Accounts:** Customers with a constitution type of "sole proprietorship" can choose either Retail IBS or Corporate IBS, depending on whether they prefer a single-user profile or a multi-user (maker-checker) profile.

Registration

- **Retail IBS Registration:** Customers with a constitution type of "individual" and "sole proprietorship" can register instantly online using either a debit card or Aadhaar OTP. Alternatively, customers can submit Form PNB 1063 (or applicable form) at any branch. The branch is responsible for submitting the request in the ADCREQ menu.
- **Corporate IBS Registration:** Customers can register by submitting Form PNB 1212R (or applicable form) at their branch, which the branch then submits to the corporate RM portal.
- **Mobile Number Registration:** The customer's mobile number is mandatory for registering for SMS alerts related to Internet Banking. The mobile number should be registered in the CBS under the "Retail" and "Corporate" sections in the ALERTS menu.

View Only (V) and View & Transaction (VT) Facility

- During registration, customers can choose between the following options:
 - View Only (V) facility
 - View & Transaction (VT) facility
- **Retail IBS:** Customers registered for the View Only facility can enable transaction facilities immediately using the "Enable Transaction Facility" link on the login page, requiring authentication with their debit card. Alternatively, customers can submit a request at the branch to enable transaction facilities, which will be processed through the ADCREQ menu in CBS.
- **Corporate IBS:** Customers registered for the View Only facility can request to enable transaction facilities at their branch, which will be recorded in the corporate RM portal.

Password Management

- Depending on the selected profile (V or VT), customers can set their login and transaction passwords during the online registration process for Retail IBS. If registration occurs at the branch, printed passwords will be provided to the customers.
- Passwords can be reset online using a debit card/Aadhaar OTP. Alternatively, customers can submit a request at the branch for a duplicate printed password (fees + GST applicable).
- **Corporate IBS:** The printed password received from HO DBTD is associated with the corporate IBS admin user. Customers can request a duplicate password for the admin user by submitting Form PNB 1213 (or applicable form) at the branch.
- **Password Length:**
 - Minimum length: 12 characters
 - Maximum length: 28 characters
 - There is no expiration for login passwords, while transaction passwords expire after 180 days.

Services provided

After registering for Internet Banking, customers can avail of the following services:

1. **Account Details, Balance, and Statement:**

- View various account details such as account opening date, account type, home branch, lien amount, temporary overdraft, etc.
- View loan account details, including sanctioned/issued loan amount, loan tenure, interest rate, etc.
- Download account details for selected periods in PDF/XLS/TEXT/CSV format.

2. Transactions:

- Perform inter-bank, intra-bank, and e-commerce transactions.

Transactional Limits:

- The various limits for transactions through Retail IBS are as follows:

Transaction Type	Per Transaction Limit
Intra-bank (Self Account, including PPF)	No limit
Other	₹15,00,000(Revised via DIGITAL BANKING TRANSFORMATION DIVISION CIRCULAR NO. 27/2026, The customer will have option to enhance the limit to either ₹50.00 Lakh or ₹100.00 Lakh by submitting a request at home branch (as per CIF). After enhanced due diligence, Branch Manager will submit recommendations to Circle Office for enhancement in limit. After assessing the customer profile, Circle Head will approve enhancement in per day limit of the customer in Retail IBS. Circle Office will raise the request to Head Office in BMC portal by attaching Circle Head approval note.)
Inter-bank	
RTGS	₹1500000/-
NEFT	₹1500000/-
IMPS	As per NPCI
UPI	As per NPCI
E-commerce	₹15,00,000
Tax/Government dues	No limit

- The overall limit for transactions through Retail IBS is ₹15,00,000 per day (excluding transfers to self accounts and tax/government dues).
- For Corporate IBS, there are no limits on transactions, and daily limits can be set based on the business profile. These limits are detailed in the Internet Banking Request Form PNB 1212R.
- **Beneficiary Addition:**
 - Beneficiaries must be added for intra-bank and inter-bank fund transfers. A 2-hour cooling period applies after adding a beneficiary to perform transactions in Retail IBS.
- **Bulk Transfer (Corporate IBS only):**
 - Bulk payment facilities are available for intra-bank and inter-bank transfers in Corporate IBS, provided on request and subject to specific recommendations from the zonal manager to headquarters: DBTD.

Fund Transfer Services

- Bulk Transfer (Corporate IBS only):**
 - **Intra-bank/Inter-bank Bulk Transfer:** Available on request, automated bulk transfers are provided based on specific recommendations from the zonal manager to headquarters: DBTD.
 - **Restrictions:** Bulk transfers through IMPS are not permitted for newly registered corporate users for the first 6 months.
- Quick Transfer (Retail IBS only):**
 - Allows intra-bank and inter-bank fund transfers up to ₹10,000 without adding beneficiaries, with a limit of 3 transactions per day.
- Foreign Remittance (Retail IBS only):**
 - Facility to send funds under the Liberalized Remittance Scheme (LRS) and India-Nepal currency transfer.
- Transaction Scheduling:**
 - Customers can schedule transactions for future dates or set recurring transactions (daily, weekly, monthly, etc.) for NEFT and RTGS.
- Beneficiary Account Validation:**
 - Beneficiary accounts for inter-bank transfers through IMPS can be validated using the NPCI's name inquiry facility.
- Unified Payments Interface (UPI - Retail IBS only):**

- Create a Virtual Payment Address (VPA), transfer funds using VPA, download QR codes, and generate requests to receive funds. Facilities to block/unblock UPI are also available.
- 7. **Bill Payments:**
 - Payments for utility bills (electricity, LPG, water, etc.) can be made, with options to set up standing instructions for regular payments.
- 8. **Cardless Cash Withdrawal (Retail IBS only):**
 - Facility to withdraw cash from PNB ATMs without a physical card.
 - **Limits:** Minimum withdrawal ₹100, maximum ₹20,000 per account per day, with a limit of 5 transactions.

Investment Services

1. **Fixed Deposits and Recurring Deposits (Retail IBS only):**
 - Accounts can be opened in real-time, with facilities for pre-determined closures available.
2. **Public Provident Fund (PPF) and Sukanya Samriddhi Yojana (SSY):**
 - Customers can request to open and link PPF and SSY accounts online.
3. **Demat and Mutual Funds & ASBA(Retail IBS only):**
 - New demat accounts can be opened instantly, and mutual fund purchases are made through integration with FISDOM facility for Application Supported by Blocked Amount (ASBA) is also available.
4. **Insurance (Retail IBS only):**
 - Purchase various insurance schemes through the bank's corporate agency agreements.

Loan Services

1. **Overdraft (OD) against Online Fixed Deposit (FD):**
 - Instant access to overdraft, requiring a visit to the branch for closure.

Card Services

1. **Debit Card (Retail IBS only):**
 - Features like enabling/disabling transactions, setting individual limits, creating virtual debit cards, and temporarily blocking/unblocking.
 - **Transaction Limits:** Customers can set individual limits for ATM withdrawals and POS transactions.
 - National Common Mobility Card (NCMC) wallet recharge and transaction statement view facility is provided. Customers can set mandate for wallet recharge if the balance in the card falls below a threshold amount.
2. **Credit Card (Retail IBS only):**
 - Features like viewing credit limits, outstanding balance, and making payments using PNB credit cards. Requests for PIN generation and card category upgrades are also available, increase in limit, auto-payment registration, reward point redemption, statement on email and damaged card replacement. Eligible customers can apply for Pre-Qualified Credit Card (PQCC) and Credit Card against Fixed Deposits.

Account Management

1. **Change Home Branch (Retail IBS only):**
 - Transfer accounts between branches, notifying the original and targeted branches.
 - **Restrictions:** No transactions should occur on the day of the transfer request; if there are standing instructions or scheduled transactions, the account will not be transferred.
2. **Cheque Services:**
 - Apply for new checkbooks, check status, destroy checks, and stop payments in emergencies, For issued cheques, facility to submit details in Positive Pay System (PPS) and PNB Suraksha Cheque Authentication is also provided.
3. **Nomination Registration/Update (Retail IBS only):**
 - Register/update nominees for self-operated deposit accounts (CA/SB/TD) of Individual & Proprietorship Accounts.

Government Initiatives

- Facility for registration under various government schemes like the Pradhan Mantri Suraksha Bima Yojana (PMSBY), Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), and Atal Pension Yojana (APY).

Other Services

- Facility to seed Aadhaar number with bank account is available.
- Customers can submit Form 15G/H and can view Form 26AS. Facilities of GSTIN seeding and generation of GST invoice are available. Facility of direct login on e-filing site is provided
- E-Interest Certificate for Housing Loan (Only for scheme codes TLPHL and TLSHL), Digi Housing Loan, Digi Car Loan, Education Loan and Deposit Accounts, and Balance Certificate of all accounts can be downloaded
- No dues certificate for closed loan accounts can be generated
- Customers can lodge their grievances as the module is integrated with CGRMS portal.

Other Value-Added Services

- Customers can choose to view Retail IBS in 9 languages namely Hindi, Punjabi, Marathi, Bengali, Gujarati, Malayalam, Tamil, Telugu and English. The language can be selected during login
- Alerts through SMS are mandatorily sent on the customer's registered mobile number
- PNB Shoppe: It is a platform which facilitates shopping across various categories. Customers can compare and shop commodities and get exclusive offers and additional rewards.
- Customers can submit requests for receiving monthly statement on registered email.
- Customers can check their last KYC update date and next due date. If KYC update is due, an option for updation is also provided.
- Customers can add funds, view statement and balance of their Suvidha Card
- Customers can enable/ disable AePS facility.

PNB One (Mobile Banking Services) 19/2026 dated 03.06.2026

Pre-requisites for Mobile Banking/PNB One

A. Active Operative Account with PNB:

- **For Retail Mobile Banking:**
 - The mode of operation should be Self, Proprietorship, Either or Survivor, Former or Survivor, & Any one or Survivor.
 - Joint accounts are not permitted for online registration.
- **For Corporate Mobile Banking:**
 - All corporate accounts, such as Sole Proprietorship, Partnership, HUF, Private Limited Company, Public Limited Company, Society, Trust, etc., will be allowed at the discretion of the bank.

B. Introduction of PNB ONE for New to Bank (NTB) users

Non PNB Customers i.e. Individuals who do not hold an account with PNB can now use PNB ONE for UPI transactions.

> Steps to Onboard:

- i. Download & Install the PNB ONE mobile application from Google Play Store or App Store.
- ii. Open the App and initiate SIM verification.
- iii. User will be registered for PNB ONE as NTB customer

> The following services will be accessible to NTB users:

- i. A comprehensive suite of UPI services
- ii. Open Bank Account Service
- iii. Apply for Credit Card Service
- iv. Apply for various loans.

C. Mobile Number:

- Must be registered with the bank.

D. Smartphone Compatibility:

- Minimum version required:
 - Android: 10.0
 - iOS: 17.0

Registration Process

Download PNB One and register using the following options:

A. New User Registration:

1. Click on "New User."
2. Enter your Account Number and choose the appropriate option for registration (Mobile Banking or both).
3. An OTP will be sent to your registered mobile number. Enter the OTP.

B. Choose Registration Method:

1. **Using Debit Card:** Enter Debit Card details for registration.
2. **Using Aadhaar OTP:** Register using your Aadhaar number and OTP received on the mobile registered with UIDAI. On registration through Aadhaar OTP, user will be view only user.
3. **Set Login/Transaction Password & TPIN.**
4. After successful registration, you will receive a success message with User ID for login.
5. Click on "Sign in," enter your User ID, and set your MPIN.
6. Log in to PNB One using these credentials.

C. Registration through PNB Retail Net Banking:

1. Log in to your retail internet banking account.
2. Click on Other Services & Register for Mobile Banking.
3. Verify Customer ID and click on "Continue."

4. Enter the OTP sent to your registered mobile number and enter the Transaction Password.
5. Log in to the application using the same User ID used for internet banking.

D. Registration through Branch:

1. Submit the Mobile Banking Request Form PNB 1167 (or applicable version) at a nearby branch.

E. Corporate Mobile Banking Registration:

- Registration can be done through a written request with appropriate approval (e.g., board resolution/partnership deed) attached with the Corporate IBS and Mobile Banking Form 1212R (or applicable version). Single profile users can register using Debit Card details.

F Branch-based onboarding (Service Request / ADCREQ in CBS)

Transaction Limits

A. For Retail Customers:

- **Default Limit:** ₹2 lakh (can be increased to ₹10 lakh).

Transaction Type	Limit
Overall Limit	₹10 lakh
IMPS Transaction	₹ 5 lakh
Quick Fund Transfer (maximum 3 transactions and ₹30,000/day)	₹10,000
Pay To Contact (maximum 3 transactions and ₹30,000/day)	₹10,000
Cardless Cash Withdrawal (maximum 5 transactions and ₹20,000)	₹20,000
Within Bank Fund Transfer	₹10 lakh
NEFT or RTGS Transaction	₹10 lakh
Term Deposit	₹99,99,999
UPI Transaction	₹1,00,000
UPI → Approve to Pay & Collect Money Request	₹2,000
Bill Payment and Mobile/DTH Recharge	₹10 lakh
PNB Self Credit Card payments	₹ 5 lakh

B. For Corporate Customers:

- Single user profile: Maximum limit of ₹30 lakh through self-registration and ₹100 lakh through branch registration.

C. For Corporate Customers with Multi-User Profile:

- The maximum transaction limit is as per the request at the time of registration and can be modified as needed by visiting the branch.

Mobile Banking Password and Session Guidelines

To enhance the security of mobile banking and prevent attacks, the following guidelines apply:

- a. Mobile banking will be used with a 4-digit MPIN, and transactions will be authenticated by a 4-digit TPIN.
- b. OTP authentication is not required in Transactions of limit up to ₹ 5000/- for Intrabank (within PNB) & Interbank i.e., NEFT & IMPS, Bill Payments and Recharges, UPI transactions, for transactions irrespective of amount to self-accounts within bank, For emergency services, Beyond ₹5000/-, existing requirement of OTP will continue.:
- c. User ID expiry: 360 days; it will be automatically disabled if not logged in during this period.
- d. TPIN will be expired in every 180 days.
- e. TPIN setting: Must be set after the first login for View & Transaction users.
- f. TPIN setting/resetting: Can be done through Debit Card, Aadhaar OTP, IBS transaction password, or through the branch.
- g. Session timeout: The timeout for inactive sessions is 5 minutes.
- h. TPIN attempts: A maximum of 3 incorrect attempts are allowed; after which, TPIN will be disabled.
- i. One-Time Password (OTP): Additional authentication for setting MPIN; valid for 5 minutes.
- j. A maximum of three incorrect OTP attempts will be permitted in Corporate Mobile Banking. If three incorrect attempts are made, the user will be automatically blocked from receiving OTPs. However, user will regain access to OTPs after 24 hours, except in the case of Registration OTP. To enable registration OTP, branch visit is mandatory.
- k. MPIN requirements: Mandatory for mobile banking app login; a maximum of 5 attempts are allowed after which MPIN will be disabled. The application ensures end-to-end encryption of MPIN.
- l. Cooling period: There is a 2-hour cooling period for transactions after adding/modifying beneficiaries, applicable only to single user profiles in corporate mobile banking.
- m. Ad-hoc/quick transfer facility: Allows inter/intra bank transfers without adding beneficiaries for low-value transactions, as per specified limits.
- n. In case of device change by the user, avilment of eOD & PAPL will not be allowed for next 5 days.
- o. Biometric login: Users can use fingerprint or face ID instead of MPIN, where supported by the mobile device.

UPI PAYMENT USING RUPAY CREDIT CARD IN PNB ONE DBTD 23/2024 dated 30.03.2024

Steps to Link Credit Card for UPI Payments:

1. Go to Services → Link Credit Card (if the credit card is not already linked).
2. After entering the required details, click Continue and enter TPIN and OTP.
3. Under the Pay & Transfer menu on the Dashboard, select UPI.
4. Click on Manage VPA/UPI ID.
5. Existing VPA/UPI IDs will be displayed. A maximum of 3 VPAs is allowed.
6. Tap the '+' sign → Add New VPA.
7. Select Credit Card as the Account Type.
8. Choose Rupay Credit Card from the dropdown and create a VPA/UPI ID.
9. Confirm the details and click on Add VPA/UPI ID. The VPA has been successfully created.

MODIFICATION IN NACH MANDATE FORM (FORM NO. 1217R) DBTD 22/2024 dated 30.03.2024

NPCI Circular Changes

In compliance with NPCI Circular NPCI/NACH/OC number 012/2023-24 - Master Circular, the following changes have been made:

(i) Mandate Issuance Duration:

- The maximum duration for mandates has been increased from 30 years to 40 years for both physical mandates and E-mandates.

(ii) New Line in Physical Mandate Form:

- The phrase "The maximum validity period of this mandate is only 40 years" has been added to the physical mandate form. If this phrase is not present in the mandate form, NPCI will reject it.

(iii) Final Collection Date of the Mandate:

- NPCI has decided to remove the "until cancelled" option for all categories of mandates. Therefore, it is necessary to include the final date in the physical mandate; however, if the field-level worker is unable to calculate the final date, it may be left blank. In such cases, the system will default to considering it valid for 40 years from the "first collection date."

In light of all these changes, modifications have been made to the physical mandate form number 1217R:

- The phrase "The maximum validity period of this mandate is only 40 years" has been added to the mandate form.
- The new form number 1217(R) will be valid from April 1, 2024.

New Form Availability:

The new form will be available at the Knowledge Center, all RCCs, service branches, and relevant branches/offices. Everyone is requested to print this out for new mandate registration requests starting from 01.04.2024.

Queries and Issues:

In case of any problems/questions, please raise them via the following email addresses:

- cms.nach@pnb.co.in
- nach@pnb.co.in
- nachmandate@pnb.co.in

INTRODUCTION OF POSITIVE PAY SYSTEM AND CHEQUE STATUS ENQUIRY FUNCTIONALITY THROUGH WHATSAPP BANKING DBTD 21/2024 dated 02.04.2024, 17/2026 dated 27.05.2026

WhatsApp Channel Services

Two new functionalities, namely check status inquiry and Positive Pay System, are being introduced in this channel.

Flow to Access These Services:

1. The customer sends 'Hi' to 9264092640.
2. The customer selects account-related services.
3. The customer is authenticated via OTP.

Customer Selects "Positive Pay System":

1. A list of accounts linked to the customer's WhatsApp number is displayed in masked format. The customer selects the account on which the check was issued.
2. The customer enters the check number, check alpha, check date, beneficiary name, amount, etc., as indicated on WhatsApp.
3. A summary page shows the complete details for the customer's confirmation.
4. Once confirmed, the customer will receive a success/failure message from the bank.
 - If the request is successfully submitted, a reference number will be shared with the customer.

- If the request could not be submitted due to reasons such as the check being previously paid/destroyed/stopped/incorrect check number, an appropriate response message will be displayed to the customer.

Customer Selects “Check Status”:

1. A list of accounts linked to the customer's WhatsApp number is displayed in masked format. The customer selects the account on which the check was issued.
2. The customer will be prompted to enter a 6-digit check number.
3. The customer will receive feedback regarding the status of the check.

UPI DBTD 18/2026 DATED 26.05.2026

UPI Product & Services:

Prerequisite for UPI:

- Active operative KYC complied Account with PNB and having mobile number registered in the account.
- BHIM PNB or PNB One or any other UPI enabled application.

- Smartphone with Minimum OS version as under:

• OS	• Minimum Compatible Version
• Android	• 8.0
• iOS	• 17.0

- Customers can send money to Virtual Payment address (VPA)/UPI ID, QR code, Account+ IFSC and Mobile number. UPI support following types of transactions:
- P2P: Person to Person [For individual fund transfers]
- P2PM (MCC – 7407): Small merchants with an inward transaction less or equal to Rs.1,00,000/- per month.
- P2M: Person to Merchant [For Merchant Payment]
- UPI Remitter Transaction limit:

• S N o .	• Txn Category	• Transaction type	• Per Transaction Limit
• 1	• P2P*/P2PM	• Collect	• ₹ 2,000/-
• 2	• P2M • Non-Verified Offline	• 'Share intent link & pay' • 'QR share & pay'	
• 3	• P2P/P2PM	• Pay	• ₹ 1,00,000/-
• 4	• P2M**	• All	• ₹ 1,00,000/-
• 5	• FIR (Initiation mode-12)	• Credit	• ₹ 2,00,000/-

- *P2P Collect has been disallowed with effect from 01.11.2025.
- **Transactions limits are higher for P2M verified merchants under specific categories.
- Max. no. of virtual Payment address (VPA) per Payment Service Provider (PSP) – 3.
- Max. no. of P2P transaction in 24 hours excluding verified P2M merchant:
- 20.
- Max no. of P2PM/P2M Non-verified Offline collect requests through all accounts linked to his/her registered mobile number per day: 5.

- P2M verified merchant under specific categories:

	Categories	Merchant Category/Identifier	Limits	Cumulative Limits (24hrs)
	Capital Market	6211	₹ 5 Lakhs	₹ 10 Lakhs
	Insurance	5960	₹ 5 Lakhs	₹ 10 Lakhs
		6300	₹ 5 Lakhs	
		6529	₹ 5 Lakhs	
	Government e-Market Place (EMD Payments)/ Tax Payments	9311	₹ 5 Lakhs	₹ 10 Lakhs
	Travel	4722	₹ 5 Lakhs	₹ 10 Lakhs
	Credit Card Bill Payments	5413	₹ 5 Lakhs	₹ 6 Lakhs
	Collections	7322	₹ 5 Lakhs	₹ 10 Lakhs
	Business/Merchant (including Pre-Approved Payments)	Payer MCC shall not be 0000 and Purpose Code- 20 or 15	₹ 5 Lakhs	NA
	Jewellery	5944	₹ 2 Lakhs	₹ 6 Lakhs
	FX Retail use case with BBPS Platform	MCC 6012 Purpose Code - BF (New purpose code for regular UPI) Purpose code - 01 (For One Time Mandate)	₹ 5 Lakhs	₹ 5 Lakhs

•	• Digital Account Opening for Term Deposits	• 7410 (New MCC)	• ₹ 5 Lakhs	• ₹ 5 Lakhs
•	• Digital Account Opening - Initial Funding	• 7409 (New MCC)	• ₹ 2 Lakhs	• ₹ 2 Lakhs
•	• Hospitals	• 8011, 8021, 8031, • 8041, 8042, 8049, • 8050, 8062, 8071, • 8099, 0742	• ₹ 5 Lakhs	• ₹ 10 Lakhs
•	• Educational Institutions	• 8211, 8220, 8241, • 8244, 8249, 8299	• ₹ 5 Lakhs	• ₹ 10 Lakhs

- Cooling period:

•	• New Registration on Android & Other OS	• New Registration on iOS	• PNB One app
• New User	• ₹5000, applicable for first 24 hours after 1st successful transaction of UPI registration	• ₹ 5000, applicable for first 72 hours after registration, maximum exposure of ₹ 15,000/- in 72 hours	• ₹ 5000 applicable for first 24 hours after 1st successful transaction of VPA creation

- UPI Beneficiary Transaction limit:

S. No	Limit Description
• 1.	• P2P Credit limit in 24 hours: Max ₹ 4 Lakhs per account or Max 25 successful transactions excluding transaction less than ₹ 2000.00
• 2	• No. of transactions in 24 hours: Max 50 successful transactions.
• 3	• For PNB onboarded merchants, limits will be applicable as per the details provided during onboarding of the merchant and subsequent enhancements as per HO:BA&RM (MAB) circular no. 05/2023. However, • for P2PM type of merchants, below inward credit limits will be applicable: • Per Transaction: ₹ 10,000/- • Cumulative per day (24 hours): ₹ 25,000/- • Cumulative per month (30 days): ₹ 1,00,000/-

- Following are the type of services offered through UPI:

UPI LITE

UPI LITE is a payment solution that leverages the trusted NPCI Common Library (CL) application to process low value transactions that have been set at below ₹ 1000. The UPI LITE experience is intended to be a customer-friendly approach to enabling low value transactions without utilizing a bank's core banking systems in real-time, while providing adequate risk mitigation.

Enablement of UPI LITE:

- User must open any UPI enabled Application.

- On home screen of the App, user will get the option to enable UPI LITE.
- User reads and accepts the terms & conditions
- User enters the amount to add in UPI LITE and select the Bank Account.
- User enters UPI PIN
- UPI LITE enabled successfully

Benefits of UPI LITE:

- Improved success rate for UPI transactions.
- Single factor authentication for UPI transactions of value less than ₹ 1,000/-.
- LITE AUTO- TOPUP: Customer can set Auto- Top up in UPI LITE whenever the LITE balance falls below certain threshold limit set by the customer. Maximum 5 Auto Top ups are allowed in UPI LITE per day.
- Transaction Limit of UPI LITE:

• Limit Description	• Amount
• Per transaction limit	• ₹ 1,000/-
• Total Limit at any point in time	• ₹ 5,000/-

Interoperable Card less Cash Withdrawal (ICCW)

Interoperable card-less cash withdrawal (ICCW) is a facility that enables a customer to withdraw cash from ATM by using UPI platform. This service facilitates participating banks' customers who are live on UPI, to withdraw cash from any participating banks' ATMs (enabled for UPI- ICCW) without using their card.

Process Flow:

- Customer selects the option "UPI cash withdrawal" at the ATM.
- ATM will prompt the customer to enter the withdrawal amount.
- After entering the amount, a single dynamic QR code will be displayed on the ATM screen.
- Customer will Scan the QR code using any ICCW enabled UPI App on his/her mobile and authorize the transactions using UPI PIN.
- Once the amount is debited in UPI, Customer to select "Press here for cash" on ATM.
- Cash will be dispensed to customer and transaction will be completed.

Features of ICCW Transactions using UPI:

- Interoperable: The main feature of this functionality is that it will enable customers to withdraw cash using any of UPI NFS members' ATM that are enabled for Interoperable Card-less Cash Withdrawal Transactions.
- Card-less Transactions: For cash withdrawal, customer needs to scan the QR code displayed on the ATM screen using ICCW enabled UPI App and authorize the transaction using UPI PIN.
- Customer Convenience: There is no need to carry card for cash withdrawal.

Transaction Limit:

• Per transaction limit	• ₹ 10000/- per account in multiple of ₹100
• No. of transactions allowed per day	• 5

UPI – Interoperable Cash Deposit (ICD)

UPI-ICD allows customers who are active on UPI to deposit cash at any bank's cash recycler or deposit machine that supports UPI – ICD without the need for card. Customer can deposit cash through UPI – ICD enabled app into their own accounts or into any bank account using any one of the methods below:

- Beneficiary's Mobile number linked to UPI.
- Beneficiary's Virtual Payment address (VPA).
- Beneficiary's Account + IFSC.

Process flow:

- Customer selects options "UPI Cash Deposit" on CDM/BNA.
- A Single use dynamic QR code is displayed on CDM/BNA.
- Customer scans QR code using UPI App, selects beneficiary & authorizes with UPI PIN.
- CDM/BNA machine prompts the customer to deposit cash.
- Credit in Beneficiary account (For Successful transactions)

Transaction Limit:

• Per transaction limit	• Less than ₹ 50000/-
• No. of transactions allowed per day	• 10

RuPay Credit Card (RCC) on UPI

Customers can use their RuPay Credit card for making payments to merchant online/by scanning QR code through any UPI enabled App. For this customer must link his card to BHIM PNB/PNB One or any other UPI enabled App

Process flow:

- Customer will be able to list his/her Credit card on BHIM PNB/PNB One or on any other UPI enabled App, on the basis of mobile number
- Customer shall set the UPI PIN by validating last 6 card digits and card expiry, followed by OTP.
- Customer can start transacting with his/her Credit Card using UPI and validation by UPI PIN.
- Customer can also do transaction and balance enquiry.

Transaction Limit for RCC on UPI:

- The limit for RuPay Credit Card on UPI transactions shall be the lowest of the following:
- RuPay Credit Card limit set by the issuer
- Rs. 5 Lakhs (limit put in place by PNB for 'RuPay Credit Card on UPI')
- Limit set by the customer for the Credit Card.

Payment on the Basis of UPI Number/Central Mapper

UPI Number is an additional payment address that simplifies UPI payments as customers have to only enter the payee's UPI Number instead of their alphanumeric UPI ID. In addition to this, once customer creates the UPI Number, customer can seamlessly receive payments from any UPI application. UPI Number is an 8 to 10-digit number and can be classified as below:

- 10-digit customer's own mobile number
- 8-9 digits - any random number as selected by customer

This functionality is available in PNB One/BHIM PNB or any other UPI App wherein customers can easily send/collect money on the basis of UPI number (Mobile Number) in addition to UPI ID. Customer can send money as well collect money through this functionality.

UPI Circle (Delegate Payments)

UPI Circle functionality allows the customer to authorize an individual to transact from their UPI account no. UPI circle involves two types of users:

- **Primary User:** An UPI user who is delegating the UPI authentication to make payment to a secondary user (pre-saved mobile no. in primary user device) with Two – Factor authentication. Delegation can be provided for only current and savings accounts. Primary user can have 5 distinct secondary users.
- **Secondary User:** An UPI user who can do transactions using primary user account no. for which delegation rights were given to the secondary user by primary user. Secondary users may or may not have a bank account linked to UPI. Secondary users will also be authenticated to eliminate misuse (device binding and necessary controls). Secondary user can have a maximum one primary account holder at any point in time.

Primary users can provide delegation rights to secondary users in below two ways:

- **Full Delegation:** No PIN is required by secondary users to make payment.
- **Partial Delegation:** PIN is required to be entered by Primary user each type payment is made by secondary user

UPI Circle Transaction Limits:

	Full Delegation	Partial Delegation
• Per transaction	• ₹5000.00	• Within daily Limits of Primary user
• Max Limit per authorization per month	• ₹15000.00	• Within daily Limits of Primary user

Overall cooling period for first 24 hrs and transaction limit of ₹5000 will be applicable after successful addition of the secondary user for both partial and full delegation

UPI International (Global)

To promote UPI payment platform globally, NPCI has introduced the functionality UPI International (UPI Global) for Foreign Outward remittance. The functionality can be used by customers visiting abroad and want to make payments to local merchants. Using this functionality customer can make payments to international merchants using scan & pay feature on BHIM PNB App or any UPI enabled App for 41 countries.

Process flow:

- Customer will activate his/her UPI Global by logging into BHIM PNB App, or any UPI enabled app and clicking on “Activate UPI International”.
- Customer will choose the validity period (maximum period is 3 months).
- The UPI Global activation will be account-wise. The customer will authenticate the activation request with UPI PIN.
- Customer gets activated for UPI International/Global payments.
- Customers visiting abroad scan the international QR using UPI Global Enabled App.
- The QR details will be validated, and the customer will be able to view the merchant details, amount in foreign currency, conversion rate and amount in INR.
- Customer will provide the consent to pay the mark-up fee to proceed further and approve the transaction by providing his UPI PIN.
- The customer account is debited in INR and merchant account is credited in the foreign currency.

Transaction Limit:

• Per transaction limit	• ₹ 1,00,000/-
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Credit Line on UPI

RBI has expanded the scope of UPI by enabling transfer to/from pre-sanctioned lines at banks. Under this facility payments through a pre-sanctioned credit line, with prior consent of the individual customer, are enabled for transactions using the UPI system.

Below are the important points related to Credit Line on UPI:

- Customers will be able to discover credit line accounts based on registered mobile number and shall be able to link a UPI ID on any UPI enabled app. Currently, SOD account types are enabled for linkage in UPI through Credit Line.
- Separate option "Credit Line on UPI" is provided in UPI apps for linking the same.
- All existing device binding controls will be applicable.
- During Credit Line onboarding on the UPI apps, the device binding and UPI PIN setting process shall include and be construed as customer consent for credit line enablement and acceptance for all types of transactions on UPI.
- Only Merchant payments can be done using Credit Line in UPI.

UPI 123PAY

UPI 123PAY is an instant payment system for feature phone users who can use unified payments interface payment service in a safe and secure manner without internet connectivity. Through UPI 123PAY, feature phone users will now be able to undertake a host of UPI transactions through pre-defined IVR number.

IVR number for PNB UPI 123PAY – 9188123123

Registration Flow:

- Customer calls the IVR number - 9188123123.
- Customer will be prompted to speak the preferred language (English/Hindi)
- Customers will be prompted to speak about the option i.e. Change UPI PIN, Enquire A/C Balance, Pay to Merchant and Initiate Money Transfer.
- After selecting the above option, the solution will check if user is already registered or is a new user.
- In case of new user, call will be disconnected and call back will be received from 8069454116.
- The customer is prompted to speak the name of the bank through which he wishes to perform transactions.
- The customer speaks the name of the Bank.
- Solution fetches the accounts of the customer and speaks the last 4 digits of the account numbers (Eg: Press 1 for account ending with 1234, 2 for account ending with 5678 etc.)
- Customer chooses the desired account.
- Solution informs the customer if UPI PIN is already set for the account or not.
- If PIN is already set, the customer may proceed with the transaction.
- If PIN is not set, customer can set UPI PIN

Set UPI PIN:

- During registration, customers will be prompted to enter the last 6 digits of debit card through keypad.
- Customer is then prompted to enter the expiry date of the card.
- Customer is then prompted to enter the OTP received on his mobile number.
- Customer then enters the 6-digit UPI PIN and is informed that UPI PIN is set

Payment:

- Customer calls the IVR (9188123123) and choose (by speaking) Money transfer.
- Customer is then requested to input the mobile number of beneficiary.
- IVR will inform the details of beneficiary and will prompt user to speak about the amount to be transferred.
- Call will be disconnected, and customer will get callback from 8069454116.

- Customer will be informed about the amount that will be transferred and will need to enter UPI PIN through Keypad
- Customer is informed about the status of the transaction.

Balance Enquiry:

- The customer calls the IVR and chooses (by speaking) for balance enquiry.
- IVR solution speaks the name of the bank and last 4 digits of account number.
- Customer enters UPI PIN through Keypad.
- IVR solution speaks the balance available in customer account.

Transaction Limit: ₹ 10000/- per transaction

Autopay/Recurring Mandate

With this facility customers will be able to enable recurring e-mandates using BHIM PNB App or any Autopay enabled UPI App for recurring payments such as mobile bills, electricity bills, EMI payments, entertainment/OTT subscriptions, insurance, mutual funds etc.

BHIM PNB AutoPay Functionality

The mandate creation is a one-time activity. It allows the customer's account to be debited as per agreed terms & conditions without additional factor of authentication.

- Visit the merchant site -> Checkout -> Choose to set the recurring mandate/enable AutoPay.
- Enter your BHIM PNB (@pnb) virtual payment address.
- Notification will be received on BHIM PNB App.
- Login to BHIM PNB App. Visit UPI Mandate -> Request Received to view the details
- Verify the key details – Name of the beneficiary, amount, duration, frequency (One-time, Daily, Weekly, Fortnightly, Monthly, Bi-Annually, Annually or As Presented).
- Enter your UPI Pin to authenticate
- Mandate is created successfully.

At the defined date and frequency, the amount up to ₹ 1,00,000/- will be debited automatically without Additional Factor of Authentication. On the due date, customer to ensure that sufficient funds are available in their accounts to avoid any failure.

Customer can check the status of active mandates by visiting my mandates section on your BHIM PNB App. Customer can choose to modify/ revoke (cancel) the mandate as per their need.

***99#**

*99# is USSD based Mobile Banking Services that can be availed by the customers which would connect the customer to USSD platform of NPCI. All the customers whose Mobile Number is registered with the Bank can avail the facility directly. Below services are offered through *99# :

Financial Services:

- Sending Money using Mobile No
- Sending Money using UPI ID
- Sending Money using Account No. + IFSC
- Requesting Money using UPI ID / Mobile No.

Non-Financial Services:

- Account Balance.
- Set UPI PIN.
- Change UPI PIN.
- Last 5 transactions.

Transaction Limits: ₹ 5000 per transaction.

Blocking of UPI

Through Branches:

UPIBLOCK CBS menu option has been created to facilitate branch officials to block or unblock UPI functionality in customer's account numbers through their mobile numbers.

Through WhatsApp Banking:

By Sending Hi, Hello etc. to 9264092640 on WhatsApp. Customers can block their UPI by selecting Emergency/cheque service -> Block UPI. Customer can enable UPI services through PNB One, Internet Banking and Branch.

Through SMS Banking

By Forwarding UPI transactional debit message to 9264092640.

Through Customer Care

By calling Toll Free Number 18001800/18002021 and Tolloed Number 0120 2490000

Through PNB One:

Login into PNB One and click on Emergency icon and select UPI Blocking. Follow the steps to Block UPI.

Through IBS for UPI registered through same:

Under transaction tab >> UPI Blocking

UPI Tap & Pay

With this functionality, customers with NFC enabled mobile/handset will be able to make both P2P and P2M types of payment by simply tapping NFC enabled QR/device.

Journey in BHIM PNB App:

- Select Tap & Pay option in BHIM PNB App.
- Enter amount and select the bank/UPI Lite account to be debited.
- Click the confirm button.
- Tap on receiver's QR or Device.
- The app will resolve and show the beneficiary details.
- Enter UPI PIN to confirm the payment. No PIN required for UPI Lite.

Transaction Limit: Same as UPI Remitter transaction limit.

Hello UPI (Conversational Payments on UPI)

For making any UPI payments, the user needs to use the smartphone interface for accessing various features of UPI. The user navigates the UPI App by touching the screen on the required sections for completing payments. User experience can be made easy and simple where users can navigate inside the UPI App and do transactions using voice. Users can simply give voice commands to transfer funds and input UPI PIN to complete the transaction. Currently, languages supported in BHIM PNB UPI App are Hindi and English.

Transaction Limit: Same as UPI Remitter transaction limit.

SMART EMI & Credit Card Bill Payment

SMART EMI (for Rupay Credit Card on UPI Transactions):

Customer is given an option in the UPI app to convert the credit card payments into EMI (Equated Monthly Instalments).

Below are the options that are present for the customers through which they can apply for an EMI using UPI App:

- During the time of payment.
- Post the payment is done.

Credit Card Bill payments:

Customers are now provided with the option to make credit card bill payments through UPI. Credit card bills can be paid for self as well as for others.

FIR (Foreign Inward Remittance)

This facility enables customers to receive inward remittances from overseas jurisdictions through UPI. At present, the service is operational for transactions originating from Nepal and Singapore only. Funds will be sent instantly to the beneficiary's UPI ID/Virtual Payment Address (VPA) in accordance with applicable regulatory provisions and participating bank arrangements.

Steps for enabling FIR in UPI App:

- Customer will activate FIR by logging into any UPI enabled app and clicking on "Activate Foreign Inward Remittance".
- Pop-up to accept Terms and Conditions will be displayed. Upon acceptance of the same, FIR will be activated.
- The activation will be account-wise, and PAN must be linked with the account.

PNB ONE 2.0: NEW FEATURES AND UPDATES FOR CUSTOMER EASE DBTD 19/2026 DATED 03.06.2026

Improvements in UPI and Scan n Pay: The facility of a better scanner with a flashlight has been provided for faster and simpler payments. The UI/UX has been simplified and improved, and the option to share the payment success page has also been added.

- PNB One is an all in one Mobile Banking app which facilitates customers in undertaking various financial & non-financial transactions through a single platform.
- PNB One App is available for both Android & iOS
- Users with minimum compatible version is 10.0 and 17.0 respectively.
- No restriction for Visually Impaired customers
- Integrated View of All Bank Accounts: An integrated view of accounts from all banks is available in PNB One, allowing users to view and download the details of all their bank accounts. (Login to PNB One → Linked Accounts → View All Bank Accounts → Registration for Account Aggregator ID)
- Bharat QR: Payments can now be made through UPI for Bharat QR codes, which previously required linking a debit card.
- Fund Transfer to Third Party PPF/SSA: Funds can be transferred to third-party PPF and SSA accounts through PNB One. (Fund Transfer → Transfer to Other PPF/Transfer to Other SSA)
- SMS Notification after Registration via ADCREQ: After successfully adding MBS/IBS records, notifications will be sent via SMS to the registered mobile number.
- Balance Certificate: Users can generate a balance certificate for their account (or all accounts) on any date. (Services → Others → Balance Certificate)
- Reduction in Minimum Limit for Cardless Cash Withdrawal: The minimum limit for cardless cash withdrawal has been reduced from ₹1000 to ₹100. Now, up to ₹20,000 can be withdrawn a maximum of 5 times a day (the amount will be in multiples of ₹100).
- Profile Segmentation: Features have been segmented based on user profiles:
 - Retail customers with view and transaction rights
 - Retail customers with view-only rights
 - NRE (Non-Resident External) customers with view and transaction rights
 - NRE customers with view-only rights
- NRI Services: Requests for NRI services can now be made in PNB One: Callback requests, changes in KYC, changes in NRO accounts, changes in resident accounts, NRI savings account, NRI current account, NRI fixed deposit account, and no changes in KYC.
- CKYCR in mPassbook: CKYCR is now available in the details generated by mPassbook.
- Cash Deposit Slip: Users can generate a cash deposit slip in PNB One and submit it at the branch, eliminating the need for a physical slip. (Services → Others → Pre-filled Deposit Slip)

- Clickable Banners on Pre-login Page: Banners for pre-approved business loans, personal loans, home loans, and car loans available on the pre-login screen are now clickable, allowing users to access the relevant process directly.
- OPENING OF SUKANYA SAMRIDDHI ACCOUNT(SSA): Bank has launched functionality of opening end to end SSA account in online mode for PNB customer through PNB One application
- PNB One>> Services>>Govt. Initiative>>Sukanya Samriddhi Account Opening

INTRODUCTION OF SERVICE CHARGES UNDER DIRECT DEBIT SYSTEM (DDS) DBTD 16/2024 dated 22.02.2024

- Introduction of Service Charges Under the Direct Debit System (DDS)
- The bank launched a new Direct Debit System (DDS) module under the Integrated CMS software on 31/05/2023, which addresses the need for corporates to register customer permissions (mandates) and provide services.
- Currently, under DDS, charges were only being levied on corporates for mandate registration, transaction execution, and refunds for failed transactions, while no charges were being applied to individual account holders for this service.
- The ED-level Business Development Review Committee (EDBDRC) approved the imposition of service charges on individual customers related to the Direct Debit System (DDS) in its 16th meeting on 18.01.2024 under agenda item number 3, as follows:
 - For Individual Account Holders:
 - Inward Mandate Verification (for successful cases only):
 - ₹100/- + GST per mandate
 - (One-time fee for new registration)
 - **Refund Fee for Failed DDS Transactions (Debit):**
 - ₹250/- + GST per transaction
 - (For transactions failed due to insufficient funds)

ETHICAL APPROACH IN ADOPTING/PROMOTING DIGITAL PRODUCTS DBTD 40/2024 dated 02.07.2024

Category	Do's (What to Do)	Don'ts (What Not to Do)
General Security Practices	- Educate customers about cyber security.	- Do not ask for OTP, PIN, or password.
	- Encourage the secure use of mobile apps.	- Do not connect to unsecured Wi-Fi in public places.
		- Do not share sensitive information like ATM PIN, CVV, etc.
		- Do not install unknown apps or accept offers for free services.
Digital Loan Services	- Inform customers about digital loan products.	- Do not misrepresent the features of loan products.
	- Guide customers with DIY videos on downloading and using the app.	- Do not pressure customers to take digital loans.
	- Provide information like Key Fact Statement regarding loan details, interest rates, etc.	- Do not ask for OTP, password, or transaction PIN.
	- Encourage maintaining sufficient balance in the account.	
	- Keep a record of digitally opened accounts and loan documents.	
Digital Liability Services	- Use the dashboard to inform customers about progress or rejected loans.	
	- Inform customers about digital liability products.	- Do not misrepresent the features of liability products.
	- Guide customers with DIY videos for downloading and using the app.	- Do not pressure customers to adopt digital modes for liability products.
	- Provide information about KYC documents and VKYC requirements.	

PNB Metal Rupay Credit Card – ‘LUXURA’:

Parameter	Details
Age	21-70 Years, Literate
Gross Annual Income	For Salaried – Gross monthly salary of 1,50,000/- and above. • For Non-salaried – Annual income of Rs. 18,00,000/- and above. • For Staff- All scale 1 and above officers are eligible irrespective of gross salary. Against FD- Minimum ₹1.5 Lakh, sanctioned limit will be as per Credit Card Policy
Credit Card Limit	Min- 1.00 Lac, Max- 50 Lac
Card Offerings	Public Joining Fee- 9000+ GST Annual Fee- 7500+ GST, Joining fee (excluding GST) will be reimbursed if total spends on the card exceeds ₹ 1.5 lakh (Staff 1 Lac) within three billing cycles from the date of activation of card & same shall be refunded after 3 billing cycle Annual fee will be waived if annual spends on the card exceeds ₹ 8 lakh (Staff 4 Lac) from the date of activation of card. Replacement Fee- 4000+ GST Personal Accidental Insurance: ₹50 Lakhs. • Air Accidental Insurance: ₹1 Crore. • Purchase Protection: ₹2 Lakhs. • Travel Insurance (Baggage Loss ₹20k). International - In case of loss of wallet, cash support of \$600 is available anywhere in the globe.
Welcome Benefit	Get 20,000 @reward points on spending ₹50,000 within the first 90 days. These 20,000 reward points carry a value of ₹5,000, which can be redeemed as cashback or rewards.
Lounge	Unlimited Lounge Access (Domestic & International)., Add on card allowed, Forex Mark up =0
2+1 complimentary night	ITC (Premium Hotels other than Fortune) • Throughout the year, any number of times (Except blackout dates as per the hotel)
Movie Ticket	Buy 1 get 1 ticket up to ₹ 500 once per month. (BMS or similar – from a blocked number of seats), Fuel Surcharge Min. ₹ 12.50 or 1% on single fuel transaction of amount greater than ₹ 500 & less than ₹ 4000/

PNB Metal Visa Credit Card – ‘LUXURA’:

Parameter	Details
Age	21-70 Years, Literate
Gross Annual Income	For Salaried – Gross monthly salary of 1,50,000/- and above. • For Non-salaried – Annual income of Rs. 18,00,000/- and above. • For Staff- All scale I and above officers are eligible irrespective of gross salary. Against FD- Minimum 1.5 Lac
Credit Card Limit	Min- 1.00 Lac, Max- 50 Lac
Card Offerings	Public Joining Fee- 4999+ GST Annual Fee- 1999+ GST, Joining fee (excluding GST) will be reimbursed if total spends on the card exceeds ₹ 1.5 lakh (Staff 1 Lac) within three billing cycles from the date of activation of card & same shall be refunded after 3 billing cycle Annual fee will be waived if annual spends on the card exceeds ₹ 6 lakh (Staff 4 Lac) from the date of activation of card.
Welcome Benefit	Get 20,000 @reward points on spending ₹50,000 within the first 90 days. These 20,000 reward points carry a value of ₹5,000, which can be redeemed as cashback or rewards.
Lounge	Unlimited Lounge Access (Domestic & International), Add on card allowed, Forex Mark up =0
2+1 complimentary night	ITC (Premium Hotels other than Fortune) • Throughout the year, any number of times (Except blackout dates as per the hotel)
Movie Ticket	Buy 1 get 1 ticket up to ₹ 200 once per month. (BMS or similar – from a blocked number of seats), Fuel Surcharge Min. ₹ 12.50 or 1% on single fuel transaction of amount greater than ₹ 500 & less than ₹ 4000/

REVISION OF NACH MANDATE (E-MANDATE & PHYSICAL MANDATE) REGISTRATION CHARGES DBTD 08/2024, 51/2024

National Automated Clearing House (NACH) and Mandate Charges What is NACH?

- **Definition:** NACH is a centralized system initiated by the National Payments Corporation of India (NPCI). Its purpose is to integrate various ECS systems operating across the country and to provide a framework for standardization and coordination of practices.

Types of NACH Mandates:

- **Physical Mandate:**
 - The customer must submit a physical form to the corporate/trader, which is then sent to the sponsor banks for registration.

- This process is time-consuming.
- **E-Mandate:**
 - Customers can register mandates online, which speeds up the process.

Amendment of Service Charges:

- In the 16th meeting of the Executive Development Business Development Review Committee (EDBDR) held on 18.01.2024, the amendment of service charges was approved.
- New fee details (effective from 05.03.2024):

Description	Activity	Limit	Current Fee	Revised Fee
Inward NACH	E-Mandate	₹1 crore	₹100 + GST	₹100 + GST
Inward NACH	Physical Mandate	₹1 crore	₹100 + GST	₹125 + GST

SYSTEM GENERATED CASH RECEIPT FOR FCMBR CASH COLLECTION AT BRANCHES DBTD 07/2024 dated 03.02.2024

FCMBR Invoice includes 3 Copies:

- **Client Copy:** This is for the records of the bank or branch.
- **Customer Copy:** This is provided to the customer.
- **Branch Copy:** This is retained by the teller for the branch's records.

New Guidelines:

- To eliminate the circulation of manually stamped counterfoils (customer copy), it is now mandatory to provide a system-generated receipt in cases of cash collection.

SIMPLIFIED IMPS TRANSACTION - USING MOBILE NUMBER IN PNB ONE DBTD 22/2025 dated 25.04.2025

IMPS (Immediate Payment Service):

- Provides real-time money transfer facilities.
- Two transfer methods are supported:
 - **P2A:** Using account number + IFSC.
 - **P2P:** Using mobile number + MMID.
- Currently available in the PNB One app under the Fund Transfer and Quick Fund Transfer menu.

New Facility:

- A simple IMPS transaction has been introduced to enhance user experience.
- Available only for single account holders.
- Transactions can be made using mobile number and bank selection.

Transaction Limits:

- A maximum of 3 transactions is allowed per day.
- The maximum amount for each transaction can be ₹10,000.

ONBOARDING ON RETAIL INTERNET BANKING USING AADHAAR OTP

Previously, customers were provided with online self-registration and password reset facilities through authentication using a debit card on the retail internet banking site.

- Now, the online self-registration and password reset facility has also been extended to retail internet banking using Aadhaar OTP.

Prerequisites for using this facility are as follows:

1. The customer must be aged between 18 and 75 years.
2. Permissible account types include savings, current, and overdraft accounts, which can be operated in the manner of self, E/S, F/S, or as a sole or survivor.
3. The customer's Aadhaar number must be available in the CRM.

PNB ONE -TPIN ACTIVATION THROUGH BRANCH DBTD 19/2026 Dated: 03-06-2026

In PNB One, the transaction password has been replaced with a 4-digit Transaction PIN (TPIN) to make all financial and non-financial transactions more user-friendly.

Process flow for TPIN through branch:

- Login into PNB One
- Go to My Profile Menu → Set TPIN through Branch
- Enter OTP received on registered mobile number
- Enter new TPIN and confirm TPIN
- After Clicking Submit button a Reference Number will be generated. One SMS of Reference ID will also be sent to registered mobile number.
- After generation of reference number, customer needs to submit request to branch within 7 days quoting the reference number for verification.
- Branch will verify the Reference number in ADCREQ menu after proper due diligence of customer.
- After verification TPIN will be activated and user can perform transaction from PNB One

BULK FUND TRANSFER FACILITY IN PNB ONE

Under this service, customers can initiate fund transfers (intra-bank, IMPS, NEFT) to up to 10 beneficiaries at a time using the following steps:

1. **Log in to PNB One.**
2. **Navigate to the Fund Transfer menu** and select Bulk Fund Transfer.
3. **Select the debit account number.**
4. **Choose the registered beneficiary accounts** and enter the amount.
5. Customers can select a maximum of **10 beneficiaries at a time.**
6. The **Remarks column is optional.**
7. The bulk fund transfer will be authenticated via **TPIN and OTP.**
8. Customers can also download and share the success report in **PDF format.**

OTP ON E-MAIL REGISTRATION FACILITY IN PNB ONE

Steps for OTP Registration on Email from PNB One

1. **Log in to PNB.**
2. Navigate to the **Service menu** and select **Email Update and Manage Alerts.**
 - Enter the **Email ID** and enable OTP delivery to the registered email ID by selecting 'Yes' for email OTP registration.
3. The customer will be authenticated via **TPIN and OTP** sent to the registered mobile number.
4. After successful authentication, a **verification link** will be sent to the customer's registered email ID. This link will be valid for **72 hours.**
5. Upon successful verification of the link by the customer, OTPs for mobile banking transactions will be sent to the registered mobile number as SMS, as well as to the customer's registered email ID.

DIGITAL BANKING TRANSFORMATION DIVISION CIRCULAR NO. 39/2023

UPI REGISTRATION FOR NRO ACCOUNTS

Following schemes have been added to cater NRO Customers:

Scheme Code	Scheme Description
SBNRO	Saving Bank- NRO
CANRO	Current Account-NRO

UPI registration for the above scheme code is allowed according to the following criteria:

Parameter	Criteria
Mode of operation	Self
Constitution Code	001
Registered mobile Number	Indian

Payments allowed through UPI are as follows:

Category	Type of Payment
	Debit NRO A/C
Person-to-Person (Domestic)	Domestic Credits – Yes
	Credit to NRO Accounts – No
	Credit to NRE Accounts – No
Person-to-Merchant (Domestic) including UPI Lite	Domestic Credits – Yes
Bill Payment/ BBPS	Domestic Credits – Yes
ASBA & RBI Retail Direct Scheme	No

♦ BANKING SERVICES THROUGH WHATSAPP

Customers can now avail banking services available in 10 languages English, Hindi, Punjabi, Bengali, Tamil, Kannada, Telugu, Malayalam, Marathi and Odia and can be accessed from the mobile numbers of 6 countries i.e. India, USA, UK, UAE, Canada and Philippines.

Customers need to navigate to the options below to choose their preferred language:

- All Services → My Setting Option → Language Selection → Options

♦ INTRODUCTION OF PNB SHOPPE (E-MARKET PLACE) IN PNB ONE AND INTERNET BANKING: DBTD 31/2023 Dated 12.04.2023

Considering the growing importance of e-marketplaces among the bank's channels, our bank is now introducing PNB Shoppe in PNB One and Internet Banking. PNB account holders will now be able to earn additional rewards for their daily shopping needs.

This option is available under the Popular section on the PNB One homepage and under Value Added Services in Internet Banking.

Process for PNB Shoppe:

Step 1: Click on 'PNB Shoppe' on the PNB One home screen.

Step 2: Accept the terms and conditions and click on 'Start Shopping.'

Alternatively, click on 'PNB Shoppe' available under Value Added Services in Internet Banking and accept the terms and conditions.

Step 1: The PNB Shoppe homepage will open.

Step 2: Search for the desired product.

Step 3: Compare prices across different sites.

Step 4: Add the product to the cart.

Step 5: Complete the payment.

Earned reward points can be seen under the "Shopping trips" option. Points and shopping history are available after the transaction.

♦ QR CODE GENERATION THROUGH PNB ONE AND RETAIL INTERNET BANKING:

QR code generation facility has been launched in PNB One and Retail Internet Banking. Customers can now display QR codes to receive instant payments via UPI. The QR code can also be downloaded and shared to receive payments.

The steps for QR code generation are as follows:

PNB One	Retail Internet Banking
➤ Login to PNB One	➤ Login to Retail Banking
➤ Tap on UPI	➤ Scroll to UPI
➤ Generate QR Code	➤ Click on manage VPA
➤ Select VPA & Account Number	➤ Select VPA & account Number
➤ View QR Code	➤ Download QR

ADDITION OF SCHEME CODES FOR UPI REGISTRATION DBTD 18/2026 dated 26.05.2026

S No.	Scheme Code	Scheme Description	S No.	Scheme Code	Scheme Description
1	SBYUV	Pnb Yuva Sf Account	2	SBDPR	SF Relative Defense
3	SBWSL	Saving Fund Without Cheque Book	4	SBDPO	SB-Pnb Raksha Karmi-OD
5	SBWKT	Saving Fund Welcome Kit	6	SBCPI	Classic Prudent Sweep- Institutions
7	SBVID	Pnb Vidyarathi Sf Account	8	SBBST	Saving Fund Best Customer
9	SBTWN	Saving Fund Twin	10	SBBRN	Saving Fund Salary Bronze
11	SBTFS	SB-Total Freedom Salary	12	SBBDA	Saving Fund Basic Dep A/C
13	SBSVV	Saving Fund Salary Silver 25	14	SBARO	SB-PNB Arogya Scheme
15	SBSUR	Savings Fund Suraksha	16	SBARK	SB- Agni Rakshak for Agniveers
17	SBSTF	Savings Fund Staff	18	SBAPI	Advantage Prudent Sweep- Institutions
19	SBSSS	SB-PNB Shikshak Samman	20	ODSUR	Overdraft Suraksha
21	SBSSO	PNB Shikshak Samman-OD	22	ODSTF	Overdraft (Staff)
23	SBSSA	Secured saving Fund	24	ODSPS	OD Spectrum Deposit Staff
25	SBSPV	Saving Fund Salary Premium 100	26	ODSPR	OD Spectrum Deposit
27	SBSPT	Saving fund Platinum salary	28	ODSCL	Overdraft (Staff) - Clean
29	SBSPS	PNB Prudent Sweep(Staff)	30	ODSAN	Overdraft-PNB Sanjeevani
31	SBSPR	Saving fund premium salary	32	ODPRO	OD - PNB Professional
33	SBSPF	PNB Police Rakshak SB Scheme	34	ODPRH	Over draft Personal(H/L)
35	SBSOV	Saving Fund Salary Titanium	36	ODPER	Overdraft (Personal)
37	SBSNR	Saving fund Silver Salary	38	ODPBL	Overdraft- Pre approved Business loan
39	SBSML	Small Saving Fund	40	ODMUD	OD Mudra
41	SBSLT	Saving Bank Select account	42	ODMED	Overdraft-Medical Practitioner
43	SBSGR	Saving fund Gold salary	44	ODIPR	OD against Immovable Prop
45	SBSDV	Saving Fund Salary Gold 50	46	ODGEN	Overdraft (General)
47	SBSAL	Saving Fund Salary	48	ODDEP	OD against Bank's own deposit
49	SBPWS	PNB Power Saving (Wd Sweep)	50	ODAST	OD Anupam (Staff)
51	SBPWR	PNB Power Saving (No Sweep)	52	ODAGN	OD Anupam (General)
53	SBPSS	Staff Pension saving scheme	54	CSMR9	CA-S/Roamer T+1 Suraksha
55	SBPRT	Saving Fund Premium Pratham	56	CSMR6	CA-S/Roamer Daily Sweep
57	SBPRM	Savings Fund Premium Cust	58	CSMR5	CA-S/Roamer T+1

59	SBPPS	PNB Prudent Sweep(Ffd)	60	CSMR4	CA-PNB Platinum-S/Roamer4
61	SBPEN	Savings Fund Pension	62	CSMR3	CA- PNB Diamond- S/Roamer3
63	SBNPS	Savings Fund Pension	64	CSMR2	CA-PNB Gold S/Roamer2
65	SBMIT	Saving Fund Mitr	66	CSMR1	CA-PNB Silver S/Roamer1
67	SBMIN	PNB Junior SF Account For	68	CAVIK	PNB Vikas Current Account
69	SBLIP	SB-Family Protection Account	70	CAVAI	Current Account Vaishnava
71	SBHSP	SF Haryana Social Sec Pen	72	CATWN	PNB Twin Current account
73	SBHES	SB-TFS lind Variant	74	CASUR	Current Account Suraksha
75	SBGEN	Savings Fund General	76	CASMR	C/A-Pnb Smart Roamer
77	SBFIN	Saving Fund Mitr	78	CASAM	PNB Samridhi Current Account
79	SBELR	Saving Elite Royal	80	CAPOS	CA-POS(Point of Sale)
81	SBELG	Saving Elite Grand	82	CAGEN	Current Account General
83	SBELE	Saving Elite Executive	84	CAGAU	Current Account Gaurav
85	SBDPS	PNB Rakshak Scheme	86	CAARI	Current Account Assam Rural Infra and Agri services

OTP ON E-MAIL IN RETAIL INTERNET BANKING DBTD 40/2025 Dated:- 29.08.2025

The registration steps are as follows:

• Through Retail Internet Banking

1. The customer must navigate to Manage Email Alerts in My Shortcuts.
2. The customer can also navigate to Personal Settings → View Personal Details → Manage Email Alerts.
3. Alternatively, the customer can navigate to Other Services → Service Requests → New Requests → Manage Email Alerts.
4. The customer will not be able to enter/edit the registered email ID. The existing registered email ID will be displayed to the customer. To update, the customer can either use PNB One or visit the branch.
5. An option is provided to enable OTP delivery to the customer's registered email ID –
6. Register for OTP on Email: Yes
7. The customer will be authenticated via Transaction password and OTP sent to the registered mobile number.
8. After successful authentication, a verification link will be sent to the customer's registered email ID. The verification link will be valid for 72 hours.
9. After successful verification by the customer, OTP for Retail Internet Banking transactions will be sent to the registered mobile number via SMS, as well as to the customer's registered email ID.

• Through Branch

1. The branch must take a request to enable OTP on email for the customer. After proper verification, the request should be entered in the CBS alert menu through maker-checker.
2. In the alert menu, the maker should select the function -
 - o Add if the customer is not registered for SMS and email alerts.
 - o Modify if the customer is already registered for SMS and email alerts.
3. In the option "SMS through?" the branch user must select -
 - o Email - For modification in Email ID.
 - o Mobile - For modification in mobile number.
 - o Both Mobile and Email - For modification in both Mobile and Email ID.
4. In the above step, if the maker selects email or both mobile and email, the option for OTP via email will be displayed. The maker must select 'Y' to register the customer for OTP on email and submit.
5. Upon verification by the checker, a verification link will be sent to the customer's registered email ID. The verification link will be valid for 72 hours.
6. After successful verification by the customer, OTP for Retail Internet Banking transactions will be sent to the registered mobile number via SMS, as well as to the customer's registered email ID.

◆ SETTING UPI PIN THROUGH VIRTUAL DEBIT CARD

Customers can set their UPI PIN through virtual debit cards, in addition to setting it via debit cards and Aadhaar-based OTP.

Restrictions on UPI transactions for both new users and existing users:

Txn Type	Send Money/ Collect Request Acceptance	
User	P2P	P2M or P2PM
New User	The user can make a transaction of up to ₹5,000 on the first day after the first successful transaction. Amount Limit is to be taken together for Send Money and Collect Request Acceptance.	
Existing User	The user can conduct up to 20 transactions per day through the account linked to their registered mobile number. This includes both sending money and accepting request transactions within the 20 transaction limit.	No Limit

Txn Type	Collect Request Initiation	
User	P2P	P2M or P2PM
New User / Existing User	The user can initiate up to 5 collection requests per day through all accounts linked to their registered mobile number.	NA

User categories mentioned above:

- **P2P:** Person to Person [For individual fund transfers]
- **P2M:** Person to Merchant [For Merchant Payment]
- **P2PM:** Small merchants whose deposit transactions are less than or equal to ₹1 lakh per month.

Modes of operation allowed in UPI, BHIM & USSD are as under:

Mode Of Operation	Description
ANY	Any One Or Survivor
E/S	Either Or Survivor
PROP	Proprietor
SELF	Self

Constitution codes allowed in UPI, BHIM & USSD are as under:

Constitution Code	Description
001	Individual
002	Joint
011	Proprietorship

◆ FUNCTIONALITY OF FUND TRANSFER THROUGH IMPS IN CORPORATE INTERNET BANKING DBTD Cir. 40/2025 dated 29.08.2025

The process for transferring funds through "IMPS using IFSC and Account Number" in Corporate Internet Banking is as follows:

1. Log in to Corporate Internet Banking.
2. Click on 'Transactions.'
3. Select 'IMPS using IFSC.'
4. Choose 'Debit Account' and select 'Beneficiary.'
5. Validate the beneficiary account number by clicking on 'Valid Account Number.'
6. Enter the amount and authenticate the transaction using the transaction password and OTP.

Additionally, the following two additional functionalities have been introduced in Corporate Internet Banking:

- Check Status of IMPS transaction.
- Name Validation of Beneficiary.

A maximum of Limit as per NPCI decide can be transferred per transaction.

◆ Enhanced security for new users in Retail IBS and PNB DBTD 40/2025 dated 29.08.2025

₹10,000/- for the First Transaction: The maximum amount for the first financial transaction has been limited to ₹10,000/- after activating transactions in the channel.

24 Hours Cooling Period after First Transaction: After the first financial transaction, the next financial transaction can only be initiated after the customer completes a 24-hour cooling period.

Restrictions on Scheduling: Restrictions have also been placed on scheduling the first transaction to a future date.

The following types of transactions are exempt from the above rules:

- I. Transfer to one's own PPF account.
- II. Transfer to one's own Sukanya Samriddhi account.
- III. Transfer to one's own savings/current/overdraft/loan accounts/credit card.
- IV. Purchase of Sovereign Gold Bonds.
- V. ASBA.
- VI. Opening fixed deposit (FD/RD) accounts.
- VII. Tax payments to government sites integrated with PNB.

● WHATSAPP Banking Services

Scan QR code for start
WhatsApp Banking

<u>Account Related Services</u>	<u>Loan/Deposit Services</u>
• Account Statement • Account Summary • Balance Inquiry • Last 5 Transactions • KYC Update • Update Email ID • Register e-statement • Account Scheme Change • Nominee Addition	• Open FD • Open RD • Loan Account Summary • Deposit Summary • Interest Certificate • PPF Balance • Sukanya Samriddhi Balance

<u>Emergency/Cheque Services</u> • Block UPI • Stop Cheque • Disable IBS/MBS • Block Debit Card • Cheque Status • Positive Pay System • Request Cheque Book	<u>Debit Card Services</u> • Apply for Debit Card • Enable Card Channel • Disable Card Channel • Reduce Channel Limit • Generate Green PIN OTP • Disable/Block Debit Card
<u>Credit Card Services</u> • Credit Card Summary • Last 5 Transactions • Reward Point Summary • Enable/Disable transaction Types	<u>Demat Services</u> • Statement of Holding • Statement of Transaction • Outstanding Charges • Report of Lost DIS • Billing Invoice Details • Billing Statement
<u>Online Services</u> • PNB Loan Repayment • Open Account Online • Submit Life Certificate • Locker Availability • Instant Loans • Link Aadhar to Account • Get Form 16A • Check Loan Eligibility • Online Banking Channels • Jan Suraksha Schemes	<u>Bank Products</u> • Loan Products • Deposit Schemes • World Travel card • Insurance • Mutual Funds • Banking Forms • FAQs • Submit Feedback • Register Complaint • Bank Holiday Calendar



**Informative
Services**

<u>NRI Services</u> • FCNR • NRE • NRO • RFCA • Help Desk for NRIs • NRI Services FAQs	<u>Debit Card</u> Debit card Types Offers on Debit Cards EMI on Debit Card Debit Card FAQs <u>Credit Card</u> Offers On Card Card Variants Activate a card Block Card Card Payment options SMS Services Reach Us
Pre-Approved Offers	

- **DIGITAL ONE STOP TRACKER (DOST)** : is portal for DMO (Digital Marketing officers), a group of specialized officers to promote banks products and spread awareness of Digitals Channels.

• **SINGLE BENEFICIARY FOR ALL PAYMENT CHANNELS IN CORPORATE INTERNET BANKING:**

- Previously, for online fund transfers, customers had to add beneficiaries separately for RTGS and NEFT. However, now in Corporate Net Banking, a single beneficiary facility for both payment channels (RTGS/NEFT) has been introduced. The process for adding beneficiaries from other banks will be as follows:

Transactions → Manage Beneficiary → Add other Bank Payee
(Refer DBTD CIRCULAR NO. 40/ 2025)

• **New features in PNB ONE – SCAN & PAY AND UPI PAYMENT using IFSC & ACCOUNT NUMBER**

For the above-mentioned method of transaction, the daily transaction limit is ₹1,00,000/-.

Scan & Pay

- Log in to PNB One.
- Click on the Scan and Pay option (camera permission must be granted).
- Scan the QR code for payment.
- Select the debit account number and enter the amount to be transferred.
- The transaction must be authenticated using TPIN and OTP.

IFSC & ACCOUNT NUMBER

- The Navigation is as under:
- UPI-> Send Money -> Pay by Account and IFSC

• **Allowing issuance of DEBIT / PRE PAID CARDS, DUPLICATE OR ADD-ON CARDS to the customers through any Branch:**

- **Requisite:** The branch will collect the customer's Aadhaar number and perform e-KYC verification (Aadhaar authentication) through the bank's Aadhaar authentication portal. A printed copy of the form from the above portal must be attached to the debit card application after obtaining the customer's consent.

● CASH @ PNB - CARDLESS CASH WITHDRAWAL :

Card-less Cash Withdrawal is a service that enables customers to withdraw cash at PNB ATMs without holding any physical or virtual card. The Card-less Cash Withdrawal facility is available to:

- Registered customers of Internet Banking and PNB One.
- Maintain eligible accounts for debit cards at any bank branch.

Checks & Validations:

- Customers set a 4-digit TPIN each time.
- The maximum amount limit under card-less cash withdrawal is ₹20,000 per account per day. This limit is in addition to the cash withdrawal limit available under the debit card.
- A maximum of 5 transactions per account per day.
- The minimum amount for card-less cash withdrawal is ₹100. (Revised from ₹1,000 to ₹100)
- Transaction Reference Number and TPIN are valid for only 2 hours.
- The combination of Transaction Reference Number and TPIN can only be used once.
- Cash withdrawal is available only through PNB ATMs 24 x 7 x 365.

Refer DBTD CIRCULAR NO. 19/2026

PNB ONE 2.0 DBTD DBTD 19/2026 DATED 03.06.2026

This application is available for both Android users at Play Store and for iOS users in App Store. Platform Minimum Version Compatible Android 10.0, iOS 17.0.

PNB One Registration

i Download and install the PNB One application from Play Store.

ii. Initiate SIM verification.

lii System fetches Customer ID(s) linked to the registered mobile number.

• For already registered customer, user ID will be fetched automatically. • If not registered already, user need to enter 9 to 16-digit account number. Select mode of operation – "View & Transaction" or "Only View" and channel type - Only Mobile Banking or Both Mobile & Internet Banking.

Available Authentication Methods (required in case of new registration or device change only) > Debit Card credentials (Card Number + ATM PIN) > Aadhaar-based OTP authentication (View-only access) > Internet Banking (IBS) credentials > Branch-based onboarding (Service Request / ADCREQ in CBS) iv. OTP validation on registered mobile number v. Creation of: > MPIN > TPIN (for transaction-enabled accounts) > Login & Transaction Passwords (if IBS enabled) vi. Optional biometric enablement

PNB ONE will now be accessible to customers who maintain only loan or deposit account with Bank. 'View only facility' will be provided to such users

Introduction of PNB ONE for New to Bank (NTB) users

Non PNB Customers i.e. Individuals who do not hold an account with PNB can now use PNB ONE for UPI transactions

The following services will be accessible to NTB users:

- A comprehensive suite of UPI services
- Open Bank Account Service
- Apply for Credit Card Service
- Apply for various loans.

पात्रता :

- KYC compliant Account (001 या 002)
- Mobile registered
- Retail entity
- E or S / F or S / anyone or S
- Sol prop.



Store/App

Enable User

User will be disabled for PNB ONE due to various reasons as mentioned below:

- Due to non-usage of PNB ONE for over 360 days
- Upon reaching the maximum number of incorrect attempts with MPIN
- Self-blocking

Note: In case of device change scenario, user must activate PNB One using Debit Card credentials or through branch mode.

Such user can be enabled using 'Enable User' option under 'Trouble Signing In?' menu on PNB ONE login screen.

Enable Transaction Facility

User having “View facility only” can enable transaction facility using “Enable Transaction” menu in “My Profile” menu on post-login.

Stepwise process to enable transaction facility as mentioned below:

- Login into PNB One Application
- Navigate as My Profile -> Enable Transaction facility.
- Enter Account Number iv. Choose your preferred authentication method:
 - Debit Card credentials– Debit Card Number and ATM PIN
 - Service Request (Branch Verification) – Submit a request via the mobile app, set TPIN and transaction password. Download the form, get it verified at the branch, and upon approval, transactions will be enabled.

Note: Request is valid for 7 days. If not approved, a new request must be re- submitted.

Category	Features & Functionalities
1. Account Management	- All accounts displayed illustratively (Savings, Deposits, Loans, Overdraft, Current, Credit Card). - Detailed view and downloading of account statements. - Check balances for all accounts. - View PPF, SSA & SCSS
2. Fund Transfers	- Regular Transfers: “Self” (for own accounts), “Within” (for PNB accounts), and “Other” (for non-PNB accounts). - Interbank fund transfers via NEFT/RTGS/IMPS/UPI. - Quick Fund Transfer and Pay to Contact (Within Bank & IMPS). Max. 3 in a day, Max. 30000/- - IMPS using MMID and Indo-Nepal Remittance. - Manage beneficiaries for easy fund transfers. - Bulk fund transfer capabilities. - Liberalized Remittance Scheme (LRS) for cross-border transfers. - Transfer to other PPF, SSA
3. Payment Services	- Scan & Pay: Payments by scanning UPI QR directly. - Bharat QR payments for quick transactions. - Manage VPA (Virtual Payment Address) and VPA payee for UPI transactions. - Send and collect money via UPI. - Generate QR codes for payments. - Approve to pay features and view transaction history. - UPI blocking option for security.
4. Fixed Deposits & Recurring Deposits	- Open and manage Fixed Deposits (FD) and Recurring Deposits (RD). - Deposit calculator for estimating returns. - Track FD/RD status and options for premature closure. - Modify Term Deposits (TD) as needed. - Update User ID and set account nicknames.

5. User Profile Management	- Change account access settings and set limits. - Change MPIN, set/reset TPIN, and enable biometrics for enhanced security. - Check/update KYC status and set a primary account. - Enable transaction facility and set SMS preferred language. - Register for Internet Banking Services (IBS) and manage deactivation.
6. Digital Loans	- Access to pre-approved personal and business loans. - Options for OD against FD, Krishi Tatkal Rinn, PM Svanidhi, E-GST Express, KCC renewal, and Digital KCC, KCC Digital Review & DP Enhancement, GST Sahay, E Mudra, Digi Home Loan, Digi Car Loan, Digi Gold Loan, Digi Education loan, PM Vishwarkarma, E-Godam, SHG Loan Journey
7. Investment Services	- Invest/apply online for Mutual Funds (via FISDOM), Credit Card against FD, Insurance, ASBA, SGB, PPF. - Participate in Government initiatives (APY, PMJJBY & PMSBY).
8. Transaction Management	- View recent transactions and manage upcoming transactions. - Modify or stop upcoming transactions. - Debit Card Management: - Apply for a new card, cardless cash withdrawal, and virtual debit card. - Update limits for ATM withdrawal and POS/E-commerce transactions. - Hotlist debit cards and generate green PIN, Debit card ON/OFF - Enable/disable debit cards as needed. - NCMC Recharge and manage prepaid cards (Suvidha & World Travel card). - Credit Card Management: - Link/de-link credit card, auto payment registration, change card limits, and manage statements via email. - Request for new PIN and damaged card replacement, Reward point redemption request, Card category update
9. Bill Payment & Recharge	- Register billers for Mutual funds, Insurance, Telecom, Electricity, DTH, credit cards, etc. - Standing Instructions (SI) for recurring payments and redo last 10 transactions. - Register and track complaints related to payments. - Mobile/DTH recharge services and PNB Fastag recharge. - Add, modify, or delete billers as required.
10. Languages Supported	- Available in English, Hindi, Bengali, Marathi, Punjabi, Gujarati, Tamil, Telugu, Malayalam, Kashmiri, Kannada, Oriya and Assamese.
11. Cheque Services	- Inquire about cheque status, stop cheques, request a cheque book, and view cheque details. - Positive Pay Service for enhanced security in cheque transactions.
12. M-Passbook	- View account statements and download statements in PDF & Excel formats. - Favorites: Frequently used services can be added for quick access.
13. Value-Added Services	- PNB Shoppe (E-marketplace) and Safety Ring for account protection. - Account Debit Freeze and PAN/Aadhaar registration. - E-mail ID updation and manage alerts. - Apply for Form 15G/H, depository & mutual fund registration. - Last 10 SMS access and apply for locker services. - Change home branch and update/register nominee details. - Link PPF account and transfer amounts. - PNB Suraksha services and link/de-link Sukanya Samriddhi account. - Link SCSS account and transfer amounts as needed.
14. Customer Support & Feedback	- Raise complaints/service requests and track requests with request history. - Provide feedback for service improvement, Balance certificate, Cash Deposit slip, Cheque IMPS status, E-Interest/TDS Certificate, AePS Enable/Disable, EFRM Self authentication, GST Registration, No Dues certificate. e-OTS
15. Other Services	- Trade finance services, investments in LIC, NPS, etc. - Direct income tax services, challan regeneration, and Form 16 requests. - Agricultural services and marketplace integration. - Digi Locker, video life certificate, free CIC, pension pay slip, and Form 16 services. - Apply for POS/QR, LC/BG issuance requests, and solvency certificate requests. - Top-up loans for housing and vehicles, and digital VKYC for saving/current accounts.

PNB One Limits

No.	Transaction	Maximum Transaction Limit per Day
1	Overall Limit	₹10 lakh
2	IMPS	₹5 lakh
3	Quick (Adhoc) Transfer (without adding beneficiary in PNB) / Transfer to Contact	₹10,000
4	NEFT Transaction	₹5 lakh
5	RTGS Transaction	₹10 lakh
6	Fixed Recurring Deposit	₹99,99,999
7	UPI Transaction	₹1 lakh
8	Mobile/DTH Recharge	₹10 lakh
9	Bill Payments	₹10 lakh

Retail Internet Banking Services DBTD 40/2025 DATED 29-08-2025

फ़ाइनेंषल सर्विसेस

- **Fund Transfer - 24x7** (NEFT/RTGS, Indo-Nepal, LRS, Intra-bank Fund Transfer)
- **Deposits** - Online RD/FD, Invest in Mutual Funds, PPF & SSA, Modify Term Deposit, Premature Closure of FD.
- **Payments** - Overdraft against FD/e-FD

नॉन-फ़ाइनेंषल सर्विसेस

- **Account Details - Statement**
- **Cheque-related Services** - Stop Payment, Cheque Book Status, PNB Suraksha Cheque Authentication
- **Debit Card-related Services** - Hotlisting, Set/Reset Debit Card PIN, Debit Card On/Off
- **Other Value-added Services** - HLOD, Form 15G, Change Home Branch, ASBA, TDS Details, Aadhaar, PAN, GST Registration, Income Tax Filing, Interest Certificate, PMSBY, PMJJBY, APY, SGB, etc.

Eligibility:

- KYC compliant account (001 or 002)
- Registered mobile number
- Retail entity
- E or S, F or S, or Anyone or S
- Sole proprietorship entity is also eligible
- NRIs are also eligible

and corporate customers need to fill out **PNB1212R** form.

- Website: www.ibanking.pnb.bank.in
- Retail internet banking registration can be done either online or offline. Passwords can be requested through the **CBS menu ADCREQ** at the branch.
- Corporate net banking can only be linked through the branch via the **Relationship Manager**.

IBS Limit:

Transaction Type	Minimum Transaction Limit	Maximum Transaction Limit (Per Transaction)	Daily Limit
Overall Limit	N/A	N/A	15 Lakhs
NEFT	Rs. 1	15 Lakhs	5 Lakhs
RTGS	2 Lakhs	15 Lakhs	10 Lakhs
IMPS	Rs. 1	15 Lakhs	As per NPCI
UPI	Rs. 1	15 Lakhs	As per NPCI
Within Bank	Rs. 1	15 Lakhs	15 Lakhs
E-com/Shopping	Rs. 1	15 Lakhs	15 Lakhs
Self	Rs. 1	15 Lakhs	15 Lakhs

LRS (Liberalized Remittance Scheme):

A single transaction limit is **10,000 USD** with a yearly maximum of **100,000 USD** and up to **2 transactions per month**.

Corporate Net Banking

Eligibility:

- KYC compliant account (excluding 001 or 002 types like Limited Companies, Partnerships, HUFs, Societies, Trusts, Associations)
- Mobile number must be registered
- Retail entities
- Accounts operated by E or S, F or S, or Anyone or S (E or S: Either or Survivor, F or S: Former or Survivor)
- Sole proprietorships are also eligible
- NRIs are eligible

Facilities:

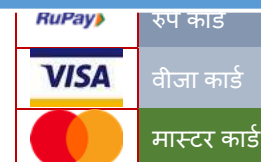
- Fund transfer to own or other accounts (RTGS/NEFT), beneficiary management, and bulk upload facility and utility bill payments.
- Registration of new users with View Only or View & Transaction permissions for account operations.
- Assigning authority to users for various types of transactions. Setting daily overall limits and transaction type limits for sub-users. Workflow rules like maker-checker or single user setup for different transactions.
- Manage daily overall or specific transactions—add/modify/delete beneficiaries as per your requirements.
- PNB Shield is included for corporate users.
- Submission of Stock Statement is also available.

Eligibility:

- Savings or Current Account
- E or S or F or S or anyone or S
- Age 10 years or older
- One primary card
- Two add-ons possible (without AMC)
- Form 1213
- Issued from all branches for non-personalized cards
- Restricted for Cash Credit/Overdraft accounts

Charges for Cash Withdrawal from Other Bank ATMs:

- In Metro Cities (Mumbai, New Delhi, Chennai, Kolkata, Bengaluru, and Hyderabad): 3 free transactions.
- In Non-Metro Cities: 5 free financial and non-financial transactions.
- Charges: ₹23 (+GST) for financial transactions and ₹11 (+GST) for non-financial transactions.
- After the free transactions at PNB ATMs (3 in Metro and 5 in Non-Metro), a charge of ₹10 per transaction (GST extra) applies.



NCMC – National Common Mobility Card

- One Nation One Card
- Interoperable debit card
- Dual Interface debit card – work as Debit Card + offline prepaid card
- Recharge through PNBONE & Netbanking.

Debit Card Type	Purpose	Usages	ATM	POS/Ecom	PAI	Lounge	Other
Rupay Classic Card	NCMC Debit	Classic Dual Interface Debit Card	Domestic Only	25,000/-	60,000/-	Not available	Individual transaction up to Rs. 5000/-

Rupay NCMC Platinum International Debit Card	Platinum Dual Interface International DebitCard	Global	50,000/-	3 Lac	2 lakh	2 / QTR (domestic)		allowed without PIN at NFC enabled POS Terminals with Rs. 5000/- as daily overall limit.
RuPay NCMC Platinum Domestic Debit Card/ Rupay business	Platinum Dual Interface domestic Debit Card	Domestic Only	50,000/-	3 Lac	2 lakh			
RuPay Rakshak Classic Contactless Debit Card for below officer Rank	Classic Debit Card for Defense Personnel	Domestic & International	25,000/-	1,50,000 /-	Not Available		Can be used at all POS and E Comm.	
RuPay Rakshak Platinum Contactless Debit Card for Officers Ranks	Platinum Debit Card for Defense Personnel's	Domestic & International	50000	4,00,000 /-	2 lakh	Twice / QTR (domestic)		
RuPay Select Debit Card	Wellness Contactless Debit Card	Domestic & International	75,000/-	5 Lac	10 Lakh	Minimum Quarterly Spends= 5000, 1 Domestic Lounge for Next Quarter.		Spa Session Health Checkup*,Golf Programme,Gy m Acss,OTT, Concierge Services
RuPay Kisan Debit Card	Classic Contact Debit Card for KCC customers	Domestic Only	25,000/-	60,000/-	Not available			
VISA Classic Debit Card	Classic Contactless Debit Card	Domestic & International	25,000/-	60,000/-	Not available		Contactless upto 5000 per transaction/per day, Cash@pos- Rs. 2,000 per Txn maximum Rs. 10,000 per Month	
VISA Gold Debit Card	Gold Contactless Debit Card	Domestic & International	50,000/-	3 Lac	Not available			
VISA Signature Debit Card	Signature Contactless Debit Card	Domestic & International	75,000/-	5 Lac	Not availabl e	Available		
Master Classic Debit Card	Classic Debit Card	Domestic only	25,000/-	60,000/-	Not available		POS and EComm (doemstic)	
Master International Debit Card	Debit Card for international usage	Domestic & International	50,000/-	3 Lac	Not available		POS and EComm (Domestic+ international)	
Master Platinum Debit Card	Platinum Debit Card	Domestic only	50,000/-	3 Lac	Not availabl e	Once/QTR	Can be used for POS and E Comm	
Master Business Card (QAB requirement Omitted)	Personalized Card for Current Account holder	Global	75,000/-	5 Lac	Not available	Domestic - 2 /QTR, Internatio nal- 2/QTR		
Rupay Platinum Business Card	Personalized Card for Current Account holder	Global	50,000/-	5 Lac	10 Lac, 20 L for air accident	Domestic - 2 /QTR, Internatio nal- 2/QTR	Can be used for POS and E Comm	

Rupay PMJDY	Card for PMJDY Customers	Domestic Only	25,000/-	60,000/-	1 lac	Not available	
Rupay Card	Card for MUDRA Customers	Domestic Only	25,000/-	60,000/-	Not available		
Rupay Pungrain	Specially for Punjab area for Grain merchants	Domestic Only	25,000/-	60,000/-	Not available		
PNB Palaash Debit Card		Golbal	50,000/-	3 lac	2 lakh	Domestic - 2 /QTR, International- 2/QTR	Can be used for POS and E Comm
PNB ANTAAH DRISHTI	For blind & Visual Impaired	Domestic	25,000/-	60,000/-	Not available		Can be used for POS and E Comm

LAUNCH OF NEW DEBIT CARD VARIANTS BA & RM 07/2025 Dated:- 15-04-2025

Debit Card Type	Purpose	Usages	ATM	POS/Ecom	PAI	Lounge	Other
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MASTER PLATINUM GROW	For Students	Domestic	10,000/-	10,000/-	Not available	Not available	Can be used for POS and E Comm,Contactless-5000/-
MASTER PLATINUM RISE	For Students	Domestic	50,000/-	3,00,000/-	Not available	Not available	Can be used for POS and E Comm,Contactless-5000/-
RUPAY PLATINUM VISHWAS & VARISHTH	For Pensioners & Sr. Citizens	Domestic/International	50,000/-	1,50,000/-	2 lakh	1 domestic Airport lounge visit per year	Contactless-5000/-, OTT Subscription,Blinkit/Flipkart Voucher,Discount on MMT,Nedmeds, Swiggy One Membership Once in Year etc.
RUPAY PLATINUM Vaibhav	For Pensioners & Sr. Citizens	Domestic/International	50,000/-	1,50,000/-	2 lakh	2 domestic Airport lounge visits per year	Contactless-5000/-, OTT Subscription,Blinkit/Flipkart Voucher,Discount on MMT,Nedmeds, Swiggy One Membership Once in Year ,Book my show/Tata Cliq Voucher etc.
RUPAY PLATINUM HARIT	For Farmers	Domestic/International	50,000/-	1,50,000/-	2 lakh	Domestic-1 time per calendar Year	Contactless-5000/-

						International - 1 time per calendar Year per card	
RUPAY SELECT SAMRIDHI	For Farmers	Domestic/International	50,000/-	1,50,000/-	10 lakh	Domestic-1 time per calendar Year International - 2 time per calendar Year per card	Contactless-5000/-, Complementary SPA Services 1 per year
RUPAY SELECT RAKSHAK BELOW OFFICER	Select Debit Card for Defense Personnel's	Domestic/International	1,50,000/-	5,00,000/-	10 lakh	Domestic 1 times per calendar Half year per card, International - 1 time per calendar Year per card	Contactless-5000/-, OTT Subscription, Amazon, Kalyan, Voucher, Discount on Myntra, Complementary SPA Services 1 per year.etc.
RUPAY RAKSHAK SELECT BELOW BRIG.	Select Debit Card for Defense Personnel's	Domestic/International	1,50,000/-	5,00,000/-	10 lakh	Domestic 1 times per calendar Half year per card, International - 1 time per calendar Year per card	Contactless-5000/-, OTT Subscription, Amazon, Kalyan, Voucher, Discount on Myntra, Complementary SPA Services 1 per year.etc.
RUPAY CLASSIC AGNIVEER	Classic Debit Card Agniveer's	Domestic	25,000/-	60,000/-	NA	NA	Contactless-5000/-
RUPAY SELECT ABOVE BRIG	Select Debit Card for Defense Personnel's	Domestic/International	1,50,000/-	5,00,000/-	10 lakh	Domestic 1 times per calendar Half year per card, International - 1 time per calendar Year per card	Contactless-5000/-, OTT Subscription, Amazon, Kalyan, Voucher, Discount on Myntra, Complementary SPA Services 1 per year.etc.
RUPAY SELECT NEO	Select Debit Card for salaried Personnel's	Domestic/International	75,000/-	5,00,000/-	10 lakh	Domestic 1 times per calendar quarter per card, International - 2 times per	Contactless-5000/-, Complementary SPA Services 1 per year,

						calendar Year per card	
RUPAY SELECT EXCEL	Select Debit Card for salaried Personnel's	Domestic/Int ernational	75,000/-	5,00,000/ -	10 lakh	Domestic 1 times per calendar Half year per card, International - 1 time per calendar Year per card	Contactless- 5000/-, Complementary SPA Services 1 per year, OTT Subscription, Book my Show/Amazon/K alyan/Myntra Vouchers etc.
RUPAY SELECT OPTIMA	Select Debit Card for salaried Personnel's	Domestic/Int ernational	1,50,000/-	5,00,000/ -	10 lakh	Domestic 1 times per calendar quarter per card, International - 1 time per calendar Year per card	Contactless- 5000/-, Complementary SPA Services 1 per year, OTT/Gann a Subscription, Book my Show/Amazon/K alyan/Myntra/De cathlon, Reliance Digital/MMT Vouchers etc.
RUPAL SELECT IMPERIAL	Select Debit Card for salaried Personnel's	Domestic/Int ernational	1,50,000/-	5,00,000/ -	10 lakh	Domestic 1 times per calendar quarter per card, International - 1 time per calendar Year per card	Contactless- 5000/-, Complementary SPA Services 1 per year, OTT/Gann a Subscription, Book my Show/Amazon/K alyan/Myntra/De cathlon, Reliance Digital/MMT Vouchers etc.
RUPAY PLATINUM PEARL	Platinum Debit Card for Women's	Domestic/Int ernational	50,000/-	1,50,000/ -	2 lakh	NA	Contactless- 5000/-, OTT/Swiggy One Supscription, Blinkit/Myntra/N ykaa/Book my Show Vouchers, Health Check up, Concierge Services etc.
RUPAY PLATINUM EMERALD	Platinum Debit Card for Women's	Domestic	50,000/-	1,50,000/ -	2 lakh	1 domestic Airport lounge visits per year	Contactless- 5000/-, OTT/Swiggy One Supscription, Blinkit/Myntra/N ykaa/Book my Show/Cult Fit Vouchers, Health Check

							up, Concierge Services etc.
RUPAY PLATINUM SOLITAIRE	Platinum Debit Card for Women's	Domestic	50,000/-	1,50,000/-	2 lakh	2 domestic Airport lounge visits per year	Contactless-5000/-, OTT/Swiggy One Subscription, SPA Services, Blinkit/Mynta/Nykaa/Blook my Show/Cult Fit Vouchers, Health Check up, Concierge Services etc.
MASTERCARD WORLD GRAND	For International Uses	Domestic/International	1,50,000/-	5,00,000/-	NA	NA	Contactless-5000/-,

* One Complementary Spa Session/ Year from mentioned Spa Partners: O2 Spa, Four Fountains, Aroma Thai, Kairali Complementary Health Checkup once / year from mentioned Partners: Thyrocare, SRL Diagnostics*

PNB Antah Drishti Debit Card

Eligibility:

- Individual savings/current account customers who are visually impaired or blind.
- This card is a RuPay Classic Domestic NCMC card (Validity – 7 years).

Transaction Limits:

- Cash Withdrawal from ATMs:**
 - Daily Limit: ₹25,000
 - Per Transaction Limit: ₹20,000 (only at PNB ATMs)
- POS/E-Commerce (Combined):**
 - Daily Limit: ₹60,000
 - Contactless Transactions: ₹5,000 per transaction, maximum ₹5,000 per day
 - Offline (NCMC) Transactions: ₹500 per transaction, maximum ₹2,000 per day

Fees:

- Issuance fee for the primary debit card: Free
- Card replacement fee (due to loss, hotlisting, or damage): ₹150 + tax
- Annual maintenance fee: ₹150 + tax

Braille Script:

- The card features "PNB" embossed in Braille, making it easy for visually impaired customers to identify the Punjab National Bank card.

Rounded Corner:

- There is a circular cut on the part of the card opposite the chip. This helps cardholders know the correct orientation when inserting the card into ATMs or POS machines.

Glossy Spot UV Lamination Effect:

- The card utilizes glossy spot UV lamination on the bank's logo, which has an embossed texture. Additionally, the contactless symbol features a rough spot UV effect, allowing the card's surface to be recognized by touch.

PNB PAY - WEARABLE FORM FACTORS OF DEBIT CARD

PNB PAY - WEARABLE FORM FACTORS	The applicant must be a KYC-compliant account holder (Savings/Current Account). RuPay Classic Domestic NCMC.
Types	1. Leather Keychain WLK 450+GST 2. PVC Keychain PVC 400+GST 3. Mobile Stickers WMS 400+GST

Transaction Limit	ATM Cash Withdrawal: Zero (₹ 0). POS Transactions: Up to ₹ 5,000 without PIN. E-commerce (AFA): Up to ₹ 60,000.
Charges	Issuance Fee: Zero (₹ 0). Replacement Fee: ₹ 150 (plus tax). Annual Maintenance Fee: ₹ 150 (plus tax).
Validity	7 Years
Issuance	Maximum Issuance: Up to 2 cards can be issued.

PNB PALAASH DEBIT CARD - RECYCLED PVC DEBIT CARD

Heading	Details
Eligibility	Customers eligible for issuing the RuPay Platinum Debit Card.
Issuance	Issued as a personal debit card through PNB branches.
Card Variant	RuPay Platinum NCMC (Total card limit - ₹3,50,000 (ATM – ₹50,000 + POS/E-Comm – ₹3,00,000))
Transaction Limit	ATM Cash Withdrawal: -Daily limit: ₹50,000/- - Per transaction limit: ₹20,000/- (PNB ATMs) - Charges will apply on transactions beyond free limits.
Other Limits	POS/E-Comm (Combined): ₹3,00,000/- per day Contactless: ₹5,000/- per transaction/per day Offline (NCMC): ₹500/- per transaction, maximum limit ₹2,000/- per day
Validity	7 years (Global validity)
Activation of Card	A 6-digit OTP is required to set the debit card PIN. This can be obtained via SMS at 5607040 or through an ATM. The green PIN can be set via PNB One, IBS, ATM, or IVR.
Charges	Primary debit card issuance fee: ₹250/- (plus tax) Card replacement fee: ₹250/- (plus tax) Annual fee: ₹250/- (plus tax)
Circular	BARM SB 19/2024

- **Cash @ POS:** The transaction limit has been revised to ₹2,000 per transaction within a total monthly withdrawal limit of ₹10,000.

The debit card can be issued through the branch, PNB One, IBS, contact center, or SMS (send DEBCARD <space> Account Number to 5607040 and 9264092640). OTP can be generated using DCPIN <space> Card Number at the ATM

One debit card can be linked to 3 accounts, and all available balance withdrawals are possible from PNB ATMs.

Setting the Green PIN (Debit Card PIN) can be done through the following methods:

- Using OTP at PNB ATMs
- Using OTP through Net Banking/PNB One
- Using OTP via IVR
- On the bank's website (pnbindia.in)

Debit cards can be activated through the following methods:

- Internet Banking
- PNB One
- PNB ATMs

Debit cards can be blocked or hotlisted through the following methods:

- Toll-free number: 18001800 or 18002021
- CRM/IVRS
- SMS to 5607040 (format: HOT <Debit Card Number>)

- **Handling of undelivered Debit Cards**

टाइम-लाइन

SMS will be sent when run by DCARD-Z branch

31st Day Reminder SMS

55th Day Final Reminder SMS

Debit card will be deactivated on 60th day

PNB One Virtual Debit Card

- **Activation:** You can activate it by navigating to "Debit Card >> Virtual Debit Card" in PNB One.
- **Usage:** This card is specifically for e-commerce transactions.
- **Transaction Limit:** Maximum transactions up to ₹60,000 per day.
- **Charges:** No Annual Maintenance Charges (AMC) or issuance charges.

e-Mandate Facility for RuPay Debit and Prepaid Cards

- **Merchant Site Registration:** Cardholders must register on merchant sites for standing instructions (SI) for one-time activities.
- **Modification and Cancellation:** Customers can modify registered SIs and cancel specific SI transactions or the entire series.
- **OTP Requirement:**
 - OTP is required for SI registration and the first SI transaction.
 - Recurring payments (up to ₹5,000) will be allowed without OTP thereafter.
 - An OTP will be required to close the SI.
- **Functionality:** This feature will be available for currently onboarded merchants by NPCI and for future merchants.

DCMS (Debit Card Management System) Branch Portal

- **Branch Facilities:** The portal allows branches to inquire about card status and change it (block/unblock/hotlist).
- **Support for Customers:** For customers who are unable to perform these operations themselves, there is an additional interface to conduct card-related operations upon request.
- **User Permissions:** Users will be allowed to perform activities related to their respective SOL on the DCMS branch portal, except for the CARD_Status block.

Menu Options for Debit Card

Purpose	CBS Menu Option
To issue a debit card	DCARD
For debit card inventory management	DCARDINS
To extract account details from debit card	HCDM
For duplicate PIN of PMJDY card	PINREQ
To hotlist a debit card	HOTLIST
Reports related to debit cards	CARDREP

Annual Maintenance Charges (AMC): Applicable charges for debit cards should be managed as per the policies outlined in the CBS menu.

Sn	Debit Cards	Acceptance	Issuance		AMC	Replacement
			Primary	Add-on		
1	RuPay NCMC Classic	Domestic	Nil	150/-	150/-	150/-
2	RuPay NCMC Platinum	Global	250/-	250/-	250/-	250/-
3	RuPay Rakshak Classic	Global	Nil	150/-	Nil	150/-
4	RuPay Rakshak Platinum	Global	250/-	250/-	Nil	250/-
5	RuPay Select Debit Card	Global	500/-	500/-	750/-	500/-
6	RuPay Kisan Debit Card	Domestic	Nil	150/-	Nil	150/-

7	RuPay Jandhan Debit Card	Domestic	Nil	150/-	Nil	150/-
8	RuPay Women Power Platinum	Global	250/-	250/-	250/-	250/-
9	PNB Palaash Debit Card	Global	250/-	-	250/-	250/-
10	PNB ANTAH DRISHTI	Domestic	Nil	-	150/-	150/-
11	Virtual Debit Card	Domestic	Nil	Nil	Nil	-
12	VISA Classic Debit Card	Global	Nil	150/-	150/-	150/-
13	VISA Gold Debit Card	Global	250/-	250/-	250/-	250/-
14	VISA Signature Debit Card	Global	500/-	500/-	750/-	500/-
15	MasterCard Classic	Global	Nil	150/-	250/-	150/-
16	MasterCard Platinum	Global	250/-	250/-	250/-	250/-
17	MasterCard Business	Global	250/-	250/-	500/-	250/-
18	Rupay Platinum Business Card	Global	0/-	250/-	250/-	250/-
*19	MASTER PLATINUM GROW	Domestic	250/-	250/-	250/-	-
*20	MASTER PLATINUM RISE	Domestic	375/-	375/-	375/-	-
*21	RUPAY PLATINUM VISHWAS & VARISHTH	Global	250/-	250/-	450/-	-
*22	RUPAY PLATINUM Vaibhav	Global	300/-	300/-	500/-	-
*23	RUPAY PLATINUM HARIT	Global	250/-	250/-	250/-	-
*24	RUPAY SELECT SAMRIDDHI	Global	500/-	500/-	500/-	-
*25	RUPAY SELECT RAKSHAK BELOW OFFICER	Global	500/-	500/-	500/-	-
*26	RUPAY RAKSHAK SELECT BELOW BRIG	Global	600/-	600/-	800/-	-
*27	RUPAY CLASSIC AGNIVEER	Domestic	0	0	0	-
*28	RUPAY SELECT ABOVE BRIG	Global	600/-	600/-	900/-	-
*29	RUPAY SELECT NEO	Global	500/-	500/-	500/-	-
*30	RUPAY SELECT EXCEL	Global	500/-	500/-	650/-	-
*31	RUPAY SELECT OPTIMA	Global	600/-	600/-	800/-	-
*32	RUPAL SELECT IMPERIAL	Global	600/-	600/-	900/-	-
*33	RUPAY PLATINUM PEARL	Global	250/-	250/-	350/-	-
*34	RUPAY PLATINUM EMERALD	Domestic	300/-	300/-	500/-	-
*35	RUPAY PLATINUM SOLITAIRE	Global	400/-	400/-	650/-	-
36	MASTERCARD WORLD GRAND	Global	2500/-	-	3000/-	-

***First time issuance free charges if account covers full fill scheme conditions.**

Green PIN OTP Generation

A six-digit OTP (Green PIN) can be generated through the following methods:

- At PNB ATM**
- By Sending SMS from Registered Mobile Number:**
 - For domestic customers in India:
 - Send SMS to **5607040** or **+919264092640**.
 - For domestic customers located abroad:
 - Send SMS to **+919264092640**.
 - For customers with international mobile numbers (in India and abroad):
 - Send SMS to **+919264092640**.

After Receiving Green PIN OTP

Once the Green PIN OTP is received, customers can set their debit card PIN through the following channels:

- Internet Banking Service (IBS)**
- Mobile Banking Service (MBS)**
- PNB ATM**
- Interactive Voice Response (IVR)**

Debit Card: Hotlisting/Blocking

If the card is lost or stolen, the cardholder should immediately block/hotlist their card through the following methods:

- By Contacting Toll-Free Numbers:**
 - 1800 1800**

- 1800 2021
- Or call the paid helpline number: **0120-2490000**.
- 2. **Via SMS:**
 - Send HOT (space) Card Number from the registered mobile number to **5607040**.
- 3. **Through Any PNB Branch.**
- 4. **Via Internet Banking Service (IBS) and PNB One App.**

Credit Card BARM Credit Card 21/2025

Rupay	VISA	Corporate	Co-Branded
PNB RuPay Platinum	PNB Classic	PNB Corporate Gold with Individual liability	PNB Patanjali RuPay Platinum
PNB RuPay Select	PNB Gold	PNB Corporate Gold with Corporate liability	PNB Patanjali RuPay Select
PNB Rakshak RuPay Platinum	PNB Platinum		PNB EaseMyTrip Card
PNB Rakshak RuPay Select	PNB Signature for elite/super premium segment of customers		PNB Go Kiwi Card
PNB Millennial Credit Card	PNB Metal Credit Card – LUXURA on VISA Infinite.		PNB RRB CO-BRANDED CREDIT CARD
PNB Salary RuPay Platinum	PNB – Parakram Credit Card Visa Platinum		PNB ZAGGLE CO-BRANDED TWIN CREDIT CARD
PNB Salary RuPay Select			
PNB Bliss RuPay Platinum			
PM SVANidhi Rupay Credit Card			
Rupay LUXURA Metal Credit Card			
PNB – Parakram Credit Card Rupay Platinum			

Minimum Income Requirement :

Type of Customer	For VISA Classic & RuPay Platinum	For VISA Gold	For VISA Platinum, RuPay Select & PNB Millennial	For VISA Signature
PNB Customers	2,50,000	3,50,000	5,00,000	7,50,000
Non-PNB Customers	3,50,000	3,50,000	5,00,000	7,50,000

VISA Credit Card

Card Variant	Limits (Rs.)	Cash Withdrawal limit
VISA Classic	10,000/- to 100,000/-	20% of card limit
VISA Gold	50,000/- to 500,000/-	20% of card limit

Eligibility:

- **Age:** 21-70 years (minimum 18 years for add-on and against FD, maximum not specified); for digital mode against FD, minimum 18 years, maximum 75 years.
- **Literacy:** Must be literate.
- **PAN and Email ID:** Required.
- **Income Proof:** Required (except for add-on and against FD).

Application

- ▶ Individual – 1151R3
- ▶ Corporate Gold with Individual liability – 1204R
- ▶ Corporate Gold with Corporate liability – 1205

VISA Gold (specific of BM/CH/ZM)	500,000/- to 10,00,000/-	20% of card limit
VISA Platinum & Wave & Pay	50,000/- to 10,00,000/-	20% of card limit
VISA Signature	1,25,000/- to 15,00,000/-	20% of card limit

Wave & Pay – Transactions up to 5000 can be done without PIN (with RFA or NFC technology), 10 in a day and a total maximum amount of 30000/-.

● **Rupay Credit Card :**

Card Variant	Limits (Rs.)	Cash Withdrawal limit
Rupay Platinum	10,000/- to 5 Lac	20% of card limit
Rupay Platinum (specific of BM/CH/ZM)	5,00,000/- to 10 lac	
Rupay Select	50,000/- to 10 lac	
PNB Millennial Credit Card	50,000/- to 10 lac	

● **Corporate Credit Card (Individual liability)**

Variant	Min Annual Income (Rs.)	Limit (Rs.) Min	Limit (Rs.) Max	Cash Limit
Gold & Platinum Card	3,50,000/-	50,000/-	5,00,000/-	20% of card limit

Joining – 1000/- ₹ AMC -1000/- from second year onwards

● **Corporate Credit Card (Corporate liability)**

Variant	Limit (Rs.) Min	Limit (Rs.) Max	Cash Limit
Gold and Platinum Card (upto 1 CR in case of Large Borrower)	50,00,000/-	1 crore	0-40% of card limit

* Joining – 2000/- ₹ AMC -2000/- from second year onwards

● **Staff / Ex-staff Credit Card:**

Cadre/designation	Max Limit (Rs.) for Staff	Max Limit (Rs.) for Ex-Staff	Add on cards
Subordinate Staff	25,000/-	20,000/-	NIL
Clerical	1,00,000/-	75,000/-	Two
Officer – JMG 1	2,00,000/-	1,50,000/-	Two
MMG II & III	3,00,000/-	2,00,000/-	Two
SMG IV	5,00,000/-	3,50,000/-	Two
SMG V	7,00,000/-	5,00,000/-	Two
TEG VI	10,00,000/-	7,00,000/-	Two

Card Variant	Limits	Joining Fee
PNB Rakshak Platinum	25000/- to 5 Lakh	NIL
PNB Rakshak Select	50000/- to 10 lakh	NIL
PNB Salary RuPay Platinum	10000/- to 5 Lakh	NIL
PNB Salary RuPay Select	50000/- to 10 lakh	NIL
PNB Bliss RuPay Platinum	10000/- to 5 Lakh	NIL

Corporate:

- **Eligible Entities:** Limited companies, PSUs (Public Sector Undertakings), societies, institutions, trusts, associations, and partnership firms.
- **Not Eligible:** Sole proprietorship firms.

Finance Charges – Public	2.95% per month; 1.50% per month for cards issued against Term Deposits
Finance Charges– Staff/ Ex- Staff	1.50% per month
Free Interest Period	20-50 days (नकद निकासी पर ब्याज लागू)
Minimum Amount Due	5% of total amount due

Card Category	Deposit under lien	Min Limit	Max Limit (Max. 80% of deposit)
PNB GLOBAL CREDIT CARD FOR NRIS	1.00 lac	80,000	5,00,000
Eligibility : All NRIs (Existing and prospective customers) a) Deposit- 100000(minimum). b) operative NRE or NRO saving account Age: 21-65			

TEG VII & VIII	12,00,000/-	10,00,000/-	Two
ED/CMD/MD/CEO	15,00,000/-	12,00,000/-	Two

*Limit to PTS under sub-staff category be restricted up to Rs 10,000/-
Cash Limit : 20% of the Credit Card limit

● **Credit Card for Home Loan Borrowers (subject to max. RUM)**

Sr No	Amount of Sanctioned H/L	Pre-Approved Card Limit	Type of Card
1	Less than 20 lakh	15% of Home Loan	VISA Classic
2	>20 Lakh but less than 50 lakh	12.50% of Home Loan	VISA Gold / Rupay Platinum
2	>50 Lakh but less than 1 Crore	10% of Home Loan	VISA Gold / Rupay Platinum
3	Above 1 Crore	7.5% of Home Loan	VISA Gold/ Rupay Platinum

● **Credit Card for Visual Impaired :**

Sno.	Card Type	Minimum Income	Credit card Limit
1	VISA Classic & Rupay Platinum	2,50,000/-	Minimum Rs. 10000/- to Maximum Rs. 25,000/- Cash withdrawal limit – 20% of the card limit
2	VISA Gold	3,50,000/-	
3	VISA Platinum & Rupay Select/ PNB	5,00,000/-	
4	VISA Signature	7,50,000/-	

Against FD (Fixed Deposit):

- **Income Proof & Age Limit:** Maximum age limit: 75 years (Minimum age: 18 years)
- **Minimum FD Amount:** ₹13,000
- **Card Options:**
 - Visa: Classic, Gold, Platinum, Signature
 - RuPay: Platinum, Select, Millennial
- **Limit:** 80% of the FD amount (in multiples of ₹1,000)

PNB E-Credit Card:

The PNB E-Credit Card is a digital replica of the physical credit card issued to the customer and is available on the PNB mobile app, Genie. Customers can use their credit card on any e-commerce platform through the e-credit card feature available on the PNB mobile app Genie, eliminating the need for a physical card.

Card details (card number, expiration date, CVV) associated with their physical credit card can be viewed through the PNB mobile app Genie.

PNB EaseMyTrip Co-Brand Credit Card on RuPay Platform

Parameter / Card	PNB EMT
Welcome Benefits	Details
Welcome Voucher	Welcome voucher worth ₹3,000
Flights	₹500
Hotels	₹1,000
Holidays	₹1,500
Transactional Benefits	Details
Domestic flight bookings	Flat 10% discount, maximum up to ₹1,000
International flight bookings	Flat 10% discount, maximum up to ₹5,000
Domestic hotel bookings	Flat 20% discount, maximum up to ₹5,000
International hotel bookings	Flat 20% discount, maximum up to ₹10,000
Bus bookings	Flat ₹125 discount on minimum order of ₹500
Modalities of the Co-Brand Card	Details
Discount per card	Discount applicable for up to 4 transactions per month
Additional transactions	Discount not applicable for more than 4 transactions

PNB Credit Card for NRIs

Feature	Details
Type of Credit Card	VISA Gold/Platinum Credit Card
Eligibility Criteria	- All NRIs; existing and potential customers are eligible. - The applicant must have an NRE/NRO or FCNR fixed deposit account in their name with PNB. - The NRE/NRO or FCNR account must have a minimum balance of ₹1,00,000.
Card Credit Limit	- The credit limit will be 80% of the amount deposited in PNB. - A lien will be marked on the deposit. - Minimum card limit: ₹80,000. - Maximum card limit: ₹5,00,000.

PNB ZAGGLE CO BRANDED TWIN CREDIT CARD

Feature	Details
Type of Credit Card	RuPay Select/ Visa Platinum
Eligibility Criteria	- All customers are eligible. (Literate)
Gross Annual Income	2,50,000/- and above
CIC Score	CIBIL Score – 750 & above and equivalent score in other CICs
Card Credit Limit	- Minimum card limit: ₹10,000. - Maximum card limit: ₹15,00,000.
	- Joining Fee (for Public & Staff)– ₹499/- +GST, Annual Fee (for Public & Staff)– ₹ 499/- + GST/, Replacement Fee – Rs. 200 Per Card Annual fee will be waived on a spend of ₹1,50,000 in the previous year
Complimentary Airport Lounge Access	8 domestic airport lounge access (2 per quarter) & 2 international airport lounge access per year for Rupay Select, 2 railway lounge access per quarter for Visa Platinum
Offers-	- Gym Membership: Cult Fit – 3 Month Cure Fit Live Subscription. Once per annum., OTT: Prime/Hotstar. Once per annum, Swiggy: 3 Month Swiggy One Membership. Once per annum. BookMyshow: Buy One Get One worth ₹ 250. Once per quarter.
Rewards Points	1 Reward Points(Value of Rs 2.50) on every Rs. 300/- spends on Retail categories

PNB GO Kiwi Co- Brand Credit Card

Feature	Details
Type of Credit Card	RuPay Select
Eligibility Criteria	- All customers are eligible. (Literate)
Gross Annual Income	2,50,000/- and above
CIC Score	CIBIL Score – 750 & above and equivalent score in other CICs
Card Credit Limit	- Minimum card limit: ₹25,000. - Maximum card limit: ₹15,00,000.,
	- Joining Fee for virtual card – NIL • Joining Fee – Rs. 500 (for Physical Card) +GST, Annual Fee – Rs. 750 (for virtual & physical cards) ** Annual fee waived on spends of ₹1,50,000 in the previous year. Replacement Fee – Rs. 200 Per Card
Complimentary Airport Lounge Access	Complimentary lounge access on spends on 50,000.
Offers-	- Reward Structure: ## • Online Transactions - 0.5% cashback** • Scan & pay Transactions - 1.5% Cashback** • Merchant Offers – 5% -15% special Monthly Offers (the offers will be dynamic and will change time to time.
Rewards Points	All rewards points are manage and borne by GO Kiwi

PNB WOMEN CREDIT CARD – 'BLISS'

Feature	Details
Type of Credit Card	RuPay Platinum
Eligibility Criteria	- All Female customers are eligible. (Literate)
Gross Annual Income	3,60,000/- and above
CIC Score	CIBIL Score – 750 & above and equivalent score in other CICs
Card Credit Limit	- Minimum card limit: ₹10,000. - Maximum card limit: ₹5,00,000., Insurance – 2.00 Lakh
	- Joining fees- Nil, Annual Fee – Rs. 510/, Replacement Fee – Rs. 510/- (
Complimentary Lounge Access	Airport 4 Complimentary Domestic Lounge Visit (1 per quarter) & 1 Complimentary International Lounge Visit Per Year
Offers-	- Vouchers of Nyka/uber/ola/book my show/ganna plus/Netmeds/Swiggy One, OTT Subscription, Concierge Services
Rewards Points	1 Reward Points on every Rs. 100/- spends on Retail categories

CORPORATE CREDIT CARDS FOR PNB'S SENIOR OFFICERS

Sr No.	Designation	Credit Limit (Lakhs)
1	MD & CEO and EDs	4.00
2	CGM/GM	2.50
3	DGM	2.00
4	AGM	1.50
5	Chief Manager	1.00

Credit Card limit against Personal Loan availed from PNB

S.No	Amount of Personal Loan Sanctioned	Proposed Card limit
1	Less than Rs.2 lakh	NIL
2	Rs. 2,00,000/- to 5,00,000/-	20% of sanctioned amount subject to max limit arrived under RUM
3	Rs.5,00,001/-to 10,00,000/-	25% of sanctioned amount subject to max limit arrived under RUM

Credit Card limit against Car Loan availed from PNB

S.No	Amount of Car Loan Sanctioned	Proposed Card limit
1	Less than Rs.3.50 lakh	15% of sanctioned amount subject to max limit arrived under RUM
2	Rs. 3,50,000/- to 10,00,000/-	20% of sanctioned amount subject to max limit arrived under RUM
3	Rs 10,00,001/- to 20,00,000/-	25% of sanctioned amount subject to max limit arrived under RUM
4	>20,00,000/-	30% of sanctioned amount subject to max limit arrived under RUM

Credit Card limit against QAB maintained by the customer

Conditions	Limit to be sanctioned as under:-
a) Minimum QAB – Rs. 35000/- b) Minimum average balance should be maintained for at least 2 latest quarters. c) CIBIL Score – 680 and above d) The customer should have made a minimum of 5 transactions through the digital channel on a monthly average basis (i.e. minimum 30 transactions in the last 2 quarters) to ensure that the customer is digitally active.	If minimum QAB is maintained for at least 2 quarters Rs. 50,000/- subject to maximum limit under RUM

PQCC Pre-Qualified Credit Card PRCC18/2026 DATED 01-08-2026

पात्र	Salaried customers drawing their salary through Account maintained with our Bank and Staff/Ex-Staff of the Bank, Housing Loan Borrowers, Car Loan Borrowers, Personal Loan Borrowers, & Customer having account under PNB Rakshak Plus Scheme. customers maintaining Quarterly Average Balance (QAB) with the Bank & customer segment selected on basis of transactional relationship value (TRV)								
Digi Channels	Mobile Banking App-PNB ONE, Internet Banking & through Bank's Website https://creditcard.pnb.bank.in								
Offered Product Variant	Credit Cards on both RuPay & VISA Platform (VISA Classic, VISA Platinum, RuPay Platinum & RuPay Select)								
Limit	10000/- to 5 Lac (Staff – 10 Lakh Max)								
Joining Fees	Nil								
How to apply	<table border="1"> <thead> <tr> <th>Digital Channel</th> <th>Path Flow</th> </tr> </thead> <tbody> <tr> <td>PNB ONE</td> <td>Login> Click Pre-Qualified Credit Card Dashboard Icon & Follow the Steps for Applying OR Login> Click Offers Tab> Click Cards Section> Click Pre-Qualified Credit Card Banner & Follow the Steps for Applying</td> </tr> <tr> <td>IBS</td> <td>Login> Click Pre-Qualified Credit Card link on Homepage and Follow the Steps for Applying</td> </tr> <tr> <td>Website</td> <td>Visit www.pnbcards.in & www.pnbindia.in > Click Pre-Qualified Credit Card link and Follow the Steps for Applying</td> </tr> </tbody> </table>	Digital Channel	Path Flow	PNB ONE	Login> Click Pre-Qualified Credit Card Dashboard Icon & Follow the Steps for Applying OR Login> Click Offers Tab> Click Cards Section> Click Pre-Qualified Credit Card Banner & Follow the Steps for Applying	IBS	Login> Click Pre-Qualified Credit Card link on Homepage and Follow the Steps for Applying	Website	Visit www.pnbcards.in & www.pnbindia.in > Click Pre-Qualified Credit Card link and Follow the Steps for Applying
Digital Channel	Path Flow								
PNB ONE	Login> Click Pre-Qualified Credit Card Dashboard Icon & Follow the Steps for Applying OR Login> Click Offers Tab> Click Cards Section> Click Pre-Qualified Credit Card Banner & Follow the Steps for Applying								
IBS	Login> Click Pre-Qualified Credit Card link on Homepage and Follow the Steps for Applying								
Website	Visit www.pnbcards.in & www.pnbindia.in > Click Pre-Qualified Credit Card link and Follow the Steps for Applying								

OPERATIONAL GUIDELINES FOR USING PNB SARAL MOBILE APPLICATION TO ONBOARD CREDIT CARD CUSTOMERS DIGITALLY

Eligibility	New and old customers who have accounts with the bank for the last 6 months
Pre-requisites for online Application of credit Card	• Android only (version 7 & above) • GPS and microphone facility, • mobile number, • email ID, • Aadhaar number with linked mobile number, • Income proof (salary slip, ITR acknowledgement form).
Digital Channel	through Bank's PNB SARAL APP
Income Proof	Latest IT return OR Form 16 (up to ₹5L income); 6-month SOA (not needed if PNB salary/pension account, for PNB Staff - Last month's salary slip)
Customer Onboarding	1) Add Customer → Enter mobile no. & DOB → Enter PAN → Verify with NSDL2) Validate ETB/NTB → Consent OTP to customer3) Editable fields: email, family details, address, occupation, nominee, etc. 4) Upload mandatory docs5) Upload customer photo & signature photo6) E-sign from NSDL7) Application scrutiny by Admin Portal → SMS to customer with UARN & Video KYC link
Limit	Based on Income and Variant
Video KYC	Mandatory for: a) NTB customers b) non-KYC compliant ETB customers, Access Video KYC link within 3 days; reinitiate if expired, Video KYC: 10:00 AM - 5:00 PM (slot based)

PNB Genie

New users can register on pnbcards.in by entering details such as login ID, password, name on the card, date of birth (DOB), mobile number, and email ID, and then verifying through an OTP.

For login, an MPIN (which can be set as a 4-digit code) is required.

Existing users can log in using either the MPIN or their username and password. (The password must be a minimum of 8 characters and a maximum of 16 characters, including at least one alphabet, one number, and one special character).



Features

- Credit card details of the last 6 months
 - E-Credit Card
 - Details of Unbilled Transactions
 - PIN Generation
 - Instant Card Hot-listing
 - Registration of additional credit cards
- Access to credit card profile and account summary Activating and deactivating service request and its tracker for international use Setting credit card limits and much more.....!!

Prepaid Cards

Description	PNB Suvidha Card	PNB Uphar card
Eligibility	Only individual customers can be issued the card after doing full KYC	
Place of issuance	PNB Branches (Base Branch) / Appointed Agent Designated BC	
Type of card to be issued	Non-Personalized	
Amount to be loaded in Card	Maximum: Rs. 2,00,000/-	Maximum: Rs. 10,000/-
LIMIT per day	ATM -25000/-, POS/ECOMM -60000/-	Only POS/ECOMM upto max.
Validity of the Card	Minimum 1 year. Maximum 5 years.	Minimum 1 year. Maximum 3 years
Reloading of Card	The PNB Suvidha Card can be reloaded by the buyer through transfer from any PNB account (up to the maximum limit. Cash reload is allowed up to Rs. 50000/- per month.	Non reloadable
Type of account	Non- interest bearing SB Account	Current Account
CBS Menu options	PPISS- Card issuance	
	PPCLTM- Card load/ unload	
	PPSUR- Card surrender	
	PPRISS- Uphaar card re-issuance	

PNB MULTI-CURRENCY WORLD TRAVEL CARD FEX 18/2026 DATED 12.03.2026

Parameter	विवरण												
Eligibility	Indian citizens, having valid PAN cards, desirous of going/travelling abroad for any purpose permitted by the Reserve Bank of India (except Nepal and Bhutan).												
Currency of Issue	Product is offered in 12 currencies i.e. AED, AUD, CAD, CHF, EUR, GBP, HKD, JPY, SEK, SGD, NZD, USD.												
Documents required	1. Application form 2. Copy of PAN Card 3. Copy of valid passport 4. Copy of VISA 5. Latest photograph of the customer (For Walk-in-Customer)												
Transaction Limit:	<table><tr><th>Limit</th><th>Daily</th><th>Monthly</th><th>Yearly</th></tr><tr><td>Txn Frequency</td><td>15</td><td>300</td><td>900</td></tr><tr><td>Txn. Value*</td><td>\$5000</td><td>\$15000</td><td>\$25000</td></tr></table>	Limit	Daily	Monthly	Yearly	Txn Frequency	15	300	900	Txn. Value*	\$5000	\$15000	\$25000
	Limit	Daily	Monthly	Yearly									
	Txn Frequency	15	300	900									
	Txn. Value*	\$5000	\$15000	\$25000									
Contactless: USD 100 per transaction and USD 500 per day within the overall transaction limit as above. Customer may set Limit for transaction value in the web-based customer portal subject to bank's limit. However, local acquirer (Overseas outlet) may fix their own limits. (Web Portal: https://prepaid.cardservices.in/nconeportal/PNB/html.)													
Facilities available at	Balance Inquiry. Statement of Account.												

PNB ATMs in India:	PIN change
Facilities available at ATMs of PNB and other banks: (India, Nepal and outside Bhutan)	Balance Inquiry Statement of Account Cash withdrawals
Limit (Load or Reload):	Maximum loading limits for resident individual in the Card allowed by the branch is at USD 30000 or its equivalent covering all the currencies in a financial year subject to availability of LRS limit which is USD 2,50,000 or equivalent for any financial year (April to March)
Validity of card	5 years.
Schedule of Charges	Issuance/Recharge/Duplicate Pin/ Replacement of Card/ Refund/ Surrender of Balance in branch-Rs.100+ Applicable Taxes,
Insurance coverage for World Travel Card:	Geographical Limit: Worldwide except India, Bhutan and Nepal. Limit of insurance cover per Card: 3.50 Lakh

E-Statement

A customer's monthly e-statement for various services such as the bank account, credit card, Demat, PNB MetLife Insurance, non-life insurance, mutual funds, PPF, locker, deposit accounts, loans, and advances (subject to account existence) is provided for free. Customers can register for this service through:

- Branch,
- Internet Banking/Mobile Banking,
- Sending an SMS to 9264092640 or 5607040,
- Contacting the toll-free numbers 1800-1800 and 1800-2021

The account can also be added via the CBS menu option UPEMAIL and during account opening ACM menu option.

BHIM PNB-Unified Payment Interface (UPI)

Unified Payment Interface, or "BHIM PNB," is a mobile app that enables users to access all their bank accounts opened with different banks through a single app. BHIM PNB provides a secure and easy-to-use platform for making payments and collecting payments instantly using your smartphone, without sharing your bank account information.

How to Download	• On your Android* mobile, go to the Play Store, type "BHIM PNB," download, and install the app.
Basic Requirement	• The mobile number must be registered with the bank account. • A debit card linked to the account is required to set the PIN for transactions.
Eligible Accounts	• Individual accounts. • Joint accounts (with the mode of operation – E/S, either or survivor).
Features of BHIM PNB UPI	• Create a virtual ID for your account(s). • Send money using a virtual address (VPA) or through the account (using account number and IFSC). • Scan and pay (QR code) to transfer money.

Registration Process	• Check account balance and transaction status.
	• Download BHIM PNB from Google Play Store and install the app. • Verify your mobile number. An SMS will be sent from your phone for verification. • Enter your name, email ID, UPI ID (set the default VPA), and create a 6-digit app PIN. Select your bank and link your account. • Choose your account and set a unique ID as the Virtual Payment Address (VPA). • Set a 6-digit UPI PIN using your debit card details (card number, expiry date, and ATM PIN). • This completes the registration process.

Transaction limits for send/confirm collect parameters For P2P/P2PM & P2M	Parameter	Send Money (Amt. in Rs.)
	Min. Amount per transaction	0.01
	Max. Amount per transaction	1,00,000
	Max Amount per day	1,00,000
	Per transaction value limit in UPI is Rs. 2 Lakh for • Capital Markets (Includes AMC, Broking, Mutual Funds etc.) • Collection (Includes B2B collection, credit card payments, loan repayment, EMI collection, etc.) • insurance • Foreign Inward Remittance • Preapproved Disbursement (Excluding cashback) Per transaction value limit in UPI is Rs. 5 Lakh • Initial Public Offering (IPO) • G Sec through RBI Retail Direct Scheme (RDS)	
Transaction limit for Collect money request	Transaction Type	Amount in Rupees
	P2P- for Individual- Maximum per Transaction limit	2,000
	For other merchants falling under the categories of non- verified merchant & P2PM merchants.	2,000

PNB@EASE Banking Outlet (EASE- Enhanced Access & Service Excellence)

Structure :

- ▶ Bunch Note Acceptor (BNA)
- ▶ ATM
- ▶ Internet Kiosk
- ▶ Passbook Updation Kiosk
- ▶ Staff Assistance

PNB@EASE banking outlets will provide services even after regular banking hours. Employees at the PNB@EASE banking outlet will work in shifts from 8 AM to 8 PM or as per the requirements of the site/location, as determined by the respective region.

USSD (Unstructured Supplementary Service Data)

This service is provided by the National Payment Corporation of India (NPCI) and is known as the National Unified USSD Platform (NUUP).

A customer can avail of UPI services by dialing *99# from their registered mobile number. After dialing *99#, the system will guide the user through the registration process and prompt them to:

- Select a language from the provided list. This service is currently available in 13 languages.
- Enter the first three letters of the bank's name.
- A list of accounts held with the selected bank will be displayed, and the user will need to select the account they wish to use for NUUP services.
- Enter the last 6 digits of the debit card number <space> and the card's expiry date.
- Set a 6-digit UPI PIN for transactions.

After the registration process is completed, when *99# is dialed from the registered mobile number, the user will receive a list of the following services. The customer can dial the corresponding number to access the desired service.

1. Send Money
2. Request Money
3. Check Balance
4. My Profile
5. Pending Request
6. Transactions
7. UPI PIN- Set/Reset

Services offered at PNB@EASE banking outlets:

- Cash withdrawals, cash deposits and various other transactions are being offered at any PNB ATM/BNA.
- Payment of utility bills Transfer of funds On-Boarding Tab for Digital Products Banking model or instant account opening applications and videos Account opening through KYC Debit Cards, PNB Credit Cards
- Marketing of third party products Available through digital channel
- Marketing of Bank's Loan Products Applying for Pre-Qualified Loans for Existing Customers
- Applying for a locker through www.pnbindia.in
- Access to www.psbloansin59minutes.com

Transaction limit: The transaction limit for *99# banking has been set by the Reserve Bank of India (RBI) at ₹ 5000 per transaction.
Fee: Nil.

Bharat Bill Payment System

This is a bill payment facility provided by NPCI (National Payments Corporation of India) that offers customers a unified platform where they can access all billers across various categories. Customers can select billers/utilities, view their outstanding amounts, and make payments.

How to access:

1. Retail Banking: After login >> Pay Bill
2. PNB One Login: Dashboard >> Bill Pay

Alternatively, users can also use the bill payment portal at www.pnbbillpay.in.

Currently, various billers across 18 categories such as FASTag, electricity, water, gas, telecommunications, DTH, insurance, loan repayment, housing societies, hospitals, education fees, municipal services, and more are enrolled for bill payment. Under BBPS (Bharat Bill Payment System), new functionalities such as standing instructions for future payments, Re-Do transactions, and viewing transaction status are also added.

Repayment of PNB Loans through BBPS: Customers can repay term loans from other bank accounts using BHIM and other BBPS-supported apps such as Google Pay, PayTM, PhonePe, etc. Additionally, customers can use our bank's Internet Banking and Mobile Banking under the Pay Bill section and BBPS section to repay the term loans of others (friends, relatives, etc.).

Merchant Acquiring Business through "BHIM Aadhar PNB"

"BHIM Aadhaar PNB" is the business version of an Aadhaar Enabled Payment System (AEPS) that enables merchants to accept payments from customers with Aadhaar-enabled accounts using Aadhaar numbers and biometrics after authentication from the Unique Identification Authority of India (UIDAI).

Eligibility – Individuals holding savings, current, cash credit (CC), or overdraft (OD) accounts or sole proprietors.

Requirements for "BHIM Aadhaar PNB" application:

- USB Host (OTG) supported Android smartphone.
- GPRS SIM with data connection.
- MicroUSB biometric device (fingerprint scanner).
- Registered Device (RD) service application for the biometric device available on the Play Store.

Transaction limit: 10,000/- per transaction

Fee: None

MDR/MSF : On all transactions 0.25%

RTGS (Real Time Gross Settlement)

The online system through which inter-bank fund transfers are managed by the Reserve Bank of India (RBI).

Our bank's RTGS (Real-Time Gross Settlement) product is known as

Transfer Limits:

- Minimum: ₹2 lakh
- Maximum limits are as per the following table:

Branch Type	Maximum Limit
Rural Branches	₹1.00 crore
Semi-Urban	₹3.00 crore
Urban & Metro	₹5 crore

For amounts above ₹5 crore:

- Up to ₹500 crore: Approval by Dy Circle Head
- Above ₹500 crore: Approval by Zonal Manager

Charges – आरटीजीएस		
Payment System	Charges	
Inward Transactions	Free	
Outward Transactions		
Transaction Value	Branch	From IBS/MBS
2 Lac to 5 Lac	24.50 + GST	0
5 lac & above	49.50 + GST	0

NEFT (NATIONAL ELECTRONIC FUNDS TRANSFER)

This mode is used for transferring small amounts of funds. The transfer mechanism is controlled, monitored, and managed by the Reserve Bank of India (RBI). Transactions are settled in batches based on net settlement. Similar to RTGS, this facility is also available 24x7.

There are 48 batches daily, each lasting half an hour. The settlement of the first batch begins after 00:30 hours, and the final batch concludes at 00:00 hours.

The beneficiary's account is credited within 2 hours of the settlement of the respective batch.

Transfer Limits:

- **Minimum:** No limit
- **Maximum** as per the table below:

Branch Type	Maximum Limit
Rural Branches	₹1.00 crore
Semi-Urban	₹3.00 crore
Urban & Metro	₹5 crore

For amounts above ₹5 crore:

- Up to ₹500 crore: Approval by Dy Circle Head
- Above ₹500 crore: Approval by Zonal Manager

Payment System	Charges	
Inward Transactions	Free	
Outward Transactions		
Transaction Value	Branch	IBS/MBS
Upto 10000	2.25 +GST	0
Above 10000 to 1 Lakh	4.75 +GST	0
Above 1 lakh to 2 Lakh	14.75 +GST	0
Above 2 Lakh	24.75 +GST	0

Remittance between India and Nepal

The Reserve Bank of India has revised the India-Nepal remittance facility scheme, under which the limit per transaction has been increased four times to ₹2 lakh and the limit of 12 remittances per sender a year has been removed. However, a limit of ₹50,000 per remittance will remain applicable for walk-in customers or non-customers with a maximum of 12 remittances in a year.

RAHEE- POWERED By GENERATIVE AI

DBTD 46/2025

A Generative-AI powered chatbot RAHEE (Responsive Agent for Helping Employee Engagement) has been designed to assist employees by providing instant and accurate responses to queries based on bank circulars and policies issued since 2017

RAHEE is available post-login on the Knowledge Centre and will serve as a smart assistant to help employees navigate and retrieve information from past circulars efficiently

Key Features of RAHEE: -

- ◆ Generative AI Responses
- ◆ 24/7 Availability
- ◆ Post-Login Integration
- ◆ Latest Documents
- ◆ Popular Questions

How to Use: -

1. Login to Knowledge Centre: Access RAHEE from the post-login dashboard.
2. Initiate Chat: Type or speak your query in natural language.
3. Follow Prompts: RAHEE will guide you through the interaction and provide relevant responses based on circulars.
4. Explore Additional Features: Use the Latest Documents and Popular Questions buttons for quick access to recent updates and commonly asked queries.

Bharat QR & BHIM QR

PNB mPAY

DBTD 05/2024 BARM 48/2026

Bharat QR is a QR based payment solution which represents a channel of initiating and accepting payments between buyers and sellers (or consumers and merchants) using the mobile phone. This solution has been jointly set up by NPCI, Visa and MasterCard which is capable of digitising payment transactions between consumers and merchants. Bharat QR works as an alternate channel of payment, where cardholder have to download his/her bank's Bharat QR enabled mobile app to scan the Bharat QR code at Merchant store and select a card to make payment. Once the payment is successful, both cardholder and merchant receive notification in the mobile application. Payment through Bharat QR code can be done by Credit card, Debit card and UPI mode and the settlement period for Bharat QR code transactions is T+1 days. Bank has decided to maintain a single branding for all QR code enablers such as sticker, standee, ID card and sound box and the branding "PNB E-Swar" for sound box along with all QR code products has been changed to "PNB mPAY"

PNB mPAY" is the new brand identity for enablers and the mobile application, where "m" stands for our esteemed merchants. This branding signifies merchant payment through our QR code sticker, standee, ID card and sound box devices and real time transaction viewing facility on the PNB mPAY app at a lightning speed. BHIM QR code is a similar product which can be used to make payment through UPI mode only. It is a popular choice because settlement of BHIM QR code is instant and on real-time basis

Application form- PNB 1287

Menu Option to apply in CBS- BHIMSHOP

ISSUANCE AND RENTAL CHARGES

Product	Unit rate (in ₹)
Plastic Standee with 2 stickers (personalized/non-personalized)	70/- plus taxes
Acrylic Standee with 2 stickers	90/- plus taxes
ID card	90/- plus taxes
Dynamic QR code standee	75/- plus taxes per month
NFC enabled Sound box (Tap & Pay)	200/- plus taxes per month

Bank has now introduced Soundbox device (PNB E-Swar) at merchant location where Bharat QR codes are issued or required for digital transactions which provide immediate audio notification on every successful transaction and will take care of all the hurdles related to store rush and provides complete stress-free solution for merchants to conduct their business smoothly. Sound box devices, one-time installation charge of ₹250/- plus applicable taxes has presently been waived by the bank.

Soundbox device with QR sticker Charges- Rs.100/- Plus taxes on monthly basis

PNB Aarambh (Go-NoGo App)

1. Purpose:

- Lead Generation through New App Based Solution - PNB Aarambh.
- As part of digitalization efforts and to capture the prospective customer from different places other than branch environment, Bank has initiated 'PNB Aarambh'.
- To facilitate field functionaries to tap prospective customer on- the-go.
- This application shall help in capturing business opportunity available outside branch environment. As any loan asset creation starts with checking credit history, the App. has been named as "**PNB AARAMBH**" to symbolize starting of loan availing journey.

2. Limit of Loan:

This app shall be utilized for prospective individual borrower for **Retail Loan without any limit on amount of loan** and **MSME Loan for an amount of up to Rs. 10 Lac** (Individual and Proprietor in case of sole proprietorship concern only).

3. Functionality:

- With bare minimum input like Name, Contact Number, PAN, etc. the creditworthiness of a prospective borrower can be checked in seconds and a desired loan product can be offered at once on the spot.
- The information so collected as well as result of Go/No-Go shall be stored in PNB AARAMBH database so that it can be utilized for analyzing possibility of converting these leads into business.
- The application PNB AARAMBH is integrated with **Lens** for mapping of assets leads captured through this application. Lead received from the application shall appear in **Lens's External Mailbox - PNB AARAMBH** of respective SOL, for which lead is captured in the application, which shall facilitate conversion of leads into business.

Digital Document Execution (DDE): Integration with NeSL

- Digital Document Execution (DDE) is a mode of paperless execution and storage of financial contracts, which will result in effective enforcement, thereby enhancing the 'Ease of Doing Business', especially in times where expeditious credit sanction is the need of the hour for customer delight.
- Documents executed on the platform of National e-Governance Services Ltd (NeSL) will ensure that their execution is error free and has been done in an efficient and seamless way.
- The contract execution process in the DDE platform reduces several steps and is seamless, online and real-time in conjunction with the extant technology created by Centre for Development of Advanced Computing (CDAC), Government e-sign Service Provider for the e-sign and the Stockholding Corporation (SHCIL-CRA) or the Government Receipt Accounting system of respective state governments for the Digital E-stamping.

Objectives of DDE:

Digital Document execution (DDE) has been formulated under the guidance of MoF-GOI with following objectives: →

- ◆ Dematerialization of the document execution and customer acquisition transactions.
- ◆ Online stamp duty payment and receipt of stamp certificate(s).
- ◆ Optimization of financial and human resources on account of adoption of paperless green processes.
- ◆ Serve as a repository for digitally executed loan documents.
- ◆ Offered as a service to lending institutions which translates into minimal CAPEX-based implementation.

Modes of DDE

NeSL is offering 3 modes for Digital Execution of Documents: →

- ◆ **Faceless** i.e. complete documentation through digital channel (email).
- ◆ **At Branch**: Through dedicated portal (standalone computer for DDE) with facility of biometric signature
- ◆ **By Visit to Customer's Place**: Through dedicated portal with biometric signature.

Out of 3 modes of DDE, bank has adopted Branch Mode. In this mode, borrower has to physically present in the branch for digital execution of documents through OTP based Aadhaar Authentication. For Retail Loans, NeSL DDE platform has been integrated with PNB Lens

"FOREX" SEGMENT IN PNB ONE APP FOR REGISTRATION WITH CCIL AND PURCHASING FOREX. Fex 63/2026 Dated 25.08.2026

1. Purpose:

- **Digital Forex Purchase Facility** through **PNB ONE App** by integrating **FX-Retail** platform of **CCIL** with **Bharat Connect**.
- To enable customers to **register on FX-Retail** and **purchase Forex (USD)** digitally through **PNB ONE**.
- To provide customers access to **real-time forex rates** and facilitate smooth booking of forex transactions.
- Customers can purchase forex for **Forex Card, Remittance or Currency** through the digital journey

2. Eligibility:

- Facility is available to **Resident Individual customers having CASA account with PNB**.
- Customer can register **24x7** through **PNB ONE App**.
- Savings/Current Account can be used for registration.
- Navigation: **Bills & Recharges** → **Others** → **Forex**

3. Forex Purchase Limit:

The facility permits purchase of **USD against INR** on **Cash basis (same-day settlement)**.

Delivery Mode	Minimum	Maximum
Remittance / WTC	USD 1	USD 10,000
Currency	USD 1	USD 3,000

4. Forex Purchase Process:

- Select **Forex** → **Purchase of Forex** in **PNB ONE**.
- Select:
 - Customer Account
 - Currency – **USD**
 - Delivery Mode – **Forex Card / Remittance / Currency**
 - Online/Offline mode

- Indicative price, bank markup and total INR debit are displayed.
- Customer confirms the transaction and enters **TPIN + OTP**.
- On successful execution, **Deal ID, FX-Retail Customer ID, execution price and forex amount** are displayed

Digital Lending

PAPL (Pre-Approved Personal Loan)

PRE-APPROVAL PERSONAL LOAN TO EXISTING CUSTOMER (CENTRAL GOVT./STATE GOVT./ PSU EMPLOYEES/ PVT. EMPLOYEES) – PAPL RAD 46/2025

Eligibility	➤ Employee of Govt. or Govt. undertaking employee/Private employee whose salary account is with us. ➤ All confirmed staff member are also eligible for loan on the basis of salary drawn in salary account (SB/OD) with all terms & conditions as applicable to Public except services charges, which are NIL. ➤ For salaried Central Govt./State Govt./PSU Employees and Pvt. Employees:→ Salary is credited in the salary account of the customer for last 5 months out of last 6 months. Further, last month salary should also be credited into the account mandatorily. ➤ For Private Salaried Employees: →Salary is credited in the salary account of the customer for last 10 months out of last 12 months. Credit for any 2 months out of last three months are mandatory. Further, last month salary should also be credited into the account mandatorily. ➤ Exclude last 18 months SMA1/SMA2 customers ➤ Illiterate customers are not eligible. ➤ Annual household income should be greater than Rs 3 L
MINIMUM QAB	No QAB required for loan upto Rs.5 lakh , QAB Rs.10,000/- for loan above Rs.5 lakh (for 4 quarters)
Maximum Permissible deduction	60 % of average gross salary of last 12 months ; Minimum take home salary →10000/- at all centers
Loan Amount	Minimum – Rs 25,000/- Maximum – Rs 20.00 Lakh
Repayment	72 Months
E- Signing	e - stamping waived (OTP based) for loans upto Rs. 8 lakh ; Above Rs. 8 lakh e-signing & e - stamping mandatory (Aadhaar OTP based).
How to	PAPL to PNB One , Internet Banking , https://instaloes.pnbindia.in or Banks corporate website pnbindia.in

PRE-APPROVAL PERSONAL LOAN TO PENSIONERS SCHEME – PAPL RAD 46/2025

Eligibility	All types of pensioners are eligible , whose age is below 69 years. Exclude last 18 months SMA1/SMA2 customers DPD/NPA/WO/OTS accounts will not be processed. The average pension will be calculated centrally. Annual household income should be greater than Rs 3.00 lakhs Illiterate customers are not eligible
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MINIMUM QAB	No QAB required for loan upto Rs.5 lakh , QAB Rs.10,000/- for loan above Rs.5 lakh (for 4 quarters)
Maximum Permissible deduction	60 % of Average Gross Pension, Minimum monthly take home pension after all deductions including proposed Insta Pension loan should be Rs. 10,000.00 in all centers. Deductions to be computed from loans reported in CIC report.
Loan Amount	Minimum – 25000/- Maximum – 8.00 Lakh, 18 times of net monthly pension
UPFRONT/ PROCESSING FEES	0.50% of loan amount inclusive of all the charges with Min. Amt of Rs.500/-+GST inclusive of all charges & stamp duty.
Repayment	Upto 72 months or 70 years of age.
E- Signing	E-signing & e - stamping waived (OTP based) ;
Special	PAPL to PNB One, Internet Banking , https://instaloes.pnbindia.in or bank corporate website pnbindia.in

PRE-APPROVED PERSONAL LOAN TO EXISTING CAR LOAN, HOME LOAN AND PERSONAL LOAN BORROWERS (RAD Cir. No. 46/2025)

Eligibility	Existing Car Loan (3 years old regular), Home Loan (above Rs 7.50 lakh , 3 years old) & Personal Loan (3 years) for personal use , Exclude last 18 months SMA1/SMA2 customers, Illiterate customers are not eligible, Annual household income should be greater than Rs 3.00 lakhs
Mode	Online- Digital –End to End
Nature of facilities	Term Loan
PROCESSING FEE	0.50% of loan amount inclusive of all the charges with Min. Amt of Rs.500/-+GST inclusive of all charges & stamp duty. The charges are inclusive of Upfront Fee, Documentation charges, stamp duty charges, CIC charges & other charges.
Loan	1) Minimum Rs 25 000/- → Maximum Rs 8 lakh ; 2) original disbursement and current outstanding of car/home/personal loan ; 1 or 2, whichever is less.
CIC Score	750 and above
Repayment	Maximum 72 EMIs or till age 65 years, whichever is lower.
Margin	Zero (nil)

PRE-APPROVED PERSONAL LOAN TO PNB EXISTING CUSTOMERS HAVING DEPOSIT RELATIONSHIP WITH US ON THE BASIS OF QAB & TRV (RAD Cir.No.46/2025)

Eligibility	1. TRV based : Age 18-60 years (1 year old relationship), Deposits of Rs 20,000/- and above have been deposited in 10 months out of 12 months . No SMA-1/2/ NPA & Personal Loan Borrower Letter. 2. QAB Based: Age 18-60 years (1 year old relationship), Consistent QAB for last 12 months >= Rs. 30,000/- (4 quarters) Exclude last 18 months SMA-1/SMA-2/NPA customer. 3. Excludes customer having status as Housewife/ student in CRM field such as employment details, occupation type of professional activity while extracting data of eligible customer 4. Illiterate customers are not eligible. 5. Annual household income should be greater than Rs 3.00 lakhs
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CIC Score	In case of TRV - 750 (-1/0) ; in case of QAB -750 and above
Exception for credit entry	Cash deposits, transactions in accounts of same cust_id , FD/RD closure transactions , difference in deposit entries from previous month by more than 20%.
Mode	Digital , Term Loan
Loan Amount	Minimum – Rs 25,000/- Maximum – Rs 4.00 Lakh ; Net take home after loan installment should be 40% of the deposit and Rs 15,000/- .
Repayment	72 months , upto maximum age of 65 years.
E- Signing	& e - stamping digitally for loans up to Rs 4 lakh ;
Special	PAPL to PNB One , Internet Banking , https://instaloans.pnbindia.in and the bank's corporate website pnbindia.in

“Digital Personal Loan to fully repaid Home Loan/ Car Loan/ Education Loan/ Personal Loan Borrowers (RAD Cir.No.46/2025)

Eligibility	1. Fully repaid and closed Home Loan/ Car Loan/ Education Loan within last 10 years & Personal Loan within 5 years on the date of extraction of data of eligible customers. 2. Minimum Sanctioned amount of: a. Closed Home Loan and Education Loan- Rs. 7.50 lakhs and above b. Closed Car loan- Rs. 2.00 lakhs and above c. Closed Personal loan- no minimum criteria 3. An operative SB/ CA account in our Bank having at least one transaction in last six months 4. Minimum QAB of Rs. 10,000/- for last 4 qtrs 5. Annual household income should be greater than Rs 3.00 lakhs
CIC Score	750 and above Customers with -1/0/Nil/No hit are not eligible.
Mode	Online- Digital End-to-End
Margin	Nil
Loan Amount	Minimum – Rs 25,000/- Maximum – Rs 6.00 Lakh ; Net take home after loan installment should be 40% of the deposit and Rs 15,000/- .
Repayment	72 months , upto maximum age of 60 years.
PNB Score	Minimum required score for loan eligibility is above 50.
Special	PAPL to PNB One , Internet Banking , https://instaloans.pnbindia.in and the bank's corporate website pnbindia.in

Personal Loan for New to Bank (NTB) Customers —“PNB Swaagat”

Parameters	Scheme Terms
Eligibility	Only Salaried Individual (Salary account in any other bank in his/her name and savings account in any bank keeping account) In case of joint account, the principal/first account holder will be eligible.
Loan Amount	- Minimum: ₹25,000; Maximum: ₹20 Lakh - Or 10 times the average of net salary for 10 months during the last 12 months , whichever is lower.
Eligible age of the customer	Private Salaried : The maximum loan amount for employees will be ₹6.00 lakh ; for new credit , private employee customers with CIC score - 1/0/ No Hit , Maximum Loan The amount would be ₹4.00 lakh.

Repayment Period	- 72 months (or on attaining the age of 60 years , whichever is earlier).
Payment method	-e-Mandate for loan EMI needs to be digitally signed
rate of interest	Salaried Segment: – RLLR + BSP + 2.25% if CIC score >= 800 – RLLR + BSP + 3.25% if CIC score between 750 and 799 – RLLR + BSP + 4.25% if CIC score 700 to 749 .
charge	- 0.50% of the loan amount inclusive of all charges , with a minimum of ₹500 + GST.
Acceptance of Terms and Conditions	- Up to ₹6 lakh: The customer has to accept the terms and conditions along with the e-acceptance letter through the registered mobile number using OTP.
	- Above ₹6 lakh and upto ₹20 lakh: Customer has to accept the terms and conditions and obtain e-approval NESL-based e-signature utility for digital documentation along with letter The application needs to be executed through online mode (using Aadhaar based OTP).

PNB E-OD against FD RABD 76/2026

Online Overdraft Facility (e- OD) through PNB ONE Only against Fixed Deposit Opened through Branches i.e. Offline FD/RD , fixed Deposit opened through Digital Mode (PNB One/IBS) (e-FD)

	Offline FD/RD	Online FDs/RD																				
Eligible Fixed Deposit	FD/RD opened from branch in single name , No loan on Tax Saver Scheme, Capital Gains Scheme, Balika Shiksha Fixed Deposit Scheme, PNB NRE Rupee Sugam Term Deposit Scheme and pre-mortgaged FDs., Age-18-70	Open e- FD/e-RD online in single name , No loan on Tax Saver Scheme, Capital Gains Scheme, Balika Shiksha Fixed Deposit Scheme, PNB NRE Rupee Sugam Term Deposit Scheme and pre-mortgaged FDs., Age-18-70																				
Facility Type	Online Overdraft and Online Demand Loan	Online Overdraft and Online Demand Loan																				
amount of advance	Min . 25000 and maximum 50 lakh (Per Cust ID)	Min . 25000 and maximum 50 lakh (Per Cust ID)																				
Advance period	Till the maturity of FD/RD	Till the maturity of FD/RD																				
Margin	<table><tr><td>Up to 2 years</td><td>5%</td></tr><tr><td>Above 2 years and up to 3 years</td><td>7.5%</td></tr><tr><td>Above 3 years and up to 4 years</td><td>10%</td></tr><tr><td>Above 4 years and up to 5 years</td><td>12%</td></tr><tr><td>Above 5 years</td><td>20%</td></tr></table> For Staff & Ex- Staff: • Advance up to Rs. 10 lacs: 5.00% (irrespective of residual period of FD/RD) • Advance above Rs. 10 lacs: Applicable for public.	Up to 2 years	5%	Above 2 years and up to 3 years	7.5%	Above 3 years and up to 4 years	10%	Above 4 years and up to 5 years	12%	Above 5 years	20%	<table><tr><td>Up to 2 years</td><td>5%</td></tr><tr><td>Above 2 years and up to 3 years</td><td>7.5%</td></tr><tr><td>Above 3 years and up to 4 years</td><td>10%</td></tr><tr><td>Above 4 years and up to 5 years</td><td>12%</td></tr><tr><td>Above 5 years</td><td>20%</td></tr></table> For Staff & Ex- Staff: • Advance up to Rs. 10 lacs: 5.00% (irrespective of residual period of FD/RD) • Advance above Rs. 10 lacs: Applicable for public	Up to 2 years	5%	Above 2 years and up to 3 years	7.5%	Above 3 years and up to 4 years	10%	Above 4 years and up to 5 years	12%	Above 5 years	20%
Up to 2 years	5%																					
Above 2 years and up to 3 years	7.5%																					
Above 3 years and up to 4 years	10%																					
Above 4 years and up to 5 years	12%																					
Above 5 years	20%																					
Up to 2 years	5%																					
Above 2 years and up to 3 years	7.5%																					
Above 3 years and up to 4 years	10%																					
Above 4 years and up to 5 years	12%																					
Above 5 years	20%																					
Interest	1% above FD	1% above FD																				
Availability	6am to 10pm	6am to 10pm																				

DIGI MSME

Parameters	Terms of the scheme
Eligibility	- Individual customers or Sole proprietors with complete KYC . - Active KYC complied Current/ Saving Account with any bank for the past 12 Months/Has a lesser relationship/No existing banking relationship - Age: 18 to 65 years. - Should not have any business loan from bank/financial institution (Bank (except loans against deposits). - Cheques exceeding ₹25,000/- are returned due to financial reasons The number of cheques received should not exceed 10% of the total cheques presented . - A minimum of 10 customer-induced credit transactions over the last 6 months should be present (The same is not applicable in case of New to Credit customer).
Type of loan	Overdraft ,
Loan Limit	Maximum upto ₹25.00 lakh However, if the limit is assessed based on projections, the MPBF shall be restricted to ₹10.00 Lakh only. Shishu: Loans upto ₹ 50,000. ii. Kishor: Loans above ₹ 50,000/- and upto ₹ 5.00 Lakh. iii. Tarun: Loans above ₹ 5 Lakh and upto ₹ 10.00 Lakh. iv. Tarun Plus: > ₹10 lakh and upto ₹ 20 lakh for the beneficiaries who have previously availed and successfully repaid the loans under Tarun category. v. Other MSME Loan- Not falling under the above categories.
ASSESSMENT	a. Based on Credit Summation- For NTB/ETB borrowers MPBF shall be assessed on the basis of 25% of credit summation* in the bank account for the last 12 months. b. Based on Projections- MPBF may also be assessed on the basis of 20% of Realistic Accepted Projected turnover or loan amount requested by the borrower whichever is lower.
Assessment	- Loan Amount -Maximum upto ₹25.00 Lakh However, if the limit is assessed based on projections, the MPBF shall be restricted to ₹ 10.00 Lakh only.
Drawing Power & Disbursement	First DP - 10% of the sanctioned limit or ₹50,000/- whichever is lower will be marked digitally, Subsequent DPs - The remaining amount shall be disbursed after conducting unit visit and ensuring that disbursed amount has been utilized for the purpose for which loan is sanctioned. Further Branch to ensure that Charges/ CGTMSE fee has been recovered before releasing the subsequent DPs
Repayment	Facility shall be sanctioned for one year and the same shall be renewed on annual basis.
C.I.R.	- ≥ 680 - CMR: 6/ no hit
Score	score : 50 More , However, for NTB customers, minimum required score for loan eligibility is above 52., will be calculated automatically.
Documentation	Digitalisation of loan contracts The same shall be stamped and signed by the customer through NeSL .
Stock Statement	Not required A self-declared statement of assets charged to the bank shall be obtained from the customer on annual basis

PNB DIGI Home Loan

Parameters	Scheme Details
Mode of Finance	due diligence on property and digital acceptance subject to verification.
Eligibility	Individual or group (co-borrowers) like salaried employees , pensioners , professionals , self-employed persons , businessmen , farmers etc. Staff members eligible under the Public Scheme are not eligible for "PNB Digi Home" . SMA1/SMA2 accounts or NPA/ finished/written off accounts are not eligible for PNB Digi Home Loan .

Home Loan for New Bank (NTB) Customer	Through Video KYC From. In case both prospective borrower and Co-Borrower are KYC compliant existing customers, Video KYC shall be skipped.
How to start your digital journey	PNB Digi Home Link
Objective	- House/Flat Construction - Purchase of constructed house/flat. - Extension to house/flat. - Repairs/Renovations/Modifications. - Housing Boards/Development Authorities/Co-operative Societies/Private Purchase of under construction house/flat from builders. (To be implemented in the second phase). - Takeover of home loan accounts from other financial institutions/banks. (To be implemented in the second phase).
Loan Amount	- Need based loan depending upon the project cost and repaying capacity of the borrower. - For repairs/renovation/modification: Minimum ₹2 lakh.Maximum ₹50 lakh.
Maximum deduction allowed	Based on GAS/I - Up to ₹5 Lakh: 50% - ₹5 lakh to ₹10 lakh: 60% - Above ₹10 lakh: 70%
Margin	Parameters - Home loan up to ₹30 lakh: 20% /15% (higher interest rate) - ₹30 lakh to ₹75 lakh: 20% - Above ₹75 lakh: 25%
Repayment	- For construction, Addition of house/flat or purchase of ready built house/flat: 30 years (including moratorium). - For repairs/renovation/modification: 15 years (including moratorium). - The age of the borrower should not exceed 70 years.
Moratorium Period	- House/Flat construction or For extension: Till completion of construction or 18 months, whichever is earlier. - For repairs/renovation/modification: Till completion of repairs/renovation or 6 months, whichever is earlier. - For purchase of ready built house/flat or land/plot: Posting of possession after the date or 3 months, whichever is earlier.

PQCC – Pre Qualified Credit Card

Parameters	Contracts of the scheme
Eligibility	• Kept in our bank Salaried customers receiving salary through their bank account. Customers having account under PNB Rakshak Plus scheme. • Staff/ex-Staff. • Home loan, car loan, and personal loan borrowers.
Age	21-70 Years
credit limit	• Minimum ₹ 10,000 Maximum ₹5 lakh, Rs 10 Lakh (Staff/Ex staff), 80% of FD amount with multiple of 1000/-
Card Type	• RuPay Select, VISA Platinum, RuPay Rakshak Select: ₹50,000 to ₹5 lakh. • RuPay Platinum, VISA Classic: ₹10,000 to ₹50,000 . • RuPay Rakshak Platinum: ₹25,000 to ₹5 lakh. • RuPay Rakshak Select: ₹50,000 to ₹5 lakh.
Availability	• Through mobile banking app PNB ONE . • Internet banking.

• Bank's website www.pnbcards.in .

Digital KCC Renewal

Parameters	Description
Eligibility	• Scheme Code – CCKCS/CCKCL • All regular accounts which are due for renewal and due in the next six months Accounts payable for renewal. • Combined limit – Up to ₹ 10 lakh. • Balance confirmation letter should not be older than 24 months. • CIC – No default.
Mobile-based channels	• SMS • missed calls • OIVR KCC accounts with no outstanding balance can be opened through these channels , they can be renewed .
PNB Digital Channel	• PNB One • PNB Internet Banking • PNB Corporate Website Both outstanding and regular KCC accounts can be processed through these channels can be renewed.

Credit Card against FD

Parameters	Contracts of the scheme
Who are the characters ?	• Existing customers , who have a minimum 6 month relationship with PNB and have an FD of at least ₹13,000 . • Minimum age: 18 years. • Maximum age: 75 years.
Amount of Fixed Deposit	Min: Rs. 13000/-, Max: Rs. 500000/-
credit limit	• Minimum - ₹10,000 to Maximum - ₹4 Lakh. • 80% of the FD amount, in multiples of ₹1,000.
Card Type	• PNB Rupay Platinum / Select • PNB Visa Classic/Platinum
Availability	• Mobile Banking App PNB ONE • Internet banking
Joining Fees	Zero

PNB Credit Card Insta EMI facility

Parameters	Contracts of the scheme
Minimum transaction amount	₹2500/-
Maximum transaction amount	Credit limit of the card According to.
Repayment Period	3, 6, 9, 12, 18 and 24 months.
interest rate	3, 6, 9 and 12 months for 12% per annum.

	14% per annum for 18 and 24 months.
Pre-payment charges	Zero.
Processing Fees	2% of transaction amount, minimum ₹100/- + GST .

PNB KCC Digital Review & DP Enhancement Scheme

Parameters	Description
Introduction	• There is an in-built provision for 10% Drawing Power (DP) enhancement on annual basis subject to satisfactory operations in the account • At the time of sanction, branches obtain the documents for the full sanctioned amount calculated for the 5th year. Further, the operative limit/DP may be enhanced every year but no fresh documents are required • At present, the KCC review & DP enhancement are managed manually through HACLHM & HACDPM in CBS. • With a view to streamline and establish an online system, a digital platform and process has been developed for the annual review & 10% annual DP enhancement of KCC accounts having sanction limit upto Rs.10 lakh.
Type of loan	Cash Credit (KCC) limit
Features	The digital platform streamlines the annual review process for Kisan Credit Cards (KCC), eliminating manual intervention. This ensures timely and efficient assessment of KCC accounts. Through digital platform, KCC holders can request and receive a 10% Drawing Power (DP) enhancement annually, subject to satisfactory account operations, without the need for additional documentation. The digital system facilitates instantaneous processing of review requests and DP enhancements, providing quicker responses to KCC holders and enhancing overall operational efficiency
Batch Run	Only those KCC accounts which are within DP with no overdue amount will be reviewed (without DP enhancement) through Batch run process centrally on 5th & 20th of every month. Upon completion of the process, an SMS will be sent to the borrower on his registered mobile number.

Digital Education Loan under PNB Pratibha Scheme – “PNB Digi Education Loan

Parameters	Description
Mode of Finance	• 1. Digital Assisted Journey through WEB • 2. Digital End to End Journey through TAB.
Eligible Customers	• The bank's existing Customers (ETB)/ New Customers (NTB)
Objective	• Education Loan to meritorious students to pursue higher education in 952 QHEIs in India
Eligibility Criteria	1. Should be a Resident Indian. 2. Study in India. All the Graduation/Post Graduation degree and diploma courses offered by 952 QHEIs in India through merit channel are eligible.
Amount of finance	• As per requirement, For students pursuing Technical and professional courses, cost of Computer/Laptop may be made as part of the original project cost up to maximum Rs. 2.00 Lakh by Respective Sanctioning Authorities on submission of quotation and subject to

	genuineness of requirement of computer/laptop for completion of the course. Branch will keep copy of invoice in record. Moreover, the capping of 20% of tuition fees for purchase of Computer/Laptop will not be applicable
Margin	- For institutes under AAA and AA Category: NIL - For other Institutes: Up to Rs. 4 Lakh: NIL - Above Rs. 4 Lakh: 5% (Scholarship/assistantship be included in margin)
Payment Period/Timeline	15 years (excluding course duration + 1 year moratorium)
PNB Score	Minimum 50
How to	Prospective Education Loan customers can contact through the URL given below Login to Digital Education Loan Portal: https://digiel.pnbindia.in/#/education-home. This URL is registered with the Bank's Corporate The website is accessible through PNB One , Internet Banking Services , Non- CBS .
Circular	RAD 61/2025, RABD 17/2026,RABD 35/2026

PNB DIGI CAR LOAN, Digital Car Loan to ETB & NTB Customers

Parameters	Scheme Terms
Eligibility	- Regular income Person holding assurance. - Resident ETB/NTB - Age 21-60 years - Minimum income ₹25,000/- per month.
Objective	New Car (Electric purchase of.
Loan Amount	Minimum: ₹1 lakh; Maximum: ₹20 lakh (Maximum for new credit: ₹10 lakh).
Regularity of income	- Salaried: ITR - 2 years ; Account statement - 12 months (salary credit) - Others: ITR - 2 years ; Account statement - 12 months - should be at least 60% of the amount deposited in ITR .
Margin	10% of On-road price of the vehicle
Applicable CIC Score	700 and above.
Repayment Period	84 months.
Security	Purchased car Hypothecation.
Relief	Guarantee, Pre-approved journey
Margin	On-road price of the vehicle 10% of .
How to start a trip	PNB One/IBS/PNB Key Through the corporate website www.pnbindia.in or the Internet URL https://digivl.pnbindia.in/#/vehicle-home.
Circular	RABD 81/2026

Pre-approved Car loan to ETB

Parameters	Scheme Terms
Eligibility	- ETB Customer where salary account with us. - Age 21-60 years. - QAB – ₹30,000/- for four quarters and minimum income ₹25,000/- per month. - Salaried Customers: Government/ PSU/ Private Employees: Operative Saving Account - Customers must have a minimum 1 year account relationship with the bank.
Objective	New Car (Electric purchase) including.
Loan Amount	1. - Minimum - ₹1 Lakh , Maximum - ₹20 Lakh, 25 times of the monthly average of, last 12 months net salary/income (Credit in account), whichever is lower.

Margin	- 10% of On-road price of the vehicle
Inappropriate CIC score	- 700 and above.
Payment Term	- 84 months.
Security	- Purchased car Hypothecation.
get left	- Guarantee, Pre-approved journey
Margin	- 10% of On-road price of the vehicle
How to start a trip	Through PNB One/ IBS/ PNB 's corporate website www.pnbindia.bank.in
Circular	- RAD 41/2024; 31/2024 .

Krishi Tatkal Rin

Parameters	Scheme Terms
Purpose of the loan	- a) Farm equipment/irrigation, - b) Immediate credit requirements for crop production , - c) Household need or any other Agri activities. Farm equipment/irrigation.
Eligibility	- Existing KCC (Individual), satisfactory track record of 2 years, Joint borrowers will not be eligible
Nature of Loan	- Term loan; Repayment – Annually in 5 years.
Loan Limit	- 25% of existing KCC limit, as per requirement. Minimum ₹1000/-, Maximum ₹100000/- .
CIR Score	- KCC Sanctioned Amount + Instant Eligibility Amount less than ₹3 Lakh = No CIR Score Criteria. - KCC Sanctioned Amount + Instant Eligibility Amount More than ₹3 Lakh = System will check CIR Score Criteria 680.
Margin	- Zero.
rate of interest	- MCLR (1 Year) + 1.25% (subject to change).
Security	- Any extra No security required.
Pre-Sanction Visit, Due Diligence & Processing of Credit proposal	- Not necessary.
Documentation	- The documents will be generated digitally and e-signed through OTP by the borrower and the authorized signatory of the HO- Department of Agriculture.
How to	- Customers will go to Mobile Banking System (MBS) or Internet Banking System (IBS) or Corporate Website of the Bank and click on the link for "Agriculture Instant Loan." URL: Agriculture Instant Loan
Circular	- Agriculture Department 02/2026 .

E-PM SVANidhi

Parameters	Scheme Terms
Eligibility	- KYC compliant SB/CA (Aadhaar/PAN available in CBS) - Approved on SVANidhi portal. - Should not have any business loan from the banking system. - 2nd Tranche: 1st tranche has been taken and repaid by us. - 3rd Tranche: 2nd tranche taken by us and ahead of time Or repaid on time, minimum 6 months track record required. - 1st Tranche: Minimum ₹5,000/- Up to ₹15,000/- , tenure 12 months.

Loan amount and loan tenure	- 2nd Tranche: Minimum ₹15,000/- to Maximum ₹25,000/- with tenure 18 months. - 3rd Tranche: Minimum ₹30,000/- to Maximum ₹50,000/- with tenure 36 months.
Guaranteed Coverage	CGTMSE (Credits Guarantee Fund Trust for Micro and Small Enterprises) without any fee Payment.
rate of interest	RLLR+BSP+1.90%
Insurance	Not envisaged
Disbursement	Loan amount will be directly credited into the CA/SA which is maintained at our bank.
How to start a trip	The borrower shall apply for e-PM SVANidhi by visiting PNB website www.pnbindia.bank.in or PNBONE App or PNB Net Banking .
Circular	MSME & MCC 76/2025

Digi Surya Ghar

Parameters	Scheme Terms
Eligibility	- Applicant is having valid application number generated from Jan Samarth Portal. Application id older than 30 days are not eligible Applicant(s)/Guarantor having CIC score 680 (of CIBIL TU) or Equivalent, including -1/0/Nil/No hit. Applicant/co-applicant to undertake that he/she has rooftop rights on which installation is proposed Applicant/co-applicant should have latest electricity bill in his/her name. Applicant(s)/guarantor should be KYC compliant account holder of our Bank In case of loan above Rs. 2 lacs, Applications where ITR is uploaded in Jan Samarth will be eligible for Digital loan (Phase-II).
Loan amount and loan tenure	-Minimum: 10,000/-, Maximum Rs. 6 lakhs. -For installation of roof top solar system up to 3 kW: Max Loan Amount Rs. 2 L. -For installation of rooftop Solar power systems above 3 kW and upto 10 kW: Rs. 6 L (Phase-II).
Guaranteed Coverage	CGTMSE (Credits Guarantee Fund Trust for Micro and Small Enterprises) without any fee Payment.
rate of interest	For Loan Amount upto Rs. 2 lakhs. Under Floating option: Repo Rate + 0.50%. presently, 5.50% + 0.50% i.e. 6.00% For Loan amount above Rs. 2 lakhs and upto Rs. 6 lakhs- As per CIC Score
Insurance	Loan amount above Rs. 2 lakhs and upto Rs. 6 lakhs, branch to ensure that rooftop solar plant is insured as per Bank's extant guidelines
Disbursement	Disbursement of loan amount for roof top solar along with the Borrower's contribution will be made to the vendor approved by MNRE manually after verification of quotation, latest electricity bill and rooftop rights
How to start a trip	https://digsuryaghar.pnb.in or PNBONE App or PNB Net Banking .
Circular	RABD 80/2026

PNB Digital Gold Loan Scheme

Parameters	Scheme Terms
Eligibility	- Existing to Bank (ETB) and New to Bank (NTB) Customers.
Loan amount and loan tenure	-Minimum: 10,000/-, Maximum Rs. 25 lakhs. (Agri), Minimum Rs 25,000/- and Maximum Rs 25,00,000/- per borrower (Retail)

LTV	Demand loan of maximum 12 months (Bullet). (Agri & Retail Segment) EMI - Maximum 36 months, Overdraft Facility: The overdraft facility will be sanctioned for a period of 12 months only subject to annual renewal. -85% (Agri), Non-EMI - 68%, Demand loan (Bullet Repayment) - 68% (At the time of sanction) Demand Loan (EMI Based) & Overdraft Facility: 72% (At the time of sanction) for Non Agriculture
Security	Pledge of Gold Jewellery/Ornaments
rate of interest	Upto ₹2.5 Lakh RLLR+0.85%, Above ₹2.5 Lakh up to 25 lakh RLLR+ 0.90%(Retail & Agri)
Valuation Charges	Rs. 500/- per valuation irrespective of loan amount proposed. Cooling off/look-up period of 15 days will be given to borrower for exiting digital loans, in case borrower decides not to continue with the loan.
Disbursement	Amount will be disbursed digitally in the account of customer Disbursement will be made in the Saving Account of borrower based as entered by borrower during the loan journey.
How to start a trip	PNB Corporate Website or PNBONE App or PNB Net Banking .
Circular	AGRI 28/2026

e-PM Vishwakarma Scheme

Parameters	Scheme Terms
Eligibility	- Artisans or craftsperson working with hands and tools and engaged in traditional family-based specified trades, self-employed in the unorganized sector. -Minimum Age: 18 years at registration -Loans available only for government-specified activities -Must be engaged in the trade at registration time and not have availed similar loans from Central/State Government schemes in the past 5 years (exceptions for repaid MUDRA and SVANidhi loans) -Must undergo Skill Verification and complete 5 days of Basic Skill Training to be eligible for the first credit support tranche of up to Rs. 1 lakh - Government service members and their families are not eligible.
Loan amount and loan tenure	- Working Capital Demand Loan (WCDL) Tranches: 1st Tranche: Upto ₹1 lakh, 18-month tenure. 2ndTranche: Upto ₹2 lakh, 30-month tenure
Security	No Collateral security required.
rate of interest	Fixed ROI @13.00%pa, Standard a/c beneficiaries to be charged 5% ROI; Interest subvention by Ministry: 8%
How to start a trip	Loan application can be applied online through PNB website or PNB ONE APP or URL https://pnbvishwakarma.mypnb.in .
Circular	MSME 50/2024

PROJECT FOR DIGITIZATION OF SHGS ESHAKTI

PSFID 02/2019

Eshakti, launched by NABARD in the Year 2015, is a strategic step towards leveraging SHGs for easy access to affordable credit by the Poor through the medium of technology. It has proved to be an important digitization initiative and mechanism in bridging the gap between the saving linked and credit linked SHGs. EShakti, pilot project for digitization of SHGs was launched by NABARD in the year 2015 in two districts and later expanded to 100 districts across the country during 2016 and 2017.

The USP of the EShakti project is 'one-click' availability of the social and financial information of the Self-Help Groups maintaining Saving Bank accounts with the banks. The project has a dedicated website <https://eshakti.nabard.org> in which information of the SHGs is uploaded monthly through an 'App', loaded on android based Mobile/Tablet by the animators engaged by implementing agencies viz. NGOs and select SRLMs.

SHG Loan Journeys on Digital Business Platform (DBP)

Parameters	Scheme Terms
Eligibility	- The platform provides Bank with a responsive loan origination and automation system for SHGs lending under segments NRLM-SHG, NULM-SHG & other SHG, through 360-degree integration with internal and external platforms. Further, the platform enables initiation of loan applications from multiple channels which also includes customer/BC initiated portal journey to improve turnaround time and to provide prompt & hassle-free credit..
Loan amount and loan tenure	- Min: 6,00,000/-, Max: 20,00,000/-, SHGs should be in active existence for at least 6 months as per their books of A/Cs. SHGs should be practicing 'Panchasutras', i.e., regular meetings, regular savings, regular inter-lending, timely repayment and up-to-date books of accounts. Tenure: CC- 3 years, T/L- 5-7 years.
How to start a trip	Loan application can be applied online through PNB website or PNB ONE APP or Net Banking
Circular	Agri 44/2025

DIGI MSME PRIME

Parameters	Scheme Terms
Eligibility	a) Business entities which are Individuals, Sole Proprietorship Firms, dealing in those business activities, which are not prohibited by law. ii). Borrowers pertaining to MSME having a Udyam Registration No. iii). The applicant must not be availing any fund-based revolving facility (e.g., Cash Credit/Overdraft) for business purposes from any Bank or Financial Institution. (verified through the Credit Information Company (CIC)) Note- Any facility where last CIC reporting date is more than 12 months shall be treated as "non-active" and the applicant shall be eligible.) iv). Unit shall be in existence for the last 1 year. v). GST return for 12 months is mandatory. - Individual & Proprietorship. For Projection based Journey Unit shall be in existence for the last 3 years • The unit should have duly filed ITR for the last 3 years, running in profit for last 2 years with the sales performance indicating a clear year on-year growth trend. The borrower not availing any active Working Capital Facility from any Bank or Financial Institution other than our Bank. For this purpose, "Active Working Capital Facilities" refer to those facilities that have been reported in the CIC report during the last 12 months Business entities having an active Current Account with any bank since past 12 months. GST registered units which have filed GST returns at least for the last 12 months. Frequency of filing GST returns may be monthly/quarterly, Udyam Registration is mandatory GST Exempted & Composite category borrowers shall be allowed with following condition (only if GST return is available): · Minimum 50% Collateral security in the shape of SARFAESI compliant immovable property or Bank approved liquid security. Remaining exposure shall be secured by CGTMSE guarantee coverage under Hybrid Model. OR Minimum 75% Collateral security in the shape of SARFAESI compliant immovable property or Bank approved liquid security.

	However, while considering renewal under the scheme, no additional collateral will be required if the borrower has shifted from taxable category to the Exempted and/or Composite category
Loan amount and loan tenure	Min: 10,00,000/-, Upto ₹ 5.00 Cr based on projected sales Upto ₹ 10.00 Cr based on GST Sales Cash Credit only. (CCEGT)
Margin	Not stipulated for arriving MPBF. However, to simplify the DP calculation, margin shall be: i. 25% on stock. ii. 25% on Book Debts not older than 3 M.
Assessment of Loan	25% of GST Sales subject to the condition that minimum 75% of the sales is routed through the account, If the above condition is not fulfilled, then the limit will be restricted to 25% of GST Sales or Credit summation, whichever is less. 25 % of accepted projected sales or maximum 5.00 Cr whichever is lower.
Stock Statement Frequency	Up to 2.00 Cr. → Quarterly , Above 2.00 Cr.-→ Monthly
Credit Risk Rating	Loans sanctioned under this scheme up to ₹5 Crore shall be rated under this Scoring Model digitally excluding any Term Loan/NFB availed by party, Minimum required SCORE for loan eligibility is above 52.
CIC Score	681 & above, No history/-1/No hit (Insufficient History/Data), Commercial CMR Rank is equal to 6 & better or unavailable
Collateral Security	The Facility shall be 100% covered under CGTMSE. OR Minimum 75% Collateral security in the shape of SARFAESI compliant IP or Bank Approved Liquid security.
Renewal	Renewal under the scheme for exposure upto ₹ 1 Cr is to be done through Easy Renewal
How to start a trip	Loan application can be applied online through PNB website or PNB ONE APP and receive digital approval based on the approved BRE.
Circular	Msme 39/2026

- PNB GST Sahay Scheme

Parameters	Scheme Terms
Eligibility	All the GST registered MSME Business entities (Proprietorship) which are having current account with us. Applicant already availing Working capital facility are not eligible under the scheme.
Loan amount and loan tenure	Min: 10,000/-, Max: 2,00,000/- Per Invoice subject to maximum capping of Rs 10 Lakh, Demand Loan Only, Tenure- 90 Days
Margin	15% of the invoice amount (Except where vintage of credit history is less than 6 months it will be 30% of the invoice amount).
Assessment of Loan	85% of the invoice amount (Except where Vintage of credit history is less than 6 months it will be 70% of the invoice amount). (Invoice should not be older than 45 Days). Online system based BRE will analyse the current account statement, Credit bureau score, GST return of the Borrower to derive the MPBF.
Collateral Security	Nil
Credit Risk Rating	Waived
CIC Score	Minimum 700
ROI	RLLR +1.50%
Insurance	Not Required
Disbursement	Loan amount will be credited directly into the Current account which is specified by applicant

	(Bank will monitor the current account for the tenure of the loan)
How to start a trip	Loan application can be applied online through PNB ONE APP
Circular	MSME 61/2025

PNB DIGI SARTHI Two Wheeler Loan

Parameters	Scheme Details
Purpose	For the purchase of new two- wheelers viz.: Scooter(s), Motorcycle(s), Scooterette(s), e-Two wheelers.
Eligibility	Individuals (Salaried): 1. Existing customers of our bank in the age group of 21 years 65 years 2. Resident Individual (Singly) 3. Fully KYC compliant customers having saving account with us and a minimum consistent salary credit of Rs 20,000 /- for last 5 months out of last 6 months. Further, last month's salary should also be credited into the account mandatorily. 4. Minimum QAB required is Rs. 5,000/- during the last 2 quarters 5. At least one debit entry has been initiated by customers every month for the last 6 months. Eligible credit for the subsequent month having spurt more than 20% from the previous month in the last 5 months' salary, whichever is lower, shall be restricted to 120%. Average salary will be calculated centrally with the help of Bank's Analytics team at HO: ACoE
Loan Amount	Minimum- Rs. 25,000/- Maximum- Rs. 2.00 lakhs
Nature of Facility	Term Loan - DGPTL
Loan Tenure/ Repayment Period	The entire loan (principal & interest) shall be repaid within Maximum 60 months. Repayment to start from next month after disbursement of the loan.
Maximum Permissible deductions	- Up to ₹50,000 : 60% - Above Rs.50,000 /-: 70%
Applicable CIC	700 and above
PNB Score	Minimum required score for loan eligibility will be 50 and above and will be assigned digitally during the journey.
Rate of interest	- RLLR+BSP + 2.75% (Floating) , 12.10% (Fixed)
Margin	10% of on-road price of two wheelers. On road price means: Invoice value + Cost of one-time Road Tax + comprehensive Insurance premium for first year.
Circular	RABD 105/2025

DIGITAL TOP-UP (TERM LOAN/OVERDRAFT) LOAN TO EXISTING HOME LOAN BORROWERS

Parameters	Scheme Details
Eligibility	All existing Home loan borrowers, under Retail Scheme, (including staff) are eligible for Digital Top-up facility (Term loan/Overdraft), subject to fulfillment of stipulated conditions: i. Resident Indian. ii. Salaried or Self Employed. iii. Minimum residual repayment Period of Home Loan should be at least 6 months. iv. No irregularity persists in existing home loan & top-up loan (if any, during digital journey application). v. Minimum Acceptable CIC score,

	CIBIL TU 680 and above or equivalent as per IRMD guidelines. vii. Maintenance of prescribed LTV. vii. Valid and enforceable Equitable/Registered Mortgage of existing Home Loan has been created in favour of Bank Digital Top-up Loan Facility (Term loan/Overdraft) to existing Home Loan Borrowers should not be sanctioned to the borrowers, who have availed Home loan for: i. Purchase of plot, construction of which is yet to be completed; and ii. Flats/ houses which are under construction. iii. Where valid and enforceable mortgage is yet to be created. A suitable undertaking regarding above points (i) & (ii) shall be obtained during digital journey from applicant as well as Branch/PLP Maker.
Loan Amount	Minimum: Term Loan - Rs. 2.00 lacs, Overdraft – Rs 2.00 lacs Maximum: Term Loan - Rs. 250.00 lacs, Overdraft – Rs 50.00 lacs
Nature of Facility	Term Loan Overdraft with reducing DP on monthly basis
Loan Tenure/ Repayment Period	Overdraft Limit: with monthly reducing drawing power, to be liquidated in the residual period of Home Loan or upto the age of 70 year of borrower(s), whichever is later with maximum tenure of 30 years. Term Loan: Till the residual repayment period of Home Loan or upto the age of 70 year of borrower(s), whichever is later with maximum tenure of 30 years.
Maximum Permissible deductions	- Upto Rs.5.00 lakh- 50%, Above Rs.5.00 lakhs upto Rs.10.00 lakhs- 60% – Above Rs.10.00 lakhs -70%
Applicable CIC	681 and above
PNB Score	Minimum PNB Score will be 50..
Rate of interest	Term Loan- RLLR+BSP+0.25% i.e. 8.35% presently, Overdraft- RLLR+BSP+1.25% i.e. 9.35% presently
Age	Minimum eligible entry age: 18 years Maximum eligible entry age: 60 years (Keeping in view that the validity of sanction is upto 6 months which may be re-validated for another 6 months)
Circular	RABD 105/2026

- DIGI PNB SHRAM SAATHI

Parameters	Scheme Terms
Eligibility	Minimum age of Borrower - 21 years KYC complied ETB customers, Borrower shall be gainfully employed and drawing wages/ salary/ honorariums from Central Government departments, local bodies, government-sponsored agencies, various Central public sector enterprises etc. and shall be maintaining salary account with our Bank for at least last 6 months. The annual household income (actual as well as projected) should be up to Rs. 3,00,000. For this purpose, the household shall mean an individual family unit, i.e. husband, wife and their unmarried children. Declaration for household income assessment shall be obtained during the journey in RBI prescribed format Adding Co-borrowers are not allowed under the scheme.
Loan amount and loan tenure	5 times of the average monthly income received in the salary account. Minimum: Rs. 10,000 Maximum: Rs. 1,00,000, Maximum: 36 months (maximum upto the age of 60 years, whichever is earlier)

Margin	NIL
Repayment Capacity	Repayment should be fixed on a realistic basis, which should not exceed the prescribed limit of Gross Monthly Salary/Income (GMS/I) of the borrower(s). For this purpose, all deductions including the proposed Loan installment should not exceed the prescribed ceiling as under: Max. permissible deduction of GMS/I: 50%
Collateral Security	Nil
Nature of Loan & PNB Score	Term Loan – DGSHS ,Waived
CIC Score	Minimum 700
ROI	RLLR+BSP+2.90%
Insurance	Not Required
Disbursement	Shall be done in the saving/salary account maintained with our Bank
How to start a trip	Loan application can be applied online through https://digishramsaaathi.pnb.bank.in:5443
Circular	RABD 82/2026

PNB DIGI DAIRY KISAN CREDIT CARD (KCC) UNDER TIE UP ARRANGEMENT

Parameters	Scheme Terms
Eligibility	Both NTB & ETB
Loan amount	Need Based on the basis of Scale of Finance as fixed by DLTC (District Level Technical Committee)/ SLTC (State Level Technical Committee) subject to maximum of Rs. 3.00 Lakhs under approved tie-up arrangement.
Margin	NIL
Limit Assessment	As per Business Rule for Scale of Finance Based Limit Calculation
Collateral Security	Nil
Nature of Loan & PNB Score	CC
Processing & Documentation Charges	Nil
ROI	Standalone Regular KCC outstanding upto Rs 2.00 lakhs: 7.00%* KCC upto Rs 3.00 lakhs: MCLR (1 year) +1.25% *Subject to eligibility under Modified Interest Subvention Scheme Interest will be charged on quarterly basis.
Insurance	Insurance of assets created out of bank finance to be got done by branch and to be updated in CBS.
Pre-Disbursement Compliance (PDC)	Waived
How to start a trip	Loan application can be applied online through Mobile Banking System (MBS) or Internet Banking System (IBS) or Bank's Corporate Website and CLICK on link for "Digi Dairy KCC

Circular

AGRI 115/2025

DIGI SHRESHTHA: SCHEME FOR FINANCING TO INDIVIDUAL MEMBERS OF MATURED NRLM SHGs

Parameters	Scheme Terms
Eligibility	Individual members of select matured well performing NRLM SHGs* in Rural Areas. *SHGs which are more than 2 years old and have accessed at least one dose of bank loan and have repaid it timely in terms of extant Bank guidelines. The applicant should be KYC compliant
Loan amount	Need based subject to Minimum Rs.75,000 (as per MoU with Ministry) and Maximum ₹5.00 lakh (including both cash credit and term loan)
Margin	10% in both CC & TL
Limit Assessment	As per business rule (Assessment method is already deployed in PNB LenS Agri Module)
Collateral Security	Nil
Nature of Loan & PNB Score	TL (Term Loan) CC (Cash Credit) Score > 50
Processing & Documentation Charges	Nil
ROI	RLLR+BSP+1.65%
Insurance	Insurance of assets created out of bank finance to be got done by branch and to be updated in CBS.
Repayment	a) Cash Credit: Maximum 12 Months, subject to annual renewal. b) Investment Credit: To be repaid in 60 monthly instalments including maximum moratorium of 3 months.
How to start a trip	Loan application can be applied online through Mobile Banking System (MBS) or Internet Banking System (IBS) or Bank's Corporate Website and CLICK on link for "DIGI SHRESHTHA"
Circular	AGRI 08/2026

"TRACTORXPRESS" DIGI TRACTOR LOAN TO EXISTING AND NEW TO BANK CUSTOMERS (WITHOUT MORTGAGE OF LAND)

Parameters	Scheme Terms
Eligibility	Individual farmers, including joint borrowers, who own at least 2.5 acres of perennially irrigated land or corresponding acreage as prescribed for different categories of land under the State Land Ceiling Act. And Farmers have NPA record during last three years/ SMA 2 & CBR 2 as on date are not eligible.
Loan amount	Up to Rs. 20.00 Lakh
Margin	30%

Limit Assessment	As per business rule (Assessment method is already deployed in PNB LenS Agri Module) Viability assessment to be carried out as per prevailing Bank guidelines for the offline/non-digital tractor loan.
Collateral Security	Nil
Nature of Loan	TL (Term Loan)
Processing & Documentation Charges	Upfront fee/document charges etc. are to be levied
ROI	MCLR (1 Yr) + 1.25%
Insurance	Insurance of assets created out of bank finance to be got done by branch and to be updated in CBS.
Repayment	a Maximum 7 years (including moratorium) in the form of half yearly installments. Moratorium- 6 Months
How to start a trip	Loan application can be applied online through Mobile Banking System (MBS) or Internet Banking System (IBS) or Bank's Corporate Website and CLICK on link for Tractor Xpress
Circular	AGRI 104/2025

“PNB GRIHA VATIKA

Parameters	Scheme Terms
Eligibility	a) Individual(s)/Sole Proprietor. b) Only existing borrowers (other than Krishak Sathi Scheme and/or Kalyani Card Scheme), who are availing loans from our Bank. c) Staff/ex-staff members, who are availing loans from our Bank are also eligible. d) Past satisfactory credit record of 1 year i.e. loan account should not have been SMA-2 in last 1 year. and Standard (SMA 0 only) as on date of application..
Loan amount	maximum of ₹2.00 Lakh
Margin	Nil
Limit Assessment	The cultivation of exotic, organic and off-season vegetables at home helps households save significantly on market purchases. As per agricultural economics “a rupee saved is rupee earned”. Hence these savings can be treated as equivalent to income generation. The model cost benefit illustration of per 100 Square Feet is annexed as Annexure-A. The cost of cultivation is effectively offset along with surplus by the money saved on household vegetable consumption. Simplified application, loan appraisal cum sanction format shall be designed.
Collateral Security	Nil
Nature of Loan	TL (Term Loan)
Processing & Service Charges	✓ Upto ₹50000 – Nil ✓ Above ₹50000 - ₹500+ GST
ROI	MCLR (1 Yr)
Insurance	NA
Repayment	Tenure of the loan shall be maximum of 5 years (including moratorium period). Interest to be serviced during the moratorium period as and when due. Moratorium- 3 Months
How to start a trip	Loan application can be applied online through Mobile Banking System (MBS) or Internet Banking System (IBS) or Bank's Corporate Website and CLICK on link for PNB Griha Vatika
Circular	AGRI 29/2026

Easy Renewal upto ₹1 Crore: Digital Journey MSME 70/2025

Board has approved certain modifications in the Easy Renewal guidelines. One key change is the enhancement of the eligible exposure limit for renewal of Working Capital Credit facilities from the existing ₹10 Lakh to ₹1 Crore. The process will be a hybrid product, that includes Straight through process (STP) and Near to Straight through process (NSTP). The limit will be renewed after evaluation by the system on pre-defined business rules and Customer/Branches/PLPs can complete the process by marking certain confirmations on the portal itself. The module will be STP as well as Near to STP and rule-based processing, which will be completely system driven with minimum manual intervention

The total amount credited to the account in the last 90 days must exceed the interest debited during the same period. Schemes to be considered

All Standard OD & CC A/Cs (individual/ proprietorship) having exposure upto ₹1 Cr in MSME sector excluding exposure under GECL limit will be covered under the Easy Renewal

However, the customer who is enjoying any active NFB limit with us will not be covered under the said process
Loans under Staff Scheme (OD to Staff Members), Loan against Term Deposit/Paper security, Agriculture Schemes, OD with reducing DP will not be covered under the Easy Renewal

Eligible Customer Base

Renewal process can be initiated only for proprietorship firms & Individuals where customer exposure is upto ₹1 Crore and the journey can be initiated 2 months before the date of expiry of limit and will be completed before expiry of limit. But, if the limit is already expired journey shall be completed within last 3 months from expiry of limit. Additionally, eligibility of the borrower will be based on the following criteria:

Credit summation $\geq 200\%$ of interest debited in the last 12 months.

Satisfactory conduct of account with no outstanding ZTL/FSI IR item.

The borrower should not have availed any NFB Facility at present.

The borrower should not have any NPA category accounts with us as on date of initiating process of renewal and as on date of marking renewal in the system.

The total amount credited to the account in the last 90 days must exceed the interest debited during the same period.

Further if the account is overdue then it is to be regularized before marking of limit, a confirmation in this regard shall be captured during the journey

Status cum Net Worth Report (SNW Report) of the Borrower & Guarantor:

Exposure up to ₹20 Lakh: Waived.

Exposure above ₹20 Lakh: Borrower to submit self-declared asset & liability statement during the journey on the portal. However, to monitor the financial health of the borrower, branches will have to prepare the regular SNW report once in 3 years.

Electronic Bank Guarantee (E-BG) MSME 59/2025

Electronic Bank Guarantee (e-BG) is the Guarantee issued by the banks on behalf of their customer in digital form.

The Guarantee issuing bank integrates its internal system with the Digital Document Execution (DDE) platform of NeSL (National E-Governance Services Ltd) for issuance of the e- Bank Guarantee.

e-BG processed through NeSL facilitates beneficiaries to submit requests for invocation or any other changes in e-BG over its lifecycle through digitally signed submission at NeSL portal only.

Since no original document is to be returned by the beneficiary, the beneficiaries and their authorized representatives are required to register with NeSL before submitting such electronic requests. Thus, where such electronic request is received through NeSL, they can be treated as authentic & verifiable.

Prerequisites for issuing e-BG by any Branch

2 Digital Signatures (Class 2 & above) of officers who are duly authorized by Bank.

National E-Governance Services Ltd (NeSL) is providing e-BG functionality in BG issuing state. List of states offering e-BG is available in the circular.

Role of Branch/PLP/MCC:

Branches should ensure that only authorized official's (must be an authorized signatory) digital signatures should be affixed on the e-Stamp paper & no tempering should be done in case of digital signature.

Stamp charges should be checked at branch level.

All other operational guidelines issued by the Bank from time to time should be followed before issuance of e-BG.

Document ID should be filled as 1.

Before uploading the BG Bond, following information is to be filled in the BG Bond such as Name, Designation, GBPA No. However, as the BG Bond is to be signed digitally, signature field should be deleted from the form.

Insert a line as "This is an electronic Bank Guarantee. The same can be verified through 'nesl.co.in' by the beneficiary/applicant" in the Footer of every page of BG Bond.

10

Retail Lending Schemes

Home Loan (RABD Cir- 94/2026)

Scheme	Eligibility	Loan , Quantum of loan	Margin	Repayment / Repayment	Moratorium
Home loan RABD 94/2026 [Term Loan]	Individual & Joint owners (18-70 years) by permission of AGM PLP /CHCAC and above Income of Spouse, Earning Children, Parents (In case In-Laws, AGM PLP/CHCAC and above) can be added . Likely Rental Income (house rent) can be considered.	- For construction / addition / purchase of house or plot - Need Based - Land/Plot Purchase (Land or Plot) – 50 lakhs (AGM PLP/CHCAC - 100 L If metro or state capital ; ZOCAC and above - 300 L at all Centers, 500 L (if metro or state capital and project approved by housing board or Govt. Agency) should not exceed 60% of the eligible loan amount } Repair/Renovation/Alteration)- Minimum: 2 lakhs Maximum 100 Lakhs Furnishing – 25 % of HL (Maximum 100 Lakh) Pari-pasu charge – 50 Lakh (AGM PLP/CHCAC and above)	(A) LTV on RV: Up to 30L - 80% / 90% # (Higher Rate of Interest will be charged in such cases) 30L to 75L - 80% Above 75L and for Plot - 75% Or (B) 90% of Agreement Value Maximum loan amount shall be lower of A or B	30 years – building / buying a house, To buy flat, plot. 15 years – Repair/ Renovation / Alteration	- Ready-made house / flat plot - 3 month - repair/renovation/ alteration - 6 months - for house construction/ addition - 18 months - Under-construction flat/house by approved private builder- Upto 36 months plus remaining period of date of possession subject to a maximum moratorium period of 60 months. - In all other cases: Max. 36 months
			Salary 16/ABS Salaried Individuals- Form 16/ITR of last 2 years , latest salary slips, (CHCAC- without ITR)	Slips/ITR/Form Individuals- Form 16/ITR of last 2 years , latest salary slips, (CHCAC- without ITR)	Max. Permissible Deduction of GAS/I - up to 5 lakh - 50% - more than 5 lakh up to 10 lakh - 60% 10 L & above - 70% AGM PLP/CHCAC & above allowed 10% above limits.

			2 years ITR and Audited Balance Sheet (ABS) for other than salaried class (AGM PLP/ CHCAC & above→ 1 year)		
scheme	Eligibility —	Loan Amount / Quantum of Loan	purpose	Repayment / Repayment	Moratorium
'PNB GEN-NEXT HOUSING FINANCE SCHEME FOR PUBLIC'	40 Years Old, Salaried (Minimum 3 Years Experience) Min. Net monthly salary - Rs 35000 (Central / State Governm ent , PSUs, IT Professio nal).	1.25 times of HL eligibility ; minimum 20 lakh max - as required.	build a house /flat and to buy a ready to move in house /flat, from approved private builder to buy under-construction flats.	30 years	36 months plus remaining priod of possession, maximum 60 months.
'PNB MAX-SAVER" OVERDRAFT on monthly reducing Drawing Power basis .	As per housing loan scheme Prospective & Existing Borrowers whose account is regular, and complete disburse ment has been done	Minimum -> 10 lakh Maximum -> as per need Borrower falling under CRE are not eligible. Nature of facility: Overdraft on monthly reducing DP basis. Scheme code: Term Loan : TLMAX Ovrdraft: ODMAX	high income group Can be attracted, who are willing to take interest benefit Max saver with moratorium : TL and OD to be opened on same day. TL: upto moratorium, OD with initial limit Rs. 1 and DP as Zero	Drawing Power to be reduced on monthly basis to the extent of principal component of EMI so that OD is liquidated. Interest is to be recovered as and when levied. borrower can deposit an amount in addition to the EMI . Since the loan is given in the shape of OD , additional amount can also be withdrawn if required.	

“PNB SMART HOME LOAN”	The current customer should have sanctioned the loan at least 3 months before work, the account is regular, O/S balance is 25 lakh or more, and CIBIL – 700 or more.	EXTENT & NATURE OF LOAN As per previous sanction	Pnb Smart Home Loan can only be sanctioned by PLP and above.							
TOP-UP (OVERDRIFT/ TERM LOAN) TO HOUSING LOAN BORROWERS FOR PERSONAL NEEDS	All housing loan borrowers - new , existing , takeover cases (other than purchase of plot, under-construction house/ flat) NRI/PIO are not eligible Purpose- For personal needs	TL- Minimum- 2 Lakh Maximum- 250 Lakh OD-Minimum- 2 Lakh Maximum- 50 Lakh Further, Single Customer can avail Term Loan as well as Overdraft (OD upto RS. 50 lacs only), capping the maximum limit of Rs. 250.00 lacs Subject to <table><tr><td>If loan amount (i.e. current HL exposure+ Proposed OD)</td><td>realizable value of the property</td></tr><tr><td>up to 75 lakhs</td><td>80%</td></tr><tr><td>Above 75 lakhs</td><td>75%</td></tr></table>	If loan amount (i.e. current HL exposure+ Proposed OD)	realizable value of the property	up to 75 lakhs	80%	Above 75 lakhs	75%	ROI TL- RLLR+BSP+0.35% OD- RLLR+BSP+1.35%	TL/ OD - up to the duration of HL or till the age of 70 years, whichever is higher. (RABD 48/2025)
			If loan amount (i.e. current HL exposure+ Proposed OD)	realizable value of the property						
up to 75 lakhs	80%									
Above 75 lakhs	75%									
	if Interest not serviced within 7 days from the close of the month, the default amount will attract penal interest of 2% at the applicable rate for the period of insufficiency . If interest is not paid for more than 2 months, then OD will be recalled.									
PNB Yuva Ghar/ Home Loan (RABD: 94/04.06.2026)	18-35 years who are having an assured source of regular income	Term Loan Scheme code – TLYHL 50% of Processing fee/Documentation charges applicable on existing Home Loan scheme.	ROI Concession of 5 bps on applicable rate of interest for all eligible borrowers.							

viz. Salaried employee s, Professionals, Self Employed persons, business man, farmers etc. • Staff members are also eligible under Public Scheme.		based on CIC score of borrowers.		
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PMAY-u 2.0 (Pradhan Mantri Awas Yojana Urban 2.0) – NHB (Bank's MOU with NHB) RABD 24/2025

House in the name of the female head of the household or in the joint name of the male head of the household and his wife and only in cases when there is no adult female member in the family, the house can be in the name of male member of the household. In cases where the applicant is a widower, unmarried, separated person, or transgender, the house will be made in the individual's name.

• Economically Weaker Section (EWS) - Households having an annual income up to ₹3.0 lakh.
• Low Income Group (LIG) - Households having an annual income above ₹ 3 lakh and up to ₹ 6 lakh.
• Middle Income Group (MIG) - Households having an annual income above ₹ 6 lakh up to ₹ 9 lakh.
• Purpose: For purchase/ re-purchase/construction of house.
• Carpet Area : The carpet area of houses shall be up to 120 Sqmtr.
• Loan Amount : Maximum up to Rs. 25 lakhs. Subject to maintaining Loan to value (LTV) ratio and repaying Capacity.
• Interest Subsidy: Maximum release of interest subsidy of ₹1.80 lakh shall be provided to eligible beneficiaries having a loan tenure of more than five years.
• Households having income up to ₹9 lakh, loan value up to ₹25 lakh for property value up to ₹35 lakh would be eligible for a subsidy at 4.0 % on first ₹8 lakh for a tenure up to 12 years.
• Subsidy to the beneficiaries will be released in 5 equal yearly instalments.
• The subsidy under the scheme will be provided only once for a property.
• In case a borrower has taken a housing loan from one Bank/FI and later switches to another for balance transfer, such beneficiary will not be eligible to claim the benefit of interest subsidy again. Even if a person has not claimed interest subsidy from first Bank/FI, he/she shall not be eligible after balance transfer.

Only loan up to ₹25 lakh with the house value up to ₹35 lakh will be eligible for subsidy under this vertical.	
The interest subsidy shall be at the rate of 4% (four percent) on the principal amount of the home loan for EWS, LIG and MIG segment, admissible for a maximum loan amount of ₹8 (Eight) lakh, where maximum loan can be given up to ₹25 (Twenty-Five) lakh, where minimum tenure of loan should be for 5 (Five) years.	
However, if the loan size is below ₹8 (Eight) lakh, the subsidy will be limited to the loan amount. In no case Actual Subsidy will be more than ₹1.80 lakh.	
Detailed interest subsidy calculator can be accessed at https://pmaymis.gov.in/PMAYMIS2_2024/Content/html/Subsidy-Calculator.html	
Processing Fees/ Documentation Charges: Nil	
In lieu of the processing fee for housing loan for the borrower under the Scheme, Bank will be given a lump sum amount of ₹4,000 (Rupees Four Thousand only) per sanctioned application for EWS/LIG and MIG beneficiaries.	
Bank will not take any processing charge from the beneficiary for housing loans up to the eligible loan amount as per income criteria under the Scheme.	
Margin: Loan up to Rs. 25 lac: 15%	
Repayment Period:	
Up to age of 70 years or 30 years, including moratorium period, whichever is earlier.	
Further, for availing benefit of subsidy, minimum tenure should be 5 (Five) years.	
Repaying Capacity:	
GAS/I	Max. Permissible Deduction of GAS/I
Upto Rs.5.00 lakh	50%
Above Rs.5.00 lakhs upto Rs.6.00 lakhs	60%
Above Rs. 6.00 lakhs to Rs. 9.00 lakhs	70%
Further, AGM PLP, CHCAC can give Maximum 10% over & above the prescribed ceiling.	
Moratorium Period:	
For Construction of House: Till completion of construction or 18 months, from the date of disbursement of first installment of the loan, whichever is earlier (AGM PLP and CHCAC and above may further relax the moratorium period by six months).	
For purchase of ready built House/ flat: The repayment to start after the date of possession or 3 months from the date of advance, whichever is earlier.	
For under-construction flats/houses built by approved/un-approved private builders: Till possession is handed over to the purchaser (borrower); OR Maximum 48 months or as declared in RERA by the Builder/Developer whichever is lower from the date of disbursement of first installment of the loan; Whichever is earlier, subject to interest being collected on monthly basis (as and when debited) during the moratorium period.	
Security: Equitable/registered mortgage of the property.	
PNB Score: Min acceptable Score will be 50.	
Existing scoring model for PMAY U 1.0 will be used for this scheme as well.	
Central Nodal Agencies: MOU with NHB on 14.11.2024 to channelize subsidy to the our Bank.	

Education Loan (RABD 119/2025, RABD 06/2025, RAD 92/2022)

	SARASWATI	UDAAN	PRATIBHA	KOUSHAL	HONHAAR
Purpose	Pursue higher, professional and technical education in India.	Professional and technical studies abroad.	For students seeking admission in premier educational institutes in India (361 Premier Institutes)	For vocational education and training / skill development courses.	Delhi only (10 th and 12 th) -
loans	According to the loaning power, the power of branches – nil Loan: as per requirement	According to the loaning power, the power of branches – nil Loan: as per requirement	10 lakhs- annexure G, 15 lakhs (new IITs , IIMs) & annexure H list institutions as required	Minimum – 5000/- and Max – 7.5 lakh	Max 10 Lakh
repayment	15 years (Course duration + moratorium of 1 year extra)	15 years (course duration + moratorium of 1 year extra)	15 years (course duration + moratorium of 1 year extra)	50000 – 3 years ; 50001 to 1 lakh – 5 years ; Above 1 lakh to 7.5 lakh – 7 years (moratorium – 6 months (on courses up to 1 year) & 1 year (on courses above 1 year)	15 years (course duration + moratorium of 1 year extra)
margin	4 lakh - Nil; Above 4 lakhs 5%	4 lakh - Nil; Above 4 lakhs 15%	As per annexure in Circular	nil	nil
Reference	RABD 119/2025			RAD 06/2025	RAD 92/2022
security	Loans up to 7.5 lakhs are covered under CGFSEL (Credit Guarantee Fund Scheme on Education Loan) , property above 7.5 lakhs or Liquid Security Tangible Collateral security of suitable value acceptable to bank .				

Car Loan (RABD Circular 75/2026)

purpose	New / Old Car (which is not more than 3 years old and is not charged by any bank /not financed by any other bank) .
eligibility	Individuals & Business (Corporates & non-corporates), only one co-borrower can be added jointly . net monthly salary / pension / income in Individual and Sole Proprietorship firm - Rs 25000 , all existing customers whose banking relationship is satisfactory
Loan	- Individual and Sole Proprietorship Firm - 25 times of gross monthly income/ pension , Maximum 100 Lakh. Business - No maximum limit .
Income Proof	2 Years ITR/ABS (Balance Sheet)
Max. Permissible Deduction of GAS/I	- Up to Rs.50000 - 50 % - Aove Rs 50000 - 60% , AGM PLP/CHCAC & above allowed 10% above limits
repayment	New Car – 84 months ; Used Car - 60 Months (Age - 65 Years Max CHCAC -70 Years)

margin	- New car -15% on-road price; Used car(old vehicle) – 25% 10% on-road or nil- ex-showroom
Permissible Deduction	If GMS/I upto 50000→ 50% ; above 50000→60% (AGM PLP/ CHCAC can be increased by &above-10%)
guarantee	Can be taken for GMS/I less than 50000
Reimbursement	up to 1 month (up to 3 months – PLP Head & CHCAC and above)
JRC	VAHAN portal (https://vahan.nic.in)
PNB 551	It is necessary to take quarterly in irregular and NPA.

INSTA VEHICLE LOAN SCHEME (FOUR WHEELER & TWO WHEELER) FOR EXISTING HOMELOAN BORROWERS (RABD 75/2026)

purpose	Hassle free vehicle loan to existing 3 year old Home Loan borrowers with satisfactory track record, Without a single default in EMI
Facility	Term loan
Assessment of Limit	90% of the on-road price, subject to a maximum of 10 lakhs
repayment	100 months (Four Wheelers); 84 months (two wheeler)

Time Norms

Mortgage based loans (Housing Loan, OD/TL to Housing Loan borrowers for personal needs, My Property Loan, Reverse Mortgage) → 5 Days

Education Loan :

- 4 days for loans where mortgage is not required.
- 1 week for loans where mortgage is required.
- 2 weeks for loans falling under powers of CHCAC & above.

Non Mortgage based loan viz. Vehicle, Gold, Personal, Pension Loans → 3 दिन

PNB COMBO LOAN SCHEME (HOUSING LOAN + CAR LOAN) (RABD 75/2026)

eligibility	Home loan borrowers, sanction limit : 15 lakhs and above , new 4 wheelers only (No old vehicle allowed)
Income	Min Salary 50000/- (Salaried); 6 lakhs per annum (Professional, self employed, businessman) ; Car Loan up to 60% of Gross income
Margin/ amount	10% of on road price
repayment	Maximum remaining home loan tenure or 84 months , whichever is less.

PNB GREEN CAR (e-Vehicle) Loan (RABD 75/2026)

Purpose	A new electric car (reimbursement of 3 months old also possible)
Eligibility	Individuals & Business (Corporates & non-corporates), only one co-borrower can be added jointly Net monthly salary / pension / income in individual and sole proprietorship firm - Rs 25000, all existing customers whose banking relationship is satisfactory , no need to give income proof on giving security up to 110%. Term deposit.
Loan	Individual and Sole Proprietorship Firm - 25 times of gross monthly income/ pension , maximum 1 crore.

	Business - No maximum limit . Finance of old car not permitted in PNB Green Car (e-Vehicle) loan.
Income Proof	2 Years ITR/ABS (Balance Sheet)
Repayment	120 months ; Maximum 65 years extendable by 5 years CHCAC & above) ; 70 years in case of pensioner
Margin	10% on-road or nil- ex-showroom; In case of 25% reimbursement. (subsidy will be deposited in the loan account)
Permissible Deduction	GMS/I upto 50000 → 50%, above 50000→60% ; AGM PLP/ CHCAC can be increased by & above-10%)
Guarantee	Can be taken for less than GMS/I 50000. Scale-4 PLP Head & above can also waive.
Reimbursement	up to 1 month (up to 3 months – PLP Head & CHCAC and above)
JRC	VAHAN portal
PNB 551	It is necessary to take quarterly in irregular and NPA.

Insta Vehicle Loan Scheme (Four-Wheeler & Two-Wheeler) for existing Home Loan Borrowers)

Purpose	All existing home loan borrower accounts where the loan has run for minimum 3 years (excluding moratorium period) without a single default in EMI.
Loan	90% of on road price of Car/ two-wheeler, Maximum Rs. 10 lacs.
Repayment	Four Wheelers: 100 months Two Wheelers: 84 months
Penal charges	2% p.a. on overdue amount
Insurance	Vehicle to be comprehensively insured and cost to be borne by the borrower
JRC	VAHAN portal
Appraisal	Simplified process note

PNB SARTHI -Two Wheeler Loan [RAD Circular 81 /2023]

eligibility	18 to 65 years existing customer having satisfactory transactional relationship with the bank for more than 6 months or other bank customer with 1 year track record and having valid driving license. 70 years if pensioner from PNB (5 years more considered with permission of AGM PLP/CHCAC & above). Minimum net monthly salary / income – 10000 per month (including proposed loan installment).
Income Proof	2 Years ITR/Form 16
Loan	- Super bikes/hybrid two wheeler of 200 CC or more - 10 lakh - Incumbent PLP & above - can consider more than 10 lakhs. - all other (less than 200 CC) two wheelers - 1.50 lakh
R epayment	60 months (Motorcycle, Scooter and E-vehicle) 30 Months (Scooterate) 24 Months (Moped)
Guarantee	Upto 25000/- No guarantee , On loans above 25000: Suitable guarantee. (Guarantee can be waived with permission of Incumbent PLP/CHCAC and above).
Margin	Where salary is being disbursed by the bank, 10% of on-road price , otherwise 25%

PNB Power Ride – Two Wheeler [RAD Circular 81/2023]

Eligibility	Women (18-65 years) ; Minimum net monthly salary / income – 8000 per month (including proposed loan installment)
Income Proof	latest 3 salary slips or last year's ITR/form 16
Loan	max 60000
repayment	Maximum 36 months.
Guarantee	Suitable guarantee which is acceptable to the bank , any family member or third-party guarantee can be given.
Margin	10% ex showroom
ROI	RLLR+ BSP+ 1.90%

PNB Sahyog Loan (Personal Loan Scheme for Public/DOCTORS/SELF-EMPLOYED) [RABD 71/2026]

eligibility	All Govt/Semi Govt/PSU/School/College etc employees. LIC Agents below the age of 60 years, who have been in the agency for 5 years, and have a savings account in the bank.
Nature of facility	Term Loan , Overdraft (including reducing DP basis)
Income Proof	2 Years ITR/Form 16 or Salary Slip – 12 Months
Loan	24 times of Gross Monthly Salary , maximum Rs.20 lakh ;
Permissible Deduction	30000/- →50% ; 30000/- Above →60% ; Minimum take home Metro/Urban - 15000/- ; Semi Urban/Rural - 10000/-
repayment	maximum 72 months ,
guarantee	Suitable guarantee which is acceptable to the bank, any family member or third-party guarantee can be given.
margin	nil
security	Suitable guarantee, (Incumbent PLP and CHCAC and above may relax) & In Case Applicant is confirmed/Permanent Employee of Central/State Govt./PSU & having Salary Account with us 7 Salary of more than 75000/- credited in last three month then Sanctioning Authority, of any scale may waive guarantee on merits of case.);

Doctor's Delight: [RABD Circular No. 71/2026]

Eligibility	Professionally qualified practicing/serving Doctors (BDS, MBBS & above only) Whose annual income (Net) 5 lakh and above.
Nature of facility	Term Loan , Overdraft (including reducing DP basis)
Income Proof	2 Years ITR/Form 16 or Salary Slip – 12 Months
Loan	Minimum - 2 lakh , maximum 30 lakh
margin	Zero
repayment	Maximum 84 months (up to 65 years ; AGM PLP & CHCAC & above -70 Years)
security	Third party Guarantee or 100% Security.

Self-Employed: [RABD Circular No. 71/2026]

Eligibility	CA/CS, Data Analysts, Architect/ Valuers, LIC Agents, Engineers, Software Developers and Financial Consultants only. (CIBIL-750 & above)
Nature of facility	Term Loan
Income Proof	ITR of last 2 years be perused to ascertain the gross annual income.

Loan	10 times of average Gross monthly income of last two years with a maximum of Rs.5.00 Lakh.
margin	Zero
repayment	Maximum 60 EMIs or up to 65 years whichever is earlier.
security	Third party Guarantee having minimum gross annual income (GAI) of Rs. 6.00 lakhs for the last two years.

PNB Aabhar Rin - Personal (Pension) Loan For Pensioners [RAD Cir No. 96/2024]

eligibility	All the pensioners are eligible under this scheme , an undertaking will be given from all that they will not change their disbursing bank without the permission of the bank.		
Nature of facility	Term Loan , Overdraft (including reducing DP basis)		
Income Proof	2 Years ITR/Form 16 or Salary Slip – 12 Months		
Loan	Minimum Rs 25000		
	borrower age	General Pensioners	Defense Pensioners
	up to 70 years	18 times of net monthly pension or maximum 10 Lakh, whichever is less	20 times of net monthly pension or maximum of 10 Lakh , whichever is less
	Above 70 years and up to 75 years	18 times of net monthly pension or maximum of 7.5lakhs , whichever is less	20 times of net monthly pension or maximum of 7.5 lakhs , whichever is less
	75years	12 times of net monthly pension or maximum of 5 lakhs , whichever is less	
margin	Zero		
Repayment	Maximum 60 months or till the borrower pensioner attains the age of 78 years , whichever is earlier.		
Security	family pensioner or earning children or suitable TPG		
ROI	RLLR+2.50%		

PRE APPROVED PERSONAL LOAN TO EXISTING CUSTOMER (CENTRAL GOVT./STATE GOVT./ PSU EMPLOYEES/ PVT. EMPLOYEES) – PAPL RAD 46/2025

eligibility	- Government employees or government undertaking employees / private employees whose salary account is maintained with us. 10 months out of the last 12 months is credited to the salary account of the subscriber. Credit is mandatory for any two months out of the last three months. Apart from this , the salary of the previous month should also be compulsorily deposited in the account .
MINIMUM QAB	No QAB required up to 5 lakh loan, for loan above 5 lakh QAB 10000/- (up to 4 quarters)
Maximum Permissible deduction	60% of the average gross salary of the last 12 months; Minimum Take Home Salary (Rs. 10000/- at all centres)
Loan	12 months, Avg. of salary deposited in 10 months. 10 times ; Minimum - 25000 / - Maximum - 20.00 lakhs (in case of government employees) , 6 lakhs for private employees.
repayment	72 months
E -Signing	e-signing & e - stamping waived (OTP based) on loans up to Rs.8 lakh ; E-Signing & E - Stamping Mandatory (Aadhaar OTP Based) above 8 Lakhs up to 8 Lakhs .
Where to process	PNB One , Internet Banking to PAPL , https://instal loans.pnb india.in and Bank's corporate website pnb india .in

PRE-APPROVED PERSONAL LOAN TO EXISTING CAR LOAN, HOME LOAN AND PERSONAL LOAN BORROWERS (RAD Cir.No. 46/2025)

Eligibility	Existing Car Loan (3 years old Regular), Home Loan (above 7.50 Lakhs , 3 years old) and Personal Loan (3 years old) borrower for personal use , should never have been in SMA-1 or 2.
Mode	online digital
Nature of facility	term loan
Loan	3) 25000/- →Maximum Rs.8 lakh ; 4) The difference of original disbursement and the current outstanding of the Car/Home/Personal Loan ; Whichever is less of 1 or 2.
CIC Score	750 and above
repayment	Maximum 72 EMI's or whichever is less till the age of 65 years.

PRE-APPROVED PERSONAL LOAN TO PNB EXISTING CUSTOMERS HAVING DEPOSIT RELATIONSHIP WITH US ON THE BASIS OF QAB & TRV (RAD Cir.No. 46/2025)

eligibility	6. TRV based : Age 18-60 years (1 year old relationship), 20000/- and above deposits have been deposited in 10 months out of 12 months . Credit (20000/- and above) is mandatory for any two months out of the last three months . Apart from this , the last month's salary should also compulsorily be deposited in the account 20000 / - and above . SMA-1/2/ NPA & Personal loan borrower letter no. 7. QAB Based : Age 18-60 years (1 year old relationship, Consistent QAB for last 12 months>= Rs. 30,000/- (4 quarters), Operative Saving Accounts customers with at least 1 year of account relationship with the Bank., Exclude last 18-month SMA1/SMA2/NPA customers, Annual household income should be greater than Rs 3.00 lakhs.
CIC Score	700 (-1/0) in case of TRV , 750 and above in case of QAB
Exception for credit entry	Cash deposit , transaction in account of a cust_id , FD/RD closure transaction , deposit entry with difference of more than 20% from previous month.
mode	digital in term loan
Loan	1) In case of TRV, out of 12 months, in 10 months Avg. 10 times ; 2) In case of QAB, 1.25 times the average of QAB of last 4 quarters ; Minimum – 25000/- Maximum – 4.00 Lakhs ; Net take home deposit after the loan installment- 40% of total deposit and at least 10000/- .
repayment	72 months , up to a maximum age of 65 years.
E -Signing	e-signing & e - stamping digitally on loans up to Rs.4 lakh;
Where to process	PNB One , Internet Banking to PAPL , https://instal loans.pnbindia.in and Bank's corporate website pnbindia . in

PNB myProperty Loan [RABD 73/2026]

Purpose	All purposes other than speculative purposes
eligibility	Individual and joint borrowers, who have immovable property to mortgage , and sufficient income to repay .
Income	Salary - 25000 monthly ; Others (self-employed) – 3 lakhs per annum (for last 3 years)
Loans	Minimum - Rs 2 lakh , Maximum - Rs 2500 lakh

Repayment	- Term Loan - Maximum 180 months or till the age of 70 years , whichever is earlier. - Overdraft (reducing DP) – 15 years subject to review once in 3 year or till the age of 70 years , whichever is earlier. (AGM PLP/CHCAC & above - consider repayment tenure according to the age of co-borrower who is not a co-owner, maximum upto the age of 70 years or 15 years whichever is earlier)			
limit setting	65% of the realizable value of the property			
Repayment Capacity _		Monthly Salary / Income income)	Maximum permissible deduction /Max allowable deductions	
		1 lakh	60%	
		above Rs.1 lakh	70%	
Income Proof	latest salary slip or ITR/form 16/ audited balance sheet of last 3 years			
Security	Equitable or registered mortgage Immovable property whose residual life is at least 25 years. If half of the property is on rent , then only the self-occupied portion will be financed .			

PNB Baghban (Reverse Mortgage) [RAD Cir No. 78/2023]

Purpose	Personal/Medical Expenses
Eligibility	60 years or more (Joint Borrower spouse – 58 years and above)
Loans	up to 1 crore
Repayment	6 months after the death of the couple.
Margin	20%
Security	Residual Life of the property – 20 years minimum

Gold Loan [RAD Cir no. 100/2022]

Purpose	Personal use
Nature of facility	Demand Loan , Overdraft
Loans	Minimum - 25000 rupees , maximum 25 lakhs.
Repayment	12 months
Margin	30 % in case of one time payment ; 25% interest paid as and when applicable.
Security	Gold ornaments will be pledged

Loan Against Fixed Deposit [L&A 39/2021]

➤ Rupee Deposits (including NRE) in the name of the borrower given on Gaya Advance :

S.no.	advance giving time maturity Of	margin % (the minimum)
–	remaining duration	
1	Advance against Deposit (remaining period maturity)	
	▶ Upto 2 years	5.00%
	▶ 2 to 3 years	7.50%
	▶ 3 to 4 years	10.00%

2	4 to 5 years	12.00%
	5 years and more	20.00%
3	Advance against third Party fixed deposit	25.00% (minimum)
4	advance to Staff Members/ Retired /Voluntary retired /the widow of staff	
	Upto Rs. 10 Lakh	5.00%
	Rs. 10 lakh and more	As applicable to the public
5	Advance against FCNR(B) deposits	
	up to 1 year	10%
	more than 1 year up to 2 years	20%
	more than 2 years	30%
6	Advance against third party FCNR(B) deposits	
	up to 2 years	20%
	more than 2 years	30%
6	NRO Fixed Deposit	25%

- If there is any shortfall in the minimum margin after such loan/advance has been granted, the bank has the option of asking the borrower to meet the shortfall in the minimum margin or prematurely close the term deposit by giving due notice to the borrower. Ask to clear the outstanding balance of the loan/advance.
- such fixed deposits on which TDS is made, the total tax to be deducted under section 194A of Income Tax on interest of such fixed deposit is also to be reduced from the amount of advance/DP/limit .

➤ Rate of interest-

advance	Rate of interest
Advance against fixed deposit standing in the name of the borrower	1% above the rate offered on deposits
Others / Third Party Deposits	2% above the rate offered on deposits subject to minimum RLLR Ho
FCNR(B) deposits (in the name of the borrower and jointly)	RLLR
Advance against FCNR(B) deposits to third parties	RLLR + 1%
Staff Members /Respectfully Retired /Voluntary Retired /Staff Of Widow Of For	
Advance up to Rs.10 lakh	as per deposit rate
Advances above Rs 10 lakh	As applicable to the public

Online Overdraft Facility (e- OD) through PNB ONE Only against Fixed Deposit Opened through Branches i.e. Offline FD & fixed Deposit opened through Digital Mode (PNB One/IBS) (e-FD)

	Offline FD			Online FDs		
Eligible Fixed Deposit	FD opened from branch in single name , No loan on Tax Saver Scheme, Capital Gains Scheme and already mortgaged FD.			Open e - FD online in single name , No loan on Tax Saver Scheme, Capital Gains Scheme and already mortgaged FD.		
Amount of Advance	Min → 25000 and maximum 50 lakh			Min → 25000 and maximum 50 Lakh.		
Advance periods	Till Maturity of FD			Maximum 3 years or till maturity of FD whichever is less.		
Margin	Maturity period up to 3 years	10%		for general public	Maturity period up to 2 years	5%

Interest
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PNB Green Home Loan-PNB Harit Niwas Scheme [RABD Cir no. 64/2026, 94/2026]

Purpose	Providing loans to: New/existing borrowers: i. For purchase of ready to move in house/flat etc. certified as Green Building ii. For construction of House/flat etc. certified as Green Building; iii. For purchase of under construction flat of approved private builder certified as Green Building. iv. Existing Home Owners who want to repair/ renovate/retrofit, to make it a Green Building. v. Takeover of Housing Loan accounts from other Banks / Financial Institutions for projects certified as Green building
Rate of Interest (ROI)	ROI will be 0.10% less than the rate of interest normally charged under existing PNB Home loan scheme for public at Floating ROI, on submission of Green Building certificate. • Concessional ROI will be applicable under Floating option only.
Eligibility for Buildings	Housing projects/buildings should be certified as Green building/ should have applied for Green Building certificate from government recognized rating agencies: → • Indian Green Building Council (IGBC) • Green rating for Integrated Habitat Assessment (GRIHA) • Leadership in energy and Environmental design managed by Green Business Certification Inc. (GBCI) – LEED
Maximum Permissible Deduction (MPD) of GAS/ Scheme Code	Keeping in view the savings in utility bills etc. in Green buildings, higher deductions to the extent of 5% in Maximum Permissible Deduction as compared to Existing Home Loan (HL) TLGHL
Processing Fee & Documentation Charges	Nil
New CBS menu 'GREENFIN'	New menu 'GREENFIN' is customized in CBS, for addition, inquiry, modification of Green certificate details related to account. Green certificate details will be pushed in the menu from LENS. Branch users will be allowed to Add/Inquire/Modify/Cancel in GREENFIN menu. Verification will be done by ZC user only, at Circle office.

11

P S Guidelines & Agriculture Schemes

Priority Sector Means those sector which government and RBI considers as important for development of country and are to be given priority over the other sectors.

- Priority sector started gaining popularity in 1972, right after the National Credit Council's plea that commercial banks should give more emphasis to the priority sector.
- Initially, in 1974, the commercial banks were given a target of 33.33% of their total credit should be driven towards the priority sector.
- Following the recommendations of Dr K S Krishnaswamy Committee, this target was later revised to 40% of the total credit given by the banking institutions.
 - The latest revision in priority sector lending targets was made in 2012 by the M V Nair Committee.

The categories under priority sector are as follows:

- Agriculture**
- Micro, Small and Medium Enterprises**
- Export Credit**
- Education**
- Housing**
- Social Infrastructure**
- Renewable Energy**
- Others**

Computation of ANBC	
Bank Credit in India	I
Bills Rediscounted with RBI and other approved Financial Institutions	II
Net Bank Credit (NBC)*	III(I-II)
Outstanding Deposits under RIDF and other eligible funds with NABARD, NHB, SIDBI and MUDRA Ltd on account of priority sector shortfall + outstanding PSLCs	IV
Eligible amount for exemptions on issuance of long-term bonds for infrastructure and affordable housing	V
Advances extended in India against the incremental FCNR (B)/ NRE deposits, qualifying for exemption from CRR/ SLR requirements, as per the RBI	VI
Investments made by public sector banks in the Recapitalization Bonds floated by Government of India	VII
Other investments eligible to be treated as priority sector (e.g. investments in securitized assets)	VIII
Bonds/debentures in Non-SLR categories under HTM category	IX
ANBC	III + IV - (V+VI+VII) + VIII - IX



Computation of Adjusted Net Bank Credit (ANBC):

Advances extended in India against the fresh FCNR (B) / NRE deposits (including deposits that are renewed upon maturity), qualifying for exemption from Cash Reserve Ratio (CRR) and Statutory Liquidity Ratio (SLR) requirements, as per the Reserve Bank of India (Cash Reserve Ratio and Statutory Liquidity Ratio) Second and Third Amendment Directions dated June 08, 2026, and June 19, 2026, as applicable to various banks.

Note: The amount to be excluded from ANBC for computation of priority sector targets shall not exceed the fresh FCNR (B) / NRE deposits eligible for exemption from maintenance of CRR / SLR in terms of the above directions.

Targets under Priority Sector:

Categories	Domestic commercial banks (excl. RRBs & SFBs) & foreign banks with 20 branches and above	Foreign banks with less than 20 branches	Regional Rural Banks	Small Finance Banks
Total Priority Sector	40 per cent of ANBC as computed in para 3 above or CEOBSE whichever is higher	40 per cent of ANBC as computed in para 3 above or CEOBSE whichever is higher; out of which up to 32% can be in the form of Export Credit and not less than 8% can be to any other priority sector	75 per cent of ANBC as computed in para 3 above or CEOBSE whichever is higher; However, lending to Medium Enterprises, Social Infrastructure and Renewable Energy shall be reckoned for priority sector achievement up to 15 per cent of ANBC only	60 per cent of ANBC as computed in para 3 above or CEOBSE whichever is higher.
Agriculture	18 per cent of ANBC or CEOBSE, whichever is higher. Within this target, 14 percent is prescribed for Non-Corporate Farmers (NCFs), out of which a target of 10 percent is prescribed for SMFs.	Not applicable	18 per cent ANBC or CEOBSE, whichever is higher. Within this target, 14 percent is prescribed for NCFs, out of which a target of 10 percent is prescribed for SMFs.	18 per cent ANBC or CEOBSE, whichever is higher. Within this target, 14 percent is prescribed for NCFs, out of which a target of 10 percent is prescribed for SMFs.
Micro Enterprises	7.5 per cent of ANBC or CEOBSE, whichever is higher	Not applicable	7.5 per cent of ANBC or CEOBSE, whichever is higher	7.5 per cent of ANBC or CEOBSE, whichever is higher
Advances to Weaker Sections	12 percent of ANBC or CEOBSE, whichever is higher	Not applicable	15 per cent of ANBC or CEOBSE, whichever is higher	12 percent of ANBC or CEOBSE, whichever is higher

Adjustments for weights in PSL Achievement:

- To address regional disparities in the flow of priority sector credit at the district level, it was decided to rank districts on the basis of per capita credit flow to priority sector and build an incentive framework for districts with comparatively lower flow of credit and a dis-incentive framework for districts with comparatively higher flow of priority sector credit.
- With effect from FY 2024-25, a higher weight (125%) shall be assigned to the incremental priority sector credit in the identified districts where the credit flow is comparatively lower (per capita PSL less than ₹9,000), and a lower weight (90%) will be assigned for incremental priority sector credit in the identified districts where the credit flow is comparatively higher (per capita PSL greater than ₹42,000).

(A). Agriculture: The lending to agriculture sector will include Farm Credit (Agriculture and Allied

Activities), lending for Agriculture Infrastructure and Ancillary Activities.

(A).1 Farm Credit - Individual farmers:

- This category comprises of Loans to individual farmers [including Self Help Groups (SHGs) or Joint Liability Groups (JLGs) i.e., groups of individual farmers, provided banks maintain disaggregated data of such loans] and proprietorship firms of farmers, directly engaged in agriculture and allied activities. Such loans will include:
 - i. Crop loans including loans for traditional/non-traditional plantations, horticulture and allied activities.
 - ii. Medium and long-term loans for agriculture and allied activities (e.g. purchase of agricultural implements and machinery and developmental loans for allied activities).

- iii. Loans for pre and post-harvest activities viz. spraying, harvesting, grading and transporting of own farm produce.
 - iv. Loans to distressed farmers indebted to non-institutional lenders.
 - v. Loans under the Kisan Credit Card Scheme.
 - vi. Loans to small and marginal farmers (SMFs) for purchase of land for agricultural purposes.
 - vii. Loans against pledge/hypothecation of agricultural produce (including warehouse receipts) for a period not exceeding 12 months subject to a limit up to ₹90 lakh against Negotiable Warehouse Receipt (NWRs)/Electronic Negotiable Warehouse Receipt (eNWRs) and up to ₹60 lakh against warehouse receipts other than NWRs/eNWRs.
 - viii. Loans to farmers for installation of stand-alone solar agriculture pumps and for solarisation of grid connected agriculture pumps.
 - ix. Loans to farmers for installation of solar power plants on barren/fallow land or in stilt fashion on agriculture land owned by farmer.
- **(A).2 Farm Credit** - Corporate farmers, Farmer Producer Organisations/Companies (FPOs)/(FPCs) Companies of Individual Farmers, Partnership firms and Cooperatives of farmers engaged in Agriculture and Allied Activities
- a) Loans for the following activities, subject to an aggregate limit of ₹4 crore per borrowing entity, will be eligible:
 - (i) Crop loans to farmers which will include traditional/non-traditional plantations and horticulture and loans for allied activities.
 - (ii) Medium and long-term loans for agriculture and allied activities (e.g. purchase of agricultural implements, technological solutions, machinery and developmental loans for allied activities).
 - (iii) Loans for pre and post-harvest activities viz. spraying, harvesting, grading and transporting of their own farm produce.
 - b) Loans up to ₹4 Crore against pledge/hypothecation of agricultural produce (including warehouse receipts) for a period not exceeding 12 months against NWRs/eNWRs and up to ₹2.5 Crore against warehouse receipts other than NWRs/eNWRs.
 - c) Loans up to ₹10 Crore per borrowing entity to FPOs/FPCs undertaking farming with assured marketing of their produce at a pre-determined price.
 - d) Loans up to ₹10 crore for purchase of the produce of members directly engaged in agriculture and allied activities.
- **(A).3 Agriculture Infrastructure:** Loans for agriculture infrastructure will be subject to an aggregate sanctioned limit of ₹100 Crore per borrower from the banking system.
- **(A).4 Ancillary Services:**
- a) The following shall be eligible to be classified in this category:
 - (i) Loans specified in Appendix-II (An indicative list of eligible activities under Agriculture infrastructure and Ancillary activities is given at Page No. 33 of AGRICULTURE DIVISION CIRCULAR NO. 34/2025)
 - (ii) Loans up to ₹50 crore to Start-ups, as per definition of Ministry of Commerce and Industry, Govt. of India that are engaged in agriculture and allied services.
 - (iii) Loans for Food and Agro-processing up to an aggregate sanctioned limit of ₹100 crore per borrower from the banking system.
 - (iv) Export credit to the agriculture sector, including pre-shipment and post-shipment export credit (excluding off-balance sheet items) as defined in the Master Circular on Rupee/Foreign Currency Export Credit and Customer Service to Exporters issued vide DBR No.DIR.BC.14/04.02.002/2015-16 dated July 1, 2015 and updated from time to time.
 - (v) Outstanding deposits under RIDF and other eligible funds with NABARD on account of priority sector shortfall.
 - b) The eligible activities under ancillary services and food and Agro-processing is given in Appendix II and Appendix III, respectively.
- **(A).5 Eligibility criteria for categorization as lending to Small and Marginal Farmers (SMFs)**

- For the purpose of computation of achievement of the sub-target, Small and Marginal Farmers will include the following:
 - (i) Farmers with landholding of up to 1 hectare (Marginal Farmers).
 - (ii) Farmers with a landholding of more than 1 hectare and up to 2 hectares (Small Farmers).
 - (iii) Landless agricultural labourers, tenant farmers, oral lessees and sharecroppers whose share of landholding is within the limits prescribed for SMFs.
 - (iv) Loans to Self Help Groups (SHGs) or Joint Liability Groups (JLGs), i.e. groups of individual SMFs directly engaged in agriculture and allied activities, provided banks maintain disaggregated data of such loans.
 - (v) Loans up to ₹2.5 lakh to individuals solely engaged in Allied activities without any accompanying land holding criteria.
 - (vi) Loans to FPOs/FPCs of individual farmers and co-operatives of farmers directly engaged in Agriculture and Allied Activities where the land-holding share of SMFs is not less than 75 per cent, subject to loan limits prescribed in para (A).2.

■ **(A).6 Lending by banks to NBFCs and MFIs for on-lending in agriculture**

- (i) Bank credit extended to registered NBFC-MFIs and other MFIs (Societies, Trusts etc.) which are members of RBI recognised SRO for the sector, for on-lending to individuals and also to members of SHGs / JLGs will be eligible for categorisation as priority sector advance under respective categories of agriculture.
- (ii) Bank credit to registered NBFCs (other than MFIs) towards on-lending for 'term lending' component under agriculture will be eligible for PSL classification up to ₹10 lakh per borrower.

■ **(B). Micro, Small and Medium Enterprises (MSMEs)**

- (i) The definition of MSMEs shall be as given in the Master Direction – Lending to Micro, Small & Medium Enterprises (MSME) Sector FIDD.MSME & NFS.12/06.02.31/2017-18 dated July 24, 2017 as updated from time to time.
- (ii) All bank loans to MSMEs shall qualify for classification under priority sector lending.
- (iii) Loans up to ₹50 crore to Start-ups, as per definition of Ministry of Commerce and Industry, Govt. of India that conform to the definition of MSME, shall also be eligible to be classified under this category.

■ **(B).1 Factoring Transactions**

- (i) 'With recourse' factoring transactions by bank which carry out the business of factoring departmentally wherever the 'assignor' is a Micro, Small or Medium Enterprise would be eligible for classification under MSME category on the reporting dates.
- (ii) Factoring transactions pertaining to MSMEs taking place through the Trade Receivables Discounting System (TReDS) shall also be eligible for classification under priority sector.

■ **(B).2 Other Loans eligible to be classified under PSL in the MSME category - These include:**

- (i) All loans to units in the Khadi and Village Industries sector, which shall be categorised as lending to micro enterprises.
- (ii) Loans to entities involved in assisting the decentralized sector in the supply of inputs and marketing of output of artisans, village and cottage industries.
- (iii) Loans to co-operatives of producers in the decentralized sector viz., artisans, village and cottage industries.
- (iv) Export credit to the MSME sector, including pre-shipment and post-shipment export credit (excluding off-balance sheet items) as defined in the Master Circular on Rupee/Foreign Currency Export Credit and Customer Service to Exporters, issued vide DBR No.DIR.BC.14/04.02.002/2015-16 dated July 1, 2015 and updated from time to time.
- (v) Loans by banks to NBFC-MFIs and other MFIs (Societies, Trusts, etc.) which are members of RBI recognised SRO for the sector, for on-lending to the MSME sector, borrowers being individuals and members of SHGs/ JLGs.

- ❖ (vi) Loans to registered NBFCs (other than MFIs) for on-lending to micro and small enterprises up to Rs.20 lakh per borrower.
- ❖ (vii) Overdraft to Pradhan Mantri Jan-Dhan Yojana (PMJDY) account holders as per limits and conditions prescribed by Department of Financial Services, Ministry of Finance from time to time, which shall be categorised as lending to Micro Enterprises.
- ❖ (viii) Outstanding deposits with SIDBI and MUDRA Ltd. on account of priority sector shortfall.

❖ (C). Export Credit

- ❖ (i) Export credit includes pre-shipment and post-shipment export credit (excluding offbalance sheet items) as defined in Master Circular on Rupee Foreign Currency Export Credit and Customer Service to Exporters, issued vide DBR No.DIR.BC.14/04.02.002/2015-16 dated July 1, 2015 and updated from time to time.
- ❖ (ii) Export credit to agriculture and MSME shall be eligible for classification as PSL in the respective categories.
- ❖ (iii) Export Credit (other than that classified under agriculture and MSME) shall be eligible for classification as priority sector lending as per the following table:

❖ Domestic banks / WoS of Foreign banks / SFBs / UCBs	❖ Foreign banks with 20 branches and above	❖ Foreign banks with less than 20 branches
❖ Incremental export credit over corresponding date of the preceding year, up to 2 per cent of ANBC or CEOBSE whichever is higher, subject to a sanctioned limit of up to ₹50 crore per borrower.	❖ Incremental export credit over corresponding date of the preceding year, up to 2 percent of ANBC or CEOBSE whichever is higher.	❖ Export credit up to 32 per cent of ANBC or CEOBSE whichever is higher.

❖ (D) Education:

- ❖ Loans to individuals for educational purposes, including vocational courses, not exceeding ₹25 lakh will be considered as eligible for priority sector classification.

❖ (E). Housing:

- ❖ a) Bank loans to Housing sector as per limits prescribed below are eligible for priority sector classification:
- ❖ (i) Loans to individuals for purchase/construction of a dwelling unit per family, subject to the following limits:

❖ Category	❖ Loan Limit (Amount in Lakhs)	❖ Maximum Cost of Dwelling Unit (Amount in Lakhs)
❖ Centres with population of 50 lakh and above	❖ 50	❖ 63
❖ Centres with population of 10 lakh and above but below 50 lakh	❖ 45	❖ 57
❖ Centres with population below 10 lakh	❖ 35	❖ 44

- ❖ (ii). Housing loans to banks' own employees will not be eligible for classification under the priority sector.
- ❖ (iii) Since, Housing loans which are backed by long term bonds are exempted from inclusion in ANBC, these loans shall not be classified under priority sector.
- ❖ b) Loans for repair of damaged dwelling units shall be eligible for priority sector classification subject to the following limits:

❖ Category	❖ Loan Limit (Amount in Lakhs)	❖ Maximum Cost of Dwelling Unit (Amount in Lakhs)
❖ Centres with population of 50 lakh and above	❖ 15	❖ 63

Centres with population of 10 lakh and above but below 50 lakh	12	57
Centres with population below 10 lakh	10	44

- c) Bank loans to any governmental agency for construction of dwelling units or for slum clearance and rehabilitation of slum dwellers subject to dwelling units with carpet area of not more than 60 sq.m.
- d) Bank loans for affordable housing projects using at least 50% of FAR/FSI for dwelling units with carpet area of not more than 60 sq.m.
- e) Outstanding deposits with NHB on account of priority sector shortfall.

• (F). Social Infrastructure:

- Bank loans to social infrastructure sector as per limits prescribed below are eligible for priority sector classification
- a) Loans up to a limit of ₹8 crore per borrower for setting up schools, drinking water facilities and sanitation facilities including construction/refurbishment of household toilets and water improvements at household level, etc.
- b) Loans up to a limit of ₹12 crore per borrower for building health care facilities in Tier II to Tier VI centres.
- c) Loans to MFIs extended for onlending to individuals and also to members of SHGs/JLGs for water and sanitation facilities.

• (G). Renewable Energy

- Bank loans up to a limit of ₹35 crore to borrowers for renewable energy based power generators and for renewable energy based public utilities, viz., street lighting systems, remote village electrification etc., will be eligible for Priority Sector classification. For individual households, the loan limit will be ₹10 lakh per borrower.

• (H). Others

- The following loans upto the prescribed limits are eligible for priority sector classification:
- a) Loans provided directly by banks to individuals and individual members of SHGs/JLGs satisfying the criteria as prescribed in Master Direction on Regulatory Framework for Microfinance Loans Directions, dated March 14, 2022.
- b) Loans not exceeding ₹2.00 lakh provided by banks to SHG/JLG for activities other than agriculture or MSME, viz., loans for meeting social needs, construction or repair of house, construction of toilets or any viable common activity started by SHGs.
- c) Loans to distressed persons [other than distressed farmers indebted to noninstitutional lenders] not exceeding ₹1.00 lakh per borrower to prepay their debt to non-institutional lenders.
- d) Loans sanctioned to State Sponsored Organisations for Scheduled Castes/ Scheduled Tribes for the specific purpose of purchase and supply of inputs and/or the marketing of the outputs of the beneficiaries of these organisations.
- e) Loans up to ₹50 crore to Start-ups, as per definition of Ministry of Commerce and Industry, Govt. of India that are engaged in activities other than Agriculture or MSME.

• (I). Weaker Sections

- a) Priority sector loans to the following borrowers will be considered as lending to Weaker Sections (overlapping category):
 - (i) Small and Marginal Farmers
 - (ii) Artisans, village and cottage industries where individual credit limits do not exceed ₹2 lakh

- ❖ (iii) Beneficiaries under Government Sponsored Schemes such as National Rural Livelihood Mission (NRLM), National Urban Livelihood Mission (NULM) and Self Employment Scheme for Rehabilitation of Manual Scavengers (SRMS)
- ❖ (iv) Scheduled Castes and Scheduled Tribes
- ❖ (v) Beneficiaries of Differential Rate of Interest (DRI) scheme
- ❖ (vi) Self Help Groups/Joint Liability Groups
- ❖ (vii) Individuals and individual members of SHGs/JLGs, satisfying criteria as prescribed in Master Direction on Regulatory Framework for Microfinance Loans Directions, dated March 14, 2022
- ❖ (viii) Individual women beneficiaries up to ₹2 lakh per borrower
- ❖ (ix) Distressed farmers indebted to non-institutional lenders
- ❖ (x) Distressed persons other than farmers, with loan amount not exceeding ₹1 lakh per borrower to prepay their debt to non-institutional lenders
- ❖ (xi) Persons with disabilities
- ❖ (xii) Transgenders
- ❖ (xiii) Minority communities as may be notified by Government of India from time to time.
- ❖ b) Overdraft availed by PMJDY account holders as per limits and conditions prescribed by Department of Financial Services, Ministry of Finance from time to time may be classified under loans to Weaker Sections.
- ❖ c) In States, where one of the minority communities notified is, in fact, in majority, item (xiii) will cover only the other notified minorities. These States/ Union Territories are Punjab, Meghalaya, Mizoram, Nagaland, Lakshadweep and Jammu & Kashmir.

MISCELLANEOUS

- ❖ **(1) Investments by banks in Securitisation Notes:**
- ❖ Investments by banks in 'Securitisation Notes', representing loans to various priority sector categories, except 'others' category, are eligible for classification under the respective categories of priority sector depending on the underlying assets, subject to following conditions:
 - ❖ (i) The assets are originated by banks and financial institutions and are eligible to be classified as priority sector advances prior to securitisation and fulfil the Reserve Bank of India guidelines on 'Securitisation of Standard Assets' issued vide Master Directions DOR.STR.REC.53/21.04.177/2021-22 dated September 24, 2021 as updated from time to time.
 - ❖ (ii) Investment by banks in securitisation notes with loans against gold jewellery originated by NBFCs as underlying, are not eligible for priority sector status.
- ❖ **(2) Transfer of Assets through Direct Assignment /Outright purchase**
- ❖ Assignment/outright purchase of pool of assets by banks representing loans under various priority sector categories, except the 'others' category, will be eligible for classification under the respective categories of priority sector, subject to the following conditions:
 - ❖ (i) The assets are originated by banks and financial institutions and are eligible to be classified as priority sector advances prior to the purchase and fulfil the Reserve Bank of India guidelines on 'Transfer of Loan Exposures' issued vide Master Directions DOR.STR.REC.51/21.04.048/2021-22 dated September 24, 2021 as updated from time to time.
 - ❖ (ii) Bank shall report the outstanding amount actually disbursed to priority sector borrowers and not the premium embedded amount paid to the seller.
 - ❖ (iii) Loans against gold jewellery acquired by banks from NBFCs are not eligible for priority sector status.
- ❖ **(3). Inter Bank Participation Certificates (IBPCs)**
- ❖ (i) IBPCs bought by banks, on a risk sharing basis, are eligible for classification under the respective categories of priority sector categories, provided the underlying assets are eligible to be classified under the respective priority sector and the banks fulfil the Reserve Bank of India guidelines on IBPCs issued vide circular DBOD.No.BP.BC.57/62-88 dated December 31, 1988 and updated from time to time.
- ❖ (ii) IBPCs bought by banks on risk sharing basis relating to 'Export Credit' as per Para 8, shall be classified from purchasing bank's perspective for priority sector categorization. However, in such a scenario, the issuing bank shall certify that the underlying asset is 'Export Credit', in addition to the due diligence required to be undertaken by the issuing and the purchasing bank as per guidelines in this regard.
- ❖ **(4). Priority Sector Lending Certificates (PSLCs)**

- ▶ Banks are permitted to purchase/sell PSLCs in terms of Reserve Bank of India guidelines on Priority Sector Lending Certificates issued vide Circular FIDD.CO.Plan.BC.23/04.09.001/2015-16 dated April 7, 2016 read with Circular FIDD.CO.PSD.BC.No.12/04.09.001/2024-25 dated March 24, 2025. The net nominal value of the PSLCs issued and purchased will be eligible for classification under the respective priority sector categories provided the underlying assets originated by banks are eligible to be classified as priority sector advances.
- ▶ **(5). Bank loans to MFIs (NBFC-MFIs, Societies, Trusts, etc.) for On-Lending**
 - ▶ a) Loans disbursed by banks to MFIs under para 19 (b) below are eligible for categorisation as priority sector advances under respective categories viz., Agriculture, MSME, Social Infrastructure and Others, provided the MFIs adhere to the conditions prescribed in Chapter II (xx) and Chapter VIII of Master Directions DNBR PD.007/03.10.119/2016-17 and Chapter II (xx) and Chapter IX of Master Directions DNBR PD.008/03.10.119/2016-17 dated September 1, 2016, as updated from time to time.
 - ▶ b) Loans by banks other than SFBs to registered NBFC-MFIs and other MFIs (Societies, Trusts, etc.) which are members of RBI recognised Self-Regulatory Organisation (SRO) for the sector, for on-lending to individuals and also to members of SHGs/JLGs.
- ▶ **(6). Bank loans to NBFCs for On-Lending**
 - ▶ Bank credit to registered NBFCs (other than MFIs) for on-lending will be eligible for classification as priority sector lending under the respective categories subject to the following conditions:
 - ▶ (i) Agriculture: Up to ₹10 lakh per borrower in respect of 'term lending' component under Agriculture
 - ▶ (ii) Micro & Small enterprises: Up to ₹20 lakh per borrower provided banks maintain disaggregated data of such loans in the portfolio.
- ▶ **(7). Bank loans to HFCs for On-Lending**
 - ▶ Bank credit to Housing Finance Companies (HFCs), approved by NHB for their refinance, for on-lending for the purpose of purchase/construction/reconstruction of individual dwelling units or for slum clearance and rehabilitation of slum dwellers, subject to an aggregate loan limit of ₹20 lakh per borrower under "Housing" category. Banks shall maintain necessary borrower-wise details of the underlying portfolio.
- ▶ **(8). Cap on On-Lending**
 - ▶ Bank credit to NBFCs (including HFCs) for on-lending as applicable in para 20 and 21 above, will be eligible for PSL classification up to an overall limit of 5% of individual bank's total priority sector lending of the previous financial year. Banks shall determine adherence to the prescribed cap by averaging the eligible portfolio under on-lending mechanism across four quarters of the current financial year.
- ▶ **(9). Co-lending by Banks and NBFCs to priority sector**
 - ▶ Scheduled Commercial Banks are permitted to co-lend with registered Non-Banking Financial Companies (including Housing Finance Companies) for lending to the priority sector as per guidelines issued vide circular FIDD.CO.Plan.BC.No.8/04.09.01/2020-21 dated November 5, 2020. Loans extended as per guidelines on co-origination, issued vide circular No. FIDD.CO.Plan.BC/08/04.09.01/2018-19 dated September 21, 2018, would continue to be eligible for priority sector classification till repayment/maturity whichever is earlier.
- ▶ **(10). PSL eligibility for COVID-19 measures**
 - ▶ Outstanding loans extended under policy measures to mitigate the financial impact of COVID-19, as detailed in Appendix- V, shall be eligible for classification as priority sector lending.
- ▶ **(11). Monitoring of Priority Sector Lending targets**
 - ▶ a) To ensure continuous flow of credit to priority sectors, the compliance of banks will be monitored on a calendar 'quarter' basis.
 - ▶ b) The data on priority sector advances is required to be furnished by banks to RBI at quarterly and annual intervals as per the respective reporting format (quarterly and annual) within fifteen days and one month, respectively from the date of ending of each quarter and financial year.
 - ▶ c) In respect of RRBs, the data on priority sector advances, in the above format, shall be furnished to NABARD at quarterly and annual intervals.
- ▶ **(12). Non-achievement of Priority Sector Targets**
 - ▶ (i) All banks reporting shortfall in priority sector lending vis-à-vis the prescribed target/sub-targets shall be allocated amounts for contribution to the Rural Infrastructure Development Fund (RIDF) and other funds with NABARD/NHB/SIDBI/MUDRA Ltd., as decided by the Reserve Bank from time to time. Further, the terms and conditions of the funds shall be as decided by Reserve Bank of India. (ii) While computing priority sector target achievement, shortfall/excess lending for each quarter will be monitored separately. A simple average of all quarters will be arrived at and considered for computation of overall shortfall / excess at the end of the year. The

same method will be followed for calculating the achievement of priority sector sub-targets. (Illustration given in Appendix IV).

- (iii) The interest rates payable to Banks for their contribution to RIDF and other funds shall be as follows:

S.No.	Shortfall in overall priority sector lending target	Deposit Rates
1	Less than 5 percentage points	Bank Rate minus 2 percentage points
2	5 and above, but less than 10 percentage points	Bank Rate minus 3 percentage points
3	10 percentage points and above	Bank Rate minus 4 percentage points

- Further, in case of no shortfall in overall PSL target but shortfall in any subtarget, interest rate of Bank Rate minus 2 percentage points will apply.
- (iv) The mis-classifications in PSL, if any, identified by the Reserve Bank's Department of Supervision (DoS) (NABARD in respect of RRBs) will be adjusted from the PSL achievement of the relevant year, to which the amount of misclassification pertains, and shortfall will be allocated to various funds in the subsequent years.
- (v) Non-achievement of priority sector targets and sub-targets will be taken into account while granting regulatory clearances/approvals for various purposes.
- **(13). Common guidelines for Priority Sector Loans**
- Banks shall also comply with the following common guidelines for all categories of advances under the priority sector.
 - (i) Rate of interest: The rates of interest charged on loans shall be in accordance with the Master Direction – Reserve Bank of India (Interest Rate on Advances) Directions, 2016, as amended from time to time.
 - (ii) Service charges: No loan related and ad hoc service charges/inspection charges shall be levied on priority sector loans up to ₹50,000. In the case of eligible priority sector loans to SHGs/ JLGs, this limit will be applicable per member and not to the group as a whole.
 - (iii) Record of Receipt, Sanction/Rejection/Disbursement: Record shall be maintained by the bank of the date of receipt, sanction, disbursement, rejection with reasons thereof, etc.
 - (iv) Acknowledgement of loan applications: Banks shall provide acknowledgement of receipt of applications for priority sector loans. Bank Boards shall prescribe the time limit within which the bank communicates its decision in writing to the applicants.
 - (v) Banks shall ensure that loans categorised as priority sector lending are granted for approved purposes and the end use is monitored, by putting in place proper internal systems and controls. (vi) Each priority sector loan shall be classified only in any one of the eight identified categories specified in para 2 of these Master Directions.

Jan Samarth Portal

Jan Samarth is a digital portal that brings together 15 credit linked government schemes on a single platform. Beneficiaries can digitally check eligibility, apply online under eligible scheme and get digital approval in a few simple steps.



Available Plans :

- Education Loan – Central Sector Interest Subsidy Scheme ,
- Agri Loan – Kisan Credit Card
- Agri infrastructure loan – Agri Clinic & Agri Business Center Scheme (ACABC), Agriculture Marketing Infrastructure (AMI), Agriculture Marketing Fund.
- Business Activity Loan – PMEGP , Weaver Mudra Scheme, Pradhan Mantri Mudra Yojana , Pradhan Mantri Street Vendor Atmanirbhar Nidhi Scheme, Self Employment Scheme for Rehabilitation of Manual Scavengers, Standup India Scheme
- Livelihood Loan – Deendayal Antyodaya Yojana – National Rural Livelihood Mission (DAY-NRLM)

Agriculture Credit Schemes and related guidelines:

Types of Farmers:

- **Landless Farmer / Agriculture Labourer:**
 - who has no land holding, have a homestead, derive more than 50% income from Agriculture wages.
- **Marginal Farmer:**
 - Farmers with land holdings up to 1 hectare .
- **Small Farmer:**
 - Farmers with a landholding of >1 hectare but up to 2 hectares.
- **(1 Hectare = 2.47 Acre / 10000 sq. mt.)**
- **Other Farmer:**

whose main source of income from agriculture and does not fall under the category of Landless Farmer, Marginal farmer & Small Farmer. **Owns more than 2 hectare of land.**

Margin Norms:

Production and/or Investment Credit:-	
Project cost	Margin
Up to Rs. 2,00,000/- (both for short term and medium term)	Nil
Above Rs.2,00,000/- to Rs.10 lakhs	10%
Above Rs. 10 lakhs to Rs. 25 lakh	15%
Above Rs. 25 lakh	25%

Production and/or Investment Credit

Project cost	Margin
Production Credit (Krishi Card Scheme)	Nil
Up to Rs 5 lacs (AC & ABC)	Nil
Above Rs 5 lacs (Agri-Clinics and Agri-Business Centres)	25%
Tractor Loan without Mortgage of Land	30% (Cash Margin)

General Guidelines :- Cases where subsidy is available:

- ✓ (i) **In case of front ended subsidy i.e.** when subsidy is disbursed with loan:- In this case, the subsidy amount is to be treated as margin and no further margin money should be stipulated unless subsidy falls short of requisite margin for the loan.
- ✓ (ii) **If the subsidy is back-ended i.e.** the benefit is to be passed to the applicant after a lapse of time, then the applicant has to contribute margin as per government/Bank guidelines.

Security Norms:

Production Credit/ Investment Credit	
Amount	Security
Above Rs.2,00,000	a)Hypothecation of crops and/ or assets created out of bank Loan AND b) Charge on land as per Agricultural Credit Operations and Miscellaneous Provisions Act of the State concerned/ Mortgage of agricultural land/ SARFAESI compliant immovable property valued at 75% of loan amount for other farmers and 50% of the loan amount for small and marginal farmers. OR Alternate security viz. charge/ lien over liquid securities such as term deposits/ NSC/ KVP, etc. which may be considered adequate OR Suitable third party Guarantee Note: If the Primary Security is in the shape of Land & Building, Residual Value over and above 100% of the loan amount shall be treated as collateral Security.

Agri Clinic/ Agri Business Credit:	
Amount	Security
Up to Rs.5, 00,000/-	Primary - Hypothecation of crops/assets created out of bank loan. Collateral – No
Above Rs.5,00,000	a)Hypothecation of crops and/ or assets created out of bank Loan AND b) Charge on land as per Agricultural Credit Operations and Miscellaneous Provisions Act of the State concerned/ Mortgage of agricultural land/ SARFAESI compliant immovable property valued at 75% of loan amount for other farmers and 50% of the loan amount for small and marginal farmers. OR Alternate security viz. charge/ lien over liquid securities such as term deposits/ NSC/ KVP, etc. which may be considered adequate OR Suitable third party Guarantee Note: If the Primary Security is in the shape of Land & Building, Residual Value over and above 100% of the loan amount shall be treated as collateral Security.

SERVICE AREA APPROACH:

- The service area approach is applicable to Government Sponsored Schemes only.
- The rural lending, will however, be governed by following:
 - (i) Rural lending shall be restricted within the state boundary
 - (ii) Rural lending shall be restricted within a radius of 25 Km from the General Banking Branch (GBB) ,However, GBBs may sanction proposals beyond 25 km. within their discretionary loaning powers after obtaining administrative clearance from respective Circle Office.
 - (iii) Sanctioning Authority at PLP/ MCC or above may extend finance beyond 25 Km from LGBs (Lead Generating Branches) with proper justification.
- **'No Dues Certificate' is not to be obtained for agricultural loans from individual borrowers (including SHGs and JLGs). However, for loans above Rs. 1.00 lakh, affidavit to this effect be obtained from such borrowers.**

PNB FARM SCORE:

- PNB Farm Score Model is applicable for

Type of Agri. Loan (CC/TL)	Loan Amount
Cash Credit/Production Credit	More than Rs.3 lakh
investment Credit/Term Loan	More than Rs.1 lakh

Credit Decision:

S.No.	Score Range	Color Scheme	Implication
1	0 <40	Red Zone	Applications cannot be considered for sanction.
2	40<50	Yellow Zone	Applications can be considered for sanction by next higher authority with proper justification.
3	50<75	Green Zone	Applications can be considered for sanction by the competent authority.
4	75 and above	Blue Zone	Applications can be considered for sanction and may be considered for price discount in future.

PNB KISAN CREDIT CARD SCHEME:

Eligibility:

- Farmers - individual/joint borrowers who are owner cultivators;
- Tenant farmers, oral lessees & share croppers;
- Self Help Groups (SHGs) or Joint Liability Groups (JLGs)

Extent of Limit: Need Based, Maximum: Rs.10 Crore.

Margin:

- For production credit – NIL
- For Investment credit: As per procedural guidelines for Agriculture credit

The calculations for fixation of credit limit for KCC is given below:

- For Marginal Farmers:
 - A flexible limit of ₹ 10,000 to ₹ 50,000 may be provided (as Flexi KCC) based on the landholding and crops as per the assessment of the Branch Manager without relating it to the value of the land.
 - All farmers other than marginal farmers:
- The short term limit to be arrived for the first year (For cultivating single crop in a year):
 - Scale of finance for the crop (as decided by District Level Technical Committee) x Extent of area cultivated + 10% of limit towards post harvest / household /consumption requirements + 20% of limit towards repairs and maintenance expenses of farm assets + crop insurance and/or accident insurance including health insurance & asset insurance.

- Limit for second & subsequent year: First year limit for crop cultivation purpose plus 10% of the limit towards cost escalation/increase in scale of finance for every successive year (2nd, 3rd, 4th and 5th year).
- Maximum Permissible Limit(MPL): The short term loan limit arrived for the 5th year + estimated long term loan requirement. MPL is to be treated as the Kisan Credit Card limit.

• **Rate of Interest:**

• Exposure	• Rates of Interest
Regular KCC–O/S upto ₹3 Lakhs	7.00%
KCC Up to ₹20 Lakhs	MCLR(1 Yr) + 1.25%
KCC Above ₹20 lakhs and upto ₹50 lakhs	MCLR(1 Yr) + 2.00%
KCC Above ₹50 lakhs	As per IRMD Master Table

- Prompt Repayment Incentive @ 3% is available to farmer up to ₹3 lakhs only in all KCC Accounts and up to ₹2 lakhs in standalone KCC: Animal Husbandry, Bee farming & Fisheries within the overall limit of Rs. 3 lakhs.
- Production Credit: Limit is valid for a period of 5 years, subject to yearly review.
- **Digi Dairy Kisan Credit Card (Under Tie up arrangement):** Need Based on the basis of Scale of Finance as fixed by DLTC (District Level Technical Committee)/ SLTC (State Level Technical Committee) subject to maximum of Rs. 3.00 Lakhs under approved tie-up arrangement.

• **PNB KISAN SAMRIDDHI YOJANA:**

• **PURPOSE:**

- Productive purpose (At least 75% of the limit).
- Rural Housing-related activities, Consumption loan, 25% of the overall limit or ₹ 5 Lakh whichever is lower may be given for non-productive purposes which may comprise of a maximum of ₹ 3 Lakh for Rural Housing and maximum of ₹ 2 Lakh for consumption.

ELIGIBILITY:

- Only existing good agricultural landowner borrowers who have been continuously availing of any loan and having no NPA record for the last two years as on the date of application.
- New farmers with evidence of satisfactory dealing with other banks for a minimum period of 2 years.
- The above condition of a track record of 2 years may be relaxed in case of new farmers having a good amount of deposit for the last two years provided:

Loan is secured by 100 % liquid collateral security like Deposit/ NSCs, etc.,

OR

Loan is secured by 50 % liquid collateral security and 50% by mortgage of land (valued at 50 % of Bank Loan for Small/ Marginal farmers and 75% of Bank Loan for other farmers).

- **Loan Amount:** Maximum ₹ 10 Crore.
- Terms and conditions of Kisan Gold scheme
- Loan limit will be the lowest of:
 - 5 times average annual (2 years) total income of the borrower.
 - 50% of the value of mortgage land.

Valuation of land may be done on the basis of the current Circle rate/market rate whichever is lower.

Repayment:

- For housing loan: maximum 9 years (gestation period of 12 months)
- Main Agricultural Activities :Upto maximum of 9 years.
- Allied agriculture activities: Upto maximum of 7 years.

KRISHI BHU SWAMI YOJNA:

Purpose : To provide term loan to small/marginal farmers to purchase agricultural land

Eligibility:

- Small and marginal farmers i.e. those who would own maximum of 5 acres of un-irrigated land or 2.5 acres of irrigated land including the land to be purchased.
- Share croppers/tenant farmers cultivating upto 2.5 acres of irrigated land/5 acres of un-irrigated land as the case may be.

- ❖ **Nature & Extent of Loan:** Need Based Term Loan
- ❖ Maximum Loan amount: Rs. 20 Lacs
- ❖ Repayment of Loan: in 7-12 years in half-yearly or yearly installments including maximum moratorium period of 24 months

Financing Tractors and Farm Machinery:

- ❖ Purpose:
- ❖ Purchase of new tractors and matching implements
- ❖ Purchase of new power tillers;
- ❖ Purchase of second hand tractors with matching implements

Eligibility:

For Tractors:

- 1- Minimum 2.5 acres of perennially irrigated land or corresponding acreage.
2. For Power tillers: Minimum 1.5 acres of perennially irrigated land or corresponding acreage.
3. For other farm machinery/ equipment: No condition of minimum land holding.
4. For purchase of tractor without mortgage of land: 30% Cash margin

QUANTUM OF LOAN:

Particular	Extent of Loan
purchase of farm machinery/equipment/tractors.	Need based
Renovation/repairs of tractors	Max. Rs.1 Lakh.
Purchase of second hand tractor	Maximum Rs.2.00 lakh

Margin Norms:

Project Cost	Margin
Up to Rs. 2.00 lakh	Nil
Above Rs. 2.00 lakh to Rs. 10.00 lakh	10%
Above Rs. 10.00 lakh to Rs.25.00 lakh	15%
Above Rs. 25.00 lakh	25%

For purchase of second hand tractor margin will be 25% of depreciated value of tractor. No moratorium period is prescribed.

Particulars	Repayment Period (Years)
Tractors	7
Second hand tractors	5
Power tillers	7
Other farm machinery:	7
a) Small & marginal farmers	5
b) Other farmers	
Repair/ renovation of tractors	5

Pradhan Mantri Fasal Bima Yojana (PMFBY):

- **Enrolment 100% voluntary for all farmers from 2020 Kharif.**
- All farmers including sharecroppers and tenant farmers growing the notified crops in the notified areas are eligible for coverage.

Coverage of Crops:

- Food crops (Cereals, Millets and Pulses),
- Oilseeds
- Annual Commercial / Annual Horticultural crops.
- Sum Insured per hectare: for both loanee and non-loanee farmers will be same and equal to the Scale of Finance as decided by the DLTC/SLTC.

Season	Crops	Maximum Premium payable by farmer (% of Sum Insured)*
Kharif	All food grain and Oilseeds crops (all Cereals, Millets, Pulses and Oilseeds crops)	2.0% of SI or Actuarial rate, whichever is less
Rabi	All food grain and Oilseeds crops (all Cereals, Millets, Pulses and oilseeds)	1.5% of SI or Actuarial rate, whichever is less
Kharif and Rabi	Annual Commercial/ Annual Horticultural crops	5% of SI or Actuarial rate, whichever is less

Latest Changes :

Loans up to ₹2.50 lakh may be sanctioned to eligible applicants on undertaking basis, and submission of land records shall not be insisted upon in such cases under PNB SWARNIM - AGRI GOLD LOAN SCHEME.

12

Government Sponsored Schemes

PRIME MINISTER'S EMPLOYMENT GENERATION PROGRAMME (PMEGP) (MSME Div. Cir. 41/2025)

- It was launched by merging the two schemes that were in operation till 31st March 2008. PMEGP = PMRY (Pradhan Mantri Rozgar Yojana) + REGP (Rural Employment Generation Programme) w.e.f. 15.08.2008.
- It is central sector scheme administered by the Ministry of Micro, Small and Medium Enterprises (MoMSME)
- Implemented by Khadi and Village Industries Commission (KVIC) at the National level.
- At the State level, the scheme is implemented through State offices of KVIC, State Khadi and Village Industries Boards (KVIBs), District Industries Centres (DICs), Coir Board (for coir related activities) and Banks.
- Levels of support under PMEGP(Margin and Rate of subsidy)

■ For setting up of new micro enterprise (units)

Categories of beneficiaries under PMEGP (for setting up of new enterprises)	Beneficiary's contribution (of project cost)	Rate of Subsidy (of project cost)	
Area (location of project/unit)		Urban	Rural
General Category	10%	15%	25%
Special Category (including SC,ST,OBC, Minorities, Women, Ex-Servicemen, Transgender, Differently-abled, NER, Aspirational Districts, Hill and Border areas (as notified by the Government) etc.	05%	25%	35%

The maximum cost of the project/unit admissible for Margin Money subsidy:

PMEGP Loan for setting up of new micro enterprise	Maximum cost of the project / unit admissible for Margin Money subsidy
Manufacturing sector	Rs. 50 lakhs
Business/Service sector	Rs. 20 lakhs

2nd Loan for upgradation of existing PMEGP / REGP/ MUDRA units

Categories of beneficiaries under PMEGP (for upgradation of existing units)	Beneficiary's contribution (of project cost)	Rate of Subsidy (of project cost)
All Categories	10%	15% (20% in NER and Hill States)

The maximum cost of the project/unit admissible for Margin Money subsidy:

PMEGP Loan for upgradation	Maximum cost of the project/unit admissible for Margin Money subsidy	Maximum subsidy
Manufacturing sector	Rs. 1 crore	Rs.15 lakh (Rs.20 lakh for NER and Hill States)
Business/Service sector	Rs. 25 lakhs	Rs.3.75 lakh (Rs.5 lakh for NER and Hill States)

- If the total project cost exceeds Rs. 1.00 Crore or Rs. 25.00 lakhs for Manufacturing and Service/Business sector respectively, the balance amount maybe provided by banks without any Government subsidy.

➤ **Eligibility Conditions of Beneficiaries:**

- Any individual, above 18 years of age
- No income ceiling for assistance for setting up projects under PMEGP.
- For setting up of project costing above Rs.10 lakh in the Manufacturing sector and above Rs. 5 lakh in the Business /Service sector, the beneficiaries should possess at least VIII standard pass educational qualification.
- Only for New projects sanctioned, existing units are not eligible.
- Projects without Capital Expenditure are not eligible for Financing under the Scheme.
- Cost of the land should not be included in the Project cost.
- PMEGP is applicable to all new viable microenterprises, including Village Industries projects except activities prohibited by local Government/Authorities.
- Only one person from one family is eligible for obtaining financial assistance for setting up of projects under PMEGP. The 'family' includes self and spouse.

➤ **Entrepreneurship Development Programme (EDP):**

- The duration of the training would be for **at least 5 days for projects with project cost up to Rs.5 lakh and for project with cost above Rs.5 lakh, the duration of EDP would be at least 10 days.**
- **No EDP training will be mandatory for projects up to Rs. 2 Lakh.**
- The prospective entrepreneurs and beneficiaries can opt for the mode of training and choose the training centre for offline mode of their choice.
- EDP training is mandatory for claiming the Margin Money (subsidy).
- The beneficiaries who have undergone EDP earlier of duration not less than 10 Days through KVIC/KVIB or reputed Government training centres will be exempted from undergoing fresh EDP.
- **The applicants, who have already undergone training of at least 10 Days (for offline mode) or 60 hours (for online mode) under Entrepreneurship Development Programme (EDP) / Skill Development Programme (SDP) / Entrepreneurship cum Skill Development Programme (ESDP) or Vocational Training (VT) need not undergo EDP training again.**

➤ **Bank Finance:**

Category of Beneficiary	Bank Finance (% of project cost)
General Category	90%
Special Category	95%

- ▶ For Manufacturing units, Working Capital component should not be more than 40% of the project cost and
- ▶ For units under Service/Trading sector, the Working Capital shall not be more than 60% of the project cost.
- ▶ **Repayment:** Repayment schedule may range between 3 to 7 years after an initial moratorium as may be prescribed by the concerned Bank/financial institution.
- ▶ The prescribed EDP training is mandatory before releasing of loan by the Banks.
- ▶ Once the Margin Money (subsidy) should be kept in the Term Deposit Receipt (TDR)/Subsidy Reserve Fund (SRF) for three years at branch.
- ▶ No interest will be paid on the TDR/SRF, and no interest will be charged on loan disbursed for the corresponding amount of TDR/SRF.
- ▶ In case the Bank's advance goes **"bad" before the three-year period, due to any reason whatsoever, beyond the control of the beneficiary, the Margin Money (subsidy) will be returned to KVIC.**
- ▶ In case any recovery is affected subsequently by the Bank from any source whatsoever, such recovery will be utilized by the Bank for liquidating their outstanding dues.
- ▶ Margin Money (subsidy) will be 'one time assistance', from Government.
- ▶ **For any enhancement of credit limit or for expansion/modernization of the project, Margin Money (subsidy) assistance is not available except in case of units selected for upgradation through 2nd loan under this Scheme.**
- ▶ **Projects financed jointly i.e., financed from two different sources (Banks / Financial Institutions), are not eligible for Margin Money (subsidy) assistance.**
- ▶ For loans upto Rs 10 lacs, collateral security is not to be obtained.
- ▶ Margin Money shall be adjusted by the Financing Bank after 3 years only on the receipt of Margin Money (subsidy) adjustment letter from the concerned IA.
- ▶ In CBS, Scheme Code used is "TLIMS" & in Free Code 10 use code as "PMEGP".
- ▶ **Recent Developments:**
- ▶ PMEGP application needs to be accepted in regional language also.
- ▶ Business/ Trading activities in the form of sales outlets is permitted in NER, Left Wing Extremism (LWE)-affected districts and A & N Islands.
- ▶ Transport activities -Transport activities viz purchase of CabNan/ Boat/Motorboat/Shikara etc. for transportation of tourists or general public is allowed.

DEENDAYAL ANTYODAYA YOJANA - NATIONAL RURAL LIVELIHOODS MISSION (DAY-NRLM) (AGRICULTURE DIVISION CIRCULAR NO. 42/2025)

- The Ministry of Rural Development (MoRD), Government of India launched the National Rural Livelihood Mission (NRLM) by restructuring Swarnajayanti Gram Swarojgar Yojana (SGSY) with effect from 01st April 2013.
- NRLM was renamed as DAY-NRLM (Deendayal Antyodaya Yojana - National Rural Livelihoods Mission) w.e.f. March 29, 2016.
- DAY-NRLM promotes affinity-based women Self Help Groups (SHGs).
- However, only in case of groups to be formed with persons with disabilities and other special categories like elders and transgenders, DAY-NRLM may have both men and women in the Self-Help Groups.
- ▶ **Members:**

- Women SHGs under DAY-NRLM consist of **10-20 members**.
- **In case of special SHGs** i.e. groups in the difficult areas, groups with disabled persons, and groups formed in remote tribal areas, this number may be a **minimum of 5 members**.

FINANCIAL ASSISTANCE TO THE SHGs:

Revolving Fund:

DAY-NRLM, MoRD, would provide Revolving Fund (RF) support to SHGs:

- SHG which are in existence for a minimum period of 3/6 month
- SHG which follows the norms of good SHGs, i.e. they follow '**Panchasutra**' – **regular meetings, regular savings, regular internal lending, regular recoveries and maintenance of proper books of accounts**.
- Only such SHGs that have not received any RF earlier would be provided with RF.

Revolving Fund(RF) amount:

	Minimum	Maximum
Revolving fund(RF) per SHG	₹20,000	₹30,000

- **Purpose of RF:** to strengthen their institutional and financial management capacity and build a good credit history within the group.
- **Capital Subsidy:** No capital subsidy would be sanctioned to any SHG under DAY-NRLM.
- **Community Investment Support Fund (CIF) :**
- CIF will be provided by MoRD to the SHGs promoted under DAY-NRLM in all blocks
- CIF will be routed through the village level/cluster level federations.
- The CIF may be used by the federations to advance loans to the SHGs and/or to undertake common/collective socio-economic activities.

Lending to SHGs and their individual members:

Eligibility Criteria for SHGs to avail loans:

- SHGs should be in **active existence for at least 6 months** as per their books of accounts (and not from the date of opening of Savings Bank account).
- SHGs should be practicing '**Panchasutras**'
- SHGs should qualify as per **grading norms fixed by NABARD**.
- **The existing defunct SHGs are also eligible for credit if these are revived and continue to be active for a minimum period of three months.**

Loan Application:

- Loan applications may also be submitted both **in online and offline mode**
- a) Offline : Common Loan Application Forms recommended by IBA
- b) Online: through the system developed by DAY-NRLM and the National Portal for Credit Linked Schemes.

Loan amount:

- SHG is given multiple doses of assistance under DAY-NRLM (means assisting an SHG over a period of time, through repeat doses of credit).
- **SHGs may avail either Term Loan (TL) or a Cash Credit Limit (CCL) or both** based on their requirement.
- **In case of need, additional loan may be sanctioned even though the previous loan is outstanding, based on the repayment behavior and performance of the SHG.**

- **Cash Credit Limit (CCL):** In case of CCL, each SHG to be sanctioned minimum loan of **₹6 lakhs to each eligible SHG for a period of 3 years** with a yearly drawing power (DP).
- The drawing power may be enhanced annually based on the repayment performance of the SHG.

Term Loan: In case of Term Loan, loan amount should be sanctioned in doses.

Cash credit(CC) /Term Loan(TL)	DP for 1st year(CC)/ 1st dose (TL)	DP for 2nd year/2nd dose(TL)	DP for 3rd year/3rd dose (TL)	DP for 4th year onwards/ Fourth dose onwards (TL)
Cash credit/Term Loan	6 times of the existing corpus or minimum of ₹1.5 lakh , whichever is higher	8 times of the corpus at the time of review/enhancement or minimum of ₹3 lakh , whichever is higher	Minimum of ₹6 lakh based on the Micro Credit Plan (MCP) prepared by SHG and appraised by the federations/support agency and the previous credit history	Above ₹6 lakh, based on the MCP prepared by SHG and appraised by the federations/support agency and the previous credit history.
Repayment (in case of Term Loan)	24-36 monthly/quarterly instalments	36-48 months in monthly/quarterly instalments	48-60 monthly/quarterly instalments	60-84 monthly/quarterly instalments

- **Credit facilities to SHG members:** Branches may consider extending loans **up to ₹10 lakh** to individual members of select matured well performing SHGs (SHGs which are more than 2 years old and have accessed at least one dose of bank loan with timely repayment).
- One woman in every SHG under DAY-NRLM may be provided a loan up to ₹1 lakh under the MUDRA Scheme, if she is otherwise eligible.
 - Minimum OD facility of ₹5000 to every woman SHG member having PMJDY account (IBA Guidelines).

Purpose of loan:

- Loans may be used by members for meeting social needs, high cost debt swapping, construction or repair of house, construction of toilets and taking up sustainable livelihoods or to finance any viable common activity started by the SHGs.
- At least 50% of loans above ₹1 lakh, 75% of loans above ₹4 lakh and at least 85% of loans above ₹6 lakh should be used primarily for income generating productive purposes.

• Security and Margin:

SHG Loan amount	Margin	Collateral	Lien against savings bank accounts/Deposit	CGFMU Coverage
Upto ₹10.00 lakh	NO	NO	NO	NO
Above ₹10 lakh and upto ₹20 lakh	Not exceeding 10% of loan amount exceeding	NO	NO	Yes(entire loan (irrespective of the loan outstanding)

	Rs. 10 Lakh			
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- **Dealing with Defaulters:**

- Willful defaulters should not be financed under DAY-NRLM.
- In case, willful defaulters are members of a group, they may be allowed to benefit from the thrift and credit activities of the group including the corpus built up with the assistance of Revolving Fund.
- Group may be financed excluding such defaulters while documenting the loan.
- Branch should not deny loans to SHGs on the grounds of family members of individual members of SHG being defaulters with the bank.
- Non-willful defaulters should not be debarred from receiving loans.
- In case, default is due to genuine reasons, restructuring the account with revised repayment schedule may be allowed.
- DAY-NRLM ensure adequate coverage of vulnerable sections of the society such that 50% of the beneficiaries are SC/STs, 15% are minorities and 3% are persons with disability.

- **Funding Pattern:** DAY-NRLM is a Centrally Sponsored Scheme and the financing of the programme would be shared between the Centre and the States in the ratio of **60:40 (90:10 in case of North Eastern States including Sikkim; completely from the Centre in case of UTs)**.

- RBI has instructed that PAN No. of the SHG/SHG members should not be insisted upon and Branches can open saving account of SHGs on the basis of Form No.60.

- **Interest subvention:**

- Interest subvention scheme on Credit to Women SHG during the year 2025-26 for all Public Sector Banks, Private Sector Banks and Small Finance Banks in **all districts**.
- The scheme is limited to Women Self Help Groups under DAY-NRLM in rural areas only.
- For loans up to ₹3 lakh under the scheme, Bank will extend credit at a concessional interest rate of 7% per annum.
- For outstanding credit balance upto ₹3 lakh, Bank will be subvented at a uniform rate of 4.5% per annum during FY 2025-26.
- For loans above ₹3 lakh and up to ₹5 lakh under the scheme, Bank will extend credit at interest rate equivalent to their 1 year-MCLR or any other external benchmark based lending rate or 10% per annum, whichever is lower.
- For outstanding credit balance above ₹3 lakh and upto ₹5 lakh, bank will be subvented at a uniform rate of 5% per annum during FY 2025-26.
- Interest Subvention will be payable only for the period during which an account remains in standard category.
- For the year 2025-26, Indian Bank has been nominated as the Nodal bank by MoRD for operationalizing interest subvention scheme.

DEENDAYAL ANTYODAYA YOJANA- NATIONAL URBAN LIVELIHOODS MISSION (DAY-NULM)
(Agriculture Division Cir. 36/2021, 56/2025)

Scheme has officially concluded on 30.09.2024. Accordingly, Bank has discontinued the scheme for financing under DAY-NULM. All the existing accounts sanctioned under the captioned scheme shall continue with existing terms and conditions till liquidation/closure.

- The Government of India, Ministry of Housing and Urban Affairs (MoHUA), restructured the existing Swarna Jayanti Shahari Rozgar Yojana (SJSRY) and launched the National Urban Livelihoods Mission (NULM) in 2013.
- NULM has been under implementation w.e.f. September 24, 2013 in all district headquarters (irrespective of population) and all the cities with population of 1 lakh or more.
- The percentage of women beneficiaries under **SEP should not be less than 30 percent**. SCs and STs must be benefited at least to the extent of the proportion of their strength in the city/town population of poor.
- A special provision of 5 percent reservation is made for the differently-abled under this program with priority to women.
- **Entrepreneurship Development Program (EDP):** In addition to skill training of the beneficiaries, the ULB will also arrange to conduct Entrepreneurship Development Program for 3-7 days for individual and group entrepreneurs.
- **Pattern of Financial Assistance:** The financial assistance available to urban poor in setting up individual and group enterprises will be in the form of Interest subsidy on the bank loan.
- Interest subsidy, over and above 7% rate of interest will be available on a bank loan for setting up of individual or group enterprises.
- The difference between 7% p.a. and the rate of interest charged by the bank will be provided to bank under DAY-NULM.
- An additional 3 percent interest subvention will be provided to all Women Self Help Groups (WSHG) who repay their loan in time.
- **Individual Enterprises (SEP-I)-Loan & Subsidy:** An urban poor individual beneficiary desirous of setting up an individual micro-enterprise for self-employment can avail benefit of subsidized loan under this component from any bank.
- **Age:** have attained the age of 18 Years at the time of applying for loan.
- **Project Cost (PC):** The Maximum unit Project Cost for an individual microenterprise is ₹ 2,00,000 (₹ Two Lakhs)
- **Collateral Guarantee on Bank Loan:** No collateral security in the case of loans up to ₹ 10 lakhs.
- Branches may avail guarantee cover from Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE) setup by Small Industries Development Bank (SIDBI) or any other appropriate guarantee fund.
- **Repayment:** Repayment schedule would range between 5 to 7 Years after initial moratorium of 6-18 months.
- **Margin Money:** No margin for a loan up to ₹ 50,000.
- For loans above ₹ 50,000 preferably 5% & in no case be more than 10% of the project cost.
- **Type of Loan Facility:** in form of Term Loan/Working Capital loans through Cash Credit. Composite Loans consisting of Capital Expenditure and Working Capital components.
- **Group Enterprises (SEP-G) -Loan & Subsidy:** A Self Help Group (SHG) or members of an SHG constituted under DAY-NULM or a group of urban poor for self employment can avail benefit of subsidized loans under this component.
- **Eligibility Criteria:** The group enterprises should have minimum of Three (3) members with a minimum of 70% of the members from urban poor families. More than one person from the same family should not be included in the same group.

- ▶ **Age:** All members, have attained an age of 18 years at the time of applying for bank loan.
- ▶ **Project Cost (PC):** The group will be eligible for a **maximum loan of Rs. 2 Lakh per member or Rs. 10 Lakh, whichever is lower.**
- ▶ **Type of Loan:** Loan can be extended either as a single loan to the group functioning as one borrowing unit or each member of the group can be provided individual loans up to 2 lakhs and an overall cap of 10 lakhs based on the principal of joint liability of the group.
- ▶ **Type of Loan Facility:** Finance to groups can be extended for capital expenditure in the form of Term Loan and for Working Capital, through Cash Credit Facility. Composite Loans for Capital Expenditure and Working Capital, depending upon Group's requirement may also be extended. **Loan and Margin Money:** The Project Cost minus the beneficiary contribution (Margin Money) would be made available as loan amount to the group enterprise.
- ▶ **Margin:** No margin, for loan up to ₹ 50,000 and
- ▶ **Collateral Guarantee on Bank Loan:** No collateral guarantee is required.
- ▶ **Repayment:** Repayment schedule would range between 5 to 7 Years after initial moratorium of 6-18 months.
- ▶ "Loans above ₹10 lakhs and upto ₹20 lakhs can be sanctioned to eligible SHGs as per discretionary loaning powers. However, circles where NPA level in SHG financing under NULM scheme is more than 10%, financing under the scheme shall be restricted to ₹10 lakhs.

DIFFERENTIAL RATE OF INTEREST (DRI) (June 12, 2007)
(Agriculture Div. Cir. 122/2017 & 23/2024)

- ▶ **Objective:** To improve the economic conditions of the weakest of the weaker sections of community by providing financial assistance at concessional rate of interest for engaging in productive and gainful activities.
- ▶ **Eligible borrowers: Annual Family Income: Max Rs. 18000/- p.a. in Rural Areas and Rs. 24000/- p.a. in Urban & Semi Urban areas.**
Land holding criteria:
 - i. People with **no land holding** or
 - ii. Land holding does not exceed **1 acres of irrigated** land or
 - iii. **2.5 acres of unirrigated land.**
 - iv. Land holding criteria **does not apply to SC/ST borrowers.**
- ▶ **DRI through Institutions:**
 - ✓ 1.Orphanages and women homes
 - ✓ 2.Institutions for physically handicapped
 - ✓ 3.State corporations for SC/ST
 - ✓ 4. State Minority finance/Development Corporation.
 - ✓ 5. Members of unorganized labor Board constituted by respective State Government.
 - ✓ Corporations themselves will be exempted from income criteria.
- ▶ The maximum amount of borrowings for such institutions will be so calculated that the assistance per beneficiary does not exceed the ceiling fixed for individuals under the scheme
- ▶ **Bank Loans Activitis:** For productive activities, pursuing higher education by indigent students, purchase of artificial limbs, hearing aids, Wheel chair by Physically Handicapped.
- ▶ **Amount: Max Rs. 15000.**
- ▶ For physically handicapped additional loan Rs. 5,000/- for artificial limbs / braille typewriter.
- ▶ Maximum limits for housing loan under the scheme is Rs. 20000/- per beneficiary.

(Members of SCs/STs satisfying the income criteria of the scheme can also avail of housing loan up to ₹20,000/- per beneficiary over and above the individual loan of ₹15,000/- available under the scheme.)

✓ **Target :**

- Min 2/5th or 40% to SC/ST beneficiaries.
- 2/3rd to be routed through rural & semi urban branches
- ❖ **No subsidy is available under the scheme.**
- ❖ **No margin, No insurance required under the scheme.**
- ❖ **Rate of interest: 4% p.a. simple interest.**
- ❖ **Security:** Hypothecation of assets created out of bank loan. **No collateral security.**
- ❖ **Repayment:** Maximum of **Five years.**
- ❖ In case of **housing loan**, the repayment period **is extendable to Seven years in hardship cases.** Installments to be fixed monthly or otherwise depending on income generation.
- ❖ **DISBURSEMENT OF LOANS:** Full amount up to Rs.15,000/- may be disbursed in cash.
- ❖ However, Branch Manager to ensure end-use by physical verification.
- ❖ **INTEREST SUBSIDY:** Interest Subsidy in DRI Advances has been discontinued w.e.f. Nov - 2016.
- ❖ **Branch Head may reject applications (except in respect of SCs/STs) provided the cases of rejections are verified subsequently by the Circle Head.**
- ❖ In case of loan proposals of SCs/STs, rejection should be done by the Circle Head.

NATIONAL ACTION FOR MECHANISED SANITATION ECOSYSTEM (NAMASTE): Agriculture Div. Cir. 133/2024

Earlier name of Scheme: (Scheme For Rehabilitation Of Manual Scavengers-SRMS)

- NAMASTE Scheme is being implemented in all 4800+ Urban Local Bodies (ULBs) of the country upto 2025-26 with an outlay of Rs. 349.70 crore.
- NAMASTE Scheme is applicable from the year 2023-24 upto 31st March, 2026.
- **It is a joint initiative of Department of Social Justice & Empowerment and Ministry of Housing and Urban Affairs (joint initiative of MoSJE and MoHUA).**
- The scheme is being implemented at the national level through the National Safai Karamcharis Finance and Development Corporation (NSKFDC) or other identified agencies as may be decided by the Government.
- At the State level, the implementing agencies will be the state channelising agencies and Banks which are MoA partners or any other agency notified by the Union Ministry of Social Justice and Empowerment.
- The Deendayal Antyodaya Yojana- National Urban Livelihoods Mission (DAY-NULM) guideline suggests that at least 10% of self-help groups (SHGs) formed should be of persons engaged in vulnerable occupations, including sanitation workers.

Objective:

- Rehabilitation of Manual Scavengers (MS) and Persons Engaged in Hazardous Cleaning of Sewer and Septic Tank Workers (SSWs).
- Promotion of safe and mechanized cleaning of sewers and septic tanks through trained and certified sanitation workers.

Eligibility: All identified manual scavengers and their dependents who are willing and are above 18 years of age are eligible.

Maximum Project Cost:

Loans to individuals	₹15 lakhs
Loans to Self Help Groups/groups:	₹50 lakhs

Rate of Interest:

Project Cost	Applicable RoI (A)	RoI Charged by System (B)
Upto ₹1,00,000	5% per annum (4% per annum for women beneficiaries)	In terms of IRMD Loans and Advances Circular No.42/2020 dated 26-03-2020.
Above ₹1,00,000	6% per annum	

Interest subsidy claim (B-A) claimed by branch from concerned State Channelizing Agencies (SCAs)/ or NSKFDC on monthly basis.

Capital subsidy: Credit linked upfront ended capital subsidy in a scaled manner, as follows

Range of Project Cost (Rs.)	Rate of Subsidy
For individuals	
Upto Rs. 500000	50% of project cost
500000 to 1500000	Rs. 2.5 lakh + 25% of remaining project cost (maximum capital subsidy ₹5.00 lakh)
For Group Projects:	
For Group projects costing upto ₹50.00 lakh with each beneficiary project share maximum upto ₹10.00 lakh	Same as above with maximum per member capital subsidy of ₹3.75 lakh and maximum group project subsidy of ₹18.75 lakh.

Margin:

Loans for setting up of projects: As per Agriculture Schemes or MSME Schemes. Accordingly, relevant guidelines and lending norms shall be applicable in case of such advances.

Repayment: Repayment period will be

- Five years for projects upto ₹5,00,000 and
- Seven years for projects above ₹5,00,000.

Moratorium period: Upto 6 months.

Beneficiaries who have successfully repaid earlier loans are eligible for loans subsequently.

Priority Sector Classification: Under Weaker Sections category.

- District Magistrate in every district can be designated as the Responsible Sanitation Authority (RSA).

Training:

- Free of cost skill training of their choice from the list of such trainings organized by NSKFDC.
- A monthly stipend of Rs. 3000/- (Rupees three thousand only) shall be remitted by NSKFDC directly into the trainee's bank account for the entire training period subject to fulfilling the minimum attendance criteria and other terms and conditions.

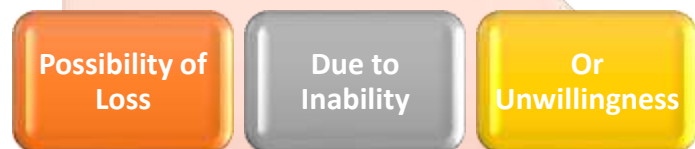
- Penal Provision for misuse of funds:** The complaints regarding diversion of funds by beneficiaries for their other needs shall be dealt by Banks as per the lending policy of the Bank.

- Such beneficiary shall be also be liable to repay the entire amount of subsidy immediately with a penal interest of 9% per annum and
- Shall be ineligible for any future assistance under the scheme.

13

Credit & Risk Management Policy

Chapter 1: Objective, Structure & Processes of Credit Risk Management



Chapter 2: Credit Delivery Structure

Extra-Large / Large Corporate Branches (E-LCBs/LCBs), Corporate Banking Branches (CBBs), Mid Corporate Centre (MCC), PNB Loan Point (PLP) and General Banking Branches (GBB)

LCB/ELCB:

The structure deals with pre sanction appraisal, post sanction monitoring and operational work with the clear segregation of pre and post sanction activities. LCB handles loan accounts above ₹50 Crore, whereas ELCB handles loan account above ₹500 Crore.

CBB:

To cater to the business at Centres not having LCBs or where existing LCBs are having limited business potential, Bank has introduced Corporate Banking Branch (CBB) Structure (by conversion of existing General Banking Branches and LCBs) to handle corporate accounts above ₹10 Crore. At such centres, proposals above ₹10 Crore emanating from branches other than CBB shall continue to be dealt with by MCCs.

MCC:

MCC deals with pre sanction appraisal and post sanction monitoring of loans having exposure above ₹1 Crore to ₹50 Crore. For accounts above ₹1 Crore, only operations to be handled by Branch and all pre and post sanction responsibilities to be handled by MCC. Where LCB is not present, MCC handles accounts above ₹50 Crore as well.

- **PLP:** PLP deals with pre sanction appraisal and sanction of loan accounts above ₹10 Lakh and upto ₹1 Crore (above ₹1 Crore also where MCC is not located). Post sanction monitoring and operations to be handled by Branch. There are three type of PNB Loan Point (PLP) Centers
- **i. PLP:** Such centres cover all the branches of a defined Circle irrespective of distance. In some Circles, there are more than one PLP also.
- **ii. Hybrid PLP:** At certain centers, MCCs have been converted to PLP or MCCs have been rationalized with shifting of business to PLPs and setting up of credit monitoring cell at PLP for post sanction monitoring of Non-Retail Accounts having exposure above ₹1 Crore.

■ **Credit Approval Committees and Respective Delegated Powers**

In compliance with the directives from Department of Financial Services, Ministry of Finance, Govt. of India, Credit Approval Committees at HO /ZO /CO /Field level have been formed and powers are defined as under:

CAC at MCC/ CO/ ZO/ HO level	Headed by	Credit proposals sanctioning
PLP-CAC	CM	Above ₹1 Crore to ₹4 Crore
	AGM	Above ₹1 Crore to ₹10 Crore
	AGM	Above ₹1 Crore to ₹10 Crore
MCC-CAC	AGM	Above ₹1 Crore to ₹10 Crore
CHCAC	AGM	Above ₹10 Crore to ₹15 Crore
CHCAC	DGM	Above ₹10 Crore to ₹30 Crore
ZOCAC	GM	Above ₹30 Crore to ₹60 Crore*
ZOCAC	CGM	Above ₹30 Crore to ₹90 Crore*
HOCAC Level-I	CGM-Credit	Above ₹50 Crore to ₹100 Crore**
HOCAC Level-II	ED- Corporate Credit	Above ₹100 Crore to ₹300 Crore
HOCAC Level-III	MD & CEO	Above ₹300 Crore to ₹800 Crore
Management Committee	MD & CEO	Above ₹800 Crore

*- As ZOCAC is next higher authority to CHCAC, they shall also consider proposals above ₹15 Crore to ₹30 Crore emanating from Circles headed by AGM.

** - HOCAC Level-I shall consider proposals above ₹75 Crore to ₹100 Crore emanating from CGM headed Zones.

New Business Group (NBG)

All fresh credit proposals envisaging total exposure (both fund based and nonfund based) of above ₹60.00 crore shall be placed before NBG. However, where the zone is headed by CGM, the proposal envisaging total exposure (both fund based and non- based) of above ₹90.00 crore shall be placed before NBG.

The proposals for NBG approvals, should be sent with due recommendation of ZM's for evincing interest. It may be added that the NBG proposals emanating from LCBs/ELCBs should be recommended directly to H.O. Copy of NBG proposals will be submitted to ZO for information and no recommendation of ZM is required for proposals emanating from LCBs/ELCBs and falling under HO power.

Structure of NBG:

NBG-I	NBG-II
i. Above ₹60 crore and upto ₹300 crores for GM headed Zones and for LCBs/eLCBs. ii. Above ₹90 crore and upto ₹300 crores for CGM headed Zones.	Above ₹300.00 crores Note: Proposals irrespective of exposure which falls within the power of HOCAC-III and above shall be placed before NBG-II.

PNB LenS: Digitized loan origination and management solution. Bank has rolled out an IT based solution i.e. **PNB LenS – The Lending Solution for loan management.** This system is implemented for MSME (upto ₹25 Crore), Agriculture, Retail and Other Credit (like Gold, Co-lending etc.).

Online Loan Application Portal – WeblenS (For Online Loan Application by Customers)

Chapter 3: Statutory, Regulatory and Other Restrictions on Credit

3.1: Statutory Restrictions:

- Bank cannot grant any loan on the security of its own shares [Sec. 20(1) of BR Act]
- Certain restrictions on loans to the Directors and their firms [Sec. 20(1) of BR Act]
- Restrictions on holding shares in companies [Sec. 19(2) and 19(3) of BR Act]
- Restriction on credit to companies to buy back their securities (Companies Act, 2013)

3.2: Regulatory Restrictions:

- Granting loans and advances to relatives of Directors
- Restrictions on Grant of Loan & Advances to Officers and Relatives of Senior Officers (Scale IV & above) of the Bank
- Restrictions on Grant of Financial Assistance to Industries Producing/ Consuming **Ozone Depleting Substances (ODS)**
- Restrictions on Advances against **Sensitive Commodities under Selective Credit Control (SCC)**

Chapter 4: Exposure Norms



Proprietorship Concern → Max Rs. 50.00 Crores	
Partnership Concern/Limited Liability Partnerships → Rs. 100 Crores	
Society, Trust, HUF → Rs. 200 Crores	

Chapter 5: Credit Delivery – Pre Sanction Appraisal

5.1 Due Diligence:

- All credit proposals are subjected to due diligence processes in regard to the **credentials of the borrower, purpose of the loan, financial position of the borrower, need based requirement of credit facilities for working capital and capital expenditure, capability to service the loans and security offered.**
- Scrutiny of past credit history of all Borrowers/ Promoters/ Directors/ Guarantors needs to be carried out for being satisfied about their credentials, and to comply with guidelines on **KYC and AML.**

5.2 Central Economic Intelligence Bureau:

- Report shall be sought from CEIB on any prospective borrower with **exposure of ₹50 Crore** and above at the time of pre-sanction stage & be properly analysed and the same be taken cognizance of and be mentioned in the proposal.

5.3 Legal Entity Identifier (LEI) Registration:

- RBI has made it mandatory for corporate borrowers having aggregate FB and NFB exposure of **₹5 crore and above (introduced in a phased manner)** from any bank and financial institution to obtain Legal Entity Identifier (LEI) registration and capture the same in the CRILC.

5.4.1: Methods of Lending - Working Capital Facilities:

Simplified Turnover Method (Up to Rs. 5 Cr)	
Revised Methodology for MSMEs on basis of Digital	
Traditional Method- MPBF (1 st and 2 nd)	
Cash Budget Method	

5.4.2: Assessment of Term Loan:

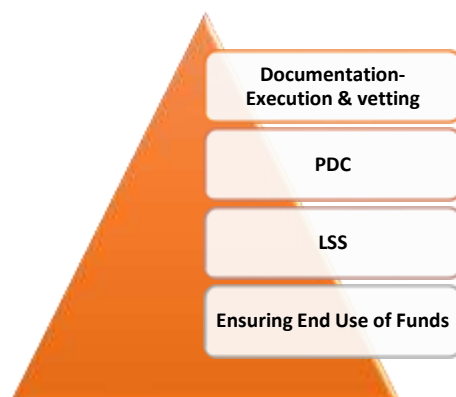
While appraising proposal for term loan, the following **4 fundamentals** should be carefully studied and analyzed:

- Technical feasibility,
- Economic viability,

- iii) **Financial viability** and
- iv) **Managerial competence.**

The tenor including moratorium for scheme specific term loans should be as per the approved schemes guidelines. In other cases, term loans are normally granted for periods varying from 3 to 10 years depending upon type and nature of project. Term Loans for Infrastructure Projects may be allowed even with longer repayment period upto 20 years.

Chapter 6: Credit Delivery – Post Sanction Follow up, Supervision and Monitoring



➤ Agencies for Specialized Monitoring (ASMs):

In case Borrowal accounts is having **credit exposure (FB+NFB) of more than ₹250 crore** from the Banking system under Consortium/ Multiple/ Sole banking, ASMs are to be appointed.

Further, if need arises, **ASMs can also be appointed in the following situations:**

1. Exposures of specialized nature
2. Criticality/ Stress observed in the account & SMA-2
3. Project or functioning of borrowal account is too technical or complex
4. If flagged as RFA by Banks
5. If there is adverse development in the account or in the industry

However, in case of borrowers having valid External Risk Rating of AAA or AA, sanctioning authority is empowered for considering waiver of appointment of ASMs.

➤ Review/ Renewal of Working Capital Limits/ Term Loans:

In terms of IRAC Norms **“Regular and ad hoc credit limits need to be reviewed/ regularized not later than 3 months from the due date/ date of ad hoc sanction.**

In case of constraints, the branch should furnish evidence to show that renewal/ review of credit limits is already on and would be completed soon.

In any case, an account where the regular/ ad hoc credit limits have not been reviewed/ renewed within prescribed timeline i.e. **180 days from the due date/ date of ad hoc sanction will be treated as NPA.**

Chapter 7: Delegation of Lending Powers

The Bank has a well-defined system of delegation of lending powers, duly approved by the Board, to sanction/ approve credit facilities. The lending powers have been delegated at various levels based on certain parameters viz. Risk associated with the borrower, Facility Type, Industry/ Sector composition, regulatory prescription etc.

➤ 7.1 Delegated Power of Loans & Advances:

The delegated loaning powers of the various functionaries are to be exercised judiciously within their vested loaning powers and strict compliance of various guidelines are enumerated in loaning powers & guidelines for exercising such powers at various levels.

Temporary Overdrawings (TOD): In fund-based secured advances, overdrawings may be allowed for payment of statutory dues, salaries, wages or any other justifiable debits for very short period not exceeding 7 days (including roll over, if any) to meet temporary mismatch of funds in unforeseen circumstances.

Adhoc Facilities: Adhoc limit/facility should be granted as regular sanction for fixed period to the borrower after analyzing the financials & requirements of the borrowers only for unexpected business and subject to the other laid down stipulations for sanction of adhoc limits.

➤ 7.2 Confirmation of Action:

The officials shall exercise the vested loaning powers diligently and shall not exceed the vested powers. However, in exceptional circumstances and for bonafide exigencies, wherever such powers are exceeded, reporting the same immediately to the controlling authority for confirmation by the competent authority not later than **three days** from the date of the transaction in any case shall be done.

Chapter 8: Internal Risk Rating/ Scoring - Process and Systems

➤ 8.1. Credit Risk Rating Models:

To measure risk in individual Borrowal accounts, the bank has identified various segments viz. large corporate, mid corporate, small, NBFC, New projects, Banks, Retail etc. Borrowers in these segments reflect similarity of potential credit risk factors and as such can be rated using the single model for the segment.

Parameters under these models capture potential credit risk both internal as well as external, which may affect the credit quality of a borrower.

The models have been provided on online server and can be accessed through respective links available under “Non CBS Applications” on Finacle Home page.

Validity of Ratings under PNB Trac :

Become due for updation after the expiry of 12 months from the month of confirmation of rating or 18 months from the date of balance sheet on the basis of which credit risk rating was assigned, whichever is earlier.

The rating shall be treated as ‘overdue’ after the expiry of 15 months from the month of confirmation of rating or 21 months from the date of Balance Sheet on the basis of which the credit risk rating was assigned, whichever is earlier.

Chapter 9: Identification of Target Market for the Bank - Thrust Areas:

➤ **9.1 Retail Segment:** The performance, monitoring and control of all the Retail Segment Schemes is looked after by Retail Banking Division. Bank will continue to use retail as a growth trigger and direct its policies towards boosting advances to retail segment, mainly through Lead Generating Branches attached to RAMs & Independent Lending Branches.

Following areas will be focused to build robust and quality-based retail loan portfolio:-

- 9.1.1 Product, Research and Innovations
- 9.1.2 Leveraging of Information Technology (**Lead Nurturing Cell**)
- 9.1.3 **Cut- off levels for Scoring Models for Credit Decision**

➤ **9.2: Priority Sector Credit:** Bank will continue to direct its policies for boosting advances to all segments of Priority Sector **to remain ahead of the national goals under priority sector**, agriculture, weaker sections, women beneficiaries etc.

The thrust is to provide financial and all other assistance to the farming segment **in the line with goals of Govt. of India to double farmers' income** by promoting farmers' welfare, reducing agrarian distress and bringing parity between income of farmers and those working in non-agriculture professions.

In addition to agriculture, thrust shall remain on **boosting Micro Credit** through financing of Self Help Groups. Financing to Women SHGs will be focused upon. Bank will engage sufficient number of "PNB Sakhis" and NGOs to facilitate credit linkage of SHGs.

With the Government's increased focus on Self Help Groups, boosting SHG financing will be prioritized. To streamline support and resources to improve financing to SHGs, a dedicated cell has been established at Head Office level. Financing to Women SHGs will be focused upon. Bank will engage sufficient number of PNB Sakhis and NGOs to facilitate credit linkage of SHGs. Further, Lakhpati Didi initiative of Ministry of Rural Development, GOI has been imbibed by Bank and launched as PNB Shreshtha Scheme to empower SHG women members by facilitating access to funds for entrepreneurial activities.

➤ **9.2.1 Microfinance Loans:** A microfinance loan is defined as a collateral-free loan given to a household having annual household income (actual as well as projected) up to ₹3,00,000. Loans provided directly by the bank to individuals and individual members of SHG/JLG satisfying the criteria for microfinance loan is eligible for classification under priority sector.

➤ **9.3 Micro, Small & Medium Enterprises (MSME):**

The Bank shall continue to lay emphasis on financing Micro, Small & Medium Enterprises and our existing MSME credit portfolio shall be enlarged with **special focus on lending to Micro Enterprises**.

Classification	Criteria
Micro Enterprise	A Micro Enterprise, where the investment in plant and machinery or equipment does not exceed two crore and fifty lakh rupees and turnover does not exceed ten crore rupees .
Small Enterprise	A Small Enterprise, where the investment in plant and machinery or equipment does not exceed twenty five crore rupees and turnover does not exceed one hundred crore rupees .
Medium Enterprise	A Medium Enterprise, where the investment in plant and machinery or equipment does not exceed one hundred twenty five crore rupees and turnover does not exceed five hundred crore rupees .

➤ **9.3.1 Targets for MSME Lending:**

Advances to MSME sector shall be reckoned in computing achievement under the overall Priority Sector target of 40% ANBC or credit equivalent amount of Off-Balance Sheet Exposure, whichever is higher, as per the extant guidelines on priority sector lending.

Further, in terms of the recommendations of the Prime Minister's Task Force on MSMEs, banks are advised to achieve:

- ❑ 20% y-o-y growth in credit to micro and small enterprises.
- ❑ 10% annual growth in the number of micro enterprise accounts, and
- ❑ 60% of total lending to MSE sector as on preceding March 31st to Micro enterprises.
- ❑ As per RBI stipulation the target fixed for the Micro Sector in MSE is as below:

Category	Sub- Targets
Micro Enterprises	7.5% of ANBC or Credit Equivalent Amount of Off-Balance Sheet Exposure, whichever is higher.

Chapter 10: Capital Charge for Credit Risk

10.1 Credit Risk Policy:

With the objective to improve the banking sector's ability to absorb shocks arising from financial and economic stress, Bank has implemented the **Basel III guidelines** w.e.f. **01.04.2013** on the basis of regulatory prescription for Capital Adequacy.

RBI vide their letter dated 31.07.2013 has also allowed the bank to participate in the parallel run process for Foundation Internal Rating Based (**FIRB**) approach for regulatory capital calculation for credit risk.

Under **Standardized Approach**, loan assets have been classified into different categories. The major categories are:

1. Claims on Domestic/ Foreign Sovereigns
2. Claims on Public Sector Entities (PSEs)/ Primary Dealers
3. Claims on Banks
4. Claims on Corporates
5. Claims on NBFCs
6. Claims included in the Regulatory Retail Portfolio
7. Claims secured by Residential Properties
8. Claims under Specified Categories (Consumer credit, credit cards, capital market, venture capital etc.)
9. Other Assets (Staff Loans)
10. NPA

The credit exposures in the above categories are assigned different Risk Weights (as prescribed by RBI) to calculate Risk Weighted Assets for Credit Risk, which forms a basis for computation of Capital Charge for Credit Risk.

10.2: Credit Risk Rating Models:

To measure risk in individual borrowal accounts, the Bank has identified various segments, viz., large corporate, mid corporate, small, NBFC, New projects, Banks, Retail, etc. Borrowers in these segments reflect similarity of potential credit risk factors and as such can be rated using the single model for the segment. Parameters under these models capture potential credit risk, both internal as well as external, which may affect the credit quality of a borrower. The credit risk rating awarded to a borrower is subject to review from time to time. These models have already been implemented and results of these models are regularly monitored to calibrate/ refine the models.

PNB Trac	Covers the risk rating models, including default risk rating and Transaction/ Facility Rating models
PNB Score	Scoring models for Retail segment
PNB Score SME	Scoring models for MSME segment
PNB Farm Score	Scoring models for Farm Sector
Scorecards integrated on Bank's Digital Lending Platforms, viz., PNB One App, Bank Website, Bank's Digital Business Platform (DBP) and PNB InstaLoans.	Scorecards for various retail / MSME digital lending schemes available at Bank's digital lending platforms viz., Bank Website/ Mobile App / PNB InstaLoans Portal.
Scorecard for Co-Lending arrangement with NBFCs	Scoring model for Co-lending schemes under Co-lending arrangement with NBFCs
Risk Underwriting Model for Credit card	Scoring model for assessment of credit card applicants
Scorecard for Easy Renewal Scheme	Simplified scorecard for easy renewal scheme for facilities with exposure upto Rs 10.00 Lakhs

CENTRALIZED RATING CELL

As per Basel classification, three type of identified risk (Credit, Market and Operational) are most important and management of these risks are primary focus of risk management function in Banks. Out of these three risk, Credit and Operational Risk needs to be managed at all level of operations, whereas Market Risk can be managed at centralized level.

As such, there will be two centralized rating cells (one will be located at Gurugram and Panchkula) which shall be extended arm of IRMD. This will help in maintaining rating quality and smooth dispensation of ratings, Qualitative Credit Assessment and monitoring, Risk Side review (GO or NO-GO).

The role of CRC shall be vetting of risk rating for loans above Rs.1 Crore. CRC will act as 2nd line of defence after ZO (1st line of defence) & ZAO (3rd line of defence) at field level.



Rating and vetting authority levels for PNB Trac:

Loan Amount	Rating Initiating Office	Vetting Authority	Approving Authority
Above ₹1 Crore up to ₹5 Crore	Officials assigned the work of rating	Scale II/III at CRC	CM and above at CRC
Above ₹5 Crore up to ₹10 Crore		Scale III/ IV at CRC	AGM and above at CRC
Above ₹10 Crore up to ₹30 Crore		Scale IV at CRC	AGM and above at CRC
Above ₹30 crore and up to ₹50 crore		Scale IV at CRC	DGM CRC. (In the absence of DGM CRC, AGM CRC shall be the approving authority)
Above Rs 50 crores		Scale IV at CRC handling HO Ratings	GM, CRC through DGM CRC /AGM CRC (in the absence of DGM)
Irrespective of Loan amount (Overseas Branches)		Scale IV at CRC handling HO Ratings	GM, CRC through DGM CRC /AGM CRC (in the absence of DGM)
Investment required by Treasury Division		Scale IV & Above at CRC handling HO Ratings	GM, CRC through DGM CRC /AGM CRC (in the absence of DGM)

In case there is notch difference in external rating and/ or internal risk rating, the approving authority shall be as under:

Scenario	Approving Authority
In IRR up to ₹50.00 crore, in which there is two or more notches difference in rating assigned by rating initiation office and CRC	One level higher
In IRR the rating grade falls from investment grade to noninvestment grade vetted at CRC.	DGM & above at CRCs

➤ **10.3: External Risk Rating**

In view of Basel III regulations, the borrowers having aggregate exposure (FB+NFB) above ₹5 Crore or total average annual turnover of more than ₹50 Crore, shall get their credit facilities rated from any of the External Rating Agencies. However, as per our Bank's guidelines all borrowers with total exposure (both Fund Based & Non-Fund Based) up to ₹25 Crore from our Bank have been exempted from securing External Risk Ratings.

Further, Borrowers availing credit exposure (Both Fund Based and Non Fund Based) above ₹25 crore and upto ₹50 crore are exempted for obtention of external risk rating with certain conditions.

➤ **10.4: Internal Rating Based Approach:**

The IRB approach allows banks, subject to the approval of RBI, to use their own internal estimates for some or all of the risk components [Probability of Default (PD), Loss Given Default (LGD), Exposure at Default (EAD) and Effective Maturity(M)] in determining the capital requirement for a given credit exposure.

Under the IRB approach, to arrive at the risk weighted assets (RWA) for exposure, internal risk ratings is used and banking book exposures is categorized into following six asset classes broadly: (i). Corporate (ii). Sovereign (iii). Bank (iv). Retail (v). Equity (vi). Others.

➤ **10.5: Credit Risk Mitigation Techniques:**

Eligible **financial collaterals** help the bank in reducing the exposure amount by permitting **offset** of such collaterals against the exposure

- Under **Standardized Approach**, the following securities (either primary or secondary) are eligible for treatment as **credit risk mitigates**:

1. Cash or the deposit with the bank taking exposure
2. Gold
3. Securities issued by Central/ State Govt.
4. KVP/ NSC
5. LIC Policies (Surrender Value)
6. Certain specified Debt Securities
7. Certain specified Mutual Fund instruments

➤ **Eligible collaterals:**

Eligible Collaterals- Following securities have been prescribed as eligible collaterals wherever loaning power is linked with collateral:

- i. Cash and cash equivalents such as FDR, NSC, KVP, etc.
- ii. LIC policies (surrender value).
- iii. Immovable properties in the form of residential/Industrial/Commercial properties.
- iv. Guarantee Cover provided by CGTMSE. In such cases exposure covered by Coverage shall only be treated as collateral.
For example if guarantee cover is available for 50% of exposure then collateral shall be considered as 50 % only.

14

MSME Guidelines & Products

MSME GUIDELINES (MSME DIV Cir no. 108/2025)

MSME are the backbone of the Indian economy. MSME stands for Micro, Small and Medium Enterprises. The role of MSMEs in the Indian economy is crucial for several reasons. They contribute about 29% to the country's gross domestic product (GDP), accounts for 40% of country's export & employs 62% of country's workforce (source: <https://indiacr.in>). MSMEs bolster the country's export potential, fostering international trade and economic stability. They promote entrepreneurship and innovation, driving competitiveness and productivity within the economy. Through initiatives and support from the government, the MSME sector continues to thrive, making substantial contributions to India's GDP and overall economic development.

Ministry of MSME, GoI, vide Gazette notification no. S.O.2119 (E) dated June 26, 2020 has communicated detailed guidelines viz. Classification of Micro, Small & Medium enterprises, Registration of MSME on Udyam Registration portal, Updation of information on Udyam Registration portal etc. The criteria were implanted into effect from July 1, 2020.

Further, Ministry of Micro, Small and Medium Enterprises (MoMSME) vide its notification no.1346 (E) dated 21.03.2025 has amended the classification criteria of Micro, Small & Medium Enterprises (MSME) Sector". This notification has come into force with effect from the 1st day of April, 2025 (as per MSME Div Cir No. 60/2025): .

classification	Micro industry	Small industry	Medium industry
Manufacturing and service enterprises	Investment in Plant & Machinery or equipments: Not exceeding Rs.2.50 Crore and Annual Turnover : not exceeding Rs. 10 Crore	Investment in Plant & Machinery or equipments: Not exceeding Rs.25.00 crore and annual turnover: not exceeding Rs. 100 Crore	Investment in Plant & Machinery or equipments: Not exceeding Rs.125 crore and annual turnover not exceeding Rs. 500 Crore

- All the above enterprises are required to register online on the Udyam Registration portal and obtain 'Udyam Registration Certificate'. For PSL purposes banks shall be guided by the classification recorded in the Udyam Registration Certificate (URC).
- Retail and Wholesale trade are included as MSMEs for the limited purpose of priority sector lending and are allowed to be registered on Udyam Registration Portal.
- The certificate issued on Udyam Assist Portal (UAP) to Informal Micro Enterprises (IMEs) shall be treated at par with Udyam Registration Certificate for the purpose of availing Priority Sector Lending benefits. IMEs with an Udyam Assist Certificate shall be treated as micro enterprises for the purpose of PSL classification.

Common Guidelines/Instructions for Lending to MSME sector

- It is advised to mandatorily acknowledge all loan applications, submitted manually or online, by MSME borrowers and ensure that a running serial number is recorded on the application form as well as on the acknowledgement receipt.
- **As per MSME Div Cir no 24/2026**, RBI vide their Circular No.RBI/2025-26/206 FIDD.MSME & NFS.BC.No.12/06.02.31/2025-26 dated February 09, 2026 has issued amended directions that Banks are mandated not to accept collateral security in the case of loans up to ₹20 lakh extended to units in the MSE sector. Banks are also advised to extend collateral-free loans up to ₹20 lakh to all units financed under the Prime Minister Employment Generation Programme (PMEGP) administered by KVIC.

In this regard, CRMC in its meeting dated 12.03.2026 has approved as under:

a) New MSE Loan accounts with amount upto ₹20 lac opened w.e.f. 01.04.2026 in any MSME scheme or general guidelines of the Bank shall mandatorily be covered under CGTMSE or specific guarantee scheme guidelines or Gold and Silver to be taken as collateral subject to maximum LTV 75%. In no case, collateral security shall be obtained in new MSE loan accounts with amount upto ₹20 lac w.e.f. 01.04.2026 except guarantee cover or Gold & Silver.

b) In case of existing MSE accounts upto ₹20 lac where collateral security (other than CGTMSE or Gold & Silver) is available, it is advised as under:

(i) On or before renewal, the accounts to be covered under CGTMSE (as per CGTMSE guidelines applicability) with the consent of borrower **OR** Gold and Silver to be taken as collateral subject to maximum LTV 75%.

No MSE account having loan amount upto ₹20 lac will be renewed with existing collateral security except CGTMSE cover or Gold & Silver.

(ii) Collateral security shall be released at the time of renewal or before renewal and powers for release of IP or substitution of collateral with Gold & Silver or CGTMSE cover is delegated to respective PLP Head.

(iii) In cases where borrower is not eligible under CGTMSE (SMA2/NPA category during last 12 months/irregular at the time of renewal) or not willing to pay CGTMSE fees, Circle Office shall monitor such accounts and will explore coverage of such accounts under CGTMSE and/or obtention of collateral in the form of Gold & Silver as mentioned above.

c) Minimum loan amount that can be covered in MSME core schemes excluding PNB Sampatti Scheme, PNB Arhatia Scheme and Govt. Sponsored/State Sponsored Schemes/Schemes formulated based on RBI guidelines etc. shall be above ₹20 lac. All the existing accounts upto ₹20 lac in MSME core schemes shall be continued on existing terms except coverage in CGTMSE or substitution of IP with Gold & Silver and release of IP.

The above amendment shall come into force for all loans to MSE borrowers sanctioned or renewed on or after April 01, 2026.

- **Composite Loan:** A composite loan limit of ₹1 crore can be sanctioned by branches to enable the MSE entrepreneurs to avail of their working capital and term loan requirement through Single Window.
- **General credit card(GCC) Facility:** General Credit Cards may be issued to individuals/entities sanctioned working capital facilities for non-farm entrepreneurial activities which are eligible for classification under the priority sector guidelines. The terms and conditions of the credit facilities extended in the form of GCC shall be as per the Board approved policy of the bank. Guidelines on collateral free lending for micro and small units issued from time to time shall apply.

- Streamlining flow of credit to Micro and Small Enterprises (MSEs) for facilitating timely and adequate credit flow during their 'Life Cycle':

In order to provide timely financial support to Micro and Small enterprises facing financial difficulties during their 'Life Cycle', guidelines issued by the Bank from time to time be complied. It is also advised to facilitate timely and adequate availability of credit to viable MSE borrowers especially during the need of funds in unforeseen circumstances and ensure as under:

- To extend standby credit facility in case of term loans.
- Additional working capital to meet with emergent needs of MSE units.
- Mid-term review of the regular working capital limits, where banks are convinced that changes in the demand pattern of MSE borrowers require increasing the existing credit limits of the MSEs, every year based on the actual sales of the previous year.
- Timeline for credit decisions for loans up to ₹25 lakh to units in the MSE borrowers shall not be more than 14 working days. All credit related information pertaining to MSMEs including timelines for credit decisions, indicative document checklist etc., shall be displayed under a separate tab prominently on the bank's website. Disposal of Loan Applications of MSE Borrowers:

Loan sanction timelines:

Credit Limit	Time limit not exceeding
Upto Rs.25 Lakh	14 working days
Above Rs25 Lakh	6 weeks

- **Framework for Revival and Rehabilitation of MSMEs**

The Ministry of Micro, Small and Medium Enterprises, Government of India, vide their Gazette Notification dated May 29, 2015 had notified a 'Framework for Revival and Rehabilitation of Micro, Small and Medium Enterprises' to provide a simpler and faster mechanism to address the stress in the accounts of MSMEs and to facilitate the promotion and development of MSMEs. The revival and rehabilitation of MSME units having loan limits up to ₹25 crore would be undertaken under this Framework. The same have been conveyed vide L&A Cir.No.175/2022 dated 24.11.2022, MSME Cir.No.83/2025 dated 08.10.2025 and subsequent circulars issued on the subject from time to time.

The salient features of the Framework are as under:

- Before a loan account of an MSME turns into a Non-Performing Asset (NPA), banks or creditors should identify incipient stress in the account by creating three sub categories under the Special Mention Account (SMA) category as given in the Framework
- Any MSME borrower may also voluntarily initiate proceedings under this Framework
- Committee approach to be adopted for deciding corrective action plan
- Timelines have been fixed for taking various decisions under the Framework

- **Delayed Payment**

In the Micro, Small and Medium Enterprises Development (MSMED), Act 2006, the provisions of the Interest on Delayed Payment to Small Scale and Ancillary Industrial Undertakings Act, 1998, have been strengthened as under:

- The buyer has to make payment to the supplier on or before the date agreed upon between him and the supplier in writing or, in case of no agreement, before the appointed day. The period agreed upon between the supplier and the buyer shall **not exceed forty-five days** from the date of acceptance or the day of deemed acceptance.

ii) In case the buyer fails to make payment of the amount to the supplier, he shall be liable to pay compound interest with monthly rests to the supplier on the amount from the appointed day or, on the date agreed on, at three times of the Bank Rate notified by Reserve Bank.

iii) For any goods supplied or services rendered by the supplier, the buyer shall be liable to pay the interest as advised at (ii) above.

iv) In case of dispute with regard to any amount due, a reference shall be made to the Micro and Small Enterprises Facilitation Council, constituted by the respective State Government.

- **GSTIN** - Branches to capture GSTIN No. of all eligible MSME / business loan a/c invariably, in CBS system through menu option “CUSTGST”
- All the securities charged should be kept fully insured against fire and other necessary risks. The insurance policies should be in the joint names of the borrower and the Bank with the agreed Bank clause and remain in the custody of the Bank. Securities shall be insured at borrower's cost.

MSME SUSTAINABLE (ZED) CERTIFICATION SCHEME:(As per MSME Div Cir No 108/2025)

Guidelines on Concession in interest rate and service charges to ZED (Zero Defect Zero Effect) Certified MSME units have been circulated vide IRMD L&A Circular No. 124/2022 dated 09.09.2022.

Ministry of MSME has issued the MSME Sustainable (ZED) Certification Scheme on 28.04.2022 advising ZED Certification level 1(Bronze), 2(Silver) and 3(Gold). Based on the certification level, concession in processing/upfront fee and interest rate in our Bank are as under:

ZED Rating achieved by the Unit		Eligible Concession	
Certification Level 2 and 3	Silver and Gold	Processing/ Upfront Fees	50%
		Interest rate	25 bps (0.25%)
Certification Level 1	Bronze	Processing fees/ Upfront Fees	50%
		Interest rate	10 bps (0.10%)

- In any case, the rate of interest should be not below RLLR+BSP.
- The functionality to validate ZED certificate is also available in Lens. The branch user will enter ZED certificate & Udyam Registration Number in system and the same will be validated through API. If the certificate is validated through API, then based on certificate category fetched from API, the concession will be auto-populated as mentioned above.
- MoMSME has also advised that Digi Locker can also be used for authentication and validation of ZED certificate.

Frequency of Stock statements-MSME Scheme :(As per MSME Div Cir No 108/2025)

The guidelines on frequency of obtention of stock statement under MSME Schemes are as under:

S.No.	Scheme	Loan amount	Frequency of obtention of stock statement
1.	Pradhan Mantri Mudra Yojana (PMMY) including Tarun Plus	Upto ₹20 lakh	Quarterly
2.	PNB Tatkal Scheme	₹1 lakh to ₹25 lakh	Quarterly

3.	PNB GST Express Scheme/DIGI MSME Loan	Upto ₹200.00 lakh	Quarterly
		Above ₹200.00 lakh	Monthly. For loan above ₹ 2.00 Cr latest GST return (Monthly/ Quarterly/ annual as applicable) shall be obtained from the borrower along with stock statement.

For all other schemes, the frequency of stock statement will be as specified in the respective scheme guidelines. If the frequency of stock statement is not specified under any scheme and drawing power is calculated on the basis of stock statement, then the frequency of stock statement will be as per IRMD guidelines. The current IRMD guidelines for obtention of stock statement are as under:

Loan Amount	Frequency of Stock Statement
Upto ₹ 50.00 Lakh	Quarterly*
Above ₹50.00 Lakh	Monthly

* However, sanctioning authority may fix lower period depending upon the business, nature of security etc.

For monitoring the due date for stock statement a customized report CRMD-089 is available at EDW portal.

MSME LOAN APPLICATION FORMS :(As per MSME Div Cir No 108/2025)

The Revised MSME Loan Application Forms are as under:

S.No.	Particulars	Form No.
1.	MSME Loan Application for Loan amount upto ₹2.00 Crore	PNB 1016 (R)
2.	MSME Loan Application for Loan amount above ₹ 2.00 Crore	PNB 1017 (R)
3.	Application for Annual Renewal/Review/Reduction of Limit	PNB 1379

Bank's Various Schemes for MSME Sector

Scheme Name	Eligibility	Loan terms	Features
PM Swanidhi (PM Street Vendor Atam Nirbhar Nidhi) (MSME Cir 76/2025)	Street vendors & peddlers are eligible 1 st Tranche -Min 5000- Max 15000/- (Repayment period 12 months) 2nd Tranche -Min15000- Max 20000(Repayment period 18 months) 3rd Tranche -Min 30000- Max 50000 (Repayment period 36 months) PM Street Vendor's AtmaNirbhar Nidhi (PM SVANidhi) Credit Card i. The card shall be available for street vendors who have availed the loan facility under PM SVANidhi scheme and repaid		- Interest subsidy @ 7%, - CGTMSE cover free - Insurance,CER SAI-Exempted - UDHYAM registration- Not required

	their 2nd tranche loans and are eligible for or have availed the 3rd tranche. ii. The age of the applicant must be between 21 and 65 years at the time of application. iii. There shall be no NPA or write off with any bank or financial institution. iv. Street vendors who have already availed the 3rd tranche loan whether the loan is currently active or has been fully repaid are also eligible for the Credit Card facility. v. The Credit Card facility shall be offered in addition to the 3rd tranche loan. Street vendors may choose to avail the 3rd tranche loan, the Credit Card facility, or both, as per their eligibility and preference. vi. The applicant should not have any Non-Performing Asset (NPA) or written-off accounts with any lender. However, accounts classified as SMA-0 may be considered by the bank, and a specific minimum credit bureau score should not be used as an eligibility criterion. vii. Credit Limit: The PM SVANidhi Credit Card will have an initial limit of ₹10,000 which may be gradually increased to ₹30,000, after observing satisfactory card usage.	
PNB Sampatti (MSME div. cir No 68/2023 & 66/2024, 13/2026)	All Existing Business enterprises (Both Priority Sector and Non-Priority Sector including: a) MSMEs and Non MSMEs b) Education Institutions c) Hospitals/Nursing Homes d) Hotels	Need Based, repayable in 180 months, OD General/Reducing, TL option. Restrictions: Property to be mortgaged is to be within 75 Km of the Metro Branches and within 25 Km of the Non-Metro Branches where account is to be maintained ROI(As per MSME Div Cir no 47/2026) upto 25 Lakh= RLLR+BSP+2.40% Above 25 Lakh to Rs 5 Cr= RLLR+BSP+1.40% Above ₹ 5.00 Cr (Rate of Interest shall
		For Overdraft: i. 25% of the projected annual sales or receipts subject to the maximum prescribed LTV. OR ii. On the basis of Cash Budget (Cash flow Based) method as per business activity of the borrower dealing in seasonal products, service sector, construction activity, Tea, Sugar, IT Software, BPO, etc., subject to the maximum prescribed LTV. If the party is not maintaining proper financial statement such as Doctors, Lawyers, Architecture, other professionals, self-employed etc. MPBF can be given as 4 times of their annual income (subject to cash flow/repaying capacity) or

		be based on Internal Risk Rating (IRR))	prescribed LTV, whichever is lower. OR 4 times of average cash profit of last 3 years or maximum prescribed LTV, whichever is lower" Loan to Value Ratio Residential Property: Maximum upto 65% of R.V. of the property Other than Residential Property: Maximum upto 60% of R.V. of the property
Pradhan Mantri Mudra Yojana(PMMY)(MSME & Mid corporate credit division Cir No 42/2025)	Non-Farm Enterprises engaged in Manufacturing, Trading and Services activities for income generation. (Only Micro and Small Enterprises (MSEs) as per MSMED Act 2006 can avail Mudra Loans)	• Shishu: Loans upto ₹ 50,000/- • Kishor: Loans above ₹50,000/- and upto ₹5 Lakh • Tarun: Loans above ₹5 Lakh and upto ₹10 Lakh • Tarun Plus: Loans above ₹10 lakh and upto ₹ 20 lakh for those entrepreneurs who have availed and successfully repaid previous loans under the 'Tarun' category. Nature of facility: Term Loan, Working Capital (Fund/ Non-Fund),	Assessment: For Loan below ₹2.00 lakh: The Working capital facility shall be allowed based on 20% of realistic projected turnover. No margin criteria is applicable. For Loan ₹2.00 Lakh & above: The Working capital facility shall be allowed based on 20% of realistic projected turnover after ensuring minimum margin of 5%. However, if the margin available is higher, Working Capital limit shall not be reduced accordingly. Upto ₹10 Lakh- No Collateral security. Guarantee Coverage under CGTMSE shall be obtained Above ₹10 lakh under Tarun Plus category – As per Bank guidelines

		Composite Loan (TL+WC). Repayment: 7 yrs including max moratorium of 3 months Margin: Upto 2 lacs-NIL >2 lacs to 5 lacs-15% >5 lacs -20%	
PNB MSME Prime plus Scheme (MSME Div Cir No. 68/2025)	a) Individual / Proprietorship / Partnership / Limited Liability Partnership (LLP) / Pvt. Ltd. Co. / Public Ltd. Co/Trust/ Societies & Co-Operative Societies (registered and incorporated under applicable law) & any other legal entity having GST Registration No. (wherever applicable) & Udyam Registration Number. b) Existing as well as New Borrower(s)	Loan amount: Minimum: Above ₹ 10.00 Lakh Maximum: Upto ₹ 100.00 Crore Repayment: WC-One year, renewed on annual basis TL- Maximum upto 10 Years (including moratorium period).	Minimum Collateral Security: Manufacturing-30% Service-40% Contractor-50% Trading-75% Credit facility may be secured with CGTMSE or hybrid model of CGTMSE
PNB Growth Plus Scheme (MSME & MID CORPORATE CREDIT DIVISION CIRCULAR NO.60/2026)	MSMEs & Non MSMEs with Special Focus on Micro Enterprises, Woman and Youth Entrepreneur a) Individuals/ Proprietorship / Partnership / Limited Liability Partnership (LLP) / Pvt. Ltd. Co. / Public Ltd. Co/Trust/ Societies & Co-operative Societies (registered and incorporated under applicable law) having GST Registration No. (wherever applicable) b) MSMEs should have valid Udyam Registration No. (URN) c) HUF not permitted d) Firm having at least 6 months of existence	Type of Facility Working Capital (FB+NFB) i. Overdraft ii. BG/LC excluding LC Capex(BG/LC shall only be allowed to the borrowers having working capital facilities from us) Loan Amount: Min: Above ₹ 20.00 Lakh Max: ₹ 2.00 Crore	Assessment of loan : For GST filing entities: 25% of the Sales reported in the GST returns for the last 12 months For Non GST filing entities: 25% of Credit Summation in the bank account for the last 12 months. Wherever credit summation of less than 12 months is available, then the same will be annualized, provided minimum 6 months' credit summation is available. • While analyzing turnover from the account statement the entries of FD closure, term loan

			disbursal and proceeds from the proprietor/ promoters account to be excluded Key features: • Benchmark financial ratios not applicable • Stock statement facility waived. • RTGS, NEFT, IMPS charges are exempted • Cash handling charges NIL upto 2 Lakhs except gas agency & petrol pump. Above 2 lakhs ₹1 per thousand subject to minimum of ₹100/- and maximum of ₹3000/-
PNB GST Express Scheme (MSME & MID CORPORATE CREDIT DIVISION CIRCULAR NO. 61/2026)	a) Business entities which are Individuals, Firms, Companies, Limited Liability Partnership, Co-Operative Societies, dealing in those business activities, which are not prohibited by law. (HUF is not permitted) b) GST registered units which have filed GST returns at least for the last six months. Loan Amount: Above ₹20.00 Lakh to ₹10.00 Crore	Type of Facility Working Capital (FB+NFB) -Cash Credit -BG/LC excluding LC Capex.BG/LC shall only be allowed to the borrowers having working capital facilities with us Stock statement: Upto Rs.2.00 Cr-Quarterly Above Rs.2.00 Cr-Monthly Benchmark Ratios:	Assessment of Loan a) 25% of the sale reported in GST returns in the last one year (i.e. last 12 months). b) Wherever GST returns have been filed for less than one year, MPBF shall be arrived based on 25% of the annual sales after annualising GST returns filed for that period provided customer has filed minimum GST returns of last 6 months.

	NFB- Maximum 25% of Working Capital Limit	Upto Rs.5.00 Cr-Not applicable Above Rs.5.00 Cr Interest Coverage Ratio (ICR) shall be adhered from latest ABS of the borrower as per IRMD guidelines on Benchmark Ratio for MSMEs	- At the time of sanction/ renewal / review of limit, justification of declining trend in turnover, if any, to be captured in the appraisal note along with reason for decline in turnover - At the time of renewal / review of limit, it shall be ensured that minimum 75% of the sale is routed through the account. If the above condition is not fulfilled, then the limit will be restricted to 25% of Credit summation. Collateral security 75% Collateral Secured, <u>OR</u> 50% collateral + 50% CGTMSE coverage(Hybrid model)
PNB Stand Up India (MSME Div Cir No. 47/2017,53/2020,57/2020,109/2020,113/2020,16/2021,19/2021)	1.SC/ST and/or woman entrepreneurs, above 18 years of age. 2. Loans under the scheme is available for only green field project. Green field signifies, in this context, the first time venture of the beneficiary in the manufacturing or services or trading sector. 3. In case of non-individual enterprises, 51% of the shareholding and controlling stake should be held by either SC/ST and/or Women Entrepreneur. 4. Borrower should not be in default to any bank/financial institution.	Bank loans above Rs. 10 lakh and upto Rs. 1 crore to at least one Scheduled Caste (SC) or Scheduled Tribe (ST) and at least one woman entrepreneur per bank branch for setting up a Greenfield enterprise This enterprise may be in manufacturing, services or the trading sector. In case of non-individual enterprises at least 51% of the shareholding and controlling	CGTMSE/CGSSI cover for loans above 10 lakhs.

	5. Loans for enterprises in "Activities allied to agriculture"	stake should be held by either an SC/ST or Woman entrepreneur Repayment: The loan is repayable in 7 years with a maximum moratorium period of 18 months. Margin – 15% of the project cost	
PNB Shikhar (MSME DIVISION CIRCULAR NO 125/2020)	Applicable only in Jammu and Kashmir and Ladakh , all business entities	Loan amount: Loan up to 2 crores, Nature of facility: Term loan, Working capital including Export Credit, Non-fund based limit Repayment TL: 7 years including moratorium CC: 12 months subject to annual review.	CGTMSE coveragee under mudra loans upto Rs.10 lakhs. Above 10 lacs ,security in the form of immovable property, CGTMSE or Hybrid Model Stock statement: Upto 1 Cr - Quarterly Above 1 Cr- Monthly
"PM Vishwakarma Scheme " (Loan application can be applied online through PNB website or PNB ONE APP or URL https://pnbvishwakarma.mypnb.in.) (MSME Div Cir no. 32/2024)	An artisan or craftsperson working with hands and tools and engaged in one of the family-based traditional trades specified in Annexure-III, in the unorganized sector on self-employment basis shall be eligible for registration under PM Vishwakarma, Min Age 18 Years, Loan will be given only for the activities specified by the Government, The beneficiary should be engaged in the trades concerned on the date of registration and should not have availed loans under	WCDL 1st Tranche – Maximum loan upto ₹1.00 lac (Tenure-18 Months). 2nd Tranche – Maximum upto ₹2.00 lac tenure- 30 Months. MARGIN: Nil. RATE OF INTEREST : Fixed ROI @ 13.00% p.a. Collateral Security: Nil. CGTMSE coverage: Available	For the standard account ROI @ 5.00% will be charged to the beneficiary and for remaining 8%, Bank at Head Office level will claim interest subvention from Ministry.

	similar credit-based schemes of Central Government or State Government for self-employment/ business development, e.g. PMEGP, PM SVANidhi, Mudra, in the past 5 years. However, the beneficiaries of MUDRA and SVANidhi who have repaid their loan, will be eligible under PM Vishwakarma.		
DIGI MSME PRIME (MSME & MCC Cir no 39/2026)	i. Business entities which are Individuals, Sole Proprietorship Firms, dealing in those business activities, which are not prohibited by law. ii. Borrowers pertaining to MSME having a Udyam Registration No. iii. The applicant must not be availing any fund-based revolving facility (e.g., Cash Credit/Overdraft) for business purposes from any Bank or Financial Institution. (verified through the Credit Information Company (CIC))	Minimum- Above ₹ 10.00 Lakh Maximum- Upto ₹ 5.00 Cr based on projected sales Upto ₹ 10.00 Cr based on GST Sales Nature of loan : Cash Credit (CCEGT) <u>Margin:</u> Not stipulated for arriving MPBF. However, for calculation of DP the margin shall be 25% on Stock and Book Debts not older than 3 months <u>Benchmark ratios:</u> i. Loan is based on GST Turn Over: Not applicable ii. Loan is based on Projected Sales: The benchmark ratio is applicable for loan above ₹ 1.00 Cr. The applicable Current Ratio and Interest	Assessment of loan: <u>Based on GST:</u> 25% of GST Sales subject to the condition that minimum 75% of the sales is routed through the account. If the above condition is not fulfilled, then the limit will be restricted to 25% of GST Sales or Credit summation* whichever is less. <u>Based on Projected sales</u> 25 % of accepted projected sales or maximum 5.00 Cr whichever is lower Primary security: Hypothecation of assets created out of the Bank finance along with entire current assets (Present & Future) of the unit. Collateral security: a. The Facility shall be 100% covered under CGTMSE. OR b. Minimum 75% Collateral security in the shape of SARFAESI compliant Immovable Property or Bank

		Coverage Ratio is as under- Current ratio: $\geq 1.20:1$ Interest coverage ratio: $\geq 1.30:1$	Approved Liquid security. Where the collateral security in the shape of SARFAESI compliant Immovable Property or Bank Approved Liquid security is less than minimum prescribed i.e. 75% Collateral security, remaining exposure shall be secured by CGTMSE guarantee coverage under Hybrid Model*. (*100% coverage for entire credit facility with collateral security and CGTMSE coverage) c. Further, GST Exempted & Composite category borrowers shall be allowed with following condition (only if GST return is available): - Minimum 50% Collateral security in the shape of SARFAESI compliant immovable property or Bank approved liquid security. Remaining exposure shall be secured by CGTMSE guarantee coverage under Hybrid Model. OR Minimum 75% Collateral Security in the shape of SARFAESI compliant Immovable Property or Bank approved liquid security. (For Immovable Property, Realizable Value
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			shall be taken as collateral value. For NSCs/KVPs/ FDR/CDR, Accrued Value and for LIP, Surrender Value shall be taken as collateral coverage.) Unified Fee @ 0.30% of loan amount + GST on the applicable charges shall be recovered.
PNB INNOVATE SCHEME (MSME & MCC Div cir no 05/2026)	Objective: To provide financial assistance and support to Startups recognized by DPIIT, in order: (i) to foster innovation and entrepreneurship for a vibrant Startup ecosystem in the country and (ii) to create employment opportunities, and to achieve an inclusive socio-economic growth and wealth creation. Eligibility For Startup Entity working towards innovation, development or improvement of products or processes or services, or if it is a scalable business model with a high potential of employment generation or wealth creation. a) Constitution: Private Limited Company, Registered Partnership, Limited Liability Partnership or as acceptable for classification as "Start-up" under Start-up India Scheme of Govt, or any other notifications issued in this regard from time to time. b) Govt	Quantum of finance: Min: above ₹10 lakh Max: ₹ 50.00 crore (Sole Banking mandatorily for loan amount upto Rs.20 cr). • 10% of the sanctioned limit can be given for Preliminary and Pre-operative expenses, Interest during scale up/stabilization, Contingencies, patent filing expenses, any other bonafide expenses required for the product/project/ business. • The release of Term Loan / Working Capital will be subsequent to the promoter's contribution / Investment Seed capital received from Investors / friends & relatives of the promoter. Facility: Fund Based a) Cash Credit (Scheme code: CCSTU)	Assessment: Working Capital (FB): Cash budget-based assessment/Traditional method (MPBF Method)/Nayak committee. WC (NFB): Need based assessment. For WC funding, availability of stable revenue stream is to be ensured. Term loan (& Capex LCs): On the basis of Project Report and Cash Flow submitted by the Borrower. Repayment: a) Door to Door repayment shall be guided by Loaning power guidelines issued vide L&A cir.no.40/2025 dated 16.01.2025. b) Bullet repayment may be allowed. Moratorium: a) Maximum up to 36 months b) Interest applied during moratorium shall be capitalized in cases where moratorium is also provided on interest payment Disbursement of Term Loan a) Disbursement to be made directly to the suppliers.

	Norms: An entity shall be considered as a startup up to 10 years from the date of its incorporation, as per Government of India guidelines, issued from time to time. c) Registration: Should be registered with/ recognized by DPIIT, Government of India or any other Government Department (turnover not to exceed ₹100 crore in any of the Financial Year after incorporation/registration) d) Purpose: To finance for innovation, development, improvement of products/ processes/ services, or for scaling the business model with a high potential of employment generation or wealth creation as per Start-up India Scheme e) Funding: financing will be considered only after Startup has moved beyond proof of concept and prototype testing stage. Revenue should have commenced i.e. the unit must have acquired customer(s). f) Promoter/s CIC Score: Minimum 700 (For acceptance of lower CIC score, guidelines issued by IRMD shall be referred)	b) Term Loan including Preliminary & Pre-Operative Expenses (Scheme code: TLSTU) c) Overdraft (Scheme code: ODSU) d) Non-Fund Based: LC/BG Margin: a) Term Loan: 25% b) Fund Based Working Capital: 25% • c) Non Fund Based:25% d) Funding only after margin/equity is tied up/ fully funded. (Any Seed Capital/Venture Capital invested by Venture Capitalist/Angel Funds shall be treated as margin/equity)	Multiple disbursements can be made as per the requirements. b) Due diligence of suppliers must be done through the available sources / mode and as per bank extant guidelines. c) In emergent circumstances, competent authority as defined in loaning power guidelines may permit reimbursement, on merits, after ensuring end use of funds.
EASY Renewal upto Rs. 1 cr (MSME & MCC CIRCULAR NO 33 /2025)	Intimation to eligible borrower: The data set of eligible accounts, which comply with all rules of easy renewal will be extracted by ACoE team. A	Decisions on credit proposal: Exposure upto ₹20.00 Lakh, system approval on the basis of	Status cum Net Worth Report (SNW Report) of the Borrower and Guarantor: Exposure up to ₹20.00 Lakh: Waived

	system generated SMS will be pushed to all the eligible borrowers with information that the validity of their CC/OD limit is going to expire/expired. To get the limit renewed through digital channel, the borrower may access the same through PNB One or PNB net banking or Bank's website, where borrower will start the journey by entering CC/OD account number and OTP received on the mobile no. linked with the CC/OD account. Eligible customer base: Renewal process can be initiated only for proprietorship firms and Individuals where customer exposure is upto ₹1.00 Crore and the journey can be initiated two months before the date of expiry of limit and will be completed before expiry of limit. Further, in case limit is already expired journey shall be completed within last three months from expiry of limit. Additionally, eligibility of the borrower will be based on the following criteria: - i. Credit summation $\geq 200\%$ of interest debited in the last 12 months. ii. Satisfactory conduct of account with no outstanding ZTL/FSI IR item. iii. The borrower should not have availed any Non Fund Based	compliance of Business Logics shall be taken. Exposure above ₹20 Lakh: confirmation provided by Branch/PLP on the portal as Yes/No/NA during the journey Schemes considered for sanction: All Standard OD and CC accounts (individual / proprietorship) having exposure upto ₹1.00 Cr. in MSME sector excluding exposure under GECL limit will be covered under the Easy Renewal. However, the customer who is enjoying any active NFB limit with us will not be covered under the said process. • Loans under Staff Scheme (OD to Staff Members), Loan against Term Deposit / Paper security, Agriculture Schemes, OD with reducing DP will not be covered under the Easy Renewal.	Exposure above ₹20.00 Lakh: Borrower to submit self declared asset and liability statement during the journey on the portal. Submission of latest financials and projections by the borrower to the Branch: Exposure up to ₹20.00 Lakh: Waived Exposure above ₹20.00 Lakh: • Annual Audited financials for immediately preceding last FY will have to be obtained for cases due for renewal upto September. • Annual Audited financials for last FY will have to be obtained for cases due for renewal after September. Further, Audited Financial Statement is to be obtained, if Borrowers not falling under exempted category for Tax Audit as per Income Tax Act else, Unaudited Self Certified Financial Statement is required to be obtained. CIR: CIR of the borrower and beneficial owner will be drawn by the system as per bank's extant guidelines and analyzed at the time of renewal. Pre-Sanction Due Diligence & Processing of Credit Proposal
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	Facility at present. iv. The borrower should not have any NPA category accounts with us as on date of initiating process of renewal and as on date of marking renewal in the system. v. The total amount credited to the account in the last 90 days must exceed the interest debited during the same period. Further if the account is overdue then it is to be regularized before marking of limit, a confirmation in this regard shall be captured during the journey. Customer exposure should be considered by including exposure in Term Loan accounts (exposure means O/s or sanction limit whichever is higher for CC limits and O/s with undisbursed amount in TL will be considered as exposure in case of Term Loan). Exposure includes advance under MSME sector except GECL (i.e. TLECL, TLGCL, TLWCL, TLEEL, TLEWL, TLG10, TLJRS, and TLEGL). Further, for the cases where exposure is above ₹20 Lakh: i. Valuation and NEC report should not be older than 3 years. ii. Visit date captured in CBS should not be older than 3 months. iii. GSTR of the last F.Y. will be fetched and in order to qualify for the scheme, GST sales should be $\geq 400\%$ of		The unit visit should be conducted by the branch as per Bank's existing guidelines. Visit date should not be older than 3 months as per CBS for the cases where exposure is more than ₹20 lakh. • No manual Due diligence and Process Note will be compiled. • Date of Documents / Balance Confirmation obtained on (Whichever is later) and documents/BCL is not expired and not older than 24 months as on date of initiating renewal process and as on date of marking renewal. • No IR observations identified as ZTL /FSI item pertaining to the account should be outstanding at the time of renewal and LSS need not be submitted as these cases have been sanctioned and marked for renewal through STP. • Number of inward cheques returned due to financial reasons during last 12 months should be less than 6. (Date of Last renewal or last 12 months {whichever is least to as on date}) • Further, submission of consolidated report of these renewal cases along with LSS for information of Circle Office will not be required.
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	CC/OD sanction limit in the last 12 months. However, if GST sales is >200% but		
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➤ **Credit Guarantee Funds for Micro and Small Enterprises (CGTMSE)-** **(As per MSME Div Cir No. 50/2026)**

- Scheme came into force from August 1, 2000.
- CGFSI was renamed CGTMSE(CGS-I) subsequent to enactment of MSMED Act, 2006

- **PURPOSE OF THE SCHEME:** The purpose of CGTMSE scheme is to provide **collateral free finance** to the borrowers of Micro & Small Enterprises.
- **Scope and Extent of the Scheme:** Eligible Lending Institution enters into an Agreement with the Trust. Such Institution is referred to as **Member Lending Institution (MLI)**.
- **Credit Facilities eligible under Scheme:**

Trust shall cover credit facilities (Fund based and/or Non fund based) extended by Member Lending Institution(s) to **a single eligible borrower in the Micro and Small Enterprises sector** for credit facility:

- **not exceeding ₹200 lakh (Small Finance Banks (SFBs), Regional Rural Banks, State Financial Institutions and Scheduled Urban Co-operative Banks** (including Non Scheduled Urban Co-operative Banks, State Co-operative Banks and District Central Co-operative Banks);
- **not exceeding ₹10 crore (applicable for Public Sector Banks, Private Sector Banks, Foreign Banks and select Financial Institutions);**
- **not exceeding ₹50 lakh (Microfinance Institutions)**, by way of term loan and/or working capital facilities on or after entering into an agreement with the Trust, without any collateral security and/or third party guarantees or such amount as may be decided by the Trust from time to time
Facilities should have been sanctioned without any collateral security and/or third party guarantee. Except for cases covered under the concept of **"Hybrid Security"**.

CGTMSE had also introduced a new **"Hybrid Security"** product where the MLIs will be allowed to obtain collateral security for a part of the credit facility, whereas the remaining unsecured part of the credit facility, upto a **maximum of ₹1000 lakh**, can be covered under the scheme.

➤ **Eligible Activities:**

All new and Existing MSEs engaged in manufacturing or service activities. Trading (Retail / Wholesale Trade) has also been made eligible activity under CGTMSE for all MLIs (including RRBs). Educational / Training Institution also made eligible activity under Credit Guarantee Scheme of CGTMSE

Circle Offices can apply for guarantee cover anytime during the tenure of Loan provided the credit facility was not restructured / remained in SMA2 status in last 1 year from the date of submission of application. Provided further that, as on the material date:-

- (i) Credit facility is standard and regular (not SMA) as per RBI guidelines and / or
- (ii) The business or activity of the borrower for which the credit facility was granted has not ceased; and / or
- (iii) The credit facility has not wholly or partly been utilized for adjustment of any debt deemed bad or doubtful of recovery, without obtaining a prior consent in this regard from the Trust.

➤ **Credit Facilities not eligible:**

- Any credit facility in respect of which risks are additionally covered under a scheme operated / administered by Deposit Insurance and Credit Guarantee Corporation or the Reserve Bank of India, to the extent they are so covered.

- Any credit facility in respect of which risks are additionally covered by Government or by any general insurer or any other person or association of persons carrying on the business of insurance, guarantee or indemnity, to the extent they are so covered.
- Any Credit facility shall not eligible to be covered under the Scheme if the said credit facility has been covered for guarantee through NCGTC Ltd.
- Any credit facility, which does not conform to, or is in any way inconsistent with the provisions of any law, or with any directives or instructions issued by the Central Government or the Reserve Bank of India, which may, for the time being, be in force.
- Any credit facility granted to any borrower, who has availed himself of any other credit facility covered under this scheme or under the schemes mentioned in clause (i), (ii), (iii) & (iv) above, and where the lending institution has invoked the guarantee provided by the Trust or under the schemes mentioned in clause (i), (ii), (iii) & (iv) above, but has not repaid any portion of the amount due to the Trust or under the schemes mentioned in clause (i), (ii), (iii) & (iv) above, as the case may be, by reason of any default on the part of the borrower in respect of that credit facility.
- Any credit facility which has been sanctioned by the lending institution against collateral security and/or third party guarantee. However, after the introduction of Hybrid Security model, MLIs can cover the unsecured part of the credit facility(ies) under CGTMSE up to the overall exposure of ₹10 Crore.
- Credit facility sanctioned without obtaining/creation of any primary security unless specifically provided for.

Annual Guarantee fee

AGF will be charged on the guaranteed amount for the first year and on the outstanding amount for the remaining tenure of the credit facilities as detailed below on all the guarantees approved/ renewed on or after April 01, 2025 including enhancement in existing working capital account already covered under Guarantee Scheme

Annual guarantee fee on or after 01.04.2025

Slab	Standard Rate (SR)*	Fee Rate after Discount	Fee Rate with Risk Premium			
		(-10%)	15%	30%	50%	70%
0 – 10 Lakh	0.37	0.33	0.43	0.48	0.56	0.63
Above 10-50 Lakh	0.55	0.50	0.63	0.72	0.83	0.94
Above 50-2 Crore	0.60	0.54	0.69	0.78	0.90	1.02
Above 1-2 Crore	0.85	0.77	0.98	1.11	1.28	1.45
Above 2-5 Crore	1.00	0.90	1.15	1.30	1.50	1.70
Above 5-8 Crore	1.10	0.99	1.27	1.43	1.65	1.87
Above 8-10 Crore	1.20	1.08	1.38	1.56	1.80	2.04
* The AGF will be levied on the amount guaranteed for the first year and on the outstanding amount for the remaining tenure of the credit facility. The standard rate is in all activities including trading activity.						
Newly registered MLIs/ those who do not have adequate history of transactions under CGTMSE will be kept at 70% risk premium for a period of at least 1 year.						
CGTMSE had hired an external agency to analyse CGTMSE's portfolio. The agency has also classified MLIs based on important factors such as, inter alia, NPA rate, claim rate, accelerated death ratio, net flow etc. Accordingly, depending on the degree of risk, MLIs with better portfolios will be given a discount of 10% in the standard rate, while high-risk MLIs will be charged a maximum risk premium of up to 70% of the SR.						

Additional concession / relaxation in guarantee fee on or after 01.04.2025

Category	Social category (weaker section/ disadvantaged class)	geographical	MSE Status
Target Group	Women/SC/ST / Person with disability (PwD)/ Agniveers/ Transgender Entrepreneur	NER incl. Sikkim, UT of Jammu & Kashmir & UT of Ladakh (Upto ₹50 Lakh)/ Aspirational District / Identified Credit Deficient Districts (ICDD)	ZED Certified

Relaxation/Concession in Standard Rate	10%	10%	10%
The MSE falling in all the above three categories will be eligible for a maximum discount of 30% on the standard rate of fee.			

Extent of Guarantee on or after 01.04.2025

Category (including Trading activity)	Max. extent of Guarantee where credit facility is		
	Up to 5 lakhs	More than 5 lakhs and up to 50 lakhs	More than 50 lakhs and up to 1000 lakhs
Micro Units	85%	75%	
MSEs located in North East Region, UT of Jammu & Kashmir & UT of Ladakh	80%		75%
Women entrepreneurs / MSE promoted by Agniveers		90%	
SC/ST entrepreneurs / Person with Disability (PwD)/ MSEs situated in Aspirational District / ZED certified MSEs / Transgender Entrepreneur		85%	
Other Category		75%	
The extent of guarantee coverage for MSEs situated in Identified Credit Deficient Districts (ICDD) by RBI is additional 5% over and above the applicable guarantee coverage w.e.f. December 15, 2023. (i.e. for guarantee coverage of 75%, the coverage would be 80%, for 80% it would be 85% and for 85% it would be 90%)			

Invocation of Guarantee:

NPA marking The Member Lending Institutions (MLIs) are required to inform the date on which the account was classified as NPA in a particular calendar quarter, by end of subsequent quarter using the following option in the online system.

(Member Login area >> Guarantee Maintenance >> Periodic Information >> NPA Details)

(i) The lending institution may invoke the guarantee in respect of credit facility within a maximum period of 3 years from the NPA date or lock-in period whichever is later (applicable for NPA date on or after 15/03/2018), if the following conditions are satisfied: -

a) The guarantee in respect of that credit facility was in force at the time of account turning NPA.

b) The lock-in period of 18 months for guarantee (or 9 months for guarantee up to ₹10 lakh with tenure up to 36 months w.e.f. December 15, 2023) from either the date of last disbursement of the loan to the borrower or the guarantee start date in respect of credit facility to the borrower, whichever is later, has lapsed.

c) The amount due and payable to the lending institution in respect of the credit facility has not been paid and the dues have been classified by the lending institution as Non-Performing Assets. Provided that the lending institution shall not make or be entitled to make any claim on the Trust in respect of the said credit facility if the loss in respect of the said credit facility had occurred owing to actions / decisions taken contrary to or in contravention of the guidelines issued by the Trust.

d) The credit facility has been recalled and the recovery proceedings have been initiated under due process of law. Mere issuance of recall notice under SARFAESI Act 2002 cannot be construed as initiation of legal proceedings for purpose of preferment of claim under CGS. MLIs are advised to take further action as contained in Section 13 (4) of the SARFAESI Act 2002 wherein a secured creditor can take recourse to any one or more of the recovery measures out of the four measures indicated therein before submitting claims for first instalment of guaranteed amount. In case the MLI is not in a position to take any of the action indicated in Section 13(4) of the aforesaid Act, they may initiate fresh recovery proceeding under any other applicable law and seek the claim for first instalment from the Trust

e) However, in case of claims lodged on or after March 14, 2018, initiation of legal proceedings as a pre-condition for invoking of guarantees shall be waived for credit facilities having aggregate outstanding up to ₹50,000/-, subject to the condition that for all such cases, where the filing of legal proceedings is waived, a Committee of the Member Lending

Institution (MLI) headed by an Officer not below the rank of General Manager should examine all such accounts and take a decision for not initiating legal action, and for filing claim under the Scheme.

(i). In respect of claims lodged on or after October 08, 2021, the threshold for waiver of legal action has been increased to ₹1,00,000/- subject to the condition that for all such cases, where the filing of legal proceedings is waived, a Committee of the Member Lending Institution (MLI) headed by an Officer not below the rank of Assistant General Manager should examine all such accounts and take a decision for not initiating legal action. In respect of claims lodged on or after January 02, 2023, the threshold for waiver of legal action has been increased to ₹5,00,000/- subject to the condition that for all such cases, where the filing of legal proceedings is waived, a Committee of the Member Lending Institution (MLI) headed by an Officer not below the scale V of MLI, should examine all such accounts and take a decision for not initiating legal action. In respect of claims lodged on or after April 01, 2023, the threshold for waiver of legal action has been increased to ₹10,00,000/-.

(ii) The accounts classified by the Lending Institution as Fraud / Willful defaulter / Non-Co-operative borrower shall not be considered eligible for Claim Settlement.

(iii) The account slipping into NPA within 90 days from the material date shall not be considered eligible for Claim Settlement.

(iv) Claims of the respective MLI will be settled to the extent of 2 times of the fee including recovery remitted during the previous financial year. Any claim lodged / received exceeding 2 times of the total fee including recovery remitted by MLI will be suspended till such time the position is remedied i.e. payout is brought within the payout cap limit.

(v) The claim should be preferred by the lending institution in such manner and within such time as may be specified by the Trust in this behalf.

(vi) The Trust shall pay 75 per cent of the guaranteed amount on preferring of eligible claim by the lending institution, within 30 days, subject to the claim being otherwise found in order and complete in all respects. The Trust shall pay to the lending institution interest on the eligible claim amount at the prevailing Bank Rate for the period of delay beyond 30 days. The claim for balance 25 per cent of the guaranteed amount can be lodged after the completion of 3 years from the settlement of first claim or OTS (after the receipt of full and final OTS amount) whichever is earlier. On a claim being paid, the Trust shall be deemed to have been discharged from all its liabilities on account of the guarantee in force in respect of the borrower concerned. MLIs, however, should undertake to refund any amount received from the unit after payment of full guaranteed amount by CGTMSE. MLIs have option for Single instalment of claim settlement with reduced extent of guarantee by 15% (in respect of extent of coverage of 75%, reduced coverage would be 60%, 80% would be 65% and likewise) where waiver of legal action is applicable.

(vii) In the event of default, the lending institution shall exercise its rights, if any, to take over the assets of the borrowers and the amount realized, if any, from the sale of such assets or otherwise shall first be credited in full by the lending institutions to the Trust before it claims the remaining 25 per cent of the guaranteed amount.

(viii) The lending institution shall be liable to refund the claim released by the Trust together with penal interest at the rate of 4% above the prevailing Bank Rate, if such a recall is made by the Trust in the event of serious deficiencies having existed in the matter of appraisal / renewal / follow-up / conduct of the credit facility or where lodgment of the claim was more than once or where there existed suppression of any material information on part of the lending institutions for the settlement of claims. The lending institution shall pay such penal interest, when demanded by the Trust, from the date of the initial release of the claim by the Trust to the date of refund of the claim.

(ix) MLIs can update, allocate and remit the recoveries/ OTS amount received post settlement of first instalment of claim in the CGTMSE portal. In the Recovery Module, MLIs can allocate the CGPANs to generate RP Number and initiate payment by generating Virtual Account Number for remitting recovery related payment to CGTMSE.

(x) While online lodgment of first claim, MLIs have to submit the Declaration & Undertaking (D&U) electronically along with the checklist displayed in the system. Please (refer CGTMSE Circular No.130/2017-18 dated July 14, 2017) for more details. The Guarantee Claim received directly from the branches or offices other than respective operating-offices of MLIs through hardcopy will not be entertained

Settlement of second / Final instalment

Second / final instalment can be lodged after the completion of 3 years from the settlement of first claim or OTS (after the receipt of full and final OTS amount) whichever is earlier.

Second instalment of claim settlement in respect of accounts where legal waiver has been granted:

MLIs are given two options for claim settlement at the time of claim lodgment for cases where waiver of legal action is applicable. The details are as under:

Option 1: Single instalment of claim settlement with reduced extent of guarantee by 15%. Eg: in respect of extent of coverage of 75%, reduced coverage would be 60%, 80% would be 65% and likewise.

Option 2: Existing claim settlement process in two instalments i.e. 75% of eligibility amount as first instalment & balance 25% as second instalment. For legal waiver accounts, second instalment of claim would be settled after three years from the date of settlement of 1st claim or OTS whichever is earlier.

Lodgement of 2nd / final claim application (Circular No 175/2020-21 dated December 29, 2020)

- MLI needs to first update and remit the recovery amount before submitting the 2nd / final claim application on CGTMSE portal.
- Apply for 2nd / final claim using path: Claim processing >> Claim for >> Second Instalment >> provide CGPAN/Claim Reference No >> Fill the Form.
- MLI Checker Approval required, use path: Claim processing >> Second Claim Checker List >> Approve >> Unique Second claim reference No is generated >> Claim received at CGTMSE end for processing.

15

NPA Management

IRAC (Income Recognition and Asset Classification) Norms

NPA (Non-Performing Assets): An Asset, including a leased asset, becomes Non-Performing when it **ceases to generate income** for the bank.

- **Term Loan:** if interest and/or installment of principal remain **overdue for a period of more than 90 days**.
- **Cash Credits and Overdrafts:** If the account remains **"Out of order"**
 - ▮ **Out of order Conditions:**
 - The outstanding balance remains continuously in excess of the sanctioned limit/drawing power for 90 days.
 - Even though the outstanding balance is less than the sanctioned limit/drawing power, there are no credits continuously for 90 days as on the date of balance sheet or credits are not enough to cover the interest debited during the same period.
 - ▮ **Stock Statement:** The outstanding based on drawing power calculated from stock statements older than three months, would be deemed as irregular & if such irregularity persists for a continuous period of 90 days.
 - ▮ **Renewal/ Review:** Regular/ Ad-hoc credit limits have not been reviewed / renewed within 180 days from the due date/date of ADHOC sanction will be treated as NPA.
- **Bills Purchased and Discounted:** If the bill remains overdue for a period of more than 90 days.
- **Securitization Transactions:** If the amount of liquidity facility remains outstanding for more than 90 days.
- **Derivative Transactions:** In respect of derivative transactions, the overdue receivables representing positive mark-to-market value of a derivative contract, if these remain unpaid for a period of 90 days from the specified due date for payment.
- **Credit Card Accounts:** If the minimum amount due, as mentioned in the statement, is not paid fully within 90 days from the Payment due date as mentioned in the statement.
- **Default in Payment of Interest:** In case of default in payment of interest only, Branches should classify an account as NPA only if the interest charged during any quarter is not serviced fully within 90 days from the end of the quarter.
- **Determination of NPAs:** **Borrower wise, not Facility wise.**

- **Advances against FDR/NSCs/KVP/IVP/LIP:** need not be treated as NPAs if adequate margin is available in the accounts.
- **Advances to Staff members, under Staff Welfare Scheme:** should be classified as NPA only when there is default in repayment of installment of principal or payment of interest on due date of payment.
- **Agriculture Advances:** The crop season for each crop, which means the period up to harvesting of the crops raised, would be as determined by the State Level Bankers' Committee in each State.
 - A loan granted for short duration crops will be treated as NPA, if the installment of principal or interest thereon remains overdue for two crop seasons.
 - A loan granted for long duration crops will be treated as NPA, if the installment of principal or interest thereon remains overdue for one crop season.
- **Kisan Credit Cards:** Kisan Credit Card Account would be deemed to be a Non Performing Asset (NPA) if it remains out of order for a period of two crop seasons /one crop season (as the case may be).
 - There are **no credits** in the account **continuously for two crop seasons/ one crop season** (as the case may be) as on the date of balance sheet.
 - The **outstanding remains continuously in excess** of the limit **for two crop seasons/ one crop season** (as the case may be) as on the date of balance sheet.
 - The **credits** in the account **are not sufficient even to cover the interest debited** in respect of the account **for two crop seasons/ one crop season** (as the case may be).
- **Consortium Advances:** Each bank may classify the borrowal accounts according to its own record of recovery and other aspects having a bearing on the recoverability of the advances.
- **Advances guaranteed by Central Government:** The credit facility backed by the Central Government Guarantee though overdue may be treated as NPA only when the Government repudiates its guarantee when invoked.
 - This exemption from classification of Government guaranteed advances as NPA is not for the purpose of recognition of income.
 - If interest and/or installment of principal/or any other amount due to the bank remains overdue for a period more than 90 days shall become a non performing advance.

MONITORING OF IRREGULAR ACCOUNTS – CROP BASED ADVANCES

- **For Crop based CC/OD/ TL/ DL /New Kisan Credit Card Scheme**

Irregularities Sub-Categories	Basis for Classification (Overdue period)	
	Short Term Crop	Long term Crop
CBR-0	1-364 Days	1-182 Days
CBR-1	365-546 Days	183-364 Days
CBR-2	547-729 Days	365- 547 Days

RECOGNITION OF INCOME & APPROPRIATION OF RECOVERY IN NPAS:

- **Income Recognition Policy:** Income from non-performing assets is not recognized on accrual basis but is booked as income only when it is actually realized.
- **Ascertainment of interest not realized (DI)/Reversal of Interest:** When a credit facility is classified for the first time as NPA the entire interest accrued & credited to the income account in the past periods, which has not been realized should be ascertained and same should be reversed and should be credited back in the respective account itself. And stop further application of Interest. This will apply to Govt. guaranteed accounts also.
- **Appropriation of Recoveries:**
 1. Expenditure / Out of Pocket Expenses incurred for Recovery (earlier recorded in Memorandum Dues)
 2. Interest irregularities/ accrued interest.
 3. Principal irregularities i.e. NPA outstanding in the account gets updated / adjusted, whichever is earlier.
 4. Penal Charges

However, in case of compromise/OTS/Recovery/Resolution/Settlement in NCLT admitted accounts, technically written-off (TWO) & credit received on account of CGTMSE/ECGC/GECL/CGFMU and subsidy if any, shall be appropriated in the order of principal, expenditure/out of pocket expenses incurred for recovery (earlier recorder in memorandum dues), interest and pensla charges.
- **Assets purchased from other bank:** Any recovery in respect of a non performing asset purchased from other banks should first be adjusted against its acquisition cost. Recoveries in excess of the acquisition cost can be recognized as profit.

GUIDELINES ON ASSET CLASSIFICATION:

- **CATEGORIES OF AN ASSET:**

Standard Assets	Sub-Standard Assets	Doubtful Assets	Loss Assets
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- **Standard Assets:** Standard asset is one which does not disclose any problem and which does not carry more than normal risk attached to the business. Such an asset is not an NPA.
- **Special Mentioned Account (SMA):**

SMA (0)	SMA(1)	SMA(2)
Irregularities (Principal or Interest) up to 30 days.	Irregularities (Principal or Interest) from 31 days to 60 Days	Irregularities (Principal or Interest) from 61 days to 90 Days

- **Sub- Standard Assets:** A sub-standard asset is one, which has remained NPA for a period less than or equal to 12 months.
- **Doubtful Assets:** An asset is classified as doubtful if it remained in the sub-standard category for 12 months.

DB-1	DB-2	DB-3
Remained in doubtful category up to 1 Year.	Remained in doubtful category for more than 1 to 3 Years.	Remained in doubtful category for more than 3 Years.

- **Loss Asset:** A loss asset is one where loss has been identified by the bank or internal or external auditors or the RBI Inspectors but the amount has not been written off wholly.
- **Straightaway Doubtful:** If the realizable value of the security (as assessed by the bank's approved valuers / RBI) is less than 50% of the outstanding in the borrowal accounts, it may be straightaway classified under doubtful category and provisioning should be made as applicable to doubtful assets (DB 1).
- **Straightaway Loss:** If the realizable value of the security (as assessed by the bank's approved valuers / RBI) is less than 10% of the outstanding in the borrowal accounts, the existence of security should be ignored and the asset should be straightaway classified as loss asset.

➤ **Functionaries responsible:**

Type of Centre/ Office	Definition
General Banking Branch (GBB)	Handles NPA accounts (borrower-wise) with fund-based outstanding less than ₹20 lakh, excluding DRT/NCLT filed accounts
Asset Management Branch (ARMB)	Handles NPA accounts (borrower wise) with fund-based outstanding $\geq$ ₹20 lakh & upto ₹25 Crores, including all DRT/DRAT filed accounts (upto ₹25 Cr.), excluding NCLT Accounts
Stressed Management Branch (SAM)	Handles NPA accounts (borrower wise) with fund-based outstanding above ₹25 Cr and all NCLT filed accounts, irrespective of exposure

GUIDELINES ON PROVISIONING:

- What is **Provisioning**: Provisioning is setting aside a part of the profit earned to meet the default arising out of non-payment of loan installment.

➤ **Provisioning on Sub-Standard Asset:**

15%	25%	20%
General provision for secured Exposure	Provision for Unsecured Exposures.	Infrastructure loan accounts

➤ **Provisioning on Doubtful Asset:**

25%	40%	100%
DB-1 (Secured portion)	DB-2 (Secured portion)	DB-3 & Unsecured portion of doubtful Assets

➤ **Provisioning on Loss Assets: 100% on o/s balance.**

➤ **Provisioning on Standard Assets:**

0.25%	1.00%	0.75%	2.00%	0.40%
Direct Advances to AGR & MSE	Advances to CRE sector	Advances to CRE - RH	Housing loan granted at "Teaser Rates"	All other loans and advances*

- **5% for:** Advances restructured and classified as standard in terms of the Master direction –Reserve Bank of India (Relief Measures by Banks in Areas affected by Natural Calamities) Directions 2018 – SCBs, as updated from time to time.

➤ **Advances covered by ECGC/ DICGC guarantee:** In the case of advances classified as doubtful guaranteed by DICGC/ ECGC, provision should be made only for the balance in excess of the amount guaranteed by these Corporations.

- **Advance covered by CGTMSE and CRGFTLIH Guarantee:** In case the advance covered by CGTMSE guarantee becomes non-performing, no provision need be made towards the guaranteed portion.
- **Provisioning requirements for Credit Card:**

2.00%	25%	100%
Standard Assets	Sub-Standard Assets	Loss Assets

- **Wilful Defaulters and Non-Cooperative Borrowers:**

15%	25%	25%	40%	40%	100%	100%	100%
Upto 6M	6M → 1Y	Upto 6M	6M → 1Y	SE	USE	3 rd & 4 th Year (SP & USP)	5 th Year onwards
				2 nd Year			
Sub-Standard (Secured)		Sub-Standard (Unsecured)		DB-1		DB-2	DB-3

SARFAESI Act 2002

(Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002) : The SARFAESI Act, 2002 empowers Banks/ Financial Institutions to recover their Non-Performing Assets without the intervention of the court.

- **Eligible:**

- Contractual dues should be more than Rs. 1 Lakh
- Account must be in NPA Category.
- Security charged must be specific, clear & available to the Bank.
- Limitation must be alive.
- In Consortium financing, **60%** of secured creditors **by value** must agree.
- Action can be initiated against cases pending in DRT.

- **NPA Account not eligible under SARFAESI Act:**

- Where Contractual dues not exceeding Rs. 1 Lakh.
- Agriculture land charged against agriculture purpose loan.
- Due amount is less than 20% of principal & interest.
- Charge not registered with CERSAI.
- Loan secured by pledge, lien & by security of bank deposits.
- **Limitation** has **expired** as Limitation Act.
- Where **security is not charged** to bank

- **AUTHORISED OFFICER**

- Means an officer not less than a **Chief Manager of PSB or equivalent.**
- Authorised Officer **enjoys immunity** for all **Actions done in good faith and without negligence.**

Process

T+2	Prepare note of approval (Administrative Approval) on SI-2 along with Draft notice under Sec 13(2)
By T+10 Days	Authorized Officer issues 60 Day's "Notice under Section 13(2)" → revised SI-4 for borrowers & revised SI-4A for guarantors.
By T+17 Days	If notice remains un-served: Substituted Service by Affixation of 13(2) Notice where borrower/ mortgagor's residence / business address + publication in 02 newspapers, one of which should be in vernacular language
By D+47 Days	If any Representation/Objections submitted by the borrower under Section 13(3A): Reply within maximum 15 days. *D Date – Date on which account gets transferred to SASTRA Centres (Standard date after 30 days of classification of an account under NPA category)
On E Day = 60 days completion day	Taking over of Possession
By E+3 Days	☐ Possession by delivering Possession Notice (Form SI-10/10A/10B) to the borrower. ☐ Simultaneously affix such Possession Notice on the outer door or at such conspicuous place of the property. ☐ Prepare inventory as per format (SI-9); ☐ Deliver a copy of Possession Notice and inventory (SI-9) to the person entitled to receive the same. In case of refusal to give acknowledgement, send it by Regd. Post AD/Speed Post/Courier etc.
Publication by E+10 Days	☐ Publication of Possession Notice within 07 days in 02 leading newspapers (1- vernacular) mandatory ☐ SI-10: Single NPA a/c, SI-10A: Multiple NPA a/c, SI-10B: Multiple NPA a/c and multiple AOs. ☐ Take valuation from valuer accompanying you. (by E days)
File DM/CMM application by E+5 Days	Actual physical possession not delivered voluntarily/ resisted by borrower If there is resistance in delivering actual possession: ☐ Filing of application before DM/CMM for taking possession u/s 14 of SARFAESI Act. ☐ When application is allowed, possession to be taken as per orders of the DM/CMM. The District Magistrate/ Chief Metropolitan Magistrate will pass suitable orders for taking possession of the secured assets within a period of 30 days. (Maximum up to 60 days with reason of delay)
By E+10 Days	Issue of Notice of intended Sale and Publication (Immovable) ☐ Issue & serve "Notice for intended Sale by Auction/ Tender" of 30 Days (Form SI-13) and Public Notice (Proclamation of Sale) SI-14 / Invitation for Tender (Form SI-24) on the Borrower/mortgagors and guarantors. ☐ SI-14 / SI-24 to be affixed on the conspicuous part of the property to be sold/auctioned. ☐ Publish SI-14 / SI-24, in the two leading newspapers (one should be vernacular) ☐ Minimum 30 days gap (Expiry of 30 days) between the date of publication and the date of Auction or date of opening the tenders.
E-Auction	☐ Auction Notice to be compulsorily placed at (i) www.pnbIndia.in (ii) http://eprocure.gov.in/epublish/app and (iii) www.ibapi.in

	(iv) https://etender.pnbnet.in:8443/banks/detail/pnb/MTQy for movable assets at-least 30 days in addition to publication in the newspapers. ☐ For adopting the mode to conduct auction e.g. e-auction, manual auction etc. refer guidelines issued by the recovery Division.
	☐ T & C to be signed by bidders in Form SI-18A. 10% of RP fixed to be deposited as EMD on before the fixed date of deposit of EMD Amount. ☐ Bio-data of highest bidder is to be taken on SI-20. ☐ Successful Bidder will have to deposit 25% pf closure bid Amount immediately. ☐ On getting initial deposit, acceptance of bid to be given on SI-21. ☐ Confirmation of sale to be given as per SI-22 within 15 days. ☐ Remaining 75% of the Bid amount to be deposited with 15 days. Period can be extended to 3 month with prior permission of Zonal SASTRA Head. ☐ Agreement to sell be executed on format SI-23. ☐ Confirmation of sale- Form SI-15/16 for Movable & SI-17 for IP.

POLICY FOR WILFUL DEFAULTER AND ACTION THERE AGAINST:

NPA borrowal accounts with O/S (FB & NFB facilities which are converted into FB facilities) **aggregating Rs.25 lac and above**, where “**wilful default**” is identified by the Bank.

Work Flow for Declaring Borrowers/Guarantor as WILFUL Defaulter

STEP-1	☐ Identification of Wilful Default on Borrowing Persons/Entity. (Timeline 15 days)
STEP-2	ARMB/ SAM Centre to serve 30 days’ notice (As per Annexure-I) on all the identified persons as Step 1, to rectify the default by registered post with AD as well as E-mail, if available. Examine the reply, if any, and send a suitable reply maximum within 7 days time bringing out the factual position leading to event of Wilful Default. 1. The branch/credit vertical head to submit the prescribed proposal within 21 days of NPA to COCC alongwith recommendation. 2. COCC will forward the proposal to HO with recommendations of ZOCC for placing it before identification committee within 30 days of NPA. 3. In case accounts pertain to ARMB/SAMB all related action will be taken by recovery officer at ARMB/SAMB through ZOCC within 30 days of NPA.
STEP-3	<u>Sending Proposal to SAM Division, HO</u> If default is not rectified, send Proposal (as per Annexure-II) to ARMB along with recommendations supported by requisite evidence/ documents.
STEP-4	Placing the proposal before The Committee on Wilful Defaulters thereof within 3 days.
STEP-5	<u>Show Cause Notice</u> Consequent upon receiving the decision of The Committee from Recovery Division, Head Office, shall issue 15 days Show Cause Notice (As per Annexure-III) through registered post with AD and E-mail within 3 days through concerned ARMB.
STEP-6	<u>Representation by the Proposed Defaulter</u> If any representation is received from the borrower, submit the representation along with Para-wise comments and recommendations through ARMB to HO SAM Division, for placing the matter before The Committee.

STEP-7	<u>Notice for personal hearing by The Committee</u> ☐ Serve Notice (As per Annexure IV) for personal hearing by The Committee through registered AD and E-mail within 2 days on receiving communication of the date fixed for personal hearing from the SAM Division, HO. ☐ Ensure to serve Notice and proof thereof be submitted to Recovery Division, Head Office.	
STEP-8	<u>Meeting of The Committee and personal hearing of borrower</u> ☐ SAM Division, Head Office will place the matter before the Committee. The Committee will give a personal hearing to such borrowers/ proposed defaulters who have made representation.	
STEP-9	<u>Decision of the Review Committee</u> ☐ The decision/ order of The Committee will be placed before the Review Committee for approval. ☐ On approval of decision/ order by the Review Committee on Wilful Defaulters declaring the Borrower/ Proposed Defaulter as Wilful Defaulter, the decision would be communicated to the said Borrower/ Defaulter within 3 days through concerned ZSC.	
STEP-10	<u>Submission of Information</u> Circle Recovery/ Zonal Recovery would submit information to the SAM Division, Head Office as per prescribed format (Annexure V) for publishing/ Reporting to CICs. Circle/ Zone may also ensure the facts about directors, wherever possible, by cross-checking with Ministry of Corporate Affairs.	
STEP-11	<u>When default is identified, simultaneously following measures be taken:</u> ☐ Foreclosure of mortgaged properties. ☐ Recovery Suits/SARFAESI Actions. ☐ Criminal Proceedings wherever necessary. ☐ Removal of Director/ Promoter, who is a Wilful Defaulter, in case loan documents incorporate such clause that borrower company shall not induct a person who is a Promoter/ Director of a Wilful Default Company.	
PENAL MEASURES	<u>Debar from further Institutional Finance and floating new ventures</u> ☐ No additional facilities should be granted by any Bank/FI to the listed wilful defaulters. ☐ In addition, the entrepreneurs / promoters of companies (wilful defaulted) should be debarred for floating new ventures for a period of 5 years from the date of removal of their name from the list of the wilful defaulter. ☐ ARMB Centres may consider publishing the photographs of Wilful Defaulters only, with outstanding of Rs.25 lacs and above in the Newspapers, in the Newspapers, covering the area where the borrower resides.	
AVAILABILITY OF NAMES OF WILFUL DEFAULTERS	https://www.cibil.com/nonsuitfile Non Suit Filed wilful defaulter/ defaulter for all Banks	https://suit.cibil.com/ Suit Filed wilful defaulter/ defaulter for all Banks
	<u>List of Wilful Defaulters of Our Bank can be accessed through Knowledge Centre → Knowledge Repository → Wilful Defaulters</u>	

OTS (One Time Settlement)

- **What is Compromise:** Compromise settlement refers to a negotiated settlement under which Bank endeavours to recover maximum amount in a minimum time with minimum expenses.
- **Basic parameters for Compromise:**
 - Quality of primary assets charged to the Bank, their realisability / marketability.
 - Collateral value, marketability, realisability and enforceability.
 - Means/other attachable assets of the Borrower/guarantor(s).
 - Status of legal action/ SARFAESI action and time involved.
- **Objective**
 - **Maintain capital** as per capital adequacy norms.
 - **Continue incurring cost** to service the funds blocked in NPAs.
 - **Bear the cost for loss of opportunity to lend** these funds at favourable rates.
 - Make **provisions for such loan losses** in terms of IRAC norms.
- **Eligibility Criteria**
 - NPA Borrowal Accounts after 3 months from its date of slippage to NPA.
 - Recovery Action like SARFAESI Action should have been initiated in the account (wherever applicable) & at least ONE auction should have been conducted.
- **Calculation of Recoverable Dues**

Balance O/S (Date of NPA) + DI/SI reversed + interest prior NPA debited after NPA	
+	Simple Interest @ MCLR Rate (1 Yr)
+	Legal and Other Charges recoverable
+	Charges debited after NPA date
-	Recoveries
Recoverable Dues as on the last date of last quarter (A+B+C+D-E)	

- **Valuation of Securities**
 - **Validity/Periodicity of Valuation Reports: Not more than 1 Year old.**
 - Property Value = 5 Crore & above, minimum 2 independent latest valuation shall be obtained.
- **NET PRESENT VALUE OF REALIZABLE VALUE (NPVRV)**

CALCULATION OF NET PRESENT VALUE OF REALIZABLE VALUE OF CHARGED PRIMARY/ COLLATERAL SECURITIES NET OF COST OF REALIZATION (NPVRV)	
(a)	$R.V. / [1 + r/100]^n$ R.V. = Realizable Value of charged primary/collateral securities r = Prevailing 1 Year MCLR (8.65%) n = No. of Years for realization of securities based on the complexity of the case
(b)	From the amount calculated as (a) above, estimated cost of realization of the securities be deducted and the same shall be taken as 1% of the realisable value of security.
(c)	Net Present Value of Realizable Value of Charged Securities net of cost of realization (NPVRV) = (a) – (b)

➤ **Minimum Indicative OTS Amount:**

Where NPVRV > Recoverable Dues	Recoverable Dues.
Where NPVRV < Recoverable Dues but more than Book O/S	NPVRV of the securities
Where NPVRV < less than Book O/S	NPVRV of the securities
Where NPVRV is Zero	Whatever maximum can be recovered
The basis for negotiation shall always be Memoranda Dues and should aim at recovering maximum share of the same.	

The cases where NPVRV is less than the book outstanding or Zero and Book Outstanding is more than Rs. 10.00 Cr, then before considering OTS Proposal, **Detective Agency** should be engaged (If previously not engaged) and the assets traced out by Detective Agency should be taken into cognizance during negotiation/ approval of OTS, however, **HOCAC-III & Management Committee** shall have full powers to waive this condition on case to case basis based on proper justification.

Minimum 50% of Book O/s	Minimum 40% of Book O/s
Sub-Standard NPAs	Doubtful NPAs

➤ **DOWN PAYMENT/ UPFRONT PAYMENT:**

OTS Offer	Upfront Amount	Upfront Amount where it is difficult to provide prescribed upfront Amount
Upto Rs. 10 lacs	20%	Nil
Rs. 10 lacs to Rs. 50 lacs	15%	Rs. 0.50 Lacs
Rs. 50 lacs to Rs. 100 lacs	10%	Rs. 1.00 Lacs
Rs. 100 lacs to 500 lacs	10%	Rs. 5.00 Lacs
Rs. 500 lacs & Above	10%	Rs. 10.00 Lacs

➤ **Payment terms of OTS Amount:**

Where the OTS amount is to be paid beyond 3 months from the date of conveying approval, and/ or payment in installments, future interest to be charged at least:	
Within 12 Months Of Approval	@MCLR (1-year) at the time of approval of OTS + 1% on simple basis on reducing balance
More Than 12 Months Of Approval	@MCLR (1-year) at the time of approval of OTS + 2% on simple basis on reducing balance

➤ **OTS/WRITE OFF IN STAFF ACCOUNTS:** Shall be considered by an authority not below the level of HOCAC-I subject to delegated powers.

➤ **SETTLEMENT OF CGTMSE COVERED ACCOUNTS:**

Minimum Indicative OTS Amount	
Cases where CGTMSE Claim received	Shall not be less than the amount of CGTMSE claim received.
Cases where CGTMSE Claim rejected	Shall be as per General Settlement Scheme.
Cases where CGTMSE Claim not yet lodged/ or lodged but not yet settled	Shall not be less than 75% of total CGTMSE claim eligible amount based on the extent of guarantee.

➤ SETTLEMENT OF CGTMSE-HYBRID SECURITY COVERED ACCOUNTS:

Minimum Indicative OTS Amount	
Claim amount received	Sum of Claim amount received + Minimum Indicative amount as per General Settlement Scheme.
Claim not yet filed/ received	Sum of 75% of Total CGTMSE Claim amount + Minimum Indicative amount as per General Settlement Scheme.

SPECIAL OTS SCHEME FOR FY2024-25 (NON DISCRIMINATORY AND NON-DISCRETIONARY SPECIAL OTS SCHEME - FOR NPA ACCOUNTS UPTO Rs 5.00 CRORES)

➤ **Eligibility Criteria :** All NPA accounts under Doubtful- I, Doubtful-II, Doubtful III, LOSS category (except All Sub-Standard NPA Accounts will not eligible in this Special OTS Scheme) (including Technical Write-off accounts) with ledger outstanding (also termed as balance) up to Rs.5.00 crores as on close of previous financial year shall be eligible under this Scheme.

- Cases pending before Courts / DRTs will be eligible.
- Cases where Bank has initiated the action under SARFAESI- Act 2002 will also be eligible.
- Eligible accounts referred for Revenue Recovery action under State Recovery Laws will also be eligible.
- Agriculture accounts with balance outstanding more than Rs 10.00 lacs will be covered under this scheme.
- Cases where OTS was earlier approved but not implemented and has already been declared failed on or before the close of previous financial year..
- Accounts under Consortium or Multiple Banking Arrangements will also be eligible to be covered under the scheme.
- Units where rehabilitation / restructuring have failed as close on previous financial year.
- Clean Overdraft in Saving Bank and Current Account including overdraft granted under PMJDY which are classified as NPA.
- Agriculture NPA accounts upto Rs. 10.00 Lakh under DB-I category.

➤ **Exceptions**

- All Sub-Standard NPA Accounts are not eligible under this scheme.
- Fraud Accounts.
- Central Govt. /State Govt. guaranteed accounts.
- Units under rehabilitation/restructuring (Already approved and under implementation).
- Cases admitted in NCLT under Insolvency and Bankruptcy Code, 2016.
- Loan against Gold/Jewellery and other liquid securities e.g. LIC/NSCs/KVPs etc.
- Staff Accounts.
- NPA accounts where bank has already entered into a compromise/settlement and **settlement is in force as on close of previous financial year.**
- OTS in written off accounts will not be covered in this scheme and OTS in such cases shall be considered as per "Special guidelines for OTS in Written off Accounts" as circulated vide SASTRA Division Circular. However, TWO (Technically Write Off) accounts will be covered in the scheme.
- NPA accounts classified as Doubtful or Loss, having outstanding balance above Rs. 50 Lakhs upto Rs. 5 Crores as on close of previous Financial Year, possessing coverage of 125% or more by Market Value

of securities as on date of receipt of OTS proposal, shall not be covered under this Special OTS Scheme and shall be dealt as per Policy of Recovery & Management of NPA (General OTS Policy).

Settlement Amount:

For Eligible NPA Accounts with Balance Outstanding upto Rs. 20 Lakh				
IRAC Classification as on close of previous FY		OTS Amount (% of balance outstanding as on date of receipt of OTS Proposal)		
		Agriculture NPA Accounts	Housing Loan, ODHL & Mortgage Loan	NPA Accounts other than Agriculture, Housing Loan, ODHL & Mortgage Loan
DB-1		55%	80%	60%
DB-2		45%	70%	50%
DB-3	Age of NPA upto 5 yrs	40%	60%	40%
	Age of NPA >5 yrs upto 10 yrs	35%	50%	35%
	Age of NPA >10 yrs	30%	40%	30%
Loss		25%	25%	25%

For eligible accounts with balance o/s above Rs. 20.00 Lakhs and upto Rs. 100.00 Lacs		
For Doubtful & LOSS Assets		
SR. NO	Security Coverage (Market Value, i.e., MV) as on date of receipt of OTS proposal	OTS amount (% of balance outstanding as on date of receipt of OTS Proposal)
1	Below 10%	40%
2	10% to 50%	55%
3	Above 50% to 75%	70%
4	Above 75% to 100%	75%
5	Above 100%	80%
For eligible accounts with balance o/s above Rs. 100.00 Lakhs and upto Rs. 5.00 Cr		

For Doubtful & LOSS Assets		
IRAC Classification as on close of previous financial year	OTS Amount for Secured portion (Market Value of Primary + Collateral Security)	OTS Amount for Unsecured portion
DB-I	80%	25%
DB-II	75%	25%
DB-III	70%	20%
LOSS	70%	20%

- NPA accounts classified as Doubtful or Loss, having outstanding balance above Rs. 50 Lakhs upto Rs. 5 Crores as on close of previous Financial Year, possessing coverage of 125% or more by Market Value of securities as on date of receipt of OTS proposal, shall not be covered under this Special OTS Scheme and shall be dealt as per Policy of Recovery & Management of NPA (General OTS Policy).

RESOLUTION OF NPA THROUGH LOK ADALAT:

- Lok Adalats have been established under the provisions of "The Legal Services Authorities Act, 1987".
- These Lok Adalats provide an easy and cost effective platform for disposal of large number of cases.
 - Every award of the Lok Adalat is deemed to be a decree of a Civil Court and no appeal can be made against the award.
 - All NPA accounts up to O/s upto **20.00 Lacs**, both suit filed and others, can be considered for reference to Lok Adalats for settlement.
 - Above 20 lacs can be referred to DRT Lok Adalats.
 - Pendency of matters with the Lok Adalat in non suit filed cases does not save limitation.
 - **Cases that cannot be taken up**
 - The offences which are compoundable under any law cannot be brought within the purview of Lok Adalat.
 - It has no authority of its own to pass judgements.

RESOLUTION OF NPA THROUGH Debt Recovery Tribunal/Civil Suits

- **Debt Recovery Tribunal:** Created under Recovery of Debts Due to Banks & FIs Act (RDBFT Act) 1993 except J&K. These are like other civil courts for a special purpose of helping in quicker NPA recovery in large account. Presently 39 DRTs & 5 DRATs are there.
- **Composition Of DRT:** DRT headed by Presiding officer appointed by central govt.
 - Should be qualified to work as district judge.
 - Appointment for a period of 5 years or up to 62 years age whichever is earlier.
 - To assist presiding officer Government can appoint Registrar and Recovery Officer.
 - **Eligible Amount:** Minimum Amount due should be 20 lacs and more. Govt. may reduce it to 1 Lac.
 - **Time Limit:** Show cause notice within 30 days. Disposal is expected in 180 days.

○ **Order:**

- After claim is upheld, Recovery certificate is issued. Recovery officer has powers such as attachment etc. under Income Tax Act.
- Appeal to president of DRT against order of Recovery Officer within 30 days and appeal against Registrar within 15 days.

➤ **Debt Recovery Appellate Tribunal (DRAT) :** A person/ entity aggrieved by order of DRT can appeal to DRAT within 30 days of receiving order depositing 50% of amount due determined by DRT. DRAT may reduce or waive the amount to not less than 25%.

- **Composition of DRAT:** Head by chairperson appointed by central govt. for 5 years or up to 65 years age whichever is earlier.
 - Should be qualified to be judge of High Court.
 - Held office of Presiding officer at least 3 Years
 - Disposal of appeal by DRAT maximum 180 days.

○ **Fees Structure:**

DRT	Less than 10 Lacs	DRAT
Rs. 12000.	10 Lacs to less than 30 Lacs	12000
For each additional	30 Lacs & Above	20000
1 lac → 1000. Max 1.5 lac.	30 Lacs & Above	30000

○ **Brief overview of various stages & steps before DRT :**

Step-1	Filing an application commonly known as OA (Original Application) before the Registrar of the concerned DRT.
Step-2	DRT issues summons in the names of defendants and the services of summons are required to be made upon each of the defendant.
Step-3	On service of summons, the defendant is required to file reply within 30 days or further time granted.
Step-4	In case the defendant sets up a counter claim against the bank in the written statement, reply to the same should be filed before the next hearing to avoid delay on this ground.
Step-5	A copy of the OA, along with copy of documents and other Annexure(s) is required to be served on each of the defendants together with the summons issued by DRT.
Step-6	If bank desires to obtain an Injunction, Stay or Attachment Before Judgement (ABJ) in respect of any assets, separate application with Affidavit needs to be moved before the DRT, making out a ground that the defendants are about to dispose of the property in question.
Step-7	On getting Summons, within 30 days, the defendants have to file their reply.
Step-8	After filing of the written statement by the defendants, the evidence of the parties are taken by way of affidavit.
Step-9	After completion of pleadings, the Presiding Officer (PO) of DRT fixes the matter for final hearing/arguments. Hearing of OAs filed will be held on day-to-day basis.
Step-10	PO passes Final Order and Recovery Certificate (RC) is issued to RO (Recovery Officer) of DRT to affect the recovery of the amount of debt as specified in the RC.
Step-11	In case the matter is resolved between the parties, at any stage, before the final order is passed, by way of OTS etc., the court fee paid by the bank may be refunded.

○ **Brief overview of various stages & steps before Civil Court :**

Step-1	The proceedings before Civil Court commence by filing of plaint along with the documents relied upon.
Step-2	The defendant appears and files written statement within 30 days from the date of service of Summons.
Step-3	Evidence by both sides has to be adduced. Cross-examination is allowed as a matter of right.
Step-4	Service of summons may be made by Speed Post, by Courier Services, as approved by the High Court or by any other means of transmission of documents (including fax message or electronic mail service).

The limitation period available for filing application for final decree is three years from the date of expiry of the time specified in the preliminary decree.

16

CBS

FinHelp- Important Menu Options (Latest)	
Description	CBS-MENU
CALCULATION OF DELAY PERIOD INTEREST IN OTS CASES	OTSINTT
NEW MENU IN CBS FOR RESOLUTION OF BRANCH MANAGED BNA DEPOSIT COMPLAINTS AT BRANCHES	BNACOMP
HANDLING OF CLEAN OVERDRAFT TRANSACTIONS IN CURRENT ACCOUNTS	GRTOD & NFTOD
HANDLING CONCESSION IN RATE OF INTEREST FOR PACKING CREDIT ACCOUNTS	INTNF
ADDITIONAL FACILITY FOR CUSTOMER TO ENABLE TRANSACTION(S) IN CBS THROUGH NEAREST BRANCH WHICH ARE DECLINED BY EFRM SYSTEM	HEFRM
TO FEED CORRECT BANKING ARRANGEMENT OF BORROWER IN CBS	CCLD
CASH WITHDRAWAL THROUGH CBS IN CASH CREDIT OVERDRAFT ACCOUNTS	CASHPAY
NEW FUNCTION CODE "VERIFY (V)" AND OTHER VALIDATION IN BNAEOD & ATMEOD MENU AVAILABLE IN CBS	BNAEOD ATMEOD
RESTRICTION OF MANUAL INTERVENTION IN ONLINE OVERDRAFT (e-OD) AGAINST FIXED DEPOSIT (OFFLINE & ONLINE) – MODIFICATION IN MENU	MODFD
FOR CANCELLATION OF DIVIDEND WARRANT ACCOUNTS AND TRANSFER OF FUNDS USING MENU	MDWCAN
CAPTURING TAGGING IN SYSTEM – NEW MENU	TAGGING
CASH PAYMENTS IN CASA ACCOUNTS THROUGH	CASHPAY
INTRODUCTION OF MENU OPTION FOR CAPTURING EXTENSION OF MORATORIUM IN EDUCATION LOAN ACCOUNTS	EDUMOR
CONVERSION OF CASH CREDITOVER DRAFT ACCOUNTS (CCAODA) TO CURRENT ACCOUNT (CA TYPE) , THROUGH MENU OPTION	SCTRF
PAYMENT OF LEASE RENTALS – INTRODUCTION OF MENU	BULKRENT
PNB CAR LOAN -INTRODUCTION OF MENU OPTION "....." TO ALLOW EXCEPTION BEFORE EXECUTION OF EXTM FOR PAYMENT OF SERVICE CHARGES CAR DEALERS AND THEIR SALES EXECUTIVES	DPEXCP
POINT OF SALE (POS) LEAD GENERATION THROUGH '.....' MENU OPTION	POSLEAD
PM SVANIDHI –WITHDRAWL OF '.....' MENU	PNBSVAN
MODIFICATION IN MENU TO UNFREEZE THE CURRENT ACCOUNTS MARKED FREEZED WITH REASON CODE 033	UFZALLOW
IMPLEMENTATION OF "....." MENU IN CCMS-GENIUS	MARK OTS
FUNCTIONALITY OF BULK ENABLEMENT OF EMPLOYEES THROUGH "....." MENU	ENABLUSR
DISABLING MENU FOR OPENING OF RESIDENT INDIVIDUAL SB ACCOUNT IN FINACLE AND PNB-2AO PROCESS IN DMS	BOCUSTCO
RESTRICTION FOR DAY END – WHEN 'VKYCACT' MENU IS PENDING FOR EXECUTION IN THE OTP BASED ACCOUNTS WHERE SIGNATURE HAS BEEN UPLOADED IN CBS	VKYCACT

RESTRICTION ON & MENU	HINTREV & HINSTREV
IMPORT DATA PROCESSING AND MONITORING SYSTEM - UPDATION & ACCESS OF CBS MENU OPTION (.....)	CINBOM
IMPORT DATA PROCESSING AND MONITORING SYSTEM (IDPMS) – ACCESS OF MENU OPTION “.....” TO BRANCHES	CINBOM
RATE OF INTEREST (ROI) OF AN INTEREST TABLE CODE OR A LOAN ACCOUNT AS ON A PARTICULAR DATE	ADVINT
SMOOTH FUNCTIONING OF IT HELPDESKS & CHD AND EFFECTIVE MONITORING OF DAYEND CHECKS BY THE RESPECTIVE HO DIVISIONS WHO HAVE IMPLEMENTED THE DAYEND CHECKS	HDESK
UPDATION OF PROFESSION/ACTIVITY CODE IN NON-PROFIT ORGANISATION (NPO) CUSTOMERS	DETUPD
CAPTURING DETAILS OF LEGAL ENTITY IDENTIFIER IN CBS	LOOKLEI
CONCESSION /RELAXATION IN NON-CREDIT RELATED SERVICE CHARGES	CONCESS
INQUIRE DETAIL OF UNCLAIMED DEPOSITS	UNCLINQ
CAPTURING OF RESTRUCTURING DETAILS IN CC/OD AND IMPROVEMENT OF ‘REASONS’ AND ‘REMARKS’	RESDET
HANDLING OF EXCEPTIONS on Lens only Renewal of Limits in CBS	RENRELAX
MANUAL INTEREST PAYMENT IN TERM DEPOSIT ACCOUNTS	MIPBD
UPDATION OF CASTE, COMMUNITY, NRLM SHG CODE AND OTHER DETAILS IN CRM for SHGs	SHGUPD
REVERSAL OF RECORDED INTEREST	RIREV
HANDLING OF TOD/ADHOC IN CBS	ACTOD
ALLOWING CANCELLATION OF CUSTOMER ID MODIFIED THROUGH CRM MODULE	CUSTSTAT
ALLOWING MANUAL INTERVENTION IN INSTA DEBIT CARD EMI (DCEMI) LOAN ACCOUNTS (SCHEME CODE: TLDCE) AT BRANCH LEVEL IN CBS	DCEMIEXP
INVOICE VALIDATION PRIOR TO BOOKING OF EXPENDITURE THROUGH EXTM	INVAL
ALLOWING REFUND OF INTEREST/PENAL INTEREST	RINCM
FINACLE FOR FRR ACCOUNTS (FRR FOR MSMEs)	HFRR
PNB HOME LOAN- TOP-UP (OD/TL) TO HOME LOAN	TOPUPEXP
DEBITS IN VEHICLE LOAN DISBURSEMENT POOL ACCOUNT (3191101)	DBTPOOL
CLEANSING OF JUNK VALUES MOTHER’S NAME, FATHER’S NAME AND SPOUSE’S NAME IN CBS	DETUPD
Doorstep Banking Service request in CBS	DSBS
REVERSAL OF BULK ENTRIES OF INCOME & GST	INCREVBK
Updation of details under INTEREST SUBSIDY UNDER PMAY CLSS SCHEME.	ADPMAY
Generation of GST Invoices	CGSTRPT
Marking of fraud in borrower accounts on the basis of customer id	CUFRD
Capturing drawdown schedule of term loan accounts in CBS	DISBSCH
Release of doorstep banking services	DSBS
Capture the details of Form 60 obtained from customer	FORM60
GBM day-end activities	GBMHSCOD
GSTIN VALIDATION for payment to GST Registered Entities	GSTVAL
Post implementation performance of restructuring of exposures other than personal loans under resolution framework 1.0	ICADEF
Handling of Report & MIS for NCLT Cases	NCLT
Capturing Non-fund based facilities details	NFDTL

Inquiring various information about NPA & standard accounts	NPACBAL
DOWNGRADING OF AUTOMATICALLY UPGRADED accounts	NPARST
Capturing of operative account number NACH check-off facility, contact details and other checks.	PREDISB
Capturing biometric device details for enablement of registered device service	REGRD
Loan charges relax	RELXSC
Restructuring rescheduling in CBS	RESDET
MARKING UPGRADATION OF RESTRUCTURED NPAs ACCOUNTS IN CBS	REUPGR
Handling Solvency Certificate activities	SOLV
Locker waiting list	WAITLIST
Accelerated provision due to wilful default	WILDEF
Debiting & closure of freezed (code -014) casa accounts opened by branches but rejected by casa back office where discrepancy is not rectifiable	WKITCLS

FinHelp- Important Menu Options

Saving / Current Account

Account Ledger Inquiry	HACLI/ HACLINQ
Deposit Cash	PCASHDEP
Transaction Maintenance	HTM
Printing of Passbook	HPBP
Passbook Print Reset	HPBPR
Issuance of Personalized Cheque Book	CBSCHQBK
Issuance of non- Personalized Cheque Book	HICHB
Destroy Cheque Book	CHBD
Cheque Book Maintenance	HCHBM
Stop Payment Of Cheque	HSPP
Verification Of Stop Payment	HSPPAU
Revoke Stop Payment	HSPP
Charges Collection	HCACC
Account Closure	HCAAC
Update Cheque Status	HUCS
Opening of Current Account	HOAACCA
Verification of Current Account	HOAACVCA
Modification of Current Account before Verification	HOAACMCA
Printing Statement of Account	HPSP
Change CIF ID of Account	HCCA
Interest Run for Account	HACINT
Transfer of Saving/ Current Account to Operative Category	OPACTF
Transferring CIF from one branch to another branch	CIFTRF
Account Balance Inquiry	HACCBAL
Summary Details of a Customer	HCUSUM
Current Accounts of Customer	HCUCA
Saving Accounts of Customer	HCUSB
Deposit Education and Awareness Fund Claim	DEAFC
New Mini Deposit Scheme -Opening of Account	MDNOAAC

Correct constitution Code –PAN Mismatch	UPDCONST
Demand Draft	
Issuance of Draft	HTM
Printing of single DD	HDDPRNT
Printing of all DDs	HDDPALL
Reprinting of DD	HDDRPRNT
Cancellation of DD	HDDC
Marking of DD lost	HDDLST
Issuance of Duplicate DD	HDDD
DD Status Maintenance	HDDSM
DD credit account inquiry	HDDIC
DD debit account inquiry	HDDID
Inventory Management	
Inventory Movement Authorization Maintenance	HIMAUM
Inventory Movement Between Locations	HIMC
Inquire & Split Inventory (Own Location)	HISAI
Inquire & Split Inventory (All Location)	HISIA
Inquire & Merge Inventory (Own Location)	HIMAI
Inquire & Merge Inventory (All Location)	HIMIA
Inventory Status Report (All Location)	HISRA
Inventory Inquiry All	HIIA
Modify Inventory Movement Authorization	IMCAUTH
Miscellaneous	
Link or delink Demat account with charges Bank Account of bank	DEMAT
Memo Pad Look Up (Add/Delete)	HMEMOPAD
Verify A Memo Pad	HMPAU
Marking/ modifying Lien	HALM
Freezing/ Unfreezing Account	HAFSM
Standing Instructions Maintenance	HSIM
Standing Instructions Inquiry	HSII
Transfer of Accounts between SOLs	HACXFSOL
Transfer of Scheme Code of Account	HACXFRSC
Finacle Menu Option Help	FINHELP
Mapping of Menu from Finacle 7 to Finacle 10	MENUHELP
Reports Menu Options Inquiry	REPHelp
User Profile Maintenance	HUPM
Branch Table Inquiry	HBRTI
To capture GST details of Customer	CUSTGST
To capture GST details of Customer	CUSTGST
Customer Search	CUSTSRCH
Credit Rate Management System	CRMS
Suspend CIF ID	CUMMSUSP

CIF CREATION BIO-METRIC	CCBM
Outstation Instrument Collection Maintenance	HOICM
Temporary Overdraft Maintenance	HACTODM
PAN Correction	PANCORR
Updation of PAN/Form60	PANUPD
Capturing Deceased person's details	CLAIM
Updation of Agencies for specialized Monitoring	ASMDET
PAN Correction/change OVD for indentity Card	PANCD
Term Deposits	
Deposit Modeling	HDEPMOD
Opening of FD/RD Account	HOAACTD
Verification of FD/RD Account	HOAACVTD
Modification of FD Account before Verification	HOAACMTD
Modification of FD Account after Verification	HACMTD
Opening of FD in days	FDACOPN
Opening of Flexi RD	FOAAC
Closure of Flexi RD	FCAAC
Printing of FDR	HDRP
Duplicate Receipt of FDR	HDUDRP
Modification Of Term Deposit	HACMTD
Closure Of Term Deposit	HCAACTD
Statement for Flexi FD	FLEXIPSP
Deposit Flow Regularization	HREGFLOW
Renewal History	HRENHIST
TDS Refund	HRFTDS
Generation of TDS Certificate	HTDSIP
Account Balance details	HACDET
Renewal of Term Deposit	HTDREN
Extension of period of Term Deposit	HTDEXT
Pending Installments List	HPLIST
Account Selection	HACS
General Deposits Details	HGDET
Handling 15G/15H	TAXEXM
Handling exemptions/ rebates on TDS	EXMPTDS
Customer's Term Deposit A/Cs	HCUTD
Preferential Rate Update	PRFUPD
Backdated FD Opening	MIPBD
CUSTOMER ID STATUS	CUSTSTAT
Alternate Delivery Channels	
Doorstep banking Services	DSDB
Request for issuance of Internet / Mobile Banking	ADCREQ
Debit Card Issuance	DCARD

Alerts registration/modification	ALERTS
Debit Card Inventory Management	DCARDINS
Search Account details using Debit Card Details	HCDM
Duplicate PIN for PMJDY Cards	PINREQ
Issuance of Prepaid cards	PPISS
Reloading of Pre-paid Cards	PPCLTM
Surrender of Suvidha Card	PPSUR
Hotlisting of Debit Card	HOTLIST
Credit Card Application	CCAPPL
Credit Card Payment	CCPAY
Generate Application Schedule for Credit Card	GENDNLD
Request for NEFT/ RTGS	HPORDM
Bulk NEFT	HNFTBLK
Bulk RTGS	HNRTBLK
NEFT/ RTGS Transaction Inquiry	HUTRI
ATM EOD	ATMEOD
BNA EOD	CAATMEOD
e-statement Registration	UPEMAIL
Debit Card Related Reports	CARDREP
Details of Credit Card Customers	CUSTSRCH
Lockers	
Locker Key Maintenance	HLKKM
Locker Customer Maintenance	HLKCM
Locker Transactions-History Maintenance	HLKCHM
Locker Rent – Charge Collection Maintenance	HLKRCM
Locker Operations	HLKOPS
Locker Reports	LKREPM
Income/ Expenditure	
Expenditure Transaction Maintenance	EXTM
To Delete EXTM Number	EXTMDEL
Vendor Management System	VENDORM
Menu option to recover charges	MCHRG
Income/ GST reversal	INCREV
Non-GST Charge Calculation for Loans	PNBLACHG
GST External Charges Upload	CEXCUP
Fixed Assets Management System	
Fixed Assets Management System	FAMS
Reports related to FAMS	FAMSRPT
Government Business	
NPS Registration	HNPSREG
Contribution to NPS	NPSCON
SukanyaSmridhi Account – Printing of Passbook	PBPSSA

Printing of PPF Passbook	PBPPPF
Registration of Customer for Atal Pension Yojana	APYREG
Request for PMJJBY	PMJJBY
Request for PMSBY	PMSBY
Issuance of FasTag	FTAGISS
Reloading FasTag	FTAGRLD
Fastag Surrender/Closure	FTAGMBR
Cash Credit	
Opening Of CC Account	HOAACCC
Modification Before Verification	HOAACMCC
Verification Of Account	HOAACVCC
Account Modification	HACM
Closure	HCAAC
Collateral Maintenance	HCLM
Linkage Of Collateral	HSCLM
Collateral Look Up	HCLL
Account limit History Maintenance	HACLHM
Account Drawing Power Maintenance	HACDPM
Limit Node	
Limit Node Maintenance	HLNM
Limit Node Details	HLNDI
Limit Tree Lookup	HLTL
Collateral Register Lookup	HCLL
Loans	
Loan Account Opening	HOAACLA
Loans General Inquiry	HLAGI
Loans Overdue Position Inquiry	HLAOPI
Loan Repayment Schedule Report	HLARSH
Loan Demand Satisfaction Program	HLADSP
Loan Lien Process	HLALIEN
Loan Interest Transfer Liability	HLARA
Loan Pay Off Process	HPAYOFF
Loan Statement Print	HLAPSP
Loan Demand Generation	HLADGEN
Loan Modelling	HLAMOD
Loan Account Scheduled Payment	HLASPAY
Loan Account Rescheduling	HLARA
Loan Account Modification After Opening	HACMLA
Handling of Subsidy	TMPS
Education Loan Details Maintenance	EDULOANM
Subsidy Claim of Education Loan	EDULOANM
Inquiry on History of Partition Accounts	HPHINQ

Inquiry on Partitioned A/c	HPARTINQ
Interest Rate Modification in Loan accounts	HLINTTM
Change of Interest Rate in Loan Account due to change in Rating	INTCH
Change of Interest Rate in Loan Account due to change in Loan Pricing	INTCH
Loan Demand Effective Date Change	LAIDC
Monitoring of Project Implementation details	TOPM
Capturing details of application received/invocation done/implementation	RPCVD
NPA	
Appropriation of Recovery in NPA A/Cs	HNPACR
Recording Charges in NPA Accounts	NPACHRG
NPA Account WriteOff & Compromise Details	COWO
Letter Generation For Loan Account Follow-up	LETGEN
Loans Overdue Demand Reminder/Report	HLAODR
Reversal of wrong Appropriation of Recoveries in NPAs	APPROREV
Closure of NPA Accounts	NPACLS
Bank Guarantee	
Outward Guarantee	OGM
Bank Guarantee Covering Schedule	BGCOV
Guarantees Issued/Liability Register	HGILR
Guarantee Inquiry	HGI
FOREX	
Money Transfer Service	MTSS
Inward Remittance Maintenance	HIRM
Outward Remittance Maintenance	HORM
Maintain Export & Outward Bill	MEOB
Maintain Import and Inward Bills	MIIB
Inward Documentary Credits Maintenance	IDCM
Outward Documentary Credit Maintenance	ODCM
Day End Related Menus	
Actual Changing Date Of Sol	HSCOD
Report For Checking Pendency	HSVALRPT
Closure Of Sol Operations	HSOLOP
Sol Closure Of Last Day	HSCOLD
Sol Status Inquiry	HSSI
HSCOD Process Pending Checklist	HSCODCHK
Daily security check menu	SECCHK
User login Maintenance	HSAC
Financial Transaction Inquiry	HFTI
Financial Transaction Report	HFTR
Audit File Inquiry	HAFI
DMS/ Control Reports Check	CTRPTCHK

18

Glossary

Abbreviation	Full Form	Short Definition
AD	Authorized Dealer	A bank or financial institution authorized to deal in foreign exchange.
ADB	Asian Development Bank	A regional development bank established to promote economic development in Asia.
ADR	American Depository Receipt	A negotiable certificate issued by a U.S. bank representing a specific number of shares in a foreign company's stock.
AEPS	Aadhaar Enabled Payment System	A payment system that allows users to access banking services using their Aadhaar number and biometric authentication.
AFS	Available For Sale	A classification for securities that may be sold in the future.
AGM	Annual General Meeting	A mandatory yearly gathering of a company's interested shareholders.
AI	Artificial Intelligence	The simulation of human intelligence by machines, especially computer systems.
AIF	Alternative Investment Fund	A type of investment fund that invests in unlisted securities or assets other than traditional investments like stocks and bonds.
AIIB	Asian Infrastructure Investment Bank	A multilateral development bank that aims to support infrastructure development in Asia.
ALM	Asset Liability Management	The process of managing risks that arise due to mismatches between assets and liabilities.
AMFI	Association of Mutual Funds in India	An organization that promotes mutual funds and regulates their operations in India.
AML	Anti-Money Laundering	Policies and laws that aim to prevent money laundering and illegal financial transactions.
APAR	Annual Performance Appraisal Report	A document that records the performance and achievements of an employee over the year.
ASSOCHAM	Associated Chambers of Commerce and Industry of India	A trade association that promotes the interests of trade and industry in India.
ATM	Automated Teller Machine	A machine that allows customers to perform basic banking activities, such as withdrawals, without the need for a teller.
BCP	Business Continuity Plan	A plan to ensure that business processes can continue during an emergency or disaster.
BCSBI	Banking Codes and Standards Board of India	An independent body that monitors adherence to banking codes and practices.
BHIM	Bharat Interface for Money	A mobile payment app developed by NPCI, based on the Unified Payments Interface (UPI).
BIFR	Board of Industrial & Financial Reconstruction	A government body that dealt with sick industries, now replaced by the National Company Law Tribunal (NCLT).

BIS	Bank for International Settlements	An international financial organization that serves central banks in their pursuit of monetary and financial stability.
BNPL	Buy Now Pay Later	A payment option allowing consumers to purchase goods and pay for them over time, often interest-free for a short period.
BoP	Balance of Payments	A record of all economic transactions between a country and the rest of the world over a period.
BPLR	Benchmark Prime Lending Rate	The minimum rate of interest at which banks lend to their most creditworthy customers.
BPS	Basis Points	A unit of measure used in finance to describe the percentage change in value or interest rates, equal to 1/100th of a percent.
BSCS	Basel Committee on Banking Supervision	A committee that provides recommendations on banking regulations.
BSR	Basic Statistical Returns	A data collection system used by the Reserve Bank of India to gather banking statistics.
CAD	Capital Account Deficit	A situation where a country's total capital account inflows are less than outflows.
CAG	Controller and Auditor General of India	A constitutional authority responsible for auditing government expenditures and accounts.
CC	Cash Credit	A short-term source of financing provided by banks to companies.
CCIL	Clearing Corporation of India Limited	An institution that provides clearing and settlement services for various financial transactions in India.
CD	Certificate of Deposit	A financial product that provides a fixed interest rate for a set period.
CD Ratio	Credit Deposit Ratio	A ratio of how much a bank lends out of its deposits.
CDSL	Central Depository Services Limited	A depository in India that holds securities in electronic form and facilitates transactions.
CERSAI	Central Registry of Securitization Asset Reconstruction and Security Interest	A government registry to track mortgages and loans on secured properties.
CIBIL	Credit Information Bureau (India) Limited	A credit bureau that provides credit ratings and scores for individuals and businesses in India.
CIF	Customer Information File	A file that contains comprehensive information about a customer held by a bank or financial institution.
CII	Confederation of Indian Industry	An industry association that works to create a favorable environment for industrial growth in India.
CISO	Chief Information Security Officer	A senior-level executive responsible for protecting the organization's information and data.
CKYCR	Centralized Know Your Customer Registry	A centralized repository for the KYC details of customers across financial institutions.
CP	Commercial Paper	An unsecured, short-term debt instrument issued by companies to meet short-term liabilities.
CPI	Consumer Price Index	A measure that examines the weighted average of prices of a basket of consumer goods and services.
CPI-IW	Consumer Price Index for Industrial Workers	A CPI measure used to calculate inflation specifically for industrial workers.
CR	Capital Receipts	The funds received by the government that create liabilities or reduce financial assets.

CRAR	Capital to Risk Weighted Asset Ratio	A ratio that measures the financial strength of a bank by comparing its capital to its risk-weighted assets.
CRISIL	Credit Rating Information Services of India Limited	A global analytical company providing ratings, research, risk, and policy advisory services.
CRR	Cash Reserve Ratio	The percentage of a bank's total deposits that must be kept in reserve with the central bank.
CRR	Cash Reserve Ratio	The percentage of a bank's total deposits that must be maintained as reserves with the RBI in cash or cash equivalents.
CSIR	Council of Scientific and Industrial Research	A premier national research and development organization in India.
CSO	Central Statistical Organization	An agency responsible for coordinating statistical activities in India.
CTS	Cheque Truncation System	A system for clearing cheques electronically by using cheque images.
CTS	Cheque Truncation System	A system that allows for the electronic processing of checks for quicker clearance.
CVC	Central Vigilance Commission	An apex Indian governmental body created to address governmental corruption.
DBT	Direct Benefit Transfer	A scheme by the Indian government to transfer subsidies and benefits directly to the bank accounts of beneficiaries.
DCA	Direct Credit Authorization	A system allowing automatic electronic payments directly from a payer's bank account.
DCM	Department of Currency Management	A division of the Reserve Bank of India responsible for currency management.
DD	Demand Draft	A negotiable instrument issued by a bank directing another bank to pay the specified amount to the payee.
DDA	Direct Debit Authority	An authorization allowing banks to withdraw funds directly from a customer's account for payment.
DI	Direct Investment	The purchase of physical assets or a significant amount of ownership in a company by an entity or individual.
DICGC	Deposit Insurance and Credit Guarantee Corporation	An entity that insures bank deposits up to a limit to provide confidence to depositors.
DP	Depository Participant	An agent of a depository that offers depository services to investors.
DP	Depository Participant	An entity that holds securities on behalf of investors in electronic form and facilitates their trading.
DR	Disaster Recovery	A strategy to restore IT services after a disaster or failure.
DRI	Differential Rate of Interest Scheme	A scheme aimed at providing financial assistance to the weaker sections of society at a low interest rate.
DRP	Disaster Recovery Plan	A documented process to recover and protect business IT infrastructure in the event of a disaster.
EASE	Enhanced Access & Service Excellence	A reform agenda aimed at improving public sector banks' performance through technology and simplified processes.
ECB	External Commercial Borrowing	Loans obtained by Indian entities from non-resident lenders.

ECGC	Export Credit and Guarantee Corporation	A government-owned company that provides export credit insurance to Indian exporters.
ECS	Electronic Clearing Service	A method of electronic funds transfer from one bank account to another, used for bulk payments and collections.
ED	Executive Director	A senior executive responsible for the operational management of an organization.
EDPMS	Export Data Processing and Monitoring System	A system used by banks to monitor export proceeds in real-time.
EEA	Exchange Equalization Account	An account used by the government or central bank to manage exchange rate volatility.
EEFC	Exchange Earners Foreign Currency	An account that allows exporters to hold foreign exchange in their accounts.
EFR	Exchange Fluctuation Reserve	A reserve created to absorb the impact of currency exchange fluctuations.
e-KYC	Electronic Know Your Customer	A process to authenticate the identity of customers electronically through Aadhaar or other means.
ELSS	Equity Linked Savings Scheme	A type of mutual fund that offers tax benefits under Section 80C of the Income Tax Act.
EPF	Employees Provident Fund	A savings scheme for employees in which both employer and employee contribute.
ESOP	Employee Stock Ownership Plan	A program that provides a company's workforce with an ownership interest in the company through stock ownership.
EUR	Euro	The official currency of the Eurozone.
E-Wallet	Electronic Wallet	A digital wallet that allows users to make electronic transactions and store funds online.
EXIM Bank	Export Import Bank of India	A government financial institution that promotes exports by providing financial assistance.
FATCA	Foreign Account Tax Compliance Act	A US federal law aimed at preventing tax evasion by US taxpayers holding accounts outside the US.
FCA	Foreign Currency Assets	Assets held by a central bank in foreign currencies.
FCCB	Foreign Currency Convertible Bond	A bond issued in a foreign currency that can be converted into equity shares of the issuing company.
FCNR(B)	Foreign Currency Non-Resident (Banks)	A type of bank account for NRIs that is maintained in foreign currencies.
FCNRA	Foreign Currency Non-Resident Account	A bank account held by a non-resident in foreign currency.
FCNRD	Foreign Currency Non-Repatriable Deposit	A deposit account held by an NRI that is non-repatriable to the country of residence.
FDI	Foreign Direct Investment	Investment made by a foreign entity in a country's assets, businesses, or industries.
FDR	Fixed Deposit Receipt	A financial instrument provided by banks that offers a higher interest rate than a regular savings account for a fixed term.
FEMA	Foreign Exchange Management Act	A law to facilitate external trade and payments and maintain the forex market in India.
FEMA	Foreign Exchange Management Act	A law to regulate foreign exchange transactions and promote external trade.

FI	Financial Institution	A company that provides financial services such as banking, investment, or insurance.
FICCI	Federation of Indian Chambers of Commerce and Industry	A non-governmental trade association that promotes economic growth in India.
FII	Foreign Institutional Investor	A foreign entity that invests in financial markets of a country.
FPI	Foreign Portfolio Investment	Investment by non-residents in a country's financial assets, such as stocks or bonds.
FPI	Foreign Portfolio Investment	Investment in financial assets by foreign investors in India, subject to regulatory norms.
FPO	Follow-on Public Offer	A process through which a publicly traded company issues additional shares to raise more capital after its initial public offering (IPO).
FRA	Forward Rate Agreement	A contract that allows parties to lock in an interest rate for a future date.
FRBM	Fiscal Responsibility and Budget Management Act	A law enacted to ensure fiscal discipline by the government through limits on deficit and debt.
FSI	Financial Stability Index	An index used to assess the overall stability of the financial system in India.
FSS	Farmers' Service Societies	Cooperative societies that provide various services to farmers.
GDP	Gross Domestic Product	The total monetary value of all goods and services produced within a country's borders in a given period.
GDR	Global Depository Receipt	A certificate issued by a foreign bank representing shares in a foreign company traded in local markets.
GFD	Gross Fiscal Deficit	The total deficit of a government before considering its revenue receipts.
GFS	Government Finance Statistics	Statistical data on government finance and fiscal performance.
GIC	General Insurance Corporation	A public sector reinsurance company in India.
GoI	Government of India	The central government of the Republic of India.
GPD	Gross Primary Deficit	The fiscal deficit of a government excluding interest payments.
G-Sec	Government Securities	Bonds or other debt securities issued by a government to finance its expenditures.
GST	Goods and Services Tax	A single tax levied on the supply of goods and services, replacing multiple indirect taxes in India.
HFT	Held For Trading	A type of financial asset intended to be sold or traded in the short term.
HNI	High Net Worth Individual	A term used to refer to individuals with a significant amount of liquid assets, often targeted by wealth management services.
HO	Head Office	The main office or headquarters of an organization.
HOCAC	Head Office Credit Approval Committee	A committee at the bank's head office responsible for approving large credit proposals.
HTTP	Hyper Text Transfer Protocol	A protocol for transferring data over the web.
HUDCO	Housing & Urban Development Corporation	A government corporation in India that provides loans for housing and urban infrastructure.

IBA	Indian Banks' Association	A representative body of management of banking in India.
IBPS	Institute of Banking Personnel Selection	An organization conducting exams for recruitment in various public sector banks in India.
IBRD	International Bank for Reconstruction and Development	A global development cooperative that provides loans to middle-income and creditworthy low-income countries.
IBS	International Banking Statistics	Data on cross-border banking and financial flows.
ICAR	Indian Council of Agricultural Research	An autonomous body responsible for coordinating agricultural education and research in India.
IDB	India Development Bonds	Bonds issued by the government of India to non-resident Indians for investment.
IDD	Industrial Development Department	A department focused on promoting industrial growth and development.
IDPMS	Import Data Processing and Monitoring System	A system to monitor imports and payments in real-time.
IFC	International Finance Corporation	A member of the World Bank Group that supports private sector development in developing countries.
IFCI	Industrial Finance Corporation of India	A government financial institution that provides financial support to industrial development in India.
IFSC	Indian Financial System Code	A unique 11-digit alphanumeric code used to identify a specific bank branch in India for electronic payments.
IIP	Index of Industrial Production	A statistical measure that reflects the performance of various sectors of the industrial economy.
IMF	International Monetary Fund	An international organization that provides financial assistance and advice to its member countries.
IMPS	Immediate Payment Service	An instant interbank electronic fund transfer service through mobile phones in India.
IMPS	Immediate Payment Service	A real-time payment service that allows users to transfer money instantly across banks using mobile devices.
IMT	Instant Money Transfer	A service that allows sending money instantly to a recipient.
INR	Indian Rupee	The official currency of India.
IP	Interest Payment	The amount paid on borrowed funds.
IRMD	Integrated Risk Management Division	A department that manages risks holistically across the organization.
IRR	Interest Rate Risk	The risk that arises for bond owners from fluctuating interest rates.
ISO	International Standards Organization	An independent organization that sets international standards in various fields.
ITRS	International Transaction Reporting System	A system for reporting international transactions by banks and financial institutions.
KVIC	Khadi & Village Industries Corporation	A statutory body that promotes the production and sale of khadi and village industries.

KYC	Know Your Customer	A regulatory process of verifying the identity of clients to prevent fraud and comply with anti-money laundering laws.
LAF	Liquidity Adjustment Facility	A tool used by the Reserve Bank of India to manage liquidity and control short-term interest rates.
LAMPS	Large Sized Adivasi Multipurpose Societies	Cooperative societies that provide credit and other services to tribal communities.
LBD	Land Development Bank	A financial institution that provides loans for agricultural and rural development.
LCR	Liquidity Coverage Ratio	A requirement for banks to hold sufficient liquid assets to cover short-term obligations.
LERMS	Liberalized Exchange Rate Management System	A system that allows partial convertibility of the Indian rupee for current account transactions.
LIBOR	London Interbank Offered Rate	A benchmark interest rate at which major global banks lend to one another, often used as a reference rate for various financial products.
LTV	Loan to Value	A financial term used to express the ratio of a loan to the value of an asset purchased, often used in mortgage lending.
M1	Narrow Money	A measure of the money supply that includes cash in circulation and demand deposits with banks.
M3	Broad Money	A measure of the money supply that includes M1, time deposits, and large liquid assets.
MCA	Ministry of Company Affairs	A ministry in the Government of India responsible for regulating corporate affairs and governance.
MCB	Managing Committee of Board	A committee that oversees the management and strategic decisions of the board.
MCLR	Marginal Cost of Funds Based Lending Rate	The minimum interest rate that a bank can charge for loans, based on the marginal cost of funds.
MFI	Microfinance Institution	A financial institution that provides financial services to low-income individuals or those without access to typical banking services.
MIGA	Multilateral Investment Guarantee Agency	An international organization that provides political risk insurance to promote foreign investments in developing countries.
MIS	Management Information System	A system designed to provide information to management to make decisions effectively.
ML	Machine Learning	A subset of AI that involves the use of algorithms to allow computers to learn from data and make predictions.
MMID	Mobile Money Identifier	A 7-digit code issued by banks for mobile banking services.
MoF	Ministry of Finance	A key ministry in the Government of India responsible for managing economic policy, government expenditure, and public finance.
MPIN	Mobile Personal Identification Number	A security code used for authenticating mobile banking transactions.
MRA	Market Risk Assessment	The evaluation of the potential risk of loss due to changes in market conditions affecting financial instruments.
MSS	Market Stabilization Scheme	A scheme by the Reserve Bank of India to manage liquidity by issuing bonds.
MT	Mail Transfer	A type of fund transfer service that involves sending money via mail instructions.
MTM	Mark to Market	An accounting method where the value of an asset is updated to reflect its current market value.

NABARD	National Bank for Agriculture and Rural Development	A development bank in India that focuses on providing credit for the promotion of agriculture and rural development.
NACH	National Automated Clearing House	An electronic payment mechanism that enables bulk transactions and automated debits and credits between banks.
NAS	National Account Statistics	A statistical report that provides data on the economic performance of a country.
NASSCOM	National Association of Software and Services Companies	A trade association of the Indian IT and business process outsourcing industries.
NBFC	Non-Banking Financial Company	A financial institution that offers banking services like loans and credit, but doesn't have a banking license.
NDS	Negotiated Dealing System	An electronic trading platform for government securities in India, facilitating the buying and selling of bonds.
NDTL	Net Demand and Time Liabilities	The total of a bank's demand liabilities and time liabilities, serving as a measure of its liquidity.
NEFT	National Electronic Funds Transfer	A nationwide payment system for transferring funds between banks in batches, settled at regular intervals.
NFD	Net Fiscal Deficit	The excess of the government's total expenditure over its total revenue, excluding borrowings.
NFS	National Financial Switch	The interconnectivity network for ATM and POS transactions in India, operated by NPCI.
NGO	Non-Governmental Organization	A non-profit group that operates independently of the government to address social, political, or environmental issues.
NHB	National Housing Bank	A government-owned bank that promotes housing finance institutions and oversees housing finance in India.
NIF	Note Issuance Facility	A financial arrangement allowing the issuance of notes or short-term debt.
NOC	No Objection Certificate	A legal document that indicates that there are no objections to the issuance of a loan or other requests.
NPA	Non-Performing Asset	A loan or advance for which the principal or interest payment has remained overdue for a specified period, indicating potential default.
NPCI	National Payments Corporation of India	An umbrella organization for operating retail payments and settlement systems in India.
NPD	Net Primary Deficit	The fiscal deficit excluding interest payments made on past borrowings.
NR(E)RA	Non-Resident (External) Rupee Account	A rupee-denominated account for NRIs where both principal and interest are repatriable.
NR(NR)RA	Non-Resident (Non-Repatriable) Rupee Account	A rupee account for NRIs where the principal is non-repatriable but interest is repatriable.
NRE	Non-Resident External	A savings account for NRIs in Indian rupees where both principal and interest can be freely repatriated.
NRI	Non-Resident Indian	An Indian citizen who resides outside India for purposes of employment, business, or other.
NSC	National Statistical Commission	A government body that sets standards and provides guidelines for statistical activities in India.
NSFR	Net Stable Funding Ratio	A long-term liquidity measure that aims to promote resilience over a one-year time horizon.
NSSF	National Small Savings Fund	A government fund that pools money from small savings schemes like post office deposits and National Savings Certificates.
OD	Overdraft	A facility provided by banks allowing customers to withdraw more than their account balance.

OECD	Organization for Economic Cooperation and Development	An international organization that promotes economic growth, prosperity, and sustainable development.
OLTAS	Online Tax Accounting System	A system introduced by the Income Tax Department of India for direct tax payment and accounting.
OMO	Open Market Operations	The buying and selling of government securities by the Reserve Bank of India to control money supply.
OMR	Optical Mark Recognition	A technology used to read and process data from marked paper forms, often used in exams and surveys.
OPEC	Organization of the Petroleum Exporting Countries	A group of oil-producing countries that coordinates and unifies petroleum policies to stabilize oil markets.
OTP	One Time Password	A temporary password that is valid for only one login session or transaction.
P2P	Peer-to-Peer	A decentralized platform that enables direct transactions between individuals, often facilitated by online platforms.
PACS	Primary Agriculture Credit Society	Cooperative societies that provide agricultural credit and related services to farmers.
PCA	Prompt Corrective Action	A framework under which banks with weak financial metrics are supervised and restricted to avoid risks.
PCARDB	Primary Cooperative Agriculture and Rural Development Bank	A rural cooperative bank that provides long-term finance for agricultural development.
PD	Primary Deficit	The fiscal deficit of a government excluding interest payments on debt.
PDO	Public Debt Office	A department in the Reserve Bank of India that manages the government's borrowing program.
PDs	Primary Dealers	Financial institutions authorized to deal in government securities and manage liquidity in the market.
PF	Provident Fund	A retirement savings scheme where both employer and employee contribute a fixed amount monthly.
PIHU	PNB's Instant Help For You	Punjab National Bank's customer service initiative.
PIN	Personal Identification Number	A numeric code used to authenticate a user's identity for banking transactions.
PIO	Persons of Indian Origin	A person of Indian ancestry or origin, typically living outside India but retaining ties to the country.
POS	Point of Sale	A device used by merchants to process card payments and facilitate transactions at retail locations.
PSE	Public Sector Enterprises	Government-owned corporations or companies in various sectors.
PSL	Priority Sector Lending	A regulation that mandates banks to lend a certain percentage of their loans to specific sectors like agriculture, MSMEs, etc.
PSP	Payments Service Provider	A third-party service that processes online payments for merchants.
PUC	Paid Up Capital	The amount of capital that has been fully paid by shareholders in exchange for shares.
QIB	Qualified Institutional Buyer	An investor who is allowed to invest in securities, typically large financial institutions with a high net worth.
RBI	Reserve Bank of India	The central bank of India, responsible for regulating the country's monetary policy and overseeing the banking sector.

RD	Revenue Deficit	The shortfall in a government's revenue compared to its expenses, excluding borrowing.
RDBMS	Relational Database Management System	A database management system based on a relational model, where data is stored in tables.
RE	Revenue Expenditure	Expenditure that does not result in the creation of assets or reduction in liabilities.
RFC	Residents Foreign Currency	A type of bank account that allows resident Indians to hold foreign currency earned abroad.
RIDF	Rural Infrastructure Development Fund	A fund set up by the Government of India to provide financial assistance for rural infrastructure projects.
RoCs	Registrars of Companies	Government-appointed officials responsible for maintaining records of companies registered in India.
RR	Revenue Receipts	Receipts of the government from taxes, duties, and non-tax revenues like fees.
RRB	Regional Rural Bank	Banks established to serve rural areas with basic banking services and credit for agriculture.
RSETI	Rural Self Employment Training Institute	Institutes that provide training to rural youth to help them become self-employed.
RTGS	Real-Time Gross Settlement	A system for transferring funds from one bank to another on a real-time basis, typically for high-value transactions.
RWA	Resident Welfare Association	An organization formed by residents of a community to address common issues and improve living conditions.
RWA	Risk Weighted Assets	A measure used in banking to assess the risk of a bank's asset portfolio based on the credit risk associated with different types of assets.
SARFAESI	Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act	An act that allows banks to auction assets of defaulters to recover loans.
SAS	Statistical Analysis System	A software suite used for advanced analytics, business intelligence, and data management.
SCARDB	State Cooperative Agriculture and Rural Development Bank	A bank providing long-term credit for agriculture and rural development.
SCB	Scheduled Commercial Bank	Banks included in the second schedule of the Reserve Bank of India Act, 1934, eligible to borrow funds from the RBI.
SDR	Special Drawing Right	An international reserve asset created by the IMF to supplement its member countries' official reserves.
SEBI	Securities and Exchange Board of India	A government regulator overseeing the securities and capital markets in India.
SEBs	State Electricity Boards	Government-owned organizations responsible for electricity generation, distribution, and regulation at the state level.
SFC	State Financial Corporation	Financial institutions that provide financial assistance to small and medium enterprises in a state.
SGL	Subsidiary General Ledger	An account maintained with the Reserve Bank of India for holding government securities.
SGSY	Swarnajayanti Gram Swarojgar Yojana	A government scheme aimed at promoting self-employment in rural areas through micro-enterprises.
SHGs	Self Help Groups	Community-based groups that pool savings and provide loans to their members, primarily in rural areas.

SIDBI	Small Industries Development Bank of India	A development bank that provides financial assistance to micro, small, and medium enterprises (MSMEs).
SIDC	State Industrial Development Corporation	State-owned corporations that promote industrial development within a state.
SIP	Systematic Investment Plan	An investment strategy that allows investors to put a fixed amount of money into mutual funds at regular intervals.
SJSRY	Swarna Jayanti Shahari Rojgar Yojana	A government scheme focused on providing employment opportunities to the urban poor.
SLA	Service Level Agreement	A contract between a service provider and a client that defines the level of service expected from the service provider.
SLR	Statutory Liquidity Ratio	The minimum percentage of a bank's net demand and time liabilities that must be held in the form of liquid cash, gold, or other securities.
SLRS	Scheme for Liberation & Rehabilitation of Scavengers	A government scheme to rehabilitate individuals engaged in manual scavenging by providing alternative employment.
SMS	Short Messaging Service	A text messaging service component of most telephone systems.
SPACE	System and Product Approval Committee of executives	A committee in banks that approves new systems and products.
SSI	Small Scale Industries	Industrial units that operate on a small scale with limited capital investment.
T&M	Treasury and Markets	Refers to the segment of banking that deals with the management of a bank's assets and liabilities, including securities trading and liquidity management.
TBs	Treasury Bills	Short-term government securities issued to manage liquidity and finance the government's short-term borrowing requirements.
TC	Temporary Change	A temporary adjustment or modification made to a financial transaction or account.
TDS	Tax Deducted at Source	A means of collecting tax at the source of income, deducted by the payer and deposited with the government.
TRAI	Telecom Regulatory Authority of India	A statutory body set up to regulate telecom services and ensure compliance with government policies.
TT	Telegraphic Transfer	An electronic method of transferring funds from one bank account to another.
UCB	Urban Cooperative Bank	Cooperative banks that operate in urban areas and provide basic banking services to individuals and small businesses.
UCN	Uniform Code Number	A unique number used to identify a customer or account in banking systems.
UCP	Uniform Customs and Practice for Documentary Credits	A set of rules established by the International Chamber of Commerce (ICC) governing the use of documentary credits in international trade.
ULIP	Unit Linked Insurance Plan	A combination of insurance and investment, where the premiums are divided into insurance coverage and equity or debt investments.
UPI	Unified Payments Interface	A real-time payment system that enables interbank transactions by instantly transferring funds between two bank accounts on a mobile platform.
UPIN	UPI Personal Identification Number	A secure PIN used to authenticate UPI transactions.

UTI	Unit Trust of India	A financial organization in India that provides investment services and mutual fund products.
VC	Venture Capital	A form of private equity financing provided to startups and small businesses with high growth potential.
VCC	Venture Capital Company	A company that invests in early-stage, high-potential startup companies in exchange for equity.
VLAN	Virtual Local Area Network	A network that partitions and isolates a segment of a LAN for security or performance purposes.
VPA	Virtual Payment Address	A unique identifier used in UPI transactions, linked to a bank account for seamless fund transfers.
VPN	Virtual Private Network	A secure network connection over a public network like the Internet.
VSAT	Very Small Aperture Terminal	A satellite communication system used for data transmission over remote areas.
WCM	Working Capital Management	The management of a company's short-term assets and liabilities to ensure operational efficiency and financial stability.
WMS	Wealth Management System	A system designed to provide financial planning and investment management services to clients.
WPI	Wholesale Price Index	An index that measures the changes in the price of goods sold in bulk at the wholesale level.
XBRL	eXtensible Business Reporting Language	A global standard for exchanging business information in a structured format, often used for financial reporting.
YTM	Yield to Maturity	The total return expected on a bond if it is held until it matures.



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