



ग्राहक सेवा केन्द्र

CUSTOMER SERVICE POINT

केन्द्र कोड : _____
Centre Code : _____

पता: _____
ADDRESS: _____

बैंक मित्र का नाम (बी सी)
NAME OF BUSINESS
CORRESPONDENT AGENT (BC)] _____

बैंक ऑफ़ बड़ौदा लिंक शाखा
BANK OF BARODA LINK BRANCH] _____

Do's and Don't for Customers at BC point

DO'S FOR CUSTOMERS WHILE DEALING WITH BCs:

- ✓ Always accept system generate receipt for any transaction processed at the BC Kiosk Centre.
- ✓ Ask for Mini Statement as and when required.
- ✓ Update your Bank Passbook after any financial transaction processed at the BC KIOSK Centre. Manual receipt and manual entry in bank passbook will not be accepted for any level of claims.
- ✓ Only BC related transactions should be done at BC KIOSK Centre.
- ✓ Always check the cash before leaving the BC Kiosk Centre.
- ✓ Register your complaint/suggestions at the link branch or Kiosk centre as per your convenience.
- ✓ For change of Nomination please approach Link Branch.

DONT'S FOR CUSTOMERS WHILE DEALING WITH BCs:

- ✗ Do not pay any additional charges to the Kiosk Operator other than the charges mentioned in the list of charges.
- ✗ Do not accept any receipt other than system generated receipt as proof of transaction.
- ✗ Do not give your finger print except for processing of any transaction
- ✗ Do not keep any disputes unsettled about your banking transactions with the kiosk operator. Approach link branch for resolving unsettled issues.
- ✗ Do not share your ATM Card/ Rupay Debit Card Number /PIN.
- ✗ Do not conduct Branch related transactions at BC Kiosk Centre. These transactions should be done at Branch only.
- ✗ Do not handover Cash to Bcs for depositing in the Branch/more than BC limit.

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PRODUCTS & SERVICES AT BC POINTS

1 INSTANT SB AC OPENING	22 CARD WITHDRAWAL OF-US TXN (RUPAY OFFUS)
2 INSTANT RD AC OPENING	23 DEBIT CARD BALANCE INQUIRY
3 INSTANT FD AC OPENING	24 THIRD PARTY DEPOSIT
4 MICRO INSURANCE - PMJJBY & PMSBY	25 PASS BOOK PRINTING
5 ATAL PENSION YOJANA	26 JEEVAN PRAMAAN
6 IMPS (AADHAAR AUTHENTICATED IMPS)	27 BHARAT BILL PAYMENT SYSTEM (BBPS)
7 AADHAAR SEEDING	28 REQUEST FOR NEW CHEQUE BOOK
8 AADHAAR AUTHENTICATION	29 STOP PAYMENT OF CHEQUE
9 MOBILE SEEDING	30 CHEQUE STATUS ENQUIRY
10 AEPS ON-US CASH DEPOSIT	31 APPLY FOR RUPAY DEBIT CARDS
11 AEPS ON-US CASH WITHDRAWAL	32 AADHAAR LOOKUP FACILITY
12 AEPS ON-US FUND TRANSFER	33 DEBIT CARD HOT LISTING
13 AEPS OFF-US CASH DEPOSIT	34 REQUEST FOR SMS ALERT
14 AEPS OFF-US CASH WITHDRAWAL	35 REQUEST FOR E-MAIL STATEMENT
15 AEPS OFF-US FUND TRANSFER	36 LODGE/TRACK COMPLAINTS
16 BALANCE INQUIRY ON US	37 IMPS(LOCAL AUTHENTICATION IMPS)*
17 BALANCE INQUIRY OFF US	38 CASH DEPOSIT-NON AEPS ONUS*
18 MINI STATEMENT ON US	39 CASH WITHDRAWAL-NON AEPS ONUS*
19 MINI STATEMENT - AEPS OFF US	40 FUND TRANSFER-NON AEPS ONUS*
20 SHG DUAL AUTHENTICATION TRANSACTION	41 BALANCE INQUIRY-NON AEPS ONUS*
21 CARD WITHDRAWAL ON-US TXN	42 MINI STATEMENT-NON AEPS ONUS*

*Non-AEPS services are available to customers in Assam and Meghalaya only

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CONTACT DETAILS, TIMING AND GRIEVANCE REDRESSAL

संपर्क जानकारी, व्यवसाय समय एवं शिकायत निवारण

बैंक मित्र का नाम (बी सी) NAME OF BUSINESS CORRESPONDENT AGENT (BC) _____	बैंक ऑफ़ बड़ौदा लिंक शाखा BANK OF BARODA LINK BRANCH _____
दूरभाष (बी सी) BC AGENT CONTACT NO. _____	शाखा दूरभाष BRANCH CONTACT NO. _____
समय TIMINGS _____ TO _____	बंद रहने का दिन CLOSED ON _____

शिकायत निवारण

GRIEVANCE REDRESSAL

किसी भी शिकायत हेतु कृपया ऊपर वर्णित बैंक ऑफ़ बड़ौदा लिंक शाखा से संपर्क करें
या
बैंक मित्र/ बैंक की वेबसाइट के माध्यम से शिकायत दर्ज करें

FOR ANY GRIEVANCE, PLEASE CONTACT ABOVE BANK OF BARODA LINK BRANCH
OR
LODGE COMPLAINT THROUGH BANK MITRA/BANK'S WEBSITE