

Annexure-I



जम्मू एवं कश्मीर ग्रामीण बैंक
JAMMU AND KASHMIR GRAMEEN BANK
Scheduled Bank Owned by Government

**Applicant's
Latest
Photograph to
be pasted**

Branch _____

Date _____

Account Number

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CKYC Number _____

Customer ID _____

Application Form

Availing Door Step Banking Service by Senior Citizen (above 70 years of age) / Differently abled persons or infirm persons including those who are visually impaired.

Dear Sir/ Madam,

1. I am maintaining Saving A/C No. in your

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 branch.

2. I wish to avail doorstep banking services offered by the Bank. I affirm and declare that I have read and understood the terms and conditions of the door step Banking facilities offered by Jammu and Kashmir Grameen Bank on payment of service charges as decided by the Bank.

3. I understand that the Door Step Banking Services shall be offered to fully KYC compliant accounts of Senior Citizens of more than 70 years old and differently abled. Infirm (having medically certified chronic illness or disability) and visually impaired customers.

4. I confirm that as per the eligibility criteria laid by the bank, I am eligible for the Door Step Banking Services and the Bank may debit the applicable charges from my account.

Further, I furnish the requisite information as under:

Registered Mobile Number _____

Email Id _____

Age / D.O.B _____

I wish to avail the DSBS due to following Reason/s (tick suitable column)

1. Aged Above 70 years.
2. Differently Abled Person.
3. Infirm Person (having medically certified chronic illness or disability)
4. Visually Impaired

Mode of Operation _____

Registered Address for Service Delivery _____

Distance from Branch _____

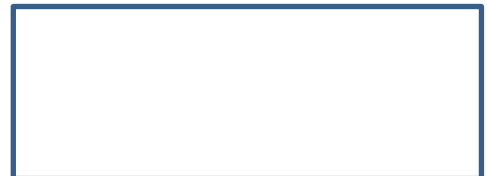
After having read, understood and agreeable to the following terms and conditions, I hereby apply for Door Step Banking Facility to be provided by Jammu and Kashmir Grameen Bank.

For Official Use:

Witnesses (In case of thumb impression, one at least Branch official)

1. _____

2. _____



Yours faithfully

Name: _____

Date: _____

Signature/ Thumb impression of the Applicant

Verified by Branch Head/ Authorized official of the Bank

Terms & Conditions

1. I, through this Application Form, do hereby request Jammu and Kashmir Grameen Bank to grant me Doorstep Banking Services (Services) to the above account. I do hereby declare and confirm that I have personally read and understood and interpreted, in vernacular, in full, before execution, all terms & conditions mentioned hereunder and shall be bound by the terms and conditions as may be in force from time to time.
2. I understand that the Services shall be offered to fully KYC compliant accounts of Senior Citizens of more than 70 years old and differently abled, infirm(having medically certified chronic illness or disability) and visually impaired customers.
3. I understand that the Services shall be made available through base Branch only. Requests received will be executed on best effort basis but not later than T+2 working days (holidays excluded).
4. I further agree and acknowledge that in the event of COVID 19/natural calamities or any such unforeseen circumstances which are beyond the reasonable control of the Bank officials, the services will not be extended till the normalization of the situation in the particular area/city where the services are provided.
5. I agree and acknowledge that only one request can be made per day for availing Services.
6. I understand that the Services that shall be offered are –

i) Non-Financial Service:-

- 1) Demand Draft Request Pickup
- 2) Demand draft Delivery
- 3) Cheque Requisition Slip Pick Up
- 4) Cheque Pick Up
- 5) New Cheque Book Delivery against Requisition Slip
- 6) Form No. 121 Delivery
- 7) Form No. 121 Pick Up
- 8) Life Certificate Pickup
- 9) Term Deposit Receipt
- 10) Account statement
- 11) Submission of re-KYC documents
- 12) And any other requests as decided by the Bank

ii) Financial Services:

Limits for Collection / delivery of cash	Cash Pickup	Cash Delivery
Maximum	Rs.50,000/-	Rs.50,000/-
Minimum	Rs.5,000/-	Rs.5,000/-
Thereafter in multiple of	Rs.1,000/-	Rs.1,000/-

7. I understand and confirm that the service shall be made if the request for the same is made by me through call over IVR to Contact Centre through registered mobile number or through mobile application JKGB m-Bank.

8. I understand that the Service shall be provided only at my/our address registered with the Bank in its records and is within 3kms radius of the base Branch.
9. I understand that the Service Charge indicated below shall be applicable for availing the facility:

Request	Charge per visit (Exclusive of GST)
Financial Up to Rs.20000/-	Rs.100
Beyond Rs.20000/- to Rs.50000/-	Rs.150
Non-Financial (Submission of KYC Documents and Life Certificates)	Rs.100

10. In case of cash Deposit or Pickup, the minimum amount shall be Rs.5,000/- and the maximum amount can be Rs.50,000. These amounts can be revised by the Bank at its sole discretion.
11. The charges for the provision of the Services, including revised charges, if any will be debited from the customer's account without prior notification to the customer. The charges may be revised from time to time by the Bank with a 30 days' notice to the customer. Such changes will be given effect only 30 days after the issue of notice through any of the medium as given below:-
- Displaying on the Bank's website
 - Displaying on the Notice Board at the Branches
12. Customer does not entail any legal or financial liability on the bank for failure to offer doorstep services under circumstances beyond its control.
13. Customer needs to share ID proof/ service request number (as applicable) with the Official/ Staff/service provider.
14. Customer should also verify the details of the Official (with his ID card).
15. The Services shall be subject to the terms, conditions and covenants of the agreement between the Bank and the customer.
16. The request for cancellation/modification of a relevant service request shall be entertained through branch request only.
17. The Door-step services should be seen only as an extension to regular banking services offered by our Bank and hence liability of the Bank remains to the same extent as if the transactions were conducted at the Branch.
18. In case of transfer of account from one branch to another a fresh registration for Doorstep Banking services is not to be made at the transferee branch as already registered in CBS.
19. In case of change in Terms and conditions, the same shall be displayed in the Branch Notice or Bank website.

Signature / Thumb impression of the Customer