CANARA BANK OFFICERS ASSOCIATION WELCOME THE PROMOTION ASPIRANTS



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WITH BEST WISHES FROM L JAGENNATH

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ **800/2025 – Reimbursement of expenses incurred towards purchase of cleaning materials wef 1.11.2025 introduced (NEW)**
- ✓ **Substaff Cadre Rs 250 Pm**
- ✓ **Clerical Cadre Rs 500 Pm**
- ✓ **Automated in HRMS**
- ✓ **To be claimed before 7th of succeeding month**

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ 801/2025 – Enhancement of Reimbursement of expenses incurred towards purchase of cleaning materials wef 1.11.2025 for officer employees (PM)
- ✓ Scale I Rs 750 Scale II and Scale III Rs 1000
- ✓ Scale 4 – 1200 Scale 5 Rs 1500
- ✓ Scale 6 Rs 2000 Scale 7 Rs 3000
- ✓ Scale 8 Rs 4000

Customer Complaint Resolution 834/25 and 712/24

- Customers day 15th of every month between 3 to 5 pm.
- If holiday next working day
- Every branch to have Branch Level Customer Service Committee (BLCSC) to meet once in a month to coincide with customer day.
- Members of BLCSC – Customers – Senior Citizen, Women, Pensioner Gen Y & Z and specially abled customers

Customer Complaint Resolution

- Employees of the branch
- RO representative once in a quarter
- Invite 10-15 customers
- Mode of Grievance Redressal:
- Internal Grievance Redressal (IGR) mechanism
- Alternate Grievance Redressal (AGR) mechanism

Customer Complaint Resolution

CPGRS (Canara Public Grievance Redressal System) portal - Bank's online portal for complaint registration – IGR

Alternate Grievance Redressal (AGR) mechanism:

CMS Portal (BO) maintained by RBI

Integrated Grievance Redressal Mechanism (INGRAM) – maintained by National Consumer Helpline

Customer Complaint Resolution

Centralized Public Grievance Redress and Monitoring System (CPGRAM) – maintained by DFS,MOF, Govt of India

Customer Complaint Resolution

Time Line for Resolution of complaints

	Stipulated by MOF	Adopted by bank
General Compalints	30 days	21days
From RBI, MOF, MPs and VVIPs	21 days	15 days
Complaints forwarded by RBI from CMS portal	15 days	15 days
PM Office	15 days	7 days
CPGRAMS@	21	21

@ reduced from 30 days to 21 days wef 23.8.2024

Customer Complaint Resolution

- RBI – Integrated Ombudsman Scheme (RBI- IOS) wef 1.7.2026 **461/2026**
- Complaints can be lodged on line in RBI Complaint Monitoring System (CMS)portal (https://cms.rbi.org.in) or
- Email crpc@rbi.org.in
- Physical form to be sent to Centralised Receipt and Processing centre at Chandigarh
- Advocates should not be used.

Customer Complaint Resolution

- Rejected or partially redressed cases, cases in which customer is not satisfied with the reply received from the bank within 30 days of lodging the complaint and where no reply is received by the customer within 30 days of submitting the complaint are to be esclated to BO
- Before rejecting a complaint bank has to get the views of Internal Ombudsman

Customer Complaint Resolution

- Customer has time of 1 year from the date of reply from the bank within 30 days of lodging the complaint or 1 year and 1 month if no reply is received from the bank within 30 days of lodging the complaint.
- If any details asked by RBI the same to be submitted by the bank within 15 days. Otherwise bank will loose the right to appeal on the order issued by RBI

Customer Complaint Resolution

- Once the award is issued customer can accept the award or appeal within 30 days of receipt of the award.
- Bank can settle the award within 30 days from the date of receipt of acceptance of award from the customer or can prefer appeal.
- ED or the person authorized by him only can appeal

Customer Complaint Resolution

- Executive Director of RBI in charge of Consumer Education and Protection Department of RBI is the appellate authority.
- The Principal nodal officer for representing the bank in Ombudsman cases is CGM Operation wing.
- No monetary ceiling on the value of disputes that may be considered under the scheme
- Ombudsman can award maximum Rs 30 lac and another Rs 3 lac for loss of complaint time mental agony etc.

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ **849/25 Remittance to PPF ans SSY accounts through UPI (ai1, google pay, paytm etc)**
- ✓ **PPF and SSY accounts should be maintained in Canara Bank**
- ✓ **Minimum contribution is Rs 50 and maximum Rs 1.50 lac in a Financial Year**
- ✓ **Accounts should be regular**

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ **Virtual Payment Address:**
- ✓ **PPF: ppf.ppfaccountnumber@cnrb**
- ✓ **SSY: ssy.ssyaccountnumber@cnrb**
- ✓ **Example: ppf.ppf1234567890@cnrb**
- ✓ **On entering the correct VPA, UPI will verify the details and display the name of the account holder.**
- ✓ **Then remittance to be effected**

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ **850/2025 –Surprise Verification of Cash and Securities**
- ✓ **If the branch Manager is not one of the key holder (other than ELB, VLB. PCB) to be conducted by the branch manager once in a month at irregular intervals**
- ✓ **If the branch manager is one of the key holder, RO/CO deputed officials to do surprise verification once in a quarter**

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ **VLB, ELB, PCB: the executive in charge to authorise one of the managers who is not a key holder to conduct the verification**
- ✓ **At least once in six months the executive in charge to personally conduct the verification**
- ✓ **Notes of Rs 50 and above to be Checked and counted in detail**
- ✓ **Other denomination one section in each bundle to be checked and counted in detail**

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ **To be recorded in last few pages of NB 9 besides reporting in SAS package**
- ✓ **To be reported in PRR 18 every month to RO/CO**

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ **Positive Pay System: 637,690,725,733,861 of 2025 and 299/2026**
- ✓ **As per RBI guidelines dt 25.9.2020 banks may introduce Positive Pay System for cheque amounts of Rs 50,000 and above and banks may make it mandatory for cheque amount of Rs 5 lac and above**
- ✓ **In our bank it is mandatory for cheque amount of Rs 1 cro and above wef 1.9.25 and Rs 25 lac and above wef 1.10.2025 and Rs 20 lac and above wef 24.4.2026 . Cheque return charges for non compliance**

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ Channels: Branch, ai1 app, Internet banking, Call center toll free number 1800 1030
- ✓ Fields of cheque to be furnished:
- ✓ Account number
- ✓ Cheque number,
- ✓ MICR code
- ✓ Amount
- ✓ Payee name, Date of cheque
- ✓ Applicable for cheques issued by Govt departments also

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ **903/2025**
- ✓ **SERVICE CHARGES FOR INTEROPERABLE CASH DEPOSIT (ICD) Through Debit Card in other bank cash deposit machines:**
- ✓ **Appropriate GST to be recovered**

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- Other bank card holder using other bank CDM /CR depositing cash in Canara Bank account – upto Rs 10000 Rs 15 – Above Rs 10000 but less than Rs 50000 Rs 30 – to be recovered from Beneficiary
- Our Bank card holder using other bank CDM/CR to deposit cash in other bank account – upto Rs 10000 Rs 15 and above Rs 10,000 upto less than Rs 50000 Rs 30 – Charges to be recoverd from our Card Holder

UPDATES ON GENERAL BANKING – IMPORTANT CIRCULARS SEP 2025 TO AUGUST 2026

- ✓ **Our Bank card holder using other bank CDM/CR to deposit cash in Other bank account – upto Rs 10000 Rs 30 and above Rs 10,000 upto less than Rs 50000 Rs 30 – Charges to be recoverd from our Card Holder**
- ✓ **Our bank card holder using other bank CDM/CR to deposit cash in Canara bank account upto Rs 10000 – Rs 30 of which Rs 15 to be recovered from Beneficiary account and Rs 15 from our card holder**
- ✓ **>Rs 10000 <Rs 50000 Rs 60 of which Rs 30 from beneficiary and Rs 30 from our card holder**

Group Term Life Insurance Policy 2026-27

- 30/26
- Bank is taking this policy since 2021-22
- All Employees including Probationary Employees
- Policy Period 1.2.2026 to 31.1.2027
- Canara HSBC Life Insurance Company
- Covers all types of deaths including natural, accidental and suicidal and death due to any illness and any pandemic or epidemic which may arise in future
- Sum assured is based on Dec 2025 salary of employees

Group Term Life Insurance Policy 2026-27

➢ Insurance Cover:

Category of employee	Sum Assured
Subordinate cadre	20 months gross salary subject to a minimum of Rs. 10.00 lakhs
Clerical Cadre	20 months gross salary subject to a minimum of Rs. 15.00 lakhs
Officers Cadre	20 months gross salary subject to a minimum of Rs. 20.00 lakhs

Voluntary – Bank pays 90% premium and employees 10%. If the employee not given the consent in HRMS before the stipulated date ie 14.1.26 it will be treated as deemed consent.

Group Term Life Insurance Policy 2026-27

- **Settlement of claim;**
- **Nominee of EPF or NPS as per bank records**
- **If not nominee of Gratuity**
- **If not to legal heirs as per death claim settlement policy of the bank**
- **Claim intimation to be given on the date of death itself**
- **Claim documents to reach HOSA Section HO within 15 days from the date of death of employee**

Canara FCNR (Rupee) Deposit Plus

- 69/26
- NRE Deposit Plus is revamped as Canara FCNR (rupee) deposit plus
- Minimum 1 year maximum 5 years
- Minimum Deposit amount 5000 units in respective currency
- Product codes: USD591, GBP 592, EUR 593
- CAD 594, AUD 595

Canara FCNR (Rupee) Deposit Plus

- ✓ All NRI customers
- ✓ Only KDR
- ✓ Maturity Proceeds to be paid in Indian Rupees and to be credited in NRO or NRE accounts

Closure of In Operative CASA Accounts

103/26 & 588/25

List of inoperative CASA accounts with balance less than Rs 20 is available in BI report 460018

Notice in NF 799 to be sent to revive/close the account within one month

If not account to be closed and credited to commission – Service Charges

Closure of In Operative CASA Accounts

- ✓ **Exempted Category:**
- ✓ **BSBD / PMJDY accounts**
- ✓ **Small Value Accounts**
- ✓ **Accounts linked to Loans / FDRs / Lockers**
- ✓ **Accounts blocked / attached by statutory authorities**

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Closure of In Operative CASA Accounts

- ✓ **Branches are empowered to close all eligible inoperative CASA accounts having balance less than 20/-, and the account has remained inoperative for 12 months.**

Basic Savings Bank Deposit Accout (BSBD) -139/26

- ✓ It is a fully KYC Complaint Account
- ✓ No minimum balance
- ✓ Following facilities free of Charge to be provided
- ✓ The deposit of cash at bank branch as well as ATMs/CDMs
- ✓ Receipt/Credit of money through electronic payment channels or by means of deposit/ collection of cheques drawn by Central/ State Government agencies and departments.
- ✓ No limit on the number and value of deposits that can be made in a month

Basic Savings Bank Deposit Accout (BSBD)

- ✓ Four withdrawals in a month, including ATM withdrawals including transfers
- ✓ Digital Banking transactions other than ATM transactions not to be counted for the four withdrawals.
- ✓ ATM card or ATM-cum-Debit Card Free of Charge either at the time of issuance or at the time of renewal
- ✓ 25 cheque leaves per year
- ✓ Internet & Mobile Banking Facility
- ✓ Pass Book or monthly statement of account in lieu of Pass Book

Basic Savings Bank Deposit Accout (BSBD)

- ✓ Any other facility can be given with or without any charges. But minimum balance should not be insisted upon. No need for initial minimum deposit
- ✓ Existing SB account can be converted into a BSBD account at the request of the customer within 7 days of request
- ✓ A holder of BSBD account can not open another BSBD account in the same bank or other bank
- ✓ Declaration from the Customer that he does not have any BSBD account with any other bank in the country to be obtained before opening or converting existing account in BSBD account

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Organisations eligible to open SB
SB Account 144/26

- ✓ Primary Co-operative Credit Society which is being financed by the Bank
- ✓ Khadi and Village Industries Boards
- ✓ Agriculture Produce Market Committees
- ✓ Societies registered under the Societies Registration Act, 1860
- ✓ Companies licensed by the Central Government under Section 8 of Companies Act, 2013 or Section 25 of Companies Act, 1956 or under the corresponding provision in the Indian Companies Act, 1913 and permitted **not** to add to their names the word "Limited" or the words "Private Limited"

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Organisations eligible to open SB Account 144/26

- ✓ Institutions whose entire income is exempt from payment of Income-tax under the Income-Tax Act, 1961.
- ✓ Government departments / bodies / agencies in respect of grants / subsidies released for implementation of various programs / Schemes sponsored by Central Government / State Governments subject to production of an authorization from the respective Central / State Government departments to open savings bank account

Organisations eligible to open SB Account 144/26

- ✓ Development of Women and Children in Rural Areas (DWCRA).
- ✓ Self-help Groups (SHGs), registered or unregistered, which are engaged in promoting savings habits among their members.
- ✓ Farmers' Clubs - Vikas Volunteer Vahini – VVV
- ✓ SB account can be opened in the names of individuals and Karta of HUF besides the above organisations.

- ✓ **Clean Note Policy: 271/2026, 264/2026, 278/2026**

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Incentive -

- ✓ **Incentives given by RBI for opening and maintaining Currency Chests in NE Region and in accessible and hilly regions as approved by appropriate authority in J&K and Ladakh UT**

Reimbursement of 100% of Capital Cost subject to a maximum of Rs 50 lac	**Reimbursement of 50% of Revenue expenditure for the first 5 years**

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Incentives - RBI

- What is the incentive for exchange of soiled note?
- Rs 2 per packet for denominations Rs 50 & below. Above Rs 50 no incentive
- Incentive for adjudication of Mutilated Notes?
- Rs 2 per piece irrespective of denomination
- Rs 65 per bag in all areas for distribution of coins
- Additiona incentive Rs 10 per bag in Rural & SU areas
- Service charges for cash deposit by Non Chest banks in CCs
- Large Modern currency chest Rs 11 per 100 pieces
- Other Currency chests Rs 8 per 100 pieces

Incentives - RBI

- incentive calculation,
- 5000 pieces of 50 paise coins
- 2500 pieces of ₹1, ₹2 or ₹5 coins
- 2000 pieces of ₹10 or ₹20 coins
- would be deemed to constitute one bag.

Penalties - RBI

- Penalty for shortage of notes in Soiled Note Remittance to RBI
- For Notes upto Denomination of Rs 50 penalty is Rs 50 per piece in addition to the shortage
- For Notes in denomination of Rs 100 and above equal to the value of denomination per piece in addition to shortage

Penalties - RBI

- **Penalty for shortage of notes & Coins in Currency Chest Balance**

For Notes upto Denomination of Rs 50 penalty is Rs 50 per piece in addition to the shortage	For Notes in denomination of Rs 100 and above equal to the value of denomination per piece in addition to shortage	For Coins of all denominations penalty is equal to the value of per coin in addition to the shortage

Penalties - RBI

- Penalty for Mutilated notes (including deliberately cut notes and built-up notes) detected in soiled note remittances and currency chest balances –
- Rs 50 per piece irrespective of denomination in addition to loss

Penalties - RBI

- **Counterfeit note detected in Soiled Note remittance Modified guidelines 271/26**

RS 5,10,20	Recovery of loss to the exent of notional value of Counterfeit note eg one piece of Rs 20 detected – Penalty Rs 20
Rs 50	Recovery of loss plus 50% of the notional value eg if one piece of RS 50 detected Rs 50+ Rs 25 ie Rs 75 is the penalty

Penalties - RBI

- **Counterfeit note detected in Soiled Note remittance Modified guidelines 271/26**

Rs 100 & above	**Graded penalty linked to counterfeit notes per million (CPM)pieces of soiled notes processed at RBI per CC** **IF CPM <5 penalty is 100% of notional value of Counterfeit note detected.** **IF CPM equal to or more than 5 but less than 20, penalty is 150% of notional value of Counterfeit note detected.** **Equal to or more than 20 CPM 200% of notional value detected**

Penalties - RBI

- **Counterfeit note detected in Soiled Note remittance Modified guidelines 271/26**

CPM formula	CPM = (No. of counterfeit notes in Rs 100 and above X 10,00,000) / Number of pieces in the remittance in RS 100 and above
Example Rs 100 – No of pieces in the remittance 11.92.000 – Counterfeit note detected 40 pieces	Penalty : Notional value Rs 100*40 = 4000 plus CPM= (40*10,00,000)/1192000 = 33.56 CPM >20 so 200% of notional value of counterfeit note detected 200% of Rs 4000 ie Rs 8000 So total penalty 4000 + 8000 Rs 12000

Penalties - RBI

- **Counterfeit note detected in Currency Chest Balance 271/26**

Denomination	Penal Provision
Rs 5,10 & Rs 20	Recovery of loss to the extent of notional value of counterfeit notes Eg Rs 5 once piece - Rs 5 penalty
Rs 50	50% of notional value plus the recovery of loss Eg Rs 50 one piece Rs 50+Rs 25 = Rs 75
Rs 100 and above	200% of notional value plus the recovery of loss Eg Rs 500 one piece 1000+500 Rs 1500

a)Counterfeit notes returned to the tenderer without impounding. b. Disbursement of ounterfeit notes over the counter c. Dispensation of counterfeit notes through ATMs. Penalty Rs 10000 for each instance

Penalties - RBI

Non Compliance with operational guidelines by Currency Chests like Example below	**Penalty of ₹5,000/- for each instance of irregularity. Penalty shall be enhanced to ₹10,000/- in case of repetition ,recurrence of irregularity in consecutive inspection**
Non functioning of CCTV recording of DVR / preserving	
Branch cash, documents etc kept in strong room of currency chest	
Non utilization of note sorting machines	
Non conducting of surprise inspection of CC by bank officials	

Penalties - RBI

Violation of any of the terms of agreement with RBI (for opening and maintaining currency chests) or deficiency in service in providing exchange facilities, as detected by RBI officials e.g. (please refer next slide also)	₹10,000/- for any violation of agreement or deficiency of service. ₹5 lakh in case there are more than 5 instances of violation of agreement / deficiency in service by the currency chest / branch in consecutive inspection cycles or earlier. The levy of such penalty shall be placed in public domain.
Non-issue of coins over the counter to any member of public despite having stock.	
Refusal by any bank branch to exchange soiled notes / refusal by any currency chest branch to adjudicate mutilated notes tendered by any member of public.	

Penalties - RBI

Denial of facilities / services to linked branches / linked CCs of other banks	
Non acceptance of lower denomination notes (i.e. denomination of ₹50 and below) tendered by members of public and linked bank branches for exchange / deposit.	
Detection by RBI of mutilated, built up, counterfeit notes in re-issuable packets prepared by the currency chest branches.	

Other Points in clean note policy

Penalty will be levied immediately

- **The Competent Authority to decide upon the nature of irregularity shall be the Officer-in-Charge of the RBI Issue Department of the Regional Office under whose jurisdiction the defaulting currency chest/bank branch is located**
- **Appeal by controlling office of the Currency Chest or branch to Regional Director, Chief General Manager or officer in charge of RBI with in one month from the date of debit.**
- **Appeals to be made in CyM-CC Portal**

Other Points in clean note policy

- Data on counterfeit note detected – Forged Note Vigilance cell of the bank to report to issue office of RBI before 7th of succeeding month (earlier all branches to send to RBI)
- FNV Cell to send status report as at the end of March and Sep to Central Office of RBI copy to Issue office of RBI (earlier quarterly)
- The balances of each currency chest should be verified at least at an interval of once in a month by an officer not connected with the custody of the chest and 2% percent of balances in each denomination of Rs. 100, Rs 200, Rs. 500- and Rs. 2000 to be verified through Note Sorting Machines.
- The currency chest balances should be verified at an interval of 6 months by the officials from the Controlling Office of the bank by packets and bundles and Five percent of the balances in all denominations should be verified through Note Sorting Machines.

Other Points in clean note policy

- Banks should ensure that cash receipts in the denominations of Rs 100 and above are not into re- circulation without the notes being machine processed for authenticity.
- Large modern currency chests should have a minimum area for strong room/vault of…… and processing capacity of ……. Bank notes per day. A) 1500 square feet b) in case of hilly / inaccessible places it should be at least 600 square feet. c)Processing capacity of 6,60,000 pieces of banknotes per day d) For those situated in the hilly/ inaccessible places, processing capacity of 2,10,000 pieces of banknotes per day. E) a to d all correct Ans e
- What is the minimum Chest Balance limit of Large modern currency chest? Rs 10 billion (Rs 1000 cro)

Other Points in clean note policy

- Cash-out at any ATM of more than ten hours in a month will attract a flat penalty of ₹ 10,000/- per ATM effective from 1.10.2021
- RBI issues guidelines for penalties and incentives for bank branches as per Sec 35 A of BR Act & 45 of RBI Act.for realizing the objective of Clean Note Policy
- The currency chests shall invariably report all transactions through CyM – CC portal to RBI before 7 Pm on the same day

Penal Interest for delay /wrong reporting CC transactions is Bank rate + 2%

Soiled note remittance RBI if shown as withdrawl from chest and if diversion is not shown through CyM CC Portal and shown as withdrawal from Chest and for delayed reporting where chest has net deposit penalty is Rs 50,000

Other Points in clean note policy

- What is the maximum number of soiled notes that can be exchanged for general public in a day free of cost?
- 20 pieces with a maximum value of Rs 5000. More than that within 7 days
- What is the maximum number of mutilated notes that can be adjucated for general public in a day free of cost?
- 10 pieces with a maximum value of Rs 5000. More than that within 30 days

Whistle Blower Policy 2026-27

- Important tool for Preventive Vigilance –Corporate Goverance
- Either by physical mode or through SAS package
- CGM (in his absence GM overseeing IR Section)HR wing is the Designated Authority
- Authorised Official – DGM or AGM of HR wing authorized by designated authority for receiving and handling the complaint
- SAS package – OTP on registered mobile number is the mode of validation

Whistle Blower Policy 2026-27

- Written complaint in a closed cover addressed to CGM HR wing
- Complaint through SAS package – no need to establish the identity of the complainant as it is confirmed though the OTP sent in the registered mobile number of the employee is validated
- Physical mode in a closed cover superscribed "complaint under whistle blower Mechanism"
- Name, address, email id , telephone number of the complainant to be mentioned in the complaint – Supporting notes if any

Whistle Blower Policy 2026-27

- Opened by Authorised Official in the presence of Designated Authority
- Identity of the complaint to be established by authorized officials by addressing a letter to him / her.
- The Whistle blower to confirm within 30 days of receipt of the letter- if not it will not be entertained
- After confirmation the authorized official will record in SAS package

Whistle Blower Policy 2026-27

- No action for complaints related to promotion, transfers, recruitment and other related issues.
- In other matters Designated authority to decide whether to call for a report from the Circle or not
- If called for Circles to reply within 2 weeks
- If not reminder will be sent by Authrised Officials
- If still reply not received a second reminder after 2 weeks by DA
- If no reply received DA to take appropriate action against the concerned

Whistle Blower Policy 2026-27

- Serious complaints DA will order investigation
- Investigation report will be placed to Fraud Analysis and Recommending Committee (FARC)
- Authorised Officer to place periodical note to the DA once in 2 weeks about the progress
- Quarterly note to Audit Committee of the Board
- Anonymous complaints will not be entertained as per CVC guidelines. Protection to Whistle Blower
- Policy is framed as per Provisions of Companies Act,SEBI and RBI guidelines