

**FREQUENTLY ASKED QUESTIONS
ON
CENTRALISED CLEARING FOR CUSTOMERS**

Q 1. Can I drop my cheque for collection at non-home branch?

Ans.: Yes. But charges will be levied, the details of which can be known from the branch staff.

Q 2. Whether I can insist for counter-foil?

Ans. Yes. You have every right to obtain the counter foil from the branch staff provided you present the cheque across the counter.

Q 3. what is the time limit within which the credit is afforded to my account?

Ans. Two working days is the time within which the credit is afforded to the account.

Q 4. When can I drop the cheque in the drop box i.e., whether I have to drop the cheque only during the business hours of the branch or even after business hours also?

Ans. You have the option of presenting the cheque across the counter or dropping the same in the drop box during the working hours, you can also drop the cheque in the drop box up to the time branch is kept open.

Q 5. How do I know the status of my instrument i.e., returned or realized?

Ans. In case of the cheque being returned unpaid for various reasons, the returned instrument can be collected from the branch where you maintain the account.

Q 6. Whether any charges are being levied for the service offered?

Ans. No charges are levied in case the cheque is payable locally. In case of outstation cheque, charges applicable can be enquired from the branch staff.

Q 7. Whether I should drop the cheque only in the drop box or can I present it across the counter?

Ans.: You have the option of presenting the cheque across the counter or dropping the same in the drop box during the working hours. Also, you can drop the cheque in the drop box till the branch is kept open.

Q 8. In case of cheque being returned unpaid, where can I collect the instrument and cheque return memo – either at the branch where I dropped the cheque or where I maintain my account?

Ans. In case of the cheque being returned unpaid for various reasons, the returned instrument can be collected only from the branch where you maintain your account.

Q 9. What precautions should I take before dropping the instrument in the drop box?

Ans. Ensure that you write full particulars on the voucher viz., account number, name, instrument number, drawee bank/branch name, amount in figures and words, phone number and sign the voucher etc. Also, observe the date, amount in words and figures, signature etc., to avoid unnecessary delays in clearing.

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