

**FREQUENTLY ASKED QUESTIONS  
ON  
GROUP PAYMENT  
FOR CUSTOMER**

**Q 1. What is GRPT system?**

Ans. The acronym “GRPT” stands for GROUP PAYMENT. GRPT is electronic funds transfer between all branches of State Bank Group, which are under CBS. This facility is used by branches for transfer of funds between customers maintaining accounts with SBI and its Associate Banks. The customer’s account gets credited instantaneously, as in Core Power Transactions.

**Q 2. What are the advantages of GRPT?**

Ans. GRPT is an easy, quick, attractive remittance alternative for Demand Draft, Banker Cheques, TT’s etc. GRPT remittance is credited instantly on the same day or latest on the next working day (if sent after Closing hour) GRPT enables speedy remittance: As mentioned above, remittances are normally credited to the beneficiary account on the same day if sent by 4.30 PM (12.30 PM on Saturdays). Remittances sent after 4.30 PM (12.30 PM on Saturdays) will be credited on the next working day.

**Q 3. All branches of State Bank of Hyderabad accepts GRPT?**

Ans. Yes, all branches in State Bank of Hyderabad accept GRPT transactions and also all branches of Associates Bank are in CBS and are GRPT enabled.

**Q.4. Can I Send GRPT message to different bank branches at onc instance?**

Ans. No, at present bulk GRPT facility is not enabled. Its enabled for RTGS and NEFT.

**Q.5. Is there any limit on the amount of GRPT transaction?**

Ans: There is no limit on amount for GRPT transactions.

**Q.6. What about Processing Charges/Service Charges for GRPT Transactions?**

Ans:

**OUTWARD MESSAGES:**

Amount	Rate	Minimum	Maximum
Upto Rs: 1.00 lacs	Rs: 1.50 per thousand	Rs:25.00	Rs: 1500.00
Rs: 1.00 lacs To Rs: 2.00 lacs	Rs: 1.50 per thousand	Rs: 150.00	Rs: 300.00
Above Rs: 2.00 Lacs	Rs: 1.25 per thousand	Rs: 250.00	Rs: 1500.00

**INWARD MESSAGES:** Rs: 100.00 per message.

**Q.7. How I will know which are the branches participating in the GRPT?**

Ans: As this fund transfer is in between State Bank Group branches, all branches of State Bank Group are GRPT enabled, except a few SBI branches, which are not yet migrated to CBS.

**Q.8. How I will know, what is the IFS Code of my bank-branch?**

Ans: IFSC Code of the branch is printed on cheque leaves issued to their customers. You may also contact your bank-branch or beneficiary and get the IFS Code of that branch.

**Q.9. Whom should I can contact, in case of non-credit or delay in credit to the beneficiary account?**

Ans: Contact your bank-branch in case of any problem related to GRPT.

**Q.10. Is it necessary to have a bank account to originate the GRPT transaction?**

Ans: For GRPT transaction upto Rs.50000/- cash can be accepted, transactions above Rs.50000/- have to be routed through the Account.

**Q.11. Is it necessary that the beneficiary should have an account at the destination bank-branch?**

Ans: Yes, beneficiary should have an account.

**Q.12. Can I receive foreign remittances through GRPT?**

Ans: This system can be used only for remitting Indian Rupee among the participating banks within the country.

**Q.13. Can I originate a transaction to receive funds from another account?**

Ans: No

**Q.14. Can I send/receive funds from/to NRI accounts?**

Ans: The credits to NRE accounts are enabled on the lines of NEFT and any Outward message to an NRE account has to be marked with the NRE tag, which defines the Sender account as NRE A/c

**Q.15. Would the customer receive an acknowledgement of money credited to the beneficiary?**

Ans: No; however, electronic acknowledgement is generated for the remitting bank for receipt of funds by the receiving bank.

**Q.16. Will the remitting customer get back the money if it is not credited to the beneficiary's account?**

Ans: Yes, the remitting customer will get back the money if it is not credited to the beneficiary account.

**Q.17. What is the essential information that the remitting customer would have to furnish for the remittance to be effected?**

Ans: The essential information that the remitting customer has to furnish is: Beneficiary details such as beneficiary name and account number, Name and IFSC of the beneficiary bank branch.

**Q.18. Is there any way a remitting customer can track the remittance transaction?**

Ans: The remitting customer can track the remitting transaction through the remitting branch only, as the remitting branch is informed about the status of the remitted transactions.

**Q 19. Can I give credit to my Loan and NRE accounts through GRPT?**

Ans. Yes, credits to all accounts are permitted including loans, provided loan closure is not attempted and only the installments are credited. NRE credits are also allowed between NRE accounts, if NRE tag is used while remitting the message

**Q 20. In case of any difficulty in GRPT, whom to contact?**

Ans. Contact the branch from where the Message was originated.

**\*\*\*\*\*End of Document\*\*\*\*\***