

S. No.	Section No.	Particulars	Information Disclosed	Concerned Department
1	4.1.b.i	Particulars of its Organization, Functions and Duties	Organizational Structure	HRMD Supervisory
2			Information About General Manager	HRMD Supervisory
3			Information about Regional Offices	Planning
4			Information about Overseas Branches and Representative Offices:	International Department
5			Information about Branches	Planning
6			Information about ATMs	Planning
7			Information about Bank Products	Planning
8			Debit/Credit Cards Information	Digital Banking Division
9			Customers Corner / Customer Service	Customer Service Department
10			Grievances Redressal	Customer Service Department
11			Service Charges	Banking Operation Department
12			Interest Rates	CSSD
13			Forex Rates	Treasury Department
14			Aadhar Enrolment Centre	Financial Inclusion Department
15			Annual Reports	BSMD
16	4.1.b.ii	The powers and duties of its officers and employees	The powers, roles and duties of employees of Bank are governed by the Bi-partite Settlements, memorandum of settlement between Bank Management and association/union etc...For Regulations, Settlement etc.	IR Department
17			Annual Reports	BSMD
18	4.1.b.iii	The procedure followed in the decision making process, including channels of supervision and accountability.	The procedure followed in the decision making process, including channels of supervision and accountability.	Board Service
19			Annual Report	BSMD
20	4.1.b.iv	The norms set by it for the discharge of its functions	Customers Corner / Customer Service	Customer Service Department
21			Cheque Collection Policy	Banking Operation Department
22			Documents Retention and Preservation Policy	GAD
23			Timeline for Disposal	CSSD
24			Deposit Policy	Planning
25			Policy for Appointment of Statutory Central Auditors and Statutory Branch Auditors -	BSMD
26			SME Policy	MSME Department
27			Compensation Policy	HRMD Supervisory
28			Policy on Collection of Dues and Possession of Securities	SAMD
29			Death Claim Settlement	Law Department

S. No.	Section No.	Particulars	Information Disclosed	Concerned Department
30			Customer Right Policy	Customer Service Department
31			Whistle Blower	Customer Service Department
32			Annual Reports	BSMD
34	4.1.b.v	The rules, regulations, instructions, manuals records, held by it or under its control or used by its employees for discharging its functions:	Information about Bank Products:	Planning
35			Regulations and Settlements	IR Department
37	4.1.b.vi	A statement of the categories of documents that are held by it or under its control.	Annual Reports	BSMD
38			Investor Grievances Report	Investor Cell Department
39			Documents Retention and Preservation Policy	GAD
39	4.1.b.vii	The particulars of any arrangement that exists for consultation with, or representation by the members of the public in relation to the formulation of its policy or implementation thereof.	Annual Reports	BSMD
39	4.1.b.viii	A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public:	Branch Contact	Planning
39	4.1.b.ix	A directory of its officers and employees.	For Information about Name, Scale, Designation of Employees	HRMD Supervisory
39			Branch Contact	Planning
40	4.1.b.x	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations.	For information about Monthly Remuneration of Employees	HRMD Supervisory
41			For Bi-partite and Joint Note:Provide link for Bank Officer and Employee Service Regulation	HRMD Supervisory

S. No.	Section No.	Particulars	Information Disclosed	Concerned Department
42	4.1.b.xiv	Details in respect of the information available to or held by it, reduced in an electronic form.	The details about Bank Product and Services are already in Public Domain hosted at Bank website: www.iob.in	Planning
43	4.1.b.xv	The particulars of facilities available to citizens for obtaining information including the working hours of a library or reading room, if maintained for public use.	The information about tenders, contract concluded, empanelment etc.... is available to Public at:	GAD
45			The working Hours of the branches are displayed in the branch premises in Bold letters for the information of the Public	Planning
46			The information, which are not available in the Bank website Public can approach CPIO/CAPIO under RTI Act, 2005 for getting such information.	Law Department
48			For Details of First Appellate Authority, Central Public Information Officer and Central Assistant Public Information Officer	Law Department
	4.1.b.xvi	The names, designations and other particulars of the public Information officers	For details of First Appellate Authority, Central Public Information Officer and Central Assistant Public Information Officer	Law Department
			Training of Employees (Internal/External)	HRMD Supervisory
			Details of RTI Applications Received and Disposed:	RTI Cell, Law Dept.
			Annual Reports	BSMD
	4.1.b.xvii	Such other information as may be prescribed and thereafter update these publications every year.	All other information is already hosted at Bank Website, which will be updated periodically	RTI Cell, Law Dept.