

**One State – One RRB :
Amalgamation of J&K Grameen Bank and Ellaquai Dehati Bank**

**FREQUENTLY ASKED QUESTIONS
(FAQs)
ON AMALGAMATION FOR CUSTOMERS**

General

1. What are the objectives of the amalgamation?

The "One State, One RRB" policy is a government initiative to consolidate Regional Rural Banks (RRBs) within each state. This policy, effective from May 1, 2025, aims to improve operational efficiency and reduce costs by merging multiple RRBs into single entities. The goal is to create larger, more efficient RRBs capable of serving rural areas better and enhancing financial inclusion. The **Ellaquai Dehati Bank** and **J&K Grameen Bank** are undergoing amalgamation process, primarily related to the "One State One RRB" policy in the UT of Jammu and Kashmir, with J&K Bank serving as the sponsor bank for the newly amalgamated **Jammu and Kashmir Grameen Bank**.

2. How big will be the amalgamated bank?

The amalgamated bank will be the only RRB in the state having a network of 330 branches (approx.) and a workforce of over 1540 employees.

3. How will this amalgamation impact me as a customer?

The customer will be impacted in a positive manner as under:

- ✓ Will be associated with a larger Bank, having a widespread state wide network.
- ✓ Access to a larger number of branches and next generation banking technology.
- ✓ Access to a wider array of products, credit facilities and best of banking services.

4. Are J&K Grameen Bank and Ellaquai Dehati Bank getting closed?

No. Both these banks are being amalgamated into one bank with the name of the amalgamated bank being **Jammu and Kashmir Grameen Bank**.

5. Will some branches be closed after amalgamation?

No. There shall be no immediate branch closures in any of the Banks.

In future, if there are some closely located branches of the two Banks, they may be merged/shifted with prior notice to our esteemed customers.

6. I have both banks' branches in my locality. Which branch will service my banking related requests and what will happen to the interpersonal relationship I have developed over time?

You will continue to be served by your present branch of your respective bank. The existing practice of

**One State – One RRB :
Amalgamation of J&K Grameen Bank and Ellaquai Dehati Bank**

interpersonal relationship you have with your branch will prevail with the amalgamated bank.

7. Why should one open account or start banking relations with Ellaquai Dehati Bank/ J&K Grameen Bank? Isn't it advisable to approach new RRB?

Opening of account or starting of banking relations with Ellaquai Dehati Bank / J&K Grameen Bank is as good as doing it with newly formed Jammu and Kashmir Grameen Bank. From the date of amalgamation i.e. 01.05.2025, the both of them will be ONE. You can open a new account in any existing branches of J&K Grameen Bank or Ellaquai Dehati Bank which will be treated as a new account in the amalgamated bank.

The amalgamated bank will have best in class features of products and services from both the banks.

8. Will the toll-free numbers/customer care email IDs of any bank discontinue after amalgamation?

All our toll-free numbers and customer care email IDs will continue to be operational for the amalgamated bank until further notification. In addition, you can access the customer care helpline of both the banks through any toll-free number.

9. What will happen to the corporate website of Ellaquai Dehati Bank and J&K Grameen Bank?

You will be able to browse across websites of both the banks.

General Banking

10. Do I need to submit my KYC documents once again?

If your KYC is updated in banks' record, you are not required to submit any KYC documents again.

11. Whether account details will change (Account No., IFSC, MICR, Debit Card etc.)? Will I have to close my account?

The existing Account No., IFSC, MICR, Debit Card etc. will continue post amalgamation, until further notification. Your existing account in both amalgamating banks will continue with all its services.

12. What will happen to my cheque book/passbook?

The cheque book/passbook will be valid after the date of amalgamation until further notification.

13. After amalgamation, whether there will be any limit/restriction in cash withdrawal from my account?

One State – One RRB : Amalgamation of J&K Grameen Bank and Ellaquai Dehati Bank

No, the cash withdrawal limit remains the same as before.

14. What will happen to the internet and mobile banking services?

We are committed to ensure customers are not affected during the integration. Also, the amalgamated bank will have best features of Internet & Mobile Banking services of both the banks. The existing internet and mobile banking services of both the banks will continue to be operational until further notification.

15. What will happen to my debit card after amalgamation?

Your existing ATM cum debit card will be valid until date of expiry printed on the debit card. Your debit card will be renewed upon its expiry.

16. How do I update or register my mobile/ e-mail ID?

You will have to register and update your mobile number or e-mail ID at any branch of the original bank. Once all technology systems are integrated, you will be able to update your details seamlessly.

17. Will there be any new service charges that will be levied on my account?

We have harmonized the service charges for customers of the amalgamated bank. The revised service charges are available on the bank's website.

18. Is there going to be a change in the Minimum balance requirements?

Minimum balance requirements for savings and current account along with the charges for not maintaining the minimum balance have been uploaded on the respective bank's website.

19. I have accounts in both amalgamating banks. What will happen to my accounts in these banks?

The accounts in both the banks will/can continue, until otherwise communicated. Further, please note that as per RBI guidelines, a customer should have only one Customer information File (CIF) / Customer ID (Cust-ID) irrespective of number of accounts.

20. Whether Customer ID/CIF/User ID will be same for net banking purposes or whether all the account will be integrated under Common Customer ID/CIF/User ID?

Any change in Customer ID/CIF/User ID will be communicated to account holder well in advance. Until then the existing Customer ID/CIF/User ID will continue.

21. What will happen to my salary/pension account opened in amalgamating banks?

Your existing salary/pension accounts will continue to function post amalgamation, with access to wider

One State – One RRB : Amalgamation of J&K Grameen Bank and Ellaquai Dehati Bank

array of products and services at an expanded network of branches.

22. Will there be a change in the Interest rates on my RD/FD and savings account?

The current rate of interest for existing RD/FD will continue till maturity. For FD, renewal will be done with the latest term deposit rates of the amalgamated bank. The deposit rate on savings account have been harmonized and are available on the bank's websites as well as in the branch premises.

23. What happens to lockers, if any branches get closed / shifted?

There will be no immediate branch closure of any of the two Banks. In future, if some closely located branches of the two Banks are to be merged/shifted; existing lockers in them will also be shifted to nearby / new branch. Any such change will be communicated separately in advance to our esteemed customers.

24. What will happen to the insurance policy I have taken through any of the amalgamating banks? How will the premium payment be implemented post amalgamation?

All the insurance policies taken through any of the two amalgamating banks will be valid until maturity. Any changes in Policy/Payment process will be communicated.

25. What will happen to the ECS/NACH arrangements/standing instructions for auto debit of utility payments, Loan EMIs, RD Instalments, Credit Card payments etc.?

All ECS/NACH arrangements/standing instructions for utility payments, Loan EMIs, RD Instalments and other services shall function without any disruption to the customer. There is no need to resubmit your mandate.

26. What will happen to the merchants on-boarded by the two banks upon amalgamation?

There will be no immediate changes in the services of any terms & conditions of existing arrangement with Merchants. However, post amalgamation; the facilities will be governed by the guidelines/policies of the amalgamated bank. Any changes in the terms & conditions will be informed in advance to avoid inconvenience to the customer.

Loans

27. Will I have to resubmit loan documents post- amalgamation?

Resubmission of loan documents will not be required. Certain statutory documents will be requested for, if previously not submitted, as per routine practice.

**One State – One RRB :
Amalgamation of J&K Grameen Bank and Ellaquai Dehati Bank**

28. What will happen to the loans or lines of credit I have taken?

The existing Terms & Conditions (T&C) will continue as per agreements with existing bank until the date of amalgamation. Post-amalgamation, T&C along with rates will be linked to T&C of the amalgamated bank for which, information will be accordingly communicated to you.

29. How will I retrieve my collateral documents hypothecated with J&K Grameen Bank/Ellaquai Dehati bank? Is there going to be trouble in retrieving after loan closure?

The title deeds and other documents mortgaged with J&K Grameen Bank/Ellaquai Dehati Bank will be safe. Post-Amalgamation, newly formed bank will be the custodian and you will be able to retrieve the same after your loan closure without any hassle.

30. What will happen to my Overdraft (OD)/Cash Credit (CC) renewal/enhancement after amalgamation?

Overdraft/Cash Credit renewal/enhancement will take place in normal course. Any changes in procedures will be informed in advance.

31. Will my rate of interest for the loan remain the same or will it increase?

The rate of interest for existing customers will remain the same as per the legal contract until reset period. However, for new customers, the revised rate of interest will be intimated on the bank's website.

32. What will be my terms of Loan Agreement with Jammu & Kashmir Grameen Bank?

The contractual terms of your Loan agreement will remain unchanged.

33. I have availed full disbursement of the loan recently. The EMIs are yet to begin. How will the merger impact my loan? Are there any new terms and conditions that will be applicable?

The Merger will not impact your loan. There will be no impact on repayment cycle of the loan. EMI will be processed as per the loan repayment schedule. Further, there is no change in terms and conditions and the applicable Interest rate will also remain the same. Changes (If any) will be duly communicated.

34. Will my loan be transferred to Jammu & Kashmir Grameen Bank post the merger?

Yes, the Loan Account will be transferred to Jammu & Kashmir Grameen Bank post the effective date of merger.

35. My loan is partly disbursed. How can I avail subsequent disbursements of the balance amount?

You can request subsequent disbursements by visiting the original branch and submit the disbursement

One State – One RRB : Amalgamation of J&K Grameen Bank and Ellaquai Dehati Bank

request in the prescribed format.

36. Due to this merger, will my EMI change for my ongoing loan?

The merger will not any have impact on your EMI; it will remain unchanged.

Term Deposits

37. What will be my terms of the Fixed Deposit (FD) Booked with Jammu and Kashmir Grameen Bank?

The terms of your FD along with interest rates, interest computation methodology, tenure, maturity instructions and pay-outs will remain same until maturity/renewal of your FD

Your existing Deposit Receipt issued by Ellaquai Dehati Bank or J&K Grameen Bank will continue to be valid till the maturity of the FD.

GST

38. Whether invoices will be issued on existing GST number or new GST number upon amalgamation?

With effect from 01 May 2025, all invoices will be issued on GST numbers of amalgamated **Jammu and Kashmir Grameen** only. The GST numbers are available on the bank's website.

39. I am an account holder of Ellaquai Dehati bank/J&K Grameen Bank and have already provided my GSTIN to the concerned bank. Is there any requirement for providing GSTIN to the bank after amalgamation?

No, there is no such requirement. However, it is to be ensured that GSTIN has been entered in the accounts. Further GSTIN of merged bank will appear on the invoices relating to transactions created after 01-05-2025.

TDS

40. Where I will get my TDS certificate: FORM 16A (Non-salary)

Customers will get Form 16A from their base branch of J&K Grameen bank/Ellaquai Dehati Bank.

**One State – One RRB :
Amalgamation of J&K Grameen Bank and Ellaquai Dehati Bank**

41. I am a pensioner, from where I will get my TDS Certificate Form 16 Part A & B?

All the pensioners can get Form 16 Part A & part B from their respective base branch of J&K Grameen Bank/Ellaquai Dehati Bank.

42. Where I will Submit Form 15G/H?

Customer can submit 15G/H at their base branch of J&K Grameen Bank/Ellaquai Dehati Bank for FY 2025-26.

43. Do I need to submit PAN afresh?

No need to submit PAN afresh.

We hope the FAQs mentioned above have addressed your concerns.

In case of further clarification/query, you may contact us through the following channels:

Bank Websites: <https://www.jkqb.in/>, <https://edb.org.in/>

Customer Care email IDs: customer.support@jkqb.in, helpdesk@jkqb.in, complaints@edb.org.in

Toll-Free Numbers: All our toll-free numbers will continue to be operational for the amalgamated bank until notified further. The toll-free numbers are:

1800-889-0457, 705151170, 705151173, 01942434282, 8106573542

For any further assistance, you can also visit your nearest bank branch.