

NOTIFICATION

No.1298/H2/2013/HD

Dated, Thiruvananthapuram 21st January 2013.

Read : - G.O.(Rt.) No.402/2012/P&ARD dated 20.11.2012.

In pursuance 3 of the Kerala Right to Service Act, I hereby notify the services that will be rendered by the Kerala State Financial Enterprises Limited, the designated officer, the First Appellate Authority, the Second Appellate Authority and the stipulated time limits for the purpose of the Act-2012 and the same is given below:

Sl. No	Service	Stipulated Time Limit	Designated Officer	First Appellate Authority	Second Appellate Authority
(1)	(2)	(3)	(4)	(5)	(6)
1	Remittance of cash	15 to 20 minutes	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
2	To receive Cash	15 to 20 minutes	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
3	To receive Deposit Receipts	20 to 30 minutes	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
4	To close Deposits and receive money	20 to 30 minutes	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
5	To release FD/CSDT/ property security documents receipts from Chitty/Loan security	1 day	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
6	To open a Sugama A/c	20 to 30 minutes	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
7	To get pass book of Sugama updated	15 to 20 minutes	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
8	To receive gold loan after tendering necessary security and fulfillment of all formalities	15 to 30 minutes	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
9	To receive chitty prize money after furnishing sufficient security and fulfillment of all procedures after 30 days (Date of payment as scheduled by the Branch Manager)	Acceptance of different types of securities (1) Salary certificates(Per.S ureties) -15 Days (2) Prop.security if titles are clear - 30 days (3) LIC Policy receipt - 15 days (4) Company FD - 3 days (5) Gold security	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned

		- 1 day (6) Other FD receipt/other types of securities - 10 days Payment (Payment time 45 to 60 minutes after completion of formalities)			
10	To receive other loans after tendering necessary security and fulfillment of all formalities (Date of payment as scheduled by the Branch Manager)	do	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
11	To receive money under Western Union Money Transfer	20 to 30 minutes	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned
12	To open a safe deposit locker a/c	20 to 30 minutes	Asst.Manager Concerned	Branch Manager	AGM(Region) concerned

(Sd.)

Thiruvananthapuram

Managing Director,
(Kerala State Financial Enterprises Ltd.)