FRAMEWORK FOR CROSS-BORDER TRANSACTIONS

Sr No	Products	Documents Required	Timeline	Charges
1	Advance Payment against Import	**Goods** a) Application for outward remittance b) Proforma Invoice /Sales Contract mentioning Incoterms, Terms of payment, HSN code etc. duly authenticated by Seller and Buyer. **Services** a) Application of outward remittance b) Proforma Invoice/ Sale contract indicating demand for relevance payment and expected date of import of services. c) Form No. 145 & 146	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	Comm: 0.15% of remittance amount subject to minimum Rs.1000/- & maximum Rs.15000/- SWIFT: Rs.500/- Nostro: Rs.400/-
2	Payment against Import	**Goods** a) Application for outward remittance b) Copy of commercial Invoice duly accepted/signed by the applicant. c) Copy of Bill of Entry/ Courier bill of entry. d) Copy of Bill of Lading/Airway Bill/consignment note e) Import License if applicable **Services** a) Application for outward remittance b) Copy of Invoice duly accepted by the applicant indicating SAC code c) Copy of bill of lading wherever applicable d) CA certificate wherever applicable e) Form No 145 duly signed by the applicant and Form No 146 duly signed by CA aongwith membership number and UDIN. f) Any other documents as applicable	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	Comm: 0.15% of remittance amount subject to minimum Rs.1000/- & maximum Rs.15000/- SWIFT: Rs.500/- Nostro : Rs.400/-
3	Import Collection Document (DP/Sight Basis)	a) Application for outward remittance b) Original Collection Letter of the overseas bank/party. c) Copy of Commercial Invoice, Packing List and Bill of Lading. d) Request letter from client for release of documents. e) Copy of Bill of Entry to be submitted within 90 days.	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	**Bill lodgement** SWIFT charges - Rs.750/- + Handling charges – Rs.500/- **Bill retirement** 0.40% of remittance amount –minimum Rs.1000/- and maximum Rs.15000/-

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4	Import Collection Document (DA/Usance basis)	a) Application for outward remittance b) Original Collection Letter of the overseas bank/party. c) Copy of Commercial Invoice, Packing List and Bill of Lading/airway bill. d) Copy of Bill of Entry/ Courier bill of entry e) Bill of exchange duly accepted by client. f) Request letter from client for release of documents	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	**Bill lodgement** SWIFT charges - Rs.750/- + Handling charges – Rs.500/- **Bill retirement** 0.40% of remittance amount –minimum Rs. 1000/- and maximum Rs. 15000/-
5	Export Bills not drawn under LC	**Goods** a)Application for Foreign Documentary Bill for collection covering letter duly filled containing instructions whether the documents should be forwarded to Overseas Banker OR Buyer. b) Invoices c) Full set of Bill of Lading or Air Consignment note or Post Parcel Receipt (as applicable) d) Insurance Policy or Certificate: (if shipment terms are CIF or C&I). e) Other Documents-such as Packing List, Certificate of Origin, Health Certificate, Weight List, General System of Preference (GSP) etc. (depending upon the requirements of overseas buyers). f) Copy of Shipping Bill. **Services** a)Commercial Invoice/ Agreement (Invoice bearing SAC Code) b)EDF/ Softex c)CA certificate on services rendered (For Service exports)	If all required documents are submitted, request will be processed on T+1 working day.	**Dispatch charges - Courier:** Rs.2000/- **Realisation charges**: 0.075% of Bill amount minimum Rs.750/- and maximum Rs.15000/- **Nostro** – Rs.400/- **Export bill late realisation-** Rs.1000/- **SWIFT charges for payment reminder/request by client:** Rs.750/- per page

Sr No	Products	Documents Required	Timeline	Charges
6	Export Bills drawn under LC	a) Application for Foreign Documentary Bill for Purchase/Discount/Negotiation covering letter duly filled containing instructions whether the documents should be forwarded to Overseas Banker OR Buyer. b) Original LC and original amendment copy if any. c) All Documents as per LC Terms d) Copy of Shipping Bill.	If all required documents are submitted, request will be processed on T+2 working days.	**Dispatch charges - Courier:** Rs.2000/- **Realisation charges:** 0.075% of Bill amount minimum Rs.750/- and maximum Rs.15000/- **Bills scrutiny charges:** Rs 1000/- per document **Nostro** – Rs.400/- **SWIFT charges for payment reminder/request by client:** Rs.750/- per page
7	Inward Remittances Non -Trade	a)Inward Disposal Instruction from the clients with the details i.e. name of the remitter, amount, purpose etc. along with FEMA Declaration b) Supporting Documents wherever needed	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	Comm : Rs.300/-
8	Advance inward remittances - Trade	**Goods** a)Proforma Invoice / Purchase Order / Contract Copy, as applicable with expected date of shipment/delivery b)Disposal instruction alongwith FEMA declaration. **Services** a)Proforma Invoice/Invoice bearing SAC Code/Contract copy/copy of agreement as applicable with expected date of service b)Disposal instruction alongwith FEMA declaration	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	Comm : Rs.300/- **Handling charges for export bills where 100% advance payment is received**- 0.050% of Bill amount minimum Rs.750/- and maximum Rs.15000/- Comm : Rs.300/-
9	Remittance under LRS	a) Application for outward remittance b) Copy of Pan card.	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	Comm : 0.15% of remittance amount subject to minimum Rs.500/-

Sr No	Products	Documents Required	Timeline	Charges
10	Remittance for studies abroad	a) Application for outward remittance b) TRS form duly filled. c) Copy of admission letter from the University specifying student name/course name and duration of the course. d) Copy of visa and passport. e) Copy of I-20 from US university if applicable. f) Copy of Pan card.	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	Commission : Rs.500/- SWIFT : Rs.500/- NO COMMISSION to be collected if payment is made in favour of University/ School/ College.
11	Remittances other than import	a) Application for outward remittance b) Documentary Evidence/declaration. c) Form No.145 duly signed by the applicant and Form 146 duly signed by CA alongwith membership number and UDIN (wherever applicable)	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	Comm : 0.15% of remittance amount subject to minimum Rs.500/- SWIFT : Rs.500/-
12	Opening of Foreign LC	a) Foreign LC Application form duly franked with requisite stamp fees of Rs.500/- b) Proforma Invoice /Sales Contract mentioning Incoterms, Terms of payment etc. duly signed by seller and buyer along with annexure if any for extra conditions to be mentioned. c) Application for outward remittance-Imports duly filled. d) Insurance policy for 110% of the invoice value duly endorsed/assigned in favour of the Bank, wherever applicable. e) In case the LC is opened against Import Licence, Exchange control copy of the same to be enclosed	If all required documents are submitted as per Bank's internal policy (subject to limit sanctioned), request will be processed on T+2 working days.	**LC opening :** Commitment :0.15% per quarter subject Usance comm : 0.15% per quarter subject to minimum of Rs.1000 Other than sight : 0.30% for 3 months and thereafter 0.075% per month **SWIFT** - Rs.2500/- **Postage** : Rs.2000/- **Payment of bills under LC:** 0.15% of remittance amount minimum Rs.1000/- **SWIFT** :Rs.500/- **Nostro** – Rs.400/- **LC amendment** – Rs.750/- + **SWIFT** Rs.1000/-

Sr No	Products	Documents Required	Timeline	Charges
13	Merchanting Trade Transaction (MTT)	a) Application for Outward Remittance b) Disposal Instructions alongwith FEMA Declaration For Inward remittance c) MTT Declaration Form d) Contract/PO/Commercial Invoice pertaining to both import and export Leg e) Packing list f) Transport Document g) Insurance Documents h) Any other Documents as may be required to the satisfaction of AD i) DGFT license wherever applicable	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	**Outward** - Comm: 0.15% of remittance amount subject to minimum Rs.1000/- & maximum Rs.15000/- SWIFT: Rs.500/- Nostro: Rs.400/- **Inward** **If advance is received-** Comm : 300/- **If export bills submitted-** 0.075% of Bill amount minimum Rs.750/- and maximum Rs.15000/- **Nostro** – Rs.400/-
14	Foreign Direct Investments (FDI)	a) Disposal Instructions alongwith FEMA Declaration b) FCGPR/ FCTRS related documents c) Valuation Certificate d) KYC Report e) Board resolution f) Share subscription agreement g) Regulatory approvals, wherever applicable Documentation may change according to the nature of the transaction.	Upon submission of all the compliant documents T + 5 Business days	Document handling : Rs. 15000/- per transaction
15	Overseas Direct Investments (ODI)	a) Application for Outward remittance b) Form FC c) Board Resolution d) CA Certificate on Networth e) Valuation Report f) Share Purchase/ JV Agreement g) Audited Financial Statements h) Copy of Pan Card of the Indian Entity i) MOA/AOA of Foreign Entity. j) Copy of registration certificate of the foreign entity k) The above checklist is indicative. Documentation may change according to the nature of the transaction.	Upon submission of all the compliant documents T + 5 Business days	Document handling: Rs. 15000/- per transaction

Sr No	Products	Documents Required	Timeline	Charges
16	External Commercial Banking (ECB)	a) Disposal instructions and FEMA Declaration b) Form ECB and reporting documents c) ECB registration/ LRN related documents d) Board Resolution e) COI, MOA, and AOA of borrowing Indian Company f) Copy of borrowing Indian company's PAN card and the Certificate of Incorporation (showing the Corporate Identification Number - CIN). g) Detailed computation showing compliance with the Minimum Average Maturity Period (MAMP). h) Proof of earlier FDI - FCGPR/ FCTRS approved letter or email by RBI/ AD bank (if applicable). i) Self-Certified Drawdown and Repayment schedule The above checklist is indicative. Documentation may change according to the nature of the transaction.	Upon submission of all the compliant documents T + 5 Business days	Document handling : Rs. 15000/- per transaction
17	Sale of Currency to Customer	a) Copy of Air ticket. b) Copy of the passport with visa c) Application for outward remittance- (Non Imports) duly filled. d) Proof, if any of the purpose for which visit is made in case of Business visit.	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	Margin: minimum 3 paise
18	Encashment of Currency from Customer	a) Request Letter b) Visa copy along with immigration stamp (in case of NRI customers)	If all required documents are submitted on or before 2 PM it will be processed on same business day and after 2 PM, it will be processed on next business day.	Margin: minimum 3 paise
19	Issuance of Foreign Bank guarantee /Counter Guarantee	a) Customer request letter b) Contract /Agreement copy/purchase order c) FEMA declaration d) Vetted bank Guarantee Text e) Stamped agreement for Bank f) Guarantee as per extant guidelines g) Copy of Importer Exporter Code (IEC) Certificate for import export related guarantee	Upon submission of all the compliant documents T + 7 Business days	**Issuance:** 0.30% per quarter minimum Rs.1000/- + Foreign Bank charges SWIFT Rs.2500/- **Ammendment** – Rs. 750/- + SWIFT Rs.1000/-

Note: 1. Status report of the overseas client wherever applicable.
2. Bank may seek additional documents/information wherever considered necessary for regulatory Compliance or risk management purposes.
3. Outward Remittances exceeding USD 200,000/- or its equivalent shall be approved at IBD.

TRANSACTION PROCESS FLOW:

1. The Customer has to submit the following requirements to the Branch:
   - ✓ Request/application in prescribed format (as applicable)
   - ✓ Supporting Documents
   - ✓ Regulatory Declaration

2. On receipt of requisite documents, Branch shall verify the following details and forward the documents to respective Foreign Exchange Department (FED):
   - ✓ KYC Compliance
   - ✓ AML/CFT checks
   - ✓ Purpose of transaction and Supporting documents thereof
   - ✓ FEMA/RBI compliance
   - ✓ Availability of funds

3. On receipt of duly complied documents, FED shall verify:
   - ✓ AML/CFT checks
   - ✓ Purpose of transaction and supporting documents thereof
   - ✓ Sanction screening
   - ✓ Transaction processing and monitoring

4. Upon satisfactory verifications:
   - ✓ Transaction shall be processed by FED
   - ✓ SWIFT/Payment confirmation will be generated

Disclaimer:

1. Documentation requirement mentioned in the framework is only indicative and may vary depending upon:
   - ✓ Nature of Transaction
   - ✓ Regulatory guidelines from time to time
   - ✓ Risk assessment
   - ✓ Bank's Internal Policy
   - ✓ Country specific requirements

2. Bank may seek additional documents/information wherever considered necessary for regulatory compliance or risk management purposes.

3. Processing timeline may get impacted due to :
   - ✓ Regulatory restrictions
   - ✓ Correspondents bank delays
   - ✓ Network/SWIFT issues
   - ✓ Currency market disruption
   - ✓ Natural calamities
   - ✓ Public holidays in remitting/beneficiary countries.

4. Bank reserves the right to:
   - ✓ Decline the transaction with proper justification.
   - ✓ Seek additional clarification/information/papers/documents wherever required, as per regulatory/statutory guidelines
   - ✓ Delay the processing of the transaction due to pending submission of required information/ documentation as per Bank's /regulatory requirement.

GRIEVANCE REDRESSAL & ESCALATION MATRIX FOR CROSS BORDER TRANSACTIONS

1. Process for complaints to be lodged at the Branch

Please contact branch & submit your complaint at the branch to the below officials.

- Deputy branch Head/Branch Head
- A complaint/suggestion box is made available at the branch, you may drop your complaints/suggestions into the same.
- A complaint register is also available at the branch, you may make use of the same.
- A resolution to your complaint will be provided within 15 days.

2. Escalation to Bank (website/Email)

In case the complaint remains unresolved or customer is not satisfied with branch reply he/she can lodge a complaint at the Complaints link on the Bank's website www.bharatbank.bank.in or by email to feedback@bharatbank.bank.in

- You will receive a compliant reference number.
- A resolution to your compliant will be provided within 8(eight) days.

3. Escalation to Forex Officer

In case the complaint still remains unresolved or customer is not satisfied with Branch for forex queries he/she can contact Forex officer of the bank for resolution within 7 days

Name	Telephone No	Mail id
Mrs. Leena Pujary	022-61890241	ibd@bharatbank.bank.in
Address	Bharat Co-operative Bank (Mumbai) Ltd., Central Office, Marutagiri Bldg, Sonawala Road, Goregaon East, Mumbai – 400063	

4. Escalation to Nodal Officer

In case the complaint still remains unresolved or customer is not satisfied with the reply received from Forex officer he/she can contact Principal Nodal officer of the bank for resolution within 7 days.

Name	Telephone No	Mail id
Mr. Santosh S. Salian	022-48247800	nodalofficer@bharatbank.bank.in
Address	Bharat Co-operative Bank (Mumbai) Ltd., Central Office, Marutagiri Bldg, Sonawala Road, Goregaon East, Mumbai – 400063.	

If after having followed steps mentioned in sanctions(1) & (2) & (3) & (4) stated above, the issue still remains unresolved or if the complaint has not received response within 3 days of lodging a complaint, the complainant may approach the banking Ombudsman appointed by the Reserve Bank of India at RBI portal https://cms.rbi.org/in