



# Rajasthan Gramin Bank

## Frequently Asked Questions (FAQ)

**For the customers of**  
**e-RMGB** (Erstwhile-Rajasthan Marudhara Gramin Bank) &  
**e-BRKGB** (Erstwhile-Baroda Rajasthan Kshetriya Gramin Bank)

**Q1. What will be the downtime for CBS (Branch operations), Alternate channels (Digital Channels) Clearing (Cheque Truncation System) during Technical Migration?**

**Ans:** Road Map for technical integration of CBS platforms is as under:

### I. Branch Operations Downtime

Bank	Downtime Period	Bank Holidays
e-BRKGB	August 23, 2025 to August 26, 2025	August 23 & 24, 2025
e-RMGB	August 24, 2025 to August 26, 2025	August 23 & 24, 2025

### II. Digital Channels Downtime

Bank	Downtime Period
e-BRKGB	August 23, 2025 to August 26, 2025
e-RMGB	August 24, 2025 to August 26, 2025

### III. Cheque Truncation System (CTS) Downtime

Bank	Presentation Session Dates	Value Dates
e-BRKGB(324647000)	22nd to 26th August 2025	25th to 27th August 2025
e-RMGB (302348000)	22nd to 26th August 2025	25th to 27th August 2025

### IV. Resumption of All Operations

Item	Date
Branch & Digital Channels Resumption	August 27, 2025

**Q2. Will the IFS codes of e-RMGB and e-BRKGB will change immediately after Technical Migration?**

**Ans:** Status of IFS codes of e-RMGB and e-BRKGB will as under:

For e-RMGB customer	For e-BRKGB customer
IFS codes will remain same	New IFS code applicable wef 27.08.2025.

**Q3. Do I need to reinstall a new Mobile Banking app after the Technical Migration?**

Ans: Status of Mobile Banking services for the customers will be as under:

For e-RMGB customer	For e-BRKGB customer
No Change	Customers will need to download the RGB Mobile Banking Application from the Google Play Store or Apple iOS Store, and complete the registration process within the app to begin using mobile banking services.

**Q4. Will I need to re-register for mobile banking after the Amalgamation?**

Ans: Mobile Banking registration process for the customers will be as under:

e-RMGB	e-BRKGB
No Change	<p>Customers will need to download the RGB Mobile Banking Application from the Google Play Store or Apple iOS Store, and complete the registration process with their registered mobile number as below:</p> <ol style="list-style-type: none"><li>1. Download RGB Mobile Banking App from Play store/IOS App Store.</li><li>2. After clicking on Mobile Banking App, SIM Binding will be processed. (In case of dual sim in Mobile phone, customer have to select SIM linked to account number).</li><li>3. After successful SIM Binding, customer has to enter e-BRKGB (old account number) or RGB (New) Account number and captcha.</li><li>4. After that customer have to set their MPIN, TPIN &amp; Security Question within the app to begin using mobile banking services.</li></ol>

**Q5. Will digital banking products (UPI, AEPS, Mobile Banking, Internet Banking, etc.) continue to work from 27 August 2025?**

Ans: Yes, all digital banking products will be available from 27<sup>th</sup> August, 2025 and status of digital banking products for customers will be as under:

UPI Service	
For e-RMGB customer	For e-BRKGB customer
From 27 <sup>th</sup> August 2025, all UPI services will be available, as hitherto.	From 27 <sup>th</sup> August 2025, all UPI services will be available and customers have to re-register in respective UPI applications to avail the services.

<b>Internet Banking Service (INB)</b>	
For e-RMGB customer	For e-BRKGB customer
From 27 <sup>th</sup> August 2025, all INB services will be available, as hitherto.	From 27 <sup>th</sup> August 2025, customers using INB will be required to complete the registration process to start Retail Internet banking service on RGB platform. For customers using first time INB, should submit an application to their home branch, to get the INB flag 'Yes'. For Corporate Internet Banking, customers will have to visit their home branch to submit the Internet Banking application. Once the services are activated in CBS and initiated by bank, they will have to re-register for Internet Banking (INB) services.
<b>ATM/Debit Card Service</b>	
For e-RMGB customer	For e-BRKGB customer
From 27 <sup>th</sup> August 2025, all ATM / Debit Card Services will be available, as hitherto.	From 27 <sup>th</sup> August 2025, customers can continue to transact using their existing debit card and PIN.
<b>SMS Banking Services</b>	
For e-RMGB customer	For e-BRKGB customer
No Change	No Change

**Q6. Whether transaction history of accounts will be retained for e-BRKGB customers?**

Ans: Yes, Customer transaction history data will be retained separately and will be available.

**Q7. What will be the process of registration on WhatsApp Banking application from 27.08.2025?**

Ans: Customer registration process for WhatsApp Banking will be as under:

e-RMGB	e-BRKGB
No Change	<p>Follow the process to register for WhatsApp Banking (87501-87504) with your registered mobile number:</p> <ul style="list-style-type: none"> <li>□ <b>Save the RGB WhatsApp number:</b> Add RGB's official WhatsApp Banking number (87501-87504) to your contacts.</li> <li>□ <b>Send a message:</b> Open WhatsApp and send a simple message "Hi" to the saved number.</li> <li>□ <b>Follow the prompts:</b> RGB will reply with a menu of services. You may be asked to verify your account using your registered mobile number or Account Number.</li> <li>□ <b>Complete registration:</b> Once verified, you'll be able to access services like balance inquiry, mini statement, location service, information on rates and more.</li> </ul>

**Q8. Will my saved beneficiaries in Mobile Banking / Internet Banking be retained?**

Ans: Customer of e-RMGB who had been added as beneficiary in e-BRKGB Mobile Banking or INB application and vice versa will not be continued as beneficiary in RGB post integration. Customer should be advised to add these beneficiaries as beneficiary of Rajasthan Gramin Bank (i.e. within the bank transfer).

**Q9. Is it safe to continue digital transactions after the technical integration?**

Ans: Absolutely Yes. Your digital transactions remain secure. The migration does not affect our commitment to digital safety and security.

**Q10. What should customers do if they experience issues with any IT service during technical Integration?**

Ans: Customers are advised to contact their home branch or bank's support team. All existing helplines, branch contacts, and escalation points will remain active.

**Q11. Do I need to update my bank details on other platforms (e.g. e-commerce, subscriptions)?**

Ans: Bank details update on other platforms for the customers will be as under:

e-RMGB	e-BRKGB
No up dation is required	Yes, you need to re-register with new account numbers, IFSC codes, or UPI IDs.

**Q12. Will customers receive communication about the changes?**

Ans: **Yes, the bank will inform all customers through SMS notifications / Press notes / Media coverage etc. as well as through other modes like.**

- Official websites
- Branch notices
- Mobile banking apps
- IVR
- Newspapers

**Q13. Is there any change in the limits for digital transactions?**

Ans: Post migration limits for UPI, IMPS, NEFT, and fund transfers will remain as per the extant guidelines of Bank.

**Q14. What happens to my digital wallets linked to the bank account (e.g., Paytm, Amazon Pay, etc.)?**

Ans: Wallets linked to customer account will continue to work without any disruption.

**Q15. How will customers be notified of digital banking changes?**

Ans: Customer notification for digital banking will be sent via:

- SMS
- Mobile app notifications
- Website banners
- Branch communication
- IVR

**Q16. Can customer perform banking operations in any branch of Rajasthan Gramin Bank after Technical Migration?**

Ans: Yes, from 27.08.2025 our customers can perform banking transactions across the branches of Rajasthan Gramin Bank.

**In case of e-BRKGB Customers only.**

**Q17. If someone sends money online (NEFT/RTGS/IMPS/UPI) to the old account, will it get credited?**

Ans: No, such transactions will be declined by RBI, Customer should update new account and IFSC to receive money in his account. Customer may confirm new IFSC from Banks website [www.rgb.bank.in](http://www.rgb.bank.in) or bank branch.

**Q.18. If money is sent to customers' old account; will it get credited to the new account?**

Ans: No, such transactions will fail. Customer should obtain new account number from the branch or using WhatsApp banking (WhatsApp No. 87501 87504) / Mobile banking.

**Q.19. Will the salary/pension credited in the new account or do I need to inform my employer/government departments about the new account number?**

Ans: Bank has taken up with the PFMS department to route transactions using old account numbers to ensure salary gets credited in new account number post integration. Apart from this, account holder may update his new account with the employer/ Government department on PFMS portal.

**Q.20. Will DBT (like gas subsidy, scholarship, etc.) continue in the new account?**

Ans: Yes, Aadhar enabled DBT transfer from respective agencies will continue with new account number.

**Q.21. Will standing instructions (SIP / ECS /NACH) be transferred to the new account?**

Ans: Yes, standing instructions regarding SIP / ECS/ NACH will remain functional as hitherto.

**Q.22. Will old printed cheque book and passbook remain valid?**

Ans: Yes, old passbook and cheque book will remain valid till new cheque book and pass book is issued by the Bank.

**Q. 23. Will ATM/ Debit card is linked to customer old account work with the new account?**

Ans: Yes, existing ATM card and PIN will work, till new ATM card is issued by the Bank.

**Q.24. Will new account appear in Internet Banking / Mobile Banking automatically?**

Ans: No, Customer will have to register with RGB Internet Banking App / Mobile banking app with registered mobile number. It will prompt to new number and assist to navigate for completing the task.

**Q.25. Do Customer need to update new account number for LIC premium, PF withdrawal, SIP, etc.?**

Ans: Yes, Customer have to update new account number with respective agencies.

**Q.26. If a refund (Income Tax, e-commerce, etc.) is initiated to the old account, will it be credited?**

Ans: No, Customer have to update new account number at Income tax departments website.

**Q.27. Will customer account number be automatically updated in UPI apps (PhonePe, Google Pay, Paytm, etc.)?**

Ans: No, Customer have to add new account number in respective UPI app.

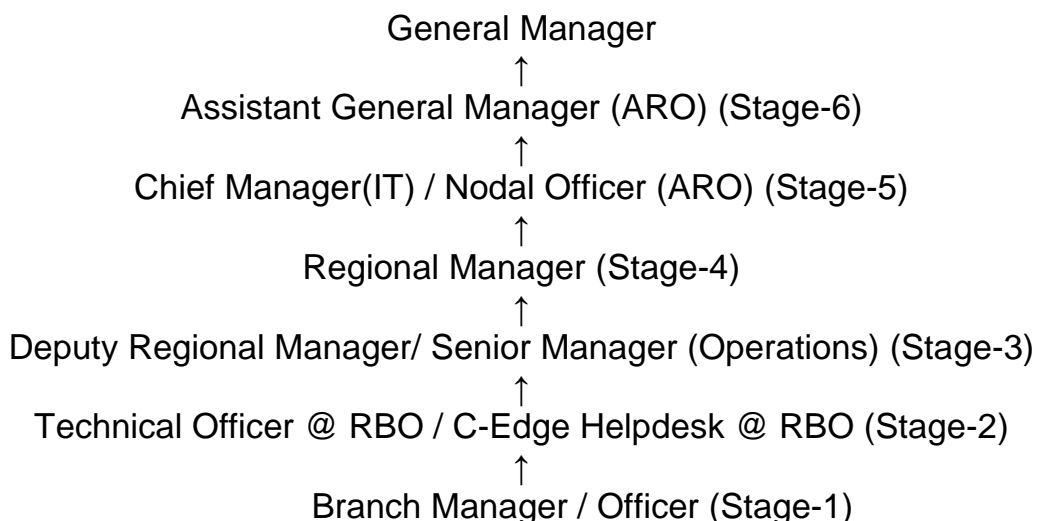
**Q.28. Will there be any issue in my UPI credit/debit transactions after migration?**

Ans: There will be no issue in UPI credit but for debit (remittance) you have to add new account number in UPI apps.

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**Escalation Matrix:**

In case of any query from branch / customer end, following matrix should be followed:



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