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TELANGANA GRAMEENA BANK
INTERNET BANKING

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Frequently Asked Questions

1. **What is OnlineTGB?**
   OnlineTGB is the Internet banking service provided by Telangana Grameena Bank.

2. **What is special about Internet banking?**
   Internet banking is the most convenient way to bank- anytime, anyplace, at your convenience.

3. **I do not have a PC?**
   You can access OnlineTGB from any device that has connectivity to the Internet. But make sure your device is Malware free.

4. **How do I access OnlineTGB?**
   You need to have an account at a bank. You also need to register for the Internet banking service with the bank. For registration, visit your Branch and submit duly filled-in Registration form. Branch will enable INB Access in CBS. Later, visit www.tgbhyd.in/#/internet_banking and Enter into INB Site. Choose New User Registration, follow the procedure and when successfully completed, you can login to INB.

5. **I do not have an account with TGB?**
   You are welcome to open it now. It is very easy to open an account with TGB. Using DISA TGB app one can open SB account sitting at home through Video KYC. (Aadhaar and PAN are mandatory for opening account with VKYC). You are always welcome to visit nearest TGB Branch.

6. **I want to register for OnlineTGB now. What do I do?**
   For registration, visit your Branch and submit duly filled-in Registration form. Branch will enable INB Access in CBS. You can directly go to https://cedgenetbanking.in/OnlineTGB/ and Start Registering by clicking on New User Registration.

7. **Can I change the passwords that were sent to mobile?**
   Yes. It is mandatory for you to change the system generated password when you first logon to OnlineTGB. Later at any point of time, you can change your password.

8. **Can I change my password?**
   Passwords can be changed any time and any number of times. In fact we recommend that your password should be changed periodically to secure access to your account information.

9. **What are the good practices for creating a password?**
   - You are requested to select a word that is not available in an English Dictionary.
   - Do not assign your name, your family or vehicle number as your password as it can be easily guessed.
   - Change your password frequently.
   - Please commit your password to memory. Do not write it down or paste it somewhere.
   - Do not divulge your password to anybody even if they claim to be from **TGB**.

10. **What happens if I forget my logon password?**
    Click on the 'Forgot password' link in the site and answer the Secret Question that you have answered during Registration. If all are correct, you will be allowed to set the new password. If any of the response is incorrect, then visit the Branch and submit the Requisition letter to Reset Logon Password

11. **What are the list of documents to be submitted while making Mobile Number Change at the Branch?**
As per the latest master direction, list of OVDs is Passport, Driving License, Voter ID Card, Proof of Possession of Aadhaar, MNREGA Card or Letter issued by National Population Register for Mobile Number Change at the Branch.

12. **What happens if I forget my Internet banking username?**
Username once created cannot be changed. Go to "Forgot Username" option and proceed accordingly.

13. **I want to know more about Telangana Grameena Bank?**
We would be glad to answer any specific queries. Please visit our website www.tgbhyd.in

FAQ on Corporate Internet Banking

1. **What is Corporate Internet Banking?**
Corporate Internet Banking (CINB) of Telangana Grameena Bank is the channel which facilitates Corporate Customers (any non- individual customer such as firms, companies, trusts, partnerships, proprietorship concerns etc.) to carry out banking activities online anywhere and anytime, aided with the power and convenience of the internet.

2. **Who can avail CINB?**
For the purpose of Corporate Internet Banking, any non-individual customer, whether it is a single man enterprise, small business enterprise, firm, trust, institution, Government organization or large conglomerate is treated as a Corporate. Any Corporate maintaining account with any branch of Telangana Grameena Bank can avail CINB.

3. **How to access CINB site?**
Visit online banking site of TGB at www.tgbhyd.in/#/internet_banking and Click on Login under 'Corporate User caption to land on the CINB home page.

4. **Whether all branches of TGB can provide CINB facility?**
Yes, CINB facility will be made available by all branches of TGB.

5. **Can CINB be made available to individual (personal Banking) customers?**
No, Corporate Internet Banking as the name itself indicates is meant exclusively for Corporate customers (non individuals). For individual customers Retail Internet Banking facility is separately available.

6. **How safe/secure is our net banking account?**
The Internet banking portal of TGB is a highly secure, verisign certified site with the transaction data traveling encrypted via an SSL medium (128-bit SSL tunnel), the highest level of security on the internet. The advanced EV-SSL Certificate provides evidence of authenticity to the website which safeguards users from accessing through unauthorised sites.

7. **How do we apply for CINB facility? Where do we get the requisite forms?**
You can approach the TGB branch where your account is maintained for availing Corporate Internet Banking. The registration can be downloaded from our website www.tgbhyd.in/#/internet_banking. Forms duly filled and accompanied with Board Resolution, wherever required, should be submitted to the branch.

8. **Who are the various role holders in the CINB?**
The list of possible role holders in CINB is as follows:
a. **Maker** - He is the creator of the transaction.
b. **Checker** - He authorizes transactions created by the maker.

    c. **MakerandChecker** - He is the creator and authorizer of the transaction
    d. **SoleProprietor** - He is the sole responsible person of the transaction.

9. **Which role holders will be created by the branch?**
The Branch will create a Corporate ID and provide User ID for all roles. Password will be sent to the Registered mobile number. It is mandatory for you to change the system generated password when you first logon to OnlineTGB. Later at any point of time, you can change your password.

10. **We wish to get the User ID and password immediately after our application is accepted by the Branch. Is this possible?**
Yes. The User ID can be created by the Branch immediately and will be sent to the Registered mobile number.

11. **I have a sole proprietorship concern. Can I get CINB with only enquiry rights?**
Yes. You can avail CINB with viewing rights only.

12. **I have a sole proprietorship concern. Can I get CINB with transaction rights?**
Yes. You can avail CINB with Transaction rights.

13. **What transaction facilities are available?**
    a. Fund Transfer within Bank (Own Accounts)
    b. Fund Transfer within Bank (Other Accounts)
    c. Quick Transfer
          i. Inter-Bank (Other Bank)
          ii. Intra-Bank (within Bank)
    d. Other Bank Transfers
          i. NEFT
          ii. RTGS
          iii. IMPS

14. **Our company has a complex hierarchy of officials in Accounts department? Can this be replicated in CINB? Can we delegate powers to them in CINB as per our Corporate policy?**
Yes. CINB provides Corporate the capability to permit user access to banking accounts by internal users and UserId with respective user access privileges can be created at Branch.

15. **Whom should I contact in case of Grievance ?**
In case of any difficulty in accessing the Internet Banking services,

    i) Customer can send mail to Internet mail id: inb_mb@tgbhyd.in.
    ii) Customer can also raise complaints in the Raise Complaint section of our Website www.tgbhyd.in.
    iii) Customer can visit their Branch and submit a written complaint to the Branch Managers. All such received complaints should be posted in the Helpdesk@Toogle for effective resolution.