



TO ALL OFFICES

CIRCULAR LETTER

INFORMATION TECHNOLOGY DEPARTMENT

SOP For Internet Banking Facility

Himachal Pradesh Gramin Bank is offering its customers Internet Banking Facility, a digital banking method using which they can use banking features within their comfort anytime anywhere on one tap. The Internet Banking Services has been made live on 01.11.2023 .This Internet Banking Services can be accessed via login through our bank's website i.e <https://hpgb.in> or <https://netbanking.hpgbank.in>

Activation of HPGB Mobile Banking For New Users

Before Activation of Internet Banking facility for new users, they have to make sure that they have the following things ready with them:

- HPGB 14 digit Active Account No. (will called as Account ID)
- Customer Id of Active Account (will called as User ID- available in Passbook)
- HPGB active Debit card with 4 digit PIN

The following are the step-by-step process for the activation of HPGB Internet Banking Services for new user.

1-Go to the login page via <https://netbanking.hpgbank.in> . On this page click on the login button and user will be navigated to the page shown below:





2- On the above page click on the new user option after which user will be navigated to the page shown below:



Here user will have to click on register with debit card option after which below screen will open.



For registration, two options are provided to the user i.e with Account no & Date of Birth combination or Account no & Pan Card. User can also have two different options for registration type i.e registration for only internet banking or registration for internet banking & mobile banking both services if he/she is not a mobile banking user for our bank.

3- After entering the required details in the shown fields of step 2, all details should be verified by the users by clicking the verify button and after successful validation they will be navigated the below mentioned page where OTP has to be entered by them received on their registered mobile no.



हिमाचल प्रदेश ग्रामीण बैंक
Himachal Pradesh Gramin Bank
(Bank of India underwriting) Sponsored by Punjab National Bank

Online User Registration
STEP-2

Please validate the One Time Password (OTP) delivered on your registered mobile number and click on 'Continue'

One Time Password *

In case you do not receive OTP through SMS, please click on **Resend OTP** button which will be enabled in 53 seconds.

[Continue](#) [Cancel](#) [Resend OTP](#)

Please note:
1. Validity time for the One Time Password (OTP) is limited; you are advised to use the One Time Password (OTP) instantly for proceeding further; once the same received at your mobile.
2. Please do not share One Time Password (OTP) with anyone.

[©2020 Himachal Pradesh Gramin Bank](#) | [Terms & Conditions](#) | [Helpdesk policy](#) | [Privacy policy](#) | [Disclaimer](#) | [Security Information](#) | [Contact us](#) | [Mobile Logging in](#)

4-After successful OTP validation in step 3 user will have to enter the debit card no and PIN no for the same on the screen shown below.



हिमाचल प्रदेश ग्रामीण बैंक
Himachal Pradesh Gramin Bank
(Bank of India underwriting) Sponsored by Punjab National Bank

Online User Registration

Please provide the Debit Card* details of the account for which registration of internet banking services is being done and click on 'Continue'

Debit Card Number*

ATM Pin*

[Continue](#) [Cancel](#)

Please note:
1. Please do not share Debit Card* credentials with anyone.
2. Preferably, use dynamic keyboard instead of physical keyboard.

[©2020 Himachal Pradesh Gramin Bank](#) | [Terms & Conditions](#) | [Helpdesk policy](#) | [Privacy policy](#) | [Disclaimer](#) | [Security Information](#) | [Contact us](#) | [Mobile Logging in](#)

5- After entering the details and clicking on the 'Continue' in step 4, user will be moved to the next screen shown below where accounts linked to his customer id are shown.



हिमाचल प्रदेश ग्रामीण बैंक
Himachal Pradesh Gramin Bank
(Bank of India underwriting) Sponsored by Punjab National Bank

Online User Registration

Please set your 'Login password' & 'Transaction password' and click on 'Complete Registration'

CustomerID:

Accounts Linked To The CustomerID Displaying 1 - 2 of 2 results

Account Number	Account Type
	SAVING BANK A/C
	CURRENT A/C

UserID:

Terms and Conditions

I accept the Terms and Conditions

[Cancel](#) [Complete Registration](#)

Please note:
1. The Password should contain a minimum of 6 characters and a maximum of 20 characters.
2. Password should be a combination of alphabetic, numbers and special characters.
3. Spaces are not allowed in the password.
4. The password cannot consist of all the characters as are in your User ID. For e.g. If your Username is
5. Preferably, use dynamic keyboard instead of physical keyboard.
6. Please do not share your internet banking passwords with anyone.
7. Login & Transaction passwords will be common for using internet & Mobile Banking services.

[©2020 Himachal Pradesh Gramin Bank](#) | [Terms & Conditions](#) | [Helpdesk policy](#) | [Privacy policy](#) | [Disclaimer](#) | [Security Information](#) | [Contact us](#) | [Mobile Logging in](#)



Himachal Pradesh Gramin Bank

In this screen user should have to set up his login password according to the set of rules mentioned in the screen. After successfully setting of password user will get the following screen and his/her registration will be completed.



6-Now user can go the login page (Home Page) again and login with customer id of his/her account as shown below.



7-After entering the customer id on home page user has to click on continue button & below show screen has been come-up in which login password & captcha field has to be entered by the user to login for mobile banking services.



Himachal Pradesh Gramin Bank



हिमाचल प्रदेश ग्रामीण बैंक
Himachal Pradesh Gramin Bank

(Bank of India undertaking) Sponsored by: Punjab National Bank

Welcome to HPCB Internet banking

Existing users login

User ID:

Password:

Captcha:

Default Login Page:



Forgot Password?
Help

Trouble logging in?
Help

©2023 Himachal Pradesh Gramin Bank | Terms & Conditions | Privacy Policy | Disclaimer | Security Information | Contact Us | Trade Login |

8- After successful login completion Home page for Internet Banking Services has come up as shown below by which user can navigate to the different services options provided.



हिमाचल प्रदेश ग्रामीण बैंक
Himachal Pradesh Gramin Bank

(Bank of India undertaking) Sponsored by: Punjab National Bank

Logout

Dashboard Accounts Transactions Personal Settings

Welcome

Personal Settings: Profile Settings > View/Modify Profile > Personal Profile

Personal Profile

Option:

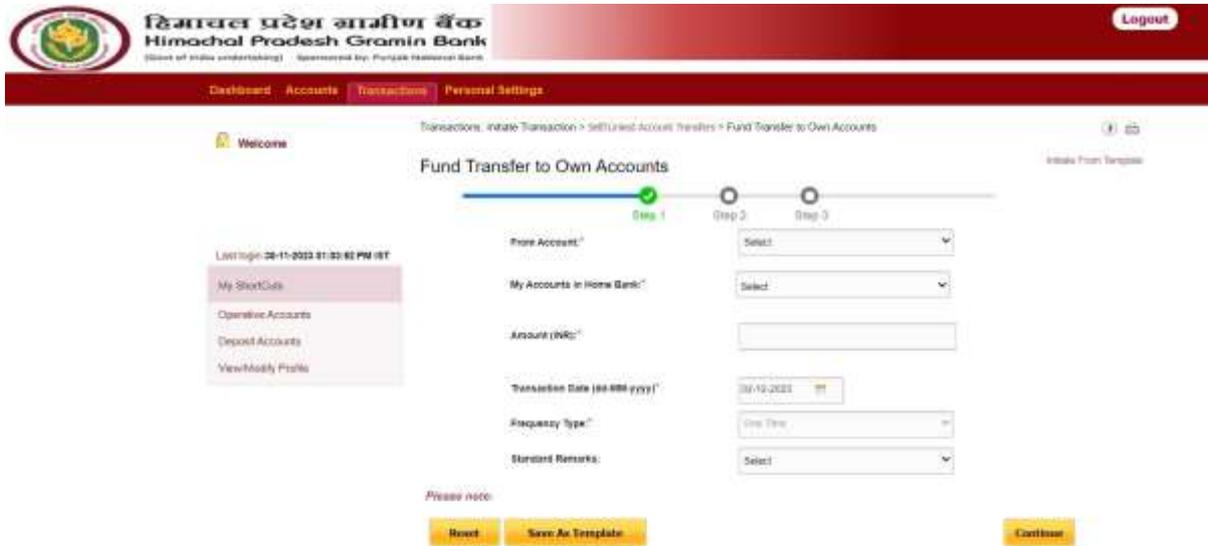
Last login: 20-11-2022 01:02:02 PM IST

- My Stan/Cute
- Operative Accounts
- Deposit Accounts
- View/Modify Profile

SMS Banking	Mobile Banking	New Facilities Introduced
<ul style="list-style-type: none"> SMS TO 09212365889 Balance Enquiry: BAL Mini Statement: MINSTMT Open PIN OTP: DCPIN MOTUST DEBIT CARD: H0T SELF TRANSFER: SUTRF THIRD PARTY INTRA-BANK FUNDS TRANSFER: TPTRF STOP-CHEQUE: STPCHQ INQUIRE CHEQUE: CHQNG 	<p>HPCB mBanking is Mobile Banking Service having 2 LAKH TRANSACTION LIMIT (DPS/NEFT/INTRA BANK) and number of other services Available on Android & IOS.</p> <p>Send text</p> 	<p>New Features in HPCB mBanking</p> <ul style="list-style-type: none"> APY / PM/BJY / APY Registration Fixed Transfer in Loan Accounts From 15G / 15HRD - FD Account opening AADHAR Registration Current Account Drop customers onboarding



9- For Fund transfer user can navigate to the transaction tab where option for fund transfer to own account option is given. By selecting his/her accounts in the given fields, user can transfer the funds to his own accounts.



10- For authorizing the transactions through IBS, user needs to set up his/her transaction password by using the forgot password option from the given screen below where he/she has to enter the details of his debit card to reset the password.





Himachal Pradesh Gramin Bank



हिमाचल प्रदेश ग्रामीण बैंक
Himachal Pradesh Gramin Bank
(Bank of India underwriting) Sponsored by Punjab National Bank

A.A.A.

Password reset using debit card



Back

©2023 Himachal Pradesh Gramin Bank | [Home & Contacts](#) | [Home policy](#) | [Privacy policy](#) | [Disclaimer](#) | [Security Information](#) | [Contact us](#) | [Mobile Login](#)



हिमाचल प्रदेश ग्रामीण बैंक
Himachal Pradesh Gramin Bank
(Bank of India underwriting) Sponsored by Punjab National Bank

A.A.A.

Online Password Re-Set

Please fill in the complete information & click on "Submit" link.

User id*

Date of Birth

OR

PAN Card Number

Submit

Cancel

Please Note:

1. Passwords can be instantly used after resetting. However, in case user's passwords have been locked or disabled due to security reasons an account of entry of wrong passwords for maximum permissible attempts or not logging in to internet banking for more than six months, they will be allowed to reset the passwords online, but they need to visit branch for activation of their passwords.
2. Please keep following information ready before using the facility of online registration--
 - a. Account Number (For which internet banking is to be registered)
 - b. Date of Birth or PAN No. as available in bank records
 - c. Debit Card No. and ATM PIN (linked with the account number for which internet banking is being registered)
 - d. Your Mobile / registered with the bank for receiving One Time Password (OTP)
3. Only customers who are registered for SMS Alerts facility with our Bank can use this facility.
4. Only limited number of attempts per day for resetting of passwords would be available.
5. Only in case of providing above information correctly, you will be able to complete the password resetting process.
6. In case you are not able to reset the password online, you may request for the same by speaking to our [24 hour Customer Care](#) or by contacting a branch and passwords will be delivered through your branch within 7 working days.

©2023 Himachal Pradesh Gramin Bank | [Home & Contacts](#) | [Home policy](#) | [Privacy policy](#) | [Disclaimer](#) | [Security Information](#) | [Contact us](#) | [Mobile Login](#)



हिमाचल प्रदेश ग्रामीण बैंक
Himachal Pradesh Gramin Bank
(Bank of India underwriting) Sponsored by Punjab National Bank

A.A.A.

Online Password Re-Set

Please provide the One Time Password (OTP) delivered on your registered mobile number and click on "Continue".

Mobile No:

9999997096

One Time Password*

In case you do not receive OTP through SMS, please click on **Resend OTP** button which will be enabled in **57** seconds.

Continue

Cancel

Resend OTP

Please Note:

1. Validity time for the One Time Password (OTP) is limited; you are advised to use the One Time Password (OTP) instantly for proceeding further, once the same received at your mobile.
2. Please do not share One Time Password (OTP) with anyone.

©2023 Himachal Pradesh Gramin Bank | [Home & Contacts](#) | [Home policy](#) | [Privacy policy](#) | [Disclaimer](#) | [Security Information](#) | [Contact us](#) | [Mobile Login](#)

After entering, the OTP received on registered mobile number user can set the transaction password for his/her transactions.