



DOORSTEP BANKING POLICY

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Doorstep Banking

1. Purpose of the Policy

Doorstep Banking is a service where the Bank provides certain services at the doorstep of the customer. Till March 2005 banks were not permitted to extend any banking facilities at the premises of their customers without obtaining permission from RBI. Subsequently, the restriction was removed and RBI has permitted the banks to extend doorstep banking to all types of customers including individuals.

The purpose of the Doorstep Banking Policy document is to provide guidance and to create awareness on Doorstep Banking Services across the Bank.

2. Scope of Application

The policy is applicable to all business and operations units of the Bank including branches, third party vendors engaged in providing the service. All employees shall be familiar with the contents of this document and should exercise sound judgment to act within the policy framework in their daily work.

3. Objectives of the Policy

This Policy sets out the broad parameters of the services to be offered and such as lifting of cash and collecting credit instruments, etc., to whom it will be offered, among other general guidelines and to serve as a one-point reference besides creating awareness in the Bank

4. Regulatory Reference

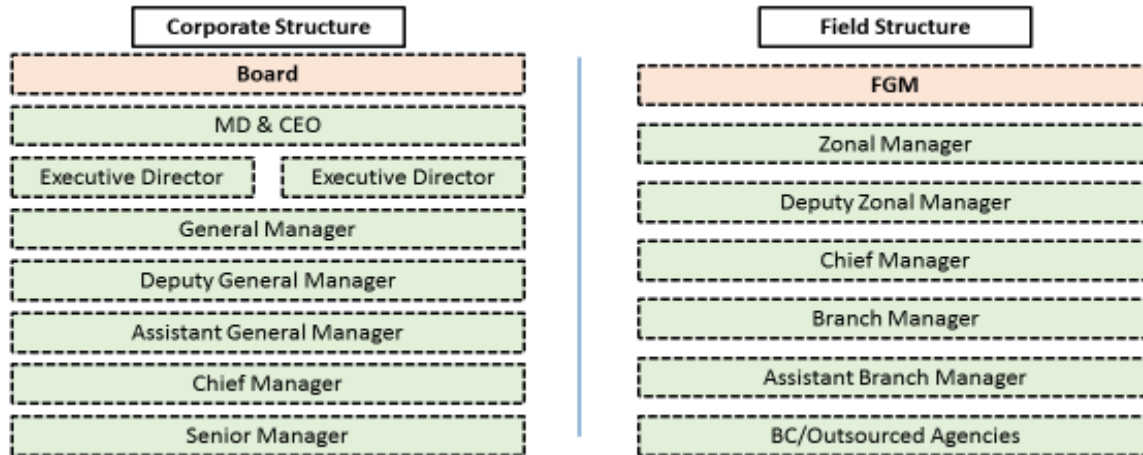
RBI has permitted the banks to extend doorstep banking to all types of customers including individuals. The general principles are being followed as per the directions of RBI in this regard (vide RBI letter No. DBOD. BL. BC. 59 /22.01.010/2006-2007 dated February 21, 2007).

Reserve Bank of India, vide their circular No. RBI/2017-18 DBR No.LEG.BC.96/09.07.005/2017-18 dated November 9, 2017, reiterated that in view of difficulties faced by senior citizens of more than 70 years of age and differently abled or infirm persons. Banks are advised to make concerted effort to provide basic banking facilities at the premises / residence of such customers.

Banks are further advised by RBI to

- i. Prepare a scheme for offering "doorstep" banking services to their customers with the approval of their Boards.
- ii. Take into account the various risks that may arise to customers directly or through agents and take effective steps to manage the same.
- iii. Review the Scheme on an annual basis.

5. Governance/Delegation of Authorities



*The same **corporate structure** is also applicable to the Mandate Handling, Digital Signature and Gold Monetisation Policy.

6. The Scheme:

6.1 Scope of the Scheme:

- The facility of Doorstep Banking can be offered by all the branches to those customers who comply with proper KYC guidelines as laid down by the Bank based on the instructions stipulated by Reserve Bank of India.
- The service can be availed only within a maximum radius of 5 kms from the home branch.
- The services will be rendered during banking hours only.
- The services can be offered either at the residence or at the office of the customer, the address should have been clearly and explicitly mentioned in the agreement.
- The "Scheme" is not restricted to any particular client /customer or class of customers.

6.2 Services Offered under the scheme:

- Pickup of cash
- Pickup of Cheques and other negotiable instruments
- Delivery of Cash/Drafts at the doorstep of individual Customers.
- Delivery of Cash / Drafts at the doorstep of Corporate Customer / Government Departments /PSUs etc., against Cheques received at the counter and not against cash.
- Pickup of 15G/15H forms
- Delivery of Banker's Cheque/Demand Drafts
- Pickup and delivery of FD/MMD Receipts for renewal/closure.
- Pickup and delivery of SB/RD Pass Book for updation.
- Delivery of Account Statements.

6.3 Eligible Customers

Corporate Customers, Government Departments, Public Sector Undertakings, Business firms and such other establishments, who are having good business connections can avail all the above services. Those who are having sufficient business connections / Elite customers, who is having business dealings with our bank can avail the first three services.

7. Doorstep Banking for Senior Citizens

Reserve Bank of India, vide their circular No. RBI/2017-18 DBR No.Leg.BC.96/09.07.005/2017-18 dated November 9, 2017, reiterated that in view of difficulties faced by senior citizens of more than 70 years of age and differently abled or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired, banks are advised to make concerted effort to provide basic banking facilities, such as pick up of cash and instruments against receipt, delivery of cash against withdrawal from account, delivery of demand drafts, submission of Know your customer(KYC) documents and Life Certificate at the premises / residence of such customers.

7.1 Services Offered to Senior Citizens

1. Pickup and delivery of Cash (against withdrawal slip and cheques) is restricted to Rs. 20,000/- per day
2. Pickup of Cheques/Drafts/Instruments for clearing
3. Delivery of Drafts
4. Pickup and delivery of FD/MMD receipts for renewal and payment
5. Pickup and delivery of SB/RD passbooks
6. Pickup of Life Certificate
7. Pick up of KYC Documents
8. Pickup of 15G/15H forms
9. Delivery of Account Statements

7.2 Eligibility

- a. Fully KYC complied Senior Citizens of more than 70 years of age and differently abled or infirm Persons (Having medically certified chronic illness or disability) including those who are visually impaired.
- b. Single account holders and Joint Account Holders with Either or Survivor/ Former or Survivor.

7.3 Service Charges for Senior Citizens

Service charges of Rs. 100/- + GST for financial transactions and Rs. 60/- + GST incurred for non-financial transactions. Conveyance charges need not be charged separately for senior citizens. The Charges stipulated are exclusive of applicable taxes.

8. Threshold limit for extending Doorstep Banking to other than Senior Citizens

For extending the service to our customers under Door Step Policy the following threshold limits are fixed:

- a. For Savings Bank account customers, a limit of Rs. 1,00,000/- is fixed as monthly average balance for three months
- b. For Current Account customers, a limit of Rs. 3,00,000/- is fixed as quarterly Average balance for six months
- c. In case of customers enjoying working capital facilities a limit of Rs. 10,00,000/- and above as on the date of request with the following conditions:
 - i. The account should be Standard as on the date of applying for request.
 - ii. Conduct and operations in the account to be satisfactory.
 - iii. The account should be renewed and all terms and conditions of latest sanction / renewal/review should have been complied with.

9. Delivery channel

- a. Delivery of the services shall be done either through our employees (Marketing Officers / Specified persons) or by engaging Service Providers/ Business correspondents.
- b. Bank can engage Bank employees/Professional Service providers with experience/Cash management service providers for pickup and delivery of cash, cheque and other negotiable instruments from HNI customers, customers with substantial business connection with us.
- c. Services of Business correspondents can be used to attend doorstep banking services to the customers existing in their coverage area, in addition to their BC activities.
- d. Where the services of Service Providers / Business Correspondents / Business Facilitators are availed, Bank ensures that the terms/parameters as set out in the Outsourcing Policy of the Bank as approved by the Board with reference to selection of Service Providers / Business correspondents / Business Facilitators etc., are strictly adhered to.

10. Limits for Collection/delivery of cash

Cash remittances are carried out as per the extant guidelines in Cash Management Manual.

11. Service Charges

All the services rendered under "Doorstep Banking" are subject to payment of service charges by the customers. The quantum of charges shall be fixed by the bank at the time

of entering into the arrangement with the customer taking into account the place of collection / delivery and such other criteria like business connections etc.

The following are the indicative charges for Cash pick up/delivery to individuals/ corporate customers / business and trading accounts other than individuals. The Charges stipulated are exclusive of applicable taxes:

| Cash Pickup and Delivery | | | | | |
|--|---|----------------|---|-----------------------------------|----------------|
| Individual Customers | | | Other than individual Customers | | |
| Amount of cash | Minimum Charges | Service | Amount of cash | Minimum Charges | Service |
| Up to ₹20 lakhs | ₹500/- per occasion + GST + conveyance charges | | Up to ₹ 1.00 lakh | ₹100/- + GST + conveyance charges | |
| Above ₹20 lakhs up to ₹50 lakhs | ₹750/- per occasion + GST + conveyance charges | | For every additional one lakh or part thereof | ₹50 /- + GST + conveyance charges | |
| Above ₹50 lakhs up to ₹2 Crores | ₹1000/- per occasion + GST + conveyance charges | | | | |
| Instrument Pickup and Delivery | | | | | |
| Individual Customers | | | Other than individual Customers | | |
| ₹100/- per occasion + GST+ plus conveyance charges | | | ₹100/- per occasion +GST + conveyance charges | | |

12. Minimising risks

The risks which are likely to emerge may become specifically known once the Scheme is put into operation. Therefore, Bank would incorporate the guidelines to mitigate such risks in the agreement.

13. Grievance Redressal Mechanism

- CO: Customer Service Cell shall be redressing complaints on the services rendered by the Agent, Service providers, Business correspondents etc. under the Doorstep Banking Scheme.
- All the Zonal Heads shall act as the designated Grievance Redressal officer of the respective Zone and the General Manager in-charge of CO: Customer Service Cell shall act as the Chief Grievance Redressal officer of the Bank.
- The names and telephone numbers of the officers responsible to resolve the grievance would be made available both at the branch and also on the Bank's website.

14. Internal Audit

The outsourcing agencies who will be rendering doorstep services are subject to internal audit as per the Bank's extant guidelines on outsourcing. The purpose of the internal audit is to vet the capability and credibility of the vendor.

15. Review of the policy

The policy will be reviewed annually. The Managing Director & Chief Executive Officer of the Bank is the authority for approving any future amendment / modification to the scheme or to withdraw the scheme either in part or in full and also for relaxation of any of the norms including service charges.