

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA

UNSTARRED QUESTION NO. 2475

ANSWERED ON TUESDAY, 17 DECEMBER 2024/ 26 AGRAHAYANA, 1946 (SAKA)

Inoperative accounts under PMJDY

2475. Ms. Sushmita Dev:

Will the Minister of FINANCE be pleased to state:

- (a) the total number of inoperative accounts opened under the Pradhan Mantri Jan Dhan Yojana (PMJDY) till date;
- (b) the amount of money charged on the value-added services provided by the banks on PMJDY accounts since its inception, year-wise;
- (c) whether Government has collated any data on the number of accounts under the PMJDY that have a balance of less than ₹1,000, if so, the details thereof; and
- (d) whether banks charge fees on transactions made through ATMs of different banks and for SMS services on accounts opened thereunder, if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI PANKAJ CHAUDHARY)

(a) to (d) As reported by Banks, out of a total of 54.13 crore accounts opened under Pradhan Mantri Jan Dhan Yojana (PMJDY), 11.37 crore accounts are inoperative accounts, as on 04.12.2024. There are 33.68 crore PMJDY accounts that have a balance of less than ₹1,000, as on 30.10.2024.

Pradhan Mantri Jan Dhan Yojana (PMJDY) account is a type of Basic Savings Bank Deposit Account (BSBDA). The scheme was launched in August 2014, with the aim to provide universal banking services for every unbanked household which was further extended beyond 14.08.2018 with the focus on opening of accounts shifting from “every household” to “every unbanked adult”. PMJDY accounts has following features:

- a. No minimum balance requirement;
- b. Free RuPay debit card, with inbuilt accident insurance cover of Rs.2 lakh; and
- c. Access to overdraft facility of upto Rs.10,000, subject to eligibility conditions.

As per RBI circular dated 10.06.2021, BSBDA account holders are eligible for five free transactions (inclusive of financial and non-financial transactions) every month from their own bank’s ATMs. They are also eligible for free transactions (inclusive of financial and non-financial transactions) from other bank ATMs viz. three transactions in metro centres and five transactions in non-metro centres. Further, Banks are free to offer more number of free transactions per month at other bank ATMs as well as at own ATMs in any geographical location.

As per extant RBI guidelines dated 10.06.2019, Banks are free to evolve requirements including pricing structure for additional value-added services on reasonable and transparent basis which is to be applied in a non-discriminatory manner at the option of the customers. Further, as per the RBI’s Master Circular on “Customer Service in Banks” dated 01.07.2015, Banks ensure reasonableness and equity in the charges levied by banks for sending SMS alerts to customers. Further, Banks inter-alia have been advised to leverage the technology available with them and the telecom service providers to ensure that such charges are levied on all customers on actual usage basis. These charges are fixed by the individual Bank’s board approved policy. The data for such charges collected by Banks is not centrally maintained.
