GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

RAJYA SABHA
UNSTARRED QUESTION NO. 1027

ANSWERED ON TUESDAY, JULY 28, 2026/ 6 SHRAVANA, 1948 (SAKA)

PENALTIES LEVIED BY BANKS ON CUSTOMERS

1027. SHRI ABDUL WAHAB:

Will the Minister of FINANCE be pleased to state:

(a) the total amount collected by Public Sector Banks and Private Sector Banks separately during the last five years towards charges for non-maintenance of minimum balance, bank- wise and year-wise;

(b) the category-wise breakup of such charges, including minimum balance penalty, ATM charges, debit card charges and account maintenance fees;

(c) whether Government has assessed the impact of such charges on low-income accounts and Jan Dhan Account holders; and

(d) whether Government proposes to rationalise or regulate such charges to protect customers, if so, the details thereof?

ANSWER

THE MINISTER OF STATE FOR FINANCE
(SHRI PANKAJ CHAUDHARY)

(a): As per the information received from the Public Sector Banks (PSBs) and the Reserve Bank of India (RBI), the total amount collected by Public Sector Banks and Private Sector Banks during the last five financial years towards charges for non-maintenance of minimum balance, bank-wise and year-wise, is provided in Annexure-I.

(b): The category-wise break-up of such charges, including ATM charges, debit card charges and account maintenance fees as provided by the PSBs, is furnished in Annexure-II. However, RBI has informed that it does not maintain the category-wise break-up of such charges with respect to Private Sector Banks.

(c): Banks offer zero-balance savings accounts facility. These accounts are *inter alia* comprised of Basic Savings Bank Deposit Accounts (BSBDAs) including the accounts opened under the Pradhan Mantri Jan Dhan Yojana (PMJDY), to ensure universal access to banking facilities, particularly for unbanked, vulnerable and small depositors, and to promote financial inclusion through affordable and accessible banking services. These accounts do not require maintenance of any minimum balance and provide basic banking services such as deposits, withdrawals and ATM access free of charge, without levy of any penal charges. Accordingly, approximately 73 crore BSBDAs, including, PMJDY accounts are not subject to any penal charges for non-maintenance of minimum balance.

(d): To enhance customer centricity and promote inclusive banking, Public Sector Banks (PSBs) have reviewed their service charge structures. Of the 12 PSBs, 10 have discontinued penal charges for non-maintenance of minimum average balance in savings accounts, while 2 have rationalised such charges, in accordance with their Board-approved policies and commercial considerations.

As per the extant RBI instructions, banks may levy charges for non-maintenance of the Minimum Average Balance (MAB) in accordance with their Board-approved policies, subject to such charges being reasonable, transparent, and commensurate with the cost of providing the services.

In cases of non-maintenance of the agreed minimum balance in bank accounts, banks have been advised by RBI to notify customers through SMS, email, letter or other appropriate means. Customers are generally provided time to restore the required minimum balance before penal charges are applied.

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<u>Annexure-I</u>

Rajya Sabha Unstarred Question no. 1027 for answering on 28.7.2026 regarding "Penalties levied by Banks on Customers"

Details of charges collected by Public Sector Banks during the last 5 years for non-maintenance of Minimum Average Balance (Current account & Savings account)

(₹ in crore)

Bank	**Charges levied for non-maintenance of Minimum Average Balance (Current account & Savings account)**				
	FY 2021-22	**FY 2022-23**	**FY 2023-24**	**FY 2024-25**	**FY 2025-26**
Bank of Baroda	361.67	387.52	443.30	441.35	394.10
Bank of India	143.36	174.99	194.25	170.83	132.81
Bank of Maharashtra	125.55	131.77	143.69	152.86	129.72
Canara Bank	283.37	390.85	358.67	277.71	213.48
Central Bank of India	125.82	150.81	135.31	97.19	27.87
Indian Bank	311.41	295.23	367.66	503.38	299.17
Indian Overseas Bank	12.86	13.00	15.06	15.55	20.40
Punjab & Sind Bank	3.38	19.02	42.53	48.57	67.15
Punjab National Bank	111.83	486.16	674.04	417.67	206.68
State Bank of India*	190.68	211.47	302.95	418.40	477.27
UCO Bank	17.57	18.30	43.43	53.56	49.05
Union Bank of India	115.14	128.70	188.21	178.84	120.22

Source: Public Sector Banks

** Amount pertains to current account as SBI had completely waived off penal charges for non-maintenance of Minimum Average Balance in saving accounts since March 2020*

Note: No penal charges are levied on Basic Savings Bank Deposit Accounts, including PMJDY Accounts etc.

Details of charges collected by Private Sector Banks during the last 4 years for non-maintenance of Minimum Average Balance (Current account & Savings account)

(₹ in crore)

Bank	Charges levied for non-maintenance of Minimum Average Balance			
	FY 2022-23	FY 2023-24	FY 2024-25	FY 2025-26*
Axis Bank Limited	878.23	826.45	1,001.29	1,081.33
Bandhan Bank Limited	-	43.26	73.54	76.45
City Union Bank Limited	75.35	31.86	35.45	29.88
CSB Bank Limited	25.29	35.58	44.15	48.69
DCB Bank Limited	8.73	9.94	11.75	17.53
Dhanlaxmi Bank Limited	-	-	-	-
Federal Bank Limited	86.21	102.76	132.42	147.43
HDFC Bank Limited	1,036.05	1,316.80	1,518.92	1,798.14
ICICI Bank Limited	400.45	433.06	391.28	353.50
IDBI Bank Limited	76.17	59.31	75.73	175.15
IDFC First Bank Limited	91.93	120.44	119.18	163.81
IndusInd Bank Limited	92.68	108.76	170.6	177.92
Jammu & Kashmir Bank Limited	-	30.52	47.67	75.12
Karnataka Bank Limited	-	-	-	79.73
Karur Vysya Bank Limited	51.99	50.14	49.84	58.69
Kotak Mahindra Bank Limited	192.26	261.24	254.26	290.65
Nainital Bank Limited	-	-	-	-
RBL Bank Limited	28.33	28.92	33.43	30.21
South Indian Bank Limited	41.83	62.61	89.45	110.14
Tamilnad Mercantile Bank Limited	26.71	28.76	30.03	39.29
Yes Bank Limited	59.75	69.66	119.89	195.05

Source: Reserve Bank of India

**Data for FY 2025-26 is provisional.*

Note: The data prior to FY 2022-23 is not maintained with RBI.

Note: No penal charges are levied on Basic Savings Bank Deposit Accounts, including PMJDY Accounts etc.

Annexure-II

Rajya Sabha Unstarred Question no. 1027 for answering on 28.7.2026 regarding "Penalties levied by Banks on Customers"

Details of ATM Charges, Debit Card Charges and Account Maintenance charges collected by Public Sector Banks in last 5 years:

Bank Name	Category wise break up of charges (ATM, Debit Card and Account Maintenance Fees) (₹ in crore)														
	FY 2021-22			FY 2022-23			FY 2023-24			FY 2024-25			FY 2025-26		
	ATM Charges*	Debit Card Charges#	Account maintenance fees $	ATM Charges*	Debit Card Charges #	Account maintenance fees $	ATM Charges*	Debit Card Charges#	Account maintenance fees $	ATM Charges*	Debit Card Charges #	Account maintenance fees $	ATM Charges*	Debit Card Charges #	Account maintenance fees $
Bank of Baroda	-185.08	357.09	0	-220.3	471.64	0	-212.08	592.22	0	-166.28	651.78	0	-116.35	631.35	0
Bank of India	-149.28	186.23	0	-75.13	201.28	0	-66.12	318.49	0	-70.55	335.57	0	-54.71	407.28	0
Bank of Maharashtra	-47.94	73.15	0	-46.26	82.99	0	-44.48	109.77	0	-53.33	133.17	0	-49.32	78.47	0
Canara Bank	15.48	258.36	0	39.52	359.1	0	-41.11	804.92	0	-41.86	927.3	0	-73.38	903.08	0
Central Bank of India	-69.26	44.02	0	-68.24	81.16	0	-17.15	103.31	0	-14.71	224.09	0	8.03	198.34	0
Indian Bank	-151.54	143.95	0	-161.7	189.55	0	-188.75	349.89	0	-170.06	422.91	0	-181.73	552.41	0
Indian Overseas Bank	-54.64	85.72	0	-60.66	124.87	0	-53.35	164.27	0	-67.51	174.65	0	-77.69	257.97	0
Punjab & Sind Bank	-6.9	28.81	0	-9.92	35.38	0	-8.7	35.34	0	-7.01	28.75	0	-8.96	37.39	0
Punjab National Bank	-27.63	298.83	0	-25.66	414.89	0	-27.65	388.38	0	-22.5	446.81	0	-28.62	440.21	0
State Bank of India	393	1933.75	180.94	435	1796.3	184.54	331	1726.13	195.98	205	2965.71	213.78	286	3117.03	232.91
UCO Bank	-56.48	92.6	0	-62.23	95.44	0	-61.86	94.23	0	-53.1	134.4	0	-64.34	183.64	0
Union Bank of India	-167.42	402.97	0	-195.88	501.26	0	-203.87	672.52	0	-182.6	740.43	0	-191.22	756.58	0

Source: Public sector Banks

** Income earned by bank on account of ATM cash withdrawal charges collected from customers/interchange fee earned from other banks net-off expenses in the form of interchange fees paid to other banks*

 # Annual Maintenance Charges for debit cards

$ Account Maintenance fees is charged on current accounts by SBI

Note: No penal charges are levied on Basic Savings Bank Deposit Accounts, including PMJDY Accounts etc.