

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

STARRED QUESTION No. \* 59

TO BE ANSWERED ON 18<sup>th</sup> NOVEMBER 2016 (FRIDAY)/KARTIKA 27, 1938 (SAKA)

**Norms of Bank Branches**

**\*59 . SHRIMATI K. MARAGATHAM:**

Will the Minister of FINANCE be pleased to state:

- (a) whether Reserve Bank of India (RBI) proposes to relax bank branch norms, if so, the details thereof;
- (b) whether the Government proposes to allow the business correspondents to provide minimum 4 hours of service for 5 days a week be treated as a full service branch, if so, the details thereof;
- (c) whether RBI has made it mandatory for the banks to put up ATMs commensurate with the number of branches they have in each town and city; and
- (d) if so, the details thereof along with the steps taken by the Government in this regard?

**Answer**  
**THE FINANCE MINISTER**  
**(SHRI ARUN JAITLEY)**

(a) to (d) A Statement is laid on the Table of the House.

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**Statement referred to in reply to parts (a) to (d) of Lok Sabha Starred Question No. \*59 (19<sup>th</sup> Position) for 18<sup>th</sup> November, 2016 by Shrimati K. Maragatham, M.P., regarding "Norms of Bank Branches".**

(a) Yes, Madam.

(b) A 'banking outlet' has been defined as "a fixed point service delivery unit, manned by either bank's staff or its Business Correspondent where services of acceptance of deposits, encashment of cheques/cash withdrawal or lending of money are provided for a minimum of 4 hours per day for at least five days a week. It carries uniform signage with name of the bank and authorisation from it, contact details of the controlling authorities and complaint escalation mechanism.

(c) and (d) All Scheduled Commercial Banks {excluding Regional Rural Banks (RRBs)} have been given general permission for installation of ATMs at branches and extension counters.

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