

**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES**

**LOK SABHA  
UNSTARRED QUESTION NO.4735  
TO BE ANSWERED ON THE 23<sup>RD</sup> MARCH, 2018/CHAITRA 02, 1940 SAKA**

**SPECIAL FACILITIES PROVIDED TO ELDERLY PERSONS AND DISABLED BY BANKS**

**QUESTION**

**4735 SHRI PANKAJ CHAUDHARY:**

Will the Minister of FINANCE be pleased to state:

- (a) whether the Reserve Bank of India (RBI) has issued instructions to banks to provide special facilities to the disabled and elderly persons;
- (b) if so, the details thereof;
- (c) whether the banks would take effective measures to provide these facilities to such customers, if so, the details thereof and if not, the reasons therefor;
- (d) whether the Government instructed/has been instructing the banks to comply with the guidelines of RBI and display this information in the bank branch; and
- (e) if so, the details thereof and the other steps taken by the Government in this regard?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF FINANCE  
(SHRI SHIV PRATAP SHUKLA)**

- (a) to (c) Yes, Madam. Reserve Bank of India (RBI) has issued directions on 09.11.2017 to Banks. All banks have put in place the appropriate mechanism for following specific provisions to ease the Banking Services without difficulty to Senior Citizens and Differently Disabled Persons i.e. Dedicated Counters/ Preference to Senior Citizens, Differently abled persons, Ease of submitting Life Certificate, Cheque Book Facility, Automatic conversion of status of accounts, Additional Facilities to visually impaired customers, Ease to filing Form 15G/H and Banking at door step. Banks are taking effective steps to provide these facilities.
- (d) & (e) Department of Financial Services has advised all banks on 22.12.2017 to implement the instructions of RBI in letter and spirit and give due publicity in their bank branches and bank's website.

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