

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

UNSTARRED QUESTION NO. †3933

TO BE ANSWERED ON THE 10TH AUGUST 2018 / SHRAVANA 19, 1940 (SAKA)

Special Bank Services for Elderly and Differently Aabled

†3933. SHRI KAUSHALENDRAKUMAR:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Reserve Bank of India (RBI) and State Bank of India (SBI) have instructed banks to provide door step banking services including delivery of cash to the senior citizens and differently abled at their residence;
- (b) if so, the names of such banks that have complied with the directives;
- (c) the number of customers that have been provided with this facility by the said banks during the last six months, month-wise; and
- (d) whether these banking facilities are chargeable as is being done by the banks in the name of various service charges along with GST and if so, the details thereof?

ANSWER

Minister of State in the Ministry of Finance
(SHRI SHIV PRATAP SHUKLA)

(a): RBI has apprised that in view of the 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, they have issued instructions to banks for doorstep banking and have advised them to make concerted effort to provide basic banking facilities, such as pick-up and delivery of cash (against withdrawal from account) and instruments against receipt submission of Know Your Customer (KYC) documents and Life Certificate at the premises/residence of such customers.

(b) and (c): With regard to names of banks that have complied with the above instructions and the number of customers that have been provided this facility by the said banks, during the last six months, RBI has informed that it does not have the requisite information. As per inputs from Public Sector Banks (PSBs), they have complied with the RBI instructions on doorstep banking for senior citizens and differently-abled persons.

(d): With regard to whether banking facilities are chargeable, RBI has informed that Scheduled Commercial Banks (SCBs) have been given the freedom to fix service charges for various types of services rendered by them with the approval of their Board of Directors and, while fixing service charges, they have been advised to ensure that the charges are reasonable and not out of line with the average cost of providing these services. Accordingly, banks levy charges, or offer services free of charge, as per their Board-approved policy. Where services are charged, Goods and Service Tax (GST) applies.
