

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
LOK SABHA
UNSTARRED QUESTION NO-166
ANSWERED ON- 19/07/2021

SOP FOR BANKS

166. SHRIMATI NAVNEET RAVI RANA

Will the Minister of FINANCE be pleased to state:-

(a) whether the Government is aware that the bank environment must be made age friendly similar to what exists for the differently-abled people, and all staff members should be sensitized and trained in terms of customer care skills including communication and soft skills in this respect, and if needed, the bank should arrange home visit services; and

(b) if so, the steps taken by the Government keeping in mind that there must be a separate Standard Operating Procedure (SOP) for senior citizens in all banks and one comfortable counter with a dedicated, sensitized and well-trained staff member must be available for senior citizens?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(DR. BHAGWAT KARAD)

(a) and (b): The Reserve Bank of India, in its Statement on Developmental and Regulatory Policies, dated 4.10.2017, recognised the need for banks to be sensitive to the requirements of senior citizens as an imperative and, as follow-up, *vide* circular dated 9.11.2017, required banks to put in place appropriate mechanism with the following provisions for meeting the needs of senior citizens above 70 years of age:

- (1) Dedicated counters or preference to senior citizens
- (2) Prompt update in the bank's Core Banking Solution by the receiving branch of the pension-paying bank of the life certificate submitted by pensioners annually
- (3) Issue of a minimum of 25 cheque leaves every year free of charge, without insisting on physical presence of customers for getting the cheque-book
- (4) Automatic conversion of fully KYC-compliant accounts into Senior Citizen Accounts, to enable them to get benefits like higher interest rates
- (5) Providing of Forms 15G or 15H prescribed under the Income-tax Rules once a year
- (6) Concerted effort to provide basic banking facilities at the customer's premises or residence.

The following offer services under a standardised operating procedure through common platforms:

- (i) PSB Alliance, an initiative of all PSBs and Indian Banks' Association, has launched doorstep banking services for all customers, including senior citizens, through call

centre (1800-121-3721 and 1800-103-7188), web portal (<https://psbdsb.in/> and <https://doorstepbanks.com/>) mobile app (Google Play Store). At present 13 services are being offered in 100 cities across the country, which include cash withdrawal or deposit, pick-up of cheque or demand draft or pay order etc., pick-up of cheque-book requisition slip, pick-up of income-tax forms no. 15G/15H, pick-up of income-tax/GST challan, and delivery of tax deduction at source (TDS) and Form-16 certificates for income-tax purposes.

- (ii) Government's 'Jeevan Pramaan' initiative for pensioners has enabled senior citizen pensioners the facility to update their annual life certificate online.

Besides the above, as per inputs received from PSBs, all PSBs have put in place standard operational arrangements for attending to senior citizens on priority basis, including through separate counter with dedicated, sensitised and well-trained staff member.
