

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

UNSTARRED QUESTION NO. 3505

ANSWERED ON MONDAY, DECEMBER 20, 2021/AGRAHAYANA 29, 1943 (SAKA)

Bank Charges on Digital Transactions

3505. SHRI TAPIR GAO:

Will the Minister of FINANCE be pleased to state:

- (a) whether the State Bank of India has been charging an amount after more than four digital transactions for three years from the account holders of Pradhan Mantri Jan Dhan Yojana as per the report of IIT Mumbai;
- (b) if so, the details thereof;
- (c) whether the Reserve Bank of India has given permission to the SBI to charge the said amount and if so, the details thereof;
- (d) whether the Government proposes to refund the amount charged from the account holders of Pradhan Mantri Jan Dhan Yojana; and
- (e) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE
(DR BHAGWAT KARAD)

(a) to (e) As per extant guidelines of Reserve Bank of India (RBI), Basic Savings Bank Deposit Account (BSBDA) including accounts opened under Pradhan Mantri Jan Dhan Yojana (PMJDY) provide following basic minimum facilities free of charge and without any requirement for maintaining minimum balance in the account:

- i. Deposit of cash at bank branch as well as ATMs/Cash Deposit Machines (CDMs).
- ii. Receipt/ credit of money through any electronic channel or by means of deposit /collection of cheques drawn by Central/State Government agencies and departments.
- iii. No limit on number and value of deposits that can be made in a month.
- iv. Minimum of four withdrawals in a month, including ATM withdrawals.
- v. ATM Card or ATM-cum-Debit Card

RBI has also advised that Banks would be free to evolve requirements including pricing structure for additional value-added services beyond the stipulated basic minimum services on reasonable and transparent basis and are to be applied in a non-discriminatory manner. The availment of such services are to made at the option of the customers.

State Bank of India has informed that they have levied charges only on the additional services demanded by the Jan-Dhan customers beyond the prescribed number of free services as mentioned above.

As informed by the bank, they have charged Rs. 174.65 crore during the last 3 years (31.03.2018 to 14.09.2020) on digital transactions beyond the prescribed minimum number of free services as demanded by customers. As per CBDT guidelines dated 30.08.2020, Banks were advised to refund the charges collected, if any, on or after 01.01.2020 on transactions carried out using the electronic modes namely RuPay Debit Card, Unified Payments Interface (UPI) (BHIM-UPI); and Unified Payments Interface Quick Response Code (UPI QR Code) (BHIM-UPI QR Code)) and not to impose charges on future transactions carried out through these modes. Accordingly, SBI has refunded Rs. 90.19 crore to the beneficiaries of PMJDY (recovered from 01.01.2020 till 14.09.2020) in line with these guidelines and has stopped recovering charges on transactions through these modes w.e.f 01.01.2020.
