

POLICY ON DOORSTEP BANKING FOR INDIVIDUAL CUSTOMERS

ADDENDUM

VIDE SECTION 'I' PARAGRAPH 43 OF POLICY (VERSION 2.0) DATED 18.02.2020

Subsequent to formulation of Policy on Doorstep Banking for Individual Customers dated 18.02.2020, Reserve Bank of India has issued Notification no. **DOR. CO.Leg.BC.No.59 /09.07.005/2019-20 March 31, 2020**, directing that

- Banks shall offer the doorstep banking services on pan India basis.
- Banks should develop a Board approved framework for determining the nature of branches/centres where these services will be provided mandatorily and those where it will be provided on a best effort basis and make the policy public.
- The list of branches offering such doorstep banking services shall be displayed/updated on the bank's website regularly.
- Bank shall give adequate publicity to the availability of these services in their public awareness campaign.
- The charges, in this regard, shall also be prominently indicated in brochures and published in their websites.

In compliance of aforesaid regulatory guidelines, Doorstep Banking Services would be extended phase wise as under:

- DSB Services shall be available through both outsourced Doorstep Banking Agents (DSA) and Branch staff channels for pan -India coverage.
- DSB services shall be provided either mandatorily or on best effort basis at branches for pan -India coverage.
- Existing DSB provision at 3345 branches through branch staff shall continue.
- Services shall start at 50 centres mandatorily through either channel from 01.07.2020.
- It shall further be extended to another 50 centres by 15.08.2020. Thus, total 9131 branches (at 100 centres + 3345 existing branches) shall be covered.
- DSB Services roll out at branches at other than 100 centres shall be proceeded as under-
 - a) Services at 4877 branches (incumbency of Scale III and above) shall be mandatorily available through either channel and at 947 branches (incumbency of Scale I & II) through branch staff on best effort basis by 31.10.2020.
 - b) Remaining branches located in remote / sparsely populated areas i.e. 7068 branches in Rural and Semi-Urban population group with incumbency of Scale I & II, shall be considered for service delivery on best effort basis by 31.12.2020 (Details of rollout along with branches as per Annexure-I).
- DSB services extended through branch staff shall be available to RBI mandated customers only and through outsourced DSA channel to all individual customers.
- DSB services, where available mandatorily, shall be completed expeditiously but not later than T+1 working day (holidays excluded) whereas, in case of best effort basis, it shall be provided expeditiously but not later than T+4 working days (holidays excluded). However, where services cannot be provided due to unavoidable circumstances, customer will be informed.

In terms of Section 'I', Para 43 of Policy on Doorstep Banking for Individual Customers (Version 2.0) dated 18.02.2020, the above changes are approved, consequent upon change in regulatory guidelines with the concurrence of Managing Director (Retail & Digital Banking) and shall be deemed to be part of the Policy till the policy is comprehensively reviewed.

PROVISION OF DSB SERVICES PAN-INDIA

Annexure-I

	Services on Mandatory basis (A)	On Best Effort basis (B)	Expected date of roll out (C)
At 100 Centres (100 centres + 3345 branches combined)	9131 (6319+2812)	-	1. 50 centres from 01.07.2020 2. Remaining 50 centres by 15.08.2020
Branches at other centres (other than reported under (A) i. e 9131 Branches)	4877	947	31.10.2020
Total Branches	14008	947	
Branches at remote centres/ inadequate staff (branches in Rural and Semi-Urban Pop group with incumbency of Scale I & II)	7068 Branches on best effort basis		31.12.2020 (pan-India)
Grand Total	22023 (Mandatory-14008, Best Effort -8015)		