

(Updated as on October 17, 2024)

## RTI Disclosures of Common Interest

The Reserve Bank of India receives requests for information under the Right to Information Act, 2005. Some information furnished by the Chief Public Information Officer in response requests, would be of interest to the members of the public. Such information is furnished in this Disclosure Log.

Information pertaining to	
◆	<a href="#">Currency Management</a>
◆	<a href="#">Communication</a>
◆	<a href="#">Deposit Insurance and Credit Guarantee Corporation</a>
◆	<a href="#">Economic and Policy Research</a>
◆	<a href="#">Financial Markets</a>
◆	<a href="#">Financial Inclusion and Development</a>
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◆	<a href="#">Monetary Policy</a>
◆	<a href="#">Payment and Settlement Systems</a>
◆	<a href="#">Rajbhasha</a>
◆	<b>Regulation</b>
	- <a href="#">Commercial Banking and RRBs</a>
	- <a href="#">Co-operative Banking</a>
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◆	<a href="#">Statistics and Information Management</a>
◆	<a href="#">Supervision</a>

### Information pertaining to Currency Management

RIA No	Information Sought	Reply given/ Information provided	Date of Reply
<b>RIA 5831/2013-14/DCM</b>	<p>Please mention physical features of following denomination of notes/coins, approved by Reserve Bank of India /mint. Dimension of following denomination of notes/coins- Rs. 1000, Rs. 500, Rs. 100, Rs. 50, Rs. 20, Rs. 10, Rs. 5, Rs. 2, Re. 1Coins Rs. 10, Rs.5, Rs. 2, Re. 1, Re. 1/50</p> <p>Dimension means diameter/thickness or length and breadth, thickness, /height /depts. in cms.</p>	<p>Available information in the form it exists, about the size of contemporary banknotes in the denomination of Rs. 5, Rs.10, Rs.20, Rs.50, Rs.100, Rs.500 and Rs.1000 in Mahatma Gandhi Series, may be accessed on the Bank's website <a href="http://www.rbi.org.in">www.rbi.org.in</a> on the following link-</p> <p>For common person&gt;Extra Curricular&gt; Currency Museum&gt; Contemporary Bank Notes&gt;Bank Notes</p> <p>Information about Re 1 and Rs. 2 notes is not available with us.</p> <p>Available information, in the form it exists, on dimension of some of the coins may be accessed on the Bank's website <a href="http://www.rbi.org.in">www.rbi.org.in</a> on the following link-</p> <p>For common person&gt; Extra Curricular&gt; Currency Museum&gt; Coinage</p>	

<p><b>3297/11-12 DCM</b></p>	<p>Arrangements for minting of coins and printing of notes and names and addresses of agencies [Mints / Note Presses] in India</p>	<p>(i) Arrangements for minting of coins is done through the following Mints of Government of India:</p> <table border="1" data-bbox="549 147 1276 349"> <tr> <td>(a) India Government Mint Shahid Bhagat Singh Marg Fort, Mumbai 400023</td> </tr> <tr> <td>(b) India Government Mint Alipore, Kolkata 600053</td> </tr> <tr> <td>(c) India Government Mint D-2, Sector -1, P.O.Box No.78 Noida 201301</td> </tr> <tr> <td>(d) India Government Mint IDA Phase, Cherapally (R.R.District) Hyderabad 500051</td> </tr> </table> <p>Arrangements for printing of notes is done through the following Currency Presses:</p> <table border="1" data-bbox="549 465 1276 633"> <tr> <td>(a) Currency Note Press Nashik Road - 422101</td> </tr> <tr> <td>(b) Bank Note Press Dewas 455001</td> </tr> <tr> <td>(c) Bharatiya Reserve Bank Note Mudran Pvt. Ltd. Note Mudran Nagar Mysore 570003</td> </tr> <tr> <td>(d) Bharatiya Reserve Bank Note Mudran Pvt. Ltd. Salboni - 721132</td> </tr> </table>	(a) India Government Mint Shahid Bhagat Singh Marg Fort, Mumbai 400023	(b) India Government Mint Alipore, Kolkata 600053	(c) India Government Mint D-2, Sector -1, P.O.Box No.78 Noida 201301	(d) India Government Mint IDA Phase, Cherapally (R.R.District) Hyderabad 500051	(a) Currency Note Press Nashik Road - 422101	(b) Bank Note Press Dewas 455001	(c) Bharatiya Reserve Bank Note Mudran Pvt. Ltd. Note Mudran Nagar Mysore 570003	(d) Bharatiya Reserve Bank Note Mudran Pvt. Ltd. Salboni - 721132	<p><b>February 7, 2012</b></p>
(a) India Government Mint Shahid Bhagat Singh Marg Fort, Mumbai 400023											
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<p><b>2886/11-12 DCM</b></p>	<p>Procedure &amp; Terms of supply of new currency in various chests of banks</p>	<p>(i) As regards the procedure, allocation of notes and coins to Reserve Bank of India offices is made on the basis of indent placed to presses and mints. Offices of Reserve Bank of India arrange remittances to currency chests under their jurisdiction as per the periodical indents placed by the currency chests and stocks available with them as well as with the currency chest. Currency chest branches in turn supply notes and coins received from Reserve Bank of India offices to other branches linked to them. There are no terms and conditions.</p>	<p><b>January 13, 2012</b></p>								
<p><b>RIA 2439/2007-08</b></p>	<p>What are the different forms and value of Rupee accepted as per Indian law?</p> <p>When does an in-use rupee form become invalid or not acceptable? is there any Govt order that describes an invalid form of rupee?</p> <p>Is a torn/damaged rupee note valid?</p> <p>What damage will make rupee note invalid (eg complete torn apart note, half torn note etc.?)</p> <p>What are various options available for one to follow to make an invalid rupee note valid.</p>	<p>Bank note/ coins are legal tender in payment or on account as indicated below:</p> <p>(i) Banknote of any denomination and coin of any denomination not lower than a rupee for any sum.</p> <p>(ii) In case of a half rupee coin for any sum not exceeding 10 rupees.</p> <p>(iii) In the case of any other coin for any sum not exceeding one rupee.</p> <p>The Central Government may, by notification in the gazette, declare that with effect from such date as may be specified, any series of bank notes of any denomination shall cease to be legal tender. Further, no person shall of right be entitled to recover from the Government or the Reserve Bank of India, the value of any lost, stolen, mutilated or imperfect currency note of Government of India or banknote. The value of imperfect / mutilated note may be refunded as a matter of grace subject to conditions and limitations.</p> <p>Soiled bank notes (i.e. notes which have become dirty and due to excessive use or double numbered banknote cut into two pieces but on which both the numbers are intact) can be exchanged for full value at Reserve Bank of India or any commercial bank branch.</p> <p>The public can get value of mutilated notes (i.e. notes which are torn, disfigured, burnt, washed, eaten by white ants etc.) as a matter of grace, as laid down in the RBI Note Refund Rules 1975 (as amended up to 1980) after adjudication. Currently, provisions exist for payment of full, half or no value as far as bank notes of Rs.10 and above are concerned. As regards Re.1/-, Rs.2/-, and Rs.5/- notes, the tenderer can get either full or no value depending upon the condition of the note. Mutilated notes can be tendered at Reserve Bank of India Offices/designated bank branches.</p> <p>The following types of banknotes are not eligible for payment under RBI Note Refund Rules, 1975 (as amended up to 1980)</p> <p>A banknote which is</p> <ul style="list-style-type: none"> <li>• less than half the area of the full note.</li> <li>• devoid of the major portion of the number on an undivided area</li> </ul>	<p><b>July 25, 2008</b></p>								

		<p>i.e. the prefix and three digits or four digits of the number in banknotes up to and inclusive of Rs.5/- in respect of banknotes of Rs.10/- and above where this inadequacy is present at both the numbering panels.</p> <ul style="list-style-type: none"> <li>Cancelled by any office of Reserve Bank of India or against which the value has already been paid.</li> <li>found to be forged / counterfeit.</li> <li>Deliberately cut or tampered, carrying extrinsic words or visible representation intended to convey or capable of conveying any message of a political character</li> </ul> <p>Notes can be exchanged / tendered for adjudication over the counters of Reserve Bank of India Offices/designated bank branches. Mutilated notes can be sent by post for adjudication to the nearest Issue Office of Reserve Bank of India.</p>	
<b>2</b> <b>RIA 135/</b> <b>2007-08</b> <b>DCM</b>	Instructions given by RBI to banks regarding exchange of mutilated notes.	Information on instructions given to banks on exchange of mutilated notes is in our Master Circular- "Facility for exchange of Notes and Coins" available at <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?Id=3671&amp;Mode=0">http://www.rbi.org.in/scripts/NotificationUser.aspx?Id=3671&amp;Mode=0</a> on our website.	<b>Aug 27, 2007</b>
<b>1</b> <b>RIA</b> <b>133/2007-</b> <b>08 DCM</b>	Are 25 paise and 50 paise coins withdrawn from circulation?	The 25 paise and 50 paise coins are legal tender and are not withdrawn from circulation. They may be validly used/ accepted for all transactions. RBI has issued press release to that effect and has also issued instructions to banks to display at all branches, boards/notices for information of customers/ general public to the effect that all 25 and 50 paise coins continue to be valid/legal tender and may be used for transactions in the normal course.	<b>Aug 22, 2007.</b>

### Information pertaining to Communication

RIA No	Information Sought	Reply given/ Information provided	Date of Reply
<b>3462/11-12 DOC</b>	Detailed policy of the Reserve Bank of India for release of advertisements in Media	<p>The Department of Communication [DoC] prepares a panel of approved advertising agencies for use by all the Regional Offices and Central Office Departments of the Reserve Bank of India. The Advertising Agencies have to meet a detailed eligibility criteria prescribed by the RBI for being considered for empanelment. Whenever an advertisement has to be inserted in the print / electronic media, the work is assigned to an empanelled advertisement agency on rotation basis. The agencies are required to execute the work assigned to them as per the time schedules prescribed by the RBI.</p> <p>The work of releasing advertisements through the media is decentralized. Except for advertisements involving large budgets and creativity, which are coordinated by the DoC, the Central Office Departments of the RBI and the Regional Offices issue advertisements locally through one of the advertisement agencies on the approved panel.</p> <p>The Indian Newspaper Society (INS) publishes rules for advertising in its Handbook of Press Publicity. The DoC circulates these rules to all the Central Office Departments and Regional Offices of the RBI for their information and use.</p>	<b>February 17, 2012</b>

### Information pertaining to Deposit Insurance and Credit Guarantee Corporation

RIA No	Sr No	Query	Our Reply
<b>RIA 4560/14-15</b>	1.	If any Indian bank fails, what is the minimum and maximum amount to be paid to a savings bank account holder of the bank?	If any Indian Bank fails in terms of Section 16(1) of the DICGC Act, 1961 "the liability of the Corporation in respect of an insured bank will be limited to the deposits as on the date of the
	2.	If any Indian bank fails, what is the minimum and maximum amount to be paid to a Current	

	holder of that bank?	cancellation of the registration".
3.	If any Indian bank fails, what is the minimum and maximum amount to be paid to a fixed deposit account holder of that bank?	Each depositor <b>in a bank</b> is insured up to a maximum of ₹1,00,000/- (Rupees One Lakh) for deposits either in savings account, current account or fixed deposits held by him in the same right and same capacity as on the date of liquidation/cancellation of bank's licence or the date on which the scheme of amalgamation/merger/ reconstruction comes into force.
4.	In case of dacoits or fire incident in the bank , what will be the amount of compensation to be paid to a locker holder in lieu of his belongings (gold silver jewellery) kept in the locker of that bank?	<p>If more than one deposit accounts (Savings, Current, and Recurring or Fixed deposit) are jointly held by individuals in one or more than one branch of a bank and if their names appear in the same order, then these joint accounts are considered as held in same capacity and same right. Accordingly, the balances held in all these accounts will be aggregated for the purpose of determining the insured amount within the limit of <b>Rupees one lakh only</b> and is paid after setting off any amount legally entitled to be recovered from the depositor by the bank.</p> <p>However, in terms of revised guidelines issued on April 26, 2007, if individuals open more than one joint accounts in which their names are not in the same order or group of persons are different, then the deposits held in these joint accounts are considered as held in different capacity and different right. Accordingly insurance cover will be available separately up to Rupees one lakh only to every such account where the names are appearing in different order or names are different. This has been explained in detail in the illustration. (<a href="#">Annex</a>)</p> <p>Insurance is extended only to the cash deposits held by the depositors of insured banks.</p>

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## Annex

### Deposits held in joint accounts (revised w.e.f. April 26, 2007)

If more than one deposit accounts (Savings, Current, Recurring or Fixed deposit) are jointly held by individuals in one or more branch of a bank say three individuals A, B & C hold more than one joint deposit accounts in which their names appear in the same order then all these accounts are considered as held in the same capacity and in the same right. Accordingly, balances held in all these accounts will be aggregated for the purpose of determining the insured amount within the limit of ₹1 lakh.

However, if individuals open more than one joint accounts in which their names are not in the same order for example, A, B and C; C, B and A; C, A and B; A, C and B; or group of persons are different say A, B and C and A, B and D etc. then, the deposits held in these joint accounts are considered as held in the different capacity and different right. Accordingly, insurance cover will be available separately upto rupees one lakh to every such joint account where the names appearing in different order or names are different.

### Illustrations

Account (i) (Savings or Current A/C)	First a/c holder - "A" Second a/c holder - "B"	Maximum insured amount upto ₹1 lakh
Account (ii)	First a/c holder - "A" Second a/c holder - "C"	Maximum insured amount upto ₹1 lakh
Account (iii)	First a/c holder - "B" Second a/c holder - "A"	Maximum insured amount upto ₹1 lakh
Account (iv) at Branch 'X' of the bank	First a/c holder - "A" Second a/c holder - "B" Third a/c holder - "C"	Maximum insured amount upto ₹1 lakh
Account (v)	First a/c holder - "B" Second a/c holder - "C" Third a/c holder - "A"	Maximum insured amount upto ₹1 lakh
Account (vi) (Recurring or Fixed Deposit)	First a/c holder - "A" Second a/c holder - "B"	The account will be clubbed with the a/c at (i)
Account (vii) At Branch 'Y' of the bank	First a/c holder - "A" Second a/c holder - "B" Third a/c holder - "C"	The account will be clubbed with the a/c at (iv)
Account (viii)	First a/c holder - "A" Second a/c holder - "B" Third a/c holder - "D"	Maximum insured amount upto ₹1 lakh

### Information pertaining to Economic and Policy Research

RIA No	Information Sought	Reply given/ Information provided	Date of Reply
2203/ 2013-14 DEPR	What happen if excess currency were printed?	<p>As detailed in the "Frequently Asked Questions" link on the Reserve Bank of India website (<a href="http://www.rbi.org.in/scripts/FAQView.aspx?ld=39">http://www.rbi.org.in/scripts/FAQView.aspx?ld=39</a>), the Reserve Bank decides the volume and value of banknotes to be printed each year. The quantum of banknotes that needs to be printed, broadly depends on the requirement for meeting the demand for banknotes due to GDP growth, replacement of soiled banknotes, inflation and reserve stock requirements. This estimation is done with the help of statistical models/techniques.</p> <p>The Government of India decides the quantity of coins to be minted on the basis of indents received from the Reserve Bank. Although coins of all denominations are issued by the government, they are put into circulation through the Reserve Bank. The Reserve Bank is the sole authority for issuing banknotes in India under Section 22 of the Reserve Bank of India Act, 1934. It also derives the role of currency management from the above act.</p> <p>The currency operations are carried out through its 18 issue offices, one sub-office at Lucknow, a currency chest at Kochi and a wide net work of currency chests. These offices receive fresh banknotes from the banknote printing presses. The issue offices of the Reserve Bank send fresh banknote remittances to the designated branches of commercial banks. Once the bank notes are released into the banking system, they form a part of the currency in circulation, which is the liability of the Issue Department of the Reserve Bank.</p> <p>Section 34 (l) of the RBI Act requires that all bank notes issued by the Reserve Bank since April 1, 1935 and the currency notes issued by the Government of India before the commencement of operations of the Reserve Bank, be part of the liabilities of the Issue Department which stood at ₹12,016.24 billion as on June 30, 2013, including notes in circulation of ₹12,016.16 billion (Table 1).</p>	

Table 1: Reserve Bank of India: Issue Department Balance Sheet as at 30th June 2013					
(₹ thousands)					
2011-12	LIABILITIES	2012-13	2011-12	ASSETS	2012-13
89,169	Notes held in the Banking Department	80,169	760,096,797	Gold Coin and Bullion:	
				(a) Held in India	674,316,432
11,034,645,327	Notes in Circulation	12,016,157,427	-	(b) Held outside India	-
			10,261,966,851	Foreign Securities	11,329,100,584
11,034,734,496	Total Notes Issued	12,016,237,596	11,022,063,648	Total	12,003,417,016
			2,206,548	Rupee Coin	2,356,280
			10,464,300	Government of India Rupee Securities	10,464,300
			-	Internal Bills of Exchange and other Commercial Paper	-
11,034,734,496	Total Liabilities	12,016,237,596	11,034,734,496	Total Assets	12,016,237,596
Source: Reserve Bank of India, Annual Report 2012-13					
		<p>The eligible assets of the Issue Department for backing its currency liabilities consist of gold (coin and bullion), foreign securities, rupee coin, Government of India securities, internal bills of exchange and other commercial papers.</p> <p>Though printing of money per-se is not inflationary, the injection of the same in to the banking system could lead to rise in prices. It may be mentioned in this context, presently the Reserve Bank does not directly monetise fiscal deficit by participating in government securities auctions (primary bond market).</p> <p>The Reserve Bank however, could influence money supply by changing short-term interest rates (which impact currency demand) or by open market operations (by impacting funds available to the banking sector).</p>			
<b>3117/11-12 DEPR</b>	From where can I procure the History of Reserve Bank of India publication and what is its cost? Please mention full address and phone number of the person whom I can contact to procure the above said publication?	<p>The Reserve Bank of India History 1935 – 1981 (3 volumes) is available at leading book stores in India. It can also be purchased by sending cheques / draft drawn in favour of Reserve Bank of India payable at Mumbai and sent to</p> <p>Director Division of Reports and Knowledge Disemination Department of Economic and Policy Research Reserve Bank of India, Amar Building Sixth floor, P.M.Road, Fort, Mumbai 400 001. Phone: 022-22603000 Extn: 4609 <a href="#">Click here to send email</a></p> <p>The price of the three volume set is Rs. 3700/- (including postal charge).</p>			<b>January 3, 2012</b>
<b>4575/11-12 DEPR</b>	Please send the list of publications published by the Bank and also inform how to subscribe to the publications.	<p>The list of major publications published by Department of Economic Policy Research is given below:</p> <ol style="list-style-type: none"> <li>1. RBI Bulletin</li> <li>2. Weekly Statistical Supplement (WSS)</li> <li>3. Annual Report</li> <li>4. Report on Trend and Progress of Banking In India</li> <li>5. State Finances: A Study of Budgets</li> <li>6. Report on Currency and Finance</li> <li>7. Working Papers (published on RBI website only)</li> <li>8. Occasional Papers</li> <li>9. DRG Studies</li> </ol>			<b>March 26, 2012</b>

		<p>Subscription process for the monthly RBI Bulletin and the Weekly Statistical Supplement is as follows:</p> <table border="1"> <thead> <tr> <th></th> <th>Single Issue</th> <th>One year</th> <th>Three Years</th> </tr> </thead> <tbody> <tr> <td>Monthly Bulletin in India</td> <td></td> <td></td> <td></td> </tr> <tr> <td>(a) Inclusive of Postage</td> <td>Rs.300*</td> <td>Rs.2750</td> <td>Rs.8000</td> </tr> <tr> <td>(b) Concessional @Abroad</td> <td>Rs.240*</td> <td>Rs.2400</td> <td>Rs.7200</td> </tr> <tr> <td>Inclusive of Courier Charges</td> <td>US\$14</td> <td>US\$150</td> <td>US\$450</td> </tr> <tr> <td>Weekly Statistical Supplement in India (inclusive of Postage)</td> <td>Rs.11</td> <td>Rs.475</td> <td>Rs.1425</td> </tr> <tr> <td>Abroad (Inclusive of Postage)</td> <td>-</td> <td>US\$30</td> <td>US\$90</td> </tr> </tbody> </table> <p>*The price of a single copy without postage for regular subscription is Rs. 260 and for concessional subscription is Rs. 200.  @ Available for research students, full time teachers, academic institutions and public libraries in India. The Reserve Bank of India Bulletin is also available on Internet at <a href="http://www.bulletin.rbi.org.in">http://www.bulletin.rbi.org.in</a>  Payments should be made by Demand Draft / Crossed Cheque / pay Order drawn in favour of Reserve Bank of India and payable at Mumbai only. The forwarding letter enclosing DD / Crossed Cheque / Pay Order should be addressed to:  The Director, Division of Reports and Knowledge Dissemination, Department of Economic and Policy Research, Reserve Bank of India, Amar Building, 6th Floor, P.M.Road, Fort, Mumbai 400 001. Ph: 022 22603000 Extn. 4609 Fax: 022 22632110  <a href="#">Click here to send email</a></p>		Single Issue	One year	Three Years	Monthly Bulletin in India				(a) Inclusive of Postage	Rs.300*	Rs.2750	Rs.8000	(b) Concessional @Abroad	Rs.240*	Rs.2400	Rs.7200	Inclusive of Courier Charges	US\$14	US\$150	US\$450	Weekly Statistical Supplement in India (inclusive of Postage)	Rs.11	Rs.475	Rs.1425	Abroad (Inclusive of Postage)	-	US\$30	US\$90	
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<b>RIA No 4650/ 2013-14</b>	1. When we say that the current account deficit of India is for say x Billion, what exactly is the period that we are referring to.	India's current account deficit is compiled on quarterly basis capturing all the current account transactions of balance of payments which take place between resident and non-resident entities during a particular quarter. Period coverage is clearly indicated in the Press Release and Statements on the balance of payments (i.e., Annual, half yearly or quarterly).	<b>March 04, 2014</b>																												
	2. Is it updated on daily basis or on monthly basis.	As mentioned under 1, CAD is compiled on a quarterly basis																													
<b>RIA 78/2014-15</b>	Which factors influencing price of gold in India  How it affected Indian Economy & Dollar price	<p>Since India imports gold from international market, its domestic prices (in India) are largely influenced by international gold prices. In addition to international price of gold, importer has also to pay customs duty of 10 per cent on value of imported gold which gets added to final local price of gold in India. Apart from these two major factors, there could be some impact of domestic demand and supply factors, which might be impacting local price of gold in India.</p> <p>The international price of gold has increased significantly since 2005-06 which were broadly reflected in trend in domestic gold prices as well. High gold prices, both in international and domestic market, in turn impacted India's import of gold in these years. This eventually led to stress in India's balance of payments as current account deficit (CAD) widened in recent years. India's CAD widened from US\$ 48.1 billion in 2010-11 to US\$ 78.2 billion in 2011-12 and US\$ 88.2 billion in 2012-13. High CAD had also put downward pressure on rupee exchange rate against dollar in 2012-13 and Q1 of 2013-14. However, a sharp decline in international gold prices in 2013-14, along with various measures undertaken by the Government and the Reserve Bank helped in reducing gold imports during 2013-14. With lower imports, India's CAD also narrowed sharply to US\$ 32.4 billion in 2013-14. In recent months, rupee exchange rate against dollar has also stabilised.</p>																													



Table 1: Gold Prices				
Year	Price		Percentage Change over Previous Year	
	Rs. Per 10 gram (Mumbai)	US\$ per troy ounce (London)	Rs. Per 10 gram (Mumbai)	US\$ per troy ounce (London)
2004-05	6145.38	413.95	7.5	9.6
2005-06	6900.56	476.58	12.3	15.1
2006-07	9240.32	628.41	33.9	31.9
2007-08	9995.62	765.78	8.2	21.9
2008-09	12889.74	867.19	29.0	13.2
2009-10	15756.09	1023.03	22.2	18.0
2010-11	19227.08	1293.53	22.0	26.4
2011-12	25722.42	1644.87	33.8	27.2
2012-13	30163.93	1653.51	17.3	0.5
2013-14	29190.39	1326.68	-3.2	-19.8

### Information pertaining to Financial Markets

RIA No	Information Sought	Reply given / Information provided	Date of Reply
E/00803	I have tried to find the information about the exchange rate value of pound against Indian Rupees but it is not available in any bank or on RBI website so I request you to provide me the information of exchange rate value of pound from May 2, 2017 to May 10, 2017.	The historical data of reference rates of GBP/INR, before July 10, 2018 is available on the RBI website on the Home Page- Current Rates>Exchange Rates> Archives. The link is as under: <a href="https://www.rbi.org.in/scripts/ReferenceRateArchive.aspx">https://www.rbi.org.in/scripts/ReferenceRateArchive.aspx</a>  Since July 10, 2018, FBIL (Financial Benchmarks India Ltd.) computes and publishes the USD/INR, EURO/INR, GBP/INR and JPY/INR Reference Rates. The link is given below: <a href="https://www.fbil.org.in/#/home">https://www.fbil.org.in/#/home</a>	February 03, 2021
P03352 P03352	US \$, selling rate chart, for making import payment, for the period 01.09.2021 to 21.09.2021.	From July 10, 2018, Financial Benchmarks India Private Limited (FBIL) started computation and publication of the Reference Rate for USD/INR and other major currencies. The link is given below: <a href="https://www.fbil.org.in/#/home">https://www.fbil.org.in/#/home</a> .  Accordingly, Reserve Bank of India (RBI) discontinued the publishing of Reference Rate for USD/INR and other major currencies from this date. Please refer to our Press Release dated July 04, 2018 on Computation and Dissemination of Reference Rate- Taking Over by Financial Benchmarks India Private Limited (FBIL). The link is given below: <a href="https://www.rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=44393">https://www.rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=44393</a>	October 05, 2021
	What is the basis to be followed by the concerned bank, to charge buying rate of US \$.	Please refer to Para 6.1 of Master Circular on Customer Service in Banks dated July 1, 2015. The decision to prescribe service charges has been left to individual banks. While fixing service charges for various types of services like charges for cheque collection, etc., banks should ensure that the charges are reasonable and are not out of line with the average cost of providing these services. Banks should also take care to ensure that customers with low volume of activities are not penalized. The link is given below: <a href="https://www.rbi.org.in/scripts/NotificationUser.aspx?Id=9862&amp;fn=2&amp;Mode=0">https://www.rbi.org.in/scripts/NotificationUser.aspx?Id=9862&amp;fn=2&amp;Mode=0</a>	October 05, 2021
E/08768	To know, whether Forex trading using a platform provided by registered broker is legal in India for below mentioned currency pairs-	I. As per Section 3 (a) of the Foreign Exchange Management Act (FEMA), 1999, save as otherwise provided in FEMA, 1999, rules or regulations made thereunder, or with the general or special permission of the Reserve Bank, no person shall deal in or transfer any foreign exchange or foreign security to any person not being an authorised person.	November 12, 2021



<p>EUR-USD</p> <p>GBP-USD</p> <p>USD-JPY</p> <p>XAU-USD</p> <p>XAG-USD</p> <p>Please add if any other pair is legal.</p>		<p>II. As per Section 5 and 6 of the Foreign Exchange Management Act (FEMA), 1999, any person may sell or draw foreign exchange to or from an Authorised Person for permitted current and capital account transactions.</p> <p>III. As per Regulation 4 read with Schedule I of the Foreign Exchange Management (Foreign exchange derivative contracts) Regulations, 2000 [<a href="#">Notification no. FEMA 25/2000-RB dated May 3, 2000</a>], a person, whether resident in India or resident outside India, may enter into a foreign exchange derivative contract with an authorised dealer only. List of authorised dealers is available on the following link: <a href="https://www.rbi.org.in/scripts/category.aspx">https://www.rbi.org.in/scripts/category.aspx</a></p> <p><u>IV. As per this list, the broker providing forex trading platform is not an authorised dealer.</u></p> <p>V. As per Para 3(1) of the Electronic Trading Platforms (ETP) (Reserve Bank) Directions, 2018 [Notification No.FMRD.FMID.08/2018 dated October 05, 2018], no entity shall operate an ETP without obtaining prior authorisation of the RBI under these directions. The link is as follows: <a href="https://www.rbi.org.in/scripts/FS_Notification.aspx?Id=11385&amp;fn=6&amp;Mode=0">https://www.rbi.org.in/scripts/FS_Notification.aspx?Id=11385&amp;fn=6&amp;Mode=0</a></p> <p>VI. <u>Platform referred in the RTI is not</u> authorised under the Electronic Trading Platforms (Reserve Bank) Directions, 2018.</p> <p>VII. Also, please refer to the press release (2010-2011/1196 dated February 21, 2011) on 'RBI Advisory on Overseas Forex Trading through Electronic/ Internet Trading Portals', available on the bank's website at <a href="https://www.rbi.org.in/scripts/BS_PressReleaseDisplay.aspx?prid=23941">https://www.rbi.org.in/scripts/BS_PressReleaseDisplay.aspx?prid=23941</a></p> <p>VIII. As regards permitted currency pairs:</p> <p>i. Currency pairs permitted in cash/tom/spot transactions: As per Para 5 and 6 of the Foreign Exchange Management Act (FEMA), 1999, residents may buy or sell foreign exchange for permitted current and capital account transactions. Therefore, the currency pair of the Forex transaction shall be in line with the currency in which the underlying current/capital account transaction is denominated.</p> <p>ii. Currency pairs permitted in derivative transactions:</p> <p>a. In OTC market transactions: As per the Foreign Exchange Management (Foreign exchange derivative contracts) Regulations, 2000 [<a href="#">Notification no. FEMA 25/2000-RB dated May 3, 2000</a>] read with Master Direction-Risk Management and Inter-Bank Dealings dated July 05, 2016 (as updated from time to time), residents may undertake foreign exchange derivative transactions involving INR for the purpose of hedging exchange rate risk on transactions permissible under the FEMA, 1999. Foreign exchange derivative transactions not involving INR can be undertaken for purpose other than hedging. There is no restriction on currency pair in both these cases. Please refer to the following link: <a href="https://www.rbi.org.in/scripts/NotificationUser.aspx?Id=10485&amp;fn=6&amp;Mode=0">https://www.rbi.org.in/scripts/NotificationUser.aspx?Id=10485&amp;fn=6&amp;Mode=0</a></p> <p>b. In exchange traded derivative transactions: As per the Foreign Exchange Management (Foreign exchange</p>	
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		<p>derivative contracts) Regulations, 2000 [<a href="#">Notification no. FEMA 25/2000-RB dated May 3, 2000</a>] read with Currency Futures (Reserve Bank) Directions, 2008 [Notification No. FED.1/DG(SG)-2008] dated August 6, 2008, as amended from time to time, and the Exchange Traded Currency Options (Reserve Bank) Directions, 2010 [Notification No. FED.01 / ED (HRK) - 2010] dated July 30, 2010, as amended from time to time, residents are permitted to enter into currency futures and options contracts in USD-INR, EUR-INR, GBP-INR, JPY-INR, EUR-USD, GBP-USD and USD-JPY on the stock exchanges recognised by the Securities and Exchange Board of India (SEBI) in India. Please refer to the following links:  <a href="https://rbi.org.in/Scripts/NotificationUser.aspx?Id=4410&amp;Mode=0">https://rbi.org.in/Scripts/NotificationUser.aspx?Id=4410&amp;Mode=0</a>  <a href="https://rbi.org.in/Scripts/NotificationUser.aspx?Id=5913&amp;Mode=0">https://rbi.org.in/Scripts/NotificationUser.aspx?Id=5913&amp;Mode=0</a>  <a href="https://www.rbi.org.in/scripts/FS_Notification.aspx?Id=10172&amp;fn=5&amp;Mode=0">https://www.rbi.org.in/scripts/FS_Notification.aspx?Id=10172&amp;fn=5&amp;Mode=0</a></p>	
E06615	Is foreign exchange trading legal in India?	<p>i. Resident persons are permitted to undertake forex transactions only with authorised persons and for permitted purposes, in terms of the Foreign Exchange Management Act, 1999 (FEMA). List of <u>authorised persons</u> is available on the following link: <a href="https://www.rbi.org.in/scripts/category.aspx">https://www.rbi.org.in/scripts/category.aspx</a>.</p> <p>ii. Further, as per Para 3 (1) of the Electronic Trading Platforms (ETP) (Reserve Bank) Directions, 2018 [<a href="#">Notification No.FMRD.FMID.07/2018-19, dated October 05, 2018</a>], no entity shall operate an ETP without obtaining prior authorisation of the RBI under these directions. List of <u>ETPs authorised by the RBI</u> is available on the following link: <a href="https://rbi.org.in/scripts/bs_viewcontent.aspx?Id=4080">https://rbi.org.in/scripts/bs_viewcontent.aspx?Id=4080</a>.</p> <p>iii. Also, please refer to RBI Press Release (2021-2022/1660) dated February 03, 2022 and Press Release (2022-2023/835) dated Sep 07, 2022 available on the RBI website at <a href="https://www.rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=53216">https://www.rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=53216</a> and <a href="https://www.rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=54333">https://www.rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=54333</a> respectively. You may also refer to Frequently Asked Questions (FAQs) on forex transactions available on the RBI website at <a href="https://rbi.org.in/Scripts/FAQView.aspx?Id=146">https://rbi.org.in/Scripts/FAQView.aspx?Id=146</a> for <u>guidance</u>.</p>	17-10-2022
T01227	Is binary trading and contract for difference in relation to forex trading platform legal in India?	Binary trading and Contract for Difference (CFD) in foreign exchange are not permitted in India.	13-01-2023
T01227	Why citizen of India in Indian Territory allowed to use app and website of Binary transaction in foreign exchange and contract for difference?	Resident persons are permitted to undertake forex transactions only with authorised persons and for permitted purposes, in terms of the Foreign Exchange Management Act, 1999.	13-01-2023
E00584	The RBI had published an alert list containing list of banned forex traders. We know that the bank accounts of these traders has been frozen by RBI. This account had huge amounts of money which normal citizens of our countries had invested not knowing the legality of these traders. So, I	<p>The Reserve Bank of India has not frozen any accounts / assets of the entities mentioned in the 'Alert List' available on the RBI website at <a href="https://rbi.org.in/scripts/bs_viewcontent.aspx?Id=4235">https://rbi.org.in/scripts/bs_viewcontent.aspx?Id=4235</a>.</p> <p>Complaints regarding unauthorised electronic trading platforms for forex transaction may be filed on the National Cyber Crime Reporting Portal (<a href="https://cybercrime.gov.in">https://cybercrime.gov.in</a>). This portal is an initiative of the Government of India to facilitate victims/complainants to report all types of cybercrime complaints online. Complaints reported to the portal are dealt by respective police authorities of States/ UTs based on the information provided by the complainants. Complaints may also be</p>	February 02, 2023

	would like to know that is there any process by which common people can get their money back from these forex traders whose assets have been frozen by RBI.	filed with Enforcement Directorate ( <a href="mailto:ed-del-rev@nic.in">ed-del-rev@nic.in</a> ) and respective police authorities of States/UTs.	
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## Information pertaining to Financial Inclusion and Development

RIA No	Information Sought	Reply given/ Information provided	Date of Reply
	What is the rate of interest on agricultural loans that can be charged by the financial institutions under RBI?	<p>1. In terms of Master Directions – Reserve Bank of India (Interest Rate on Advances) Directions 2016 (updated as on February 26, 2020), the interest rate on agricultural advances and advance to farmers shall be charged as per the instructions contained in the following circulars:</p> <p>i) RPCD.No.PLFS.BC.60/PS.165-85 dated June 06, 1985 stipulated that the total interest debited to an account should not exceed the principal amount in respect of agricultural advances to small and marginal farmers, and,</p> <p>ii) RPCD.No.PLFS.BC.129/05.02.27/97-98 dated June 29, 1998 stipulated that in respect of short duration crops and allied activities, compounding of interest by banks to agricultural advances be applied only if the loan/instalment becomes overdue.</p> <p>2. In terms of para 13 (a) of Master Directions - Reserve Bank of India (Interest Rate on Advances) Directions 2016 (updated as on February 26, 2020) for loans covered by schemes specifically formulated by the Government of India, banks have to charge interest rates as per scheme. Accordingly, the interest rate under the Interest Subvention scheme shall be governed by RBI circulars FIDD.CO.FSD.BC.No.15/05.02. 001/2018-19 dated March 7, 2019 (for short term crop loans) and FIDD.CO.FSD.BC.No.10/05.02. 001/2019-20 dated August 26, 2019 (for animal husbandry, dairying and fisheries).</p>	
	What are the Reserve Bank of India's guidelines on One Time Settlement (OTS) to small and medium enterprises	In terms of circular RPCD.CO.MSME & NFS.BC.40/06.02.31/2012-2013 dated November 1, 2012 all Scheduled Commercial banks were advised to put in place a Non-discretionary One Time Settlement scheme for recovery of non-performing loans for the MSE sector, duly approved by the Board of Directors. The circular is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> .	
	What are RBI guidelines on Education Loans?	Reserve Bank of India vide its Circular RPCD.PLNFS.BC.N. 83/ 06.12.05/2000-01 dated April 28, 2001 on 'Educational Loan Scheme' had forwarded the Model Education Loan Scheme prepared by Indian Banks' Association (IBA), for implementation by all Scheduled Commercial Banks (SCBs). The scheme has since been modified by IBA from time to time. The Scheme provides broad guidelines to the banks and implementing bank will have the discretion to make changes suiting to the convenience of students/parents etc. The scheme can be accessed at IBA's website.	
	What are the guidelines pertaining to PMEGP scheme?	The PMEGP Scheme was formulated by Government of India and circulated by Reserve Bank of India. Vide its circular RPCD.PLNFS.BC.41/09.04.01/2008-2009 dated October 10, 2008, which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> .	

	What are the guidelines pertaining to resolution of stressed MSME units?	In consultation with the Government of India, Ministry of MSME, RBI had issued the guidelines on the Framework for Revival and Rehabilitation of MSMEs along with operating instructions to banks vide Circular FIDD.MSME & NFS.BC.No.21/06.02.31/2015-16 dated March 17, 2016. The revival and rehabilitation of MSME units having loan limits up to ₹25 crore are undertaken under this Framework. The Committee approach is to be adopted for deciding corrective action plan which includes rectification, restructuring and recovery. The circular is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a>	
<b>1. RBIND/ R/2018/ 01994/6 dated May 08, 2018</b>	Recently is there any Awareness Campaign available with RBI for promotion of Financial Literacy in Educational Institutions, if yes what were the provisions and procedures, if so furnish details from 2012 to Till Now.	Reserve Bank of India (RBI) disseminates financial literacy through its Regional Offices (ROs) and Scheduled Commercial Banks (SCBs). With a view to spread financial literacy among school/college students, RBI has issued following guidelines to SCBs and its ROs:  a) Regional offices of RBI have been advised since 2014 to target school and college students in the activities undertaken by them under Financial Literacy Initiatives, for inculcating saving and responsible banking habits. Regional offices of RBI conduct the financial literacy programs in schools/colleges.  b) With a view of commencing financial education at school level with incorporation of Financial Education in School Curriculum, Regional offices of RBI have been advised in 2015 to get the financial education workbooks (developed by CBSE) translated into vernacular language and pursue with the state education boards in their jurisdiction to adopt the financial education workbooks in their school curriculum.  c) In 2016, Financial Literacy Centres operated by Banks have been advised to adopt a tailored approach for different target groups viz. Farmers, Micro and Small Entrepreneurs, School Children, SHGs, Senior Citizens etc while conducting financial literacy programs.  d) In addition to the above, RBI has developed tailored financial literacy content for five target groups' viz. Farmers, Small entrepreneurs, School children, Self Help Groups and Senior Citizens that can be used by the trainers in financial literacy programmes.	<b>May 23, 2018</b>

<b>Sr. No.</b>	<b>RIA Number</b>	<b>Applicant's query</b>	<b>Our reply</b>
1	RBIND/R/E/22/00232	CGTMSE fee yadhi account se jyadha kat liya gaya hai to uski shikiyat kaha kare?	किसी भी बैंक के खिलाफ बैंकिंग सेवाओं में कमी से संबंधित विशेष शिकायत के मामले में, इसे संबंधित बैंक में दर्ज किया जा सकता है। यदि एक महीने के भीतर शिकायत का कोई जवाब नहीं मिलता है या बैंक से असंतोषजनक प्रतिक्रिया होती है, तो वह

			<p>रिज़र्व बैंक - एकीकृत लोकपाल योजना, 2021' से संपर्क कर सकता है, जो बैंक ग्राहकों को बैंकिंग सेवाओं में कमी से संबंधित उनकी शिकायतों के समाधान के लिए एक त्वरित और सस्ता मंच प्रदान करता है। पूर्वोक्त योजना के तहत शिकायतें समर्पित ई-मेल (<a href="mailto:crpc@rbi.org.in">crpc@rbi.org.in</a>) के माध्यम से योजना में दिए गए प्रारूप के अनुसार दर्ज की जा सकती हैं। या भारतीय रिज़र्व बैंक, चौथी मंजिल, सेक्टर 17, चंडीगढ़ - 160017 में स्थापित केंद्रीकृत रिसीप्ट और प्रोसेसिंग केंद्र (Centralised Receipt and Processing Centre-CRPC) को भौतिक मोड में भेजी जा सकती हैं। भारतीय रिज़र्व बैंक की शिकायत प्रबंधन प्रणाली के तहत <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a> पर भी शिकायतें ऑनलाइन दर्ज की जा सकती हैं।</p>
2	RBIND/R/E/22/05829	<p>Whether it is mandatory to have bank account of all members at the same branch or same bank for opening account of SHG under DAY-NRLM?</p>	<p>As per para 7.1 (Opening of Savings/Current Accounts) of the RBI Master Circular on Deendayal Antyodaya Yojana – National Rural Livelihoods Mission (DAY-NRLM), the role of banks would commence with opening of accounts for all the SHGs including those having members with disability and for the federations of SHGs.</p> <p>(i) The SHGs engaged in promoting of savings habits among their members would be eligible to open savings bank accounts.</p> <p>(ii) For KYC verification pertaining to SHG members, instructions in the <a href="#">Master Direction on KYC</a> (dated February 25, 2016, as updated from time to time) shall be adhered to.</p> <p>(iii) Business Correspondents deployed by banks may also be authorized to open saving bank accounts of the SHGs, subject to adherence to extant BC guidelines and in accordance with the bank's Board approved policy on Business Correspondents.</p> <p>(iv) Opening of savings account of all members with the bank shall not be made a prerequisite for credit linkage of SHGs. Banks are advised to maintain separate savings and</p>

			<p>loan accounts for SHGs.</p> <p>For detailed information, you may refer the above mentioned circular on RBI's website on the link given below:</p> <p><a href="https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12665">https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12665</a></p> <p>(Click on the link to access the given Master Circular/ Circular or type web-link on an internet browser).</p>
3	RBIND/R/E/23/00818	<p>एक SHG समूह का खाता खोलने के लिए SHG समूह का कार्यालय होना आवश्यक है क्या?</p>	<p>आवेदक को सूचित किया जाता है कि वह दिनांक 01 अप्रैल 2022 के स्वयं सहायता समूह – बैंक सहलग्नता कार्यक्रम पर मास्टर परिपत्र के पैरा 4 'बचत बैंक खाता खोलना' का संदर्भ ग्रहण करें।</p> <p>उपर्युक्त मास्टर परिपत्र के लिए लिंक सुलभ संदर्भ हेतु सलग्न है।</p> <p><a href="https://www.rbi.org.in/hindi/scripts/F_S_Notification.aspx?Id=6963&amp;fn=2748&amp;Mode">https://www.rbi.org.in/hindi/scripts/F_S_Notification.aspx?Id=6963&amp;fn=2748&amp;Mode</a></p>
4	RBIND/R/E/23/02113	<p>Please provide me a copy of RBI Circular No.RPCD.Plan.BC.15/04.09.01/2001-02 dated 17.08.2001 on Charging of Penal Interest by Banks on Priority Sector Loans</p>	<p>Copy of the circular is attached. The link to access the same is as under: <a href="https://rbi.org.in/scripts/NotificationUser.aspx?Id=445&amp;Mode=0">https://rbi.org.in/scripts/NotificationUser.aspx?Id=445&amp;Mode=0</a></p>
5	RBIND/R/E/23/02575	<p>RBI circular RPCD.PLNFS.BC.NO.29 /06.02.(II)/99-2000 clearly Say Exemption limit of collateral security/third party guarantee was raised to Rs. 1 lakhs and RBI subsequently the limit was revised from time to time, but RBI circular RPCD.SME &amp; NFS.BC.No.79/06.02.31/2009-10 say up to 10 lakhs mse loan banks are not to accept Collateral security but my question is RBI circular RPCD.PLNFS.BC.NO.29 /06.02.(II)/99-2000 say Exemption of collateral security/third guarantee and RBI circular RPCD.SME &amp; NFS.BC.No.79/06.02.31/2009-10 say not to accept Collateral security above Collateral security mean include</p>	<p>The <a href="#">circular RPCD.SME &amp; NFS. BC.No. 79 /06.02.31/2009-10</a> on Working Group to Review the Credit Guarantee Scheme for Micro and Small Enterprises (MSEs) – Collateral free loans to MSEs, applies to collateral security only.</p>

		third party guarantee?	
6	RBIND/R/E/23/04920	<p>Required Documents for Kisan Credit Card Loan:</p> <p>Please provide a list of the documents required when applying for a Kisan Credit Card loan as per RBI guidelines.</p>	<p>i. You may refer to our Master Circular on 'Kisan Credit Card Scheme' dated July 04, 2018 available on the link given below: <a href="https://rbi.org.in/scripts/FS_Notification.aspx?ld=11325&amp;fn=2754&amp;Mode=0">https://rbi.org.in/scripts/FS_Notification.aspx?ld=11325&amp;fn=2754&amp;Mode=0</a></p> <p>(Type the web-link on an internet browser to access the given circular)</p> <p>ii. As per para 13.3 of above said Master Circular, required documents for availing of KCC loan are as per banks' internal guidelines.</p>
7	RBIND/R/E/23/04920	<p>Q.1.Security Requirements for Kisan Credit Card Loan:</p> <p>Share information on the security requirements for KCC loans, both for amounts up to Rs 1 lakh and exceeding Rs 1.6 lakhs and above Rs 1.6 lakhs, in accordance with the RBI guidelines mentioned in the above-mentioned letter.</p>	<p>i. As per para 12.2 of the <a href="#">Master Circular on 'Kisan Credit Card Scheme' dated July 4, 2018</a> furnished in our reply to your query 1 above, Security requirement may be as under:</p> <ul style="list-style-type: none"> <li>• Hypothecation of crops: For KCC limit upto ₹1.00 lakh banks are to waive margin/security requirements.</li> <li>• With tie-up for recovery: Banks may consider sanctioning loans on hypothecation of crops up to card limit of ₹3.00 lakh without insisting on collateral security.</li> <li>• Collateral security: Collateral security may be obtained at the discretion of Bank for loan limits above ₹1.00 lakh in case of non-tie-up and above ₹3.00 lakh in case of tie-up advances.</li> <li>• In states where banks have the facility of on-line creation of charge on the land records, the same shall be ensured.</li> </ul> <p>ii. Further, you may refer to our circular on "Credit Flow to Agriculture- Collateral free agricultural loans' dated February 07, 2019 available on the link given below: <a href="https://rbi.org.in/scripts/FS_Notification.aspx?ld=11469&amp;fn=2754&amp;Mode=0">https://rbi.org.in/scripts/FS_Notification.aspx?ld=11469&amp;fn=2754&amp;Mode=0</a></p> <p>(Type the web-link on an internet browser to access the given circular)</p>
8	RBIND/R/E/23/03851	What is the eligibility condition for availing education loan?	Information is not available.



			<p>However, regarding education loan, Reserve Bank of India vide <a href="#">circular RPCD. PLNFS.BC.NO.83/06.12.05/2000-01 dated April 28, 2001</a> on 'Educational Loan Scheme' has advised all Scheduled Commercial Banks to adopt Model Education Loan Scheme, formulated by Indian Banks' Association (IBA). The Scheme has since been revised by IBA from time to time and its latest revision is Model Education Loan Scheme (MELS), 2022.</p> <p>For more details on MELS 2022, you may refer to above scheme available on IBA website, <a href="http://www.iba.org.in">www.iba.org.in</a> and path to access the same is <a href="https://www.iba.org.in">https://www.iba.org.in</a> -&gt; IBA Departments -&gt;Retail Banking -&gt; Educational Loan -&gt; Circulars Issued by IBA -&gt; IBA Model Educational Loan Scheme for Pursuing Higher Education in India and Abroad, 2022.</p>
9	RBIND/R/E/23/03851	On the educational loan provided by the bank, no guarantee or security is required on the loan up to what amount?	<p>RBI vide <a href="#">circular RPCD.SME&amp;NFS.BC.No. 69/06.12.05/2009-10 dated April 12, 2010</a>, on Collateral Free Loans - Educational Loan Scheme, has advised all Scheduled Commercial Banks that banks must not, mandatorily, obtain collateral security in the case of educational loans upto Rs. 4 lakh.</p>
10	RBIND/R/E/23/02780	<p>Q.1.What is the procedure to close an education loan availed from Indian Overseas Bank only by paying the principal amount after the moratorium period?</p> <p>Q.2.When does an education loan turn NPA?</p> <p>Q.3.If an education loan turn NPA, What are the procedures available for a one-time settlement that is only paying the Principal amount and closing the loan?</p> <p>Q.4.Do the borrowers have the right to demand a one-time</p>	<p>Financial Inclusion and Development Department, Central Office has no information to furnish in this regard.</p> <p>However, regarding education loan, Reserve Bank of India vide <a href="#">circular RPCD. PLNFS.BC.NO.83/06.12.05/2000-01 dated April 28, 2001</a> on 'Educational Loan Scheme' has advised all Scheduled Commercial Banks to adopt Model Education Loan Scheme, formulated by Indian Banks' Association (IBA). The Scheme has since been revised by IBA from time to time and its latest</p>

		<p>settlement for an education loan availed from Indian Overseas Bank?</p> <p>Q.5.Whom should I approach if the concerned Branch Manager refuses a one-time settlement?</p> <p>Q.6.Can the Indian Overseas Bank file Police Complaint and arrest the borrower if the Education loan is not repaid?</p>	<p>revision is Model Education Loan Scheme (MELS), 2022.</p> <p>For more details on MELS 2022, you may refer to above scheme available on IBA website, <a href="http://www.iba.org.in">www.iba.org.in</a> and path to access the same is <a href="https://www.iba.org.in">https://www.iba.org.in</a> -&gt; IBA Departments -&gt;Retail Banking -&gt; Educational Loan -&gt; Circulars Issued by IBA -&gt; IBA Model Educational Loan Scheme for Pursuing Higher Education in India and Abroad, 2022.</p>
11	RBIND/R/P/24/02562	Provide the name and details of Lead Banks in districts of Kerala.	<p>The applicant may refer to Annex I to RBI's Master Circular on Lead Bank Scheme dated April 01, 2024 available at the link</p> <p><a href="https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12643">https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12643</a></p>
12	RBIND/R/E/24/03424	Is it mandatory to submit no due certificate for availing crop loan from bank as still some banks are asking no due for disbursement of fresh crop loan?	<p>Regarding service area approach and requirement of 'No Due Certificate', applicant may refer to para 8 and 8.1 of RBI's Master Circular on Lead Bank Scheme – FIDD.CO.LBS.BC.No.01/02.01.001 /2024-25 dated April 01, 2024 available at Bank's website (<a href="https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12643">https://rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12643</a>)</p>
13	RBIND/R/E/24/02856	I want to have the information regarding the complete methodology and the entire list of 97 indicators along with their assigned weights in the construction of financial inclusion index for India by Reserve Bank Of India. I want to know the complete step by step process used by RBI in the construction of this financial inclusion index. I want this information for my PhD in economics in which I will be constructing a financial inclusion index at district level.	<p>Please refer to article on 'Financial Inclusion Index (FI Index) for India' published in RBI Bulletin (September 2021 edition).</p> <p>The link for the same is provided below:</p> <p><a href="https://www.rbi.org.in/Scripts/BS_ViewBulletin.aspx?id=20502">https://www.rbi.org.in/Scripts/BS_ViewBulletin.aspx?id=20502</a></p>
14	RBIND/R/P/24/02390	We request you please provide us is there any provision for the private financial organization to issue financial loans (Money Lending Act) (exclusive for the Scheduled Areas) if there any orders/license/permission/GO issued by your office. Please provide us the information from FY 2000-01 to 2023-2024 as	<p>No specific information is available. However, you may refer to the following Master Circular dated April 16, 2024 issued by Reserve Bank of India, which is available on RBI website <a href="http://www.rbi.org.in">www.rbi.org.in</a> at the link provided below:</p> <p>Master Circular - Credit facilities to Scheduled Castes (SCs) &amp;</p>

		<p>follows</p> <ul style="list-style-type: none"> <li>List of the Money Lending private financial organization of A.P. (exclusive for Scheduled Areas)</li> <li>Rate of Interest for those loans</li> <li>Maximum - Minimum Tenure and Mode of EMI</li> <li>Rate of Interest for the loan</li> </ul> <p>Does and Do Nots while collecting the EMI's</p>	<p>Scheduled Tribes (STs)</p> <p><a href="https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12664">https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12664</a>)</p> <p>(Click on the link to access the given Master Circular/ Circular or type web-link on an internet browser).</p>
15	RBIND/R/P/24/02211	<p>Give me the information following Point's about Conditions, Rules and Regulations to maintaining the CFL Centers and program implementation in Telangana State.</p>	<p>CFLs are to be set up at a rented space at the block level and should have basic facilities like furniture, LCD, laptop, help lines for addressing queries, handheld projectors for use during conduct of camps, stock of financial literacy material, seating arrangements, or any other assets considered necessary.</p> <p>Each Centre is expected to usually cater to 3 blocks. NGOs are required to include all segments of population in their training activities, however it is desirable that focused intervention should be towards women, working members of the family, young adults and vulnerable segments of the community such as differently abled who have remained excluded from the financial system.</p>
16	RBIND/R/P/24/02232	<p>Provide all government schemes in saving bank account. Like-Insurance, Pension plan and other</p>	<p>You may refer to the following Master Circulars issued by Reserve Bank of India on select Govt. of India schemes. These Master Circulars are available on RBI website <a href="http://www.rbi.org.in">www.rbi.org.in</a> at the link provided below:</p> <p>a) Master Circular - Deendayal Antyodaya Yojana - National Rural Livelihoods Mission (DAY-NRLM)  <a href="https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12665">https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12665</a>)</p> <p>b) Master Circular - Deendayal Antyodaya Yojana – National Urban Livelihoods Mission (DAY-NULM)  <a href="https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12066">https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12066</a>)</p>

17	RBIND/R/T/24/00361	What is being done to help more people access banking services?	“In order to systematically accelerate the level of financial inclusion in the country in a holistic manner, the National Strategy for Financial Inclusion (NSFI): 2019-24 has been put in place. NSFI sets forth the vision and key objectives of the Financial Inclusion policies in India to expand the reach and sustain the efforts through a broad convergence of action involving all the stakeholders in the financial sector. As per one of the recommendations of NSFI:2019-24, more than 99 percent of identified villages have been provided some form of banking services within a radius of 5 KM / hamlet of 500 households”.
18	RBIND/R/E/24/01734	I request you to provide the data pertaining to priority sector lending targets achievement (in absolute figures and % to their ANBC) of below mentioned banks for the last five financial years (FY2022-23,FY2021-22,FY2020-21, FY2019-20,FY2018-19).	Data on bank-wise outstanding advances to Priority Sector can be accessed from the following path: <a href="http://www.rbi.org.in">www.rbi.org.in</a> ->statistics->Database on Indian Economy->Time Series Publications->Statistical Tables relating to Banks in India->Other Tables-Table No:4
19	RBIND/R/E/24/01734	And also I request you to provide the data pertaining to Priority sector lending certificates (PSLC) (in absolute figures and % to their actual PSL figures) purchased by these banks for mentioned years.  Bank Names: 1) State Bank of India 2) Bank of Baroda 3) Canara Bank 4) ICICI Bank 5) HDFC Bank 6) Axis Bank	The information pertaining to PSLCs traded by a bank can be accessed from ‘Disclosures to the Balance Sheet’ of the respective banks, in terms of point no. xiv of our circular FIDD.CO.Plan.BC.23/04.09.01/2015 -16 dated April 7, 2016 issued on Priority Sector Lending Certificates ( <a href="https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=10339&amp;Mode=0">https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=10339&amp;Mode=0</a> )
20	RBIND/R/E/24/01734	I request you to provide the data by below mentioned categories wise and also overall PSL achievement.  i. Agriculture  ii. Micro, Small and Medium Enterprises  iii. Export Credit	Data on bank-wise outstanding advances to Priority Sector can be accessed from the following path: <a href="http://www.rbi.org.in">www.rbi.org.in</a> ->statistics->Database on Indian Economy->Time Series Publications->Statistical Tables relating to Banks in India->Other Tables-Table No:4

		iv. Education v. Housing vi. Social Infrastructure vii. Renewable Energy viii. Others	
21	RBIND/R/E/24/03792	<p>Q.1.The guidelines and eligibility criteria for sanctioning loans to Micro, Small, and Medium Enterprises (MSME).</p> <p>Q.2.The documentation and collateral requirements, if any, for MSME loans.</p>	<p>Information is not available.</p> <p>However, the Reserve Bank of India has, from time to time, issued a number of instructions/guidelines to banks relating to lending to the Micro, Small and Medium Enterprises Sector. The <a href="#">Master Direction FIDD.MSME &amp; NFS.12/06.02.31/2017-18 dated July 24, 2017</a> (Updated as on June 11, 2024) on Lending to Micro, Small &amp; Medium Enterprises (MSME) Sector incorporates the updated instructions/guidelines on the subject.</p> <p>Information is not available.</p> <p>However, in term of para 4 of the above-mentioned Master Direction following guidelines have been issued:</p> <ol style="list-style-type: none"> <li>i. As per para 4.1, banks are mandated not to accept collateral security in the case of loans up to ₹10 lakh extended to units in the Micro and Small Enterprises sector.</li> <li>ii. And as per para 4.7.(ii), banks have been advised to furnish the MSME borrowers with an indicative checklist of documents required for processing the loan application at the time of applying for the loan.</li> </ol>
22	RBIND/R/P/24/03412	<p>किसान क्रेडिट कार्ड के लिए न्यूनतम कितनी जमीन का स्वामित्व होना चाहिए</p>	<p>विशिष्ट जानकारी उपलब्ध नहीं है। हालांकि, आप हमारे किसान क्रेडिट कार्ड योजना से संबंधित निम्न परिपत्रों का संदर्भ ले सकते हैं-</p> <p>i. 'किसान क्रेडिट कार्ड योजना' पर दिनांक 04 जुलाई 2018 का परिपत्र नीचे दी गई लिंक पर उपलब्ध है – <a href="https://www.rbi.org.in/hindi/scripts/F S_Notification.aspx?Id=6079&amp;fn=2748&amp;Mode">https://www.rbi.org.in/hindi/scripts/F S_Notification.aspx?Id=6079&amp;fn=2748&amp;Mode</a></p>

			<p>ii. 'किसान क्रेडिट कार्ड (केसीसी) योजना : पशुपालन और मत्स्य पालन के लिए कार्यशील पूंजी' पर दिनांक 04 फरवरी 2019 का परिपत्र नीचे दी गई लिंक पर उपलब्ध है –</p> <p><a href="https://www.rbi.org.in/hindi/scripts/FS_Notification.aspx?Id=6199&amp;fn=2748&amp;Mode=0">https://www.rbi.org.in/hindi/scripts/FS_Notification.aspx?Id=6199&amp;fn=2748&amp;Mode=0</a></p> <p>iii. 'किसान क्रेडिट कार्ड योजना : मत्स्य पालन/ एकाकल्चर में संलग्न किसानों के लिए पात्रता मानदंड' पर दिनांक 18 मई 2022 का परिपत्र नीचे दी गई लिंक पर उपलब्ध है –</p> <p><a href="https://www.rbi.org.in/hindi/scripts/FS_Notification.aspx?Id=7008&amp;fn=2748&amp;Mode">https://www.rbi.org.in/hindi/scripts/FS_Notification.aspx?Id=7008&amp;fn=2748&amp;Mode</a></p> <p>(दिए गए परिपत्र तक पहुंचने के लिए वेबलिंक को इंटरनेट ब्राउज़र पर टाइप करें।)</p>
23	RBIND/R/P/24/02232	Provide all government schemes in saving bank account. Like-Insurance, Pension plan and other.	<p>You may refer to the following Master Circulars issued by Reserve Bank of India on select Govt. of India schemes. These Master Circulars are available on RBI website <a href="http://www.rbi.org.in">www.rbi.org.in</a> at the link provided below:</p> <p>a) Master Circular - Deendayal Antyodaya Yojana - National Rural Livelihoods Mission (DAY-NRLM)</p> <p><a href="https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12665">https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12665</a></p> <p>b) Master Circular - Deendayal Antyodaya Yojana – National Urban Livelihoods Mission (DAY-NULM)</p> <p><a href="https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12066">https://www.rbi.org.in/Scripts/BS_ViewMasCirculardetails.aspx?id=12066</a></p> <p>(Click on the link to access the given Master Circular/ Circular or type web-link on an internet browser).</p>
24	RBIND/R/P/24/02390	We request you please provide us is there any provision for the	No specific information is available. However, you may refer to the

		<p>private financial organization to issue financial loans (Money Lending Act) (exclusive for the Scheduled Areas) if there are any orders/license/permission/GO issued by your office. Please provide us the information from FY 2000-01 to 2023-2024 as follows</p> <ul style="list-style-type: none"> <li>List of the Money Lending private financial organization of A.P. (exclusive for Scheduled Areas)</li> <li>Rate of Interest for those loans</li> <li>Maximum - Minimum Tenure and Mode of EMI</li> <li>Rate of Interest for the loan</li> </ul> <p>Does and Do Not while collecting the EMI's</p>	<p>following Master Circular dated April 16, 2024 issued by Reserve Bank of India, which is available on RBI website <a href="http://www.rbi.org.in">www.rbi.org.in</a> at the link provided below:</p> <p>Master Circular - Credit facilities to Scheduled Castes (SCs) &amp; Scheduled Tribes (STs)</p> <p><a href="https://www.rbi.org.in/Scripts/BS_ViewMasCircularDetails.aspx?id=12664">https://www.rbi.org.in/Scripts/BS_ViewMasCircularDetails.aspx?id=12664</a></p> <p>(Click on the link to access the given Master Circular/ Circular or type web-link on an internet browser).</p>
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### Information pertaining to Government and Bank Accounts

Sr. No.	RIA No	Information Sought	Reply given/ Information provided	Date of Reply
1.	RBIND/R/P/22/01449	Please furnish the details of income accrued to the Govt. of India from Reserve Bank of India by transfer of funds from RBI	<p>The information on the surplus payable to the Central Government each year is given in the chapter on 'The Reserve Bank's Accounts' forming part of 'Annual Report' of the respective years. The same is available on RBI Website, the link for which is given below:</p> <p><a href="https://rbi.org.in/Scripts/AnnualReportMainDisplay.aspx">https://rbi.org.in/Scripts/AnnualReportMainDisplay.aspx</a></p>	May 24, 2022
2.	RBIND/R/E/22/06028	Sir, Request provide information regarding the authority and process of recovery of dues from pension account as well as monthly pension by the concerned bank CPPC.	<p>Reserve Bank of India has no information on the authority and process of recovery of dues from pension account as well as monthly pension by the concerned bank CPPC.</p> <p>However, Reserve Bank of India, vide Para 5 &amp; 6 of its <a href="#">Master Circular DGBA.GBD.No.S2/31.02.007/2022-23 dated April 01, 2022</a> has stated as under: -</p> <p><b>“Refund of excess pension payment to Government</b></p> <p>5. Whenever any excess/overpayment is detected the entire amount thereof should be credited to the Government account in lump sum immediately when the excess/overpayment is due to an error on the part of the agency bank. This action is independent of recovery from the pensioner. Agency banks are requested to seek guidance from respective Pension Sanctioning Authorities regarding the process to be followed for recovery of excess</p>	September 15, 2022



Sr. No.	RIA No	Information Sought	Reply given/ Information provided	Date of Reply
			<p>pension paid to the pensioners, if any.</p> <p>6. If the excess/wrong payment to the pensioner is due to errors committed by the government, banks may take up the matter with the full particulars of the cases with respective Government Department for a quick resolution of the matter. However, this must be a time bound exercise and the government authority's acknowledgement to this effect must be kept on the bank's record. The banks may take up such cases with government departments without reference to the Reserve Bank of India."</p> <p>The aforesaid Master Circular is available at <a href="https://rbi.org.in/Scripts/BS_ViewMasCircularDetails.aspx?id=12275">https://rbi.org.in/Scripts/BS_ViewMasCircularDetails.aspx?id=12275</a>.</p>	
3.	RBIND/R/E/22/06496	If the pensioner wants details of pension paid during a financial year or Pension Payment Slip, whom should he/she approach?	<p>RBI does not have any information in this regard.</p> <p>RBI has not issued any instructions in the matter. Hence, the pensioner may approach Pension Disbursing Bank or concerned Government Department, as the case may be, for details of pension paid during a financial year or pension payment slip.</p>	September 30, 2022
4.	RBIND/R/E/22/06496	Whether a pensioner is entitled for any compensation from the bank for delayed credit of arrear of pension?	<p>As per Para 18 (a) of Reserve Bank of India <a href="#">Master Circular on Disbursement of Government Pension by Agency Banks dated April 01, 2022</a>: -</p> <p>"Pension paying banks should compensate the pensioner for delay in crediting pension/arrears thereof at a fixed interest rate of 8 percent per annum for the delay after the due date of payment and the compensation shall be credited to the pensioner's account automatically without any claim from the pensioner on the same day when the bank affords credit for revised pension / pension arrears, in respect of all delayed pension payments made since October 1, 2008." The above circular is available at: - <a href="https://www.rbi.org.in/Scripts/BS_ViewMasCircularDetails.aspx?id=12275">https://www.rbi.org.in/Scripts/BS_ViewMasCircularDetails.aspx?id=12275</a>.</p>	September 30, 2022
5.	RBIND/R/E/22/06495	If the pensioner has a query or requires clarification on the amount of pension paid, what should he/she do?	<p>RBI does not have any information in this regard.</p> <p>RBI has not issued any instructions in the matter. Hence, the pensioner may approach his respective Pension Sanctioning Authority or pension disbursing bank, for clarification on the amount of pension paid.</p>	September 30, 2022
6.	RBIND/R/E/22/06702/1	At present, how much and in what form the total asset (securities) are with the Reserve Bank. Provide certified information.	<p>The information on Assets (Securities) with Reserve Bank of India is given in the chapter on 'The Reserve Bank's Accounts' forming part of 'Annual Report'. The same is available on RBI website, the link for which is given below:</p> <p><a href="https://rbi.org.in/Scripts/AnnualReportMainDisplay.aspx">https://rbi.org.in/Scripts/AnnualReportMainDisplay.aspx</a></p>	October 10, 2022
7.	RBIND/R/E/22/07288/1	Total revenue of RBI globally for the financial year 2021-22	<p>The information on revenue of Reserve Bank of India is given in the chapter on 'The Reserve Bank's Accounts' forming part of 'Annual Report'. The same is available on</p>	November 07, 2022

Sr. No.	RIA No	Information Sought	Reply given/ Information provided	Date of Reply
			RBI Website, the link for which is given below:  <a href="https://rbi.org.in/Scripts/AnnualReportMainDisplay.aspx">https://rbi.org.in/Scripts/AnnualReportMainDisplay.aspx</a>	
8.	RBIND/R/E/22/08435	Sir please provide me complete guideline issued to Bank regarding submitting the life certificate of pensioner /family pensioner	As per Para 13 of RBI Master Circular Ref. <a href="#">DGBA.GBD.No.S2/31.02.007/2022-23 dated April 01, 2022</a> : -  “There have been complaints that life certificates submitted over the counter of pension paying branches are misplaced causing delay in payment of monthly pensions. In order to alleviate the hardships faced by pensioners, agency banks were instructed to mandatorily issue duly signed acknowledgements. They were also advised to consider entering the receipt of life certificates in their CBS and issue a system generated acknowledgement which would serve the twin purpose of acknowledgement as well as real time updation of records”.  No other instructions have been issued by RBI in this matter. However, detailed guidelines in this regard are issued by concerned pension authorities i.e. in case of Central Government pension, Central Pension Accounting Office and in case of State Government pension, the concerned State Level authorities.  Further, as the Department of Pension & Pensioners' Welfare (DoPPW) is the nodal department for formulation of policies relating to pension and other retirement benefits, the queries are transferred to CPIO, DoPPW u/s 6 (3) of RTI Act, 2005 for necessary action.	January 05, 2023
9.	RBIND/R/E/24/02524/1	Name of the shareholders of Reserve Bank of India along with their % of shareholding as on today.	As per Section 3(1)(a) of The Reserve Bank (Transfer to Public Ownership) Act, 1948, “All shares in the capital of the Bank shall by virtue of this Act be deemed to be transferred free of all trusts, liabilities and encumbrances to the Central Government”.	May 03, 2024
10.	RBIND/R/T/24/00610/1	I want to know how much money has the Indian government withdrawn from the RBI reserve fund or RBI capital reserve between 2014 and 2024	The information on Capital and Reserve Fund of Reserve Bank of India is given in the chapter on ‘The Reserve Bank’s Accounts’ forming part of ‘Annual Report’ for the respective years. The same is available on RBI Website, the link for which is given below:  <a href="https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?Id=1412">https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?Id=1412</a>	June 26, 2024

### Information pertaining to Human Resource Management

RIA No	Information Sought	Reply given/ Information provided	Date of Reply
<b>53381/2019-20</b>	RBI assistant promotion policy and structure	As per the rules prevalent at present, all Class III employees (other than Pharmacists and Junior Engineers) who have completed at least three years of regular full-time service in the Class III cadre in the Bank as on December 31 of the preceding year are eligible to appear for the promotional examination from Assistant to	<b>August 20, 2019</b>

		Grade A.  Class III employee is promoted to the post of Assistant Manager if his/her name appear in the Merit list, which is prepared based on the performance of the eligible Class III employee in the written/ online examination, interview, on-job performance, leave and discipline record etc.	
<b>53456/2 019-20</b>	Is compassionate ground appointments given in RBI for employees who deceased while in service.	In case of employee dying in harness, Compassionate appointment is offered to one among the next of kin where an employee  i) dies while performing his official duty as a result of violence, terrorism, robbery or dacoity; or  ii) dies within five years of his appointment in the Bank or before he reaches the age of 30 years, whichever is later, leaving a dependent spouse and/or minor children.	<b>August 22, 2019</b>
<b>54244/2 019-20</b>	Please provide number of offices of RBI located in each states of north eastern region of India.	There are no offices of RBI in North Eastern Region of India. However, RBI has four branches and two sub-offices located in the North Eastern region of India. For more details please visit the following link <a href="https://www.rbi.org.in/Scripts/profilelink.aspx">https://www.rbi.org.in/Scripts/profilelink.aspx</a> on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> .	<b>October 01, 2019</b>
<b>55414/2 019-20</b>	Places of RBI offices all over INDIA	Reserve Bank of India has 31 offices/ branches all over India.  Please visit the following link <a href="https://www.rbi.org.in/Scripts/RegionalOffices.aspx">https://www.rbi.org.in/Scripts/RegionalOffices.aspx</a> on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> .	<b>December 09, 2019</b>
<b>55483/2 019-20</b>	Complete list of STAFF WELFARE SCHEMES provided by the bank to its Officer Employees of different grades	Bank's accommodation, subject to availability, reimbursement of expenses for maintenance of vehicle for official purpose, newspaper, telephone charges, book grant, allowance for furnishing of residence, etc. as per eligibility. Medical facility as per eligibility, Leave Fare Concession (once in two years). Loans and Advances at concessional rates of interest for Housing, Vehicle, Education, Consumer Articles, Personal Computer, Festivals etc. New recruits are governed by 'the defined contribution New Pension Scheme (NPS)', in addition to the benefit of Gratuity.  Please refer to the following link <a href="https://opportunities.rbi.org.in/Scripts/bs_viewcontent.aspx?id=3766">https://opportunities.rbi.org.in/Scripts/bs_viewcontent.aspx?id=3766</a> on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> .	<b>December 11, 2019</b>
<b>RBIND/ R/E/21/0 4169</b>	Whether any reserve list is maintained for the recruitments conducted?	Yes.  A separate list up to 30% of the number of vacancies released for recruitment may be drawn up as 'Reserve List'.	<b>June 04, 2021</b>
<b>RBIND/ R/E/21/0 5674</b>	Do RBI has reservation in its recruitment  If yes, how vacancies are determined for reserved category?	Yes.  The criteria adopted to provide reservation for categories are the instructions/ guidelines issued by Government of India/ Department of Personnel and Training (DoPT) on providing reservation from time to time.	<b>August 09, 2021</b>
<b>RBIND/ R/E/21/0</b>	what are the transfer policies of RBI assistant within same zone to	The requests for transfer of Class III employees serving in the Bank are considered on case-to-	<b>September 03, 2021</b>

6227	different regional office (example - Transfer from Mumbai office to Nagpur office)	case basis subject to administrative convenience.	
RBIND/ R/E/21/0 7051	Would like to know whether bond can be transferred to RBI from current employer as both are Central Govt. Enterprises.	Bond is transferred as per the guidelines of Memorandum- DPE O.M. No. 15(2)/2003-DPE(GM)/GL-57 dated 29th July 2004 issued by Department of Public Enterprise, Bureau of Public Enterprises, Government of India, New Delhi.	September 24, 2021
RBIND/ R/E/21/0 7234	what types of work an office attendant does	Class IV Staff is required to perform all such duties that are assigned to them by Bank from time to time.	October 04, 2021
RBIND/ R/E/21/0 9475	What is the promotion policy in RBI for office attendants?	<u>Promotion to the post of Assistant in Class III (through online examination)-</u> A Class IV employee with a Bachelor's degree in any discipline who has worked as a full time employee in Class IV for at least 8 years continuously as on the date of the notification of the examination or a Class IV employee who has passed Standard XII or an examination of an equivalent standard and has a certificate in Computer Proficiency and has worked as a full time employee in Class IV for at least 13 years continuously as on the date of the notification of the examination is eligible to appear for promotion examination for the post of Assistant in Class III.  <u>Vacancy based promotion to the post of Assistant Care Taker(ACT)-</u> Employees in all pay groups in Class IV are considered eligible for the posts, subject to seniority and suitability to be determined based on service record and screening through interview.	December 29, 2021
RBIND/ R/E/22/0 5211	If any vacancy in any category remain vacant for not getting suitable candidate, those Backlog is carried forward for SC/ ST/ OBC/ PwBD candidates. vacancy carry forward for the next notification or not?	Backlog is carried forward for SC/ ST/ OBC/ PwBD candidates	September 04, 2022
RBIND/ R/E/22/0 5831	What is the final cutoff of PwBD RBI office attendant 2020, Kanpur office.	There is no separate cutoff for the PwBD Candidates. All PwBD candidates are placed in their respective social category.	September 30, 2022
RBIND/ R/E/22/0 5945	After how many year a PwBD candidate can change his/her office? What about transfer policy?	Requests of PwBD officers to be posted to centres of their choice or for retention at a centre may be considered with due sympathy, considering the nature of disability and subject to the overall consideration of career development path of the individual officer and/or administrative exigencies. Such requests are dealt with on a case to case basis.	October 04, 2022
RBIND/ R/E/22/0 7551	What are the medical tests conducted for the RBI Grade recruitment required to be fit for RBI Grade B officer	The candidate selected for the post must undergo the following Medical / Diagnostic tests:  -Physical Examination	December 14, 2022
RBIND/ R/E/22/0 6083	Please list exact parameters of health indicators, including tests if any which would make a candidate eligible to join the services of the bank as an Assistant	-CBC/ ESR  -FBS/ PPBS/ SGPT  -S. Creatinine  - Urine: R	October 10, 2022

		-X-Ray Chest-P.A. View -ECG -Eye Testing However, the final selection of the candidate for any post in RBI is subject to meeting prescribed Medical tests as evaluated by the Bank's Medical Officer	
<b>RBIND/R/E/22/0 6764</b>	Mention working office hours of RBI Assistant	7 hours 15 minutes on week days (Monday to Friday) excluding Lunch recess of 30 minutes.	<b>November 08, 2022</b>
<b>RBIND/R/E/22/0 6764</b>	What is the promotion policy and process after joining as an RBI Assistant	As per the rules prevalent at present, all Class III employees (other than Pharmacists and Junior Engineers) who have completed at least three years of regular full-time service in the Class III cadre in the Bank as on the date of notification are eligible to appear for the promotional examination from Assistant to Grade A.	<b>November 08, 2022</b>
<b>RBIND/R/E/22/0 6764</b>	Mention the nature of duties and type of work of an RBI Assistant	The work profile of Assistants in Class III is available <a href="#">here</a> .	<b>November 08, 2022</b>
<b>RBIND/R/E/22/0 6764</b>	Category wise break up of number of vacancies in each of Kanpur, Lucknow and Dehradun office	Please refer to the relevant recruitment notification on our official website <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> .	<b>November 08, 2022</b>
<b>RBIND/R/E/22/0 6764</b>	Describe all kinds of perks and allowances and all other benefits that an RBI assistant gets after joining.	The requested information is available in the recruitment notification. Please refer the link <a href="https://opportunities.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=4085">https://opportunities.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=4085</a>	<b>November 08, 2022</b>
<b>RBIND/R/E/22/0 7222</b>	I also want to know whether pay protection is provided to ex-servicemen or not.	Pay protection of ex-servicemen in RBI is done as per GOI/RBI instructions.	<b>November 30, 2022</b>
<b>RBIND/R/E/22/0 7275</b>	What is the working hours of Office attendant?	Working Hours of Office Attendants is given below- 7 hours 45 minutes on week days (Monday to Friday) excluding Lunch recess of 30 minutes	<b>December 02, 2022</b>
<b>RBIND/R/E/22/0 7517</b>	Is merit list based only on score of mains examination in respective categories? (For recruitment of Assistants panel year 2021)	The final selection is based only on performance in the Mains on-line examination, qualifying in LPT, Medical fitness and verification of certificates to the Bank's satisfaction.	<b>December 13, 2022</b>
<b>RBIND/R/E/22/0 7760</b>	What is the periodicity for revision of pay and allowances for all posts in RBI?	Revision of pay and allowances of the employees of the Bank is carried out every 5 years.	<b>December 27, 2022</b>
<b>RBIND/R/E/22/0 7999</b>	Organisational structure of RBI	The organisation structure of RBI is available on RBI website ( <a href="http://www.rbi.org.in">www.rbi.org.in</a> ) in About Us section.	<b>January 06, 2023</b>

### Information pertaining to Inspection

At present, there is no such information with Inspection Department, which would be of interest to the members of the public.

### Information pertaining to Monetary Policy

RIA NO	Information Sought	Reply Given / Information provided	Date of Reply
RBIND/R/E/22/00730	Why the inflation rate in India is too high? Why is the government not focused on this? Everything is now a	Average CPI inflation was elevated at 6.1 per cent in 2020-21 (The average pertains to June 2020 to March 2021. The imputed CPI prints for April and May 2020 have	17 Feb 2022

	<p>days too expensive and on some items the rate changes on daily, weekly, or monthly basis. The common man is facing too much trouble from this. What can a man who is hit by the pandemic can do in this expensive society?</p>	<p>been regarded as a break in the CPI series). Since then, inflation has softened to 5.3 per cent in 2021-22 (up to January 2022). The Monetary Policy Committee (MPC) in its February 2022 resolution noted that going forward “vegetables prices are expected to ease further on fresh winter crop arrivals. The softening in pulses and edible oil prices is likely to continue in response to strong supply-side interventions by the Government and increase in domestic production. Prospects of a good Rabi harvest add to the optimism on the food price front.”</p> <p>“While cost-push pressures on core inflation may continue in the near term, the Reserve Bank surveys point to some softening in the pace of increase in selling prices by the manufacturing and services firms going forward, reflecting subdued pass-through.” The MPC’s resolution projected CPI inflation for 2021-22 at 5.3 per cent and for 2022-23 at 4.5 per cent.</p> <p>The February 10, 2022 resolution of the Monetary Policy Committee (MPC) is available at the link given below:</p> <p><a href="https://rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=53247">https://rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=53247</a></p>	
RBIND/R/E/23/02807	<p>Provide the year wise percentage inflation rate in India for last years?</p>	<p>National Statistical Office (NSO), Ministry of Statistics and Programme Implementation releases the data on Consumer Price Index (CPI) and inflation rates based on it. The same is available at:</p> <p><a href="https://www.mospi.gov.in/web/mospi/home">https://www.mospi.gov.in/web/mospi/home</a></p>	31 May 2023
RBIND/R/E/23/03873	<p>1. Please provide information (including copies of documents/ study conducted by the RBI) on the effect of monetary policy on rural wage in India.</p> <p>2. Between FY20 and FY23, please provide information (including copies of documents/study/memo) re: the relationship between rising interest rates and rural wage growth and national per capita income growth.</p> <p>3. In regard to (2), please provide information on whether the RBI has conducted any assessment/study of the impact of rising interest rates on rural wage growth in India. If yes, please provide all relevant information.</p>	<p>Some recent studies on the rural wage-price dynamics are as mentioned below:</p> <p>1. "An Examination of the Rural Prices and Wages Dynamics in India", published in Monetary Policy Report (MPR), September 2022  <a href="https://www.rbi.org.in/Scripts/PublicationsView.aspx?id=21343#1322">https://www.rbi.org.in/Scripts/PublicationsView.aspx?id=21343#1322</a></p> <p>2."Relationship among Rural Wages, Inflation and Economic Activity: Recent Evidence" published in MPR, April 2018  <a href="https://www.rbi.org.in/Scripts/PublicationsView.aspx?id=18110#6111">https://www.rbi.org.in/Scripts/PublicationsView.aspx?id=18110#6111</a></p> <p>3."Wage Growth and Rural Inflation — Are They Related?" published in Annual Report, 2014-15  <a href="https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?ld=1148">https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?ld=1148</a></p> <p>4.Working paper titled "Rural Wage Dynamics in India: What Role does Inflation Play?" published in April 2018  <a href="https://rbi.org.in/scripts/PublicationsView.aspx?ld=18117">https://rbi.org.in/scripts/PublicationsView.aspx?ld=18117</a></p> <p>5.RBI Occasional Paper titled "Recent</p>	04 Aug 2023

		<p>Trends in Rural Wages: An Analysis of Inflationary Expectations", published in 2012</p> <p><a href="https://rbi.org.in/scripts/bs_viewcontent.aspx?id=2846">https://rbi.org.in/scripts/bs_viewcontent.aspx?id=2846</a></p> <p>6."Impact of Supply Chain Disruptions on GDP Growth and Labour Markets amidst the COVID-19 Shock", published in Annual Report, 2021-22  <a href="https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?year=2022">https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?year=2022</a></p>	
RBIND/R/E/23/00324	<p>How many times RBI increase or decrease the Repo rate on housing loan / loan against property from April 2013 to January 2023. Kindly share all circulars.</p>	<p>According to Reserve Bank of India Act, the primary objective of the monetary policy is to maintain price stability while keeping in mind the objective of growth. The Central Government, in consultation with the Bank, determines the inflation target in terms of the Consumer Price Index (CPI), once in every five years. The inflation target has been set at 4 per cent with a tolerance band of +/- 2 per cent around it. A monetary policy committee has been constituted which determines the policy rate required to achieve the inflation target.</p> <p>The current policy repo rate is available at RBI's website (<a href="http://www.rbi.org.in">www.rbi.org.in</a>) home page under 'Current Rates' → 'Policy Rates'. The historical data on Repo rate including the period mentioned, i.e., from April 2013 to December 2022 are available on the Reserve Bank of India's website at <a href="https://data.rbi.org.in/#/dbie/reports/Statistics/Financial%20Sector/Key%20Rates">https://data.rbi.org.in/#/dbie/reports/Statistics/Financial%20Sector/Key%20Rates</a> under the tab 'Key Rates'.</p> <p>With effect from October 18, 1994, the Reserve Bank of India has deregulated interest rates on rupee advances above Rs.2 lakh of scheduled commercial banks. Further, effective July 1, 2010, lending rates on advances up to Rs.2 lakh were also deregulated. Effective October 1, 2019, the Reserve Bank mandated that scheduled commercial banks (excluding regional rural banks) should link all new floating rate personal loans (including home loans) and floating rate loans to micro and small enterprises (MSEs) to an external benchmark, viz, the policy repo rate or 3-month T-bill rate or 6-month T-bill rate or any other benchmark market interest rate published by Financial Benchmarks India Private Ltd. (FBIL). Effective April 1, 2020, loans to medium enterprises have also been linked to an external benchmark. Interest rates on all types of advances (fixed and floating interest rates) are decided by banks based on their commercial judgment subject to the general guidelines that banks should follow for setting interest rates.</p> <p>The detailed guidelines regarding loans and</p>	08 Feb 2023



		advances are available on RBI's website at the link provided below,  <a href="https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=10295&amp;Mode=0">https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=10295&amp;Mode=0</a>	
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### Frequently Asked Questions (FAQs)

Sl No	Query	Reply
1	Please provide me information regarding inflation data of last ten years.	Consumer Price Index (CPI) data are released by the National Statistical Office (NSO), Ministry of Statistics and Programme Implementation, Government of India and are available at: <a href="https://www.mospi.gov.in/web/mospi/home">https://www.mospi.gov.in/web/mospi/home</a>
2	What steps have been taken to control the rising inflation in the country	Monetary policy has focused on withdrawal of accommodation since April 2022 to ensure that inflation remains within the target going forward, while supporting growth. The MPC has increased the policy repo rate by 190 basis points since May 2022, taking the policy repo rate to 5.90 per cent.  In the MPC's September 2022 resolution, inflation was projected at 6.7 per cent in 2022-23, with Q3 (October-December) at 6.5 per cent and Q4(January-March) at 5.8 per cent, and risks evenly balanced. CPI inflation for Q1:2023-24 was projected at 5.0 per cent.  The resolutions of the Monetary Policy Committee (MPC) are available at the link given below: <a href="https://www.rbi.org.in/scripts/Annualpolicy.aspx">https://www.rbi.org.in/scripts/Annualpolicy.aspx</a>
3	Inflation trends from 01-04-2003 upto 2023 – need complete information year wise.	Information on the various price indices is available on the RBI website at the link <a href="https://data.rbi.org.in/DBIE/#/dbie.rbi?site=home">https://data.rbi.org.in/DBIE/#/dbie.rbi?site=home</a> under the tab time series publications> Handbook of statistics on Indian economy> monthly series> output and prices.
4	Information regarding lending rates by SCBs from 2003 till Qtr ended March 2024	The Benchmark Prime Lending Rate (BPLR) system was introduced by the Reserve Bank in 2003. Bank-wise data on BPLR are available on a quarterly basis since March 2003 on RBI's website under tab 'Site Map' at the hyperlink: <a href="https://www.rbi.org.in/rbi-sourcefiles/lendingrate/LendingRates.aspx">https://www.rbi.org.in/rbi-sourcefiles/lendingrate/LendingRates.aspx</a>  After opening the link please go to " <a href="#">Explanatory note for data from the quarter ended June 2002 to June 2010</a> " → "Bank wise data".  The data on the Base Rate, which replaced the BPLR system in July 2010 are available from the quarter ended September 2010 onwards at the hyperlink: <a href="https://rbi.org.in/rbi-sourcefiles/lendingrate/LendingRates.aspx">https://rbi.org.in/rbi-sourcefiles/lendingrate/LendingRates.aspx</a>  The data on MCLR, which replaced the earlier Base Rate system in April, 2016 are available at the hyperlink: <a href="https://rbi.org.in/rbi-sourcefiles/lendingrate/LendingRates.aspx">https://rbi.org.in/rbi-sourcefiles/lendingrate/LendingRates.aspx</a>  After opening the link, please go to "Bank-wise data".
5	What are the reasons for inflation in India?	For understanding the reasons of inflation in India, you may please refer to the following documents:  A. Monetary Policy Resolution and RBI reports:  1. The October resolution of the Monetary Policy Committee (MPC) October 4-6, 2023 (available at <a href="https://rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=56502">https://rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=56502</a> )  2. An assessment of recent inflation dynamics is available in Chapter II (Prices and Costs) of Monetary Policy Report, October 2023 of the Reserve Bank of India (available at <a href="https://www.rbi.org.in/Scripts/PublicationsView.aspx?id=22050">https://www.rbi.org.in/Scripts/PublicationsView.aspx?id=22050</a> )  3. Additional information for the causes of inflation can be accessed from Section II.3 (Price Situation) within the Economic Review of the Reserve Bank of India's Annual Reports for the fiscal years 2021-22 and 2022-23 (available at <a href="https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?Id=1373">https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?Id=1373</a> (2022-23) <a href="https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?Id=1344">https://www.rbi.org.in/Scripts/AnnualReportPublications.aspx?Id=1344</a> (2021-22))  B. Speeches:

		<p>1. "Globalisation of Inflation and Conduct of Monetary policy" - Speech delivered by Shri Shaktikanta Das, Governor, Reserve Bank of India (available at <a href="https://www.rbi.org.in/Scripts/BS_SpeechesView.aspx?Id=1317">https://www.rbi.org.in/Scripts/BS_SpeechesView.aspx?Id=1317</a>)</p> <p>2. "Monetary Policy: Trial by Pandemic" – Address by Dr. Michael Debabrata Patra, Deputy Governor, Reserve Bank of India (available at <a href="https://www.rbi.org.in/Scripts/BS_SpeechesView.aspx?Id=1125">https://www.rbi.org.in/Scripts/BS_SpeechesView.aspx?Id=1125</a>)</p> <p>C. Reserve Bank of India Bulletin:</p> <p>1. Inflation section in the article titled "State of the Economy" in the Reserve Bank of India Bulletin published on October 19, 2023 (available at <a href="https://www.rbi.org.in/Scripts/BS_ViewBulletin.aspx?Id=22123">https://www.rbi.org.in/Scripts/BS_ViewBulletin.aspx?Id=22123</a>)</p> <p>2. Article on "Anatomy of Inflation's Ascent in India" in the Reserve Bank of India Bulletin published on December 20, 2022 (available at <a href="https://www.rbi.org.in/Scripts/BS_ViewBulletin.aspx?Id=21468">https://www.rbi.org.in/Scripts/BS_ViewBulletin.aspx?Id=21468</a>)</p>
6	RBI is decreasing repo rate, but my bank is not decreasing interest on my home loans. Why?	With effect from October 18, 1994, the Reserve Bank of India has deregulated interest rates on rupee advances above Rs.2 lakh of scheduled commercial banks. Further, effective July 1, 2010, lending rates on advances up to Rs.2 lakh were also deregulated. Effective October 1, 2019, the Reserve Bank mandated that scheduled commercial banks (excluding regional rural banks) should link all new floating rate personal loans (including home loans) and floating rate loans to micro and small enterprises (MSEs) to an external benchmark, viz, the policy repo rate or 3-month T-bill rate or 6-month T-bill rate or any other benchmark market interest rate published by Financial Benchmarks India Private Ltd. (FBIL). Effective April 1, 2020, loans to medium enterprises have also been linked to an external benchmark. Interest rates on all types of advances (fixed and floating interest rates) are decided by banks based on their commercial judgment subject to the general guidelines that banks should follow for setting interest rates.
7	Interest charged by banks on housing loan.	<p>The required data on interest rates on housing loans are available since March 2012 onwards in RBI Annual Report published by RBI every year. The reports may be available in the following link: URL <a href="https://rbi.org.in">https://rbi.org.in</a></p> <p>Sector-wise data on lending rates of SCBs are available in RBI's various Annual Reports, which can be accessed by following the pathway as indicated below,</p> <p>RBI's website (<a href="http://www.rbi.org.in">www.rbi.org.in</a>) at the tab → 'Publications' → 'Annual' → 'Annual Report' – 'Year' → 'Chapter III: Monetary Policy Operations' → 'Table III.2/III.3/III.4/III.6 /III.7: Sector-wise WALR of SCBs (Excluding RRBs) - Outstanding Rupee Loans'.</p>

### Information pertaining to Payment and Settlement Systems

RIA No	Information Sought	Reply given/ Information provided	Date of Reply
<b>1 674/2008 -09 DPSS</b>	<p>Time frame prescribed by the Reserve Bank of India to different banks for clearance of local and outstation cheques.</p> <p>Prescription of penalty by the Reserve Bank of India for non-clearance of cheques in the prescribed time frame</p> <p>Definition and explanation of terms 'local' and 'outstation' in the context of cheque clearance by the Reserve Bank of India.</p>	<p>The Reserve Bank of India (RBI) has advised banks to frame their own Cheque Collection Policies (CCPs) in respect of local and outstation cheques which should include explicit mention of time frame for collection of both local and outstation cheques.</p> <p>Banks have been further advised via our circular DPSS.CO.(CHD)No.873/03.09.01/2008-09 dated November 24, 2008 to modify their CCPs in accordance with orders of the National Consumer Disputes Redressal Commission in the case No.82 of 2006 on Delays in Cheque Clearing.</p> <p>Accordingly, for local cheques debit and credit shall be given on the same day or at the most the next day of their presentation in clearing. Timeframe for collection of outstation cheques drawn on state capitals/major cities/ other locations should be 7/10/14 days respectively. This timeframe is the outer limit and credit shall be afforded if the process gets completed earlier.</p> <p>If there is any delay in collection beyond the prescribed period, interest at the rate specified in the cheque collection</p>	<b>October 17, 2008</b>

		<p>policy of the bank, shall be paid. In case the rate is not specified in the CCP, the applicable rate shall be the interest rate on fixed deposits for the corresponding maturity. The link to the CCP of banks has been hosted on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a>.</p> <p>Local cheques are those cheques that are drawn on branches within the jurisdiction of the Local Clearing House. All other cheques would be outstation cheques. However, there are cheques called multicity cheques and at par cheques which are payable in all cities where the drawee bank has a branch irrespective of the city on which it is drawn.</p>	
<b>6045/11-12 DPSS</b>	Provide the details of information, guidelines, circulars, notifications and regulations made by Reserve Bank of India in chronological order for scheduled and private banks operating in India, using OTP via phone IVR and mobile phone technology for any kind of financial as well as monetary transactions to make it more convenient and secured as a system.	<p>RBI has issued the following guidelines to make card transactions more secured:</p> <p>(i) Requirement of additional factor of authentication for online transactions except Interactive Voice Response (IVR) transactions was enabled, vide, circular RBI / DPSS NO. 1501 / 02.14.003 / 2008 - 2009 dated February 18, 2009. This circular has been placed on RBI website at the link <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?id=4844&amp;Mode=0">http://www.rbi.org.in/scripts/NotificationUser.aspx?id=4844&amp;Mode=0</a></p> <p>(ii) Requirement of additional factor of authentication/validation extended to IVR transaction with effect from February 1, 2011 vide, circular DPSS .CO. NO. 1503 / 02.14.003 / 2010 - 2011 dated December 31, 2010. This circular has been placed on the RBI website at the link <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?id=6185&amp;Mode=0">http://www.rbi.org.in/scripts/NotificationUser.aspx?id=6185&amp;Mode=0</a></p> <p>(iii) Requirement of online alerts to customers for all types of card transaction at all channels irrespective of the amount was made applicable, vide, circular DPSS. CO. PD. 2224 / 02.14.003 / 2010 - 2011 dated March 29, 2011. This circular has been placed on the RBI website at the link <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?id=6309&amp;Mode=0">http://www.rbi.org.in/scripts/NotificationUser.aspx?id=6309&amp;Mode=0</a></p>	<b>June 27, 2012</b>
<b>6307/11-12 RPCD</b>	ATM transaction is failed due to technical/network problem. Amount is not dispensed but account is debited in such circumstances. What are the rules for refund/credit of such amount? Such refund should be made within how many days?	<p>Banks have been advised by the Reserve Bank of India, vide, circular DPSS. PD. No. 2632 / 02.10.002 / 2010 - 2011 dated May 27, 2011 that:</p> <ol style="list-style-type: none"> <li>1. Effective from July 1, 2011, banks have to reimburse the customers, the amount wrongfully debited on account of failed ATM transactions within a maximum period of 7 working days from the receipt of the customer complaint.</li> <li>2. Banks have to pay customers Rs. 100/- per day for delays beyond 7 working days from the date of receipt of the complaint.</li> </ol> <p>If the complaint is not lodged within 30 days of transaction, the customer is not entitled for any compensation for delay in resolving his / her complaint.</p>	<b>June 27, 2012</b>
<b>RIA No 4541/2013-14</b>	1. The date of implement of new cheques with printed name and account of cheque owner in the recognized Banks.	<p>Reserve Bank of India vide its circular DPSS.CO.CHD.No./ 1112 / 04.07.05 / 2011-12 dated December 27, 2011 advised all banks providing cheque facility to their customers to issue only 'CTS-2010' standard cheques across the country by September 30, 2012. Account number in such cheques should be pre-printed for current account holders and corporate customers and as far as possible to other category of customers.</p> <p>However, printing the name of the account holder was not mandated by Reserve Bank of India. RBI circular issued in this regard (DPSS.CO.CHD.No.1832/ 04.07.05 / 2009-10 dated February 22, 2010) may be referred for the purpose.</p> <p>Copies of the circulars referred to above are available on the</p>	<b>February 17, 2014</b>

		<p>website of Reserve Bank of India under the following links :  <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?Id=6901&amp;Mode=0">http://www.rbi.org.in/scripts/NotificationUser.aspx?Id=6901&amp;Mode=0</a></p> <p><a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?Id=5509&amp;Mode=0">http://www.rbi.org.in/scripts/NotificationUser.aspx?Id=5509&amp;Mode=0</a></p>	
	<p>2. The old cheques got issued prior to the date of implement of new cheques (i.e. during the year 2006) from the recognized Banks are applicable or not after the date of implement of new cheques.</p>	<p>Reserve Bank of India vide its circular DPSS.CO.CHD.No.133/04.07.05/2013-14 dated July 16, 2013 notified that cheques which are not complying with CTS-2010 standards would continue to be valid but will be cleared at less frequent intervals from January 1, 2014 as detailed in paragraph 2(a) of the above referred circular.</p> <p>Copy of the circular referred to above is available on the website of Reserve Bank of India under the following link:  <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?Id=8245&amp;Mode=0">http://www.rbi.org.in/scripts/NotificationUser.aspx?Id=8245&amp;Mode=0</a></p>	
	<p>3. If not applicable, kindly arrange to intimate the date of disapplicable / disimplement of old cheques along with instruction, if any.</p>	<p>Refer to reply 2 above</p>	
<p><b>RBIND/R/E/22/028 31</b></p>	<p>As my bank (Dakshin Bihar Gramin Bank) charged me for the UPI transaction charges of Rs. 597.</p> <p>So that I want to know that, is there any charges for UPI transactions that can be charged by banks for the number of transactions through UPI and the amount of a single transaction done by UPI.</p>	<p>With effect from January 1, 2020, in terms of section 10A of the Payment and Settlement Systems Act, 2007 (PSS Act) – inserted vide the Finance Act, 2019 – no bank or system provider shall impose, whether directly or indirectly, any charge upon a person making or receiving a payment using the electronic modes of payment prescribed under section 269-SU of the Income Tax Act, 1961 (43 of 1961).</p> <p>Central Board of Direct Taxes (CBDT) vide notification no. 105/2019-Income Tax dated December 30, 2019, notified Unified Payments Interface (UPI) (BHIM-UPI) as one of the prescribed electronic modes.</p>	<p><b>June 07, 2022</b></p>
<p><b>RBIND/R/E/23/037 61</b></p>	<p>Can a merchant take extra charge of 3% on the payment by credit cards or 2.5% on the payment by debit cards from the customer? because merchants are taking the extra charge of 3 to 4% on the payment by the credit cards or debit cards on POS machines.</p>	<p>Reserve Bank of India (RBI) has not issued any instructions on levy of charges on Credit Card transactions.</p> <p>However, you may refer to the circular on “Rationalisation of Merchant Discount Rate (MDR) for Debit Card Transactions” dated December 06, 2017 available on the RBI website under the link:  <a href="https://www.rbi.org.in/scripts/FS_Notification.aspx?Id=11183&amp;fn=9&amp;Mode=0">https://www.rbi.org.in/scripts/FS_Notification.aspx?Id=11183&amp;fn=9&amp;Mode=0</a></p> <p>An account holder may raise his / her grievance with the card issuer. In case, the account holder is not satisfied with the response or the response is not received within a month’s time, he / she may lodge his / her grievance under Reserve Bank - Integrated Ombudsman Scheme, through the Complaint Management System (CMS) portal (<a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>) or by e-mail at <a href="mailto:crpc@rbi.org.in">crpc@rbi.org.in</a> or in physical mode at the ‘Centralised Receipt and Processing Centre’ (CRPC) set up at RBI, 4th Floor, Sector 17, Chandigarh - 160017.</p>	<p><b>August 03, 2023</b></p>
<p><b>RBIND/R/E/24/014 90</b></p>	<p>1. The IFS Code BARB0BUPFBX is exist with any financial</p>	<p>You may refer to the list of RTGS enabled bank branches available on the Reserve Bank of India website at the</p>	<p><b>March 28, 2024</b></p>

	institutions 2. If yes please provide name and address	following link for details of IFS Codes: <a href="https://rbi.org.in/Scripts/Bs_viewRTGS.aspx?Category=5">https://rbi.org.in/Scripts/Bs_viewRTGS.aspx?Category=5</a>	
<b>RBIND/R/E/24/022 55</b>	There are banks such as SBBJ, Andhra Bank, SBH etc which are merged with some other banks. In such case after merger to new banks, cheque leaves of banks which got merged (e.g SBBJ, SBH, Andhra Bank) shall still be qualified as - negotiable instrument - even after merger. if not from which day or date such cheques will loose it qualification as-negotiable instrument-	State Bank of India was granted extension for validity of old MICR cheque books of erstwhile State Bank of Bikaner and Jaipur and State Bank of Hyderabad up to June 30, 2018.  2. Union Bank of India was granted extension for validity of old MICR cheque books of erstwhile Andhra Bank up to June 30, 2021.	<b>May 02, 2024</b>
<b>RBIND/R/E/24/022 94</b>	When will non micr cheques stoped by banks	Banks were advised to phase out non-MICR instruments by December 31, 2005.	<b>May 03, 2024</b>
<b>RBIND/R/E/24/044 46</b>	Kindly share the information whether a merchant can pass on the POS machine swipe charges to the customers if the payment is made through debit card or credit card. Kindly share the respective Notice/Regulations/Circulars regarding the same.	Reserve Bank of India (RBI) has not issued any instructions on levy of charges on Credit Card transactions. 1. For debit cards, you may refer to the circular dated December 06, 2017 on "Rationalisation of Merchant Discount Rate (MDR) for Debit Card Transactions", which is available on the RBI website at the following link: <a href="https://www.rbi.org.in/scripts/FS_Notification.aspx?Id=11183&amp;fn=9&amp;Mode=0">https://www.rbi.org.in/scripts/FS_Notification.aspx?Id=11183&amp;fn=9&amp;Mode=0</a>	<b>August 05, 2024</b>

### Information pertaining to Rajbhasha

RIA No.	Question	Reply	Date of Reply
RBIND/R/E/24/03391	Request for Information in Reference to the Circular and Its Second Copy Please provide detailed information regarding the circular uploaded and its second copy	Reply given as per <a href="#">attachment</a> .	19.06.2024
RBIND/R/E/24/03390	Request for Information in Reference to the Circular and Its Second Copy Please provide detailed information regarding the circular uploaded and its second copy	Reply given as per <a href="#">attachment</a> .	19.06.2024

RBIND/R/E/23/07656	Subject: Literature Improvement in Hindi B.A. Hindi Equivalent Reference: RA.VI.SH. 1560/ 08.06.15 2003 04, dated March 2004 (Falgun 1925 Shaka) On June 11, 1982, the circular with the reference Ravi San. Hindi 2145/H.P. 3/81/82, regarding the improvement of literature in Hindi for B.A. Hindi equivalent, was submitted. Additionally, the copies of the RTI application and the circular are enclosed for your perusal.	Reply given as per <a href="#">attachment</a> .	18.01.2024
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### Information pertaining to Regulation (Commercial Banking and RRBs)

Sr. No.	Query	Reply	Date of Reply
1	Which are the KYC documents required to open a bank account?	Please refer to <a href="#">Master Direction on Know Your Customer (KYC), dated February 25, 2016, as amended on August 09, 2019</a> , which is available on <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
2	Is Aadhaar mandatory for opening a bank account?		
3	The address on my identity document is not the current address. What are the instructions regarding current address for bank accounts?		
4	I have already undertaken KYC while opening bank account a few years ago. Why banks are still insisting for re-KYC?		
5	What are the duties and responsibilities of a bank to maintain secrecy of customers bank accounts and its transactions?		
6	If a person does not have an account in a bank, whether KYC is required for transactions amounting rupees 50,000 and above?		
7	Which banks/ financial institutions come under the purview of KYC guidelines stipulated by Reserve Bank of India?		
8	I want to open a joint account in a bank. Whether KYC is required to be done for the first account holder only or for all the account holders?		
9	Which KYC documents are required to open a bank account in case of proprietorship firms, companies, partnership firms, trusts?		
10	What is the time limit for payment of cheques / drafts /pay orders / banker's cheques issued by the banks.	Please refer to <a href="#">Master Direction on Know Your Customer (KYC), dated February 25, 2016, as amended on August 09, 2019</a> , which is available on <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
11	Please inform whether RBI has appointed the Chairmen / Managing Directors of private sector as well as public sector banks in India. The names of Chairmen / Managing Directors of the banks may be furnished.	(i) In terms of extant statutory provisions and guidelines, the part-time Chairman, and Managing Director & CEOs of public sector banks are appointed by the Central Government after consultation with the Reserve Bank. Thereafter, Government of India notifies these appointments on the Official Gazette of India.  (ii) As regards the private sector banks, the banks are appointing their part-time Chairman, and Managing Director with the previous approval of the	Nov 05, 2019



		Reserve Bank. Thereafter, banks notify their appointments.  Further, these appointments do not require any notification to be issued by the Reserve Bank.	
12	Information on  (1) opening of bank branches, (2) branch opened by bank (3) procedures of identifying a centre and opening of branch there (4) copy of permission/ licence given by RBI	Please refer to guidelines regarding opening of new branches issued vide <a href="#">circular DBR.No.BA PD.BC.69/22.01.001/2016-17 dated May 18, 2017</a> .  Regarding Small Finance Banks (SFBs) and Payments Banks (PBs), kindly refer to our above mentioned circular dated May 18, 2017, <a href="#">Licensing Guidelines for SFBs dated November 27, 2014</a> , <a href="#">Operating Guidelines for SFBs dated October 06, 2016</a> and <a href="#">Operating Guidelines for PBs dated October 06, 2016</a> .  The above circular, Licensing Guidelines and Operating Guidelines are available on our web site <a href="#">www.rbi.org.in</a> under "Notification" menu.	Nov 05, 2019
13	Information on  (1) leasing of premises for bank branches/ATMs (2) rental rates/specifications approved by RBI (3) payment or non-payment of rentals and other disputes thereon (4) copy of lease rental agreement (5) identifying and acquiring/leasing of premises for opening a bank branch	Please refer to <a href="#">Master Circular DBOD. No. BAP D.BC.7/22.01.001/2014-15 dated July 1, 2014</a> read with <a href="#">circular DBR.No.BAPD.BC.92/ 22.01.003/2014-15 dated April 30, 2015</a> .  The above-mentioned circulars are available on our website <a href="#">www.rbi.org.in</a> under "Notifications" link.	Nov 05, 2019
14	Information on  (1) engaging of Business Correspondents (BCs)/Bank Mitras by banks (2) terms of appointment/ retrenchment / renewal of appointment/ remuneration/commission rates, eligibility criteria, activities, etc. for BCs	Please refer to <a href="#">Master Circular on Branch Authorization, DBOD.No.BAPD.BC.7/22.01.001/2014-15 dated July 01, 2014</a> , available on our web-site <a href="#">www.rbi.org.in</a> by "Notification" link.	Nov 05, 2019
15	What is the provision for installing/opening of ATM?	Please refer to <a href="#">circular DBR.No.BAPD.BC.69/22.01.001/2016-17 dated May 18, 2017</a> (read with para 4 of our <a href="#">Master Circular DBOD.No. BAPD.BC.7/22.01.001/2014-15 dated July 1, 2014</a> and also our <a href="#">circular DBR. NO.BAPD. BC.72/22.01.001/2015-16 dated January 14, 2016</a> ). The above circulars are available on our web site <a href="#">www.rbi.org.in</a> under "Notification" menu.	Nov 05, 2019
16	Information related to security guards in ATMs	Please refer to <a href="#">circular DBR.No. BAPD.BC.69/22.01.001/ 2016-17 dated May 18, 2017</a> .  The above circular is available on our web site <a href="#">www.rbi.org.in</a> under "Notification" menu.	Nov 05, 2019
17	I have taken Credit Information Report (CIR) from Credit Information Companies (CICs) viz: TUCIBIL/Experian/Equifax/ CRIF HIGH Mark as the case may be. It is observed that there are many errors appearing in my Credit Information Report (CIR). Please rectify the same/How can I rectify the same?	Complaint Redressal does not come under the purview of RTI Act. We therefore, advise you to contact TUCIBIL/Experian/Equifax/ CRIF HIGH Mark as the case may be. The addresses are as under: TransUnion CIBIL Limited One Indiabulls, Tower 2A-2B, Unit No 1901, 19th Floor, Jupiter Mill Compound, Senapati Bapat Marg, Lower Parel, Mumbai – 400 013 Tel:+91 - 22 - 6638 4600  Alternatively, you may raise your complaint by using the following link: <a href="https://www.cibil.com/consumer-dispute-resolution">https://www.cibil.com/consumer-dispute-resolution</a> Experian Credit Information Company of India Private Limited	Nov 05, 2019



		<p>Equinox Business Park 5th Floor, East Wing Tower 3, LBS Marg, Kurla (W) Mumbai 400 070</p> <p>Consumer may contact ECICI Consumer Support in one of the following ways: Phone – 022-66419000 between 9.30 am to 6.30 pm from Monday to Friday Email – Send an email to <a href="mailto:consumer.support@in.experian.com">consumer.support@in.experian.com</a> Experian website – <a href="http://www.experian.in">www.experian.in</a> Post – Letters can be sent to PO Box 9096, Goregaon (E), Mumbai – 400063</p> <p>Please refer to the link below: <a href="http://www.experian.in/addressing-your-queries-disputes">http://www.experian.in/addressing-your-queries-disputes</a> Equifax Credit Information Services Private Limited, Unit No. 931, 3rd floor, Building no. 9, Solitaire Corporate Park, Andheri Ghatkopar Link Road, Andheri East Mumbai – 400093 Tel No: +91- 22- 6112 7999</p> <p>Alternatively, you may raise your complaint by using the following link <a href="https://www.equifax.co.in/consumer/forms/dispute_resolution/en_in">https://www.equifax.co.in/consumer/forms/dispute_resolution/en_in</a></p> <p>For online dispute, please use the below mentioned link <a href="https://eport.equifax.co.in/eport/dispute.jsp">https://eport.equifax.co.in/eport/dispute.jsp</a></p> <p><b>CRIF High Mark</b> FOF B-04,05,06 4th floor, Art Guild House Phoenix Market City, L.B.S. Marg Kurla (West) Mumbai- 400 070 Tel No - +91-22-71712900 Alternatively, you may raise your complaint by using the following link: <a href="https://www.crifhighmark.com/support-desk/">https://www.crifhighmark.com/support-desk/</a></p>	
18	What is the statute under which Credit Information Companies (CICs) including CIBIL (Credit Information Bureau Limited) are set up?	Please refer to section 5 of the Credit Information Companies (Regulations) Act 2005 (CICRA) and the Rules and Regulations framed there under the Act, granted Certificate of Registration to four Credit Information Companies (CICs). Credit Information Companies (Regulations) Act 2005 (CICRA) is available in public domain.	Nov 05, 2019
19	What are the duties and responsibilities of the Credit Information companies (CICs) as set forth by the RBI?	The duties and responsibilities CICs are mentioned at Section 17, 19, 20 and 22 of Credit Information Companies (Regulations) Act 2005 (CICRA), Credit Information Companies Rules 24, 25, 26, 28 and 29 and Regulation 7, 10.	Nov 05, 2019
20	Has RBI issued instructions to banks/FIs/NBFCs to access credit information reports for loan disbursals?	Please refer to <a href="#">circular DBOD.No.CID.BC.127/20.16.056/2013-14 dated June 27, 2014</a> , available on website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
21	What are the steps taken against wilful defaulters by RBI?	Please refer to <a href="#">Master circular on Wilful Defaulters dated July 1, 2015</a> , available on website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
22	Information about Deposit Education and Awareness Fund Scheme, 2014.	Please refer to <a href="#">Depositor Education and Awareness Fund Scheme, 2014 (Scheme), dated March 21, 2014</a> available on website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
23	What is the arrangement to administer and manage the Depositor Education and awareness Fund?	Please refer to <a href="#">Depositor Education and Awareness Fund Scheme, 2014 (Scheme), dated March 21, 2014</a> available on website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the	Nov 05, 2019

24	How is the fund utilised?	link 'Notifications'.	Nov 05, 2019
25	What are the interest rates as set by the Reserve Bank of India for various categories of loans?	Please refer to Master Direction - Reserve Bank of India (Interest Rate on Advances) Directions, 2016 issued vide <a href="#">DBR.Dir.No.85/13.03.00/2015-16 dated March 3, 2016</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019
26	What are the interest rate on term deposits of various maturities as per the RBI Guidelines?	Please refer to Master Direction on 'Interest Rate on Deposits' issued vide <a href="#">DBR.Dir.No.84/13.03.00/2015-16 dated March 3, 2016</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019
27	Whether there is any provision in the bank for giving more interest on the money deposited by senior citizen?		
28	What is the eligibility criteria and documents required to get a loan from a public or private bank? What are the RBI guidelines for availing loan from a bank?	Please refer to Master Circular on "Loans and Advances – Statutory and Other Restrictions" issued vide <a href="#">DBR.No.Dir.BC.10/13.03.00/2015-16 dated July 1, 2015</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.  Further, banks have been advised to consider exposure limits to individual/ group borrowers, documentation standards, margin, security, sectoral exposure limits, delegation of powers, maturity and pricing policies, factors taken into consideration for deciding interest rates etc., while sanctioning advances.	Nov 05, 2019
29	Has RBI prescribed the charges for the various services provided by banks?	Please refer to Master Circular on 'Customer Service in Banks' issued vide <a href="#">DBR.No.Leg.BC.21/09.07.006/2015-16 dated July 1, 2015</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019
30	Does the bank have the right to levy foreclosure charges/ pre-payment penalty on the individual borrowers?	Please refer to Master Circular on 'Customer Service in Banks' issued vide <a href="#">DBR.No.Leg.BC.21/09.07.006/2015-16 dated July 1, 2015</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.  Also, refer to circular on 'Levy of Foreclosure Charges/ Prepayment penalty on Floating Rate Term Loans' issued vide <a href="#">DBR.Dir.BC.No.08/13.03.00/2019-20 dated August 02, 2019</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019
31	What is the definition of 'individual' as applicable to RBI instructions?	Please refer to Master Direction - Reserve Bank of India (Interest Rate on Deposits) Directions, 2016 issued vide <a href="#">DBR. Dir. No.84/13.03. 00/2015-16 dated March 3, 2016</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019
32	Most of the banks ask their customers to maintain some amount as Minimum balance/ Average Minimum Balance. Please provide the instructions issued by RBI in this regard.	Please refer to Master Circular on 'Customer Service in Banks' issued vide <a href="#">DBR.No.Leg. BC.21/09.07.006/2015-16 dated July 1, 2015</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019
33	As per the RBI rules, whether banks are supposed to deduct the charges for Non maintenance of minimum balance from Account holder. If yes, please provide a copy of the rules.		
34	What are charges for SMS alert facility?	Please refer to Master Circular on 'Customer Service in Banks' issued vide <a href="#">DBR. No. Leg.BC.21/09.07.006/2015-16 dated July 1, 2015</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019
35	Can I withdraw my fixed deposit prematurely?	Please refer to Master Direction - Reserve Bank of India (Interest Rate on Deposits) Directions, 2016 issued vide <a href="#">DBR.Dir.No.84/ 13.03.00/2015-16 dated March 3, 2016</a> .	Nov 05, 2019
36	What all entities are eligible to open a Savings Bank Account?		
37	What is the rate of interest to which a depositor is entitled for such intervening periods after date of	The above circular is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	

	maturity till the date of renewal?												
38	Whether there is any provision which allows bank to give more interest on the money deposited by its own employees?												
39	What is the penal rate of interest prescribed by RBI?	Please refer to Master Direction - Reserve Bank of India (Interest Rate on Advances) Directions, 2016 issued vide <a href="#">DBR.Dir.No.85/13.03.00/2015-16 dated March 3, 2016</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019										
40	How is the Savings Bank account interest calculated?	Please refer to Master Direction - Reserve Bank of India (Interest Rate on Deposits) Directions, 2016 issued vide <a href="#">DBR.Dir.No.84/13.03.00/2015-16 dated March 3, 2016</a> which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019										
41	What is the procedure of the disbursal of a housing loan?	Please refer to Master Circular on "Housing Finance" issued vide <a href="#">DBR.No.Dir.BC.13/08.12.001/2015-16 dated July 1, 2015</a> , which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.  Also, refer to <a href="#">circular DBR.BP.BC.No.44/08.12.015/2015-16 dated October 8, 2015</a> on 'Individual Housing Loans: Rationalisation of Risk-Weights and LTV Ratios' which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'	Nov 05, 2019										
42	What are the current guidelines for the issue of a Bank Guarantee?	Please refer to Master Circular – 'Guarantees and Co-acceptances' issued vide <a href="#">DBR.No.Dir.BC.11/13.03.00/2015-16 dated July 1, 2015</a> which is available on our website <a href="#">www.rbi.org.in</a> under the head 'Notifications'.	Nov 05, 2019										
43	Whether the Banking Regulation Act, 1949 is applicable to AIFIs?	No. AIFIs are regulated by RBI in terms of powers conferred by Section 45L of RBI Act, 1934. The activities of AIFIs are mainly governed by their respective statutes.	Nov 05, 2019										
44	Name of the Regulatory body regulating Financial Institutions.	RBI, DBR, FID regulates four All India Financial Institutions (AIFIs), viz. Small Industries Development Bank of India (SIDBI), National Housing Bank (NHB), Export-Import Bank of India (EXIM Bank) and National Bank for Agriculture and Rural Development (NABARD).	Nov 05, 2019										
45	Total number of All India Financial Institutions (AIFIs). In India and Sector wise	At present, RBI, Department of Regulation (DoR) regulates four All India Financial Institutions, viz. National Bank for Agriculture and Rural Development (NABARD), Export Import Bank of India (EXIM Bank), Small Industries Development Bank of India (SIDBI), National Housing Bank (NHB). Further, Industrial Investment Bank of India (IIBI) Ltd., which was also being regulated by RBI, DBR has been under the process of Voluntary Winding up since September 2012.	Nov 05, 2019										
46	Name and Date of Establishment of the All India Financial Institutions (AIFIs).	<table border="1"> <thead> <tr> <th>Name of AIFI</th> <th>Date of Establishment</th> </tr> </thead> <tbody> <tr> <td>National Bank for Agriculture and Rural Development (NABARD)-</td> <td>July 12, 1982</td> </tr> <tr> <td>Export Import Bank of India (EXIM Bank)</td> <td>January 1, 1982</td> </tr> <tr> <td>Small Industries Development Bank of India (SIDBI)</td> <td>March 7, 1990</td> </tr> <tr> <td>National Housing Bank (NHB)</td> <td>July 9, 1988</td> </tr> </tbody> </table>	Name of AIFI	Date of Establishment	National Bank for Agriculture and Rural Development (NABARD)-	July 12, 1982	Export Import Bank of India (EXIM Bank)	January 1, 1982	Small Industries Development Bank of India (SIDBI)	March 7, 1990	National Housing Bank (NHB)	July 9, 1988	Nov 05, 2019
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Small Industries Development Bank of India (SIDBI)	March 7, 1990												
National Housing Bank (NHB)	July 9, 1988												
47	Is it mandatory to take insurance while availing any loan product from a bank?	Please refer to Master Circular on "Loans and Advances – Statutory and Other Restrictions" issued vide <a href="#">DBR.No.Dir.BC.10/13.03.00/2015-16 dated July 1, 2015</a> , and our " <a href="#">Master Direction- Reserve Bank of</a>	Nov 05, 2019										

		<p><a href="#">India (Financial Services provided by Banks) Directions, 2016" dated May 26, 2016.</a></p> <p>The above mentioned master direction/circular is available on our official website <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> under the 'Notifications' tab.</p>	
48	If bank staff force customer to purchase insurance products and/or threaten to deny the loan then what should be course of action/grievance redressal mechanism.	In case of grievance against particular bank, a complaint may be lodged with the branch of concerned bank or its controlling office. If the complaint is not redressed within 30 days, then a fresh complaint can be made to Banking Ombudsman, under the Banking Ombudsman Scheme, 2006. The details of the Banking Ombudsman Scheme are available on RBI's website <a href="http://www.rbi.org.in">www.rbi.org.in</a> .	Nov 05, 2019
49	Whether the ATM card gives an insurance cover to the account holder in case of accidental death?	<p>Department of Regulation has not issued any specific instructions in this regard and hence, do not have the requisite information.</p> <p>However, please refer to <a href="#">Master Circular on Credit Card, Debit Card and Rupee Denominated Co-branded Pre-paid Card Operations of Banks and Credit Card issuing NBFCs – 2015 dated July 1, 2015.</a></p> <p>The circular is available on our official website <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> under the 'Notifications' tab.</p>	Nov 05, 2019
50	What are the measures taken by RBI to control credit card frauds?	<p>Please refer to <a href="#">Master Circular dated July 1, 2015</a> on "Credit Card, Debit Card and Rupee Denominated Co-branded Pre-paid Card Operations of Banks and Credit Card issuing NBFCs".</p> <p>The circular is available on our official website <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> under the 'Notifications' tab.</p>	Nov 05, 2019
51	What are the guidelines on interest rate and other charges pertain to credit card?	<p>Please refer to <a href="#">Master Circular dated July 1, 2015</a> on "Credit Card, Debit Card and Rupee Denominated Co-branded Pre-paid Card Operations of Banks and Credit Card issuing NBFCs".</p> <p>The above cited circular is available on website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under "Notifications" tab.</p>	Nov 05, 2019
52	Is bank staff are allowed to sell insurance products in branches? What are the guidelines issued in this regard?	<p>Please refer to <a href="#">Master Direction on "Financial Services provided by Banks" dated May 26, 2016 (Updated as on September 25, 2017),</a></p> <p>The above cited Direction is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the tab "Notifications".</p>	Nov 05, 2019
53	Can a bank issue credit card or increase the credit limit of a credit card, without customer consent?	<p>Please refer to <a href="#">"Master Circular on Credit Card, Debit Card and Rupee Denominated Co-branded Pre-paid Card Operations of Banks and Credit Card issuing NBFCs – 2015" dated July 1, 2015.</a></p> <p>The above cited circular is available on website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under "Notifications" tab.</p>	Nov 05, 2019
54	Is it compulsory to obtain debit card from banks?	<p>Please refer to <a href="#">"Master Circular on Credit Card, Debit Card and Rupee Denominated Co-branded Pre-paid Card Operations of Banks and Credit Card issuing NBFCs – 2015" dated July 1, 2015.</a></p> <p>The above cited circular is available on website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under "Notifications" tab.</p>	Nov 05, 2019
55	Name and Number of nominated banks permitted by RBI to import gold for this financial year	The list of nominated banks permitted by RBI to import gold is available at : <a href="https://rbi.org.in/commonman/english/Scripts/Content.aspx?id=336">https://rbi.org.in/commonman/english/Scripts/Content.aspx?id=336</a>	Nov 05, 2019
56	List of Foreign Banks which are permitted by RBI to do banking services in India with their addresses.	The list of foreign banks operating in India (as branches and Representative offices), is available at: <a href="https://www.rbi.org.in/commonman/Upload/English/C">https://www.rbi.org.in/commonman/Upload/English/C</a>	Nov 05, 2019

		<a href="#">ontent/PDFs/71207.pdf</a> The correspondence addresses of foreign banks carrying on banking business in India are available at: <a href="https://rbi.org.in/commonman/english/scripts/banksindia.aspx">https://rbi.org.in/commonman/english/scripts/banksindia.aspx</a>	
57	What is RBI's policy regarding safety of lockers in banks?	Please refer to <a href="#">Master Circular DBR.No.Leg.BC.21/09.07.006/2015-16 dated July 1, 2015</a> on 'Customer Service in Banks' which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
58	Please provide RBI guidelines on fair practice code.	RBI, Department of Regulation has issued following circulars to banks:-  (i) <a href="#">DBOD. Leg. No.BC.104/09.07.007/2002-03 dated May 5, 2003</a> on 'Guidelines on Fair Practices Code for Lenders'.  (ii) <a href="#">DBOD.No.Leg.BC.65/09.07.005/2006-07 dated March 6, 2007</a> on 'Guidelines on Fair Practices Code for Lenders'.  (iii) <a href="#">DBOD.No.Leg.BC.28/09.07.005/2007-08 dated August 22, 2007</a> on 'Guidelines on Fair Practices Code for Lenders- Furnishing Copy of Loan Agreement'.  (iv) <a href="#">DBOD.No.Leg.BC.86 /09.07.005/2008-09 dated November 25, 2008</a> on 'Guidelines on Fair Practices Code for Lenders- Disclosing all information relating to Processing Fees /Charges'.  (v) <a href="#">DBOD.Leg.No.BC.61/09.07.005/2010-11 dated November 12, 2010</a> on 'Guidelines on Fair Practices Code for Lenders- Disclosing all information relating to processing fees /charges'.  Also, you may refer to <a href="#">circular DBR.Leg.No.BC.64/09.07.005/2014-15 dated January 22, 2015</a> on 'Display of Information by Banks'. (The aforementioned circulars are available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications')	Nov 05, 2019
59	Please provide RBI guidelines to banks on collecting information from customers for cross-selling purposes	Please refer to <a href="#">Master Circular DBR No.Leg.BC.21/09.07.006/2015-16 dated July 1, 2015</a> on 'Customer Service in Banks' which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
60	What are RBI guidelines regarding banking hours, extended business hours and extended business hours for non-cash banking transactions?	Please refer to <a href="#">Master Circular DBR.No.Leg.BC.21/09.07.006/ 2015-16 dated July 1, 2015</a> . on 'Customer Service in Banks' which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
61	What are RBI guidelines on liability of customers and banks in an unauthorized electronic banking transaction?	Please refer to <a href="#">circular DBR.No.Leg.BC.78/09.07.005/2017-18 dated July 6, 2017</a> on 'Customer Protection - Limiting Liability of Customers in Unauthorized Electronic Banking Transactions' which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
62	Please provide guidelines issued in respect of Senior citizen and differently abled persons.	Please refer to <a href="#">circular DBR.No.Leg.BC.96/09.07.005/2017-18 dated November 9, 2017</a> on 'Statement on Developmental and Regulatory Policies - October 4, 2017- Banking Facility for Senior Citizens and Differently abled Persons', which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.  Also refer to <a href="#">Master Circular</a>	Nov 05, 2019



		<a href="#">DBR.No.Leg.BC.21/09.07.006/2015-16 dated July 1, 2015</a> on "Customer Service in Banks", which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	
63	What are the latest guidelines of RBI on entries in Passbook and Statement of Accounts?	Please refer to <a href="#">circular DBR.No.Leg.BC.76/09.07.005/16-17 dated June 22, 2017</a> and <a href="#">Master Circular DBR.No.Leg.BC.21/09.07.006/2015-16</a> on 'Customer Service in Banks' dated July 1, 2015. The circulars are available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
64	If a customer has any grievance/complaint against a bank/branch then what shall be the course of action?	In case of grievance against a specific bank, the applicant may lodge a complaint with the concerned bank branch. If not satisfied with their reply, you may lodge a complaint with Nodal Officers / Principal Nodal Officers at Controlling Office / Head Office of the bank branch, appointed under the Banking Ombudsman Scheme, 2006, for redressal of complaint. If complaint is not redressed within one month, a complaint can be made to Banking Ombudsman, under the Banking Ombudsman Scheme, 2006. The details of the Banking Ombudsman Scheme are available on RBI's website <a href="http://www.rbi.org.in">www.rbi.org.in</a> . The name and contact details of the Nodal Officers of the banks are available in their respective official website. You may also refer to RBI Press Release, 2018-2019/542 -The Reserve Bank introduces Internal Ombudsman Scheme, 2018 for Scheduled Commercial Banks dated September 03, 2018 (available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Press Releases').	Nov 05, 2019
65	When is a savings bank/current bank account treated as inoperative/dormant.	Please refer to <a href="#">Master Circular DBR.No.Leg.BC.21/09.07.006/ 2015-16 dated July 1, 2015</a> . on 'Customer Service in Banks' which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
66	What are RBI guidelines regarding settlement of claims of deceased depositors.		
67	What are RBI guidelines on Nomination facility.		
68	Guidelines regarding Basic Savings Bank Deposit Account (BSBDA)/Zero balance accounts issued by RBI.	Please refer to <a href="#">circular DBR.Leg.BC.No 47/09.07.005/2018-19 dated June 10, 2019</a> which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
69	What are RBI guidelines on ATM failed transactions.	Please refer to <a href="#">Master Circular DBR.No.Leg.BC.21/09.07.006/ 2015-16 dated July 1, 2015</a> . on 'Customer Service in Banks' which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
70	Information about Regional Rural Banks (RRBs)	The list of all RRBs can be accessed by RBI website using the following path: <a href="http://www.rbi.org.in">www.rbi.org.in</a> >> Home>>Consumer Education & Protection>>For common person>>useful information >>Financial agents>>Banks in India	Nov 05, 2019
71	Whether any bank can obtain revival letter/acknowledgement of debt after the loan account become NPA? Any circular/notification of RBI regarding the above matter may be also furnished.	Reserve Bank of India has not issued any specific instructions in this regard. However, please refer to <a href="#">Master Circular - Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances dated July 1, 2015</a> .  The above-mentioned circular is available on website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
72	Define the meaning of NPA with rule provision to ascertain its nature.	Please refer to <a href="#">Master Circular - Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances dated July 1, 2015</a> .  This circular is available at	Nov 05, 2019

		website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	
73	Provide the steps would follow to recover the amount from NPA account. Provide the steps for process for recovery of NPA loan account	As per circular DBOD. NO. BP.BC.81/21.01.040/95 dated July 21, 1995, each bank is required to have a loan recovery policy which sets down the manner of recovery of dues, targeted level of reduction (period-wise), norms for permitted sacrifice/waiver, factors to be taken into account before considering waivers, decision levels, reporting to higher authorities and monitoring of write-off/waiver cases.	Nov 05, 2019
74	I want to know that in the matter of working capital assessment, is there any guidelines/rules requiring banks to re-assess/appraise the working capital of the borrower each year.	Please refer to Master Circular on 'Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances'.  The aforesaid Master Circular is available on website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'.	Nov 05, 2019
75	List of Banks in India.	The list of Banks in India is available in public domain on the following link: <a href="https://rbi.org.in/commonman/english/scripts/banksindia.aspx">https://rbi.org.in/commonman/english/scripts/banksindia.aspx</a>	Nov 05, 2019
76	What are the guidelines and documents that are required for opening of a Universal Bank in the Private Sector?	Please refer to Guidelines for 'on tap' Licensing of Universal Banks in the Private Sector, dated August 1, 2016, as issued by RBI vide press release 2016-2017/281. The same can be accessed through the web link <a href="https://rbidocs.rbi.org.in/rdocs/Content/PDFs/GOTL01082016BB321081EF5A45A489080187CA4CA690.PDF">https://rbidocs.rbi.org.in/rdocs/Content/PDFs/GOTL01082016BB321081EF5A45A489080187CA4CA690.PDF</a>	Nov 05, 2019

### Information pertaining to Regulation (Co-operative Banking)

RIA No	Information Sought	Reply given/ Information provided	Date of Reply
<b>1</b> <b>RIA</b> <b>453/05-06</b> <b>UBD</b>	Norms for classifying borrowal accounts of Urban Co-operative Banks as NPAs?	Norms for classification of borrowal accounts as NPAs is provided in our Master Circular UBD(PCB)Cir.No.1/09.140.00/05-06 dated July 4, 2005 on Income Recognition, Asset Classification and Provisioning, which is available on our website under the title 'Notifications'	<b>April 21, 2006</b>
<b>2</b> <b>RIA</b> <b>430/05-06</b> <b>UBD</b>	RBI guidelines on merger/ amalgamation of urban co-operative banks (UCBs)?	RBI guidelines on merger/amalgamation of UCBs are available in our <a href="http://www.rbi.org.in/circulars/No.UBD(PCB)Cir.36/09.169.00/2004-05">circulars No.UBD(PCB)Cir.36/09.169.00/2004-05</a> dated February 2, 2005, and Circular No. UBD(PCB)Cir.18/09.169.00/2005-06 dated November 22, 2005. These circulars are available on our website at <a href="http://rbi.org.in/scripts/Notification_User.aspx">http://rbi.org.in/scripts/Notification_User.aspx</a>	<b>April 12, 2006</b>
<b>3</b> <b>RIA</b> <b>455/05-06</b> <b>UBD/</b> <b>DNBS</b>	Whether a co-operative bank is registered under SARFAESI Act with Reserve Bank of India as a "Securitisation Company" and/or "Securitisation Creditor"? Whether such a bank can automatically become Securitisation Company/Creditor merely on it being registered as a banking company under Banking Regulation Act, 1949 with Reserve Bank of India? Whether such a bank is required to renew its Certificate every year as contemplated under SARFAESI Act? Whether the bank is required to approve a person to be appointed	Co-operative Banks fall within the definition of " <u>secured creditor</u> " under SARFESI Act by virtue of the definition contained in section 2(1)(c)(v) of the Act in view of the notification No. S O.105(E) dated 28th January, 2003 of the Central Government declaring "Co-operative Bank" as defined in clause (cci) of section 5 of Banking Regulation Act, 1949 to be a bank for the purposes of SARFAESI. Section 13 of SARFAESI Act, 2002, authorizes the secured creditors to enforce any security interest created in favour of it by the borrower without the intervention of the Court or Tribunal in accordance with provisions of the Act. As a co-operative bank is not a Securitisation Company, the questions regarding renewal of certificate, appointment of "Authorised Officer", application for registration, etc., would not be relevant.  The query as to whether enforcement of security interest by a secured creditor is required to be registered with "Central Registry" is an issue relating to the interpretation of the provisions of the Act and it is not "information" covered under the Right to Information Act. Reserve Bank does not hold information regarding the exercise of powers by the said bank under section 13(4) of the Act. A reference is also drawn to Section 20 of the Act. Such Central Registry contemplated under the Act would not	<b>April 21, 2006</b>



	as "Authorised Officer"? Whether such a person is required to be registered as contemplated under SARFAESI Act?	be a part of the Reserve Bank. It is also clarified that the Central Government has so far not issued any notification to set-up the Central Registry.	
<b>4</b> <b>RIA</b> <b>456/05-06</b> <b>UBD</b>	(i) The validity period of Co-operative Banks' pay order?  (ii) Whether co-op banks have the right to withdraw or deposit the amount in customer's saving account without his permission?	(i) Bank's pay order is basically a bankers' cheque and hence valid for six months.  (ii) Every bank frames saving bank rules. Deposits/withdrawals into the account (SB Account) are subject to these rules. Banks generally debit SB account with cheque book charges, account maintenance charges, etc.	<b>April 21, 2006</b>
<b>5</b> <b>RIA</b> <b>479/05-06</b> <b>UBD</b>	List of names of scheduled urban co-op banks operating in Maharashtra state	The information is available on the website at <a href="http://www.rbi.org.in/scripts/sitemaps.aspx">www.rbi.org.in/scripts/sitemaps.aspx</a>	<b>April 27, 2006</b>
<b>6</b> <b>RIA 22/07-08</b> <b>UBD</b>	RBI guidelines to Co-operative Banks on premature withdrawal of deposits	Paragraph 8 of the Master Circular no 1 dated July 2, 2007 (on our website at <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?Mode=0&amp;Id=3691">http://www.rbi.org.in/scripts/NotificationUser.aspx?Mode=0&amp;Id=3691</a> ) and a Circular UBD(PCB) 78/DC.V.(B) 92-93 dated May 26, 1993 may be referred.	<b>April 26, 2006</b>
<b>3667/14-15</b> <b>DCBR</b>	Information on Loan waiver details under Agricultural Debt Waiver and Debt Relief (ADWDR) Scheme, 2008  Copy of rules for monitoring proper implementation of said scheme.  List of documents bank/Farmer need to submit to government after receiving loan waiver amount.  Copy of rules used to take action against bank if bank failed to provide certificate of debt waiver of debt relief and also failed to take acknowledgement from farmer	Para 4 of our circular RBI/2007-2008/348 <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?Mode=0&amp;Id=3691">UBD.PCB.Cir.No. 50/13.05.000/07-08 dated June 2, 2008</a> which is available in the website of Reserve Bank of India under the tab 'Notifications'.  RBI has not prescribed any documents required to be submitted to government by the farmer after receiving the loan waiver amount. The responsibility of the banks under the scheme are given in the circular(s): (1) <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?Mode=0&amp;Id=3691">UBD.PCB.Cir.No.43/13.05.000/2007-08 dated May 23, 2008</a> (2) <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?Mode=0&amp;Id=3691">UBD.PCB.Cir.No.50/13.05.000/2007-08 dated June 2, 2008</a> . The circulars are available in the website of Reserve Bank of India under the tab 'Notifications'.  Please refer to our circular RBI/ 2012-13/ 381 <a href="http://www.rbi.org.in/scripts/NotificationUser.aspx?Mode=0&amp;Id=3691">UBD.BPD.PCB.Cir.No.31/13.05.000/2012-13 dated January 15, 2013</a> which is available in the website of Reserve Bank of India under the tab 'Notifications'.	<b>Feb 06, 2015</b>
<b>4104/2014-15</b> <b>DCBR</b>	Which delegated authority from Reserve Bank of India has power to cancel the license of the Bank? Please provide us the Name and Address of such authority.  Guidelines as to under which circumstances, a Bank's banking license can be cancelled.	The Executive Director in charge of Department of Co-operative Bank Regulation (DCBR) of Reserve Bank of India has power to cancel the license of the Co-operative Bank. The Address is as under:  The Executive Director, Department of Co-operative Bank Regulation, Reserve Bank of India, 17th Floor, Central Office Building, Shahid Bhagat Singh Road, Fort, Mumbai-400001.  As per Section 22 (4) of the B. R. Act, 1949 (As Applicable to Co-operative Societies (AACS)), The Reserve Bank may cancel a licence granted to a co-operative bank:  (i) if the co-operative bank ceases to carry on banking business in India; or  (ii) if the co-operative bank at any time fails to comply	<b>March 3, 2015</b>

		<p>with any of the conditions imposed upon it under sub-section (1) of the Section 22 of the B.R. Act, 1949 (AACS); or</p> <p>iii) if at any time, any of the conditions referred to in sub-section (3) of the Section 22 of the B.R. Act, 1949 (AACS) is not fulfilled.</p> <p>Provided that before cancelling a license under clause (ii) or clause (iii) of sub-section 4 of Section 22(4) of the B.R. Act, 1949 (AACS) on the ground that the co-operative bank has failed to comply with or has failed to fulfill any of the conditions referred to therein, the Reserve Bank, unless it is of opinion that the delay will be prejudicial to the interests of the co-operative bank's depositors or the public, shall grant to the co-operative bank on such terms as it may specify, an opportunity of taking the necessary steps for complying with or fulfilling such condition.</p>	
<b>4129/2014-15 DCBR</b>	On which amount KYC is compulsory?	<p>KYC Procedures are carried out on all customers of a bank. The guidelines/instructions issued to Urban Cooperative Banks and DCCBs/ StCBs on Know Your Customer (KYC) Norms/ Anti-Money Laundering (AML) Standards/ Combating of Financing of Terrorism (CFT) / Obligation of Banks under Prevention of Money Laundering Act (PMLA), 2002 upto July 1, 2014 have been consolidated in the <a href="#">Master Circular dated UBD.BPD.(PCB).MC.No.16/12.05.001/2013-14 dated July 1, 2014</a> &amp; <a href="#">RPCD.RRB.RCB.AML.BC.No.02/07.51.018/014-15 dated July 1, 2014</a>. Instructions issued subsequently are available in Circulars <a href="#">UBD.BPD.(PCB).Cir.No.2/14.01.062/2014-15 dated July 2, 2014</a>, <a href="#">RPCD.RRB.RCB.AML.BC.No.12/07.51.018 /2014-15 dated July 3, 2014</a>, <a href="#">RPCD.RRB.RCB.AML.BC.No.14/07.51.018/2014-15 dated July 21, 2014</a>, <a href="#">UBD.BPD.(PCB).Cir.No.5/14.01.062/2014-15 dated August 5 2014</a>, <a href="#">RPCD.RRB.RCB.AML.BC.No.31/07.51.018/2014-15 dated September 9, 2014</a>, <a href="#">RPCD.RRB.RCB.AML.No.2797/07.51.018/2014-15 dated September 9, 2014</a>, <a href="#">UBD.BPD (PCB).Cir.No.15/14.01.062/2014-15 dated September 16, 2014</a>, <a href="#">UBD.BPD.(PCB).Cir.No.16/14.01.062/2014-15 dated September 16, 2014</a>, <a href="#">UBD.BPD.(PCB).Cir.No.22/14.01.062/2014-15 dated October 22, 2014</a> <a href="#">UBD.BPD.(PCB).Cir.No.23/14.01.062/2014-15 dated October 22, 2014</a>, <a href="#">RPCD.RRB.RCB.AML.BC.No.39/07.51.018 /2014-15 October 31, 2014</a> and <a href="#">RPCD.RRB.RCB.AML.No.4424/07.51.018/2014-15 dated October 31, 2014</a>.</p> <p>All circulars are available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'notifications'.</p>	<b>March 11, 2015</b>
<b>60495/2015 DCBR</b>	I had account with Co-operative Schedule Bank saving account and current account. They are charging Rs 300/- for cheque return charges, which is too high as compared to Nationalised bank. I had inquired few nationalized bank they are charging lesser than Rs 300.Whether Co-operative banks are	<p>Please refer to Para 22.1 of Master Circular UBD.BPD.(PCB).MC.No.10/12.05.001/2014 -15 dated July 1, 2014 on Customer Service for Primary Urban Cooperative Banks in this regard. All UCBs have the freedom to prescribe service charges with the approval of their Boards. However, while fixing service charges, for various types of services like charges for cheque collection, etc., UCBs are advised that they should ensure that they are reasonable and are not out of line with the average cost of providing these services. UCBs should ensure that customers with low volume of activities are not penalized.</p>	<b>April 29, 2015</b>

	authorized to charge any amount as cheque return charges. Whether policy related to charges is different for nationalized bank and cooperative banks.		
<b>00830/2015 5 DCBR</b>	How will calculate Current A/c interest during 35A Sec B.R act 1949 (AACS) imposes to any Urban Co-operative bank should and also to Saving A/c, Fixed deposit, Loans, Gold Loan, Vehicle etc.	The information sought is available in our <a href="#">Master Circular UBD.BPD.(PCB).MC.No.11/13.01.000/2014-15 dated July 1, 2014</a> on Interest Rates on Rupee Deposits – Primary (Urban) Co-operative Banks and Master Circular <a href="#">UBD.BPD.(PCB).MC.No.5/13.05.000/2014-15 dated July 1, 2014</a> on Management of Advances – UCBs which are available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'notifications'.  These instructions are also applicable to banks placed under Directions in terms of section 35 A of Banking Regulation Act, 1949 subject to the terms and conditions mentioned in the Direction imposed.	<b>May 07, 2015</b>
<b>01657/2015 5 DCBR</b>	Can Co-operative Bank charge Interest on Interest?	Please see the Master Circular on Management of Advances <a href="#">UBD.BPD.(PCB) MC No.5/13.05.000/2014-15 dated July 01, 2014</a>  Circulars on interest rates on loans and advances issued to State/Central Co-operative Banks are as follows:  i) <a href="#">RPCD.CO.RF.BC.No.93/07.38.01/2006-07 dated May 16, 2007</a> ii) <a href="#">RPCD.CO.RF.BC.No.78/07.38.01/2008-09 dated December 19, 2008</a> iii) <a href="#">RPCD.CO.RF.BC.No.29/07.38.01/2010-11 dated November 19, 2010</a>  The above Circulars are also available on our website <a href="https://rbi.org.in">https://rbi.org.in</a> under 'Notifications'.	<b>June 30, 2015</b>
<b>02297/2015 DCBR</b>	Information about NPA and defaulter Rules and Regulations adopted by RBI for Cooperative Banks under state governments.	Please refer to the Master Circular on Income Recognition, Asset Classification, Provisioning and other related matters - UCBs dated July 01, 2015 consolidating the instructions issued to Urban Cooperative Banks regarding Non Performing Assets and other related matters. The Master Circular is available on the website under link <a href="https://rbi.org.in/Scripts/BS_ViewMasterCirculardetails.aspx">https://rbi.org.in/Scripts/BS_ViewMasterCirculardetails.aspx</a>	<b>August 6, 2015</b>
<b>62275/2015 5 DCBR</b>	Please provide detailed information about all the prerequisites and compliances to be fulfilled by an Urban Co-operative Bank for setting up an Off-site ATM.	The criteria for setting up Off-site ATM by an Urban Co-operative Bank has been prescribed vide RBI circular – <a href="#">UBD.CO.LS.(PCB).Cir.No.1/07.01.000/2014-15 dated July 2, 2014</a> . The above Circular is available on our website <a href="https://rbi.org.in">https://rbi.org.in</a> under 'Notifications'.	<b>October 29, 2015</b>
<b>03717/2015 DCBR</b>	आपके दिशा निर्देशन में कौन कौन से बैंक कार्य करते हैं उनके नाम बताइये ?	सहकारी बैंक विनियमन विभाग सहकारी बैंकों के बैंक संबंधित कार्य को विनियमित करता है। सहकारी बैंकों की सूची हमारे वेबसाइट पर उपलब्ध है, जो कि निम्नलिखित लिंक से प्राप्त की जा सकती है : <a href="http://www.rbi.org.in">www.rbi.org.in</a> → Consumer Education & Protection → For Common Person Useful Information → Financial Agents → Banks in India	<b>November 20, 2015</b>
<b>50427/2016 DCBR</b>	We understand from the newspaper few Scheduled Coop. Banks are making losses. We have several Fixed Deposits & Bank accounts in these banks. With the growing concern around the economy of the country, we would like to know	Each depositor in a bank is insured under DICGC Act 1961 upto a maximum of ₹1,00,000 (Rupees One Lakh) for both principal and interest amount held by him in the same right and same capacity and at the time of liquidation/cancellation of any Bank, DICGC settles the claim up to maximum Rs.1,00,000/- (Rupees One lakh only).	<b>March 01, 2016</b>

	<p>as per RBI Guidelines &amp; rule, if the investors of FDR in the above banks, is fully secured and protected. (Money will be returned on time). Is this refund of the money guaranteed from Government, if the bank goes bankrupt Whether actual amount will be paid as per maturity value on due dates. Please let us know the detailed status for a Fixed Deposit Investor.</p>		
<b>02794/1 DCBS</b>	<p>Total NPA of all banks under your control from time balance on your record, till 30th June 2015.</p> <p>Give separate details of all PSU, Private Sector and Cooperative Banks details separately and year wise pending of NPA on your record till 30th June, 2015.</p> <p>Any action taken against any directors or top officials of bank in recovery negligence of NPA and how much amount recovered.</p> <p>Any action taken against bank's Directors or top officials adopted false procedure to give loans to big corporate which ends to NPA.</p>	<p>The information on total NPAs of all Urban Co-operative Banks is available on RBI website <a href="https://www.rbi.org.in/">https://www.rbi.org.in/</a> under Publications → Annual → Trend and Progress of Banking in India.</p> <p>The information sought in respect of Urban Co-operative Banks is exempted under Section 8(1) (a) of the Right to Information Act, 2005.</p> <p>Action taken against the management of the bank including the Board of Directors (BoD) for any act of omission or commission comes within the purview of RCS/CRCS in case of Uni-state and Multi state UCBs, respectively.</p> <p>Action taken against the management of the bank including the Board of Directors (BoD) for any act of omission or commission comes within the purview of RCS/CRCS in case of Uni-state and Multi state UCBs, respectively.</p>	<b>September 24, 2015</b>
<b>03219 DCBS</b>	<p>Postal address of Central Office / Head Office / Registered Office of all Public Sector Bank and Private Banks including Co-operative Banks which are controlled by Reserve Bank of India.</p>	<p>Regional Office-wise lists of all Scheduled and Non-Scheduled Urban Co-operative Banks which are currently in operation, with their Head Office addresses, are available on RBI website <a href="http://www.rbi.org.in">www.rbi.org.in</a> at:</p> <p><b>Scheduled Urban Co-op. Banks</b>  <a href="https://rbidocs.rbi.org.in/rdocs/Content/pdfs/schedulecoop.pdf">https://rbidocs.rbi.org.in/rdocs/Content/pdfs/schedulecoop.pdf</a></p> <p><b>Non-Scheduled Urban Co-op. Banks</b>  <a href="https://rbidocs.rbi.org.in/rdocs/Content/pdfs/nonschedulecoop.pdf">https://rbidocs.rbi.org.in/rdocs/Content/pdfs/nonschedulecoop.pdf</a></p> <p>(Path: Home Page → Consumer Education and Protection → For Common Person → Useful Information → Financial Agents → Banks in India → Co-operative Banks-Scheduled Urban Co-operative Banks and Non-Scheduled Urban Co-operative Banks)</p>	<b>October 12, 2015</b>
<b>62999 DCBS</b>	<p>Kindly provide information with file notings on the procedure for appointment inspectors for inspection to be carried on banking</p>	<p>Inspecting officers are not appointed. Officers posted in DCBS (Regional Offices and Central Office) are deputed for carrying out the inspection. As such it is not an appointment but assignment of a task.</p> <p>There is no separate list of inspecting officers as any</p>	<b>January 15, 2016</b>

	entities. Kindly provide list of the inspectors available with RBI.	officer from Assistant Manager to General Manager may be assigned with the said task.	
<b>01856 DCBS</b>	At present what is the total outstanding amount of NPAs, Nationalised, Private and Co-operative Banks?	Information pertaining to Urban Cooperative Bank is available on the RBI website. Applicant can access the said information at: <a href="http://dbie.rbi.org.in/DBIE/dbie.rbi?site=publications">http://dbie.rbi.org.in/DBIE/dbie.rbi?site=publications</a>  followed by path: Primary (Urban) Co-operative Banks' Outlook > 2014-15 > Data Tables > Table 7 - Non-Performing Assets of UCBs	<b>May 23, 2016</b>
<b>03161/1 DCBR</b>	What are pre closure charges on all loan taken in bank, NBFC and Co-operative banks?  Need specific information all types of loan accounts were pre closure charges are levied.  Need specific guidelines of pre closure charges on mortgage loans.	Reserve Bank of India has not prescribed any pre-closure charges on loans, including mortgage loans for co-operative banks. However, we have issued guidelines vide <a href="#">circulars UBD.BPD.(PCB)CIR No.41/12.05.001/2011-12 dated June 26, 2012</a> and <a href="#">UBD.CO.BPD.PCB.Cir.No.64/12.05.001/2013-14 dated May 26, 2014</a> prohibiting urban co-operative banks from levying foreclosure charges/ pre-payment penalties on all floating rate home loans and floating rate term loans sanctioned to individual borrowers respectively.  In this regard, please refer to following circulars issued by Reserve Bank of India to State/Central Cooperative Banks  i. <a href="#">RPCD.CO.RF.BC.No.78/07.38.01/2008-09 dated December 19, 2008.</a> ii. <a href="#">RPCD.CO.RF.BC.No.29/07.38.01/2010-11 dated November 19, 2010.</a> iii. <a href="#">RPCD.CO.RCBD.BC.No.84/03.03.01/2011-12 dated June 15, 2012.</a> iv. <a href="#">RPCD.CO.RCBD.BC.No.102/07.51.013/2013-14 dated May 27, 2014.</a>  The above mentioned circulars are available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under 'Notifications'.	<b>August 12, 2016</b>
<b>03184/ DCBR</b>	खाता Fixed Deposit पर Auto renewal का नियम कब से लागु हुआ है ।	भारतीय रिज़र्व बैंक ने प्राथमिक (शहरी) सहकारी बैंकों को 'सावधि जमा के स्वतः नवीनीकरण' पर कोई निर्देश जारी नहीं किए हैं । तथापि, आप हमारे दिनांक 01 जुलाई 2015 के जमा खाता रखना – प्राथमिक (शहरी) सहकारी बैंक पर मास्टर परिपत्र डीसीबीआर. बीपीडी (पीसीबी) एमसी. सं.6/13.01.000/2015-16 और दिनांक 12 मई 2016 के सहकारी बैंक - जमाराशियों पर ब्याज दरें पर मास्टर निदेश DCBR. Dir. No. 1/13.01.000/2015-16, जो कि हमारे वेबसाइट <a href="http://www.rbi.org.in">www.rbi.org.in</a> ("अधिसूचनाएं" तहत) पर उपलब्ध हैं, का संदर्भ ले सकते हैं ।	<b>August 16, 2016</b>
<b>52190/ DCBR</b>	RBI Norms for final payment of without nominee	Regarding Reserve Bank of India instructions to cooperative banks on settlement of claims in respect of accounts without the survivor/nominee clause, please refer to Para 6.3 of our <a href="#">Master Circular DCBR.CO.BPD.(PCB).MC. No. 6/13.01.001/2015-16 dated July 1, 2015</a> on Maintenance of Deposit Accounts.  The above mentioned Master Circular can be downloaded from our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> under the link 'Notifications'→ Master Circulars→ Co-operative Banking.	<b>August 29, 2016</b>
<b>51761/1 DCBS</b>	Annual credit and deposit growth of banks in India from FY 1947/48 till FY 2015/16	Information on credit and deposit of cooperative banks can be accessed from "Report on trend and progress of banking in India" on RBI website. Link for the same is given below.  <a href="https://rbi.org.in/Scripts/AnnualPublications.aspx?head=Trend and Progress of Banking in India">https://rbi.org.in/Scripts/AnnualPublications.aspx?head=Trend and Progress of Banking in India</a>	<b>July 21, 2016</b>
<b>03550/</b>	Though Co-operative	The Cooperative banks are established under Co-	<b>Septembe</b>



<b>DCBS</b>	Bank's are governed by RBI, but why it is not covered under RTI Act. We had approached RBI regarding this matter, but it had shown its inability to set RTI Act should prevail on this Bank. After all why so?	operative Act of the respective states or Multi-state Cooperative Societies Act and not under any Parliamentary Statute. Therefore, they are not 'public authority' as defined under section 2 (h) of the Right to Information Act, 2005.	<b>r 07, 2016</b>
<b>52502/DCBS</b>	In case of Negligence, Fraud from bank who should be held responsible, the employee of the bank or the employers. Please provide the circular for the same.	In terms of Reserve Bank of India's <a href="#">circular DBS.CO.CFMC.BC.No.1/23.04.001/2016-17 dated July 01, 2016</a> , the bank is required to conduct enquiry to fix staff accountability and take action as per the enquiry report. The circular is available on Reserve Bank of India's website <a href="#">www.rbi.org.in</a> . Under "Notifications" – Master Directions on frauds.	<b>September 28, 2016</b>
<b>04749/1DCBR</b>	Whether RBI has issued any Circulars /orders/ guidelines regarding the banks/financial institutions charging foreclosure charges (here, the term "foreclosure charges" means the charges that a bank or financial institutions charges/ collects if a borrower repays the loan before the expiry of its term) ?	With regard to foreclosure charges for Urban Cooperative Banks, you may please refer to our <a href="#">Circulars UBD.BPD. (PCB)CIR. NO. 41/12.05.001 /2011-12 dated June 26, 2012</a> and <a href="#">UBD.CO.BPD. PCB.No.64/12.05.001/2013-14 dated May 26, 2014</a> .  With regard to foreclosure charges for State and Central Cooperative Banks, you may please refer to <a href="#">Circulars RPCD. CO.RCBD.RRB.BC. No.102/07.51.013/2013-14 dated May 27, 2014</a> and <a href="#">RPCD. CO. RCBD. BC. No. 84/03.03.01/ 2011-12 dated June 15, 2012</a>  The above circulars are available on our website under the link <a href="https://www.rbi.org.in/Scripts/NotificationUser.aspx">https://www.rbi.org.in/Scripts/NotificationUser.aspx</a>	<b>December 16, 2016</b>
<b>03759DCBR</b>	What are the terms and instructions issued by RBI for (pay order) clearing in cooperative bank and customers? Give details	You may refer to the following circulars issued to Cooperative Banks: 1. <a href="#">RPCD.Co.RCBD.BC.No.34/07.38.03/2011-12 dated November 24, 2011</a> . 2. <a href="#">RPCD.Co.RCB.BC.No.36/07.51.010/2014-15 dated October 22, 2014</a> of Para No. 10.1.3 and 10.2 on Customer Service 3. <a href="#">DCBR.CO.BPD. (PCB) MC. No.15 /12.05.001/2015-16 dated July 01, 2015</a> & Para 25 (Annex IV) The above Circulars are available on Reserve Bank of India's website <a href="#">www.rbi.org.in</a> under "Notifications".	<b>October 03, 2016</b>
<b>05333/DCBR</b>	What are the guidelines and rules issued to cooperative banks regarding recording of inheritor (nomination) in case of Fixed Deposit by a senior citizen.  What are the guidelines and rules issued to cooperative banks regarding payment of Fixed Deposits to the inheritor (nominee) of the deceased depositor?	Our guidelines on Nomination Facility issued to Urban Cooperative Banks are available in para 4 of <a href="#">Master Circular DCBR. BPD. (PCB). MC.No:6/13.01.000/2015-16 dated July 1, 2015</a> on Maintenance of Deposit Accounts- Primary (Urban) Co-operative Banks. You may please refer to our following circulars issued to State/Central Co-operative Banks (StCB/DCCB) in this regard 1. <a href="#">RPCD.CO.RF.BC.No.12/07.38.01/2005-06 dated July 12, 2005</a> 2. <a href="#">RPCD.CO.RF.BC.No.70/07.38.01/2006-07 dated April 12, 2007</a> 3. <a href="#">RPCD.CO.RF.BC.No.96/07.38.01/2008-09 dated April 13, 2009</a> 4. <a href="#">RPCD.CO.RCB.BC.No.53/07.51.010/2012-13 dated December 24, 2012</a> .  The above mentioned circulars are available on our website <a href="#">www.rbi.org.in</a> under the link 'Notifications'.	<b>January 12, 2017</b>
<b>05177DCBR</b>	KYC के पूरा न होने पर बैंक खाता धारक के विरुद्ध किस प्रकार कार्यवाही करते हुए खाता बंद/फ्रीज़ कर सकता है	इस विषय में कृपया हमारी वेबसाइट पर जारी केवाईसी के मास्टर निदेश सं. DBR.AML.BC. No.81/14.01.001/2015-16 दिनांक फरवरी 25, 2016 का संदर्भ लें, जिसमें बिन्दु संख्या 39 पर बैंको द्वारा खाते को फ्रीज़/बंद करने के बारे में निदेश दिये गए हैं। उपर्युक्त	<b>January 09, 2017</b>

	की जानकारी। क्या बैंक बिना सूचना के खाता बंद या फ्रीज़ कर सकता है की जानकारी।	परिपत्र भारतीय रिज़र्व बैंक के वेबसाइट <a href="http://www.rbi.org.in">www.rbi.org.in</a> पर के "अधिसूचना" लिंक के तहत उपलब्ध है।	
<b>01346/ DCBS</b>	Can a Multi-State Co-operative Society operate as Co-operative, Schedule Bank under the acts of Multi-State Co-operative Society?	A Multi-State Co-operative Society can operate as a Co-operative Scheduled Bank only when licensed by Reserve Bank of India and included in Second Schedule of Reserve Bank of India Act, 1934.	<b>March 23, 2017</b>

### Information pertaining to Regulation (Non-Banking)

RIA No	Information Sought	Reply given/ Information provided	Date of Reply
<b>3</b>	The Non-Banking Financial Companies are lending cash against gold deposits and collecting interest against the loan amount. How much percentage of the cost of the gold deposited can be given as loan and what shall be the interest to be collected against the loan according to the Reserve Bank of India's specifications.	In terms of extant instructions, Non-Banking Financial Companies (NBFCs) are required to maintain a Loan-to-Value (LTV) ratio not exceeding 75 percent for loans granted against the collateral of gold jewellery.  The interest rates charged by NBFCs are governed by the terms and conditions of the loan agreement entered into by the borrower and the NBFC. The Reserve Bank has not specified any interest rate that can be charged by any NBFC. However, in order to ensure transparency in such matters, the NBFCs have been advised by the Reserve Bank to adopt a Fair Practice Code with the approval of their Boards. They are also advised to lay out appropriate internal principles and procedures in determining interest rates and other charges. The latest circular issued to NBFCs on Fair Practices Code is Master Circular DNBS (PD) CC No. 340/03.10.042/2013-14 dated July 1, 2013 which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> > sitemap > Master Circulars – Fair Practice Code. <a href="http://rbi.org.in/scripts/BS_ViewMasterCirculardetails.aspx">http://rbi.org.in/scripts/BS_ViewMasterCirculardetails.aspx</a>	<b>April 10, 2014</b>
<b>RIA No4357/ 2013-14</b>	1. Kindly inform me about the maximum rate of interest that can be charged by a Non-Banking Financial Company in regard to loans lent to loanees/borrowers against the security of Gold Ornaments.  2. Kindly furnish me the prevailing rules, regulations, norms, notifications, orders etc. pertaining to the charge of interest on loans lent by Non-Banking Financial Companies as against security of Gold Ornaments.  3. Kindly inform me as to the applicability of the AP Pawn Brokers Act, 2002 to the (Act No. 6 of 2002, passed by the Andhra Pradesh Legislature &	The Reserve Bank has not prescribed any ceiling on interest rate that can be charged by an NBFC. The interest rate chargeable, on all loans including loans against Gold Ornaments, is governed by the terms and conditions of the loan agreement entered into between the borrower and the NBFC. However, in order to ensure transparency in such matters, the NBFCs have been advised by the Reserve Bank to adopt a Fair Practices Code (FPC) with the approval of their Boards. The latest circular issued to NBFCs on FPC is Master Circular DNBS (PD) CC No. 340/03.10.042/2013-14 dated July 1, 2013 which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> > sitemap > Master Circulars – Fair Practice Code  Available at the link: <a href="http://rbi.org.in/scripts/BS_ViewMasterCirculardetails.aspx">http://rbi.org.in/scripts/BS_ViewMasterCirculardetails.aspx</a>  Instructions in regard to rate of interest chargeable on all types of loans including loans against security of Gold Ornaments are consolidated in our Master Circular on the Fair Practices Code referred to above.  All loans, including loans against the security of Gold/gold ornaments, granted by NBFCs, registered with the Reserve Bank of India under Section 45-IA of the RBI Act, 1934, are governed by the provisions of the said Act and the guidelines issued in this regard by the Reserve Bank.	<b>February 25, 2014</b>



	came into force with effect from 15.10.2003) in regard to the loans and advances lent by Non-Banking Financial Companies to the public at large against the security of Gold/gold ornaments.		
	4. Kindly inform me the prevailing rules, regulations, norms, guidelines, notifications etc. in regard to auctioning of securities by Non-Banking Financial Companies in the event of failure of the loanees to repay the borrowed amount.	Our guidelines with regard to auction of jewellery, in the event of non-repayment of loans, are available in Para C of our above referred circular, read with para V of our circular DNBS.CC.PD.No.356 / 03.10.01/ 2013-14 September 16, 2013 on Lending Against Security of Single Product – Gold Jewellery, which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> > Sitemap > NBFC List > NBFC Notifications.  Available at the link: ( <a href="http://rbi docs.rbi.org.in/rdocs/Notification/PDFs/CCN356160913L.pdf">http://rbi docs.rbi.org.in/rdocs/Notification/PDFs/CCN356160913L.pdf</a> )	
	5. Kindly inform me the prevailing rules and regulations in regard to maximum and minimum duration for which loans can be granted by Non-Banking Financial companies against the security of Gold ornaments and the periodicity of compounding of interest.	The Reserve Bank has not prescribed maximum and minimum duration of loans and the periodicity for compounding of interest on loans granted by NBFC against any kind of security including Gold ornaments. The Non-banking Financial Companies have discretion to determine the duration and the periodicity of compounding of interest on the loans granted. However, the rate of interest disclosed should be annualised rate so that the borrower is aware of the exact rate that would be charged to the account.	
<b>4080/13-14 DNBS</b>	Which of the Foreign or Indian, Private banks, NBFC, Financial Institute and the Banks/ NBFC and here quoted Bank or NBFC can charge compound interest (cumulative interest)? If they can charge cumulative interest then RBI or which of it's Department or Department of Non-Banking Supervision (DNBS) or which Authority has been permitted to charge this? Particularly which Bank / NBFC can charge cumulative interest and express in detail the permission given to them?  (1) Citi Financial Consumer Finance India Ltd. called as "Citi Financial", (2) HDFC Bank Ltd., (3) Kotak Mahindra Bank Ltd., (4) Kotak Mahindra Prime Ltd., (5) Reliance Capital Ltd., (6) Barclays Bank Ltd., (7) ICICI Bank Ltd., (8) India Bulls.	Non-Banking Financial Companies (NBFC) are registered with the Reserve Bank under Section 45 IA of the RBI Act, 1934. The Reserve Bank has not prescribed any specific interest rate that should be charged by NBFCs or "cumulative interest". The interest rates charged by NBFCs are governed by the terms and conditions of the loan agreement entered into between the borrower and the NBFC. Further, our Master Circular on this subject (Fair Practices Code) states that "The NBFCs should convey in writing to the borrower in the vernacular language as understood by the borrower by means of sanction letter or otherwise, amount of loan sanctioned along with the terms and conditions including annualised rate of interest and method of application thereof and keep the acceptance of these terms and conditions by the borrower on its record." In order to ensure transparency in such matters, NBFCs have been advised by the Reserve Bank to adopt a Fair Practices Code with the approval of their Boards. The latest circular issued to NBFCs on Fair Practices Code is Master Circular DNBS (PD) CC No. 340/03.10.042/2013-14 dated July 1, 2013 which is available on our website <a href="http://www.rbi.org.in">www.rbi.org.in</a> > sitemap > Master Circulars – Fair Practice Code at the link <a href="http://rbi.org.in/scripts/BS_ViewMasterCircularDetails.aspx?did=333">http://rbi.org.in/scripts/BS_ViewMasterCircularDetails.aspx?did=333</a>  The Department of Non-Banking Supervision regulates and supervises the Non-Banking Financial Companies and has issued the above guidelines to them.	<b>February 24, 2014</b>
<b>1 RIA 433/05-06 DNBS</b>	Is it permissible for a non-banking financial company (NBFC) to carry on business without registering with the Reserve Bank of India? If not, and if a NBFC carries on such business, what action would be taken against such a company?	As per Section 45 IA of the Reserve Bank of India Act, 1934, no NBFC shall commence or carry on the business of non-banking financial institution (NBFI) without obtaining certificate of registration (CoR) from the Reserve Bank of India. Business activities to be carried on by such NBFCs are provided under Section 45 I(c) of the RBI Act, 1934. The Reserve Bank of India may take appropriate action against any person (NBFC) contravening the provisions of RBI Act, 1934 and the Directions issued there under.	<b>March 28, 2006</b>

<p><b>2</b> <b>RIA</b> <b>461/05-06</b> <b>DNBS</b></p>	<p>What are the businesses that a company which is registered as a Residuary Non-Banking Company (RNBC) with RBI can undertake?</p>	<p>A company registered as a RNBC is defined as a non-banking institution, in terms of the Residuary Non-Banking Companies (Reserve Bank) Directions, 1987. RNBCs are companies which receive any deposit under any scheme or arrangement, by whatever name called, in one lumpsum or in installment by way of contributions or subscriptions or by sale of units or certificates or other instruments, or in any other manner and which, according to the definitions contained in the Non-Banking Financial Companies Acceptance of Public Deposits (Reserve Bank) Directions, 1998, or as the case may be, the Miscellaneous Non-Banking Companies Acceptance of Public Deposits (Reserve Bank) Directions, 1977, is not</p> <ol style="list-style-type: none"> <li>1. an equipment leasing company</li> <li>2. a hire purchase finance company</li> <li>3. a housing finance company</li> <li>4. an insurance company</li> <li>5. an investment company</li> <li>6. a loan company</li> <li>7. a mutual benefit company</li> <li>8. miscellaneous non-banking company, and</li> <li>9. a mutual benefit company.</li> </ol>	<p><b>April 25, 2006</b></p>
<p><b>3</b> <b>RIA 472,</b> <b>473/2005-</b> <b>06</b> <b>DNBS</b></p>	<p>Does law permit a NBFC governed by RBI rules to disburse loan amt by cash/ through bearer cheque</p>	<p>The mode of disbursement of loan amounts by NBFCs is not governed by RBI regulations. As regards the business practices of NBFCs, these are matters of contract between the NBFC and the borrower and therefore the loan transaction between the borrower and NBFC is regulated by the terms and conditions of the contract. Any grievances in this regard can be raised before the appropriate courts (both civil and criminal) including the local Consumer Forums, as you may deem fit. We may also add that no guidelines have been issued by Reserve Bank relating to vehicle financing by NBFCs.</p>	<p><b>April 25, 2006</b></p>
<p><b>4</b> <b>RIA 182,</b> <b>/2007-08</b> <b>DNBS</b></p>	<p>Rules and Regulations to form a Banking and Non Banking Financial Organizations</p>	<p>As far as Non – Banking Financial companies (NBFC) are concerned, as per Section 45 – IA (1) of Reserve Bank of India Act, 1934, no NBFC shall commence or carry on business of a non – banking financial institution without –</p> <p>(a) Obtaining a certificate of registration; and</p> <p>(b) Having the net owned fund (NOF) of rupees twenty - five lakh or such other amount, not exceeding rupees two hundred lakh.</p> <p>Currently, an NBFC requires NOF of Rs 200 lakh to be eligible for registration as a non banking financial institution and you may refer to RBI's website, <a href="http://www.rbi.org.in">www.rbi.org.in</a> (go to Sitemap&gt;NBFC list&gt;Forms/returns) for other details and specimen application form for certificate of registration to commence / carry on the business of a non- banking financial institution by a company and the requirements to be complied with and documents to be submitted to RBI by NBFCs for obtaining Certificate of Registration from RBI.</p> <p>3. As regards query about licensing of new bank, at present RBI is not considering any request for opening of new banks in the private sector. As and when RBI considers it necessary to invite applications for opening of new banks in the private sector, a public announcement indicating the detailed norms for setting up a bank will be made. The same will also be made available on the RBI website <a href="http://www.rbi.org.in">www.rbi.org.in</a></p> <p>4. Banks are regulated by Reserve Bank of India under provisions of the Banking Regulation Act, 1949 and Reserve Bank of India act, 1934.</p>	<p><b>August 21, 2007.</b></p>
<p><b>5</b></p>	<p>"Does the money lending</p>	<p>Granting of License/ permission for money lending</p>	<p><b>April 9,</b></p>

<b>RIA 1648, /2007-08 DNBS</b>	business under hire purchase require registration / permission from RBI; if yes under what provision of law?"	activity is under the jurisdiction of concerned State Governments. In case any non-banking financial activity (e.g. hire purchase and leasing) is to be undertaken, such activity cannot be commenced or carried on without a Certificate of Registration from RBI as per Section 45 IA of RBI Act, 1934.	<b>2008</b>
<b>2673/13-14 DNBS</b>	Are Non-Banking Finance Companies (NBFC) in India allowed to give loans to NPA accounts of nationalized and private banks?	NBFCs lend based on their own credit appraisal mechanism.	<b>Dec 11, 2013</b>
	Whether they are regulated to a point of Rate of Interest charged by them? Or they can charge whatsoever they would like to under the guidelines of honorable RBI?	Rate of Interest on loans is a contractual obligation between NBFC and borrower. RBI has not issued any guidelines in this regard. However, the Board of each NBFC has to adopt an interest rate model taking into account relevant factors such as cost of funds, margin and risk premium, etc and determine the rate of interest to be charged for loans and advances. NBFC cannot charge interest that are seen to be excessive. The rate of interest should be annualized rates so that the borrower is aware of the exact rates that would be charged to the account. Further, the rate of interest and the approach for gradations of risk and rationale for charging different rate of interest to different categories of borrowers has to be disclosed by the NBFC to the borrower or customer in the application form and communicated explicitly in the sanction letter.  In addition, the Board of the NBFC has to adopt Fair Practice Code issued by the Bank vide Master Circular DNBS(PD) CC No. 340 / 03.10.042/ 2013-14 dated July 1, 2013 which deals, inter alia, with transparency in interest rates charged to the borrower.	
	If a NBFC is charging any amount of ROI to any client then can a complaint can be made, if yes to whom?	Grievances can be addressed to the Grievances Redressal Officer of the company. In case the NBFC does not respond, the matter can be taken up with the concerned Regional Office of the Department in whose jurisdiction the company is registered.	

### Information pertaining to Statistics and Information Management

<b>S. No</b>	<b>Query</b>	<b>Reply</b>
1	The list of commercial bank branches/ offices functioning in India.	List of all the commercial bank branches/offices functioning in India, having details like bank name, branch name, state, district, center, address, population group classification, Open date, License No, License date etc., are available on the Reserve Bank of India (RBI) CIMS website ( <a href="https://data.rbi.org.in/">https://data.rbi.org.in/</a> ) under the link 'Banking Outlet'. You may search/download as per your requirement.  For the terms/definitions, please refer to the 'Notes on Tables' on Central Information System for Banking Infrastructure (CISBI) portal available at the above-mentioned link.
2	Number of functioning branches/ offices of commercial banks in India, as at end-quarter – as per region/ state/ district/ population group/ population tier/ bank group/ bank.	Requested information are available on the Reserve Bank of India (RBI) website may be accessed at the below mentioned link- Quarterly: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Bank Branch Statistics -> Quarterly -> Functioning Offices
3	Number of branches/ offices opened by commercial banks in India – as per region/ state/ district/ population group/ bank group/	Requested information are available on the Reserve Bank of India (RBI) website may be accessed at the below mentioned link-

S. No	Query	Reply
	bank.	Annual / Quarterly: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Bank Branch Statistics -> Quarterly / Annual -> Offices Opened during Quarter / Offices Opened during Year
4	Number of branches/ offices closed by commercial banks in India – as per region/ state/ district/ population group/ bank group/ bank.	Requested information are available on the Reserve Bank of India (RBI) website may be accessed at the below mentioned link- Annual / Quarterly: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Bank Branch Statistics -> Quarterly / Annual -> Offices Closed during Quarter / Offices Closed during Year
5	Information on (a) number of credit accounts and the amount of outstanding credit with scheduled commercial banks (SCBs) as per bank group/ population group/ state/ occupation/ size of credit limit/ interest rate range/ type of account/ organization; (b) outstanding credit of small borrower accounts of SCBs.	Requested information are available on the Reserve Bank of India (RBI) website may be accessed at the below mentioned link- Annual: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Basic Statistical Return (BSR)-1 - (Annual) - Credit by SCBs (including Regional Rural Banks) Quarterly: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Basic Statistical Return (BSR)-1 - (Quarterly) - Outstanding Credit of Scheduled Commercial Banks (excluding Regional Rural Banks)
6	Information on (a) number of deposits accounts and the amount of deposits outstanding with scheduled commercial banks (SCBs) – as per ownership of deposits and population group/ bank group/ state/ UT/ district, age-wise distribution of individual depositors; (b) deposits with SCBs as per type of deposits, maturity pattern of term deposits; (c) distribution of term deposits of SCBs as per interest rate range/ size of deposits and broad ownership category.	Requested information are available on the Reserve Bank of India (RBI) website may be accessed at the below mentioned link- Annual: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Basic Statistical Return (BSR)-2 - Deposits with SCBs (including Regional Rural Banks) Quarterly: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Basic Statistical Return (BSR)-2 - Deposits with SCBs (excluding Regional Rural Banks) -> BSR2 Quarterly (Deposit)
7	Number of employees of the scheduled commercial banks as per - bank group/ population group/ state/ employee category.	Requested information are available on the Reserve Bank of India (RBI) website may be accessed at the below mentioned link- Annual: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Basic Statistical Return (BSR)-2 - Deposits with SCBs -> Basic Statistical Return (BSR)-2 - Deposits with SCBs -> Section 4: Employee Distribution Quarterly: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Basic Statistical Return (BSR)-2 - Deposits with SCBs (excluding RRB's) -> BSR2 Quarterly (Deposit) -> Section 4: Employee Distribution
8	Number of employees of the scheduled commercial banks as per bank and/or category.	Requested information are available on the Reserve Bank of India (RBI) website may be accessed at the below mentioned link- Annual: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Statistical Tables Relating to Banks In India -> Tables Based On Annual Accounts -> Table No. 12 (Bank-wise and Category-wise Employees of

S. No	Query	Reply
		Scheduled Commercial Banks)
9	Information on (a) aggregate deposits and bank credit with SCBs (annual and quarterly) – as per state/ district/ center; (b) type of deposits of SCBs as per state/ district.	Requested information are available on the Reserve Bank of India (RBI) website may be accessed at the below mentioned link- Annual: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Spatial Distribution of Deposits And Credit (Annual) -> Spatial Distribution of Deposits and Credit Quarterly: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Spatial Distribution of Deposits and Credit (Quarterly) -> Spatial Distribution of Deposits and Credit
10	Information on (i) liabilities and assets of SCBs; (ii) earnings and expenses of SCBs; (iii) bank-wise capital adequacy ratios (CRAR) of SCBs; (iv) provisions and contingencies of SCBs; (v) contingent liabilities of SCBs; (vi) gross non-performing assets (GNPAs), net non-performing assets (NNPA), write-offs, addition/ reduction in GNPAs; (vii) appropriation of Profit of SCBs; (viii) ratio of SCBs like cash deposit ratio, credit deposit ratio, investment deposit ratio, capital adequacy ratio, net NPA to net advances etc.	Requested information are available on the Reserve Bank of India (RBI) website may be accessed at the below mentioned link- Annual: - <a href="https://www.rbi.org.in">https://www.rbi.org.in</a> -> Statistics -> Database on Indian Economy -> Publication -> Time-Series Publications -> Statistical Tables Relating to Banks in India -> Tables Based On Annual Accounts

### Information pertaining to Supervision

S. No.	Information sought	Information provided
1	Give the list of NBFCs registered with Reserve Bank of India	List of NBFCs registered with RBI is available on <a href="https://rbi.org.in/Scripts/BS_NBFCList.aspx">https://rbi.org.in/Scripts/BS_NBFCList.aspx</a> List of HFCs registered with National Housing Bank (NHB) is available on <a href="https://nhb.org.in/en/list-of-housing-finance-companies-granted-certificate/">https://nhb.org.in/en/list-of-housing-finance-companies-granted-certificate/</a>
2	I would like to inquire about the status of Non-performing assets in our country.	Information on “Gross NPAs” is available in public domain on DBIE, RBI’s data warehouse. The path to access the data is <a href="https://cimsdbie.rbi.org.in/">https://cimsdbie.rbi.org.in/</a> → Home → Statistics → Financial Sector → Banking - Performance Indicators → Variables to be published Bank and Bank Group wise (For Public Access) → Select Bank Name/s, Period and Units (Multiple banks may be selected at a time) → Asset Quality → Bank-wise important asset quality indicators of Scheduled Commercial Banks.
3	The details of audit firms appointed/reappointed as Statutory Branch Auditors (SBAs) by Public Sector Banks and allocation of branches	The details of audit firms appointed/reappointed as Statutory Branch Auditors (SBAs) by Public Sector Banks and allocation of branches can be accessed in the following path: <a href="https://www.rbi.org.in/">https://www.rbi.org.in/</a> FUNCTIONWISE SITES → Regulation → Commercial Banking → For Bankers → Appointment of Statutory Auditors.
4	List of Non-Banking Financial Companies (NBFCs), Scheduled Commercial Banks (SCBs) & Urban Cooperative Banks (UCBs) registered with RBI.	List of Non-Banking Financial Companies (NBFCs), Scheduled Commercial Banks (SCBs) & Urban Cooperative Banks (UCBs) is available on following link: - <a href="https://rbi.org.in">https://rbi.org.in</a> -> Functionwise sites -> Regulation -> Non-Banking -> List of NBFCs and ARCs registered with the RBI. <a href="https://rbi.org.in">https://rbi.org.in</a> -> Functionwise sites -> Regulation -> Commercial Banking -> For Bankers -> List of Scheduled Commercial Banks (SCBs) <a href="https://rbi.org.in">https://rbi.org.in</a> -> About Us -> Site Map -> Financial Intermediaries