

**Conditions related to Doorstep Banking Services**

**Services to be offered**

1. Eligible banks can voluntarily offer the following banking services to individual customers/ natural persons at their doorstep: -

- a) Pick up of cash against receipt;
- b) Pick up of payment instruments against receipt;
- c) Delivery of demand drafts against withdrawal from account;
- d) Delivery of cash against withdrawal from account either against cheque received at the counter or request received through any secured convenient channel, such as phone banking, internet banking, etc;
- e) Submission of Know Your Customer (KYC) documents;
- f) Submission of Life Certificate.

2. The banks which offer services of pick-up of cash shall take suitable steps to educate their employees and agents to enable them to detect forged and mutilated notes so as to avoid frauds and disputes with customers.

3. Mode of Delivery:

- a) Through own employees
- b) Through Agents

4. Where banks engage the services of Agents for delivery of services, it should be ensured that the policy approved by the Board lays down the broad principles for selection of agents and payment of fee/commission etc. Banks must refer to the guidelines on Managing Risks in Outsourcing of Financial Services by co-operative banks issued vide our [circular DoR.ORG.REC.27/21.04.158/2021-22 dated June 28, 2021](#) (as updated and amended by the Reserve Bank) and ensure that the principles enumerated therein are complied with while offering Doorstep Banking Services.

## 5. Delivery process

- a) Cash collected from the customer should be acknowledged by issuing a receipt on behalf of the bank;
- b) Cash collected from the customer should be credited to the customer's account on the same day or next working day, depending on the time of collection;
- c) At the time of collection of cash, the customer should be informed of the date of credit by issuing a suitable advice;
- d) Delivery of demand draft should be done by debit to the account on the basis of requisition in writing/ cheque received and not against cash or instruments collected at the doorstep;
- e) Acknowledgment should be provided for collection of KYC documents, Life Certificate.

## **Risk Management**

6. It shall be ensured that the agreement entered into with the customer does not entail any legal or financial liability on the bank for failure to offer doorstep services under circumstances beyond its control. The services should be seen as a mere extension of banking services offered at the branch and the liability of the bank should be the same as if the transactions were conducted at the branch. The agreement should not provide any right to the customer to claim the services at his doorstep.

7. The bank should provide cash limits (for collection as well as delivery) for their employees/ agents and customers, for doorstep banking. The bank should also take all necessary steps to contain technology risk while providing these services.

## **Transparency**

8. Charges, if any, to be levied on the customer for doorstep services should be incorporated in the policy approved by the Board and should form part of the

agreement entered into with the customer. The charges should be prominently indicated on the banks' website and brochures offering doorstep services.

#### 9. Other conditions

- a) Banks shall ensure compliance with the [Master Direction - Know Your Customer \(KYC\) Direction, 2016](#) as updated and amended by the Reserve Bank with regard to customer identification procedures while offering doorstep services to their customers.
- b) The services should be offered at either the residence or office of the customer as opted by the customer, the address of which should be clearly and explicitly mentioned in the agreement.
- c) The agreement/ contract with the customer shall clearly specify that the bank will be responsible for the acts of omission and commission of its 'agent'.
- d) Banks shall keep in view the restrictions imposed by Section 10 (1) (b) (ii) of the Banking Regulation Act, 1949, while making payments for the services outsourced.

#### 10. Redressal of Grievance

- a) Banks should constitute an appropriate Grievance Redressal Machinery internally for redressing complaints about services rendered by its employees/ agents. The name and telephone number of the designated Grievance Redressal Officer of the bank should be made available to the customers including on the bank's website. The designated officer should ensure that genuine grievances of customers are redressed promptly.
- b) If a customer feels that his complaint has not been satisfactorily addressed, he will have the option to approach the Office of the Reserve Bank Ombudsman (in case the complaint is against the co-operative banks covered under The Reserve Bank - Integrated Ombudsman Scheme, 2021) or concerned Regional Office of the Reserve Bank (for all other co-operative banks) for redressal of grievances.