

RBI /2006-2007/412
DBOD.No.BL.BC. 99 /22.01.010/2006-2007

May 24, 2007
Jyeshtha 03, 1929 Saka

All Scheduled Commercial Banks
(excluding RRBs)

Dear Sir

Section 23 of the Banking Regulation Act, 1949 – Doorstep Banking

Please refer to our circular No.DBOD.BL.BC.59/22.01.010/2006-2007 dated February 21, 2007 on the above subject.

2. Taking into account the suggestions received from Indian Banks' Association as also some of the banks, the matter was reviewed and it has been decided to permit banks to:
- (i) deliver cash/draft at the doorstep of the individual customers also (in addition to corporate customers/Government Departments/PSUs etc.) either against cheques received at the counter or requests received through any secure convenient channel such as phone banking/internet banking and
 - (ii) deliver cash/draft at the doorstep of Corporate customers/Government Departments/PSUs etc., against cheques received at the counter or requests received through any secure convenient channel such as phone banking/internet banking,

subject to the banks adopting technology and security standards and procedures as envisaged in our circular DBOD.Comp.BC.130/07.03.23/2000-2001 dated June 14, 2001, including those specifically relating to authenticating users as indicated in paragraph II(b) thereof and taking adequate safeguards/precautions in undertaking the above transactions.

Yours faithfully

(P.Vijaya Bhaskar)
Chief General Manager