



# INDRAPRASTHA SEHKARI BANK LTD.

REGD. OFF. : A-101, Wazirpur Group Indl. Area, Delhi-110052

Ph. : 45079400 (100 Lines) Fax : 45079499

## **Policy on Door Step Banking**

In order to attain harmonization of regulatory framework and to provide convenience of banking services to the customers at their door-step, the Reserve Bank of India has decided to allow financially sound and well managed (FSWM) UCBs to extend doorstep banking services to their customers on voluntary basis. Accordingly the Bank has formulated a scheme for providing Doorstep Banking Services (DSBS) to its customers with the approval of the Board in accordance with the extant guidelines.

Taking into account various risks that may arise on account of offering Doorstep Banking Services to its customers either directly through own employees or through agents, the Bank shall ensure all necessary steps to manage the same.

**Detailed guidelines – services to be offered:** The Bank may voluntarily offer any of the following services to individual customers / natural persons at their doorstep:

1. Pick up of cash against receipt;
2. Pick up of instruments against receipt;
3. Submission of KYC documents and
4. Submission of Life Certificate
5. Any other service which the RBI/Bank may decide from time to time.

**Mode of delivery:** The Bank will not engage services of Agents for delivery of services under doorstep banking. Instead, for financial and non-financial doorstep services, the Bank shall educate/train its own employees for the job and impart them training on detection of forged and mutilated currency notes to avoid frauds and disputes with customers. Concerned employees shall also be briefed on collection of Officially Valid Documents (OVDs) for KYC purposes.

**Eligibility:** Doorstep banking services shall be extended to:

- Operative and fully KYC complied accounts.
- Valid mobile numbers /email IDs registered with the Bank;
- Senior citizens of more than 70 years of age, differently abled and/or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired;
- Minors, illiterates and accounts operated through power of attorney shall operate their accounts at branch only.

**Customer registration:** Customers willing to obtain Doorstep banking services may register themselves with the Bank as per form given as Annexure-I(one time process). Senior citizens of more than 70 years of age and differently abled customers may self-register at base branch or request the base branch to register them by visiting their residence or any other valid mode. Customers are required to register their mobile numbers and email id to avail such services. Customers may send their requests for DSBS through Post/courier/SMS & email also.



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Branch officials shall ensure that secrecy of customer accounts be maintained and necessary precautions are to be taken while delivering DSBS.

**Risk Management:** The Bank shall ensure that such arrangement with the customer does not entail any legal or financial liability on the bank for any delay / failure to extend doorstep services under circumstances beyond its control. It shall not provide any right to the customer to claim the services at his doorstep. The Bank shall also take all necessary steps to contain technology risk while providing these facilities

### **Delivery process:**

- Cash collected from the customer shall be acknowledged by issuing a receipt on behalf of the Bank;
- Cash collected from the customer shall be credited to the customer's account on the same day or next working day depending upon the time of collection of such cash;
- Acknowledgement shall be provided for collection of KYC documents, life certificate;
- Customer shall be informed of the date of credit of cash and updation of KYC documents.
- The delivery would be completed on best effort basis but not later than T+1 working day (holidays excluded)

**Service charges:** The Bank shall charge a sum of Rs.100/- plus GST for financial as well non-financial doorstep banking services including collection of Life Certificates from pensioners and family pensioners. The service charges are subject to change from time to time and will be displayed on website of the bank. Any change in the charges shall be notified to the customers, well in-advance. The Chief Executive Officer is empowered for full or partial waiver of charges.

### **Other Terms & conditions:**

- i. The Bank shall ensure compliance with extant guidelines on KYC as updated and amended from time to time with regard to customer identification procedure while offering doorstep services to its customers;
- ii. The services shall be rendered at the residence or office of the customer as opted by the customer, the address of which should be clearly and explicitly mentioned in his request / agreement;
- iii. The Bank shall be responsible for the acts of omission or commission of its officials deputed for the purpose;
- iv. The registered address of office or residence shall be within 5 kms from the branch;
- v. By accepting the terms of DSBS, the customer acknowledges that the doorstep banking services may be provided with the involvement of any of its employees/staff and authorizes the Bank to appoint, as the Bank deems necessary, any official/staff who will act upon the instructions of the Bank to provide said services on behalf of the Bank. The customer would authorize the bank to share such details with its staff/officials as would be necessary to render such services;
- vi. The charges for providing such services, including revised charges, if any, shall be debited from the customer's account without prior notification to the customer and shall be displayed on website and notice board;
- vii. Customer does not entail any legal or financial liability on the bank for failure to offer such services under circumstances beyond its control;



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- viii. The customer needs to share his/her ID proof / service request (as applicable) with the official/staff(service provider);
- ix. The customer may request for cancellation / modification of a relevant service request, 4 hours before the appointed time, in such case no charges shall be recovered.
- x. Only one service request will be accepted per day up to 03.00 p.m.(may include multiple tasks in one request)
- xi. The bank official/employee/staff deputed for the service shall be authorized for multiple pik-ups from different customers;
- xii. The doorstep banking services shall be seen only as an extension of regular banking services offered by the Bank and hence liability of the Bank remains to the same extent as if the transactions were conducted at the branch;
- xiii. The Bank reserves the right to change any of the terms & conditions and the same shall be displayed at the branch notice board and/or website;

**Redressal of grievances:** Any grievance / complaint received under the DSBS category shall be resolved through internal Grievance redressal mechanism at the Bank. In case a customer feels that his complaint has not been satisfactorily addressed, he/she will have the option to approach the Office of the Banking Ombudsman for redressal of grievance/s.

**Policy Review:** The operation of the scheme may be reviewed by the Board on half-yearly basis during the first year of its operation. Thereafter, the scheme may be reviewed on annual basis.

**Force Majeure:** The Bank shall not be liable to compensate customers for delayed delivery of Doorstep Banking Services to eligible persons, if some unforeseen event including but not limited to civil commotion, sabotage, lockout, strike or other labour disturbances, accident, fire, natural disasters or other Acts of God, war, damage to the bank's facilities, absence of usual means of communication or all types of transportation etc. beyond the control of the Bank prevents it from performing its obligations within the specified delivery parameters.

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**APPLICATION FORM FOR DOORSTEP BANKING SERVICES**

**Dated:.....**

**From:**

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To

The Manager,  
Indraprastha Sehkari Bank Ltd.,  
Branch Office,  
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Dear Sir/Madam,

- i. I am maintaining a Savings / Current Account No.....with your branch;
- ii. I wish to avail the doorstep banking facilities being offered by the Bank in my above mentioned account. I hereby affirm and declare that I have read and understood the terms & conditions related to Doorstep banking facilities offered by the Indraprastha Sehkari Bank Ltd. on payment of service charges as may be decided by the Bank from time to time;
- iii. I confirm that my registered office/residence is within 5 kms from the branch hence I am eligible to avail such services and the Bank may debit my account with the applicable charges. The Bank may revise the charges from time to time.
- iv. I understand that Door-step banking services are being provided by the Bank to its customers including senior citizens and differently abled persons. Since I am .....years old/differently abled (tick appropriate option), I confirm that I am eligible to avail such facilities and the Bank may debit my account with applicable charges for financial or non-financial transactions.
- v. I authorize the Bank to share my/our account/KYC details/any other information required for rendering doorstep banking services with its authorized official.

Yours faithfully,

(A/c holder's signature/thumb impression)

Verified

Witness

Bank Manager/Authorized official.

Signatures  
Name & address:

