



Doorstep Banking Policy

Bandhan Bank Limited

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1. DOORSTEP BANKING POLICY

1.1. Introduction

1.1.1. RBI had advised banks to formulate a Board approved Policy for doorstep banking vide circular DBOD.NO.BLBC.86/22.01.001/2004-2005 dated April 30, 2005. Accordingly, Doorstep Banking services shall be extended by Bandhan Bank ("the Bank") to all category of customers including Government Departments based on the general principles and broad parameters as laid down by RBI vide RBI letter No. DBOD.BL.BC.59 /22.01.010/2006-2007 dated February 21, 2007, RBI/2017-18/89 DBR.No.Leg.BC.96/09.07.005/2017-18 dated November 9, 2017 on Statement on Developmental and Regulatory Policies - October 4, 2017- on Banking Facility for Senior Citizens and Differently abled Persons & RBI/2019-20/203 DOR.CO.Leg.BC.No.59 /09.07.005/2019-20 dated March 31, 2020 on Doorstep Banking Services for Senior Citizens and Differently Abled Persons

1.1.2. Scope

1.1.2.1. The Bank shall offer doorstep services to its customers on a best effort basis and at the discretion of the Bank.

1.1.2.2. The services shall be offered at either the residence or at the office of the customer, the address of which has been clearly and explicitly specified in the account.

1.1.2.3. Doorstep banking services shall not be restricted to any particular customer or class of customers.

1.1.2.4. Doorstep services shall be offered to only those customers in whose case proper KYC procedures as laid in the Bank's Policy and subsequent circulars on the subject have been followed

1.1.3. Doorstep Banking shall be extended to:

1.1.3.1. Customers of Emerging Entrepreneurs Business

1.1.3.2. General Banking customers

1.1.3.3. The service offered is subject to the proviso that the same is liable for modification / restriction and temporary withdrawal in case of adverse eventualities.

1.1.3.4. All electronic transactions shall be subject to adopting technology and security standards and procedures.

1.2 Emerging Entrepreneurs Business Customers

1.2.1. Eligibility

1.2.1.1. All the Bank's customers who are members of "groups" shall be eligible for doorstep banking facility for Emerging Entrepreneurs Business customers.

1.2.2. Services Offered

1.2.2.1. Services shall be offered to all Emerging Entrepreneurs Business customers. The services shall cover:

- Pick up of Cash during group meetings at the group location
- Cash delivery at the group location
- Pick up of instruments, i.e. cheques, drafts and pay-orders, at the group location on designated days
- Delivery of instruments, i.e. drafts, pay-orders and FD advices, at the group location on designated days.

1.2.3. Modalities of Delivery

1.2.3.1. Doorstep Banking service to Emerging Entrepreneurs Business customers shall be delivered by the Bank's own employees designated as Relationship Officer (ROs) / or any nomenclature that the Bank deems fit during the customer's respective group meetings

1.2.3.2. Each RO shall be attached to a Banking Unit(BU) and equipped with a Hand Held Device (HHD)/Tab Banking device.

1.2.4. Risk Management

1.2.4.1. The Bank shall be responsible for the safety of cash in transit after the cash is collected from or till the cash is handed over to the customer. In case of theft / robbery or other similar events, the customer's account shall be credited within the same day irrespective of time

taken for processing of claims made with insurance providers, law enforcement agencies or for other legal procedures. The appropriate booking of such entries shall be approved as per the delegation of financial power.

1.2.4.2. Cash collected shall be deposited by the ROs with the BU on the same day.

1.2.4.3. Any counterfeit notes received by ROs shall be handled as per the Bank's extant guidelines on counterfeit notes.

1.2.4.4. There shall be a periodic visit to the groups at random and a regular interval by internal audit / inspection officials.

1.2.5. Service Charges

1.2.5.1. These services shall be provided free of charge to the Emerging Entrepreneurs Business customers.

1.2.6. Grievance Redressal Mechanism

1.2.6.1. The first level of contact for any complaints regarding the above-mentioned banking services shall be the BU Manager. Further escalation of customer grievances shall be handled as per the grievance redressal structure of overall banking operations. The names and telephone numbers of grievance redressal officials shall be made available to the customers at the BUs, branches and also on the Bank's website.

1.3. General Banking Customers

1.3.1. Eligibility

1.3.1.1. Doorstep banking services shall be extended to all general banking customers on all working days between 9:30 am to 3:30 pm in the following categories at the request of the customer:

- Current account
- Individual savings account customers.
- Non-individual customers

1.3.1.2 The customers who wish to avail doorstep services shall execute an agreement with the Bank and shall agree to the terms and conditions as decided by the Bank from time to time. Each customer agreement shall be carefully vetted for cost and operational viability and shall be approved by competent authorities.

1.3.2. Services Offered

1.3.2.1. Services to current account and savings account customers shall cover:

- Pick up of Cash for deposit to the customers' account
- Pick up of Cheques and other instruments
- Delivery of Cash (as per mutually agreed limit) / Drafts at the doorstep of the customer against cheques received at the counter or requests received through any secure convenient channel such as phone banking / Internet banking, etc. whose technology and security standards and procedures shall be as envisaged by RBI. Cash Withdrawal Services shall also be delivered against Bank's debit card that shall be authenticated through the HHD/Tab banking device, wherever this facility is made available by the Bank.

1.3.2.2 Current account or non-individual customers shall enter into an agreement with the Bank for availing of doorstep services. The agreement shall contain, inter alia the time for the services and charges, address of pick-up and delivery, etc. in addition to the standard indemnity to the Bank.

1.3.2.3. Delivery / pick-up of cash or instruments shall be done through Cash-in-Transit (CIT) agencies, based on business volumes for Current Account or Non-individual customers. These CIT agencies shall be centrally empanelled by the Bank and SLAS shall be executed by the Bank (as per the Outsourcing Policy) for Cash Deposits and Payments (CDP) activities.

1.3.2.4. For Savings account customers, delivery/ pick-up of cash or instruments shall be done through the Bank's own branch employees.

1.3.2.5. Detailed operational procedure shall be put in place by the Bank and shall be made part of Branch Operational Manual.

1.3.2.6. The Bank will be sensitive towards senior citizens of more than 70 years of age and differently abled or infirm persons (having medically certified chronic illness or disability on production of such medical certificate who are unable to visit the Bank branch) including those who are visually impaired and provide doorstep banking facilities, such as pick up of cash and instruments against receipt, form 15H, delivery of cash against withdrawal from account, delivery of demand drafts, submission of Know Your Customer (KYC) documents.

1.3.2.7. Bank shall offer the doorstep banking services on Pan India basis, mandatorily in all branches,

1.3.2.8. The facility of doorstep banking shall be extended only in home branch locations.

1.3.2.9. The list of all branches where doorstep banking services are being provided, shall be updated on the Bank's website from time to time for customer convenience.

1.3.2.10. The Customer Service Committee of the Board shall be updated on the progress of this facility on a quarterly basis.

1.3.2.11. Customer does not entail any legal or financial liability on the bank for failure to offer doorstep services under circumstances beyond its control.

1.3.3. Risk Management

1.3.3.1. The Bank shall obtain fidelity and other appropriate insurance cover for all its employees engaged in providing doorstep services.

1.3.3.2. Any counterfeit notes received by the Bank shall be handled as per the Bank's extant guidelines on counterfeit notes.

1.3.4. Service Charge

1.3.4.1. All the services rendered under 'Doorstep Banking' shall be subject to payment of service charges, the quantum of which shall be decided at the time of entering into the agreement with the customer taking into account the place of collection / delivery and other appropriate criteria.

1.3.4.2. For current account customers

- The services shall be chargeable on actual cost basis. The Bank shall recover from the customer's account the amount of the bill raised by CIT agency on the Bank for each transaction.
- For waiver of charges, the Branch Head shall undertake cost-benefit analysis of the account and shall obtain approval of the competent authority.

1.3.4.3. For savings account customers

- The service shall be chargeable according to a schedule of charges approved by the competent authority

- The Bank may, at its discretion, waive, fully or partially, the charges for certain categories of customers (such as, senior citizens, differently abled persons, women, etc.) on the basis of conditions decided by the Bank.

1.3.5. Grievance Redressal Mechanism

1.3.5.1. Customer grievances for doorstep banking services shall be handled as per the grievance redressal structure of overall banking operations. The names and telephone numbers of grievance redressal officials shall be made available to the customers both at the branch and also on the Bank's website.

1.3.6. Frequency of review- Doorstep banking policy shall be reviewed on an annual basis.

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