

**Supplementary Material for**  
**‘Regulating Basic Savings Bank Deposit Accounts**  
**Do we need to care for these marginalized depositors?’**

A: RTI responses from banks on amount collected through service charges in BSBDAs

B: The correspondence with SBI, RBI and the government on the BSBDAs episode

C: The correspondence from ICICI Bank

**A: RTI responses from banks on amount collected through service charges in BSBDAs**

Shri Ashish Das,  
B-115, White House,  
IIT Bombay, Powai,  
Mumbai- 400076

By Speed Post

FI&MF/OPs/ 1145

Date: 16.10.2019

Dear Sir,

**RIGHT TO INFORMATION ACT, 2005**  
**REF. No. SBIND/R/2019/938**

We refer to your online RTI application dated 31.07.2019, seeking information under Right to Information Act, 2005, under query No. 1 and 3 and provide the information as under:

1. Information sought by you regarding total service charges recovered for all banking services from Jandhan accounts in State Bank of India are as under:

2014-15	2015-16	2016-17	2017-18	2018-19
4.73 Crore	12.44 Crore	26.31 crore	34.74 crore	72.07 crore

2. Information sought by you under query No. 3 is not compiled/maintained, in the ordinary course of business and collection/compilation thereof would disproportionately divert the resources of the public authority, hence, disclosure of the same is exempted under 7(9) of the RTI Act, 2005."

2. However, if you are not satisfied with our response, you may appeal to the Appellate Authority as given below:

"General Manager (FI) & Appellate Authority  
Financial Inclusion and Micro Finance Department,  
8<sup>th</sup> Floor, State Bank of India,  
Corporate Centre, Madam Cama Road,  
Mumbai - 400021"

Yours faithfully,

  
(G.A. Vara Kumar)

Central Public Information Officer &  
Deputy General Manager (Operational)

 bank.sbi

+91 22 2288 3244  
+91 22 2288 3244  
cgm.fimf@sbi.co.in

वित्तीय समाशोधन आणि सूक्ष्म वित्त  
कारपोरेट केन्द्र  
8वा मजला, स्टेट बैंक भवन  
मादाम कामा रोड  
मुंबई 400021 - भारत

वित्तीय समाशोधन एवं सूक्ष्म वित्त  
कारपोरेट केन्द्र  
8वीं मंजिल, स्टेट बैंक भवन  
मादाम कामा मार्ग  
मुंबई 400021 - भारत

Financial Inclusion & Micro Finance  
Corporate Centre  
8th Floor, State Bank Bhavan,  
Madame Cama Road  
Mumbai 400021 - India





# बैंक ऑफ बड़ौदा Bank of Baroda

HO:LEGAL:111:RTI:580/995

25-09-2019

Mr. Ashish Das,  
B-115, White House,  
IIT Bombay, Powai,  
Maharashtra – 400076

Dear Sir,

## Re: Application under Right to information Act 2005

We refer to your RTI Application dated 31.07.2019, received at our office on 13.09.2019 through transfer from Ministry of Finance, for which we provide you the information as under:-

S.No.	Query	Our Reply
1.	Please provide the total amount of service charges collected under PMJDY accounts during each of the past financial years since the inception of PMJDY in 2014, by Public Sector Banks and Private Sector Banks.	Bank of Baroda doesn't levy any charges in PMJDY accounts.
2.	Please provide the total amount of service charges collected under BSBD accounts during each of the past financial years starting from financial year 2014-15, by Public Sector Banks and Private Sector Banks.	Bank of Baroda doesn't levy any charges in BSBD accounts.
3.	Please provide the number of PMJDY accounts that have been opened under the zero balance savings bank account category, the BSBD accounts.	Nil.

If you are not satisfied with the above reply, you may file appeal within 30 days from the receipt of this reply to the General Manager (Operations & Services), Head Office, Baroda, who has been nominated as First Appellate Authority. Address of the Appellate Authority is as given below:

**Shri K.R.Kanojia,**  
**General Manager (Operations & Services) &**  
**First Appellate Authority,**  
**Bank of Baroda,**  
**Head Office, 7th Floor, Baroda Bhavan,**  
**Alkapuri, Baroda-390007**  
**Tele. No. 0265-2316792**  
**E-mail : [gm.ops.ho@bankofbaroda.com](mailto:gm.ops.ho@bankofbaroda.com)**

Yours faithfully,

  
**(K.V.Chalapathi Naidu)**  
**Deputy General Manager**  
**(Customer Service) &**  
**Public Information Officer**





पंजाब नैशनल बैंक



punjab national bank

**RIGHT TO INFORMATION CELL**

(LAW DIVISION)

3<sup>RD</sup> FLOOR, EAST WING (A), PLOT NO. 4,

SECTOR - 10, DWARKA,

HO: NEW DELHI - 110075

(E-MAIL: [rticellho@pnb.co.in](mailto:rticellho@pnb.co.in))

PNBNK/R/E/00035/2021

DATE: 02.02.2021

Shri Ashish Das,  
B-115, White House, IIT Bombay,  
Powai, Mumbai (Mah),  
Pin Code- 400076

Dear Sir,

**REG: YOUR APPLICATION DATED 05.01.2021 UNDER THE RIGHT TO INFORMATION ACT, 2005**

This has reference to your aforesaid application under Right to Information Act, 2005.

Our point wise reply is as under:

S. N	Information Sought	Our Reply														
1	Please provide the total amount of service charges collected under PMJDY accounts during each of the past financial years 2014-15, 2015-16, 2016-17, 2017-18, 2018-19 and 2019-20 by PNB.	No charges have been collected in PMJDY accounts.														
2	Please provide the total amount of service charges collected under BSBD accounts during each of the past financial years 2014-15, 2015-16, 2016-17, 2017-18, 2018-19 and 2019-20 by PNB.	In BSBD Accounts there is no provision of charges on account of non maintenance of minimum balance, However other service charges collected under BSBD accounts in various Financial Years , detail is as under: <table border="1"> <thead> <tr> <th>Financial Year</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>2014-15</td> <td>6556077.78</td> </tr> <tr> <td>2015-16</td> <td>14033014.00</td> </tr> <tr> <td>2016-17</td> <td>11651084.43</td> </tr> <tr> <td>2017-18</td> <td>14429888.22</td> </tr> <tr> <td>2018-19</td> <td>21847642.59</td> </tr> <tr> <td>2019-20</td> <td>30521407.11</td> </tr> </tbody> </table>	Financial Year	Amount	2014-15	6556077.78	2015-16	14033014.00	2016-17	11651084.43	2017-18	14429888.22	2018-19	21847642.59	2019-20	30521407.11
Financial Year	Amount															
2014-15	6556077.78															
2015-16	14033014.00															
2016-17	11651084.43															
2017-18	14429888.22															
2018-19	21847642.59															
2019-20	30521407.11															
3	Please provide the total number of PMJDY accounts that have not been opened under the BSBD accounts category.	All PMJDY accounts have been opened under BSBD category.														

(PTO)

कॉर्पोरेट कार्यालय : प्लॉट संख्या-4, सेक्टर-10, द्वारका, नई दिल्ली-110075 • दूरभाष : 011-28075000, 28045000 • वैबसाईट : [www.pnbindia.in](http://www.pnbindia.in)  
Corporate Office : Plot No.- 4, Sector-10, Dwarka, New Delhi-110075 • Telephone : 011-28075000, 28045000 • Website : [www.pnbindia.in](http://www.pnbindia.in)

पंजाब नैशनल बैंक की निशुल्क 24 घंटे कालसेंटर सेवा में आपका स्वागत है Punjab National Bank welcomes you to toll free 24 hours call center :1800 180 2222/1800 103 2222



Kindly acknowledge.

Please note that if not satisfied with the information provided, as above, you may file appeal within 30 days under the provisions of Right to Information Act, 2005 before the First Appellate Authority, Shri P. K. Anand (GM), 3<sup>rd</sup> floor, East wing (A), Plot no. 4, Sector - 10, Dwarka, H.O.: New Delhi - 110075.

*Rahul Singh*  
(RAHUL SINGH)  
(Ashok Kumar Mishra)  
Central Public Information Officer  
CPAO



Shri Ashish Das  
B-115 White House, IIT Bombay  
Powai, Maharashtra, Pin- 400076

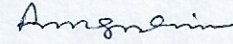
Your Application under Right to Information Act, 2005

Please refer to the letter F.No.11/26/2019-FI/RTI(C-425656) dated 03.09.2019 of CPIO, Ministry of Finance, Department of Financial Services, forwarding therewith your application bearing Registration No. DOFSR/R/2019/50785 dated 18.06.2019, received by us on 12.09.2019 under RTI Act.

2. Your request for information was forwarded to Financial Inclusion Department at Head Office and as advised by them we inform you as under:

- (1) In our bank no service charges are applicable in PMJDY accounts since inception of the scheme.
- (2) In BSBD accounts also no service Charges are applicable in our Bank.
- (3) All PMJDY accounts in our bank have been opened under zero balance savings bank account category.

3. In terms of Section 19(1) of the RTI Act, Shri Suresh Kumar Verma, General Manager (Recovery & Law) Bank of India, Head Office, 3<sup>rd</sup> floor, Star House, C-5, "G" Block, Bandra Kurla Complex, Bandra (East) Mumbai-400051, has been designated as first Appellate Authority under the Act, to whom appeal can be filed within 30 days of receipt of CPIO reply.



(P. Augustine)

Central Public Information Officer



केंद्रीय सार्वजनिक सूचना  
अधिकारी कार्यालय  
Office of the Central Public  
Information Officer, 14<sup>th</sup> Floor  
OCPIO/CO/291/521/19



यूनियन बँक  
ऑफ इंडिया

04 October, 2019

SPEED/REGISTERED POST

Mr. Ashish Das,  
B-115, White House,  
IIT Bombay, Powai,  
Maharashtra - 400076

Dear Sir,

Request for information under Right to Information Act, 2005 (RTIA)

This has reference to the RTI application filed by you with Department of Financial Services, Ministry of Finance, seeking information about service charges collected under PMJDY accounts and related information. In this connection, we have sought assistance of the Department concerned and based on the information provided by them, we are providing the information as under;

Sl	Information sought	Reply
1	Please provide the total amount of service charges collected under PMJDY accounts during each of the past financial years since the inception of PMJDY in 2014, by Public Sector Banks and private sector Banks	PMJDY accounts are free from any service charges.
2	Please provide the total amount of service charges collected under BSBD accounts during each of the past financial years starting from 2014-15 by Public Sector Banks and private sector Banks	BSBD accounts are free from any service charges.
3	Please provide the number of PMJDY accounts that have not been opened under the zero balance saving bank account category, the BSBD accounts.	Information sought by you is not clear. All PMJDY accounts are opened under zero balance savings bank account category.

In case you are aggrieved, you may prefer an appeal before the Appellate Authority, under Section 19 (1) within 30 days from the date of receipt of this letter, whose address is as under:

Dr.K.L.Raju,  
General Manager (CRD)  
Appellate Authority under RTIA  
Union Bank of India, 14<sup>th</sup> Floor  
239, Vidhan Bhavan Marg,  
Nariman Point, Mumbai 400 021

Thanking you,  
Yours faithfully,

(Central Public Information Officer)

यूनियन बँक भवन, 14वीं मंजिल  
239 विधान भवन मार्ग  
नरीमन पॉइंट मुंबई 400 021  
फो T +91 22 2289 6894

 <p>कॉका कडेस् आरटीआई ,कक्ष सेवा ग्राहक : CO:CUSTOMER SERVICE CELL, RTI DESK</p>	<p>कॉर्पोरेट कार्यालय ,Corporate Office, 254-260, अव्वै षण्मुगम सालै , 254-260, Avvai Shanmugam Salai रायपेट्टा / Royapettah चेन्नै / Chennai – 600 014.</p>
<p>फोन PH: 044-28134351, 28134513 (RTI) , फैक्स Fax: 044- 28134080 ई मेल Email <a href="mailto:rti@indianbank.co.in">rti@indianbank.co.in</a>, वेबसाइट Website: <a href="http://www.indianbank.in">www.indianbank.in</a></p>	
<p>संदर्भ Ref: CO:CSC:RTI:1065:2019-20 / 1230</p>	<p>दि .Date 05.10.2019</p>

Mr Ashish Das  
B-115, White House, IIT Bombay  
Powai, Maharashtra,  
Pin 400076.

Sir,

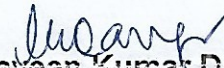
**Sub: Right to Information Act, 2005 – Your RTI application dt.03.09.2019 addressed to DFS, New Delhi and received by us on 07.09.2019.**

This is with reference to your RTI application dated 07.09.2019 seeking information relating to “total amount of service charge collected” by Public Sector Banks and Private Banks.

In this regard, refer annexure for reply

In case you are not satisfied with this reply , you may send your appeal within 30 days to Shri Ramu A, First Appellate Authority, General Manager (BO/COO), Indian Bank, Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai -600014.

Yours faithfully,

  
(Praveen Kumar Dangi)  
Central Public Information Officer

Encl:Annexure

cc to Ministry of Finance, DFS, New Delhi.








Print

Government of India  
Canara Bank  
Canara Bank, Head Office Annexe,  
RIA Section, Jeevan Prakash Building, 113-1, J C Road, BENGALURU

Dated: 16/10/2019

To

 Shri Ashish Das  
B115 White House  
IIT Bombay, Powai, Maharashtra  
400076

**Registration Number : CANBK/R/2019/00629**

Dear Sir/Madam

I am to refer to your Request for Information under RTI Act 2005, received vide <sup>DFs</sup> letter dated 09/09/2019 and to say that *Point no. 1 and 2 - information sought is not available in the manner sought for. Point no. 3 Information sought for is NIL.*

In case, you want to go for an appeal in connection with the information provided, you may appeal to the Appellate Authority indicated below within *thirty days* from the date of receipt of this letter.

**AA-HO-K V C Janaki Rama Rao**

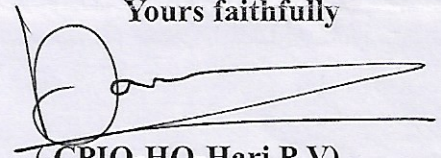
FAA & Deputy General Manager

Address: Canara Bank, Head Office Annexe, RIA Section Jeevan Prakash  
Building 113-1, J C Road, BENGALURU, PIN 560002, Email-

kvcjanakiramarao@canarabank.com

Phone No.: 080-22104292

Yours faithfully



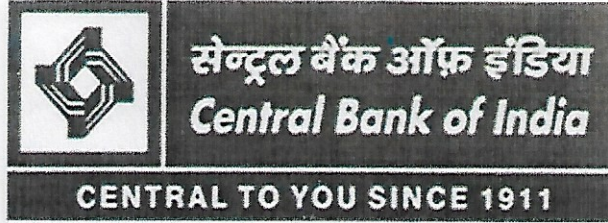
(CPIO-HO-Hari P V)

CPIO & Divisional Manager

Phone No.: 080-22109482

Email : haripv@canarabank.com





Central Office  
OPERATION DEPARTMENT-CENTRAL OFFICE, 2<sup>ND</sup> FLOOR MMO BLDG. MUMBAI

CO/OPR/RTI- 377 /2020-21

24.02.2021

Shri Ashish Das  
B 115, White House, IIT Bombay  
Powai, Mumbai 400 076

Dear Sir,

**RE : Your R.T.I. Application dated 5.01.2021.**

With reference to the above application, we have to inform you as under :

Query raised by you	Department reply
Please provide the total amount of service charges collected under PMJDY accounts each of the past financial years 2014-15,2015-16, 2016-17,2017-18,2018-19,2019-20 by Central Bank of India	Nil
Please provide the total amount of service charges collected under BSBD accounts each of the past financial years 2014-15,2015-16, 2016-17,2017-18,2018-19,2019-20 by Central Bank of India	NIL
Please provide the number of PMJDY Accounts that have not been opened under the BSBD	PMJDY accounts are part of BSBD Accounts.

In case, you are not satisfied with the above information, you can make an appeal before the following Appellate Authority within 30 days of receipt of this order.

General Manager (Opr), First Appellate Authority.  
Central Bank of India, Central Office, MMO Building,  
2<sup>nd</sup> floor, M.G. Road, Mumbai-400023

P. Chandrashekhar  
Asstt General Manager  
ACPIO UNDER RTI ACT 2005



प्रका/HO/SP/CS/RTI/UCOBK/R/2019/00323/1135

Date: 11.10.2019

Shri Ashish Das  
B-115 White House  
IIT Bombay, Powai  
Maharashtra - 400076

महोदय /Sir,

**Re: Request for information under RTI Act, 2005 – application dated 03.09.2019.**

Please refer to your RTI application dated 03.09.2019 which has been received by us on 11.09.2019. In this context reply of your query is appended below:

**Query 1:** Please provide the total amount of service charges collected under PMJDY accounts during each of the past financial years since the inception of PMJDY in 2014, by Public sector Banks and Private banks.

**Reply:** Under PMJDY account, Bank does not charge for maintaining Minimum Balance.

**Query 2:** Please provide the total amount of service charges collected under BSBD accounts during each of the past financial years starting from financial year 2014-15, by Public Sector Banks and Private Banks.

**Reply:** Yes Under BSBD account, Bank does not charge for maintaining Minimum Balance.

**Query 3:** Please provide the number of PMJDY accounts that have not been opened under the zero balance savings bank account category, the BSBD accounts.

**Reply:** Under PMJDY account, accounts are opened with zero balance, thereafter customer can transact in account as per terms and conditions of PMJDYA accounts.

However, in case you are not satisfied with the reply as above, you may file an appeal before the 1<sup>st</sup> Appellate Authority of the Bank at the following Address within 30 days from the date of receipt of this letter:

**Shri T. B. Negi**  
**First Appellate Authority and General Manager**  
**UCO Bank, Head Office**  
**Strategic Planning Department & GAD**  
**2<sup>nd</sup> Floor, 10, B T M Sarani**  
**Kolkata-700001**

With Regards  
Sincerely yours,

(P K Barua)

Asstt. General Manager and CPIO  
Customer Services cell  
Strategic Planning Department (HO)





 <p><b>बैंक ऑफ महाराष्ट्र</b> <b>Bank of Maharashtra</b> भारत सरकार का उद्यम <b>एक परिवार एक बैंक</b></p>	<p><b>प्रधान कार्यालय/Head Office</b> LOKMANGAL, 1501, SHIVAJI NAGAR, PUNE-5 फोन/ TELE: 020-25536256 ई-मेल / e-mail: bomcolaw@mahabank.co.in <b>विधि विभाग/Legal Department</b></p>	 <p>एक कदम स्वच्छता की ओर 'स्वच्छता अभियान' की सफलता हेतु हम प्रतिबद्ध हैं</p>
<b>CENTRAL PUBLIC INFORMATION OFFICER- HEAD OFFICE, PUNE</b>		

AX1/CPIO/RTI/2019-20/18185

Date: 27/09/2019

Mr. Ashish Das  
B-115, White House, IIT Bombay  
Powai, Maharashtra, Pin-400076.

Dear Sir,

Re: Your application under RTI Act, 2005.

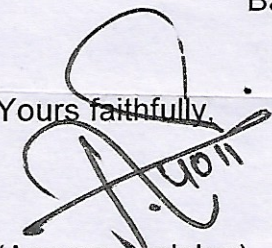
We refer to your application under RTI Act, 2005, dated 18/06/2019, received by us through DFS on 07/09/2019. In this regard we inform you as under-

Sr.no	Information Sought	Reply
1.	Total amount of service charges collected under PMJDY accounts during each of the past financial years since the inception of PMJDY in 2014.	Bank is not debiting/charging any charges to PMJDY account holders.
2.	Total amount of service charges collected under BSBD accounts during each of the past financial years starting from Financial year 2014-15.	Bank is not debiting/charging any charges to BSBD account holders.
3.	The number of PMJDY accounts that have not been opened under the zero balance Saving bank account category, the BSBD accounts.	Nil.

If you feel dissatisfied with the reply, you are entitled to file an appeal within 30 days to the below mentioned Appellate Authority.

General Manager (HR, Board Matters, Raj Bhasha),  
Bank of Maharashtra, 'Lokmangal' 1501 Shivajinagar,  
Pune, 411005.

Yours faithfully,

  
(Aparna Joglekar)  
Deputy General Manager  
(Recovery), CLO & CPIO







इण्डियन ओवरसीज़ बैंक Indian Overseas Bank  
केंद्रीय कार्यालय पी बी नं 763,3765अण्णा सालै,चेन्नै - 600002  
Central Office: P.B. No.3765, 763 Anna Salai, Chennai - 600002  
आरटीआइ कक्ष RTI CELL विधि विभाग LAW DEPARTMENT  
आरटीआइ RTI/9013/ /2019-20

फोन Phone: 044-28889306

सेवा मे To  
Shri Ashish Das  
B-115, White House, IIT Bombay  
Powai, Maharashtra - 400076

दिनांक Date: 01.10.2019

संदर्भ सं Reference No: 757

प्रिय महोदय Dear Sir,  
प्रार्थना सूचना के अधिकार अधिनियम 2005 के अंतर्गत Request under RTI Act 2005

We refer to your application dated 31.07.2019, forwarded by Ministry of Finance (DFS) vide Reference Number F.No.11/26/2019-FI/RTI (C-425656) dated 03.09.2019, received at the office CPIO on 09.09.2019, seeking information under RTI Act, 2005.

प्रश्न सं Query No.	उत्तर Reply			
1, 2	Service charges debited ( Amt in Rs)			
	Financial Year	2016-17	2017-18	2018-2019
	PMJDY(including BSBID accounts)	Rs.23,892.83	Rs.41,68,102.29	Rs.2,46,30,033.30
	For the FY 2014-15, 2015-16, the data is not readily available.			
3	Number of PMJDY accounts with opening balance as on 20.09.2019 is 338155.			

In terms of Section 19(1) of the Right to Information Act, 2005 Shri P V Venkateswaran, General Manager, Indian Overseas Bank, Central Office, 763 Anna Salai, Chennai, Tamilnadu - 600002 has been designated as Appellate Authority under the Act.

Yours Faithfully

(आर महालक्ष्मी R Mahalakshmi)

सहायक महा प्रबंधक व केंद्रीय लोक सूचना अधिकारी AGM & Central Public Information Officer





पंजाब एंड सिंध बैंक  
(भारत सरकार का उपक्रम)  
प्र.का. आर. टी. आई. सेल,  
चतुर्थतल, बैंक हाउस,  
21, राजेन्द्र प्लेस, नई दिल्ली- 110008  
दूरभाष : 011-25722349  
ई-मेल: rti.cpio@psb.co.in

१९ मी हाजिरातु नी बी इउरि



पी.एस.बी.

keep

525

**PUNJAB & SIND BANK**  
(A Government Of India Undertaking)  
**H.O. RTI CELL.**  
4<sup>TH</sup> Floor, Bank House,  
21, Rajendra Place, New Delhi- 110008  
Phone: 011-25722349  
E-mail: rti.cpio@psb.co.in

Ref/RTI/18/2019-20/

SPEED-POST

Dated:30.10.2019

Sh. Ashish Das  
B-115, White House,  
HT Bombay,  
Powai: 400076

Dear Sir,

**REG: YOUR LETTER DATED 31.07.2019 RECEIVED ON 07.10.2019 OF MR ASHISH DAS, UNDER RTI ACT, 2005.**

This is in reference to your captioned Application.

S. No	Query	Reply
1.	Please provide the total amount of service charges collected under PMJDY accounts during each of the past financial years since the inception of PMJDY in 2014, by Public Sector Banks and Private banks.	Our Bank does not collect any service charge for PMJDY accounts.
2.	Please provide the total amount of service charges collected under BSBD account during each of the past financial years starting from financial year 2014-15, by public sector banks and private bank.	Punjab and Sind Bank does not charge any service charges under BSBD account.
3.	Please provide the number of PMJDY accounts that have not been opened under the zero balance savings bank account category, the BSBD accounts."	As per guidelines received from DFS under PMJDY, Customer can open savings account with zero balance under this scheme. Therefore, Opening account with Zero Balance or with some amount depends completely upon the customer.

With this your application stands disposed of. However, you may prefer an Appeal under RTI Act within 30 days, if you so desire, at the following address: " Mr. Netranand Sethi (GM), The Appellate Authority (Under RT I Act ) Punjab & Sind Bank, Bank House, 6<sup>th</sup> Floor, 21, Rajendra Place, New Delhi-110008"

Yours Faithfully,

  
Mah Mohan Khilar





# ORIENTAL BANK OF COMMERCE

(A Govt. of India Undertaking)

Right To Information Cell, Head Office

Plot No.5, Ground Floor, Sector-32, Institutional Area, Gurugram-122001

Ph: 0124-4126132, E-Mail: rti\_ho@obc.co.in,

HO/RTI/HO-389/2019-20

10.10.2019

Sh. Ashish Das  
B-115 white House, IIT Bombay  
Powai, Maharashtra.  
Pin : 400076

## SPEED-POST

Dear Sir,

**Subject: Information sought under RTI Act, 2005.**

Please refer to your RTI application dated 31.07.2019, and Department of financial services letter no. F.No.11/26/2019-FI/RTI(C-425656) dated 03.09.2019 by Sh.Surinder Kumar[CPIO/Under Secretary to the Govt. of India] under copy to you in which it is instructed to us to provide the information relating to the "total amount of service charge collected" by the public sector banks. In this regard, our reply is as follows-

SN	Information Sought	Reply (Oriental bank Of Commerce)
1	Total amount of service charge collected under PMJDY accounts during each of the past financial years since the inception of PMJDY in 2014, by Public sector Banks & Private banks.	No Service charges like Minimum balance, ATM Charges, passbook charges, Cheque Book etc. collected from PMJDY Account holders for providing basic banking facility.

In case, you wish to appeal under the RTI Act, you may do so within a period of 30 days and the particulars of the Appellate Authority are as follows:-

Name: Shri Surendra Kumar Dixit, General Manager (Recovery & Law).  
Address: Oriental Bank of Commerce, Corporate office, Plot No.5, Sector-32,  
Institutional Area, Gurugram-122 001

*Poonam Kanwar*  
(Poonam Kanwar)  
Assistant General Manager (R&L)  
CPIO, Under Right to Information Act, 2005

Ph- 0124-4126271





# ORIENTAL BANK OF COMMERCE

(A Govt. of India Undertaking)

Right To Information Cell, Head Office

Plot No.5, Ground Floor, Sector-32, Institutional Area, Gurugram-122001

Ph: 0124-4126132, E-Mail: rti\_ho@obc.co.in,

HO/RTI/HO-389/2019-20

04.11.2019

Sh.Ashish Das  
B-115, White House, IIT Bombay  
Powai, Maharashtra.  
400076

**Speed Post**

Sir,

**Subject: Information sought under RTI Act, 2005**

In continuation of our letter No. HO/RTI/HO-389/2019-20 dated 10.10.2019, please find below remaining information :

S.No.	INFORMATION SOUGHT	REPLY
2	The total amount of service charges collected under BSBD accounts during each of the past financial years Starting from financial year 2014-15 by public Sector banks and Private banks.	No service charges like Minimum Balance ATM Charges, Passbook Charges, Cheque book etc collected from BSBD account holders for providing basic banking facility.
3.	The number of PMJDY accounts that have not been opened under the Zero balance saving bank account category, the BSBD accounts.	NIL

In case, you wish to appeal under the RTI Act, you may do so within a period of 30 days and the particulars of the Appellate Authority are as follows:-

**Name:** Shri Surendra Kumar Dixit, General Manager (Recovery & Law).  
**Address:** Oriental Bank of Commerce, Corporate office, Plot No.5, Sector-32, Institutional Area, Gurugram-122 001

*Poonam Kanwar*  
(Poonam Kanwar)  
Assistant General Manager (R&L)  
CPIO, Under Right to Information Act, 2005





**UNITED BANK OF INDIA**  
**HEAD OFFICE**  
**OFFICE OF THE PUBLIC INFORMATION OFFICER**  
**11, HEMANTA BASU SARANI**  
**KOLKATA – 700001**

Ref: HO/LD/RIA/586/ 2569 /2019

21.11.2019

Shri Ashish Das  
B-115, White House  
IIT Bombay  
Powai, Maharashtra  
Pin 400076

Sir,

**Re: Your application under the Right to Information Act, 2005.**

We refer to your application dated 31.07.2019 under RTI Act forwarded by Ministry of Finance, received by us on 07.09.2019, requesting details of total amount of service charge collected under PMJDY accounts during each of the past financial years since the inception of PMJDY IN 2014 and certain other information.

Your application was considered in the light of the provisions of RTI Act/rules and our reply is as follows:-

**Reply to Query No 1, 2 & 3: Nil**

If you feel aggrieved by the above reply and if you so desire, you may prefer an appeal to the Appellate Authority of the Bank, whose particulars are given below within 30 days from the date of receipt of this letter: -

Shri.Sanjay Chaudhary, General Manager (Recovery &Legal)  
United Bank of India, Head Office, United Tower,  
11, Hemanta Basu Sarani, Kolkata – 700001.

Yours faithfully,

(Anil Kumar Matta)  
Principal Public Information Officer



**B: The correspondence with SBI, RBI and the government on the BSBDA episode**



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**BSBD accounts**

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**Ashish Das** <ashishdas.das@gmail.com>

Mon, Apr 13, 2020 at 8:23 AM

To: GM-RURAL BKG OUTREACH SBI CC MUMBAI &lt;gm.rboutreach@sbi.co.in&gt;, gmnri.pb@sbi.co.in, "anindita@nic.in" &lt;anindita@nic.in&gt;, gpborah@rbi.org.in

Cc: "Yadav, Shrimohan" &lt;shrimohanyadav@rbi.org.in&gt;, scentajoy@rbi.org.in, shaileshkumar@rbi.org.in, aksharma@rbi.org.in, rsahajwala@rbi.org.in, governor@rbi.org.in, bhushansinha@nic.in, Bhushan Kumar Sinha &lt;jsfi1-dfs@gov.in&gt;, Secretary FS &lt;secy-fs@nic.in&gt;, Mission Office PMJDY &lt;missionfi@nic.in&gt;, dgm &lt;dgm.pblima@sbi.co.in&gt;, DGM DFSCORD &lt;DGM.DFSCORD@sbi.co.in&gt;, dgm altch &lt;dgm.altch@sbi.co.in&gt;, "dgm.fimfops" &lt;dgm.fimfops@sbi.co.in&gt;, Shiva singh Thakur &lt;takoorschivasingh@gmail.com&gt;

Dear Sh. Ananthanarayanan, Smt. Sinharay and Sh. Borah,

Thank you for the prompt response and actions as proposed in SBI's mail of April 5, 2020 (appended below). We are also thankful to DFS and RBI for their prompt follow up with a sense of urgency to address the concerns raised in my mail of April 3, 2020 (attached).

Coming to specifics, what I write below is in the context of the period prior to April 2020 and post the COVID-19 episode. In other words, I write about BSBDA regarding its own independent features, before some of the government/bank initiatives were taken towards savings bank accounts, for a limited period of time, due to the COVID-19 pandemic.

**SPECIFICS:**

1. For ready reference please find attached RBI's BSBDA notification of June 10, 2019. This notification applies uniformly to all BSBDA's whether opened through a branch or a BC channel. SBI has been providing their data to RBI on the number of BSBDA's through branches and through BCs. RBI, in its annual report, disseminates information on total number of such accounts, which for end-March18 and end-March19 are, respectively,  
BSBDA - Through branches: 24.7 crore and 25.5 crore  
BSBDA - Through BCs: 28.9 crore and 31.9 crore  
BSBDA - Total: 53.6 crore and 57.4 crore

Among such BSBDA's, SBI currently has over 12 crore BSBDA's categorised as "through BCs", while nearly two crore are categorised as "through branches".

2. In SBI's response (para 1) with respect to BSBDA's opened through branch channel,

- (a) Does SBI find that the RBI notification of June 10, 2019 implies that banks have the freedom of not offering debit facility beyond four times a month?
- (b) Does SBI's BSBDA product satisfy the RBI's requirement, which states "The BSBDA Account shall be considered a normal banking service available to all."?
- (c) Does SBI consider it 'normal' banking service not to allow debits beyond four a month?

**KINDLY LET US KNOW YOUR ANSWERS.**

Based on your response, it could have implications as under:

If your answer is "no", it would amount to SBI's non-compliance of RBI directions, which has affected branch based BSBDA holders since July 1, 2019 (i.e., over 9 months).

However, if your answer is "yes", it should mean that either RBI has not drafted its regulation properly, or RBI consciously does not mind a BSBDA holder being deprived by a bank to carry out any debit transaction beyond four a month.

3. Now suppose point 2 above is rationally addressed and SBI is required to remove restrictions on number of debit transactions. Then this may lead to some IT challenges and also require the bank to offer several many debits free of charge.

a.) For this, the bank may either let ATM withdrawals be free as per RBI instructions issued on number of free transactions available for normal savings bank account in own-bank/other bank ATMs, or the bank may have to carry out some IT changes to make provision to charge a fee on withdrawals from any ATM in India beyond four a month. Also, there may be a concern regarding banks charging their fee for declined transactions at ATM and POS/e-Com due to insufficient funds.



b.) Effective January 1, 2020, RBI and the government have made digital based online transactions free for NEFT and BHIM-UPI. This is so since

i. RBI has mandated that “In order to give further impetus to digital retail payments, ... banks shall not levy any charges from their savings bank account holders for funds transfers done through NEFT system which are initiated online (viz. internet banking and/or mobile apps of the banks).”; and

ii. The government has brought in a law under Section 10A of PSS Act which says that “... no bank or system provider shall impose any charge upon anyone, either directly or indirectly, for using the electronic modes of payment prescribed under Section 269SU of the Income-tax Act, 1961”. In the Income-tax Rules, 1962, a new Rule 119AA has been inserted that prescribed electronic modes of payment (i.e., BHIM-UPI and RuPay debit card) for the purpose of Section 269SU. Thus, P2P and P2M BHIM-UPI transactions are free of charge, i.e., banks shall not levy any charges to their account holders for payments made through BHIM-UPI. Please advise your contention to the contrary, if any.

4. As regards BSBDA of the BC channel, which is no different from a BSBDA of the branch channel, in terms of account usage, SBI has set a norm to charge a fee of Rs 15.00 + GST (= Rs 17.70), for every debit transaction beyond first four a month. For example, the attached January 2020 statement of a BSBDA with SBI branch – Hanumakonda, is categorised under the BC channel by SBI. Also, note that service charge has been imposed four times, each @ Rs 17.70, for online debit transactions. Similar picture is seen from statements from past months, that too prior to July 2019.

5. Just because such less-elite credulous customers believe in SBI, with no voice to contest, the system has been squeezing them of their hard earned money. I am cc-ing this mail to one among many such customers, who brought to my notice their painful concerns. Should we wonder as to why even the consumer education and protection department (CEPD) of RBI is not aware of such concerns, and even more, in this context, is not working towards what their department's name suggests? This mail is being copied to CGM, CEPD for her independent assessment and follow-up.

6. SBI now claims that they have initiated necessary steps to waive these charges (being optimistic, say, effective April 7, 2020). However, what remains to be addressed is not only the forthcoming waiver of such charges but rather a systemic reversal of such charges imposed for online NEFT, P2P/P2M BHIM-UPI and RuPay merchant transactions since January 1, 2020.

KINDLY LET US KNOW OF YOUR PROPOSED ACTION IN THIS REGARD.

7. Furthermore, in this context, one would expect SBI of not being branded a heartless bank when its board-approved service charges are an exorbitant Rs 17.70 for every asset-lite online NEFT, IMPS, and BHIM-UPI transaction beyond the first four debits in a month for BSBDA under the BC channel. SBI has over 12 crore such accounts meant primarily for the poor.

IS IT THAT RBI OR THE GOVERNMENT ENCOURAGED SBI IN ANY WAY TO EXTRACT SUCH DISPROPORTIONATE AMOUNTS OF FEES FROM THE POOR FOR USING ASSET-LITE DIGITAL MEANS OF ONLINE PAYMENTS LIKE NEFT, IMPS AND BHIM-UPI, OR WAS IT SOLELY SBI'S CONSCIOUS DECISION?

8. Needless to say, for the period July-December 2019, though the BSBDA regulation of June 2019 does not prohibit SBI to charge a fee for online NEFT, IMPS and BHIM-UPI transactions after the first four debit transaction in a month, one needs to keep in view that RBI has also mandated Ensuring Reasonableness of Bank Charges (RBI's Master Circular on Customer Service in Banks... July 1, 2015), which states

“Fixing of service charges by banks: The practice of Indian Banks' Association (IBA) fixing the benchmark service charges on behalf of member banks has been done away with and the decision to prescribe service charges are now taken by banks themselves with approval from their Board. 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 ascertain that customers with low volume of activities are not penalised.”

Moreover, for the period July-December 2019, a fee of Rs 17.70 imposed for a NEFT transaction under BSBDA is largely in excess of the service charge caps mandated by RBI (for ticket sizes up to Rs 1 lakh).

9. For the period prior to July 2019, as per the very definition of a BSBDA (see RBI's instructions on BSBDA issued vide circulars dated August 10, 2012 and September 11, 2013) no service charge can be imposed for a service that is offered by a bank towards BSBDA. Therefore, a service charge imposed @ Rs 17.70 for every debit transaction beyond four a month amounts to violation of the then extant regulations on BSBDA.

10. It may thus be fair to say that service charges imposed on BSBDA for all online NEFT, IMPS and BHIM-UPI transactions for the period prior to July 2019 need to be reversed.

PLEASE LET US KNOW IF YOU FEEL OTHERWISE.

11. Before closing, I would request you to clarify as to why service charges were imposed by the bank on their BSBDA prior to July 1, 2019, in violation of the then extant regulations?

SBI has indicated that the total amount of service charges collected from BSBDA (of the BC channel) for each of the



past five financial years are as under:

2014-15 : Rs 4.73 crore  
2015-16 : Rs 12.44 crore  
2016-17 : Rs 26.31 crore  
2017-18 : Rs 34.74 crore  
2018-19 : Rs 72.07 crore

12. I can appreciate the bank's difficulties, if any, however that can always be taken up by the bank with RBI and/or the government.

I AM COPYING THIS MAIL TO FEW OTHER RELATED OFFICIALS OF RBI AND DFS FOR THEM TO INDEPENDENTLY ASSESS THE CONCERNS RAISED.

With kind regards,

Ashish

On Sun, Apr 5, 2020 at 3:24 PM GM-RURAL BKG OUTREACH SBI CC MUMBAI <gm.rboutreach@sbi.co.in> wrote:  
From: GM-RURAL BKG OUTREACH SBI CC MUMBAI <gm.rboutreach@sbi.co.in>  
To: "ashishdas.das@gmail.com" <ashishdas.das@gmail.com>  
CC: Mission Office PMJDY <missionfi@nic.in>, "anindita@nic.in" <anindita@nic.in>, DGM DFSCORD <DGM.DFSCORD@sbi.co.in>, dgm altch <dgm.altch@sbi.co.in>, "dgm.fimfops" <dgm.fimfops@sbi.co.in>

Dear Sir,

With reference to a copy of Your email dated 3-4/20, endorsed to us by mission office, wish wish clarify as under.

1.RBI notification dt 10-06-2019 had advised following minimum facilities in BSBD accounts free of charge.

- i.) The deposit of cash at Bank Branch as well as ATM/ CDM
- ii) Receipt/ Credit of money through any electronic channel or by means of deposit / collection of cheques drawn by Centre / State Govt agencies & Departments.
- iii) No limit on number and value of deposits that can be made in a month.
- iv Minimum of four withdrawals in a month, including ATM withdrawals
- v) ATM card & ATM- cum- Debit card.

Accordingly, the product has been configured.

2. However, the following changes are proposed .

- i) Now ,restrictions of Withdrawals in BSBD accounts, opened through branch channel is being removed.( including digital) till 30-06-2020 without any charges.
- ii) Conversion of account from BSBD to Regular is allowed and branches can convert at the request of Customer. There is no need of closure.

3, Charges for non maintenance of minimum balance has also been discontinued for all SB accounts.

4. In respect of BSBD accounts of the BC channel, currently charges are being recovered at Rs.15.00+ GST ( Rs.17.70), for those customers for debit



transactions beyond 4 transactions in a month. The first four transactions are however free as per RBI instructions. We have initiated necessary steps to waive these charges also.

Regards,  
(Ananthanarayanan. A)  
General Manager (FI)  
State Bank of India  
Financial Inclusion & Micro Market Dept.,  
Corporate Centre  
Mumbai.  
LL: 022-2274 2850  
HTML5 Icon  
YONO: You Only Need One

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Indian Institute of Technology Bombay  
Powai, Mumbai 400076  
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E-mail: [ashish@math.iitb.ac.in](mailto:ashish@math.iitb.ac.in)

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### 3 attachments



**BSBDA\_June\_10\_2019.PDF**

136K



**Statement.pdf**

71K



**Gmail - Persistent issues on BSBDA and PMJDY faced by our gullible and deprived customers.pdf**

64K





Ashish Das &lt;ashishdas.das@gmail.com&gt;

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**FW: BSBD accounts**

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**dgm altch** <dgm.altch@sbi.co.in>

Fri, Oct 9, 2020 at 4:25 PM

To: Ashish Das &lt;ashishdas.das@gmail.com&gt;

Cc: "Borah, G P" &lt;gpborah@rbi.org.in&gt;, "scentajoy@rbi.org.in" &lt;scentajoy@rbi.org.in&gt;, "shaileshkumar@rbi.org.in" &lt;shaileshkumar@rbi.org.in&gt;, GM-RURAL BKG OUTREACH SBI CC MUMBAI &lt;gm.rboutreach@sbi.co.in&gt;, GM NRI PB &lt;gmnr.pb@sbi.co.in&gt;, Cm1 Fi &lt;cm1.fi@sbi.co.in&gt;, "rsahajwala@rbi.org.in" &lt;rsahajwala@rbi.org.in&gt;, CHAIRMAN SBI &lt;chairman@sbi.co.in&gt;, Secretary FS &lt;secy-fs@nic.in&gt;, "governor@rbi.org.in" &lt;governor@rbi.org.in&gt;, cm altch &lt;cm.altch@sbi.co.in&gt;, cm altch1 &lt;cm.altch1@sbi.co.in&gt;, gm lbpb &lt;gm.lbpb@sbi.co.in&gt;

Sir,

Please find attached our reply to your queries. We regret the delay in sending you the response which was majorly on account of relocating of our Department to Delhi.

*Warm Regards,**Dipti Mittal**Deputy General Manager (Alternate Channel)**State Bank of India,**Financial Inclusion & Micro Market Department,**Corporate Centre,**2nd Floor, NBCC Place,**Lodhi Road, New Delhi - 110003**Intercom-625*

[Quoted text hidden]

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**3 attachments** **Reply to queries dated 10.09.2020 Shri Ashish Das.pdf**  
117K **LIST OF SERVICE CHARGES 01.04.2017.pdf**  
340K **LIST OF SERVICE CHARGES 01102019.pdf**  
443K



**SBI's replies to the observations of Mr. Ashish Das  
and follow-up contention for action at SBI's and RBI's end**

(Dated Apr. 13, 2020, Aug. 14, 2020, Sep. 2, 2020, Sep. 9, 2020, Oct. 9, 2020 and Oct.19, 2020)

S.No	Observations of Ashish Das (Apr. 13, 2020)	Response of SBI (Aug. 14, 2020)	Follow-up contention of Ashish Das (Sep. 2, 2020)	SBI's response on follow up contention (Sep. 9, 2020)	Follow-up from Ashish Das based on SBI's response dated Sep. 9, 2020, and an additional response dated Oct. 9, 2020 (Oct. 16, 2020)
1.	SBI currently has over 12 crore BSBDA's categorized as "through BCs", while nearly two crore are categorized as "through branches".	This is a statement of fact.	Thank you	No action required.	Thank you
2.	(a) Does SBI find that the RBI notification of June 10, 2019 implies that banks have the freedom of not offering debit facility beyond four times a month?  (b) Does SBI's BSBDA product satisfy the RBI's requirement, which states "The BSBDA"	Yes	Does RBI feel it appropriate to have such a savings bank deposit account product, mandated by RBI, where RBI's notification inherently gives leeway to banks to not allow debits beyond four per month?  It appears that SBI's response as 'Yes' should mean that either RBI	NA	<b>(ACTION: RBI)</b>



	<p>Account shall be considered a normal banking service available to all.”?</p> <p>(c) Does SBI consider it ‘normal’ banking service not to allow debits beyond four a month?</p>		<p>has not drafted its regulation properly, or RBI consciously does not mind if BSBD account holder is deprived by a bank to carry out normal debit transactions beyond four a month.</p> <p><b>Since SBI’s response is explicit, RBI may like to clarify please, so that the depositors understand RBI’s stance.</b></p> <p><b>(ACTION: RBI)</b></p>		
3.	<p>a) In case, SBI is required to remove restrictions on number of debit transactions. Then this may lead to some IT challenges and also require the bank to offer several debit transactions free of charge.</p>	<p>We are in the process of removing the restrictions in the number of non-cash debit transactions in BSBD-BC Channel accounts and making the transactions free of charges. Necessary IT development is underway. However, the restriction of maximum of 4 free</p>	<p>Thank you.</p>	<p>a. No action required.</p>	<p>Thank you</p>



		cash withdrawals per month shall continue.			
b) Effective January 1, 2020, RBI and the government have made digital based online transactions free for NEFT and BHIM-UPI. Thus, P2P and P2M BHIM-UPI transactions are free of charge, i.e., banks shall not levy any charges to their account holders for payments made through BHIM-UPI. Please advise your contention to the contrary, if any.	We are in the process of removing the restrictions in the number of non-cash debit transactions in BSBD-BC Channel accounts and making the transactions free of charges. Necessary IT development is underway. However, the restriction of maximum of 4 free cash withdrawals per month shall continue.	Thank you. However, SBI may kindly clarify as to what it means when it writes “We are in the process of removing the restrictions in the number of non-cash debit transactions in BSBD-BC Channel accounts and making the transactions free of charges.” <b>Does it mean that SBI is in the process of returning all charges (@ Rs 17.70 per transaction) applied to every non-cash debit transaction in BSBD-BC Channel accounts since January 1, 2020? (ACTION: SBI)</b>	b. YES. refund of charges will be made to eligible customers for the digital debit transactions viz., UPI, BHIM-UPI, Rupay Card merchant transactions etc., in respect of BSBD-BC Channel accounts with effect since 01.01.2020, as per directions of CBDT.  Necessary action is being taken through IT Development in this regard.	SBI has now clarified that “i) Yes, all customers who maintain BSBD-BC channel account with the Bank and have carried out Digital Debit Transactions. ii) Refund of Charges will be made to eligible customers for the digital debit transactions viz., UPI, BHIM-UPI, Debit Card Powered by Rupay, BHIM-UPI QR Code transactions as per directions of CBDT.”  While SBI considers to refund for UPI and RuPay charges imposed since January 1, 2020, why should SBI not refund the unassisted digital payments made through NEFT/IMPS?  SBI has indicated that since mid-September 2020, all non-cash debit transactions are being provided free, which comprise all transfer transactions including transactions conducted through	



				<p>various modes of online, digital and other electronic channels.</p> <p>Then, unless justified enough in terms of reasonability and non-discriminatory approach in the pricing, why is it that charges imposed on unassisted digital payments made through NEFT/IMPS should not be reversed since January 1, 2020?</p> <p>SBI still feels appropriate to charge an exorbitant Rs 17.70 (beyond 4<sup>th</sup> debit in a month) for some of these non-cash digital transactions despite the fact that even for the normal savings bank accounts the minimum balance requirement is zero since March 12, 2020 (board approved).</p> <p>Moreover, for such zero balance normal savings bank accounts, many debit transactions beyond four a month are free (and that could include upto 12 free ATM cash withdrawals and unlimited free all forms of unassisted digital transactions).</p> <p>Therefore, it raises a serious question on the reasonability of the charges and the discriminatory approach adopted by SBI</p>
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				<p>between the two groups of (zero balance) savings bank deposit account customers, where one group enjoys unlimited unassisted digital transactions (normal zero balance savings account), while the other (BSBD accounts) pays Rs 17.70 for the same (e.g. IMPS).</p> <p>Moreover, why should 12 ATM cash withdrawal per month be free for one group (requiring zero minimum balance) while it being only 4 ATM cash withdrawal for BSBD account customers?</p> <p>SBI has ensured to adopt a step motherly biased treatment towards Prime Minister's FI initiatives when it comes to BSBD accounts promoted by government/RBI vis-à-vis a zero-balance normal savings bank account (at least since March 12, 2020).</p> <p>However, SBI's well appreciated BC-based (CSC, etc) assisted-transactions should continue to be reasonably and differently charged, as judiciously envisaged under the BC model.</p> <p><b>(ACTION: SBI)</b></p>
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					<b>(ACTION: RBI / PMJDY mission)</b>
4	<p>As regards BSBDAs of the BC channel, which is no different from a BSBD of the branch channel, in terms of account usage, SBI has set a norm to charge a fee of Rs 15.00 + GST (= Rs 17.70), for every debit transaction beyond first four a month. For example, the attached January 2020 statement of a BSBD with SBI branch – Hanumakonda, is categorized under the BC channel by SBI. Also, note that service charge has been imposed four times, each @ Rs 17.70, for online debit transactions. Similar picture is seen from statements from past months, that too prior to July 2019.</p>	<p>As mentioned above, RBI has prescribed a maximum of 4 withdrawal transactions per month in BSBD accounts and any further withdrawal transactions attract the prescribed service charges. In the instant case also, applicable service charges were levied after permitting first 4 free withdrawal transactions.</p> <p>However, we are in the process of removing the restrictions in the number of non-cash debit transactions in BSBD-BC Channel</p>	<p>Though SBI writes “As mentioned above...”, there is nothing mentioned ‘above’ in the SBI’s response that they write under this item. Furthermore, during the period September 11, 2013 through July 1, 2019, RBI had not set any new regulations that allow the bank to charge in BSBD accounts, contrary to what SBI writes, and I quote what SBI writes “RBI has prescribed a maximum of 4 withdrawal transactions per month in BSBD accounts <b>and any further withdrawal transactions attract the prescribed service charges.</b>”</p> <p>Going by the technicalities, SBI cannot charge on a BSBD account. That is clear from the RBI notification RBI /2013-14/246 DBOD.No. Leg.BC.52 / 09.07.005/ 2013-14 September 11, 2013. This has also been clarified by the then DBOD (now DBR) of RBI in a</p>	<p>In terms of the RBI guidelines, BSBD customers provided with additional paid services from Bank ceased to be BSBD customers. SBI permitted additional paid facilities including more than 4 withdrawals in a month to the BSBD-BC Channel customers only to facilitate them. In the absence of specific request of BSBD customer to convert the account into a normal SB</p>	<p><b>Thank you.</b></p> <p><b>Bottom-line is that SBI charged their continuing BSBD account holders (in breach of protection provided by RBI in their regulation), and that too at an exorbitant rate of Rs 17.70 for every debit transaction (unassisted digital and non-BC based ATM cash withdrawal) beyond 4 a month.</b></p> <p><b>If SBI truly wanted to facilitate their BSBD account customers, then without violating RBI’s regulation in letter and spirit, SBI always had the option to permit additional free debit facilities (more than 4 withdrawals in a month) to the BSBD account customers only to facilitate them.</b></p> <p><b>In fact, RBI has provided for this provision and thereby encouraged SBI to do the same for a BSBD account.</b></p> <p><b>Also see item 9 below.</b></p> <p><b>(ACTION: RBI)</b></p>

		<p>accounts and making the transactions free of charges. Necessary IT development is underway.</p>	<p>written communication, as also available in the public domain.</p> <p>The September 11, 2013 circular was known to many banks and they being compliant did not impose any charge, so long as the accounts were BSBD accounts. It would be discriminatory for a compliant bank to suffer for not charging their BSBD account holders while a non-compliant bank gets away with it, despite generating unethical (and possibly illegal) revenue in this process. In fact, on realizing that it was in violation to the RBI's September 11, 2013 circular, one of the private banks then, refunded the charges that they had imposed onto their BSBD accounts.</p> <p>Furthermore, because of the then regulation, it led to several banks disallowing debits in a month beyond four. This is true even for SBI, for their BSBD accounts categorized as "through branches"</p>	<p>account, SBI could not convert the accounts (where additional paid services were availed) into normal SB accounts.</p> <p>Further, the conversion into normal SB account would have attracted minimum balance charges, which would have been a burden for BSBD customers availing additional paid services.</p>	
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			(numbering nearly two crore accounts). <b>(ACTION: RBI)</b>		
5	Just because such less-elite credulous customers believe in SBI, with no voice to contest, the system has been squeezing them of their hard earned money. I am cc-ing this mail to one among many such customers, who brought to my notice their painful concerns. Should we wonder as to why even the consumer education and protection department (CEPD) of RBI is not aware of such concerns, and even more, in this context, is not working towards what their department's name suggests? This mail is being copied to CGM, CEPD for her independent assessment and follow-up.	NA	This was primary meant for CEPD of RBI. We are awaiting an explicit research and action (followed by follow-ups) from CEPD by virtue of the department being the 'consumer education and protection department'. <b>(ACTION: RBI)</b>	NA	<b>(ACTION: RBI)</b>

6	<p>SBI now claims that they have initiated necessary steps to waive these charges (being optimistic, say, effective April 7, 2020). However, what remains to be addressed is not only the forthcoming waiver of such charges but rather a systemic reversal of such charges imposed for online NEFT, P2P/P2M BHIM-UPI and RuPay merchant transactions since January 1, 2020. KINDLY LET US KNOW OF YOUR PROPOSED ACTION IN THIS REGARD.</p>	<p>The waiver of service charges was approved by the Bank in view of the COVID-19 pandemic. However, we are in the process of allowing all non-cash debit transactions free of cost to the BSBD BC Channel customers, Necessary IT development is underway.</p>	<p>Does it mean that SBI is in the process of returning all charges (@ Rs 17.70 per transaction) applied to every non-cash debit transaction in BSBD-BC Channel accounts <b>since January 1, 2020?</b> <b>(ACTION: SBI)</b></p>	<p>-. YES. Refund of charges will be made to eligible customers for the digital debit transactions viz., UPI, BHIM-UPI, Rupay Card merchant transactions etc., in respect of BSBD-BC Channel accounts with effect since 01.01.2020, as per directions of CBDT. Necessary action is being taken through IT Development in this regard.</p>	<p>Thank you. <b>While SBI now finds it appropriate to refund for UPI and RuPay charges imposed since January 1, 2020, why should SBI not refund the unassisted digital payments made through NEFT/IMPS?</b> <b>SBI has indicated that since mid-September 2020, all non-cash debit transactions are being provided free, which comprise all transfer transactions including transactions conducted through various modes of online, digital and other electronic channels.</b> <b>Then, unless justified enough in terms of reasonability and non-discriminatory approach in the pricing, why is it that charges imposed on unassisted digital payments made through NEFT/IMPS should not be reversed since January 1, 2020?</b> Furthermore, please refer to 3(b). <b>(ACTION: SBI)</b></p>
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					<b>(ACTION: RBI)</b>
7	<p>Furthermore, in this context, one would expect SBI of not being branded a heartless bank when its board-approved service charges are an exorbitant Rs 17.70 for every asset-lite online NEFT, IMPS, and BHIM-UPI transaction beyond the first four debits in a month for BSBDAs under the BC channel. SBI has over 12 crore such accounts meant primarily for the poor. IS IT THAT RBI OR THE GOVERNMENT ENCOURAGED SBI IN ANY WAY TO EXTRACT SUCH DISPROPORTIONATE AMOUNTS OF FEES FROM THE POOR FOR USING ASSET-LITE DIGITAL MEANS OF ONLINE PAYMENTS LIKE NEFT, IMPS AND BHIM-UPI, OR WAS IT SOLELY SBI'S CONSCIOUS DECISION?</p>	<p>As mentioned above, all non-cash debit transactions shall be allowed free of cost shortly. Necessary IT development is underway.</p>	<p>What exactly is meant by "... all non-cash debit transactions shall be allowed free of cost <b>shortly</b>."? It appears that, as of August 14, 2020 (the date of SBI's response-mail) the bank had not decided of <b>returning</b> the charges applied (@ Rs 17.70), since there is no explicit mention of the same.</p> <p>I wonder <b>why SBI is waiting for the Department of Revenue or the Department of Financial Services or the Reserve Bank of India to intervene, when it is evidently unethical to charge such an exorbitant fee of Rs 17.70 (that too approved by the bank's board), for an asset-lite mobile-based digital mode of payment. I am not sure if I am incorrect to say that the bank's board is fully responsible, when they consciously approve of such exorbitant charges for asset-lite digital payments.</b></p>	<p>All non-cash debit transactions include all transfer transactions including transactions conducted through various modes of online, digital and other electronic channels.</p> <p>Going forward, BSBD BC Channel customers shall be charged for only cash withdrawals more than 4 in a month. Necessary IT development is underway in this regard.</p>	<p>Thank you.</p> <p><b>Please refer to item 3(b) and 4. Also see item 9 below.</b></p> <p><b>(ACTION: SBI)</b></p> <p><b>(ACTION: RBI)</b></p>

			<p>Does it mean that SBI is in the process of returning all charges (@ Rs 17.70 per transaction) applied to every non-cash debit transaction in BSBD-BC Channel accounts <b>since September 11, 2013?</b></p> <p><b>(ACTION: SBI)</b> <b>(ACTION: RBI)</b></p>	<p>Further, as mentioned above, the refund exercise proposed is w.e.f 01.01.2020.</p>	
8.	<p>Needless to say, for the period July-December 2019, though the BSBD regulation of June 2019 does not prohibit SBI to charge a fee for online NEFT, IMPS and BHIM-UPI transactions after the first four debit transaction in a month, one needs to keep in view that RBI has also mandated Ensuring Reasonableness of Bank Charges (RBI's Master Circular on Customer Service in Banks... July 1, 2015), which states</p>	<p>Responded to the observation in point no.6 and 7.</p>	<p>What is SBI's plan for the period July-December 2019, regarding the exorbitant charges imposed on non-cash debit transactions? Though the regulation does not prohibit the bank to charge beyond the four free debits in a month, however, as per RBI, the charges still need to be reasonable. <b>A question arises as to whether Rs 17.70 is a reasonable charge for non-cash based and un-assisted electronic means of digital transactions using NEFT, IMPS, BHIM-UPI (with mobile phones as</b></p>	<p>Operations in BSBD accounts are governed by a certain set of guidelines and allowing 4 free withdrawals per month is one of the mandatory parameters. The guidelines have been formulated keeping in view the minimum needs of the</p>	<p><b>It would be difficult to justify charges imposed for unassisted digital transactions.</b></p> <p><b>A question arises as to whether Rs 17.70 is a reasonable charge for non-cash based and un-assisted electronic means of digital transactions using NEFT, IMPS, BHIM-UPI (with mobile phones as front-ends).</b></p> <p><b>It is pertinent to mention that charges were imposed (@ Rs 17.70) even for using debit cards for merchant transactions.</b></p> <p><b>Also see item 9 below.</b> <b>(ACTION: RBI)</b></p>



<p>“Fixing of service charges by banks: The practice of Indian Banks’ Association (IBA) fixing the benchmark service charges on behalf of member banks has been done away with and the decision to prescribe service charges are now taken by banks themselves with approval from their Board. 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 ascertain that customers with low volume of activities are not penalised.”</p> <p>Moreover, for the period July-December 2019, a fee of Rs 17.70 imposed for a NEFT transaction under BSBDA is largely in excess of the service</p>		<p>front-ends). <b>It is pertinent to mention that charges were imposed (@ Rs 17.70) even for using debit cards for merchant transactions.</b></p> <p><b>SBI’s view in this regard is vital.</b></p> <p><b>(ACTION: SBI)</b></p> <p><b>(ACTION: RBI)</b></p>	<p>BSBD customers. However, If any of the BSBD customers are desirous of availing additional facilities, it will be governed by the service charges prescribed by Bank from time to time. Accordingly, the applicable charges were levied by the Bank.</p> <p>Refund of charges will be made to eligible customers for the digital debit transactions viz., UPI, BHIM-UPI, Rupay Card merchant transactions etc.,</p>	
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	charge caps mandated by RBI (for ticket sizes up to Rs 1 lakh).			<p>in respect of BSBD-BC Channel accounts with effect from 01.01.2020, as per directions of CBDT.</p> <p>Necessary action is being taken through IT Development in this regard.</p>	
9	For the period prior to July 2019, as per the very definition of a BSBD (see RBI's instructions on BSBD issued vide circulars dated August 10, 2012 and September 11, 2013) no service charge can be imposed for a service that is	RBI prescribes that the Banks may provide additional services, over and above the basic minimum facilities (which includes 4 withdrawals per	I appreciate the bank's response. However, there is significant technical disconnect in some of the text that has been written. I shall write more on this unless the bank reviews their response for possible amendment. While reviewing the response, the bank	SBI does not automatically convert BSBD account into normal SB account on availing additional facilities at cost,	Under column 3 of this point, I had mentioned that there is a significant disconnect in SBI's response. I did give an opportunity to correct its stance but SBI found it inappropriate to provide the correct picture.  First, two pieces of information:



<p>offered by a bank towards BSBDA. Therefore, a service charge imposed @ Rs 17.70 for every debit transaction beyond four a month amounts to violation of the then extant regulations on BSBDA.</p>	<p>month), to BSBD customers either free of cost or at a price. However, we also wish to submit that there was no specific mention that such accounts needed conversion into normal SB accounts. Bank permitted 5th withdrawal onwards in BSBD accounts to facilitate the customers who need to conduct more than 4 debit transactions in a month. As and when Bank permitted the 5<sup>th</sup> withdrawal from a BSBD account, the prescribed service charges were levied. However, levy of the service charges on account of additional</p>	<p>may please keep handy the penal charges for non-maintenance of minimum balance for regular savings bank accounts for the full period in question. Also, please refer to the follow-up contention under item 4.</p> <p><b>(ACTION: SBI)</b></p>	<p>as the same shall attract levy of minimum balance charges, which will be burdensome for customers.</p>	<p>(1) SBI has indicated that the Bank introduced charges for Debit transactions beyond four free transactions in BSBD – BC Channel accounts w.e.f 15.06.2016 @ ₹5/- +GST, per transaction. The charges were revised w.e.f 01.06.2017 to ₹15/- +GST, per transaction.</p> <p>(2) The charges for non-maintenance of average monthly minimum balance (of Rs 1000) in normal SB account (Rural) had been</p> <ul style="list-style-type: none"> <li>(i) Zero, prior to 01.04.2017.</li> <li>(ii) Rs. 20-50 + GST, during 01.04.2017 through 30.09.2017.</li> <li>(iii) Rs 20-40 + GST, during 01.10.2017 through 31.03.2018.</li> <li>(iv) Rs 5-10 + GST, post 31.03.2018.</li> <li>(v) Zero, post 11.03.2020 (board approved and implemented).</li> </ul> <p>(For details see attached charges for non-maintenance of minimum balance in normal SB account)</p> <p>The above does not imply and cannot justify enough for a blanket statement of</p>
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		<p>facilities provided to a BSBD account did not automatically convert the BSBD account into a normal SB account.</p> <p><b>The conversion of the BSBD account into a normal SB account had to be done at the front end at the branch only after receipt of request from the customer as the same otherwise, would have attracted minimum balance charges, causing a very huge burden on such accounts.</b></p>			<p>SBI of the type “The conversion of the BSBD account into a normal SB account had to be done at the front end at the branch only after receipt of request from the customer <b>as the same otherwise, would have attracted minimum balance charges, causing a very huge burden on such accounts.</b>”</p> <p>More so, since it may mean as if charging multiple times in a month, an exorbitant amount of Rs 17.70 for every digital transaction, is not a very huge burden on such BSBD accounts.</p> <p>Furthermore, there is no guarantee that the BSBD account did not ever maintain a minimum balance requirement of a normal SB account and despite that SBI charged multiple times in a month, in violation to extant regulation, an exorbitant Rs 17.70 for every debit beyond 4 a month, for a BSBD account, which in many situations amounts to more than the minimum balance non-maintenance charges of a normal SB account.</p>
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					<p>We are discussing only those 5 crore depositors, who intended to transact in an unassisted mode, and thus got charged exorbitantly for digital payments, which would otherwise not have been charged.</p> <p><b>SBI may kindly explain the broad misleading picture it has portrayed.</b></p> <p><b>Also see item 4.</b></p> <p><b>(ACTION: SBI)</b></p> <p><b>(ACTION: RBI)</b></p>
10.	<p>It may thus be fair to say that service charges imposed on BSBDAs for all online NEFT, IMPS and BHIM-UPI transactions for the period prior to July 2019 need to be reversed.</p> <p>PLEASE LET US KNOW IF YOU FEEL OTHERWISE.</p>	<p>The service charges for different transactions were being levied as per the extant guidelines during the relevant time. The prescribed service charges are being levied on debit transactions over and above the maximum free debits of 4 per month in respect of BSBD accounts.</p>	<p>Since SBI feels otherwise, it is for RBI to act in a judicious and fair manner keeping other compliant banks in mind, and more importantly, keeping the interest of the poor and the deprived. For such BSBD-BC channel account holders, multiple charges of Rs 17.70 (towards digital payments), is as high as multiple charges of Rs 200 applied to you and me (where monthly income of the deprived may be at most Rs 20,000 a month, unlike our</p>	--	<p><b>Though out of context</b>, this reminds us of SBI's stance in the famous case involving the incident that dates back to November 14, 2013, when Ms. Vandana, who was pregnant at that time gave her debit card to her husband, Sh. Rajesh Kumar to withdraw a sum of Rs 25,000 from an SBI ATM nearby. To withdraw the money, Ms. Vandana provided the ATM PIN to her husband. But the series of events took a different turn when the ATM machine showed a slip where it mentioned that the money was debited,</p>

		<p>incomes of more than Rs 2 lakh a month.</p> <p>We cannot lightly decide on the fate of such BSBD account holders, who have been unduly charged in breach of RBI's own regulations. RBI cannot look the other way, knowing very well the technical injustice done. RBI had been in the knowledge of things for quite some time now.</p> <p><b>(ACTION: RBI)</b></p>		<p>however, the sum of money was never released from the ATM!</p> <p>One may like to see how SBI invoked a technicality not to pay back the Rs 25,000, though there was no intention of fraud but for a venial breach of debit card terms laid down by the bank. Just because of the venial breach (without any intention of promoting fraud while sharing the ATM PIN with the husband as the situation demanded, without any <i>mala fide</i> intent), no one was ready to address the prime issue of whether SBI is correct in retaining Ms. Vandana's Rs 25,000. SBI went along for more than 55 months to use such a venial technicality to deny the money. SBI ensured to keep the Rs 25,000 by invoking this technicality, though in all fairness the money did not belong to SBI. Yes, just because of wife sharing the ATM PIN with her husband for a bona fide cause, it could still be fair for SBI at best (as a deterrent), to impose a penalty (say, Rs 1000) for the breach of the debit card terms.</p>
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					Without any reference to the above, RBI may kindly respond to the contention as indicated under column 3 of this point. <b>(ACTION: RBI)</b>
11	Before closing, I would request you to clarify as to why service charges were imposed by the bank on their BSBDAs prior to July 1, 2019, in violation of the then extant regulations? SBI has indicated that the total amount of service charges collected from BSBDAs (of the BC channel) for the last five financial years.	As mentioned in point no. 9, SBI does not automatically convert BSBD account into normal SB account on availing additional facilities at cost, <b>as the same shall attract levy of minimum balance charges, which will be burdensome for customers.</b> Wherever the BSBD customers does not opt for conversion of BSBD account to normal SB account, the account continued to be categorized as BSBD	SBI has collected large sum of money during the past years in form of charges imposed on debit transactions beyond four per month from the BSBD-BC channel accounts. This includes the total amounts collected annually for financial years are as under: <b>2014-15 : Rs 4.73 crore</b> <b>2015-16 : Rs 12.44 crore</b> <b>2016-17 : Rs 26.31 crore</b> <b>2017-18 : Rs 34.74 crore</b> <b>2018-19 : Rs 72.07 crore</b> <b>2019-20 : Rs 158.03 crore</b>  Now, since SBI refers to item 9 for their response, I would request SBI to first respond based on the follow-up contention under item 9. <b>(ACTION: SBI)</b>	As submitted earlier, SBI does not automatically convert BSBD account into normal SB account on availing additional facilities at cost, <b>as the same shall attract levy of minimum balance charges, which will be burdensome for customers.</b>	As indicated above, SBI's response under point no. 9 is not the complete truth. Moreover, clear regulations indicate that SBI can either provide free services for a BSBD account, beyond the mandated minimum free services, or cease to provide additional services. Here, since SBI did provide additional services under BSBD accounts, it had to be provided free, as per the RBI regulations. Rules and regulations have been made to protect the disadvantaged BSBD account holders who were specifically included (financially included), and it cannot be ignored, more so since this class of depositors are poor and trust the Prime Minister in his endeavor to provide them with a well-protected PMJDY account, which are in fact BSBD accounts.

		<p>accounts in the books of the Bank despite the customers availing additional paid services from the Bank.</p> <p>Due to the above, the service charges levied in respect of additional facilities provided to BSBD account holders are appearing in our Bank books against the Head – BSBD Accounts.</p>			<p><b>With over Rs 300 crore in charges imposed by SBI on BSBD accounts (more specifically for un-assisted digital payments and non-BC based ATM usage) every day's delay in returning the same may be at the cost of the depositors (if and when refunds of the unduly collected money are executed by the bank), unless RBI considers that in all fairness of the deprived depositors, the interest on the amount refunded would also become due from the date of the debit of such charges till the date of refund.</b></p> <p>Since such unduly extracted money belong to the deprived BSBD account holders, we should not become liable, on our part, in the delay. The question of not returning the unduly collected money does not arise. SBI's unreasonable approach has seriously affected our relatively vulnerable, gullible and marginalised fellow-countrymen to the tune of Rs 300 crore.</p> <p>While ensuring equitable and fair treatment of consumers, the government</p>
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				<p>and RBI cannot ignore the need for protecting this vulnerable groups. Thus, in view of consumer protection, clear violation of RBI regulations cannot be overlooked (where masses are directly affected in monetary terms). Here, masses constitute over 5 crore active BSBD account holders of SBI during the period in question.</p> <p>We are not contemplating any monetary penalty on SBI by RBI for this technical or venial breach of statutory obligations (regulation). SBI returning the unduly collected money from the ones exploited, should be RBI's only focus. In conformity with principles of Natural Justice, where there is no bias or arbitrariness, a reasoned decision is the need of the hour. In absence of SBI's consensuses and fair call, RBI is requested to expedite matters without further delay.</p> <p><b>(ACTION: SBI)</b> <b>(ACTION: RBI)</b></p>
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Sl No	Queries	Our Reply
1	<p>Your answer to the query</p> <p>"Does it mean that SBI is in the process of returning all charges (@ Rs 17.70 per transaction) applied to every non-cash debit transaction in BSBD-BC Channel accounts since January 1, 2020?"</p> <p>is</p> <p>"YES. Refund of charges will be made to eligible customers for the digital debit transactions viz., UPI, BHIM-UPI, Rupay Card merchant transactions etc., in respect of BSBD-BC Channel accounts with effect since 01.01.2020, as per directions of CBDT. Necessary action is being taken through IT Development in this regard."</p>	<p>No action required.</p>
2	<p>In the context of the question and the corresponding response, please explain:</p> <p>(i) What is meant by "eligible customers"? Does "eligible customer" mean any customer that held a BSBD-BC Channel account who was charged Rs 17.70 then, for digital debit transactions.</p> <p>(ii) By your writing of the word "etc." under the modes of digital debit transactions, it is not clear whether the bank would refund the charges (@ Rs 17.70) for every non-cash digital debit transaction. Please clarify</p>	<p>i)Yes, all customers who maintain BSBD -BC channel account with the Bank and have carried out Digital Debit Transactions.</p> <p>ii) Refund of Charges will be made to eligible customers for the digital debit transactions viz., UPI, BHIM-UPI, Debit Card Powered by Rupay, BHIM-UPI QR Code transactions as per directions of CBDT.</p>



3	<p>I would also request the bank to provide the following information:</p> <p>The board approved schedule of charges (since September 11, 2013) as announced time-to-time (as and when changes in charges are declared) by the bank for (a) BSBD-BC Channel accounts, and (b) BSBD-Branch Channel accounts.</p>	<p>Bank introduced charges for Debit transactions beyond four free transactions in BSBD – BC Channel accounts w.e.f 15.06.2016 @ ₹5/- per transaction. The charges were revised w.e.f 01.06.2017 to ₹15/- per transaction. List of Service charges applicable w.e.f 01.04.2017 and 01.10.2019 are attached separately with the mail.</p>
4	<p>In order to arrive at a more comprehensive and a complete picture of what SBI has done to the vast population under the umbrella of PM's yojana on Jan-Dhan, I would additionally request for the following:</p> <p>The amount that SBI already collected during the financial year 2019-20, in form of charges imposed on debit transactions beyond four per month from the BSBD-BC channel accounts.</p>	<p>The amount which is collected during the financial year 2019-20, in the form of charges imposed on debit transactions beyond four per month from the BSBD-BC channel accounts is ₹158,02,92,817/-</p>

**Guidelines on Average Monthly Balance in Savings Bank Accounts:**

Wef.01.04.2018, the requirement of Average Monthly Balance(AMB) and Penalty for non-maintenance of AMB has been revised as under.

<b>Requirement of Average Monthly Balance (AMB) and Penalty for Non- maintenance of AMB</b>
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<b>Population category</b>	<b>AMB wef 01.04.2017</b>	<b>01.10.2017</b>	<b>01.04.2018</b>
<b>Metro</b>	Rs 5,000/-	Rs 3,000/-	Rs 3,000/
<b>Urban</b>	Rs 3,000/-	Rs 3,000/-	Rs 3,000/
<b>Semi Urban</b>	Rs 2,000/-	Rs 2,000/-	Rs 2,000/
<b>Rural</b>	Rs 1,000/-	Rs 1,000/-	Rs 1,000/

**Penalty for Non-maintenance of AMB**

<b>Metro</b>	<b>01.04.2017</b>	<b>01.10.2017</b>	<b>01.04.2018</b>
Shortfall < = 50%	Rs. 50/- +GST	Rs. 30/- +GST	Rs. 10/- +GST
Shortfall > 50 – 75%	Rs. 75/- +GST	Rs. 40/- +GST	Rs. 12/- +GST
Shortfall > 75%	Rs.100/- +GST	Rs. 50/- +GST	Rs. 15/- +GST
<b>Urban</b>			
Shortfall < = 50%	Rs. 40/- +GST	Rs. 30/- +GST	Rs. 10/- +GST
Shortfall > 50 – 75%	Rs. 60/- +GST	Rs. 40/- +GST	Rs. 12/- +GST
Shortfall > 75%	Rs. 80/- +GST	Rs. 50/- +GST	Rs. 15/- +GST
<b>Semi-Urban</b>			
Shortfall < = 50%	Rs. 25/- +GST	Rs. 20/- +GST	Rs. 7.50 +GST
Shortfall > 50 – 75%	Rs. 50/- +GST	Rs. 30/- +GST	Rs.10.00 +GST
Shortfall > 75%	Rs. 75/- +GST	Rs. 40/- +GST	Rs.12.00 +GST
<b>Rural</b>			
Shortfall < = 50%	Rs. 20/- +GST	Rs. 20/- +GST	Rs. 5.00 +GST
Shortfall > 50 – 75%	Rs. 30/- +GST	Rs. 30/- +GST	Rs. 7.50 +GST
Shortfall > 75%	Rs. 50/- +GST	Rs. 40/- +GST	Rs 10.00+GST





Ashish Das &lt;ashishdas.das@gmail.com&gt;

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**BSBD Accounts**

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**Shailesh Kumar** <shaileshkumar@rbi.org.in>

Mon, Feb 1, 2021 at 5:28 PM

To: "ashishdas.das@gmail.com" &lt;ashishdas.das@gmail.com&gt;

Cc: Scenta Joy &lt;scentajoy@rbi.org.in&gt;, "FIDD, CGM-in-Charge" &lt;cgmincfidd@rbi.org.in&gt;, CGM CEPD &lt;cgmcepd@rbi.org.in&gt;, "dgm.altch@sbi.co.in" &lt;dgm.altch@sbi.co.in&gt;

Dear Sir,

Please refer to the training mail seeking our comments in the matter.

2. In this connection, SBI has provided a detailed response to your queries vide emails dated September 9, 2020 and October 9, 2020. Our comments on the issues flagged to us are mentioned below:

- i. Regarding regulatory prescription of minimum four debit transactions in BSBD Account in a month and SBI's policy of not offering debit facility beyond four times a month, it may be mentioned that the BSBD Account was designed as a Savings Bank Account which will offer certain minimum facilities, free of charge, to the holders of such accounts. The number of minimum withdrawals allowed in the account is four. Banks can offer more withdrawals per month, with or without charge. So, if a bank offers minimum four withdrawals free of charge, it is in order.
- ii. Regarding charges levied by SBI on debit transactions beyond four in a month in BSBD Accounts, it may be mentioned that as per our August 10, 2012 guideline on BSBDA and September 11, 2013 guideline on BSBDA-FAQs, banks were free to decide pricing structure for additional value-added services beyond the stipulated basic minimum services on reasonable and transparent basis and applied in a non-discriminatory manner. SBI has levied additional charge on more than four withdrawals as maximum four free withdrawals were permitted. These guidelines have now been superseded by our circular dated June 10, 2019.
- iii. Regarding reversal of charges levied by SBI on BSBD Accounts for debit transactions beyond four a month, it may be mentioned that as per our earlier guidelines dated August 10, 2012 on BSBDA, maximum four withdrawals were allowed in a month. Banks were allowed to offer more value-added services (like SBI has allowed 5<sup>th</sup> and more withdrawals) either free of charge or at a price. It may be recalled that w.e.f September 7, 1999, Scheduled Commercial Banks have been given the freedom to fix service charges. The reasonableness of such charges has to be ensured by the bank's Board. It has to be ensured that charges are not out of line with the average cost of providing these services and customers are made aware of the service charges upfront and any changes in service charges are implemented only with the prior notice to the customers. In this connection, SBI has informed that they introduced charges on BSBDA accounts beyond four withdrawals to recover the average cost of interchange fee on AePS transactions which comes to ₹12.72 per transaction.

Regards

**शैलेश कुमार / Shailesh Kumar**

सहायक महाप्रबन्धक / Assistant General Manager

विधान अनुभाग / Legislation Section

सांविधिक परिचालन समूह / Statutory Operations Group

आचार और परिचालन प्रभाग / Conduct and Operations Division

विनियमन विभाग / Department of Regulation



Ashish Das &lt;ashishdas.das@gmail.com&gt;

## BSBD accounts

Anand &lt;anand@rbi.org.in&gt;

Tue, Feb 2, 2021 at 3:06 PM

To: Ashish Das &lt;ashishdas.das@gmail.com&gt;

Cc: Ranjana Sahajwala &lt;rsahajwala@rbi.org.in&gt;, Prakash Baliarsingh &lt;pbaliarsingh@rbi.org.in&gt;, Scenta Joy &lt;scentajoy@rbi.org.in&gt;, Shailesh Kumar &lt;shaileshkumar@rbi.org.in&gt;

Dear Sir,

Please refer to your various e-mails on the captioned subject. In this connection, we advise that the issue was taken up with SBI, who have submitted that the average cost of interchange fee on Aadhar Enabled Payment System (AePS) transactions comes to ₹12.72 per transaction. Further, the bank has stated that interchange fees on AePS transactions is as follows:

Transaction Amount (deposit / Withdrawal/ Fund Transfer)	Interchange fee (excl Taxes)	
	NPCI Circular No. NPCI/2015-16/AEPS/01 dated 22.03.2016	NPCI Circular No. NPCI/2017-18/AEPS/001 dated 03.05.2017
<₹100	1% of txn amount, subject to min 5/- and max, ₹15/- per successful txn	Nil
₹100/- and above		0.5% of txn amount, Maximum ₹15/- per successful txn.

2. With effect from September 7, 1999, Scheduled Commercial Banks have been given freedom to fix service charges. The reasonableness of such charges has to be ensured by the bank's Board. It has to be ensured that charges are not out of line with the average cost of providing these services and customers are made aware of the service charges upfront and any changes in service charges are implemented only with the prior notice to the customers. The guidelines of August 10, 2012 on BSBDA (<https://www.rbi.org.in/Scripts/NotificationUser.aspx?Id=7501&Mode=0>) and FAQs issued on September 17, 2013 (<https://www.rbi.org.in/Scripts/FAQView.aspx?Id=106>), banks were allowed to offer more value-added services either free of charge or at a price.

3. In view of the aforesaid, we treat your issue as dealt with and closed at our end.

भवदीय/ Regards,

आनंद Anand

उ.म.प्र DGM

उपभोक्ता शिक्षण और सरंक्षण विभाग

Consumer Education and Protection Department,

भारतीय रिज़र्व बैंक

Reserve Bank of India,

केंद्रीय कार्यालय, अमर बिल्डिंग

Central Office, Amar Building, 1st Floor,

सर पी एम रोड, फोर्ट, मुंबई 400 001

Sir P.M.Road, Fort, Mumbai – 400 001

Tel:+91-22-22641202 (D), +91- 2260 3000 Ext. 4114

**C: The correspondence from ICICI Bank**





Ashish Das &lt;ashishdas.das@gmail.com&gt;

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**Fwd: Internal ombudsman of ICICI Bank**

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**Mission FI** <missionfi@nic.in>

Thu, Feb 11, 2021 at 5:07 PM

To: ashishdas das &lt;ashishdas.das@gmail.com&gt;

Cc: Suchindra Misra &lt;misras@nic.in&gt;, SUSHIL IDAS &lt;sushildas.dad@hub.nic.in&gt;, Golak bihari &lt;panda.golak@gov.in&gt;, D N &lt;dn.sharma27@gov.in&gt;

Sir

Please find attached the reply as received from ICICI Bank for you information.

Regards

Mission Office  
Department of Financial Services  
Ministry of Finance (GoI)  
Jeevan Deep Building, Parliament Street  
New Delhi  
011-23361571

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**From:** "prakash kansara" <prakash.kansara@icicibank.com>**To:** "Mission FI" <missionfi@nic.in>**Cc:** "Golak bihari" <panda.golak@gov.in>, "D N" <dn.sharma27@gov.in>, "vilas dhurandhar" <vilas.dhurandhar@icicibank.com>, "bittu samanta" <bittu.samanta@icicibank.com>, "maneesh kushwaha" <maneesh.kushwaha@icicibank.com>**Sent:** Tuesday, February 2, 2021 11:32:08 AM**Subject:** Internal ombudsman of ICICI Bank

Dear Sir/Ma'am,

Please find attached the communication sent to the complainant.

Regards,

Prakash Kansara

**MARIBA GUNAJI PARKHE.docx**

15K

**From:** Priya Gupta  
(senior.management@icicibank.com)  
**Date:** Monday, February 01, 2021 07:56 PM  
**To:** ASHISHDAS.DAS@GMAIL.COM  
(ASHISHDAS.DAS@GMAIL.COM)  
**Subject:** RE:'ICICICARE=024-421-032' ICICI Bank Limited

Dear Mr. Parkhe,

We refer to your e-mail addressed to ICICI Bank regarding Saving Bank Account 19XXXXXX0258.

As per our record, your captioned bank account is "Basic Savings Bank Deposit Account" (BSBDA).

We would like to inform that the basic services in BSBDA accounts are offered free to the customer as stipulated by RBI. With regard to charges for various services offered in BSBDA, Bank had made several representations to RBI and based on the final response received from RBI, bank has put a policy in place with effect from July 01, 2016 where no service charges are levied in BSBDA. Any charges levied are been reversed after the said period.

Accordingly, the charges levied in September 2016 were reversed. Incrementally such charges are not levied except for penal charges.

The schedule of charges for BSBDA is available on [www.icicibank.com](http://www.icicibank.com) or click on below mentioned link to know the present service charges applicable for your bank account:

<https://www.icicibank.com/service-charges/basic-savings-bank-account.page?#toptitle>

We trust the above clarifies the concerns raised by you.

We thank you for writing to us.

Looking forward for your co-operation.

Sincerely,

Priya Gupta  
Senior Management Desk

**NEVER SHARE your OTP, CVV, URN, User ID, password with anyone, even if the caller claims to be from ICICI Bank, Bank employees will never ask you for these details. Please safeguard these account details as sharing it can lead to unauthorised access to your account.**

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