

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA

UNSTARRED QUESTION No. 824

TO BE ANSWERED ON 18th DECEMBER, 2018 (TUESDAY)/AGRAHAYANA 27, 1940
(SAKA)

Charges imposed by banks on transactions

824. DR. L. HANUMANTHAI AH:

Will the Minister of FINANCE be pleased to state:

- (a) the details of zero balance accounts opened in the country, State-wise;
- (b) whether it is a fact that banks are charging for every transaction including for withdrawal of one's own money; and
- (c) the number of banks deducting the money from accounts for such transactions, the details thereof?

Answer

The Minister of State in the Ministry of Finance
(SHRI SHIV PRATAP SHUKLA)

(a) to (c) Vide Reserve Bank of India (RBI) circular dated 10.8.2012, banks are permitted to offer "Basic Savings Bank Deposit Account" (BSBDA), which do not have the requirement of any minimum balance. Following basic minimum services are also available to BSBD account holders free of cost:

- Deposit, monthly maximum four withdrawals including ATM withdrawals, receipt/credit of money through electronic payment channels or by means of collection/deposit of cheques.

Further, under Pradhan Mantri Jan-Dhan Yojana (PMJDY), one BSBD account is opened for the beneficiaries with free RuPay debit card with in-built accident insurance coverage of Rs. 1 lakh (since enhanced to Rs.2 lakh w.e.f. 28.8.2018) and Over Draft (OD) facility upto Rs.5,000 (upper limit of OD since enhanced to Rs.10,000).

Depending upon the transactions carried out by BSBD/Jan-Dhan account holder, the balance in any such account can vary on day-to-day basis and may even become zero on a particular day. Hence, zero balance accounts under BSBD/PMJDY are not centrally monitored.

However, state-wise number of BSBD accounts and out of which how many are PMJDY accounts are provided at **Annexure**.

Besides, as per RBI's direction on 'Usage of ATMs – Rationalization of number of free transactions', dated 14.08.2014, a minimum of three free transactions at any other bank's ATMs at six metro location, viz. Mumbai, New Delhi, Chennai, Kolkata, Bengaluru and Hyderabad and a minimum of five free ATM transactions at a bank's own ATM at any other location is permitted during a month.

Beyond this minimum number of free ATM transactions, banks have their Board approved policy on charges from customers on ATM transactions, subject to a cap on customers' charges of Rs.20 per transaction.

Further, Scheduled Commercial Banks are permitted vide RBI's Master Circular dated 1.7.2015 on 'Customer Service in Banks' to fix service charges for various types of services rendered by them. While fixing service charges, banks have been advised to ensure that the charges are reasonable and not out of line with the average cost of providing these services. In this regard, banks have been advised to identify basic services and the principles to be adopted / followed by them for ensuring reasonableness in fixing such charges. They have been further advised to take steps to ensure that customers are made aware of the service charges upfront and changes in the service charges are implemented only with the prior notice to the customers.

Annexure to Rajya Sabha unstarred question no. 824 for 18.12.2018			
S.No	State Name	Total number of BSBD accounts as on 31.3.2018	Total number of PMJDY accounts as on 28.3.2018
1	Andaman & Nicobar Islands	75645	54002
2	Andhra Pradesh	27020046	9039150
3	Arunachal Pradesh	298563	252365
4	Assam	17564486	12750532
5	Bihar	52001050	33910007
6	Chandigarh	389210	247625
7	Chhattisgarh	17442747	13056159
8	Dadra & Nagar Haveli	175779	93034
9	Daman & Diu	64789	42084
10	Delhi	6254789	4051501
11	Goa	315817	148316
12	Gujarat	21529580	11947326
13	Haryana	12539253	6502030
14	Himachal Pradesh	1741070	993202
15	Jammu & Kashmir	3884840	1951402
16	Jharkhand	15255659	11204018
17	Karnataka	26067009	11773052
18	Kerala	7574525	3580465
19	Lakshadweep	30929	5215
20	Madhya Pradesh	45235855	27318396
21	Maharashtra	37548239	22152759
22	Manipur	921436	793887
23	Meghalaya	544590	417032
24	Mizoram	451493	268058
25	Nagaland	336027	218322
26	Odisha	21556268	12429579
27	Puducherry	389015	144898
28	Punjab	11304375	6090117
29	Rajasthan	31331837	24324081
30	Sikkim	172703	89667
31	Tamilnadu	22559084	8982030
32	Telangana	16126936	8990452
33	Tripura	1569568	828662
34	Uttar Pradesh	85620992	47562281
35	Uttarakhand	3553631	2201451
36	West Bengal	46700528	30025972
	Grand Total	536148363	314439129

Source: RBI, Public Sector Banks & major Private Sector Banks