



Utkarsh Small Finance Bank

Doorstep Banking Policy

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1. Introduction

Utkarsh Small Finance Bank Limited (USFB) is a subsidiary promoted by Utkarsh CoreInvest Ltd. (formerly Utkarsh Micro Finance Limited). It aims to provide affordable & accessible banking services which are process centric, technology enabled, and people oriented resulting in a reliable, scalable and sustainable institution, facilitating socioeconomic change. The purpose is to provide banking products and services to the unserved and underserved sections of the society, which includes small and marginal farmers, micro and small industries, and other organized sector entities, at an affordable cost.

USFB endeavors to empower customers with self-service channels. While the Bank will have a network of ATMs, a best in class mobile banking application and a secure and robust internet banking, we also realize in certain cases of emergency or otherwise customer might need services at his/her/their Doorstep.

1.1. Background

Till March 2005 banks were not permitted to extend any banking facilities at the premises of their customers without obtaining permission from RBI. Subsequently, the restriction was relaxed to a limited extent by permitting banks to provide doorstep banking services only to Government Departments. Later, RBI decided to permit banks to extend doorstep banking to all types of customers, including individuals. Though banks need not seek the permission of RBI for extending the Scheme, banks are required to follow the general principles and broad parameters laid down by RBI in this regard (vide RBI circular ref. DBOD. BL. BC.59/22.01.010/2006-2007 dated February 21, 2007). Banks are further advised by RBI to:

- I. Prepare a scheme for offering "doorstep" banking services to their customers with the approval of the Boards.
- II. Take into account the various risks that may arise to customers directly or through agents and take effective steps to manage the same.
- III. Review the Scheme on an annual basis.

Further, RBI vide its circular references RBI/2017-18/89 DBR.No.Leg.BC.96/09.07.005/2017-18 dated November 09, 2017 and RBI/2019-20/203 DOR. CO. Leg. BC. No.59/09.07.005/2019-20 dated March 31, 2020, have reemphasized the requirement of extending Doorstep Banking facilities to Senior citizens of more than 70 years of age and differently abled persons or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired. Banks are required to develop a Board approved framework for determining the nature of branches where these services will be provided mandatorily and those where it will be provided on best effort basis.

In accordance with the guidelines, the Doorstep Banking policy is presented in ensuing paragraphs.

1.2. Definitions

“Doorstep banking” services offered by the Bank refers to basic banking facilities, such as pick up of cash and instruments against receipt, delivery of cash against withdrawal from account, delivery of demand drafts and submission of Know Your Customer (KYC) documents at the premises/ residence of such customers.

1.3. Eligibility

- Customers who have a KYC compliant account shall be eligible.
- The account should be in operative status.
- Minors, Illiterate and account operated through Power of Attorney shall operate their accounts at branch only.
- An application (registration) along with undertaking/agreement shall be signed/accepted by the customer, who would like to avail such services.

1.4. Applicability

- This policy provides the framework for Doorstep Banking services to its clients. The contents of this policy will be applicable to all accounts/customers designated as eligible account by the Bank for the purposes of availing the aforesaid Services.
- Bank will make concerted effort to provide basic banking facilities to senior citizens of more than 70 years of age and differently abled or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired, at his/her doorstep. The basic banking facilities will include pick up of cash and instruments against receipt, delivery of cash against withdrawal from account, delivery of demand drafts and submission of Know Your Customer (KYC) documents at the premises/residence of such customers.
- Banks will offer the doorstep banking services through all GB branch location on pan India basis. The list of branches offering such doorstep banking services will be displayed/updated on the Bank's website regularly.
- Bank will give adequate publicity to the availability of these services in its public awareness campaigns. The charges, in this regard, shall also be published on Bank's website.
- The Bank will report the progress made for doorstep banking facility to the Customer Service Committee of the Board of the Bank every quarter.

1.5. Objective

The policy envisages following objectives:

- I. Designing a Scheme for offering "doorstep" banking.
- II. Accounting for the various risks and their management in offering this scheme.
- III. Review mechanism of the Scheme.

2. Doorstep Banking Policy

2.1. Services Offered under the Scheme:

- I. Pick up of Cash.
- II. Pick up of Cheques and other instruments.
- III. Delivery of Cash / Drafts at the doorstep of eligible customers either against Cheques received at the counter or requests received through any secure convenient channels such as phone banking/ internet banking.
- IV. Any other services which RBI/ Bank may permit from time to time.
- V. Point II and III are subject to adopting technology and security standards and procedures as envisaged by Reserve Bank of India (RBI).

2.2. Delivery Channel

- Delivery of the services shall be done either through our employees or by engaging Business Facilitators/Service Providers approved by Bank.
- While engaging the services of Business Facilitators/ Service Providers, it would be ensured that the terms/parameters as set out in the relevant Policy of the Bank as approved by the Board with reference to selection of Business Facilitators/Service Providers and payment of fee/commission, etc., are strictly adhered to.

2.3. Delivery Process

- I. Cash collected from the customer should be acknowledged by issuing a receipt on behalf of the Bank.
- II. Cash collected from the customer should be credited to the customer's account on the same day or next working day, depending on distance and time of collection.
- III. The customer should be informed of the date of credit by issuing a suitable advice.
- IV. Delivery of demand draft should be done by debit to the account on the basis of requisition in writing/ cheque received and not against cash or instruments collected at the doorstep.
- V. Cash delivery services may be offered to the Individuals Corporate Clients, PSUs, Government Departments and Bodies against receipt of cheque only and not against telephonic request.

2.4. Service Charges

All the services rendered under the 'Doorstep Banking' are subject to Commercial and Operational viability for the Bank. The service charges will be decided on the basis of -

- Amount of cash involved (as per slabs)
- Distance from the branch and frequency
- Cost incurred in Doorstep Banking Services; and
- Overall business relationship.

Following charges can be levied on the customer basis the vendor / service provider identified for the particular customer:

- a. Cash Pickup Charges (BeatPickup – Sealed Bag)
- b. Cash Pickup Charges (OnCall)
- c. Cash Delivery Charges (OnCall)
- d. Variable Charges

The various rack rate of charges of Doorstep Banking based on above categories are enclosed with this policy under Annexures mentioned below.

MD & CEO is empowered for full waiver of charges within the rack rate basis the customer relationship.

Further, Head-Consumer Banking is empowered to waive the charges up to 50% of the rack rate.

Under the Doorstep Banking policy, there is a strong possibility that the charges agreed by the Bank for similar service being provided to customers are different vis-a-vis each of the vendor / service providers. Thus, such agreed rate vis-à-vis the respective vendor will constitute as the reference rate for considering full / partial waiver of charges being levied to the customer basis which the empowerment matrix of MD & CEO and Head –Consumer Banking towards waiver of such charges will kickin.

2.5. Operational Procedure

1. Doorstep Banking services will be offered only to customers of the Bank, based on product offerings.
2. The customer who intends to avail Doorstep Banking services should make a request in writing to the concerned Bank Branch, which would inter-alia contain the services opted, place of collection / delivery, etc.
3. It is solely at the discretion of the Bank whether to accept the request of the customer for extending doorstep services.
4. The concerned Branch will have to submit a proposal along with the customer's request to the competent authority seeking approval/sanction for Doorstep banking service/s to the applicant.
5. The proposal should, amongst other things, contain:
 - a. The cost benefit analysis of providing the service; and
 - b. Operational and logistical arrangements necessary to provide the service by the branch.
6. The competent authority shall process the proposals considering business as well as operational aspects and communicate his / her decision.
7. The approval apart from covering the commercial aspects will also have the clause of time period by which the doorstep banking arrangement will be reviewed.
8. On receipt of approval from the competent authority, branches have to enter into an agreement with the respective customer in the prescribed format, including the

charges to be levied, as approved by Legal and Compliance departments of the Bank.

2.6. Minimizing Risks and Precautions to Be Taken

The risks which are likely to emerge may become specifically known once the Scheme is put into operation. Therefore, the guidelines to mitigate such risks will be incorporated in the agreement.

Probable Risks and Proposed Mitigants are as under:

- **Loss of Cash in Transit:** CIT Insurance will be covered in Banker's Indemnity Policy.
- **Security Aspects in Cash Carrying:** The security aspects will be covered in detailed process flow and agreement with CIT Agency.
- **Branch Infrastructure:** Branches should ensure that proper security infrastructure is available with them to carry out the service before accepting a customer's request for cash pick up /delivery.
- **CRL Limit:** In case the branch expects that the cash balance may exceed their Cash Retention Limit by the picked up cash, then they may also have to ensure proper arrangement for remittance.
- The insurance policy of the Bank will have a clause covering collection/delivery of cash at the doorsteps of the customers.

2.7. Customer Grievance Redressal

The Bank's customer grievance redressal mechanism would also involve handling of Doorstep Banking related grievance/service request. The Bank would ensure that any grievance is resolved within pre-defined timelines.

If a customer feels that the complaint has not been satisfactorily addressed, the customer will have the option to approach the Office of the concerned Banking Ombudsman for redressal of the grievance/s.

2.8. Operations Procedure

The detailed process is contained in process note approved in PPMC. Necessary Circular will be issued subsequently.

2.9 Doorstep Banking Services for Sr. Citizen and differently abled Persons

The Reserve Bank of India vide its Notification No DOR. CO. Leg. BC.No.59 /09.07.005/2019-20 dated March 31, 2020 has advised all the banks to develop a Board approved framework to offer certain basic banking services to senior citizens of more than 70 years of age and differently abled persons at the doorstep of such customers as advised by their previous circular ref. DBR. No. Leg.BC.96/09.07.005/2017-18 dated November 09, 2017.

Framework

- i) Selection of branches: Bank shall offer the doorstep banking services through all GB branch location on pan India basis.

List of branches offering such doorstep banking service shall be displayed and updated on Bank's website regularly.

- ii) Pricing: Senior Citizens and differently abled customers can avail doorstep banking services four times in a month for free.

Doorstep banking services commercials will be explained to customers clearly before onboarding and the same will be prominently indicated in brochures and published in Bank's website periodically.

3. Review of the Policy

The policy will be reviewed annually. However, in the event of a change in regulatory guidelines or business exigencies, necessary changes will be effected as and when required with the approval of the Board.

Annexures

(Applicable charges to customer by Service Provider – I)

Annexure 1 – Monthly Cash Pickup Charges (Beat Pickup – Sealed Bag)

S. No.	Cash carrying limit	Charges per month	
		Delhi (in ₹)	Rest of India (in ₹)
1	0- ₹50,000	5880	4200
2	₹0.51 - ₹1 Lakh	6720	4800
3	₹1.01 Lakh - ₹2.00 Lakh	8540	6100
4	₹2.00 Lakh - ₹4.00 Lakh	13020	9300
5	₹4.01 Lakh - ₹6.00 Lakh	18200	13000
6	₹6.01 Lakh - ₹10.00 Lakh	28350	20250
7	₹10.01 Lakh - ₹20.00 Lakh	47600	34000
8	₹20.01 Lakh - ₹50.00 Lakh	61320	43800
9	₹50.01 Lakh - ₹100 Lakh	114800	82000

Annexure 2 – On Call Cash Pickup Charges

S. No.	Cash carrying limit	Charges per pickup	
		Delhi (in ₹)	Rest of India (in ₹)
1	Up to ₹1.00 lakh	980	700
2	₹1.01 Lakh - ₹2.00 Lakh	1120	800
3	₹2.01 Lakh to ₹4.00 Lakhs	1400	1000
4	₹4.01 Lakh to ₹6.00 Lakhs	1820	1300
5	₹6.01 Lakh to ₹10.00 Lakhs	2800	2000
6	₹10.01 Lakh to ₹20.00 Lakhs	4515	3225
7	₹20.01 Lakh to ₹50.00 Lakhs	6440	4600
8	₹50.01 Lakh to ₹100.00 Lakhs	8820	6300

Annexure 3 – On Call Cash Delivery Charges

S. No.	Cash carrying limit	Charges per delivery	
		Delhi (in ₹)	Rest of India (in ₹)
1	Up to ₹1.00 lakh	1400	1000
2	₹1.01 Lakh - ₹2.00 Lakh	1750	1250
3	₹2.01 Lakh to ₹4.00 Lakh	2345	1675
4	₹4.01 Lakh to ₹6.00 Lakh	3080	2200
5	₹6.01 Lakh to ₹10.00 Lakh	3535	2525
6	₹10.01 Lakh to ₹20.00 Lakh	5670	4050
7	₹20.01 Lakh to ₹50.00 Lakh	7770	5500
8	₹50.01 Lakh to ₹100.00 Lakh	10710	7650

Annexure 4 – Variable Charges

S. No.	Services	Charges
1	Cash picked above the define daily cash limit	₹70/- per ₹50,000/-
2	Counting and verification of cash at client premises at the time of pickup	₹0.60 per ₹1000
3	Additional charges for outside city limit	50% extra upto 10kms to & fro from City Limit.
4	On Call Cheque pick-up	₹340/- per point

Annexures (Service Provider -II)
(Applicable charges to customer by Service Provider – II)

Annexure I. Service Charges for Cash Pickup and Cash Delivery Services:

1. Fixed Beat Cash Pickup Pricing:

S. No	Cash Slab	Monthly Service Charges (per Point for Cash Pickup on day 0 & deposit next working day at A Class Cities and deposit same day by 18:00 Hrs. at other Cities) (in ₹)
1	Up to 0.50 Lac	4000
2	Rs.0.50 Lacto Rs.1 00 lacs	4500
3	Rs.1.01 Lacto Rs.2 00 lacs	5750
4	Rs.2.01 Lacto Rs.4 00 lacs	8750
5	Rs.4.01 Lac to Rs.6.00 Lacs	12000
6	Rs.6.01 Lac to Rs.8.00 Lacs	16000
7	Rs.8.01 Lac to Rs.10.00 Lacs	18500
8	Rs.10.01 Lac to Rs.15.00 Lacs	26000
9	Rs.15 01 lac to Rs.20.00 Lacs	33000
10	Rs.20 01 Lac to Rs 50 00 Lacs	42000
11	Rs.50.01 Lac to Rs.100.00 Lacs	58500
12	Above Rs.100 Lacs	Case to Case

2. Service Charges for on Call Cash Pickup and On Call Cash Delivery Services:

S. No	Cash Transit Slab	Per Call services charges # for On Call services charges (in ₹)	
		On Call Cash Pickup	On Call Cash Delivery
1	Up to Rs.1.00 Lac	700	1000
2	Rs1.01 Lac to Rs.2.00 Lacs	800	1200
3	Rs 2.01 Lac to Rs. 4.00 Lacs	1000	1500
4	Rs 4.01 Lac to Rs.6.00 Lacs	1200	1800
5	Rs.6.01 Lac to Rs.8.00 Lacs	1500	2250
6	Rs.8.01 Lar to Rs. 10.00 Lacs	2100	2500
7	Rs.10.01 Lac to Rs.15 00 Lacs	2700	3250
8	Rs.15.01 Lac to Rs.20.00 Lacs	3500	4500
9	Rs.70.01 Lac to Rs.50.00 Lacs	4500	5500
10	Rs 50.01 Lac to Rs 100.001acs	6000	7500

3. Variable Charges:

S.No.	Services	Service Charges
1	Cash picked above the define daily cash limit	Rs.60 per Rs.50000 or part of it .
2	Counting and verification of cash at client premises at the time of pickup (Optional)	Rs.0.40 per Rs.1000
3	Vaulting Charges	Without Insurance - Rs.0.06 Per Rs.1000 per day subjected to Minimum billing of Rs. 7,500 per Month per location With Insurance (optional) - Rs.0.08 Per Rs.1000 per day subjected to Minimum billing of Rs 12,500 per Month per Location
4	Opening Seal Bag, counting , Verification and Merging of cash at CMS premises - Processing of Cash Pricing is for normal general mix of Deno i.e. 90 % Rs.2000 & Rs.500 , 8 % Rs.200 & Rs.100 and 1 % of Rs.50 and 0.5 %%% of Rs.20 and Rs.10	Rs.0.18 per Rs.1000 In Case of processing of any abnormal ratio of lower deno of Rs 20 & Rs.10 compare to normal mix will be charges additionally after mutual discussion with bank Coin processing not covered in this pricing
5	Service Charges for Service on 2nd and 4th Saturday, Sunday and Public Holiday: Services will not be available on 10-12 Local holidays in a calendar year	250% Additional of Normal On call rate or Rs.12500 per City per Sunday / Holiday whichever is higher. Activation of services on Sunday & Holiday at any city to be mutually Decided

Terms & Condition: -

- A Class Cities: Top 8-20 Cities of India by Population and potential Business. More cities can be added in future.
- Feasibility and pricing of same day pickup and same day deposition or and Day 0 withdrawal & same day Delivery at Top 8 +20 Cites will evaluated as per specific requirements. As per service provider assessment, tentative price for such service of same day pickup and same day deposit at top 28 cities can be 100% to 200% higher of normal rates offered in above table for daily services.
- Distance Pricing
 - Within Municipal Limit – Nil
 - Beyond City Limit beyond 5 KM, 50% Extra of Normal Price
 - Per point Distance Price up/Down KM from City Border cases to cases basis.

Note: Service charges are subject to change from time to time. The charges will be displayed on the website. Any change in the charges will be notified to customers in advance.