

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES  
**LOK SABHA**

**UNSTARRED QUESTION No. 1045**

TO BE ANSWERED ON FRIDAY, FEBRUARY 8, 2019/ MAGHA 19, 1940 (SAKA)

**Charges Levied by Banks**

1045. SHRI N.K.PREMACHANDRAN:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has taken cognizance that the banks are levying huge charges for rendering service and imposing such charges without the consent of the customers and deduct the amount arbitrarily from the accounts;
- (b) if so, the action taken by the Government to reduce the charges and to ensure that prior notice is issued;
- (c) the details of charges imposed by State Bank of India (SBI) for each service;
- (d) whether the Government has taken cognizance that the service charges of the banks are not affordable;
- (e) if so, the action taken by the Government to regulate the service charges imposed by the banks; and
- (f) whether the Government proposes to establish a system to regulate and monitor the charges imposed by the banks and if so, the details thereof?

**Answer**

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

(a), (b) and (d) to (f) As per guidelines issued by Reserve Bank of India (RBI), basic banking services like deposit, withdrawal of cash at bank branch as well as ATMs, receipt/credit of money through electronic payment channels or by means of deposit/collection of cheques drawn by Central/State Government agencies and departments, etc. are provided without any charges for Basic Savings Bank Deposit (BSBD) accounts, including accounts opened under Pradhan Mantri Jan Dhan Yojana (PMJDY).

Further, as per the extant guidelines of RBI, there is no requirement of maintaining minimum balance in Basic Savings Bank Deposit (BSBD) accounts, including Jan Dhan accounts and as such, no charge is applicable for non-maintenance of minimum balance in these accounts and hence, no service charges.

For accounts other than BSBD accounts, as per Reserve Bank of India (RBI)'s Master Circular on "Customer Service in Banks" dated July 1, 2015, banks are permitted to fix service charges on various services rendered by them, as per their Board approved policy, while ensuring that the charges are reasonable and not out of line with the average cost of providing these services. Further, banks have been advised to identify basic services and the principles to be adopted/ followed by them for ensuring reasonableness in fixing such charges. Banks are also 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.

(c) As informed by State Bank of India (SBI), the details of free and chargeable banking services offered by them are provided in the Annexure to this reply.

\*\*\*\*\*



**Annexure as referred to in part (c) of reply to Lok Sabha Q. No. 1045 for 08.02.2019 regarding "Charges Levied by Banks"**

**FREE SERVICES OFFERED TO CUSTOMERS HAVING NORMAL/ REGULAR SAVINGS BANK ACCOUNT**

<b>Sl. No.</b>	<b>Facility</b>	<b>Free Services</b>	<b>Chargeable Services</b>
1	Issue of Multi City Cheque Book	25 cheque leaves : free in a year	After 25 Cheque Leaves: Rs.3/- + GST per cheque
		For Senior Citizens: free	No Charges
2	Charges for Non-maintenance of Monthly Average Balance	Attached separately.	Attached separately.
3	Issue of Passbook	Issue of first passbook and continuation passbook: free	Duplicate passbook: Rs.50/- + GST  For old entries :Rs.50/- + GST per page (40 entries)
4	Transfer of Accounts	Free	---
5	Account Closure Charges	Upto 14 days of opening : free of account  Beyond 1 year of : free opening of account  Accounts closed on account : free of deceased depositors	After 14 days upto 1 year : Rs.500/- + GST
6	Setting of Standing Instructions at Branch	Free	
7	Interest Certificate	Original - free	Duplicate - Rs.150/- + GST
8	Collection of cheques under Speed Clearing	Upto Rs.1 lakh - Free	Above Rs.1 lakh - Rs.200/- + GST

9	Cash Deposit transactions	3 transactions in a month: Free	Beyond 3 transactions : Rs.50/- + GST
10	Cash Deposit on Cash Points – CDM & Cash Recyclers	By debit Card to Card : Free linked account	---
11	Cash Withdrawal Charges	At Branch : Upto 2 transactions per month : Free month  At our Bank ATM: 5 transactions per month : Free  At other Bank: 3 transactions in Metro : Free Centres per month  5 transactions in other : Free centres per month	Beyond 2 transactions : Rs.50/- + GST Per month  Beyond 5 transactions : Rs.10/- + GST per month  Beyond 3 transactions : Rs.20/- + GST per month  Beyond 5 transactions : Rs.20/- + GST per month
12	Debit Card Issuance	Classic Debit Card : Free and Global Debit Card	---
13	Debit Card Annual Maintenance Charges	For the first year : Free	From beginning of the second year: Classic Debit Card : Rs.125/- + GST Silver/Global/Yuva/Gold : Rs.175/- + GST Debit Card Platinum Debit Card : Rs.250/- +GST
14	SMS Alert Charges from debit card holders	Quarterly Average Balance is above Rs.25,000/- : Free	QAB of Rs.25000/- & below : Rs.15/- per quarter
15	Stop Payment instruction	--	Rs.100/- + GST per instrument, maximum Rs.500/- + GST per instance

16	Signature Verification per instance	--	Rs.150/- + GST
17	Photo Attestation Charges	--	Rs.150/- + GST
18	ATM card/kit returned by courier due to wrong address		Rs.100/- + GST

**Details of Average Monthly Balance (AMB) requirement & charges (SBI)-w.e.f 01.04.2018**

<b>Metro &amp;Urban (AMB= Rs. 3000/-)</b>	<b>Charges p.m.</b>
Rs. 3000	Nil
Rs. 1500 to Rs. 2,999	Rs. 10/- +GST
Rs. 750 to Rs. 1499	Rs. 12/- +GST
0 to Rs. 749	Rs. 15/- +GST
<b>Semi-Urban (AMB Rs. 2000/-)</b>	
Rs. 2000	Nil
Rs. 1000 to Rs. 1,999	Rs 7.50 +GST
Rs. 500 to Rs. 999	Rs 10.00 +GST
0 to Rs. 499	Rs.12.00+GST
<b>Rural (AMB) Rs 1,000/-)</b>	
Rs. 1000	Nil
Rs. 500 to Rs. 999	Rs 5.00 +GST
Rs. 250 to Rs. 499	Rs. 7.50 +GST
0 to Rs. 249	Rs 10.00 +GST