

## Doorstep Banking Policy Framework

### 1. Objective

This policy provides a framework for offering Doorstep Banking services to customers. These services are intended to facilitate banking transactions without requiring customers to visit bank branches.

### 2. Guideline

The Reserve Bank of India (RBI) has issued guidelines to ensure transparency, uniformity, and risk management in Doorstep Banking services. Key points in the circulars include:

RBI Circular No. DBOD.BL.BC.59/22.01.010/2006-2007 (Feb 21, 2007):

- ➔ Banks must prepare Board-approved schemes for offering Doorstep Banking to its customers.
- ➔ prepare a scheme for offering "doorstep" banking services to their Corporate customers/ Government Departments/PSUs, etc., with the approval of their Boards, in accordance with the guidelines enclosed to the circular.

RBI Circular No. DOR.CO.Leg.BC.No.59/09.07.005/2019-20 (Mar 31, 2020):

- ➔ Services must be offered pan-India.
- ➔ Banks must publish branch lists and service details on their websites.
- ➔ Adequate publicity and clear communication of charges are required.
- ➔ Quarterly progress reports must be submitted to the Customer Service Committee of the Board.
- ➔ Compliance with these guidelines was mandated by April 30, 2020.

### 3. Scope

Doorstep Banking services will be offered to all CSB Bank branches on a best-effort basis, subject to branch location feasibility. Coverage of available branches under Doorstep Banking will be put in Bank's website. Services will be available at the customer's registered residence or office address. Exceptions will be reviewed with needs, approvals and fitting into the framework.

#### Service Types:

- ➔ On-call basis
- ➔ On beat arrangement

**Eligible Customers/ Accounts:**

- ➔ Accounts eligible under the product program
- ➔ 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. Corporate, TASC, or Transaction Banking relationship clients Non-KYC compliant accounts & Inoperative/freeze accounts and not eligible for doorstep banking services

**Documentation Required:**

- On-Call - Request form for on-call requests with requisite approvals
- Beat Arrangement - Signed agreement or Product Program documentation

## 4. Services Offered

The following services are offered under Doorstep Banking:

- a) Cash pickup
- b) Cash delivery
- c) Cheque/Demand Draft /Account statement /TD-receipt or advice
- d) Document pickup and delivery – Transactional & KYC needs/ Life Certificate
- e) Other services as per the product feature or with approval from competent authority may be provided.

## 5. Delivery Channels

**Cash-related services:**

- a) Bank staff
- b) Empaneled Cash-in-Transit (CIT) agencies
- c) Business Correspondents (BCs)

**Non-cash services:**

- a) Bank staff
- b) Runner boys
- c) Empaneled agencies
- d) Business Correspondents

## 6. Operational Process

Doorstep Banking will be provided to the customer not later than the next working day of request on best effort basis.

Broad outline of the process outlined below, and a standard operating procedure will be made and reviewed on periodic basis.

#### On-Call Service

- ➔ Requests can be submitted via branch, call center, or mobile banking (if enabled).
- ➔ Branch reviews the request as per the approval matrix.
- ➔ Customer submits the required form and is informed of applicable charges.
- ➔ Services are delivered to the customer
- ➔ Confirmation of service completed is sent to the customer.
- ➔ Any non-availability, delay or rejection will be informed to the customer

#### On-beat Services:

- ➔ Relationship Manager collects request
- ➔ CMS Product Team evaluates feasibility and pricing.
- ➔ Agreement is signed and pricing approved as per the approval matrix
- ➔ Bank with CIT agency coordinates pickup/delivery at predefined times.

## 7. Risk Mitigation

The process to ensure smooth pick-up and delivery of cash and cheques is put in place, ensuring that the process is followed up while also minimizing the risk. The scope of work for the service provider will be matched with the process and adherence to the same will be mandatory for the service provider. Insurance coverage will be maintained as per the volumes of the doorstep banking and the service provider also needs to maintain the same to ensure coverage of any unforeseen losses. The agreement/Terms and conditions signed by the customer/service provider shall indemnify the bank against any losses arising out of negligence of the customer/service provider.

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 by branch

## 8. Service Charges

The Service charges for Door step banking shall be published and updated on Bank's website (<https://www.csb.co.in>). Customers can access the latest service charges and fees at any branch during business hours.

Service Charges, if any, to be levied on the customer for doorstep services shall form part of the undertaking/ agreement signed by the customer. The customers shall be informed, in a transparent manner, regarding the services offered and the applicable charges for the services. Service request may be declined in the event of any shortfall in available balance

The Bank may fix the charges either at flat rate or based on geographical location of the branch where the account is held. Service charges are fixed based on the average cost of providing the services and in alignment with the emerging market trends & industry practices. On beat services, charges will be agreed between customer and the Bank.

The approval of Service charges will be done by the board or the competent authority as delegated by the board.

Any change in service & fees will be communicated through 'SMS or E-mail or through branch notice board or through bank's website or through Social media platform' one month in advance to all concerned customers before effecting the change

## 9. Grievance Redressal

Doorstep Banking grievances will be handled through the bank's standard customer grievance mechanism. Unresolved complaints may be escalated to the internal Banking Ombudsman.

## 10. Policy Governance & Renewals

The policy is jointly governed by the Transaction Banking Head, CASA Product Head, and Head of Operations. Vendor empanelment requires approval from any two of these officials.

The policy will be reviewed annually and presented to the Board.

Any need due to regulatory or business changes, approval needs on amendments to the product will be taken from the governance team and will be presented to the Customer Service committee for change / ratification.