

Easing process of Aadhaar linking by NSDL subscribers

388. SHRI NEERAJ SHEKHAR: Will the Minister of FINANCE be pleased to state:

(a) whether tier-1 subscribers of NSDL under NPS who have not registered their mobiles with UIDAI are not able to update their Aadhaar numbers and OTPs are not being sent on current mobile number/e-mails registered with NSDL on which NSDL has been sending messages regarding contribution and account statement;

(b) if so, the reasons therefor;

(c) whether Government would provide for sending OTPs to registered e-mails also or on registered mobiles with NSDL;

(d) if so, the details thereof;

(e) if not, the reasons for making the process complicated; and

(f) other measures to ease the process of Aadhaar linking with NSDL?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SHIV PRATAP SHUKLA): (a) to (e) As reported by the PFRDA, for seeding of Aadhaar, OTP is sent only on the Mobile Number registered with UIDAI data base. Accordingly, OTP is sent to the Mobile Number registered with UIDAI and not to the Mobile Number registered under National Pension System (NPS). However, to enable the subscribers whose mobile number is not registered with UIDAI, an option is available where the subscriber can approach the associated Nodal Office to seed his/her Aadhaar under NPS.

(f) Under NPS, the subscriber can seed his/her Aadhaar online in the Central Recordkeeping Agency (CRA) system. In addition, the subscriber has an option to approach the associated Nodal Office to seed his/her Aadhaar under NPS.

**Penal charges on non-maintenance of minimum balance
in savings accounts**

389. SHRI K.R. ARJUNAN: Will the Minister of FINANCE be pleased to state:

(a) whether most lenders have been wilfully violating the Reserve Bank of India's guidelines in applying penal charges for non-maintenance of minimum balance in savings accounts;

(b) if so, the details thereof;

(c) while the RBI norms required the penalty to be proportionate to the short fall in meeting minimum balance, the charges imposed by most banks are out of line;

(d) whether it is also a fact that the lenders are not meeting the RBI's directions in ensuring that penal charges are reasonable and confirm with the average cost of providing the services; and

(e) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SHIV PRATAP SHUKLA): (a) to (e) As per the guideline of RBI dated 22.8.2012, there is no Minimum Balance requirement for Basic Savings Bank Deposit accounts (BSBD), including accounts opened under Pradhan Mantri Jan-Dhan Yojana (PMJDY). In September 2017, there were 52.2 crore BSBD accounts including 30.31 crore Jan-Dhan accounts. Hence, for these accounts there are no charges for not maintaining minimum balance.

For other than BSBD accounts, Public Sector Banks have informed that Reserve Bank of India's (RBI) guidelines as per Master Circular on 'Customer Service in Banks' vide letter no. DBR.No.Leg.BC.21/09.07.006/2015-16 dated 1.7.2015, are adhered to in applying charges for non-maintenance of minimum balance in savings accounts.

These guidelines of RBI *inter alia* provide that the banks may decide on charges for non-maintenance of minimum balance with prior approval of their Board of Directors. While fixing charges for various types of services, banks are to ensure that the charges are reasonable and are in line with the average cost of providing these services. Banks also have to ensure that customers with low volume of activities are not penalised. Banks also provide several free basic services to customers as per their Board-approved policies.

The charges imposed by most banks for not maintaining minimum balance are proportionate to the short fall of the actual balance from the required minimum balance, as seen from the Statement (*See below*) wherein the charges imposed by Public Sector Banks (PSBs) and major private sector banks for short fall in meeting minimum balance for other than BSBD/Jan-Dhan accounts are tabulated. The requirement of minimum average balance for PSBs is seen to be comparatively lower. Further, the rate of such charges is generally lower in case of rural and semi-urban areas as compared to the urban and metro areas.

Statement

Minimum balance charges in individual savings bank accounts (other than BSBD account) @ (as on 31.12.2017)

With cheque book

Sl. No.	Bank	Quarterly average balance				Charges			
		Rural	Semi Urban	Urban	Metro	Rural	Semi Urban	Urban	Metro
1	2	3	4	5	6	7	8	9	10
Major Private Sector Banks									
1.	Axis Bank*	2500	5000	10000	10000	250	250	350	350
2.	HDFC Bank*	2500	5000	10000	10000	300	300	600	600
3.	ICICI Bank*	2000	5000	10000	10000	100	250	500	500
All Public Sector Banks									
1.	Allahabad Bank *	500	500	1000	1000	102	102	143	143
2.	Andhra Bank*	250	250	500	500	50	100	100	100
3.	Bank of Baroda*	500	500	1000	1000	100	100	200	200
4.	Bank of India	500	500	500	500	54	54	54	54
5.	Bank of Maharashtra*	250	500	1500	1500	40	80	120	120

6.	Canara Bank*	500	1000	1000	1000	40	40	40	40
7.	Central Bank of India*	250	500	1000	1000	60	120	180	240
8.	Corporation Bank*	250	500	500	500	100	100	100	100
9.	Dena Bank	500	500	1000	1000	50	50	100	100
10.	IDBI Bank Limited*	500	2500	5000	5000	20	100	200	200
11.	Indian Bank*	1000	1000	1000	1000	100	100	100	100
12.	Indian Overseas Bank	500	500	1000	1000	45	45	45	45
13.	Oriental Bank of Commerce	0	0	0	0	0	0	0	0
14.	Punjab and Sind Bank	0	0	0	0	0	0	0	0
15.	Punjab National Bank*	500	1000	1000	1000	75	100	150	200
16.	State Bank of India* #	1000	2000	3000	3000	40	40	50	50
17.	Syndicate Bank*	500	500	1000	1000	40	40	40	40
18.	UCO Bank*##	250	500	1000	1000	65	180	410	410
19.	Union Bank of India*	250	500	1000	1000	29	58	115	115
20.	United Bank of India*	500	500	500	500	72	72	72	72
21.	Vijaya Bank*	250	250	500	500	50	65	65	65

Written Answers to

[6 February, 2018]

Unstarred Questions 195

Without cheque book

Sl. No.	Bank	Quarterly average balance				Charges			
		Rural	Semi Urban	Urban	Metro	Rural	Semi Urban	Urban	Metro
1	2	3	4	5	6	7	8	9	10
Major Private Sector Banks									
1.	Axis Bank*	5000	5000	10000	10000	250	250	350	350
2.	HDFC Bank*	5000	5000	10000	10000	300	300	600	600
3.	ICICI Bank*	2000	5000	10000	10000	100	250	500	500
All Public Sector Banks									
1.	Allahabad Bank*	100	100	500	500	36	36	77	77
2.	Andhra Bank*	100	250	250	250	50	100	100	100
3.	Bank of Baroda*	500	500	1000	1000	100	100	200	200
4.	Bank of India	100	100	100	100	40	40	40	40
5.	Bank of Maharashtra*	250	500	500	500	40	80	120	120
6.	Canara Bank*	500	1000	1000	1000	40	40	40	40
7.	Central Bank of India*	250	500	1000	1000	60	120	180	240
8.	Corporation Bank*	250	500	500	500	100	100	100	100

9.	Dena Bank	500	500	1000	1000	50	50	100	100
10.	IDBI Bank Limited*	500	2500	5000	5000	20	100	200	200
11.	Indian Bank*	500	500	500	500	100	100	100	100
12.	Indian Overseas Bank	100	100	500	500	45	45	45	45
13.	Oriental Bank of Commerce	0	0	0	0	0	0	0	0
14.	Punjab and Sind Bank	0	0	0	0	0	0	0	0
15.	Punjab National Bank*	500	1000	1000	1000	75	100	150	200
16.	State Bank of India*#	1000	2000	3000	3000	40	40	50	50
17.	Syndicate Bank*	100	100	500	500	40	40	40	40
18.	UCO Bank*##	100	250	500	500	26	90	180	180
19.	Union Bank of India*	100	250	500	500	22	22	43	43
20.	United Bank of India*	50	100	100	100	44	72	72	72
21.	Vijaya Bank*	100	100	250	250	50	65	65	65

Source: Public Sector Banks/ Major Private Banks

@ There is no minimum balance requirement for Basic Savings Bank Deposit Accounts and Jan-Dhan accounts.

#Note: The monthly average balance requirement was charged by SBI till 2012. Subsequently, SBI stopped charging for the same till 31.3.2016 while other banks, including Private Banks were charging as per their Board-approved policy. It was reintroduced by SBI with effect from 1.4.2017. The minimum balance requirements were subsequently reduced with effect from 1.10.2017. It is also clarified that there is no minimum balance requirement for Basic Savings Bank Deposit Accounts and Jan-Dhan accounts.

*Charges for non maintenance of average minimum balance is proportionate to the shortfall of the actual balance from the minimum balance. In the above calculation table the maximum charges are shown.

##Including service tax/GST.