

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
RAJYA SABHA  
UNSTARRED QUESTION NO-1644  
ANSWERED ON- 09/03/2021

**DOORSTEP BANKING SERVICES**

1644. SHRI JYOTIRADITYA M. SCINDIA

Will the Minister of FINANCE be pleased to state:

- (a) whether Government has launched doorstep banking services of the Public Sector Banks (PSBs) across the country;
- (b) if so, the details thereof;
- (c) whether such doorstep banking services have been launched in the rural and remote areas of the country as well; and
- (d) if so, the details thereof and to what extent the beneficiaries are satisfied with the services?

**ANSWER**

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI ANURAG SINGH THAKUR)

(a) to (d): In addition to the banking services already available through 1.55 lakh operational Business Correspondents (BCs), Public Sector Banks (PSBs) have launched doorstep banking services in September 2020 which provide convenience of banking services to the customers at their door step through the universal touch points of call centre, web portal or mobile app with customers also able to track their service request through these channels. The doorstep banking services are available at 100 top deposit centres across the country through doorstep banking agents deployed by select service providers. At present there are twelve banking services being offered including, *inter alia*, cash withdrawal, pick up of negotiable instruments (cheque/demand draft/pay order, etc.), pick up of new cheque book requisition slip, pick up of 15G/15H forms, pick up of IT / GST challan, delivery of TDS / Form-16 certificate issuance, to customers of PSBs, including senior citizens and Divyangjans, etc. Complaints with regard to these services are addressed through a dedicated complaints redressal portal monitored by Indian Banks' Association and the PSBs.

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