



Door Step Banking Policy

Objective of this policy

The objective of Door Step Banking Policy is to lay down a framework for offering doorstep banking service to customers of PPB through authorised representatives of the Bank.

The broad points covered in the policy include:

- 1) Need and scope of services offered under the door step banking facility of PPB
- 2) Process of offering doorstep banking services
- 3) Customer grievance redressal governance in doorstep banking services

Need of Door Step Banking service

PPB has the facility of door step banking for customers who are unable to avail banking services through BCs or banking outlets. These can be old aged customers, differently abled, infirm citizens or people who are unable to access the branch/BC outlets.

Scope of Door Step Banking service

Customers of PPB can currently avail the door step banking service of the bank to place a request for KYC for facilitating issuance of full KYC wallet or can request for savings account opening.

Bank shall also provide the facility of delivery of cash against withdrawal from account which shall be provided at the premises/ residence of 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.

PPB through all its branches Pan India will provide doorstep banking services on Best efforts basis. The rationale behind offering doorstep banking services on best efforts basis are:

- PPB does not have strong brick and motor structure of branches from where such services may be delivered
- PPB does not operate a currency chest thus cannot directly service cash at home customers request
- PPB is dependent on appropriate authorised representatives for facilitating such services

Adequate publicity to the availability of these services shall be given by PPB. The policy will be published on website. The progress made on this shall be reported every quarter to Customer Service Committee of the Board.

Mode of Door Step Banking service delivery

PPB extends its door step banking services to its customers through PPB authorized representatives

Door Step Banking service delivery process: There are three steps involved in delivering the doorstep banking services to the customers. These are:

- 1) Request Generation
- 2) Request Assignment & Appointment Booking
- 3) Visit to the customer to deliver door step banking service

Operationalization of the Policy

Operational aspects of this policy shall be further implemented via subsequent bank SOPs

Grievance Redressal in doorstep banking

In case if the customer has any issue with any person or process of door step banking service of Paytm Payments Bank they can register their complaints either through in-app feature of Help and Support, or through social media or they can call the customer helpdesk contact details as listed on bank website/ Paytm app.

Governance in door step banking services

A penalty matrix which covers actions against violation of code of conduct is drafted by the control office of Paytm Payments Bank, and is applicable to everyone associated with Door Step Banking services. Whenever any customer complaint is registered, appropriate action as per the penalty matrix is taken against the defaulters. Apart from blocking of rights there are monetary implications too on the BCs in cases of repeat offence. Conduct of employees shall be monitored under the employment contract and the policies of the Bank.

Regulatory References

1. *RBI circular on Doorstep Banking- Section 23 of Banking Regulation Act, 1949. Dated February 21 2007*
2. *RBI circular on Statement on Developmental and Regulatory Policies- October 4 2017- Banking Facility for Senior Citizens and Differently abled Persons. Dated- November 9 2017*
3. *RBI master circular on Section 23 of the Banking Regulation Act, 1949- Master Circular on Branch Authorisation. Dated July 1 2014*
4. *RBI Circular on Doorstep Banking Services for Senior Citizens and Differently Abled Persons dated March 31, 2020*