



Doorstep banking Policy

History of Revisions

Version	Summary of Revisions	Date of Approval
8.0	Periodic Review	08-Aug-25
7.0	Changes by Management	29-Sep-23
6.0	Regulatory Changes	28-Jan-22
5.0	Annual Review	17-Jun-21
4.0	Regulatory Changes	14-May-20
3.0	Annual Review	21-Jun-19
2.0	Annual Review	26-Jul-18
1.0	Policy Formulation	21-Jul-17

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1. Preamble

1.1 Objective of the Policy

The objective of this Policy is to enable Equitas Small Finance Bank Limited (“ESFB” or “the Bank”) to provide doorstep banking services to its customers and will cover the roles and responsibilities of the Bank, the service provider as well as the obligations of the customers opting for this service. Doorstep banking will be provided as an additional service to the customers and will facilitate their banking transactions without them having to visit the branch, in compliance with regulatory requirements.

1.2 Scope of the Policy

This Policy is applicable to all the employees of the Bank, the service provider and the customers availing doorstep banking services.

2. Regulatory Framework - Applicable Regulations

[2.1 Doorstep banking – Section 23 of Banking Regulation Act, 1949 dated February 21, 2007](#)

[2.2 Statement on Developmental and Regulatory Policies - Banking Facility for Senior citizens and Differently abled Persons dated November 9, 2017](#)

[2.3 Doorstep banking Services for Senior citizens and Differently abled Persons dated March 31, 2020](#)

[2.4 Review of incentive and other measures to enhance distribution of coins dated August 27, 2021](#)

3. ESFB Policy Framework

The Bank will adopt the following framework for offering doorstep banking services to its customers:

3.1 Services offered under the Doorstep banking Scheme

3.1.1 The Bank will provide doorstep banking Services in compliance with the regulatory guidelines as follows:

- a. Doorstep banking services will be offered on a best-effort basis by the Bank.
- b. Doorstep banking services will be offered only to customers of the Bank, based on the product offerings.
- c. The services will be offered either at the customer’s residence or at the customer’s office, the address of which has been clearly and explicitly mentioned in the account. Additionally, for non-cash related pick-up services, the customer can choose to avail these services at branch offices or vendor premises.
- d. Doorstep banking services will not be restricted to any particular client/customer or class of customers.
- e. Doorstep banking cash deposit service beyond the product-level approved threshold limits will be offered only basis approval of Product team, based on the feasibility and enhanced due diligence.

3.1.2 The Bank will offer the following services under doorstep banking services -

- a. Pick-up of cash from the customer's residence/office.
- b. Pick-up of cheques and other instruments from the customer's residence/office.
- c. Delivery of cash at the doorstep of /Corporate/Government/Senior citizens/Differently abled customers/infirm persons (having medically certified chronic illness or disability) including those who are visually impaired either against the cheques received at the counter or based on requests received through any secure channels such as phone banking / internet banking/email.
- d. Delivery of demand drafts at the doorstep of individual/Corporate/Government customers either against the cheques received at the counter or based on requests received through any secure channels such as phone banking / internet banking/email.
- e. All electronic transactions will be subject to adopting technology and security standards and procedures.

The aforementioned services will be made available currently in select branches. The Service provider or the Branch Banking staff of the respective branches will cover the rest of the branches on a best-effort basis. The list of branches and services under doorstep banking will be made available on the Bank's website and the list will be updated periodically.

3.1.3 The Bank may offer distribution of coins through 'Door Step Banking' services in line with RBI guidelines.

3.2 Eligible Customers

The following are the class of customers who are eligible to avail the doorstep banking Services:

- Individual Customers/Natural persons
- Corporate Customers
- Government Departments
- Public Sector Undertakings
- Business firms and
- Such other establishments, which opt for availing the above services.

3.2.1 Eligible customers for cash delivery:

The following are the class of customers who are eligible to avail the cash delivery facility under the doorstep banking Services:

- Corporate Customers
- Government Departments
- Public Sector Undertakings
- Senior citizens
- Differently abled individuals
- Infirm persons (having medically certified chronic illness or disability) including those who are visually impaired

3.3 Delivery Channel

- a. Delivery of the services will be done either through the employees of the Bank or by engaging Business Facilitators/Service providers.
- b. The Bank's employees will normally provide non-cash related doorstep services and business facilitators/service providers will be engaged for pick-up and delivery of cash/cheques and other instruments.
- c. Where the services of business facilitators/ service providers are availed, it will be ensured that the selection of the business facilitators/service providers is fair, after taking into consideration their experience, security and servicing capability.
- d. The Regional Head Operations/Business of the respective region or above will approve the business facilitators/service providers only after personal interaction with them to verify their credentials and market reputation. The Head of Operations will be the authority for empanelment of the vendor on the recommendation of the Regional Head Operations/Business of the respective region.
- e. The Bank may appoint single or multiple service providers to provide Doorstep banking services.
- f. The Business Correspondents of the Bank may also act as doorstep banking providers in areas where they are appointed.
- g. The Bank will take suitable steps to educate its service providers to enable them to detect forged and mutilated notes so as to avoid frauds and disputes with the customers.

3.4 Service Charges

All the services rendered under 'doorstep banking' will be subject to payment of charges, based on the type of customer, type of service and the quantum/frequency of the service requirement. These charges will be clearly specified in the doorstep banking application form and in the agreement with the customer. The charges will vary based on the type of customer and the transactional volumes for such customers, including but not limited to:

- a) High relationship account holders
- b) High transaction volume customers
- c) Senior citizens above 70 years of age
- d) Differently abled customers
- e) Corporate customers
- f) Government Bodies

Such charges may be approved by MD & CEO or by any other Bank official to whom this may be delegated by MD & CEO.

All charges will form part of the agreement and will be prominently displayed in the brochures offering doorstep banking services and on the Bank's website.

3.5 Operational procedure

A detailed Operational procedure will be put in place with the approval of the MD & CEO. It will be ensured that before operationalizing the doorstep banking service, confirmation will be obtained from the service provider on the capability and any additional conditions/cost for servicing the request. The Bank will execute a suitable agreement with an indemnity clause for the said service.

The service will be offered based on feasibility and financial viability and it is solely at the discretion of the Bank either to accept or reject the request of the customer for extending doorstep banking services. All necessary precautions to safeguard against Anti Money Laundering (AML) violations and counterfeit notes etc. will be taken while extending cash-related services.

3.6 Role of Operations

The Operations Department will examine the availability of infrastructure at the branch concerned for extending the service/s requested so that customer complaints do not arise on this count. The services will be considered post confirmation of the service provider on feasibility of such services.

3.7. Minimizing Risks

The process to ensure smooth pick-up and delivery of cash and cheques will be put in place with a focus on minimizing the risk. The scope of work for the service provider will be in line with the approved process and adherence to the same will be mandatory for the service provider. Insurance coverage will be maintained as per the volumes of doorstep banking services and the service provider will also maintain the same to ensure coverage of any unforeseen losses. The agreement/terms and conditions signed by the customer/service provider will indemnify the Bank against any losses arising out of negligence of the customer/service provider.

3.8. Grievance Redressal Mechanism

The Bank's Customer Grievance Redressal mechanism will include handling of doorstep banking related grievances / service requests and will be resolved within 30 days from the receipt of the complaint in line with the Board-approved Grievance Redressal Policy of the Bank.

Customer queries and the redressal mechanism will be handled through the Call Centre and unresolved complaints will be handled through the Principal Nodal Officer of the Bank. Customers can escalate unresolved complaints to the RBI Ombudsman and the Bank will comply with the Integrated Ombudsman Scheme 2021 (as updated from time to time).

The Bank will be sensitive towards providing doorstep banking facilities to Senior citizens above 70 years of age, differently abled or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired.

The report on the progress made with respect to Doorstep banking services for senior citizens and differently abled people will be made to the Customer Service Committee of the Board every quarter. The operation of the doorstep banking Scheme will be reviewed by the Board of Directors of the Bank on an annual basis.

4. Provisions in policy over and above but in consonance with RBI guidelines

None

5. Changes to the Policy

Clauses 3.1.1 (e), 3.1.2 (c) (d), 3.2.1, 3.3 (g) and 3.8

6. Periodicity of Review of the Policy

The Board will review this policy within 18-24 months of the previous review or at such intervals as may be required considering the regulatory and business exigencies.

Author of the Policy	Branch Banking
Reviewer of the Policy	Compliance
Name of Committee which recommended to the Board	Executive Policy Formulation Committee
Date of Board Approval	August 8, 2025
Date of Next Review	18-24 months from the date of Board approval / previous review