BSBD POLICY

Meghalaya Rural Bank

DEPARTMENT : Accounts Department

Version Control:

Date of Approval/Review	Version at start of Review	New Version
New Policy		

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1. Policy Objective

- To implement RBI's financial inclusion mandate by offering affordable banking facilities.
- To ensure uniformity across branches in opening, operating, and monitoring BSBD accounts.
- To safeguard customer interests while maintaining regulatory compliance and audit readiness.

2. Scope

- Applicable to all branches, regional offices, and staff involved in customer service and operations.
- Covers account opening, permissible facilities, restrictions, monitoring, and reporting.

3. Eligibility

- Any individual may open a BSBD account. The BSBD Account shall be considered a normal banking service available to all.
- Customers must declare they do not hold another BSBD account in the same bank.
- Accounts must comply with RBI's KYC Master Directions.

4. Account Opening Guidelines

- Documents Required: OVDs (Passport, Driving License, Aadhaar, EPIC, Job Card and National Population Register).
- Customer Declaration: Mandatory undertaking of single BSBD account.
- System Tagging: Accounts to be opened under the BSBD product code in CBS.

5. Permissible Facilities

The Basic Savings Bank Deposit (BSBD) Account is designed as a savings account to provide affordable banking facilities to the public at large. The Bank shall offer a BSBD account which shall be considered a normal banking service available to all. The Bank shall offer the following basic minimum facilities in a BSBD account, free of charge, without any requirement of minimum balance to be maintained in such an account.

- Deposit of cash.
- Receipt of money through any electronic channel or deposit/ collection of cheques.
- No limit on number and value of deposits that can be made in a month.
- ATM Card or ATM-cum-Debit Card. Further, no charges shall be levied towards annual fee, either at the time of issuance or renewal.
- Cheque book with minimum 25 cheque leaves per year.
- Internet and mobile banking facility
- Passbook or monthly statement of account in lieu of passbook, either in print or by email, as per request of the account holder. Further, issuance of a continuation passbook, on exhaustion of the pages in the previous passbook, shall not attract any charge.

- Minimum of four free withdrawals, including transfers and ATM transactions (done either at the Bank's own ATM or another bank's ATM) in a month. Digital payment transactions excluding ATM transactions, i,e Point of Sale transfers, NEFT, RTGS,UPI, IMPS, etc, shall not be counted as withdrawals for this purpose. The charges on digital payment transactions shall be in accordance with guidelines issued by Department of Payment and Settlement Systems, Reserve Bank/National Payments Corporation of India/Government of India, as applicable.
- The facilities of ATM/ATM-cum-Debit card or internet/ mobile banking or cheque book shall be offered to a customer provided he/she requests for the same, whether at the time of opening the account or subsequently. The bank shall not insist that a customer necessarily avails these facilities while opening and/or operating the BSBD account.
- In the case of existing BSBD accounts, the bank shall extend the newly introduced free facilities at clause (5) to (7) of paragraph 137 as per the RBI Master Directions Amendment dated, 04th December 2025 upon receipt of a request from the customer. The Bank shall facilitate existing BSBD account holders to submit such requests through physical as well as digital channels.
- The Bank shall provide the additional facilities with charges as applicable for the facility with a transparent disclosure to the customer. However, while doing so, the Bank shall not require the customer to maintain a minimum balance in the BSBD account. The availment of such facilities shall be at the option of the customer.
- The Bank while opening a BSBD account, shall not impose any requirement of an initial minimum deposit.
- A customer may convert his/her existing savings bank account to a BSBD account. The Bank shall convert the existing savings bank account to BSBD account within seven days of request in writing from the customer for such conversion. Such an option to be made available by the bank through digital channels.

6. Restrictions

- The holders of BSBD Account shall not be eligible for opening any other savings bank deposit in the same RRB or any other Bank. Accordingly, before opening a new BSBD account or converting an existing savings bank account to a BSBD account, the Bank shall obtain a declaration from the customer that he/she does not have a BSBD account in any bank.
- The BSBD Account shall be subject to RBI instructions on KYC/AML for opening of bank accounts issued vide Reserve Bank of India (Regional Rural Banks – Know Your Customer) Directions, 2025 as amended from time to time. Further, BSBD accounts opened by or operated on behalf of minors shall be subject to the instructions contained in paragraphs 229 to 234 of the Master Directions Amendment dated, 04th December 2025.
- The instructions issued on free transactions available for normal savings bank accounts in own bank/other bank ATMs vide circulars DPSS.CO.PD.No.316/02.10.002/2014-15 dated August 14,2014 and DPSS.CO.PD.No.659/01.10.002/2014-15 dated October 10,2014 are not applicable to BSBD Accounts.

The Bank shall publicise the availability of BSBD account and its features to customers. The Bank shall also convey the differences between BSBD account various savings bank account variants offered by the bank when the customer approaches the bank to open a deposit account.