

## **PRADHAN MANTRI JAN-DHAN YOJANA (PMJDY) - Frequently Asked Questions (FAQs)**

Q. 1. What is Pradhan Mantri Jan-Dhan Yojana?

Ans. Pradhan Mantri Jan-Dhan Yojana (PMJDY) is National Mission for Financial Inclusion to ensure access to financial services, namely, Banking/ Savings & Deposit Accounts, Remittance, Credit, Insurance, Pension in an affordable manner.

Q.2. Whether Joint account can be opened in Pradhan Mantri Jan-Dhan Yojana?

Ans. Yes, joint account can be opened.

Q.3. Under this Scheme, where can I open an account?

Ans. Account can be opened in any bank branch or Business Correspondent (Bank Mitra) outlet.

Q.4. What is BSBDA Account ?

Ans. Basic Savings Bank Deposit Account (BSBDA) has been defined by RBI vide its circular dated 10.08.2012. Its salient features are:

- There is no requirement of minimum balance.
- The services available include deposit and withdrawal of cash at bank branch as well as ATMs; receipt/credit of money through electronic payment channels or by means of collection/deposit of cheques.
- Maximum of 4 withdrawals a month including ATM withdrawal. No such limit for deposits.
- Facility of ATM card or ATM-cum-Debit card.
- These facilities are to be provided without any extra cost.

Q.5. Whether there are any restrictions like age, income, amount etc. criteria for opening BSBDA by banks for individuals?

Ans. Any individual above the age of 10 years can open BSBDA Account.

Q.6. What is RuPay Debit Card?

Ans. Rupay Debit Card is an indigenous domestic debit card introduced by National Payment Corporation of India (NPCI). This card is accepted at all ATMs (for cash withdrawal) and at most of the PoS machines (for making cashless payment for purchases) in the country.

Q.7. What is PIN Number ?

Ans. Personal Identification Number (PIN) is randomly generated code for use of ATM Card at the time of withdrawal of money from ATM Machine and also at the time of making payment on PoS.

Q. 8. How to keep your RuPay Card safe?

Ans. Beneficiary of RuPay Card is required to keep the Card in safe custody. PIN should be changed at frequent intervals and should never be shared with anyone. While using the card at ATM Machine or PoS, PIN should be entered in machine very secretly so that nobody could even guess about the PIN Number. As far as possible, Card should be used at authorized places / centres only. Besides, PIN number should never be written on the Card.

Q.9. What is special advantage of RuPay Debit Card?

Ans. It provides accidental insurance cover upto Rs.1.00 lac without any charge to the customer. However, the customer should use the RuPay debit card at least once in 45 days. The transaction could be either financial or non-financial.

Q.10. Whether illiterate customers can be issued RuPay Card?

Ans. Yes.

Q.11. How to link Mobile Number with Bank Account ?

Ans. Mobile Number of an account holder is entered in customer's account in CBS System by the Bank on the basis of information given in the Account Opening Form.

Q.12. How long the debit card is valid and how to get Debit Card renewed ?

Ans. Debit Card expiry date is mentioned on the Card itself. Account-holder is advised to get issued new card well before expiry date of his/her existing card by giving fresh application to the bank.

Q.13. If someone has two or more accounts and two or more RuPay Debit Cards, whether accidental insurance cover is available in each account / each card?

Ans. Accidental insurance cover is available only in one account.

Q.14. Does a person already having a Bank account in any bank needs to open another account under Pradhan Mantri Jan-Dhan Yojna (PMJDY) to get the Accidental Benefit/Life Insurance Benefit under the Scheme?

Ans. A person who is already having a bank account with any bank NEED NOT to open a separate account under PMJDY. He/she will just have to get issued a RuPay Card in his existing account to get benefit of insurance. Credit facility can be extended in the existing account if it is being operated satisfactorily.

Q.15. What is the concept of overdraft of Rs.5000/- in PMJDY Account and for whom this facility is available?

Ans. Overdraft facility upto Rs.5000/- will be available to one account holder of PMJDY per household after 6 months of satisfactory conduct of the account. To avoid duplication Aadhaar number will also be required.

Q. 16. Whether Overdraft facility can be availed in more than one account?

Ans. Overdraft facility upto Rs.5000/- is available in only one account per household, preferably lady of the household.

Q.17. What is Accidental Insurance Cover? Who will pay the premium ?

Ans. Accidental Insurance Cover is Rs.1.00 lac and no premium is charged to the beneficiary.

Q.18. If both husband and wife who are opening accounts under PMJDY are eligible for Accidental Insurance Cover of Rs.1.00 lac and Life Insurance cover of Rs.30,000/- and overdraft facility of Rs.5000/- in both the accounts separately?

Ans. Accidental Insurance cover of Rs.1.00 lac will be available to all account-holders. However, Life Insurance Cover of Rs.30000/- and overdraft facility upto Rs.5000/- will be available to only one person in the family (preferably lady of the house).

Q.19. What documents are required to open an account under Pradhan Mantri Jan-Dhan Yojana?

Ans. (i) If Aadhaar Card/Aadhaar Number is available then no other documents is required. If address has changed, then a self certification of current address is sufficient.

(ii) If Aadhaar Card is not available, then any one of the following Officially Valid Documents (OVD) is required: Voter ID Card, Driving Licence, PAN Card, Passport & NREGA Card. If these documents also contain your address, it can serve both as "Proof of Identity and Address".

(iii) If a person does not have any of the "officially valid documents" mentioned above, but it is categorized as 'low risk' by the banks, then he/she can open a bank account by submitting any one of the following documents:

- a) Identity Card with applicant's photograph issued by Central/State Government Departments, Statutory/Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks and Public Financial Institutions;

- b) Letter issued by a gazette officer, with a duly attested photograph of the person.

Reserve Bank of India (RBI) vide its Press Release dated 26.08.2014 has clarified as under:

“Those persons who do not have any of the ‘officially valid documents’ can open “Small Accounts” with banks. A “Small Account” can be opened on the basis of a self-attested photograph and putting his/her signatures or thumb print in the presence of an officials of the bank. Such accounts have limitations regarding the aggregate credits (not more than Rupees one lac in a year), aggregate withdrawals (nor more than Rupees ten thousand in a month) and balance in the accounts (not more than Rupees fifty thousand at any point of time). These accounts would be valid normally for a period of twelve months. Thereafter, such accounts would be allowed to continue for a further period of twelve more months, if the account-holder provides a document showing that he/she has applied for any of the Officially Valid Document, within 12 months of opening the small account.

Q.20. If the present address is different than that of printed on Aadhaar Card, can the account still be opened under Pradhan Mantri Jan Dhan Yojana on the basis of Aadhaar Card?

Ans. If address has changed, then a self certification of current address is sufficient.

Q.21. What is meant by Insurance cover of Rs.30,000/- announced by Prime Minister in his speech of 28.08.2014?

Ans. Eligibility criteria

- i. Person opening bank account for the first time, with Rupay card during the period from 15.08.2014 to 26.01.2015 or any additional period as may be extended further by GOI.
- ii. The person should normally be head of the family or an earning member of the family and should be in the age group of 18 to 59 ( i.e. person should be at least 18 years old, and should not have turned 60). In case the head of family is 60 years or more of age, the second earning person of the family in the above mentioned age group will be covered subject to eligibility.

- iii. Person must have a Rupay debit card and Bio- Metric Card linked to bank account or in process of being linked to bank account if not already there.
- iv. The account can be any bank account including a small account.
- v. For the coverage to be effective the above Rupay debit card should be valid and in force.
- vi. Only one person in the family will be covered in the Bima scheme and in case of the person having multiple cards/accounts the benefits will be allowed only under one card i.e. one person per family will get a single cover of Rs.30000/- subject to the eligibility conditions.
- vii. The life cover of Rs.30000/- under the scheme will be initially for a period of 5 years, i.e. till the close of financial year 2019-20. Thereafter, the scheme will be reviewed and terms and condition of its continuation, including the issue of future payment of premium by the insured thereafter, would be suitably determined.

### **Ineligibility Categories:**

- i. Central Government and state Government employees (In service or Retired) and their families.
- ii. Employees (In service or retired) of Public Sector Undertakings, Public Sector Banks, any entity owned by Central Government, any entity owned by a state Government or any entity jointly owned by the Central Government and any state government and their families.
- iii. Persons whose income is taxable under I.T act 1961 or are filing the yearly income Tax return or in whose case TDS is being deducted from the income and their families.
- iv. Persons who are included in the Aam Aadmi Bima Yojana covering 48 occupations defined under the scheme and their families.
- v. Eligible account holders, who have life cover on account of any other scheme of the bank against the account, shall have to choose between the two schemes and derive benefit from only one.
- vi. All persons who do not fulfill the basic eligibility conditions of the scheme.

Q.22. Whether Cheque Book will be issued in accounts opened under PMJDY?

Ans. In PMJDY accounts are being opened with Zero balance. However, if the account-holder wishes to get cheque book, he/she will have to fulfill minimum balance criteria.

Q.23. What are the direct / special benefits attached to PMJDY?

Ans. Special benefits attached to the scheme are:

- i. Interest on deposit.
- ii. Accidental insurance cover of Rs.1.00 lac
- iii. No minimum balance required. However, for withdrawal of money from any ATM with Rupay Card, some balance is advised to be kept in account.
- iv. Life insurance cover of Rs.30,000/-
- v. Easy Transfer of money across India
- vi. Beneficiaries of Government Schemes will get Direct Benefit Transfer in these accounts.
- vii. After satisfactory operation of the account for 6 months, an overdraft facility will be permitted
- viii. Access to Pension, insurance products.

Q.24. I have no official valid document for opening an account. Can I still open an account with bank?

Ans. Reserve Bank of India (RBI) vide its Press Release dated 26.08.2014 has clarified as under:

“Those persons who do not have any of the ‘officially valid documents’ can open “Small Accounts” with banks. A “Small Account” can be opened on the basis of a self-attested photograph and putting his/her signatures or thumb print in the presence of an officials of the bank. Such accounts have limitations regarding the aggregate credits (not more than Rupees one lac in a year), aggregate withdrawals (nor more than Rupees ten thousand in a month) and balance in the accounts (not more than Rupees fifty thousand at any point of time). These accounts would be valid normally for a period of twelve months. Thereafter, such accounts would be allowed to continue for a further period of twelve more months, if the account-holder provides a document showing that he/she has applied for any of the Officially Valid Document, within 12 months of opening the small account.

Q.25. How much interest savings would earn in PMJDY Account?

Ans. Interest rate applicable for Saving Bank Accounts (presently @ 4 %) shall be admissible to accounts opened under PMJDY Scheme.

Q.26. How much interest will be charged by bank on overdraft facility in PMJDY?

Ans. Base Rate + 2 % or 12 %, whichever is lower.

Q.27. Whether banks will be organizing Account Opening Camps in future also?

Ans. Yes. Camps are organized on all Saturdays from 8.00 AM to 8.00 PM.

Q.28. If I have required papers for issuance of Aadhaar Card, can I get Aadhaar Card in Bank and open my account under PMJDY simultaneously?

Ans. Aadhaar Registration may be got done in Camps organized by UIDAI. In account opening camps also, endeavour is to make Aadhaar Registration Counter available.

Q.29. Do you have to pay some fee to open a Bank account under PMJDY?

Ans. No. There is absolutely no charge / fee for opening an account under PMJDY.

Q.30. Can a minor (below 18 years of age) can open an account under PMJDY?

Ans. A minor of above the age of 10 years can open his / her Savings Bank account.

Q.31. Who is Business Correspondent Agent / Bank Mitra and what is their role in PMJDY?

Ans. Business Correspondent Agents (Bank Mitras) are retail agents engaged by banks for providing banking services at locations where opening of a brick and mortar branch / ATM is not viable. Scope of activities of Business Correspondents / Bank Mitra are as under:

- a) Creating Awareness about savings and other products and education and advice on managing money and debt counseling.
- b) Identification of potential customers.



- c) Collection and preliminary processing of various forms for deposits including verification of primary information /data.
- d) Filling of applications / account opening forms
- e) Collection and payment of small value deposits and withdrawals.
- f) Receipt and delivery of small value remittances / other payment instructions.
- g) Furnishing of mini account statements and other account information.
- h) Any other service on behalf of the Bank, duly authorized by the appropriate authority etc.

Q.32. How Bank Mitr helps us to use Banking Services ?

Ans. Bank Mitr represent the bank concerned and enable a bank to expand its outreach and offer limited range of banking services at low cost, particularly where setting up a brick and mortar branch is not viable. Bank Mitrs, as agent of the Bank, thus are an integral part of the business strategy for achieving greater financial inclusion.

Q.33. Who can be Bank Mitr ?

Ans. Banks have been permitted to engage individuals / entities as Business Correspondent (Bank Mitrs) like (i) Retired Bank Employees (ii) Retired Teachers (iii) Retired Govt. Employees (iv) Ex-Servicemen (v) Individual owners of kirana / medical/ fair price shops, individual Public Call Office (PCO) operators, Agents of Small Savings Scheme of Government of India / Insurance Companies, 'for profit' companies registered under the Indian Companies Act. Since 24.06.2014, RBI has permitted Non Deposit taking NBFCs as BCs in addition to above.

Q.34. Can I get my PMJDY account transferred to other City / State upon my transfer posting to other States?

Ans. All banks participating in PMJDY are on CBS (Core Banking Solution) platform and the account can easily be transferred to any branch of the bank in any city/town as per the request of the account-holder.

Q.35. What is USSD based transaction and how to use it ?

Ans. USSD is abbreviated form of “Unstructured Supplementary Service Data”. USSD based Mobile Banking offers basic Banking facilities like Money Transfer, Bill Payments, Balance Enquiries, Merchant Payments etc. on a simple GSM based Mobile Phone, without the need to download application on a Phone as required at present in the Immediate Payment Service (IMPS) based Mobile Banking. Transactions can be performed on basic phone handsets. The user needs to approach the bank and get his/her mobile number registered. The bank will issue an MPIN (Mobile PIN) to the user. The user thereafter needs to dial \*99# and the menu for using USSD opens. Thereafter customer has to follow selections on the menu to complete the transaction. Charges as applicable by the Telecom Operator (not more than Rs.1.50 per transaction as mandated by TRAI) may be applicable.

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