

## **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.** How is PMJDY different from the earlier Financial Inclusion Plan (Swabhimaan)?

**Ans.** PMJDY focuses on coverage of households as against the earlier plan which focused on coverage of villages. It focuses on coverage of rural as well as urban areas. Earlier plan targeted only villages above 2000 population while under PMJDY whole country is to be covered by extending banking facilities in each Sub-Service area consisting of 1000 – 1500 households such that facility is available to all within a reasonable distance, say about 5 Km.

**Q. 3.** Whether Joint account can be opened in Pradhan Mantri Jan-Dhan Yojana?

**Ans.** Yes, joint account can be opened.

**Q. 4.** 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. 5.** What is BSBDA Account?

**Ans.** Basic Savings Bank Deposit Account (BSBDA) has been defined by RBI vide its circular dated 10.08.2012 and certain amendments as per letter DBR.LEG.BC.No.47/09.07.005/2018-19 dated 10.06.19

1. The Basic Savings Bank Deposit (BSBD) Account is designed as a savings account which will offer certain minimum facilities, free of charge, to the holders of such accounts. In the interest of better customer service, it has been decided by RBI to make certain changes in the facilities associated with the account. Banks are now offering the following basic minimum facilities in the BSBD Account, free of charge, without any requirement of minimum balance.

- i. The deposit of cash at bank branch as well as ATMs/CDMs
- ii. Receipt/ credit of money through any electronic channel or by means of deposit /collection of cheques drawn by Central/State Government agencies and departments
- iii. No limit on number and value of deposits that can be made in a month
- iv. Minimum of four withdrawals in a month, including ATM withdrawals
- v. ATM Card or ATM-cum-Debit Card the BSBD Account shall be considered a normal banking service available to all.

2. Banks are free to provide additional value-added services, including issue of cheque book, beyond the above minimum facilities, which may/may not be priced (in non-

discriminatory manner) subject to disclosure. The availment of such additional services shall be at the option of the customers. However, while offering such additional services, banks shall not require the customer to maintain a minimum balance. Offering such additional services will not make it a non-BSBD Account, so long as the prescribed minimum services are provided free of charge.

3. The holders of BSBD Account will not be eligible for opening any other savings bank deposit account in that bank. If a customer has any other existing savings bank deposit account in that bank, he/she will be required to close it within 30 days from the date of opening a BSBD Account. Further, before opening a BSBD account, customer should submit a declaration that he/she is not having a BSBD account in any other bank.

4. The BSBD Account shall be subject to RBI instructions on KYC/AML for opening of bank accounts.

Q. 6. Whether there are any restrictions like age, income, amount etc. criteria for opening BSBD by banks for individuals?

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

Q. 7. 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. 8. 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. 9. 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. 10. 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.

Q. 11. Whether illiterate customers can be issued RuPay Card?

**Ans.** Yes. However, Branch Manager will have to advise all the related risks to the illiterate account-holder at the time of issuance of RuPay Card.

Q. 12. 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. Also, for existing accounts, banks permit seeding through ATM, SMS from registered mobile, net-banking or on making a request in the branch (there may be variations depending on the bank).

Q.13 How to keep debit card operational?

**Ans.** To get benefit of Accident Insurance cover, Rupay Debit card must be used at least once in 45 days. NPCI has extended 45 days usage condition to 90 days for Rupay classic card holders w.e.f. 25.11.2015.

Q. 14. 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 concerned bank.

Q. 15. 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. 16. What is PoS Machine?

**Ans.** PoS stands for Point of Sale. PoS Machine is a small device installed at almost all Business Centres to facilitate cashless purchases to their customers.

Q. 17. 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 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. 18. What is the concept of overdraft of Rs.10,000/- in PMJDY Account and for whom this facility is available?

**Ans.** Overdraft facility upto Rs.10,000/- will be available to one account holder of PMJDY per household after 6 months of satisfactory conduct of the account. Age limit of Rs. 18-60 years has been revised to 18-65. There will not be any conditions attached for OD up to Rs. 2,000/. Aadhaar number is mandatory for granting overdraft in PMJDY account. The system has been automated by carrying out customization to get customer mandate for OD through Alternate delivery channels viz SMS, Internet Banking and ATM channel.

Q. 19. Whether Overdraft facility can be availed in more than one account?

**Ans.** Overdraft facility upto Rs.10,000/- is available in only one account per household, preferably lady of the household.

Q. 20. 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 -- NPCI will pay the premium. At present the premium is Rs.0.47 per Card.

Q. 21. 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.10,000/- in both the accounts separately?

**Ans.** Accidental Insurance cover of Rs.1.00 lac and Life Insurance Cover of Rs.30000/- will be available to all account-holders. However, overdraft facility upto Rs.10,000/- will be available to only one person in the family (preferably lady of the house).

Q. 22. What documents are required to open an account under Pradhan Mantri Jan-Dhan Yojana?

**Ans.** According to **amendment to PMLA rules as per Gazette Notification dated 01.06.2017**, where the client is an individual, who is eligible to be enrolled for an Aadhaar number, he shall submit to the reporting entity,—

(a) the Aadhaar number issued by the Unique Identification Authority of India; and

(b) the Permanent Account Number or Form No. 60 as defined in Income-tax Rules, 1962, and such other documents including in respect of the nature of business and financial status of the client as may be required by the reporting entity:

Where an Aadhaar number has not been assigned to a client, the client shall furnish proof of application of enrolment for Aadhaar and in case the Permanent Account Number is not submitted, one certified copy of an 'officially valid document' shall be submitted, containing details of his identity and address, one recent photograph and such other documents including in respect of the nature or business and financial status of the client as may be required by the reporting entity.

Notwithstanding anything contained in sub-rules (4) and (4A), an individual who desires to open a small account in a banking company may be allowed to open such an account on production of a self-attested photograph and affixation of signature or thumb print, as the case may be, on the form for opening the account:

Provided that-

(i) the designated officer of the banking company, while opening the small account, certifies under his signature that the person opening the account has affixed his signature or thumb print, as the case may be, in his presence;

(ii) the small account shall be opened only at Core Banking Solution linked banking company branches or in a branch where it is possible to manually monitor and ensure that foreign remittances are not credited to a small account and that the stipulated limits on monthly and annual aggregate of transactions

and balance in such accounts are not breached, before a transaction is allowed to take place;

(iii) the small account shall remain operational initially for a period of twelve months, and thereafter for a further period of twelve months if the holder of such an account provides evidence before the banking company of having applied for any of the officially valid documents within twelve months of the opening of the said account, with the entire relaxation provisions to be reviewed in respect of the said account after twenty-four months;

(iv) the small account shall be monitored and when there is suspicion of money laundering or financing of terrorism or other high risk scenarios, the identity of client shall be established through the production of officially valid documents, as referred to in sub-rule (4) and the Aadhaar number of the client or where an Aadhaar number has not been assigned to the client, through the production of proof of application towards enrolment for Aadhaar along with an officially valid document;

Provided further that if the client is not eligible to be enrolled for an Aadhaar number, the identity of client shall be established through the production of an officially valid document;

(v) the foreign remittance shall not be allowed to be credited into the small account unless the identity of the client is fully established through the production of officially valid documents, as referred to in sub rule (4) and the Aadhaar number of the client or where an Aadhaar number has not been assigned to the client, through the production of proof of application towards enrolment for Aadhaar along with an officially valid document:

Q. 23. What is meant by Insurance cover of Rs.30,000/- announced by Prime Minister in his speech of 28.08.2014?

**Ans.** During the launch of the PMJDY scheme on 28.08.14, Hon'ble Prime Minister announced a life cover of Rs. 30,000/- with the RuPay Card for all those who subscribe to a bank account for the first time during the period **15th August, 2014 to 31st January, 2015**. This Rs. 30,000/- life insurance cover under Pradhan Mantri Jan Dhan Yojana, will give a life insurance cover on death of the life assured, due to any reason, to the deceased's family.

Q. 24. 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, if any, of the bank.

Q. 25. 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 for 6 months of operation of the account, overdraft facility will be permitted.

viii. Access to Pension, insurance products.

