



## **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. 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.
- The account would be subjected to RBI instructions on Know Your Customer (KYC)/Anti Money Laundering (AML) for opening of bank accounts issued from time to time.
- There will be no limit on the number of deposits that can be made in a month.
- The restriction of four withdrawals will continue at the branch level, however the number of ATM withdrawals will be excluded in overall limit of four withdrawals in a month.



- Facility of ATM card or ATM-cum-Debit card.
- These facilities are to be provided without any extra cost.

Q.6. 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.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.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. 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.5000/- 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.5000/- 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.5000/- 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 operation of the account for 6 months, an overdraft facility will be permitted
- viii. Access to Pension, insurance products.

Q.26. 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.27. How much interest savings would earn in PMJDY Account?

Ans. Interest rate applicable for Saving Bank Accounts (presently @ 3.5 %) shall be admissible to accounts opened under PMJDY Scheme.



Q.28. How much interest will be charged by bank on overdraft facility in PMJDY?

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

Q.29. 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.30. 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.31. 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 in any bank.

Q.32. 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 is 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.33. How Bank Mitra helps us to use Banking Services?

Ans. Bank Mitra 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.34. 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.35. 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.36. 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 his bank and get his 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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