Terms and Conditions for Doorstep banking services

These Terms and Conditions (hereinafter referred to as the “Terms”, which expression shall include all amendments made thereto from time to time) apply to and regulate the provision of Doorstep banking Services offered by India Post Payments Bank (IPPB) to the Customers.

1. Definitions

In these Terms, unless there is anything repugnant to the subject or context thereof, the expressions listed below shall have the following meanings viz.:

1.1 "Account" refers to any account of the Customer with IPPB in India, which is designated as eligible account by IPPB for the Services.

1.2 "Agent" refers to such persons (i.e. Grameen Dak Sevak, Post man etc.) as may be appointed by IPPB from time to time for the purposes of providing the Services to the Customers.

1.3 “Application” shall mean the application forms and/or any other form(s)/document(s)/letter(s)/online request required for availing of the Doorstep banking Services from IPPB in the format as prescribed by IPPB from time to time.

1.4 “Customer” refers to an individual with minimum age of 18 years (or in case of joint accounts, all of the accountholders, through one accountholder) having an Account and requesting for availing the Services for which request has been accepted by IPPB.

1.5 “IPPB”, “the Bank”, refer to India Post Payments Bank Limited having its registered office at Post Office, Speed Post Centre Building, Market Road, New Delhi - 110 001, India.

1.6 “IPPB Customer Care Centre” refers to IPPB Customer Care Centre Service provided by IPPB to the Customers.

1.7 “Instruction” refers to the requests made by the Customer for availing the Services from IPPB in the form and manner as prescribed by IPPB from time to time.

1.8 “Instrument” shall mean the IPPB cheque drawn by the Customer.

1.9 “IPPB Holidays” shall refer to such days on which the IPPB branches shall be closed.

1.10 “Customer Access Points” refer to all the post offices that are not IPPB branches, which include all non-branch HOs, SOs and BOs (including GDS), and are equipped to provide banking services to customers.

1.11 “Services” shall mean the Doorstep banking services provided by IPPB to the Customer from time to time and more particularly described below (including any amendments thereto):
(i) Cash Withdrawal/Cash management services for MSME
(ii) Cash Deposit/Cash management services for MSME
(iii) Remittances
(iv) Third party services (i.e. Insurance, Mutual fund, Pension product, etc.)
(v) Demand draft /Pay order (DD/PO) Delivery
(vi) Utility bills payments
(vii) Instrument Pick up
(viii) Non-Financial transactions (e.g. Balance enquiry, Modify nominee/personal detail, add/remove/modify Standing Instructions, Lodge complaint, Link Aadhaar number, terminate account, Add remove beneficiary/Billers etc.)
(ix) Any other facility as IPPB may offer to its Customers from time to time.

1.12. “Service Request Number” refers to the unique transaction number provided to the Customer by IPPB at the time of providing the Instruction.

1.13 “Business Correspondent” is appointed by the IPPB, and provides access to basic banking services using the MicroATM.

1.14 “MicroATM” a point of sale device, capable to process online interoperable banking transactions.

1.15 “Channels” mean various customer service medium like Customer Care Centre or Internet banking or Mobile banking or kiosk banking or SMS banking or any of IPPB’s branches or any other medium as approved by IPPB, used by IPPB.

In these Terms, unless the contrary intention appears:

(a) a reference to :

   (i) an "amendment" includes a supplement, modification, novation, replacement or re-enactment and "amended" is to be construed accordingly;

   (ii) an "authorisation" or "approval" includes an authorization, consent, clearance, approval, permission, resolution, license, exemption, filing and registration;

   (iii) "law" includes any constitution, statute, law, rule, regulation, ordinance, judgement, order, decree, authorisation, or any published, directive, guideline, requirement or governmental restriction having the force of law, or any determination by, or interpretation of any of the foregoing by, any judicial authority, whether in effect as of the date of signing/submission of the application form or thereafter and each as amended from time to time;

(b) the singular includes the plural (and vice versa);

(c) the headings in these Terms and Conditions are inserted for convenience of reference only and are to be ignored in construing and interpreting the Terms and Conditions;
(d) reference to the words “include” or “including” shall be construed without limitation;

(e) reference to a gender shall include references to the female, male and neutral genders;

(f) all approvals, permissions, consents or acceptance required from IPPB for any matter shall require the prior, written approval, permission, consent or acceptance of IPPB.

2. Applicability of Terms

2.1 These Terms form the contract between the Customer and IPPB for availing of the Services. Application for the Services may be made by the Customer through IPPB's Customer Care Centre or Internet banking or Mobile banking or SMS banking or self-service Kiosk or Instructions given through IPPB branch banking or any other medium as approved by IPPB; Such Application shall be in such form and manner as stipulated by IPPB.

2.2 IPPB shall be entitled at its sole discretion to accept or reject such Application(s) as may be submitted by the Customers. For Application(s) submitted through Internet banking or Mobile banking or SMS banking or Self service kiosk or IPPB Customer Care Centre, the Services shall be activated after a minimum of one (1) working day of IPPB from the date of receipt of the Application by IPPB. For Application(s) submitted by the Customer at any of the IPPB branches, the Customer can avail the Services through any of the IPPB branches immediately. However, if the Application(s) is submitted by the Customer at any of the IPPB branches and the Customer wishes to provide Instructions for availing the Services, the Customer can give Instructions for availing the Services through Internet banking or Mobile Banking or IPPB Customer Care Centre only after a minimum of one (1) working day form the date of receipt of the Application by IPPB.

2.3 By applying for the Service, the Customer acknowledges as having read, understood and accepted these Terms. These Terms shall be in addition to and not in derogation of the terms and conditions governing IPPB Customer Care Centre, Internet banking, Mobile banking and relating to any Account of the Customer and /or any other product/services provided by IPPB.

3. Instructions

3.1 The Customer may provide any Instruction in relation to the Services to IPPB through IPPB channels for the purpose in a manner as may be prescribed by IPPB from time to time.

3.2 A transaction limit is placed on Instructions of the Customer on all the Services as specified on IPPB website www.ippbonline.net from time to time. The Services are currently available only to the Customers holding Account/s with IPPB's branches in India.

4. Availability and Disclosure

4.1 The Customer is responsible for the accuracy and authenticity of the Instructions provided to IPPB and the same shall, subject to these Terms, be considered to be sufficient to provide the Services. IPPB shall not be required to independently verify the veracity, authenticity or validity of the Instructions. IPPB shall have no liability if it does not or is unable to stop or prevent the carrying out of or the
execution/implementation of an Instruction that is subsequently countermanded by the Customer. Where IPPB considers the Instructions to be inconsistent or contradictory it may seek clarification from the Customer before acting on any Instruction of the Customer or act upon any such Instruction as it deems fit. IPPB has no liability or obligation to keep a record of the Instructions to provide information to the Customer or for verifying Customer's Instructions. IPPB may refuse to comply with the Instructions without assigning any reason or notice and shall not be under any duty to assess the prudence or otherwise of any Instruction and have the right to suspend the operations through the Services or carrying out of Instructions if it has reason to believe that the Customer's Instructions will lead or expose to direct or indirect loss to IPPB, or IPPB may require an indemnity and/or other security/comfort from the Customer before continuing to restore/perform the Services and/or Instructions.

4.2 IPPB shall endeavors to carry out the Instructions of the Customer provided that IPPB, shall not be responsible for the delay in carrying out such Instructions due to any reason whatsoever, including, but not limited to, failure of operational systems or any requirement of law or IPPB’s internal policies.

5. Accuracy of Information:

The Customer is responsible for the correctness of information supplied to IPPB for use of the Services whether by means of instructions given through channels. IPPB accepts no liability for the consequences arising out of erroneous information supplied by the Customer. If the Customer notices an error in the Instructions supplied to IPPB, the Customer shall immediately advise IPPB which will endeavor to correct the error wherever possible on a reasonable best efforts basis.

6. Liability for Agents:

IPPB shall be responsible for the acts of omission and/or commission of the Agents appointed by IPPB for the purpose of providing the Services to the Customers.

7. Operation of Services:

7.1 The Customer acknowledges and agrees that the Instructions for the services shall be processed by IPPB only if the same are received by IPPB in the prescribed time and manner.

7.2 The Customer agrees and acknowledges that the Services shall be provided by IPPB only at the communication address of the Customer available with IPPB at the time of the Customer applying for availing the Services through the Application. In case of any request provided by the Customer for getting the communication address changed in the records of IPPB in a manner as may be prescribed by IPPB, such changed communication address shall be used by IPPB for providing the Services to the Customers.

7.3 IPPB shall not be liable for any inaccuracy, not-error or delay in, or omission of, (1) any data, information or message in the Instructions given over the phone or internet, or (2) the transmission or delivery of any Instructions given over the phone or internet; or (3) any loss or damage arising from or occasioned by (i) any such inaccuracy, not-error, delay or omission, or (ii) interruption in any such data, information or message, due either to any act or omission by IPPB due to “force majeure” (e.g., flood, extraordinary weather condition, earthquake or other act of God, fire, war, insurrection, riot, labour
dispute, accident, action of government, communications, power failure, equipment or software malfunction) or any other cause beyond the reasonable control of IPPB, and in case of tampering and unauthorised access to providing of Instruction, Instructions that are fraudulently or mistakenly written, altered or sent, and that the Instruction may not be received in whole or in part by the intended recipient.

7.4 IPPB may, at its sole and absolute discretion, act on any Instruction given by the Customer to IPPB, or which IPPB reasonably believes to have been made by the Customer.

The Customer agrees that IPPB shall not be liable if:

a) the Customer has breached any of the Terms, contained herein or

b) the Customer has contributed to or the loss is a result of failure on part of the Customer to advise IPPB within a reasonable time about unauthorised access of or erroneous transactions in the Account by use of the Services;

7.5 The Customer agrees and acknowledges that IPPB is under no obligation whatsoever to accept an Instruction. Further, without limiting the generality of the foregoing, IPPB shall not be deemed to have accepted any Instruction unless and until IPPB receives the complete Instruction on a business day and during the normal business hours of IPPB, whether through instructions received through phone or through Internet or through IPPB’s branches.

7.6 The Customer agrees that IPPB may at such times as IPPB may deem fit, request the Customer to approach IPPB branch with the transaction proof (electronic proofs such as SMS, email or receipts etc.) provided to the Customer at the time of the execution of the Instruction.

7.7 Under no circumstances, shall IPPB, its employees, directors involved in providing the Services be liable for any direct, indirect, incidental, special or consequential damages, or any damages whatsoever, including punitive or exemplary (including, but not limited to loss of profits, loss of data or other intangible information, business interruption, loss of privacy, or any pecuniary loss), arising out of or in any way connected with the provision of the Services or resulting from unauthorized access or alteration of Instructions given through phone or Internet or arising from interruption, suspension or termination of the Services or any inability of IPPB to receive Instructions, directions, orders or other communications from the Customer or to transmit any related message for any reason whatsoever, whether based on contract, tort, strict liability or otherwise except in case of willful default or gross negligence on the part of IPPB. Provided that notwithstanding anything to the contrary contained herein, the aggregate liability of IPPB under this arrangement shall not exceed the charges/fees received by IPPB from the Customer under this arrangement.

Transactions Operations:

(i) The Customer shall comply with any process that may be intimated by IPPB to the Customer for the purpose of Agent verification at the time of execution of the Instruction by the Agent in a manner as may be prescribed by IPPB from time to time, including but not limited to, verifying the Agent’s identity as per the identification card carried by the Agent and the Service Request Number provided by IPPB before handing over the monies to the Agent.

(ii) Customer shall produce his Aadhaar number or Debit card for Aadhaar & biometric or Card & PIN based authentication. Agent will initiate the transaction by capturing customer's Aadhaar number &
biometric or swiping the debit card and PIN and proceed with financial and non-financial transactions

(iii) For financial transactions like cash deposit, cash withdrawal, cash management services for MSME, fund transfer/remittances, third party services and utility bill payments etc., Agent will enter the transaction type and amount on the Micro ATM device and proceed with the transactions. The amount will be directly debited from the customer’s account for remittance, third party services and utility bills transactions.

(iv) The Customer shall not provide any cut/soiled/mutilated/tampered/defective currency notes to the Agent. Any such cut/soiled/mutilated/tampered/defective currency note shall not be accepted by the Agent and shall be returned to the Customer. The Customer shall ensure that the Agent counts all the monies provided by the Customer and puts the monies in the Cash Deposit Envelope in the Customer’s presence. Based on the transaction type, IPPB shall debit/credit the Account with such amount instantly. If in the event, IPPB ascertains any or all of the currency notes provided by the Customer to the Agent are defective/discrepant/counterfeit, IPPB shall endeavour to notify the Customer about the same and shall only credit the Account with such amount as calculated after deducting the total value of the discrepant/defective/counterfeit currency notes provided by the Customer. IPPB will present such discrepant/defective/counterfeit notes to the Reserve Bank of India (“RBI”) as per the policy laid down by RBI in this regard from time to time and shall only credit the realized value of such defective/discrepant/counterfeit currency notes to the Account of the Customer, if any, on receipt of such confirmation from RBI. The Customer agrees and confirms that IPPB shall not be held liable for not crediting any such amount of the total value of the defective/discrepant/counterfeit currency notes in the Account of the Customer and that the decision of IPPB with regards to determining any defectiveness of the currency notes provided by the Customer shall be final and binding upon the Customer.

(v) For non-financial transactions like balance enquiry, modify nominee/personal detail, add/remove/modify Standing Instructions, lodge complaint, link Aadhaar number, terminate account, add/remove beneficiary/Billers etc., agent will proceed with account management transactions

(vi) Post successful online transaction, an SMS alert will be sent to the registered mobile number of the customer. This SMS can be used as a valid proof for the transaction. The customer can also ask for a receipt if required and Post this, the customer can hand over the cash to the Agent.

(vii) For DD/Po delivery transaction, the Customer shall accept the envelope containing DD/Po from the Agent by signing the acknowledgement portion of the envelope. The Customer shall scrutinize the envelope for any signs of tampering. The Customer shall verify the correctness of the DD/Po at the time of delivery. In the event the Customer does not undertake the steps as mentioned hereinabove, IPPB shall not be liable in any manner for any dispute arising with relation to such DD/Po delivery.

(viii) For Instrument Pickup service, the Customer shall not provide any stale/mutilated/tampered/defective instruments to the Agent. The Agent shall provide the Customer with a duly signed and stamped acknowledgment of the Instruments provided by the Customer to the Agent. The Customer agrees and confirms that IPPB shall not be held liable for not crediting any such amount of the total value of the stale/mutilated/tampered/defective instruments in the Account of the Customer. The Customer agrees that the Instruments would be credited to the account in the next clearing cycle, depending upon the timings of the concerned local clearing house. The Customer further agrees that the amount would be credited to the Customer account
8. Other Operational Terms

8.1 The Customer may request for cancellation/modification of the Instruction provided by the Customer minimum two (2) hours prior to the time intimated by the Customer in the Instruction for availing the Services.

8.2 In the event of the Customer placing an Instruction for modifications of an earlier Instruction through Internet banking, the Customer shall be required to first cancel the earlier Instruction and then provide a fresh Instruction for availing the Services.

8.3 Any Instruction received by IPPB for the Services to be provided to the Customer on a non-working day shall be executed on the next working day. The Services shall not be available to the Customer on IPPB Holidays. The Services shall be available to the Customer as per schedule of customer access point (CAP) of IPPB. The customer is advised to obtain the schedule timing from the nearest Customer access point. The Customer shall be required to provide the Instruction for availing the Services. The services shall be provided to customer at next scheduled visit at the customer’s communication address. The Customer can provide the Instruction for availing the Services only for the same working day of providing the Instruction and/or the next working day.

8.4 The Customer hereby authorizes IPPB to charge the Account held with IPPB with any sum of money that is payable by the Customer, if any, in connection with a transaction carried out by IPPB including bank charges or service charges for such transactions.

8.5 The Customer agrees to comply with such security procedure as may be prescribed by IPPB from time to time for purpose of sending Instructions. The Customer undertakes not to disclose the security procedure to any person. If the Customer is of the opinion or has reason to believe that the authentication procedure may be known by an unauthorized person, the Customer must notify IPPB immediately.

8.10 The Customer hereby authorises that IPPB shall be absolutely entitled to accept and act on the Instruction from the Customer and that any action taken in pursuance of the Instruction shall be valid.

8.11 Pursuant to the Customer’s Instructions, IPPB may contact the Customer through phone, email, letter or otherwise for processing the Instructions.

9. Charges/Fees:

IPPB reserves the right to charge and recover from the Customer fees along with applicable taxes for availing the Services at any time as it may deem fit. Failure to pay the charges/fees (including applicable taxes) on or before the specified date will render the Customer liable for payment of interest at such rate as may be stipulated by IPPB and/or withdrawal of the Services without any liability to IPPB. IPPB reserves the right to revise charges and notify the same on the Website from time to time. Any amendments to the Terms and /or the fees shall be posted on www.ippbonline.net from time to time.
10. Change of Terms:

IPPB shall have the absolute discretion to amend or supplement any of the Terms, features and benefits in relation to the Services. IPPB may communicate the amended Terms by hosting the same on www.ippbonline.net or in any other manner as decided by IPPB. The Customer shall be responsible for regularly reviewing these Terms, including amendments thereto as may be posted on bank website and shall be deemed to have accepted the amended Terms by continuing to use the Services.

11. Non-Transferability:

The Services provided to the Customer is not transferable under any circumstance and shall be used only by the Customer. However, IPPB shall have the right to transfer, assign or sell all its rights under this Terms, shall continue to be in force and effect for the benefit of the successors and assigns of IPPB.

12. Termination:

12.1 IPPB may, at its discretion, withdraw temporarily or terminate the Services, either wholly or in part, at any time without giving prior notice to the Customer. IPPB may, without prior notice, suspend the Services at any time during which any maintenance work or repair is required to be carried out or in case of any emergency or for security reasons, which require the suspension of the Services. IPPB shall endeavour to give a reasonable notice for withdrawal or termination of the Services.

12.2 At anytime, IPPB may give notice to the Customer, in such manner as it may deem fit, including but not limited to, posting the notice on www.ippbonline.net on the Terms and Conditions page that it shall not accept further Instructions and that notice shall be deemed to be effective against the Customer on receipt of the same.

12.3 IPPB may suspend or terminate the Services without prior notice if the Customer has breached these Terms or IPPB learns of the death, bankruptcy or lack of legal capacity of the Customer.

13. Governing Law:

These Terms shall be governed by the laws of India. The parties hereby agree that any legal action or proceedings arising out of the Terms shall be brought in the courts or tribunals at Delhi in India and irrevocably submit themselves to the jurisdiction of such courts and tribunals. IPPB may, however, in its absolute discretion, commence any legal action or proceedings arising out of the Terms in any other court, tribunal or other appropriate forum, and the user hereby consents to that jurisdiction. Any provision of the Terms which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of prohibition or unenforceability but shall not invalidate the remaining provisions of the Terms or affect such provision in any other jurisdiction.
14. Miscellaneous:

14.1 IPPB reserves the right to revise the policies, features and benefits offered through the Services from time to time and may notify the Customer of any such revisions/changes in any manner as deemed appropriate. The Customer will be bound by such revisions/changes unless the Customer terminates the Services.

14.2 The Customer shall comply with all such terms and conditions as IPPB may prescribe from time to time for the Services availed by the Customer. All such transactions effected by or through facilities for conducting remote transactions including the internet, Internet banking, world wide web, electronic data interchange, IPPB Customer Care Centre, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of IPPB, for and in respect of such facilities/services offered, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the terms and conditions prescribed by IPPB for such facilities/services, as may be prescribed from time to time.