

The Kangra Central Co-operative Bank Ltd
H.O. Dharamshala, District Kangra
Himachal Pradesh

Policy on Depositors Education and Awareness Fund Scheme



A. Index

Sr. No.	Particulars	Page No.
	Chapter 1 Preliminary	1
1)	Short Title and Commencement	1
2)	Applicability	1
3)	Definitions	1
	Chapter 11 Depositor Education and Awareness Fund	1
4	Credits to Funds	3
5)	Refunds and Interest	4
6)	Registration in e-kuber System	6
7)	Authorised Signatories	6
8	Procedure for Transferring unclaimed amount to the Fund	6
9)	Procedure for submitting claim	7
10)	Returns	8
11)	Disclosure in Notes to Accounts	9
12)	Audit	10
13)	Preservation of records	10
14)	Furnishing of Information	10
15)	Contact details	10
16)	Interpretation of the Provisions of the Scheme	10
	Chapter III Unclaimed/ Deposits/ Inoperative accounts	
17)	Review of accounts	11
18)	Treatment of accounts opened for credit of scholarship amount and credit of Direct Benefit Transfer under Government Schemes	12
19)	Segregation and Audit of Inoperative Accounts/ Unclaimed Deposits	12
20)	Tracing of Customers of Inoperative Accounts/ Unclaimed Deposits	12
21)	Activation of Inoperative Accounts	12
22))	Payment of Interest	13
23)	Levy of Charges	13
24)	Display of Unclaimed Deposits and Search Facility	13
25)	Fraud Risk Management in Inoperative Accounts	14
26)	Customer Awareness	14
27)	Right to amendments and addition	14
28)	Annexure I to IX (Returns)	15-28



Policy on Depositor Education and Awareness Fund Scheme

In exercise of powers conferred by Section 26A and Section 35A read with Section 56 of the Banking Regulation Act, 1949, as amended vide Banking Regulation (Amendment) Act 2020 (39 of 2020) and all other provisions / laws enabling the Reserve Bank of India ('RBI') in this regard, RBI being satisfied that it is necessary and expedient in the public interest so to do, hereby issues these Directions hereinafter specified.

Chapter I – Preliminary

A. Short Title and Commencement

1. These Directions shall be called the Reserve Bank of India (Depositor Education and Awareness Fund Scheme) Directions, 2025.
2. These Directions shall become effective from the date of issue.

B. Applicability

3. The "Bank" refers in the policy means The Kangra Central Co-operative Bank Ltd.

Chapter II – Depositor Education and Awareness Fund

A. Definitions

4. In these Directions, unless the context otherwise requires, 'Act' means the Banking Regulation Act, 1949 (10 of 1949).
5. All other expressions, unless defined in the individual chapters below, shall have the same meaning as have been assigned to them under the Reserve Bank of India Act, 1934, or the Banking Regulation Act, 1949, or any statutory modification or re-enactment thereto, or Glossary of Terms published by the RBI, or as used in commercial parlance, as the case may be.
6. In this chapter, unless the context otherwise requires, the terms herein shall bear the meanings assigned to them below:
 - (1) '**Committee**' means the Committee constituted under the Fund;
 - (2) '**Fund**' means the Depositor Education and Awareness Fund established by RBI under the Scheme notified vide Gazette Notification dated May 24, 2014, hereinafter referred to as the Scheme;
 - (3) '**Liquidator**' means liquidator of a bank appointed under any law for the time being in force;



- (4) **'Principal amount'** means the amount, including interest, transferred by a bank to the Fund in terms of Section 26A of the Act; and
- (5) **'Amount due'** means any credit balances in any account or any deposit in a bank remaining unclaimed or inoperative for ten years or more.
- (6) **Bank induced transaction** means a transaction in the account initiated by the Bank as per its extant policy such as charges, fees, interest payments, penalties, taxes.

Note: Illustrative list of bank induced transactions is as under:

- i All types of charges levied by the Bank including taxes deducted.
- ii Interest paid on savings bank account balances.
- (7) **Customer induced transaction** means a transaction in an account which is in the nature of:
- i **a financial transaction** initiated by or done at the behest of the account holder by the Bank / third party or;
- ii **a non-financial transaction**, or;
- iii **KYC updation** done in face-to-face physical mode or through digital channels such as internet banking or mobile banking application of the Bank.

Note: Illustrative list of financial transactions is as under:

- a ATM/ Cash withdrawal/deposit
- b RTGS / NEFT/ IMPS / UPI / AePS / ABPS Transactions
- c Internet Banking Transactions
- d Debit Card Transactions
- e Transfer of funds from / to the linked CBDC (e-Rupee) account
- f Cheque Clearing
- g Remittance of funds by way of demand drafts
- h Cash withdrawal by third party through cheque
- i Standing Instructions issued by the customer
- j NACH Debit / Credits



- k Term Deposit Interest / proceeds
- l Dividend on shares / Interest on Debentures or any other investment proceeds
- m Direct Benefit Transfer (DBT) credits
- n Refunds such as related to e-commerce payments, Income Tax Returns, etc.
- O National Electronic Toll Collection (NETC) debits
- (8) **Financial transaction** means a monetary transaction in the savings / current account of a customer with the Bank, either by way of a credit or debit transaction.
- (9) **Inoperative Account** means a savings / current account where there are no 'customer induced transactions' for a period of over two years.
- (10) **Non-financial transaction** means an enquiry or request for any product / service initiated by the account holder through any ATM or internet banking or mobile banking application of the Bank or through Third Party Application Providers, which requires two-factor authentication (2FA) and leaves a trail for audit purposes or successful log-in to the internet banking / mobile banking application. Illustratively, this includes transactions such as change in transaction limit, request for issue of cheque book / credit card / debit card, nomination facility, balance enquiry, etc.
- (11) **Officially Valid Document** shall have the same meaning as defined in Reserve Bank of India (Rural Co-operative Banks – Know Your Customer) Directions, 2025.
- (12) **Unclaimed Deposit** means the credit balance in any deposit account maintained with Banks, which have not been operated upon for ten years or more, or any amount remaining unclaimed for ten years or more as mentioned in **policy**.
- (13) **Unclaimed Deposit Reference Number (UDRN)** means a unique number generated through Core Banking Solution (CBS) and assigned to each unclaimed account / deposit transferred to DEA Fund of RBI. The number shall be such that the account holder or the Bank branch where account is maintained, cannot be identified by any third party.

B. Credits to the Fund

7. A bank shall credit to the Fund the credit balance in any of the deposit account maintained with the bank which have not been operated upon for ten years or more, or any amount remaining unclaimed for ten years or more, as applicable to the banking entity.



Explanation: A bank shall deposit the amounts to be credited to the Fund in the specified account maintained with RBI. The procedure for transfer is specified in paragraph 16 of these Directions.

8. A bank shall transfer to the Fund the entire amount as specified in the above paragraph, including the accrued interest that the bank would have been required to pay to the customer / depositor as on the date of transfer to the Fund.
9. Any expenditure incurred for the promotion of depositors education, awareness, interests and other purposes that may be specified by RBI under Section 26A (4) of the Act, shall be charged to the Fund.

C. Refunds and Interest

10. In case of demand from a customer / depositor (or legal heirs in case of deceased depositors) whose unclaimed amount / deposit had been transferred to the Fund, a bank shall repay the customer / depositor, along with interest if applicable, and lodge a claim for refund from the Fund for an equivalent amount paid to the customer / depositor.

Explanation: While there is no specific time limit prescribed in the Scheme for claiming a refund from the Fund by a customer / depositor, customers, depositors or legal heirs [in case of deceased depositor(s)] are encouraged to claim such amounts as soon as they become aware of unclaimed amounts.

11. The interest payable, if any, from the Fund on a claim shall accrue only from the date on which the balance in an account was transferred to the Fund to the date of payment to the customer / depositor. No interest shall be payable in respect of amounts refunded from the Fund, in respect of which no interest was payable by the bank to its customer / depositor.
12. A bank shall calculate the interest payable (by a bank to its depositors / claimants) on principal amount of unclaimed interest bearing deposits transferred to the Fund at the rate of **4 percent per annum up to June 30, 2018, 3.5 percent w.e.f. July 1, 2018 up to May 10, 2021 and at 3 percent with effect from May 11, 2021 till the time of payment to the depositor / claimant. Changes to the rate of interest, if any, payable on the principal amount transferred to the Fund shall be specified by RBI from time to time.**

Explanation: The amount of interest payable in this behalf shall be calculated in the manner specified in paragraph 11 of these Directions and by rounding off the amount of interest to the nearest rupee.

13. In the case of a bank under liquidation, during the pendency of the liquidation proceedings, if any claim is received from depositors whose deposits were covered by DICGC insurance at the time of transfer to the Fund, the Fund shall pay to the liquidator, an amount equal to the amount that could have been claimed from DICGC with respect to such deposits, and with respect to all other amounts paid by the liquidator towards the amounts transferred to the Fund, whether insured by DICGC or not, the Fund shall reimburse the liquidator.

Explanation: In the case of a bank under liquidation, the depositor has to approach the Liquidator of the bank for claim and the Liquidator shall settle the claim as per the following procedure:



- (1) **Scenario 1: Claim on Deposits Covered by DICGC** - If the deposits of a customer / depositor were covered by DICGC insurance at the time of transfer to the DEA Fund, then the Liquidator can claim an amount equivalent to what could have been claimed from DICGC, and then make payment to the depositor. If the above deposit amount is more than the insurance cover of DICGC, then the Liquidator shall claim the amount in excess of DICGC insurance cover only on reimbursement basis i.e., the Liquidator shall pay such amount to the depositor subject to meeting all the applicable requirements and thereafter submit a claim to DEA Fund for reimbursement.
- (i) **Illustration 1 (DICGC Insurance Cover is up to ₹5 lakh):** A customer / depositor had a deposit claim of ₹4 lakh in a bank (including accrued interest), which is now under liquidation. The deposit was insured by DICGC at the time when the said unclaimed deposit was transferred to the Fund. Now, if the customer / depositor claims the same during the liquidation process, the following steps shall be followed:
- The customer / depositor / legal heir submits a claim for their deposit to the liquidator.
 - Liquidator raises an equivalent claim of ₹4 lakh from the Fund along with necessary supporting documents
 - The Fund will pay an amount equal to the insured deposit to the Liquidator. (In this case, i.e., ₹4 lakh since DICGC insurance cover is available up to ₹5 lakh)
 - The Liquidator, after receiving the amount from the Fund, will pay to the customer / depositor i.e., ₹4 lakh.
- (ii) **Illustration 2 (DICGC Insurance Cover is up to ₹5 lakh):** A customer / depositor had a deposit claim of ₹6 lakh in a bank (including accrued interest), which is now under liquidation. The deposit was insured by DICGC at the time when the unclaimed deposit of the customer / depositor was transferred to the Fund. Now, if the customer / depositor claims the same during the liquidation process, the following steps shall be followed:
- The customer / depositor / legal heir submits a claim for their deposit to the liquidator.
 - Liquidator raises an equivalent claim of ₹6 lakh from the Fund along with necessary supporting documents.
 - The Fund shall pay an amount equal to the insured deposit to the Liquidator. (In this case, i.e., ₹5 lakh, since DICGC insurance cover is available up to ₹5 lakh).
 - For the remaining amount (i.e., ₹1 lakh) the Liquidator shall make the payment to depositor subject to meeting all the applicable requirements and then claim for the same from the Fund by way of reimbursement.
- (2) **Scenario 2: Claim on Deposits not Covered by DICGC** - In respect of deposits not covered by DICGC at the time of transfer to Fund, the payment to the Liquidator by the Fund shall be made only on reimbursement basis (i.e., the Liquidator can only seek as a reimbursement after settling the amount to the customer / depositor) as mentioned in Illustration 2 above.



D. Registration Guidelines

14. **Registration in e-Kuber System:** Bank is registered in e Kuber system having DEAF code 0266.

15. **Authorised Signatories:** A bank shall designate up to a maximum of 10 officers as authorised signatories to operate the bank's DEA Fund account jointly, who shall be responsible for authorising the applicable returns under the DEA Fund Scheme. It shall submit to RBI a certified true copy of the Resolution / Decision / Authorisation (in Hindi or English) of the Board / MD&CEO / ED / Committee of Executives empowered for the purpose along with the list of authorised signatories. Any update in the authorised officials shall be furnished in the prescribed format (**Annex I**), with details of both Resolution / Decision / Authorisation and specimen signatures of all the authorised signatories.

Explanation: A bank, while communicating the changes made, shall ensure to submit details of all such authorised signatories and their specimen signatures to RBI, instead of furnishing only the additions or deletions made.

E. Procedural Guidelines for Transfer and Claim

16. **Procedure for Transferring Unclaimed Amount to the Fund:** A bank shall transfer to the Fund, the amounts becoming due in each calendar month (i.e., proceeds of the inoperative accounts and balances remaining unclaimed for 10 years or more) as specified in paragraph 8 of these Directions, i.e. including the interest accrued on interest bearing accounts till the date of transfer, during the last five working days of the subsequent month. Before transferring the amount due to the Fund, the bank shall ensure that all legal obligations relating to the same, till that date, including those pertaining to taxes deductible and payable, are met or adequate arrangements are made for the same.

(1) **Member Bank's Own Account** - A member bank shall transfer to the Fund, the entire amount due through e-Kuber system under the module "DEA Fund Services". When a member bank is crediting amount due to the Fund, it shall furnish its DEA Fund Code in the "Bank DEA Fund Code" field and the detailed breakup (number of accounts and amount) of the deposits, viz., interest bearing deposits, non-interest bearing deposits and other credits, which also includes non-interest bearing amount (i.e., any amount other than deposits remaining unclaimed as mentioned in paragraph 7 of these Directions), in the fields provided for the same in the e-Kuber system.

17. Window for transferring unclaimed amount and submission of claim

(1) **Deposit Window:** A bank shall ensure correctness of the amount and transfer unclaimed amounts / deposits to the Fund through e-Kuber during the last five working days of every month. A bank shall effect only one transfer of unclaimed amounts per month. On receipt of the amount transferred to the Fund, an auto generated acknowledgement receipt will be directly sent from e-Kuber system to the registered e-mail ids of the bank.



- (2) **Claim Window:** A bank shall ensure correctness of the amount and submit claim from the Fund in e-Kuber system during the first 10 working days of every month. A bank shall submit only one consolidated claim per month.

18. Procedure for Submitting Claim

- (1) In case of demand from a customer / depositor, whose unclaimed amount / deposit had been transferred to the Fund, a branch shall repay the customer / depositor, along with interest, if applicable, and thereafter, lodge a claim for refund from the Fund for an equivalent amount paid to the customer / depositor. In case of any claim made by the customer / depositor for refund of only part amount, the bank shall repay the customer accordingly by making the account operative and keep the remaining amount (including the interest, if any) in the account, and thereafter lodge a claim for the entire amount from the Fund.

Explanation: Activation of Inoperative accounts mentioned in M.5 para No. 41 to 44

- (2) On submission of a claim, an auto generated **Form II (Annex III)** from the eKuber system will be sent to the registered e-mail ids of the banks. A bank shall submit a printout of the auto generated **Form II** signed by the authorised officials and certified by the bank's auditors (internal / concurrent) to RBI, by e-mail and/or by post, within three working days of its submission on the e-Kuber system. The bank / non-member bank shall also submit a copy of the latest half-year **Form III** (Reconciliation Certificate – **Annex VII**) and Annual Certificate (**Annex VIII**), while submitting the first claim during the half-year / year, as the case may be, along with the claim form - **Form II**, else it will result in non-consideration of claim of the bank.
- (3) The claim will be examined by RBI. In case of a member bank, if the claim is in order, the claimed amount will be credited to the account of the member bank maintained with RBI by the end of the same month. The claim settlement / rejection advice will be sent on the registered e-mail ids.
- (4) The claims will be processed by RBI based on the information provided by a bank in **Form II**. Therefore, the onus of making correct refund claims from the Fund shall lie solely with the bank.
- (5) While a bank is not required to provide the customer-wise details in case of refund claims in **Form II**, it shall maintain the customer-wise details of claims at its end, duly certified by its auditors (internal/concurrent), which RBI may seek at a later stage / during the supervisory review process.
- (6) Proper due diligence as required under Know Your Customer Policy, as amended from time to time, shall also be carried out before making payments to customers. A bank shall verify the genuineness of the claims while making the process smoother and hassle free for the customers.
19. A bank shall have an appropriate internal operational procedure for the Fund which should specifically address error prevention mechanisms and rectification processes. Accordingly,



the bank shall implement a Maker-Checker process to verify all deposit and claim entries for processing the entries.

20. A bank shall immediately report to RBI any errors, including:

- (1) specific reasons for the error,
- (2) details of checks and controls implemented to prevent recurrence, and
- (3) assurance that such errors will not recur.

F. Returns

21. A bank shall submit in original (unless specified otherwise), the following returns duly certified by the specified auditors to Depositor Education and Awareness (DEA) Fund, Department of Regulation, Central Office, 12th Floor, Nariman Bhavan, Vinay K Shah Marg, Nariman Point, Mumbai - 400021, as also scanned copy in pdf form by email to dea.fund@rbi.org.in :

- (1) **Form I - Monthly Statement:** At the end of every month, irrespective of transfer of deposits, the e-Kuber system will auto generate a **Form I (Annex II)** for a bank and send it to their registered e-mail ids. A bank, after verifying the correctness of **Form I**, shall submit the same online to RBI through e-Kuber system. The auto generated Form I is confirmed only if a bank agrees with the balances shown in **Form I** by ticking the two check-boxes on the screen of e-Kuber system a) "I Agree" and b) "Form has been duly audited by the bank's auditors (internal/concurrent)".
- (2) **Rectification Form:** If a bank does not agree with the balances given in the **Form I** with regard to the details of transfers made / claims received including non-receipt of confirmation messages, then it shall bring the same to the notice of RBI by submitting the relevant rectification form duly signed by the two authorised officials and certified by the bank's auditors (internal / concurrent), by post and/or email, within two weeks from identification of such discrepancy. A bank shall submit its rectification requests in the prescribed forms, as under:
 - (i) **Form A (Annex IV):** Deposit Related Rectification - Total deposit amount is correct but changes in accounts or amounts under Interest Bearing (IB)/Non-Interest Bearing (NIB)/Other Credits (OTH)
 - (ii) **Form B (Annex V):** Deposit Related Rectification - Total deposit amount is incorrect
 - (iii) **Form C (Annex VI):** Claim Related Rectification

A bank is responsible for ensuring the accuracy of these requests.

- (3) **Form III - Reconciliation Certificate:** A bank shall, for independent and periodical verification of the balances, at the end of March and September every year, prepare and keep on record a Reconciliation Certificate (RC) - **Form III (Annex VII)** signed by two senior officers, other than those involved in transfer and refund claims for unclaimed deposits, and countersigned by the bank's auditors (internal / concurrent),



certifying that the balances of the bank as shown in its general ledger tally with the amount reflected in the Fund account of RBI. This certificate shall be prepared and completed with auditor(s) certification within a period of one month from the end of every half-year, i.e., April 30 and October 31 respectively. A bank shall note that submission of a copy of the latest half-year RC (**Form III**) to RBI is required, only whenever a first claim of the half year is made by the banks and shall be submitted in **Form III**, which shall contain Unique Document Identification Number (UDIN) or Internal Document Identification Number of the bank's auditors (internal / concurrent). To avoid any kind of avoidable discrepancies in reconciliation of the balances in the Fund, a bank shall take on record / account the transactions in its books on actual basis, i.e., only after settlement of claim / transfer of amount from / to the DEA Fund maintained by RBI.

- (4) **Annual Certificate by Statutory Auditor:** An Annual Certificate (AC) indicating item-wise details of outstanding amount due at the year-end shall be obtained by a bank, from its Statutory Auditors in the prescribed format (**Annex VIII**). The same shall be submitted to RBI within one month from the date of completion of bank's Statutory Audit but not later than September 30 of the subsequent financial year for which the AC pertains to. A bank shall furnish the AC, even if it is a 'NIL' return, to the RBI within the above stipulated period. The revised format of AC requires mandatory inclusion of UDIN of the Statutory Auditor.

G. Disclosure in Notes to Accounts

22. A bank shall disclose all unclaimed liabilities where amount due has been transferred to Fund as also the amounts transferred to Fund in its financial statements and / or under the Notes to Accounts as specified in Reserve Bank of India (Rural Cooperative Banks – Financial Statements: Presentation and Disclosures) Directions, 2025.

Sr. No.	Particulars	Current Year	Previous Year
i)	Opening balance of amounts transferred to DEA Fund		
Sr. No.	Particulars	Current Year	Previous Year
ii)	Add: Amounts transferred to DEA Fund during the year		
iii)	Less: Amounts reimbursed by DEA Fund towards claims		
iv)	Closing balance of amounts transferred to DEA Fund		

A bank shall specify here that the closing balance of the amount transferred to DEA Fund, as disclosed above, are also included under 'Schedule 12 - Contingent Liabilities - Other items for which the bank is contingently liable' or 'Contingent Liabilities - Others,' as the case may be.



H. Audit

23. A bank shall ensure all entries related to Fund are audited pre and post submission, signed by both authorised signatories and the bank's auditors (internal / concurrent).
24. On the date of transferring the amount to the Fund, a bank should maintain customerwise details verified by the concurrent auditors, including payment of up-to-date interest accrued, that has been credited to the deposit account till the date of transfer to the Fund, with respect to interest bearing deposits. With respect to non-interest bearing deposits and other credits transferred to the Fund, customer-wise details, duly audited, shall be maintained with the bank. The concurrent auditors shall also verify and certify that, as per the banks' books, the returns have been correctly compiled by the bank in the monthly and yearly returns submitted to RBI. The above returns shall also be verified by the statutory auditors at the time of annual audit.

I. Preservation of Records

25. Notwithstanding anything contained in the Banking Companies (Period of Preservation of Records) Rules, 1985, a bank shall preserve records or documents containing details of all accounts and transactions, including deposit accounts in respect of which amounts are required to be credited to the Fund permanently; and where refund has been claimed from the Fund, a bank shall preserve records or documents in respect of such accounts and transactions, for a period of at least five years from the date of refund from the Fund.

J. Furnishing of Information

26. If called upon by RBI or the Committee as defined at paragraph 6(1) of these Directions, to do so, a bank shall:
 - (1) pay the amount due to the Fund;
 - (2) furnish any information sought relating to unclaimed amounts and the inoperative accounts, from time to time; and
 - (3) submit relevant information in respect of an account or deposit or transaction for which a claim for refund has been filed.

K. Contact Details

27. The bank shall duly furnish the updated contact details (in case of any change) by email to dea.fund@rbi.org.in in the prescribed format (**Annex IX**) for any correspondence with RBI relating to DEA Fund Scheme.

L. Interpretation of the Provisions of the Scheme

28. A bank may refer to the Scheme notified in the Official Gazette on May 24, 2014 for other details. If any issue arises in the interpretation of the provisions of the Scheme, the matter shall be referred to RBI, and the decision of RBI thereon shall be final.



Chapter III Unclaimed/ Deposits/ Inoperative accounts

M. Unclaimed Deposits / Inoperative Accounts

M.1 Review of Accounts

29. The Bank shall undertake at least an annual review in respect of accounts, where there is no customer induced transactions for more than a year. In cases where there is no explicit mandate to renew the term deposit, The Bank shall review such accounts if the customers have not withdrawn the proceeds after maturity or transferred these to their savings/current account in order to prevent such deposits from becoming unclaimed. The Bank shall inform the account/deposit holders in writing through SMS that there has been no operation in their accounts/ deposits in the last one year, as the case may be. The alert messages shall invariably mention that the account would become 'inoperative' if no operations are carried out during the next one year and, the account holder would be required to submit KYC documents afresh for reactivating the account in such case.
30. If no response is received, The Bank shall immediately undertake an enquiry to find out the whereabouts of account holder or his/her nominee/legal heirs in case the account holder is deceased.
31. In case any response is received from the account holder giving the reasons for not operating the account, The Bank shall continue to classify the account as operative for one more year and the account holder shall be advised to operate the account within a period of one year (herein after referred to as 'extended period'). In case the account holder still fails to operate the account within the extended period, the Bank shall classify the said account as inoperative account after the expiry of the extended period.
32. For the purpose of classifying an account as 'inoperative', only customer induced transactions and not bank induced transactions shall be considered. There may be instances where the customer has given a mandate like Standing Instructions (SI)/ auto-renewal instructions and there are no other operations in the Savings /Current account or the Term Deposit. These transactions shall also be treated as customer induced transactions.
33. The classification of an account as inoperative shall be for a particular account of the customer and not with reference to the customer. In case a customer is maintaining multiple accounts/deposits with a bank, all such accounts / deposits shall be assessed individually for the purpose of classifying them as inoperative account / unclaimed deposit, as the case may be.
34. In case the account holder is not carrying out transaction and the account is inoperative due to shifting of primary account to another bank, the account holder may be requested to provide the details of the new bank account with authorisation to enable the Bank to transfer the balance from the existing bank account.



M.2 Treatment of accounts opened for credit of scholarship amount and credit of Direct Benefit Transfer under Government Schemes

35. Zero balance accounts opened for beneficiaries of Central / State government schemes and for students who receive scholarship. Central and State Governments have been expressing difficulty in crediting cheques / Direct Benefit Transfer / Electronic Benefit Transfer / scholarship amount in these accounts as they are also classified as inoperative due to non-operation for two years. The Bank shall, based on the purpose of opening of the account, segregate the aforementioned accounts in its CBS, so that the stipulation of 'inoperative' account is not applicable to these accounts due to their non-operation for a period of more than two years. To avoid the risk of fraud, etc., in such accounts, while allowing operations in these accounts, the Bank shall exercise due diligence as per the extant instructions.

M.3 Segregation and Audit of Inoperative Accounts/ Unclaimed Deposits

36. The segregation of inoperative accounts is required to be done to reduce the risk of frauds. The transactions in inoperative accounts, which have been reactivated, shall be monitored regularly, for at least six months, at higher levels (i.e., by controlling authorities of the concerned branch) without the knowledge and notice of the customers and the dealing staff.
37. The Bank shall ensure that amounts lying in inoperative accounts / unclaimed deposits and reactivated inoperative accounts/ unclaimed deposits, are subjected to concurrent audit.

M.4 Tracing of Customers of Inoperative Accounts/ Unclaimed Deposits

38. The Bank shall contact the holder(s) of the inoperative account/ unclaimed deposit through letters, email or SMS (if the email and mobile number are registered with the Bank). The email / SMS shall be sent on a quarterly basis.
39. In case the whereabouts of the holder(s) of the minimum balance account/ unclaimed deposit are not traceable, the Bank shall contact the introducer, if any, who had introduced the account holder to the Bank at the time of opening of the account. The Bank shall also contact the nominee, if registered, for tracing the customer.
40. The Bank shall undertake special drives periodically to find out the whereabouts of the customers, their nominees or legal heirs in respect of inoperative accounts / unclaimed deposits.

M.5 Activation of Inoperative Accounts

41. The facility of updation of KYC for activation of inoperative accounts / unclaimed deposits is available at branches.



42. The Bank shall activate the inoperative accounts/ unclaimed deposits, including those which are under freeze by orders of various agencies like Courts, Tribunals, Law Enforcement Agencies, only after adhering to the KYC instructions provided in the Know your Customer Policy of the Bank such as Customer Due Diligence (CDD), customer identification, risk categorisation, etc.
43. The Bank shall ensure that activation of inoperative account / unclaimed deposits in CBS necessarily requires second level of authorisation by another officer at the same or higher level (i.e., through maker and checker). System logs shall invariably be maintained in case of any activity in or activation of inoperative accounts/unclaimed deposits for concurrent audit purpose. The preservation period of such system logs shall be as per the internal guidelines of The Bank.
44. The Bank shall automatically intimate the inoperative account/ unclaimed deposit holders through SMS and registered email stating that on the basis of the KYC documents submitted by them, the inoperative status of the account has been removed. The intimation shall also mention the remedial measures available to them to report unauthorised access, if any. This would alert the account/ unclaimed deposit holder against any possible fraudulent activity in his/her inoperative account. The Bank shall have in place adequate operational safeguards to ensure that the claimants in case of inoperative accounts/ unclaimed deposits are genuine. The Bank shall process requests for activation of inoperative account/ unclaimed deposits within three working days from the receipt of the complete application.

M.6 Payment of Interest

45. Interest on savings accounts shall be credited on a regular basis irrespective of the fact that the account is in operation or not.

M.7 Levy of Charges

46. The Bank shall not levy penal charges for non-maintenance of minimum balances in any account that is classified as an inoperative account.
47. No charges shall be levied for activation of inoperative accounts.

M.8 Display of Unclaimed Deposits and Search Facility

48. The Bank shall host the details of unclaimed deposits (only name, address (without pin code), which have been transferred to DEA Fund of RBI on their respective websites, which shall be updated regularly, at least on a monthly basis. The database hosted on the website shall provide a search option to enable the public to search for their unclaimed deposits using name in combination with the address of the account holder/ entity. In case such accounts are not in the name of individuals, the search input and result should include names of



individuals authorised to operate the accounts. However, the account number, its type, outstanding balance and the name of the branch shall not be disclosed on the Bank's website.

M.9 Fraud Risk Management in Inoperative Accounts

49. The Bank shall not allow any debit transaction in an inoperative account unless there is a customer induced activation as per the procedure mentioned in paragraphs 41 to 47 above. Further, The Bank shall also consider imposing a cooling-off period on reactivation, with restrictions on the number and amount of transactions, as may be applicable for newly opened accounts with the Bank.

The Bank shall ensure that there is no unauthorised access to customer data pertaining to the inoperative accounts. The Bank shall also ensure that adequate steps are taken to prevent data theft and related misuse for fraudulent purposes.

M.10 Customer Awareness

50. The Bank shall provide on their website as well as at their branches, the information on the process for activation of the inoperative account/ unclaimed deposits and claiming the balances therein. Necessary claim forms and documents are available for the benefit of customers.
51. The Bank shall conduct public awareness and financial literacy campaigns regularly to educate the members of public about the activation of inoperative accounts / unclaimed deposits and the prescribed procedure to claim amounts lying therein by a depositor or his/her nominee / legal heir in case of deceased depositor.

N. Right to amendments and addition

52. If any amendment is required in the DEAF Policy keeping in view the Regulatory direction Managing Director of the Bank is authorised to circulate the necessary directions as deemed fit and that shall form the part of this policy.

Any ambiguity in interpretation of terms of DEAF policy, the terms clarified in the RBI circular shall prevail.



Resolution / Decision / Authorisation for Authorised Signatories and Specimen Signature*

Name of the Bank-----

DEA Fund Code -----

Resolution / Decision / Authorisation of Board / MD & CEO / ED / Committee of Executives (with date, signature and stamp)

Authorised Officials (Surname) (First Name) 1. 2.	
Designation 1. 2.	
Specimen Signature of first official 1)	Specimen Signature of first official 2)
Specimen Signature of second official 1)	Specimen Signature of second official 2)
Attested by CGM / ED / MD & CEO (Signature with Bank's Seal)	

*** A bank is required to submit details of all authorised signatories, rather than only those who have been newly added or replaced. A bank can have a maximum of 10 authorised signatories**



for Head Office

Form I

Monthly Return of unclaimed deposits/credits/ accounts/ in India which have not been operated upon/remained unclaimed for 10 years or more as on the date of the return and transferred to the DEA Fund Account.

(To be submitted online to the Reserve Bank of India by 15th of the succeeding month)

Name of the Bank

Bank DEA Fund Code allotted by RBI

Date of Transfer to the Fund

(Amount in Rupees)

Sr. No	Particulars	Interest bearing Deposits		Non-interest bearing Deposits		Other Credits (Non- interest bearing)		Total	
		(a)		(b)		(c)		(d)=(a)+(b)+(c)	
		Number of Accounts	Amount	Number of Accounts	Amount	Number of Accounts	Amount	Number of Accounts	Amount
1	Opening balance of accounts transferred to the Fund at the beginning								
2	Adjustment in accounts, if any, wrongly reported in the past and rectified during this month (net of the correct and wrong figures).								
3	Accounts transferred to the Fund during this month. (including accounts, if any, inadvertently omitted in the previous month and								



	transferred during this								
4	Claims settled and refund received from the Fund during this month (only the principal amount to be mentioned).								
5	Net amount transferred to the Fund during the month (2 +3 - 4)								
6	Total amount with the Fund at the end of the month (month) 20..... (1+5)								

Signature:

Name:

Designation of the Officer (With Stamp): Telephone Number:

Place:

Date:

Certificate - Details given above are true as per the records of the bank and verified by me and found to be correct.

Signature:

Name of Bank's Auditors (Internal /Concurrent) (with Stamp):



Form II

Monthly return claiming refund from the DEA Fund

1. Name of the Bank -----
2. Bank DEA Fund Code allotted by RBI -----
3. Current A/c maintained with RBI @ -----
4. Details of claims made during the month _20

Interest Bearing Deposits				Non-Interest Bearing Deposits		Other Credits		Grand Total	
No. of Accounts	Principal Amount	Interest Amount	Total Amount	No. of Accounts	Amount	No. of Accounts	Amount	No. of Accounts	Amount
(1)	(2)	(3)	(4=2+3)	(5)	(6)	(7)	(8)	(9=1+5+7)	(10)
Total	Total	Total	Total	Total	Total			Total	Total

@ Please mention the A/c Number of your Current A/c or the Current A/c of your sponsor bank, maintained with RBI, through which you would desire to receive the above refund claim.

Note- No individual customer/depositor wise details should be furnished. In the case of any claim for refund of part amount by the depositor whose unclaimed amount/inoperative deposit had been transferred to the Fund, the bank shall claim the entire amount transferred to the Fund in respect of such depositor along with interest payable, if any, from the Fund.
Certified that the above claims have not earlier been made or received from the DEA Fund.

Signature:

Name of the First Authorised Signatory:

Designation of Officer (With Stamp):

Place:

Date:

Signature:

Name of the Second Authorised Signatory:

Designation of Officer (With Stamp):

Certificate -Details given above are true as per the records of the bank and verified by me and found to be correct. **Signature:**

Name of Bank's Auditors (Internal /Concurrent) (with Stamp):

Address:

Place:

Date:



Form A

Deposit related rectification where total deposit amount is correct but changes in accounts or amounts under Interest Bearing (IB)/Non-Interest Bearing (NIB)/Other Credits (OTH)

Name of Bank:

DEA FUND Code:

A. Details of actual (account and amount) transferred (as per auto-generated Form-I):

Date of Deposit	Interest bearing		Non-Interest bearing		Other Credits		Total	
	No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts

B. Details of Correct figures:

Date of Deposit	Interest bearing		Non-Interest bearing		Other Credits		Total	
	No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts

Reason for Rectification:

Signature:

Name of the first Signatory:

Designation of Officer (With Stamp):

Signature:

Name of the Second Signatory:

Designation of Officer (With Stamp):

Place:

Date:

Certificate -Details given above are true as per the records of the bank and verified by me and found to be correct.

Signature:

Name of Bank's Auditors (Internal/Concurrent) (With Stamp)



Annex V
for Head office

Form B

Deposit related rectification where total deposit amount is incorrect

Name of Bank:

DEA FUND Code:

A. Details of actual deposit (account and amount) transferred (as per auto-generated Form-I):

Date of Deposit	Interest bearing		Non-Interest bearing		Other credits		Total	
	No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts

B. Details of excess deposit (account and amount) claimed back by bank (Form-II):

Date of Claim Paid	Interest bearing			Non-Interest bearing		Other credits		Total	
	No. of Accounts	Principal Amount	Interest Paid	No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts

Reason for Rectification:

Signature:

Name of the first Signatory:

Designation of Officer (With Stamp):

Signature:

Name of the Second Signatory:

Designation of Officer (With Stamp):

Place:

Date:

Certificate – Details given above are true as per the records of the bank and verified by me and found to be correct.

Signature:

Name of Bank's Auditors (Internal/Concurrent) (With Stamp):



Form C
Claim related rectification

Name of the Bank :

DEA FUND Code:

A. Detail of actual, correct and excess claim :

	Date of claim paid	Interest bearing			Non-Interest bearing		Other credits		Total	
		No. of Accounts	Principal Amount	Interest Paid	No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts
Actual Claim										
Correct Claim										
Excess Claim										

B. Details of Excess Claim sent with regular deposit in current month :

	Date of deposit	Interest bearing		Non-Interest bearing		Other credits		Total	
		No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts	No. of Accounts	Amounts
Regular deposit for current month									
Excess Claim returned back **									



Total Deposit									
--------------------------	--	--	--	--	--	--	--	--	--

**Note: The interest paid in excess claim (in A) should be clubbed with Excess claim returned back in Interest Bearing amount (in B)

Reason for Rectification:

Signature:
Name of the first Signatory:
Designation of Officer (With Stamp):

Signature:
Name of the Second Signatory:
Designation of Officer (With Stamp):

Place:
Date:

Certificate –Details given above are true as per the records of the bank and verified by me and found to be correct.

Signature:
Name of Bank's Auditors (Internal/Concurrent) (With Stamp):



Annex VII

For Head office

Form III – Reconciliation Certificate

[On the letter head of bank's auditors]

To

Address of the Bank audited : The Kangra Central Co-operative Bank Ltd., Head Office
Dharamshala Distt Kangra Himachal Pradesh 176215.

We, (Bank's Auditors [Internal/Concurrent] details) hereinafter referred to as "Bank's Auditors" have been requested by (bank's Name), having its Registered Office at the above-mentioned address, to issue the Reconciliation Certificate (RC) containing the details of returns filed with the Reserve Bank of India ("the Statement") for the half-year ended for the purpose of submission to Reserve Bank of India (RBI) in accordance with the Depositor Education and Awareness Fund Scheme, 2014 and the Reserve Bank of India (Regional Rural Banks – Miscellaneous) Directions, 2025.

2. Auditor's Responsibility

Pursuant to the requirements of the Depositor Education and Awareness Fund Scheme, 2014, it is our responsibility to provide a reasonable assurance whether the returns filed by the bank with the RBI have been correctly compiled by the bank in accordance with the Depositor Education and Awareness Fund Scheme, 2014.

3. The following documents have been furnished by the bank:

- (a) Copy of monthly returns in Form I and Form II filed with RBI
- (b) Details of settlement made by the branches of the bank to customers
- (c) Other books and records of the bank

4. We have performed the following procedures:

- (a) Verified Form I and Form II
- (b) Verified details received from the branches regarding settlement made to customers on sample basis
- (c) Checked the details regarding reconciliation of balances for the Half Year ended March / September....., as under:
(Please certify either **c.i** or **c.ii** and strike out whichever is not applicable)

i. If the balances tally



We certify that balances of unclaimed deposits transferred by the bank to the DEA Fund under various heads as shown in the General Ledger of the bank, tally with the balances maintained with the DEA Fund Cell as reflected in Form I generated from the DEA Fund module of RBI, as on 31-03-..... or 30-09-.....

ii. If the balances do not tally

We observe that while balance of unclaimed deposits as shown in the General Ledger of the bank as on 31-03-...../ 30-09-..... is ₹....., balance of unclaimed deposits as shown in the balances maintained with the DEA Fund Cell as reflected in Form I generated from the DEA Fund module of RBI, as on 31-03-..... / 30-09-..... is ₹

- (d) Verified that the returns have been correctly compiled in accordance with the Depositor Education and Awareness Fund Scheme, 2014.

5. The balance of DEA Fund as it appears in the books of the bank as on 31-03-..... / 30-09-..... is as under

(Amount in crore)

Sr. No.	Particular	Current Half-Year 31-03-yyyy / 30-09-yyyy	Previous Year 31-03-yyyy / 30-09-yyyy
1.	Opening balance of DEA Fund as on 01-04-yyyy / 01-10-yyyy		
2.	Add: Amounts transferred to DEA Fund during the half-year		
3.	Less: Amounts reimbursed by DEA Fund towards claims during the half-year		
4.	Closing balance of DEA Fund as on 31-03-yyyy / 30-09-yyyy (1+2-3)		

6. Based on the procedures performed by us as mentioned in paragraph 4 above, information and explanations given to us by the bank's management and to the best of our knowledge, we report that the **DEA Fund Returns/Certificates have been compiled correctly/have not been compiled correctly by the bank*** in accordance with Depositor Education and Awareness Fund Scheme, 2014.

7. This certificate is issued solely for the purpose of submission to RBI. This certificate should not be used by any other person or for any other purpose.

Signatures of Bank's Auditors (Internal /Concurrent) with registration number (FRN) & seal



Place:

Date:

UDIN / Internal Document Identification Number:

Details of Bank Officials (other than the authorised signatories for Form II):

	1 st Official	2 nd Official
Signature with bank's seal		
Name		
Designation		
Place		
Date		

*Strike out whichever is not applicable



Annual Certificate
(on the letter head of Statutory Auditor)

Annex VIII
for Head office

To

Address of the Bank audited : The Kangra Central Co-operative Bank Ltd., Head Office
Dharamshala Distt Kangra Himachal Pradesh 176215.

We, (Statutory Auditor's Firm details) hereinafter referred to as "Statutory Central Auditors" have been requested by (bank's Name), having its registered office at the above mentioned address, to issue the Annual Certificate containing the details of returns filed with the Reserve Bank of India ("the Statement") for the financial year for the purpose of submission to Reserve Bank of India (RBI) in accordance with the Depositor Education and Awareness Fund Scheme, 2014 and the Reserve Bank of India (Regional Rural Banks – Miscellaneous) Directions, 2025.

2. Auditor's Responsibility

Pursuant to the requirements of the Depositor Education and Awareness Fund Scheme, 2014, it is our responsibility to provide a reasonable assurance whether the returns filed by the bank with the RBI have been correctly compiled by the bank in accordance with the Depositor Education and Awareness Fund Scheme, 2014.

3. The following documents have been furnished by the bank:

- (a) Copy of monthly returns in Form I and Form II filed with RBI duly certified by the concurrent auditors of the bank
- (b) Details of settlement made by the branches of the bank to customers
- (c) Other books and records of the bank and
- (d) Written representation

4. We have performed the following procedures:

- (a) Verified Form I and Form II
- (b) Verified details received from the branches regarding settlement made to customers on sample basis
- (c) Verified that Half-yearly Reconciliation Certificates (Form III) have been submitted on time
- (d) Verified that the returns have been correctly compiled in accordance with the Depositor Education and Awareness Fund Scheme, 2014.

5. The balance of DEA Fund as it appears in the books of the bank as on 31.03.yyyy is as under (Amount in crore)



Sr. No.	Particular	Current Year 31.03.yyyy	Previous Year 31.03.yyyy
1.	Opening balance of DEA Fund as on 01.04.yyyy		
2.	Add: Amounts transferred to DEA Fund during the year yyyy-yy		
3.	Less: Amounts reimbursed by DEA Fund towards claims during the year yyyy-yy		
4.	Closing balance of DEA Fund as on 31.03.yyyy (1+23)		

6. Based on the procedures performed by us as mentioned in paragraph 4 above, information and explanations given to us by the bank's management and to the best of our knowledge, we report that the DEA Fund Returns/Certificates have been compiled correctly/have not been compiled correctly by the bank* in accordance with Depositor Education and Awareness Fund Scheme, 2014.

7. This certificate is issued solely for the purpose of submission to RBI. This certificate should not be used by any other person or for any other purpose.

Signatures of Statutory Auditors with firm's registration number (FRN) & seal

Place:

Date:

UDIN:

*Strike out whichever is not applicable



Annex IX
for Head office

Contact details for correspondence/ queries related to DEA Fund Scheme, 2014

Name of the Bank-----

Bank DEA Fund Code Number-----

Sr No	Particulars	Contact Officer	Alternate Officer
1	Name of the Contact Officer		
2	Designation		
3	Telephone No.		
4	Mobile No.		
5	Email Id		

The above details will be forwarded to RBI through e-mail dea.fund@rbi.org.in

Name:

Signature:

Designation of Officer:

Name of the Bank:

Place:

Address:

Date:

(Stamp of the bank)

