

# Door step Banking Services

**Website Name-<https://www.psbdsb.in/>**

**Google Play Store-[Doorstep Banking \(DSB\)](#)**

**Apple Store-[Coming Soon](#)**

**Helpline- [18001037188](tel:18001037188)**

The screenshot shows the homepage of the Doorstep Banking Services website. The header includes the PSB Alliance logo, the text 'DOORSTEP BANKING SERVICES (A PSB ALLIANCE INITIATIVE)', and the Indian Banks' Association logo. The navigation menu is located below the header. The main content area is divided into three columns. The left column contains the 'Doorstep Banking' section with a brief description of PSB Alliance and Door Step Banking. The middle column features a large graphic with the text 'Public Sector Banks now at your doorstep' and an illustration of a smartphone and a map. The right column contains the '3 Ways to Connect with us' section, which includes a location selector (Maharashtra, Kolhapur) and contact options: 18001037188, Web Portal, Google Play Store, and App Store (Coming Soon). The footer includes the 'Public Sector Banks Alliance' logo and the 'Service Providers' section.

## About

PSB Alliance is an umbrella setup of all Public Sector Banks, jointly offering important customer oriented services envisaged by Govt. of India under EASE of Banking reforms.

Door Step Banking is one such initiative taken by PSB Alliance through which customers can avail major Banking transaction services at their Door Step. It is being implemented with help of Door Step Banking (DSB) agents in 100 major Centers across the Country for offering different financial as well as non financial banking services.

PSB Alliance comprising 12 Public Sector Banks being anchored by UCO Bank, jointly, have engaged M/s Atyati Technologies Pvt. Ltd. & M/s Integra Microsystem P Ltd to provide “Door Step Banking through Universal Touch Points” facility to customer(s) of 12 PSBs Banks in 60 & 40 Specified Centres

respectively as mentioned in (List of centers) within the norms stipulated by PSB Alliance.

## **FAQ**

Q. Whether Registration of my Mobile no with my Bank Account is a must to avail DSB Services?

Ans. Yes. You have to seed (link) your Mobile number with your Bank account.

Q. Whether Mobile number seeding is a must for all my Bank Accounts?

Ans. All the accounts linked to your Customer ID are automatically seeded with your Mobile number.

Q. I have multiple Accounts with multiple Banks. Can I avail DSB facility for all such Accounts?

Ans. You can avail DSB facility for any of the listed 18 PSU Banks against your Account linked with your Mobile number.

Q. What are the Instruments which I can place with the DSB Agent for collection?

Ans. You can deposit instruments as mentioned in the annexure.

Q. How can I identify a genuine DSB Agent at the time of placing Service request for pick up of Instruments?

Ans. Authorized DSB Agents are provided with a Photo ID Card and Dress code. Besides, after successful Service Request initiation a common Service Code will be generated for the Customer and assigned DSB Agent. Before handing over the Instruments, customer can check the Service code with the DSB Agent.

Q. Whether Bank will be intimated once I deposit Instruments to the DSB Agent?

Ans. Yes. Once the DSB Agent collects the instruments, he will Click "DOCUMENT COLLECTED" icon in his Device/Mobile App and all the Service Request placed will be automatically flow to the designated Bank Branch portal.

Q. Whether I can deposit multiple Instrument for collection?

Ans. Yes. You can deposit multiple Instruments at a time for collection using a single PAY-in-SLIP. However, before handing over any such Instruments, please ensure that all the Instruments are CROSSED (A/C PAYEE), Drawee Bank/Branch is different from your Home Branch. In case of TRANSFER Cheques (within the Home Branch), a separate PAY-in-SLIP has to be used.

Q. Whether I have to collect Pay-in-Slip from my Bank? Whether separate Pay-in-Slip needs to be used to avail DSB services?

Ans. You can keep Blank Pay-in-Slip for use. In case of your need, DSB Agents can also provide you the same at no cost. However, Pay-in-Slip provided by DSB Agents can be used for collection in any Account (SB/CA/CC/OD) of any Bank.

Q. How DSB Agent will carry the Instruments?

Ans. Normally, you should handover the Instrument(s) along with the Pay-in-Slip in a sealed ENVELOP for operational convenience and security. You can write no of instrument, your Bank Branch name and your name on the face of the Envelop.

Q. I have Joint Account with the Bank? Can I avail DSB facility?

Ans. The Customer of Joint Account having its Mobile number linked to the Account can avail the DSB facility provided the Account Operation mandate is "Either or Survivor"/"Any One or Survivor".

Q. How can I know that the DSB Agent has deposited the instruments with the Bank?

Ans. Once the Agent deposits the Instruments with the designated Bank Branch, DSB System will validate the Service Code of the customer and trigger a message "COMPLETED" which will be duly notified to the customer through Mobile App.

Q. Whether I can save my Account in the Mobile App for future use?

Yes. There will be an option in the Mobile App to do so. This will help you save time to fetch the Account every time you log in.

Q. How can I cancel a Service Request?

Ans. In case of Post service, order cancellation is possible before agent pick up the document from customer. In case of Pre-Service, order cancellation is possible before bank user completes the request.

Q. Is there any Cancellation charges?

Ans. Yes

Q. What is the process of registering any complaint or grievance?

Ans. Customers can raise a dispute/complaint over an on-going or completed service request. You have to initiate the dispute by selecting the option provided in the channel. You can also directly lodge complaint with the concerned Bank.

Q. What is the Time available for completing a Service Request?

Ans. All request generated up to 3:00 P.M. should be completed within 3 hours of request generation and request generated after that should be completed by 1:00 pm next working day.

Q. Can I cancel any active Service Request?

Ans. Yes. You can cancel any Service request even after initiation of the Request.

Q. In which circumstances, I can not Cancel any Service Request?

Ans. In case of Post service, Request for cancellation of service is not possible after agent has picked up the document from customer. In case of Pre-Service, Request for cancellation of service is not possible after Bank User has completed the request.

Q. How can I cancel my Service Request?

Ans. You need to visit Order details screen ( for live order tracking in landing page).

Q. Can I cancel my Service request directly contacting the Bank?

Ans. No. You need to place Cancel Order through Mobile App/ DSB Channel or Call Center only.

Q. DSB Agent did not visit as per the time slot requested by me.

Ans. Reasons will be ascertained, and necessary action will be taken under intimation to the customer.

Q. Can I register my complain against a completed Service Request?

Ans. Yes. You can register by selecting the option available in the Mobile App mentioning the Service Request ID/Code etc.

Q. How do I follow up my complaint/dispute further?

Ans. Once you register Dispute/Complaint in the App, you will be allotted a Dispute ID. With this ID you can track the response.

Q. Who will resolve my dispute?

Ans. Dispute Resolution will be done by Customer Care Executive of Service Provider/Bank as the case may be.

Q. Can I lodge complaint with the Bank directly through email/Letter?

Ans. Yes. In any such communications, you have to mention the Service Request ID/Code for taking necessary further action.

Q. What are the Instruments which I can place with the DSB Agent for collection?

Ans. You can deposit instruments viz. DD/ PO; New Cheque Book requisition slip; 15G / 15 H Form; Tax Challan; Standing Instruction request etc. For updated list please visit list of services.

Q. How can I identify a genuine DSB Agent at the time of service delivery?

Ans. Credentials of Agent along with Photo shall appear in the Mobile App/ Web Portal of Customer. Customer will get a SMS having name of Agent. Customer can demand ID Card showing Agent name and photo. Additionally a onetime Auth Code for each service will be sent to the customer which he need to tell Agent for initiating the service. Agents shall be follow uniform Dress code bearing DSB and Service Provider LOGO; for their eady identification.

Q. Is there any Cancellation charges?

Ans. No

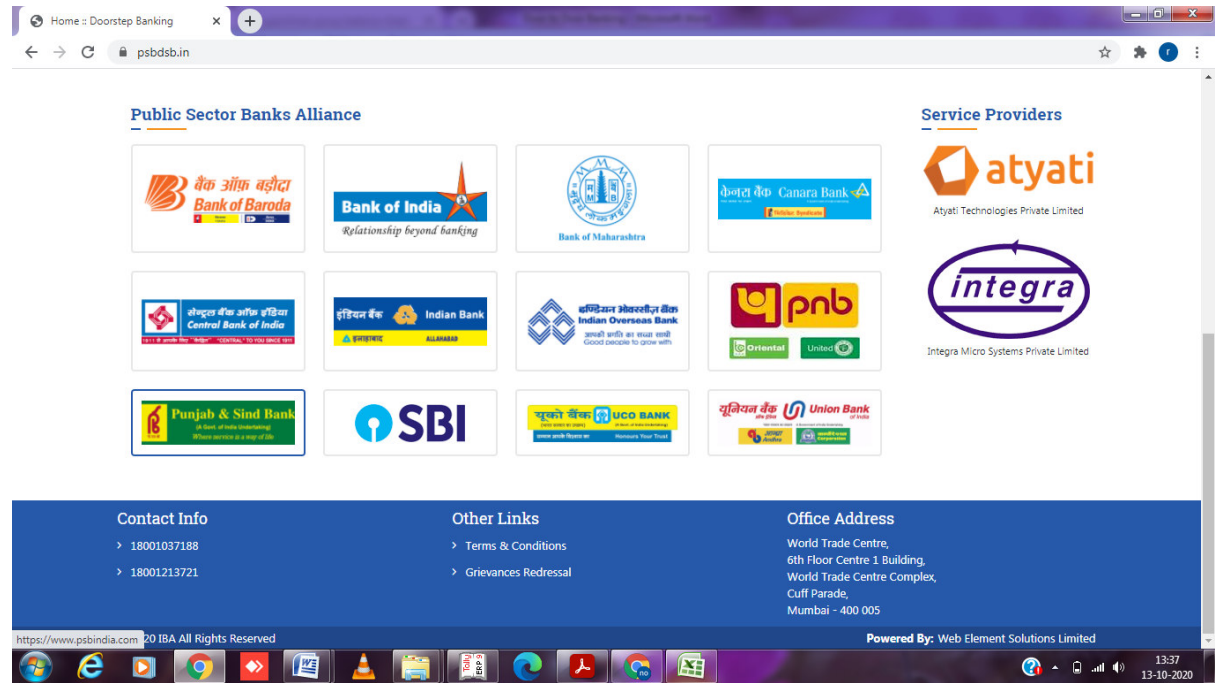
## **Public Sector Banks Alliance**

1. Bank of Baroda.(Dena and Vijaya Bank)
2. Bank of Ondia.
3. Bank of Maharashtra.
4. Canara Bank.
5. Central Bank of India
6. Indian Bank.
7. Indian Overseas Bank.
8. Punjab National Bank(OBC and United Bank)
9. Punjab and Sind Bank.

10. State Bank of India

11. UCO Bank.

12. Union Bank(Andhra and corporation Bank)



## Available Services

Following Non Financial Services are being offered at present, under Door Step Banking:

1. PICK UP OF NEGOTIABLE INSTRUMENTS (CHEQUE/DRAFT/PAY ORDER ETC.)
2. PICK UP NEW CHEQUE BOOK REQUISITION SLIP
3. PICK UP OF 15G/15H FORMS
4. PICK UP OF IT/ GST CHALLAN
5. PICK UP of STANDING INSTRUCTIONS REQUEST
6. DELIVERY OF ACCOUNT STATEMENT

7. DELIVERY OF NON-PERSONALISED CHEQUE BOOK DRAFT, PAY ORDER,
8. DELIVERY OF TERM DEPOSIT RECEIPT, ACKNOWLEDGEMENT ETC
9. DELIVERY OF TDS/FORM 16 CERTIFICATE ISSUANCE
10. DELIVERY OF PRE-PAID INSTRUMENT/GIFT CARD.

Cash Deposit/Cash Withdrawal-**COMING SOON**

### **DSB Centre List**

1. Assam-Guwahati / Kamrup Metropolitan
2. Bihar- Patna
3. Chandigarh-
4. Gujarat-Ahmadabad, Vadodara, Surat, Rajkot, Gandhinagar, Anand, Jamnagar, Bhavnagar
5. Haryana- Gurgaon, Faridabad, Panchkula, Rohtak
6. Maharashtra- Greater Mumbai / Mumbai, Pune, Nagpur, Navi Mumbai / Thane, Nashik, Kalyan-Dombivli / Thane, Pimpri Chinchwad / Pune, Aurangabad, Vasai-Virar City / Palghar, Mira-Bhayandar / Thane, Kolhapur
7. Meghalaya- Shillong / East Khasi Hills
8. NCT of Delhi
9. Odisha- Bhubaneswar / Khurda, Sambalpur, Cuttack
10. Puducherry-Chennai, Coimbatore, Madurai, Tiruchirappalli, Salem
11. Tamil Nadu- Chennai, Coimbatore, Madurai, Tiruchirappalli, Salem
12. Telangana- Hyderabad, Warangal / Warangal Urban
13. Tripura- Agartala / West Tripura
14. Uttar Pradesh- Lucknow, Noida / Gautam Buddha Nagar, Kanpur / Kanpur Nagar, Ghaziabad, Allahabad, Varanasi, Agra, Meerut, Gorakhpur, Bareilly, Aligarh, Moradabad, Jhansi

15. West Bengal-Kolkata,Bidhannagar (M) / North Twenty Four Parganas,Haora, Asansol / Paschim Bardhaman, Durgapur / Paschim Bardhaman, Siliguri / Darjiling
16. Andhra Pradesh- GVMC / Vishakhapatnam, Vijayawada / Krishna, Tirupati / Chittoor, Guntur
17. Chhattisgarh- Raipur, Bilaspur, Bhilai Nagar / Durg
18. Goa-Panaji / North Goa, Margao / South Goa
19. Himachal Pradesh- Shimla
20. Jammu & Kashmir-Jammu, Srinagar
21. Jharkhand-Ranchi, Dhanbad, Jamshedpur / PurbiSinghbhum, Chaibasa / PashchimiSinghbhum
22. Karnataka- BBMP / Bangalore Urban, Mangalore / Dakshin Kannad, Mysore, Hubli-Dharwad / Dharwad, Belgaum
23. Kerala-Kochi / Ernakulam, Thiruvananthapuram, Thrissur, Kozhikode
24. Madhya Pradesh-Bhopal, Indore, Jabalpur, Gwalior
25. Punjab-Ludhiana, Jalandhar, Amritsar, Patiala, Sas Nagar / Sahibzada Ajit Singh Nagar
26. RajasthanJaipur, Jodhpur, Udaipur, Kota, Ajmer
27. Uttarakhand- Dehradun



## Step by Step Process

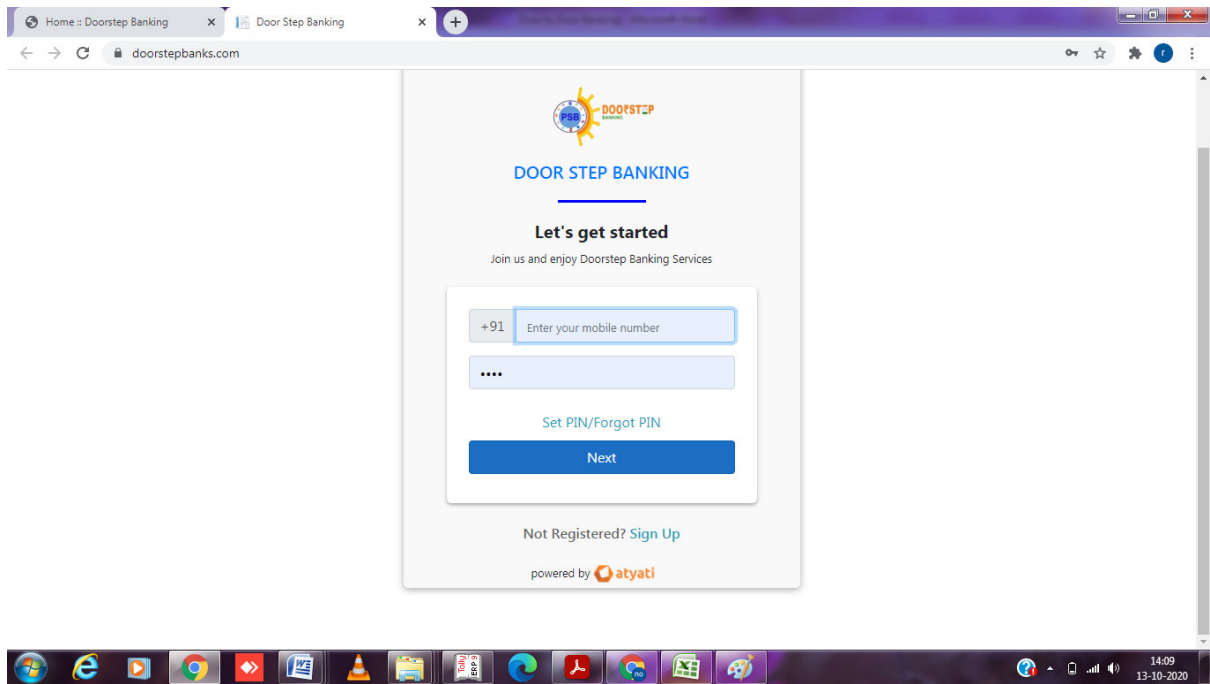
### Step 1: Go to the <https://www.psbdsb.in>:

The screenshot shows the homepage of the PSB Doorstep Banking Services website. The browser address bar displays "psbdsb.in/index.html". The page features a navigation menu with "HOME", "ABOUT US", "SERVICES", "LIST OF CENTERS", "FAQ", and "MEDIA". The main content area includes a "Doorstep Banking" section with descriptive text, a "Public Sector Banks Alliance" section, and a "3 Ways to Connect with us" section with dropdown menus for "Select State" and "Select District", and buttons for "Contact Number", "Web Portal", "Google Play Store", and "App Store (Coming Soon)". The "Service Providers" section shows the "abhi" logo.

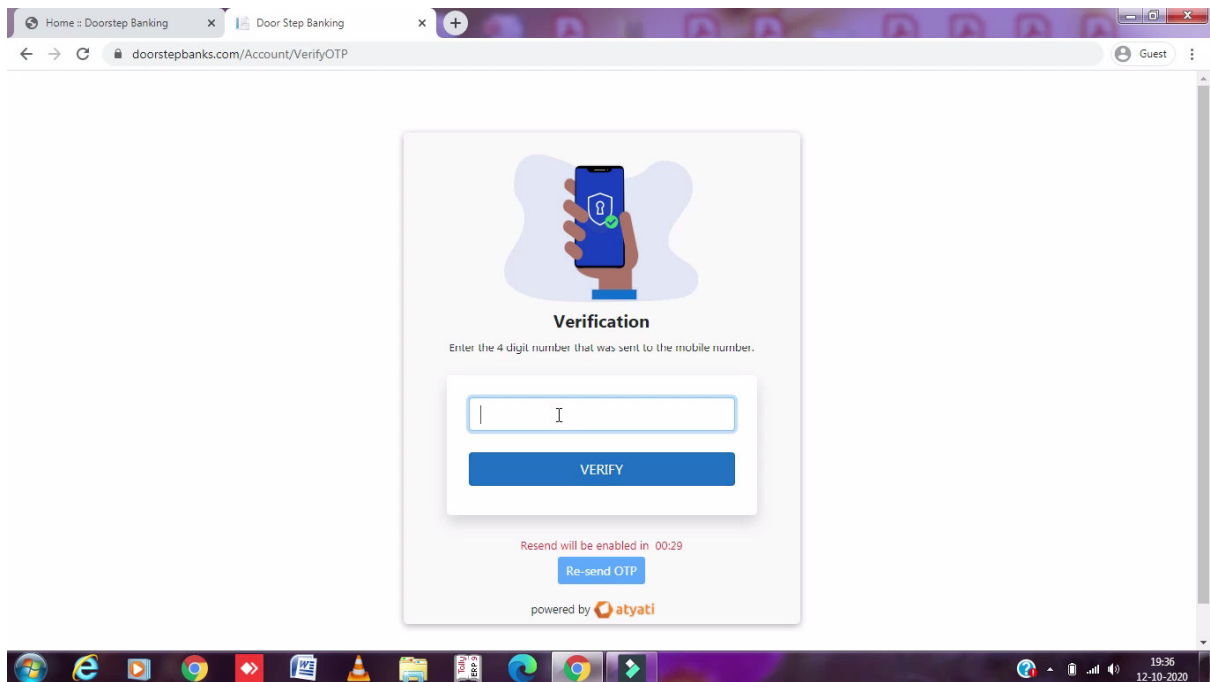
### Step 2: Kindly choose your Sate and District and click on Web Portal.

This screenshot shows the website after the user has selected "Nct Of Delhi" for the state and "New Delhi" for the district. The "Web Portal" button is highlighted. The text in the "Doorstep Banking" section is in Hindi: "अब आपके द्वार पर" (Now at your doorstep). The "Public Sector Banks Alliance" section also contains Hindi text. The "Service Providers" section shows the "abhi" logo.

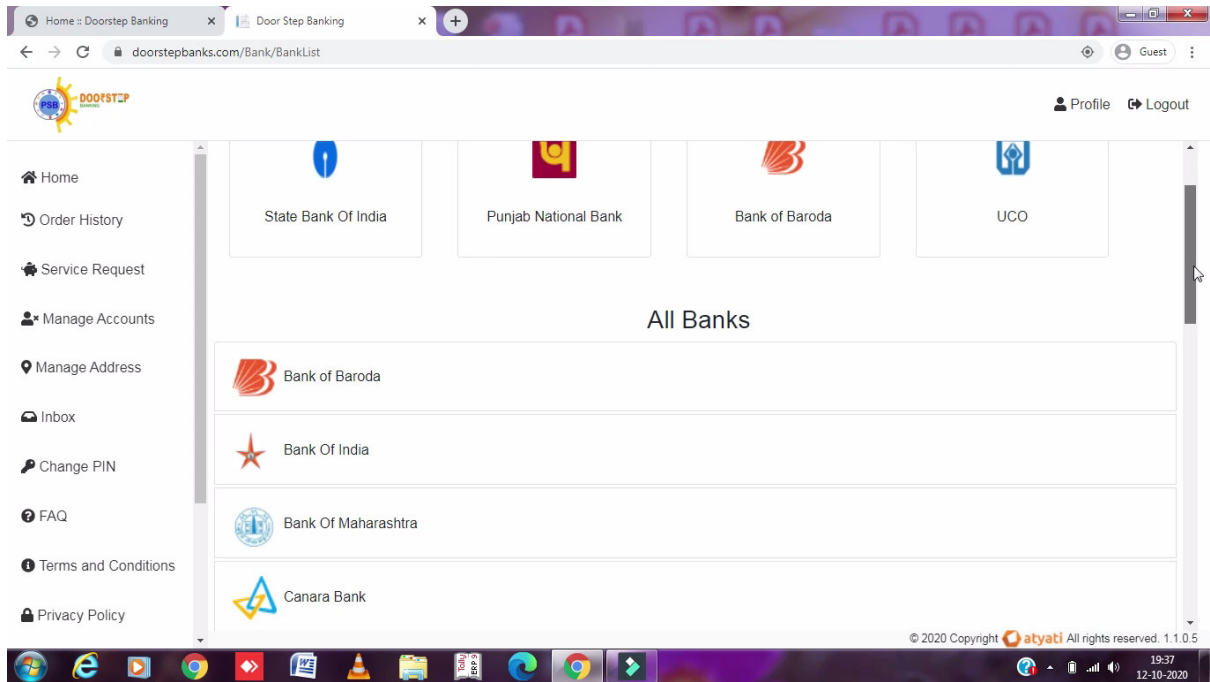
### Step3: Enter your Mobile No. and PIN and click on Next Button.



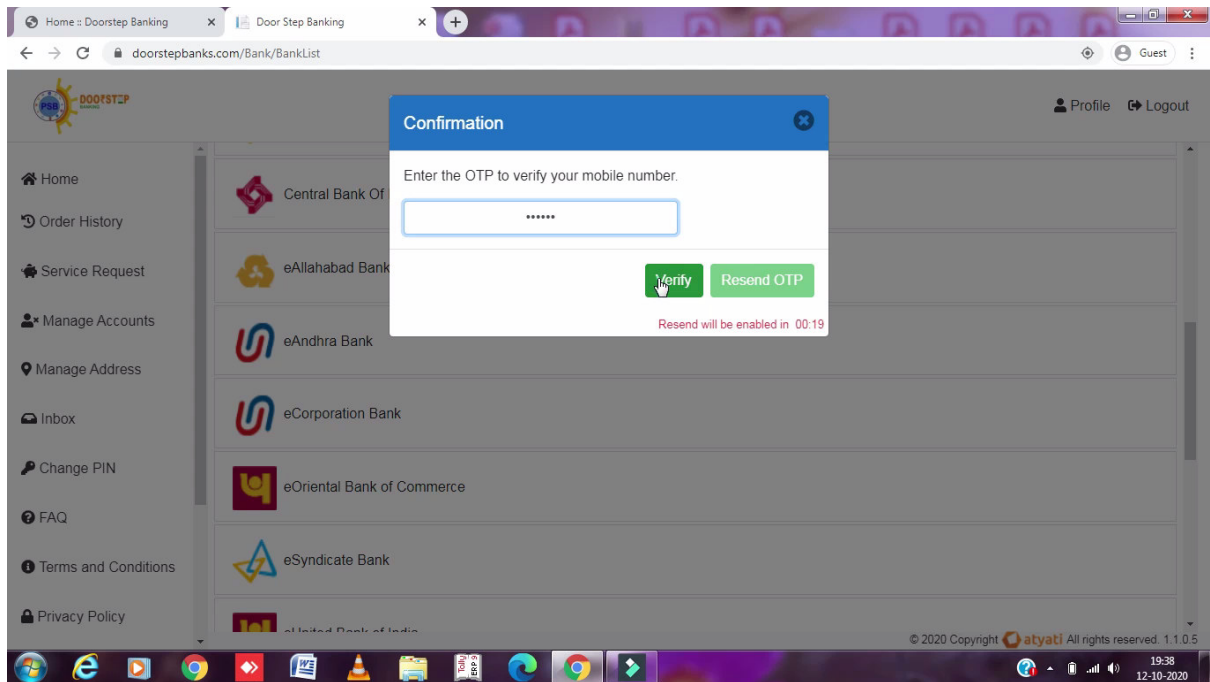
### Step4: Enter the 4 digits numbers that was sent to the Mobile No.



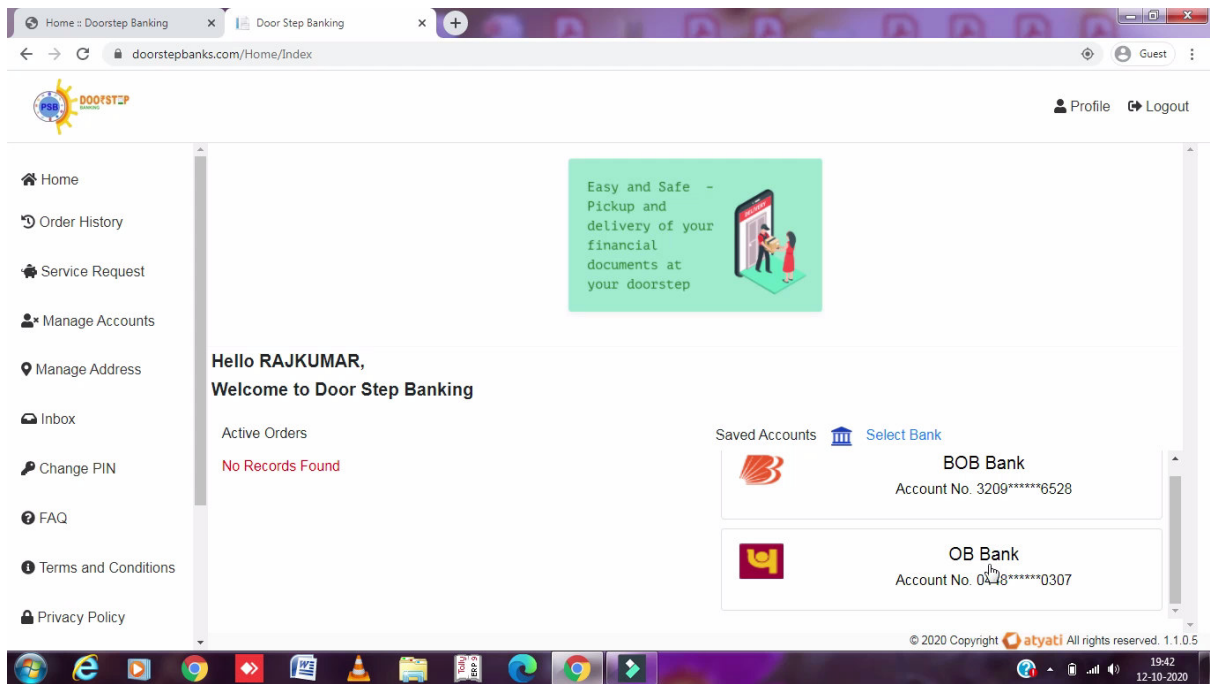
## Step5: Select your Bank.



## Step6: Enter the OTP to verify your Mobile no.

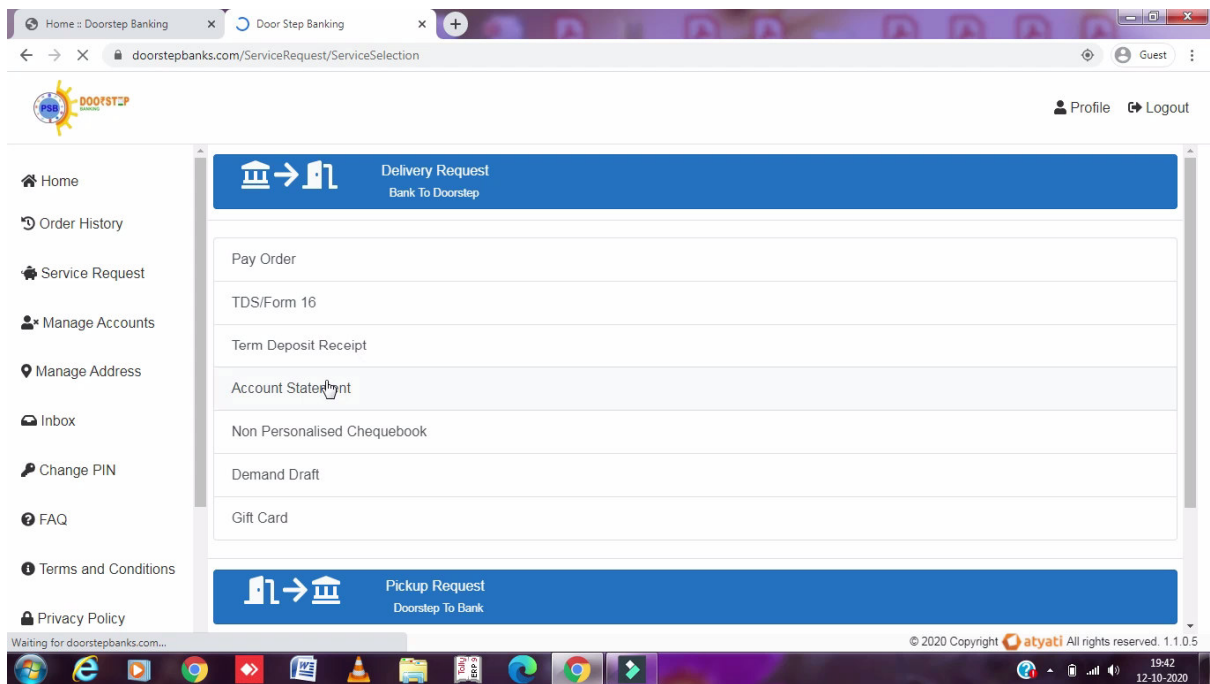


## Step 7: Select the bank Account .



The screenshot shows the Door Step Banking website interface. The browser address bar displays "doorstepbanks.com/Home/Index". The page features a navigation menu on the left with options like Home, Order History, Service Request, Manage Accounts, Manage Address, Inbox, Change PIN, FAQ, Terms and Conditions, and Privacy Policy. The main content area includes a banner for "Easy and Safe - Pickup and delivery of your financial documents at your doorstep", a personalized greeting "Hello RAJKUMAR, Welcome to Door Step Banking", and a section for "Active Orders" which shows "No Records Found". Below this, there is a "Saved Accounts" section with a "Select Bank" link. Two accounts are listed: BOB Bank (Account No. 3209\*\*\*\*6528) and OB Bank (Account No. 0418\*\*\*\*0307). The footer contains the copyright notice "© 2020 Copyright atyati All rights reserved. 1.1.0.5".

## Step 8: Select the service which will required.



The screenshot shows the "Service Request/ServiceSelection" page on the Door Step Banking website. The browser address bar displays "doorstepbanks.com/ServiceRequest/ServiceSelection". The page features a navigation menu on the left with options like Home, Order History, Service Request, Manage Accounts, Manage Address, Inbox, Change PIN, FAQ, Terms and Conditions, and Privacy Policy. The main content area is divided into two sections: "Delivery Request" (Bank To Doorstep) and "Pickup Request" (Doorstep To Bank). The "Delivery Request" section lists several services: Pay Order, TDS/Form 16, Term Deposit Receipt, Account Statement, Non Personalised Chequebook, Demand Draft, and Gift Card. The "Pickup Request" section is currently empty. The footer contains the copyright notice "© 2020 Copyright atyati All rights reserved. 1.1.0.5".

## Step9: Pay the Nominal Fee.

The screenshot shows a web browser window with the URL `doorstepbanks.com/ServiceRequest/Delivery`. The page features a navigation menu on the left with options like Home, Order History, Service Request, Manage Accounts, Manage Address, Inbox, Change PIN, FAQ, Terms and Conditions, and Privacy Policy. The main content area has a horizontal menu with 'Details', 'Charges', 'Address', 'Branch', 'Preferred Slot', and 'Review'. The 'Charges' step is active, displaying an 'Account Statement' table:

Account Statement	
Account Number	0448*****0307
Time Period	Last Month
Service Charges	Rs. 88.5

At the bottom right of the charges section, there are 'Previous' and 'Next' buttons. The footer includes the copyright notice: © 2020 Copyright atyati All rights reserved. 1.1.0.5. The system tray shows the time as 19:43 on 12-10-2020.

## Step 10: Select your Address.

The screenshot shows the same web browser window, but now the 'Address' step is active in the horizontal menu. The main content area displays a list of addresses. The first address is selected and highlighted in blue:

1206  
New Delhi House  
Barakhambha Road  
New Delhi 110001  
New Delhi India

Next to it is a button with a plus sign and the text 'Add New Address'. At the bottom right, there are 'Previous' and 'Next' buttons. The footer and system tray information are identical to the previous screenshot.

## Step 11: Select your Branch.

The screenshot shows the Doorstep Banking website interface. The browser address bar displays 'doorstepbanks.com/ServiceRequest/Delivery'. The top navigation bar includes the Doorstep logo, a 'Profile' link, and a 'Logout' link. A left sidebar contains menu items: Home, Order History, Service Request, Manage Accounts, Manage Address, Inbox, Change PIN, FAQ, Terms and Conditions, and Privacy Policy. The main content area features a horizontal menu with 'Details', 'Charges', 'Address', 'Branch' (highlighted in blue), 'Preferred Slot', and 'Review'. Below this menu, a card displays the selected branch: 'E Block Retail New Delhi' with the address 'GROUND FLOOR, HARSHA BHAWAN, E BLOCK' and a 'Change Branch' link. At the bottom right of the card are 'Previous' and 'Next' buttons. The footer shows the URL 'https://doorstepbanks.com/ServiceRequest/Delivery#next', copyright information '© 2020 Copyright atyati All rights reserved. 1.1.0.5', and the time '19:43 12-10-2020'.

## Step 12: Select your Preferred Slot.

The screenshot shows the Doorstep Banking website interface. The browser address bar displays 'doorstepbanks.com/ServiceRequest/Delivery'. The top navigation bar includes the Doorstep logo, a 'Profile' link, and a 'Logout' link. A left sidebar contains menu items: Home, Order History, Service Request, Manage Accounts, Manage Address, Inbox, Change PIN, FAQ, Terms and Conditions, and Privacy Policy. The main content area features a horizontal menu with 'Details', 'Charges', 'Address', 'Branch', 'Preferred Slot' (highlighted in blue), and 'Review'. Below this menu, a card displays the date '13 Oct 2020' with left and right navigation arrows. Underneath, three time slots are listed: '12pm-02pm' (highlighted in green), '02pm-04pm', and '04pm-06pm'. At the bottom right of the card are 'Previous' and 'Next' buttons. The footer shows the URL 'https://doorstepbanks.com/ServiceRequest/Delivery#next', copyright information '© 2020 Copyright atyati All rights reserved. 1.1.0.5', and the time '19:43 12-10-2020'.

## Step 13: Click on Place Request.

The screenshot shows the Doorstep Banking website interface. The browser address bar displays "doorstepbanks.com/ServiceRequest/Delivery". The page features a navigation menu on the left with options like Home, Order History, Service Request, Manage Accounts, Manage Address, Inbox, Change PIN, FAQ, Terms and Conditions, and Privacy Policy. The main content area has tabs for Details, Charges, Address, Branch, Preferred Slot, and Review. The "Review" tab is active, showing the following details:

- Door Step Charges : ₹ 88.5
- Expected Drop : 13 Oct 2020, 12pm-02pm
- Account Details :
  - Bank Name : eOriental Bank of Commerce
  - Account No : 0448\*\*\*\*\*0307
  - Account Type : NA
- Instrument Details :
- Pickup Address : GROUND FLOOR, HARSHA BHAWAN, E BLOCK
- Delivery Address : New Delhi House, Barakhambha Road, New Delhi, New Delhi, India 110001

At the bottom right, there are "Previous" and "Place Request" buttons. The footer includes "© 2020 Copyright atyati All rights reserved. 1.1.0.5" and the system time "19:43 12-10-2020".

## Step 14:

The screenshot shows the same Doorstep Banking website interface as in Step 13, but with a confirmation dialog box overlaid. The dialog box is blue and contains the following text:

- Service Request Placed Successfully** (with a green checkmark icon)
- SR1210200B6736
- We have noted your preferred time which may be updated based on the banks process.
- Checklist for receiving document:
  1. Share the service code sent to you via SMS by DSB system with the agent.
  2. Collect the document from the agent for completing the service request.
- OK button

The "Place Request" button in the background is now disabled. The footer remains the same as in Step 13.