



Mobile Banking Policy

THE JANATA CO-OPERATIVE BANK LTD.

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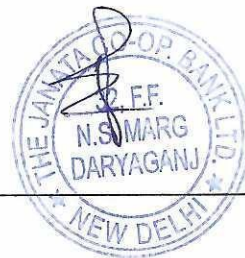
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Mobile Banking Policy

The Mobile Banking Policy in vogue has been reviewed by the Inspection and Audit Compliance Sub-Committee in its meeting held on 17.04.2026 taking into consideration the guidelines/circulars issued by the Regulatory authorities' viz. Reserve Bank of India/Govt. of India on Mobile Banking services are applicable to this Mobile Banking Policy. The Guidelines are issued on these guiding principles to endure their compliance approved by the BoM/Board of Directors in its meeting held on 23.04.2026/28.04.2026 vide Resolution No.A.1(e)(v) as under:

1. Introduction

- (i) Mobile phones, as a medium for extending banking services, have of-late attained greater significance because of their ubiquitous nature. The rapid growth of mobile users in India, through wider coverage of mobile phone networks, have made this medium an important platform for extending banking services to every segment of banking clientele in general and the unbanked segment in particular.
- (ii) For the purpose of the instructions contained in this Master Circular, 'Mobile Banking transaction' means undertaking banking transactions using mobile phones by bank customers that involve accessing / credit / debit to their accounts.
- (iii) The Mobile banking service is a technology based service that enables the bank to offer to its customers the banking services on the Mobile Handset. It facilitates the Mobile banking customer to get account information and transact with the bank electronically through Mobile handset.
- (iv) Mobile Banking Policy sets out the guiding principles for Mobile Banking activities of the Bank. with respect to Information Security, the guidelines of IT Security Policy of the Bank are applicable to Mobile Banking Policy also.
- (iii) Bank have been permitted to offer mobile banking services after obtaining necessary permission from the Department of Payment & Settlement Systems, Reserve Bank of India. Mobile Banking services are available to bank customers irrespective of the mobile network. Customers need to first register for Mobile Banking with the bank and download the Mobile Banking application on his / her mobile handsets.



2. Regulatory & Supervisory Issues

- (i) Bank have implemented core banking solutions and is permitted to provide mobile banking services to customers of bank and/or holders of debit cards issued by the bank.
- (ii) Only Indian Rupee based domestic services shall be provided. Use of mobile banking services for cross border inward and outward transfers is strictly prohibited.
- (iii) The guidelines issued by Reserve Bank on “Know Your Customer (KYC)”, “Anti Money Laundering (AML)” and “Combating the Financing of Terrorism (CFT)” from time to time would be applicable to mobile based banking services also.
- (iv) Bank shall file Suspicious Transaction Report (STR) to Financial Intelligence Unit – India (FIU-IND) for mobile banking transactions as in the case of normal banking transactions.

3. Objective

The objective of “Mobile Banking Policy” is to provide guidance and direction for the protection of the Bank’s Mobile Banking facility provided to the customers as well as compliance of Mobile Banking Policy guidelines throughout the Bank.

4. Scope

The scope of Mobile Banking Policy is aimed to protect all the Mobile Banking services of the Bank against threats to their Confidentiality, Integrity and Availability.

5. Registration of customers for mobile service

- (i) Bank is having a system of document-based registration with mandatory physical presence of their customers, before commencing mobile banking service.
- (ii) On registration of the customer, the full details of the Terms and Conditions of the service offered by the bank is to be communicated to the customer at time of providing Mobile Service.

6. Authority

- (i) The Mobile Banking Policy is issued under the authority of The Board of Directors of the Bank.
- (ii) The Mobile Banking Policy / Guidelines documents are confidential and strictly for internal circulation among the employees of the Bank Only.



7. Violation

- (i) No person of the bank or the contractors, vendors, and third parties shall violate the Mobile Banking Policy of the Bank.
- (ii) The following acts on the part of personnel of the Bank or contractors, vendors, and third parties shall be construed as violation of Mobile Banking Policy.
 - a) Non-adherence to the standards / guidelines in relation to Mobile Banking policy issued by the Bank from time to time.
 - b) Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise reputation of Mobile Banking related systems and procedures.
 - c) Any unauthorized use or disclosure of Bank's confidential information or data. iv. Any usage of Bank's hardware, software, information or data for purposes other than for bank's normal business purposes and / or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.

8. Technology and Security Standards

Information Security is most critical to the business of mobile banking services and its underlying operations. Therefore, technology used for mobile banking must be secure and should ensure confidentiality, integrity, authenticity and non-repudiability.

9. Transaction limit

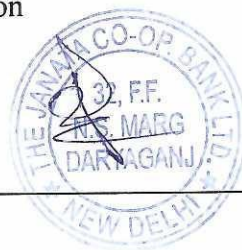
- (i) Bank have fixed a limits of Rs.5,00,000/- per day and Rs.25,00,000/- in a week for carrying out funds transfer through various channels of Mobile Banking or any other services through Mobile Banking from time to time.
- (ii) Bank is permitted to offer mobile banking facility to their customers without any daily cap for transactions involving purchase of goods/services.

Periodically Bank will analyze market trend / customer requirements and bring in changes in fund transfer limit / transaction limit under various categories.

10. Termination of The Mobile Banking facility

Mobile Banking facility for the customer stands terminated during the following instances:

- (i) When the customer closes all his eligible accounts.
- (ii) Mobile Number is changed
- (iii) Customer himself wants to terminate the application



11. Roles and Responsibilities

BRANCH:

- (i) For any change in Mobile number/handset, written request from the customer has to be obtained, signature to be verified and to be authenticated

CUSTOMER :

- a) The customer will be responsible for all transactions, including fraudulent /erroneous transactions made through the use of his/ her SIM card/Mobile phone number and mPIN, regardless of whether such transactions are in fact entered into or authorized by him/ her. The customer will be responsible for the loss/damage, if any suffered.
- b) When Customer changes his Mobile Phone Number / is no longer using the Mobile Phone Number –customer shall take immediate action to deregister from Rupay Card.
- c) The Customer shall take all steps possible to ensure that his/her mobile phone is not shared with anyone and shall take immediate action to de-register from Rupay Card as per procedure laid down in case of misuse/ theft/loss of the SIM card/Mobile Phone.
- d) The Customer will use offered facility using the mPIN in accordance with the procedure as laid down by the Bank from time to time.
- e) The Customer shall keep the Application password and mPIN confidential and will not disclose these to any other person or will not record them in a way that would compromise the security of the facility.
- f) If the customer suspect the misuse of the mPIN, customer should immediately initiate necessary steps to change the mPIN
- g) If the Mobile Phone Number or SIM is lost, the user must immediately take action to deregister from the facility.
- h) The Customer accepts that any valid transaction originating from the registered mobile phone number shall be assumed to have been initiated by the Customer and any transaction authorized by the mPIN is duly and legally authorized by the customer.

12. Misconduct

Failure to abide by the provisions of “MOBILE BANKING POLICY” by the personnel shall also be treated as misconduct under the relevant regulations applicable to them.

Bank reserves the right to invoke the provisions of IT Act, 2000 and IT Amendment Act 2008 in addition to the above provisions.

For The Janata Co-operative Bank Ltd.



13. Eligibility

Mode of operation for the accounts should be Individual/Self and Account/s should be fully KYC and e.KYC compliant.

(i) Eligible Accounts:

The following types of accounts are eligible for the Mobile Banking facility.

- a) Savings Bank
- b) Current Account
- c) Overdraft
- d) CCL

(ii) Ineligible Accounts:

- a) Account/s of HUFs, Trusts, Clubs and Associations.
- b) Account/s under Court orders/Attachment orders.
- c) Inoperative account/s.
- d) Corporate Accounts
- e) Frozen account/s for various reasons like disputes, litigation etc.
- f) KYC noncompliant accounts
- g) Minor Accounts.
- h) NPA Accounts.
- i) Overdrawn / Limit expired Accounts.

14. Services

The following types of services are offered under the mobile banking facility.

- (i) Balance Enquiry
- (ii) Mini Statement
- (iii) Funds Transfer Intra Bank (The Janata Co-operative Bank Ltd.)
- (iv) Immediate Payment Services (IMPS)
- (v) Stop Payment of Cheque
- (vi) Positive pay
- (vii) Limit setting of ATM Cards

15. Customer Grievance Redressal

- (i) For resetting the Login PIN/Transaction PIN, option for the same is provided in the application for the customer.
- (ii) Each Mobile Banking Transaction will have a unique Transaction ID which will enable us to track all types of transactions done through mobile banking.
- (iii) For any of their grievances, customers can approach their branch. The branches will direct the customers suitably and in case further assistance is required, branches can take up the matter with Head Office.
- (iv) Reporting tools/Reports are made available to track any transactions done through mobile banking.

Conclusion

This policy will be taken up for review as and when there are major changes in the environment arising out of changes in the policy by Reserve Bank of India on Mobile Banking. However, in the absence of any such changes in the economic and banking scenario, this policy will continue to be in force. The changes made by the RBI and Government of India must be complied with and the Policy shall be revised, rectified and amended accordingly. This policy has been framed and shall be valid till it is revised.