

List of ABs appointed to carry out Government banking business

S. No.	Agency Bank
1	Axis Bank Ltd.
2	Bandhan Bank Ltd.
3	Bank of Baroda
4	Bank of India
5	Bank of Maharashtra
6	Canara Bank
7	Central Bank of India
8	City Union Bank Ltd.
9	CSB Bank Ltd.
10	DBS Bank Ltd.
11	DCB Bank Ltd.
12	Dhanlaxmi Bank Ltd.
13	Federal Bank Ltd.
14	HDFC Bank Ltd.
15	ICICI Bank Ltd.
16	IDBI Bank Ltd.
17	IDFC FIRST Bank Ltd.
18	Indian Bank
19	Indian Overseas Bank
20	IndusInd Bank Ltd.
21	Jammu & Kashmir Bank Ltd.
22	Karnataka Bank Ltd.
23	Karur Vysya Bank Ltd.
24	Kotak Mahindra Bank Ltd.
25	Punjab & Sind Bank
26	Punjab National Bank
27	RBL Bank Ltd.
28	South Indian Bank Ltd.
29	State Bank of India
30	Tamilnad Mercantile Bank Ltd.
31	UCO Bank
32	Union Bank of India
33	YES Bank Ltd.

Formats for claiming agency commission from RBI

Agency Commission Claim for the Quarter ended

PART 1- Tax Invoice**

Invoice / Bill No:

Date:

Reserve Bank of India (Recipient of Services)	Name of the Agency Bank (Supplier of services):
Address:	Address of Registered Office of the Agency Bank submitting the claim: State: State Code:
GSTN:	GSTN:
PAN:	PAN:
Place of Supply State Name: State Code:	

PART 2- DETAILS OF CLAIMS

Particulars	No. of transactions		Amount in ₹	
	Physical	Electronic	Physical	Electronic
1. Gross Receipts				
2. Less:				
(a) Receipts representing Bank's own tax liability **				
(b) TDS on various other items under the IT Act				
(c) Transactions under Schemes / Special Schemes, if any, formulated by Central/State Government for senior citizens other than Senior Citizens' Savings Scheme, 2004				

(d) Error scroll transactions				
(e) Other ineligible items (like receipts on account of repayments of long term borrowings of State Governments from FIs/banks, Letter of Credit (LC) transactions on behalf of Ministries / Departments, receipts under pension.)				
3. Net Receipts				
4. Payments other than pension				
5. Less: (a) Schemes/Special schemes, if any, formulated by Central/State Government for senior citizens other than Senior Citizens' Savings Scheme, 2004 (b) Error scroll transactions c) Other ineligible items such as payments under LC transactions, etc.				
6. Net payments other than pension				
7. Total pension payments				
8. Less: (a) Payments under Pension Schemes, other than those meant for Central/State Government employees (b) Error scroll transactions				
9. Net pension payments				
10. Total (3 + 6 + 9)	Beginning	of	End of Quarter	
Number of pension accounts				

**Agency Banks (ABs) paying their own tax liabilities through their own branches or through authorised branches of any other AB (including SBI) wherever they do not have their own authorised direct tax collection branches should indicate the same separately in the scroll and such transactions will not be eligible for payment of agency commission.

Total agency commission claimed		
Type of transaction	Number of transactions	Amount (₹)
Physical Receipts @ ₹40/-per transaction		
E-receipts @ ₹12/- per transaction		
Pension payments @ ₹80/-per transaction		
Payments other than pension @ 7 paise per ₹100 turnover		
Total		

Particulars of Supply	Rate	Amount in ₹
Service Description: Undertaking Government banking transaction		A
HSN/SAC Code: 997119		
HAS/SAC Code Description: <i>Other financial services (except investment banking, insurance services and pension services)</i>		
	9	9
CGST (%)	9	9
SGST/UTGST (%)	Or	Or
Or	18	18
IGST (%)		
Total		B
INR of (B) Only (in words)		

Signature, name, designation of authorized official

Certificate by Agency Bank (AB)

Certified that the amount of ₹..... (Rupees.....) claimed as agency commission has been arrived at correctly taking into account the number of transactions in respect of 'receipts' and 'pension payments' and the amount of transaction in respect of 'payments other than pension' as recorded in the daily scrolls of Government transactions furnished to the accounting authorities of the Central/ State Governments / RBI and other records available in the bank and that only eligible items as specified in 'RBI Master Direction on 'Conduct of Government Business by Agency Banks (ABs) – Payment of Agency Commission and Oversight of ABs, 2026', as amended from time to time, have been considered while arriving at the said amount. It is further certified that agency commission claims for transactions included in the current claim has been made only once.

2. We also certify that the collections of Government receipts (both tax and non-tax) on behalf of Centre/State Governments have been duly scrolled and funds remitted to RBI and no transaction is pending for submission of scroll with the bank pertaining to the period for which agency commission is being claimed.

3. Further, we certify that the month-wise breakup of eligible pensioners' account available with us is as per the table below, and the number of receipt transactions for which agency commission is claimed is exclusive of the transactions pertaining to own tax liabilities of the bank and the taxes deducted at source under various items of the Income Tax Act.

Sr. No.	Month	No. of Pensioners
1		
2		
3		

Signature, name and designation of the authorized signatory and seal of the bank

Certificate By Chartered Accountant or Cost Accountant

Certified that we have examined the records relating to the Government transactions carried out by the branch and that the amount of ₹..... (Rupees.....) claimed as agency commission has been audited and found correct taking into account the number of transactions in respect of 'receipts' and 'pension payments', and the value of transactions in respect of 'payments other than pension' as recorded in the books of the bank and in the daily scrolls of Government transactions furnished to the accounting authorities of the Central/ State Governments /RBI and other records available at the branch. It is further certified that agency commission claims for transactions included in the current claim has been made only once.

2. It has also been verified that the collections of Government receipts (both tax and non-tax) on behalf of Centre/State Governments have been duly scrolled and funds remitted to RBI and no transaction is pending for submission of scroll with the bank pertaining to the period for which agency commission is being claimed.

3. It is also certified that the month-wise breakup of eligible pensioners' account available with the bank is as per the table below, and the agency commission as aforesaid has been arrived at on the basis of only eligible transactions as per the extant instructions of RBI and that the receipt transactions are **exclusive** of the transactions pertaining to all tax liabilities of the bank.

Sr. No.	Month	No. of Pensioners
1		
2		
3		

Signature, Name, Registration No. and address of the Chartered Accountant or Cost Accountant

Format of the annual return to be submitted by Agency Bank (ABs)

Annual Return

Name of the Agency Bank:

Date of Report:

Part A: Number of Authorised Branches (as on March 31)

Government/ Department	Number of Authorised Branches			
	Beginning of year	Additions	Deletions	End of year
1. Central Government				
Railways				
Defence				
Post				
Telecom				
Other Ministries				
2. SGs/Union Territories				
a.				
b.				
c.				
d.				
e.				
3. Small Savings Schemes (PPF, SSY, KVP, SCSS)				

Part B: Number of Focal Point Branches (as on March 31)

Government/ Department	Number of Focal Point Branches			
	Beginning of year	Additions	Deletions	End of year
1. Central Government				
CBDT				
CBIC				
Railways				
Defence				
Post				
Telecom				
Ministry 1				
Ministry 2				
2. SGs/Union Territories				
a.				
b.				
c.				
d.				
e.				

Part C: Details of CPPCs (as on March 31)

No.	Address and Contact Details	Date of Opening	Central Government		State/ Union Territories	
			Name of Department	Number of Pensioners	Name of State/UT	Number of Pensioners
1.						
2.						
3.						
4.						
5.						

Part D: Pension Complaints (as on March 31)

Government/ Department	Number of pension complaints			
	Opening	Additions	Closed	Pending
1. Central Government				
Railways				
Defence				
Post				
Telecom				
Other Ministries				
2. State Governments / Union Territories				
a.				
b.				
c.				
Total				

Part E: Penalties imposed by Central/State Governments (Amount -₹ in lakh)

Government/ Department	Number of instances	Amount	Penalties pending payment	
			No. of instances	Amount
1. Central Government				
Railways				
Defence				
Post				
Telecom				
Other Ministries				
2. State Governments/ Union Territories				
a.				
b.				
Total				
If penalties are pending to be paid, give reasons therefor:				

Quarterly Returns								
Name of the Agency Bank:								
Quarter and Financial Year:								
Part A: Details of Government Receipts								
Government/ Department	No. of transactions				Value (Rs. lakh)			
	Electronic		Manual		Electronic		Manual	
	Current Qtr	Previous Qtr	Current Qtr	Previous Qtr	Current Qtr	Previous Qtr	Current Qtr	Previous Qtr
1. Central Government Business								
CBDT								
CBIC								
Railways								
Customs Duty								
Defence								
Post								
Telecom								
Ministry 1								
Ministry 2								
ICEGATE								
GST								
Total								
2. State Governments								
State 1: Comm. Taxes								
Other receipts								
State 2: Comm. Taxes								
Other receipts								

State 3: Comm. Taxes									
Other receipts									
Total									
Part B: Details of Government Payments (other than pension)									
Governm ent/ Departme nt	No. of transactions				Value (Rs. lakh)				
	Electronic		Manual		Electronic		Manual		
	Curre nt Qtr	Previo us Qtr	Curre nt Qtr	Previo us Qtr	Curre nt Qtr	Previo us Qtr	Curre nt Qtr	Previo us Qtr	
1. Central Government Business									
CBDT									
CBIC									
Railways									
Defence									
Post									
Telecom									
Ministry 1									
Ministry 2									
Total									
2. State Governments /Union Territories									
a.									
b.									
c.									
d.									
Total									
Part C: Details of Government Pension Payments									
Governm ent/ Departme nt	No. of pensioners		No. of transactions		Amount paid (Rs. Lakh)				
	Curre nt Qtr	Previo us Qtr	Curre nt Qtr	Previo us Qtr	Curre nt Qtr	Previo us Qtr			
1. Central Government									
Railways									
Defence									
Post									
Telecom									
Other Ministries									
Total									

2. State Governments /Union Territories						
a.						
b.						
c.						
d.						
Total						

Agency Banks and Corresponding RBI Regional Offices

S.No.	Agency Bank	Location of Head Office/ Government Business Department of Agency Bank	RBI Regional Office
1	Axis Bank Ltd.	Mumbai	Mumbai
2	Bandhan Bank Ltd.	New Delhi	New Delhi
3	Bank of Baroda	Gurugram	New Delhi
4	Bank of India	New Delhi	New Delhi
5	Bank of Maharashtra	Pune	Belapur
6	Canara Bank	New Delhi	New Delhi
7	Central Bank of India	Mumbai	Mumbai
8	City Union Bank Ltd.	Kumbakonam	Chennai
9	CSB Bank Ltd.	Thrissur	Thiruvananthapuram
10	DBS Bank Ltd.	Gurugram	New Delhi
11	DCB Bank Ltd.	Mumbai	Mumbai
12	Dhanlaxmi Bank Ltd.	Thrissur	Thiruvananthapuram
13	Federal Bank Ltd.	Aluva	Thiruvananthapuram
14	HDFC Bank Ltd.	Mumbai	Mumbai
15	ICICI Bank Ltd.	Mumbai	Mumbai
16	IDBI Bank Ltd.	Mumbai	Mumbai
17	IDFC FIRST Bank Ltd.	Mumbai	Mumbai
18	Indian Bank	Chennai	Chennai
19	Indian Overseas Bank	Chennai	Chennai
20	IndusInd Bank Ltd.	Gurugram	New Delhi
21	Jammu & Kashmir Bank Ltd.	Srinagar	Jammu
22	Karnataka Bank Ltd.	Bengaluru	Bengaluru
23	Karur Vysya Bank Ltd.	Karur	Chennai
24	Kotak Mahindra Bank Ltd.	Mumbai	Mumbai

S.No.	Agency Bank	Location of Head Office/ Government Business Department of Agency Bank	RBI Regional Office
25	Punjab & Sind Bank	New Delhi	New Delhi
26	Punjab National Bank	New Delhi	New Delhi
27	RBL Bank Ltd.	New Delhi	New Delhi
28	South Indian Bank Ltd.	Ernakulam	Thiruvananthapuram
29	State Bank of India	Navi Mumbai	Belapur
30	Tamilnad Mercantile Bank Ltd.	Tuticorin	Chennai
31	UCO Bank	Kolkata	Kolkata
32	Union Bank of India	Mumbai	New Delhi
33	YES Bank Ltd.	Mumbai	Mumbai

Checklist relating to Government Business for internal / concurrent audit

Part A: Agency commission claims

Internal inspectors/auditors shall verify the agency commission claims submitted by branches and confirm their accuracy during the course of their inspection/audit. The following shall be specifically examined during the course of internal/concurrent audit at Agency Bank (AB) branches:

1. The system in place to arrive at total number of transactions is robust and free of errors
2. Categorisation of different types of transactions (physical/electronic receipts and pension/non-pension payments) are in accordance with RBI instructions
3. Correctness of number of transactions reported in agency commission claims
4. Whether agency commission has been claimed on error scroll transactions. (Banks are not eligible for commission on error scrolls as the commission on the original transaction is being paid)
5. Whether proper records are maintained at branches as regards Government business and agency commission claims (wherever the branch has a role in making such claims)
6. Whether the entries in the registers/printouts relating to agency commission claims are properly authenticated

Part B: Pension / Government Business related issues

Internal inspections should assess branch performance in servicing pensioner customers. In this regard, the following shall be ensured:

1. A specific questionnaire covering all aspects of pension payment shall be devised for use during inspection of pension paying branches
2. Inspecting officers shall also, during inspections, call up pensioners at random and enquire about their satisfaction with pension-related services

3. A detailed checklist relating to pension payments/Government business shall be given by banks to internal auditors/inspectors in order to adhere to the recommendations of the Prabhakar Rao Committee, constituted by the Gol, relating to pension payments/Government business. These include the following:
- (a) Whether there is delay in payment of pension, revision of pension, revision in dearness relief, etc
 - (b) Whether the branch manager conducts structured interaction with a cross section of pensioners serviced at the branch, on quarterly basis, where the number of pensioners of all Governments and departments exceeds a fixed number, say, 100 or 200
 - (c) Whether nominations have been obtained for all pension accounts
 - (d) Whether pension accounts have been converted into joint accounts wherever applicable
 - (e) Whether the bank branch has an effective complaint redressal mechanism and the complaints of pensioners are attended promptly and their grievances redressed expeditiously
 - (f) Whether the pension is credited to pensioner's account during the last four working days of the month except for the month of March for which pension is to be credited on or after first working day of April
 - (g) Whether the pension paying branch obtains Life Certificate/ Non employment certificate/ Employment Certificate from the pensioners in the month of November every year
 - (h) Whether pension paying branches deduct income tax at source from pension payments wherever applicable
 - (i) Whether paper tokens in acknowledgement of cheques presented are invariably given by the tax collecting branches.
 - (j) Whether the challans are stamped giving bank's BSR code and Challan Identification Number (CIN) clearly
 - (k) Whether the stamped challans are kept in the custody of bank's staff and handed over to the concerned taxpayer only on production of the paper token

List of Circulars consolidated by the Reserve Bank in this Master Direction and are hereby repealed

S.No.	Circular Number	Date of Issue	Subject
1	DGBA.GAD.No.H-190/ 31.12.010/2003-04	September 14, 2003	TDS on Agency Commission will not be effected by RBI
2	DGBA.GAD.No.H-41/ 42.02.001/2003-04	July 22, 2004	Scheme for acceptance of Income and other direct taxes (Central Government) and Profession tax/other taxes of State Governments through Agency Banks.
3	DGBA.GAD.No.H-1225- 1258/42.02.001/ 2004-05	October 27, 2004	Scheme for acceptance of Income and other direct taxes (Central Government) and Profession tax/other taxes of SGs through Agency Banks
4	DGBA.GAD.No.H-2625- 2658/31.12.010(C)/2004 -05	December 17, 2004	Remuneration for conduct of Government business by Agency Banks – Payment of Turnover Commission
5	DGBA.GAD.No.H-3568- 3601/ 42.01.001/ 2004- 05	January 13, 2005	Scheme for acceptance of Income and other direct taxes (Central Government) and Profession tax/other taxes of SGs through Agency Banks
6	DGBA.GAD.No.H-4530/ 31.12.010(C)/ 2005-06	October 27, 2005	Agency Commission claims submitted by Agency Banks – common irregularities
7	DGBA.GAD.No.H- 11136/ 31.12.010(C)/ 2005-06	January 31, 2006	Agency Commission claims submitted by Agency Banks – common irregularities
8	DGBA.GAD.No.H- 13118/ 31.12.010(C)/ 2005-06	March 2, 2006	Agency Commission claims submitted by Agency Banks – common irregularities
9	DGBA.GAD.No.H.13034 / 31.12.010(C)/ 2006-07	February 27, 2007	Agency Commission on pension transactions
10	DGBA.GAD.H-1800/ 31.12.010(C)/2009-10	August 21, 2009	Abnormal increase in agency commission claims

S.No.	Circular Number	Date of Issue	Subject
11	DGBA.GAD.H-3903/ 31.12.010(C)/2009-10	November 11, 2009	Agency Commission claims to be certified by the External Auditor / Chartered Accountant
12	DGBA.GAD.No.H.160/ 31.12.010(C)/ 2010-11	July 7,2010	Agency Commission claims to be certified by the External Auditor
13	DGBA.GAD.No.H-670/ 31.12.010(C)/ 2010-11	March 24, 2011	TDS on Agency Commission will not be effected by RBI
14	DGBA.GAD.No.H-8852/ 31.12.010(C)/ 2010-11	June 21, 2011	Payment of agency commission on collection of Registration fee and Stamp Duty
15	DGBA.GAD.No.7575/31. 12.011/2011-12	May 22, 2012	Rationalisation and Revision of Agency Commission Payable to Banks on Government Transactions
16	DGBA.GAD.No.H2529/ 31.12.010(C)/2012-13	October 31, 2012	Conduct of Government Business by Agency Banks – Payment of Agency Commission – Revised Format for claiming agency commission by banks-Implementation of Working Group recommendations
17	DGBA.GAD.No.H5029/42.0 1.033/2011-12	January 31, 2012	Government Agency Business Arrangement – Appointment of Private Sector Banks as Agency Banks of Reserve Bank of India (RBI)
18	DGBA.GAD.No.- 3147/44.01.001/2015-16	April 07, 2016	Oversight of Government Business in Agency Banks
19	DGBA.GAD.No.2294/15. 04.001/2016-17	March 6, 2017	Gold Monetisation Scheme
20	DGBA.GAD.No.2646/31.02 .007/2016-17	April 07, 2017	Systems and Controls for Conduct of Government Banking
21	DGBA.GBD.No.3333/31. 02.007/2016-17	June 22, 2017	Payment of agency commission for government receipts
22	DGBA.GAD.No.1007/15.04 .001/2017-18	October 17, 2017	Gold Monetisation Scheme, 2015
23	DGBA.GBD.No.1324/31. 02.007/2017-18	November 16, 2017	Agency Commission for GST receipt transactions

S.No.	Circular Number	Date of Issue	Subject
24	DGBA.GBD.No.1498/31.02.007/2017-18	December 7, 2017	Settlement of Agency transactions in certain cases (for Funds and Agency Commission) directly from RBI
25	DGBA.GBD.No.1972/15.02.005/2017-18	February 01, 2018	Small Savings Schemes- Payment of Agency Commission
26	DGBA.GBD.No.2294/15.01.001/2017-18	March 15, 2018	Agency Commission payable to banks for operating Special Deposit Scheme (SDS)
27	DGBA.GBD.No.1590/44.02.001/2018-19	December 24, 2018	Payment of Agency commission to Agency Banks – Applicability of TDS provision under GST.
28	DGBA.GBD.No.1870/44.02.001/2018-19	January 23, 2019	Payment of Agency commission to Agency Banks – Applicability of TDS provision under GST.
29	DGBA.GBD.No.648/31.12.007/2019-20	September 25, 2019	Agency Commission- Furnishing reconciliation certificate
30	DGBA.GBD.No.S77/42.01.033/2021-22	May 10, 2021	Government Agency Business Arrangement – Appointment of Scheduled Private Sector Banks as Agency Banks of Reserve Bank of India (RBI)
31	CO.DGBA.GBD.No.S1112/42-01-033/2021-2022	December 15, 2021	Government Agency Business Arrangement – Appointment of Scheduled Private Sector Banks as Agency Banks of Reserve Bank of India (RBI)
32	CO.DGBA.GBD.No.S957/43-33-005/2022-2023	November 14, 2022	Agency Commission for Direct Tax collection under TIN 2.0 regime
33	CO.DGBA.GBD.No.S295/31-12-010/2023-2024	June 14, 2023	Agency Commission for collection of Indirect taxes through ICEGATE payment gateway
34	CO.DGBA.GBD.No.S1234/31-12-010/2023-2024	March 13, 2024	Cut-off time for uploading of GST, ICEGATE and TIN 2.0 luggage files
35	RBI/2025-26/06 CO.DGBA.GBD.No.S2/31-12-010/2025-2026	April 01, 2025	Master Circular on Conduct of Government Business by Agency Banks - Payment of

S.No.	Circular Number	Date of Issue	Subject
			Agency Commission
36	CO.DGBA.GBD.No.S168/3 1-12-011/2025-2026	June 16, 2025	Review of instructions issued vide Master Circular on Conduct of Government Business by Agency Banks - Payment of Agency Commission