

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:5227
ANSWERED ON:10.12.2010
MALPRACTICES BY MULTINATIONAL BANKS
Alagiri Shri S. ;Singh Rajkumari Ratna

Will the Minister of FINANCE be pleased to state:

- (a) whether complaints have been received regarding malpractices and duping of customers by multinational banks in the country during the last year and the current year;
- (b) if so, the details thereof; and
- (c) the action taken to rectify the situation alongwith the progress made thereof?

Answer

The Minister of State in the Ministry of Finance (SHRI NAMO NARAIN MEENA)

(a) to (c): 15 offices of Banking Ombudsman (BO) situated across the country receive the complaints from the bank customers covering under the grounds of complaints indicated at Clause 8 of the Banking Ombudsman Scheme 2006, against the deficiency of services rendered by various banks (Commercial banks, Scheduled Primary Co-operative banks & Regional Rural Banks) covered under the Scheme. However, the complaints received in BO offices are not segregated under the head 'Malpractices and duping of customers by multinational banks', as it is not one of the grounds of complaint prescribed in the Scheme. As such, information is not available in this regard.

The aggregate number of complaints against deficiencies in banking services received by 15 offices of BO during the last year and the current year as also complaints received against foreign banks (Multi National Banks) during the same period is as follows: The year considered by BOs is (July to June).

Year Aggregate number of Complaints against
 customer complaints Foreign Banks
 received

2009-10 79266 11450

01.07.2010 29700 2504
to 30.11.2010

All the complaints received by the offices of BO are dealt with as per provisions of the BO Scheme 2006.