

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2755
ANSWERED ON:11.03.2011
CHEATING IN COOPERATIVE BANKS
Gaddigoudar Shri P.C.

Will the Minister of FINANCE be pleased to state:

- (a): whether the Government has received complaints of cheating by cooperative banks during the last three years and the current financial year;
- (b): if so, the details thereof alongwith action taken on such complaints;
- (c): whether the Government has conducted any enquiry in this regard;
- (d): if so, the details thereof alongwith the action taken against the erring officials/persons;and
- (e): the remedial measures taken/being taken by the Government in this regard

Answer

MINISTER OF THE STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA)

(a) to (e): Complaints of various types, including complaints relating to Cooperative Banks are received by the Government from time to time. These complaints are immediately forwarded to the concerned Bank, National Bank for Agriculture and Rural Development (NABARD) and Reserve Bank of India (RBI) as the case may be for redressal as a suitable mechanism exists in all banks for receiving and addressing such complaints from customers/ constituents. This mechanism lays specific emphasis on resolving such complaints fairly and expeditiously, regardless of their source. Further, to ensure that the complaint redressal mechanism is effective and for strengthening customer services, the RBI has issued instructions to all banks for putting in place a four tier institutional arrangement consisting of : (i) Customer Service Committee of the Board, (ii) Standing Committee of Executives on Customer Service,(iii) a nodal department/office for customer service at the Head Office and Controlling Offices and (iv) a Customer Service Committee at the branch level.