

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:1535
ANSWERED ON:04.03.2011
BANK SURCHARGE ON ONLINE BANKING
Punia Shri P.L.

Will the Minister of FINANCE be pleased to state:

-

(a) whether the Government is aware that various banks are charging additional surcharge on payment of bills through debit / credit cards and online banking;and

(b) if so, the details thereof alongwith the corrective efforts being made the Government in this regard?

Answer

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

(a)& (b): Reserve Bank of India (RBI) has issued guidelines on credit card operations on 21.11.2005, which cover almost all issues concerning credit card operations like interest and other charges, wrongful billing, protection of consumer rights, rederssal of grievances etc. The Banking Ombudsman Scheme, 2006 has been notified w.e.f. 1st January, 2006 enlarging the scope of the scheme to cover customer complaints in areas such as levying service charges without prior notice to the customer and non-adherence to the Fair Practices Code as adopted by the banks, credit card complaints, deficiency in providing the services assured by the banks through their agents etc.