

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:1565

ANSWERED ON:04.03.2011

COMPLAINTS AGAINST BANKS

Nagorao Shri Dudhgaonkar Ganeshrao;Ponnam Shri Prabhakar

Will the Minister of FINANCE be pleased to state:

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(a) whether the Government has received complaints against Public and Private Sector Banks pertaining to the theft of cheques from cheque drop boxes and oilier deficiency in services during the last three years and the current year;

(b) if .so. the details thereof, bank-wise and the reasons therefor;

(c) wherlier the Government has imposed any penalty on the erring banks for such deficiency in services and refunded the amount lost by the depositors in such cases during the same period;

(d) if so. the details thereof, bank-wise and if not. the reasons therefor: and

(e) the corrective steps taken/being taken by the Government in this direction?

Answer

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

(a) to (e):- Reserve Bank of India (RBI) have informed that during the last three years certain incidents of theft / robberies at Automated feller Machines (ATMs) (Cheque drop Box) have occurred during the last three years as reported by Public and Private Sector banks. The details of such incidents are as under:

Name of Bank	No. of incidents	Amount involved (In. Rs. Lakhs)
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1 State Bank of India	07	8.49
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2 State Bank of Bikaner& Jaipur	01	23.79
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3 Canara Bank	01	0.00
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4 Federal bank Ltd.	03	0.00
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5 ING Vysya bank Ltd.	01	0.00
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6 Axis Bank Ltd.	13	4.08
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7 Indus Ind Bank Ltd.	04	0.00
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8 Citibank NA	03	0.06
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9 IDBI Bank Ltd.	05	5.86
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Total	38	42.28
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Banking Ombudsman Scheme 2006 specifies 27 grounds of complaint on which a person may file a complaint with the Banking Ombudsman.

Regarding complaints on other deficiency in services, the data on complaints received by Banking Ombudsman Office all over

India is as follows:

Year	No. of Complaints received (other deficiency in services)
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2007-08	47887
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2008-09	69117
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2009-10	79266
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July 2010-February2011	47271
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Bank wise statement of complaints on other deficiencies are as under:-

No. of Complaints 01-07-10 to 28-02-11	No. of Complaints 01-07-09 to 30-06-10	No. of Complaints 01-07-08 to 30-06-09	No. of Complaints 01-07-07 to 30-06-08
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1 Nationalised Banks	13274	19096	14974	12163
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2 SBI Associates	12948	20524	18167	13531
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3	Private banks	11822	22507	21982	13950
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4	Foreign Banks	4957	11293	11700	6122
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5	SCBs/ RRBs/ others	4270	5846	2294	2121
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Total		47271	79266	69117	47887
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RBI has also issued circulars to banks on security arrangements from time to time advising them to be more vigilant, tighten up security arrangements and take preventive action against robberies/ dacoities in their branches.

To prevent mishandling of instruments by unauthorised persons, banks have advised the customers to write the name, Telephone number on the reverse of the cheque, since it would not be possible to provide acknowledgement for cheque dropped in boxes.