

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:3837
ANSWERED ON:16.12.2011
FACILITIES TO SENIOR CITIZENS
Meghwal Shri Bharat Ram

Will the Minister of FINANCE be pleased to state:

- (a) the details of the facilities in financial sectors like banking, income-tax etc. made available by the Government to senior citizens;
- (b) whether any instances of the amount of Dearness Allowance (DA) granted by the Union Government not being credited to the pension accounts of senior citizens in branches of various banks in Delhi come to the notice of the Government;
- (c) if so, the details thereof for the last three years, bank-wise;
- (d) the role of Managing Directors of banks in this regard; and
- (e) the corrective steps taken/being taken by the Government in this direction?

Answer

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

- (a): Banks have been permitted to formulate, with the approval of their respective Boards of Directors, fixed deposit schemes specifically for resident Indian senior citizens offering higher and fixed rates of interest as compared to normal deposits of any size. These schemes should also incorporate simplified procedures for automatic transfer of deposits to nominee of such depositors in the event of death. The above additional interest is not applicable to any type of non-resident deposits.
- (b)&(c): During 2008-09, 2009-10 and 2010-11, total number of pension related grievances received by the office of the Banking Ombudsman in respect of Scheduled Commercial Banks were 2916, 4831 and 5810, respectively. However, category wise and sector wise data of complaints received as well as bank-wise and sector wise disposal of complaints are not maintained.
- (d): The CMD/Managing Director of Banks ensure that representations received are attended to promptly.
- (e): In March 2011, the Reserve Bank of India has advised all agency banks to ensure that any delay in disbursement of regular pension, revised pension or any type of pension arrears, etc, irrespective of the type of pension (whether normal pension, pension (DA) relief or pension arrears) or any category of pensioners (Central/ State/ Railway/ Defence/ Telecom /Freedom fighters, etc) should be compensated @ Bank Rate plus 2% penal interest for the delayed period and the same is credited to the pension account on the same day by the bank for the delay without getting any claim from the pensioner.