

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:5246
ANSWERED ON:26.04.2013
LOKPAL IN FINANCIAL SECTOR
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Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has appointed a Lokpal for the financial sector including banking, insurance and income tax sectors;
- (b) if so, the details thereof and the functions and responsibilities assigned to the said Lokpal;
- (c) the number of complaints received by the Lokpal from each of the aforesaid sectors, during each of the last three years and the current year, sector-wise;
- (d) whether all these complaints have been addressed to;
- (e) If so, the details thereof and if not, the reasons therefor; and
- (f) The steps taken/being taken to address all these complaints?

Answer

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

(a) & (b): The Ombudsman Schemes have been notified for Banking, Insurance and Income-Tax sectors. The Banking Ombudsman Scheme was introduced for the banking sector in 1995 to provide an expeditious and inexpensive forum to bank customers for resolution of complaints relating to deficiency in banking services provided by commercial banks, regional rural banks and scheduled primary co-operative banks. There are 27 grounds on which customers can approach the BO for deficiency in banking services. The responsibilities and functions of the Banking Ombudsman are laid down in the Banking Ombudsman Scheme 2006 which is available at RBI website, rbi.org.in.

The Insurance Ombudsman Scheme was introduced for quick and in-expensive disposal of the grievances of the insured customers and to mitigate their problems. The powers of Insurance Ombudsman are restricted to insurance contracts of value not exceeding Rs. 20 lacs. The responsibilities and functions of the Insurance Ombudsman are available at IRDA website: irda.gov.in

Similarly, Income-Tax Ombudsman Scheme was introduced for satisfactory resolution of the complaints / grievances of tax-payers against the Income-Tax Department, to suggest remedial measures and to report the findings of the Income-Tax Ombudsman to the Government for appropriate action against erring officials. The jurisdiction and functions of Income-Tax Ombudsman Scheme are available at Income-Tax website: incometaxindiapr.gov.in.

Presently, 15 offices of the Banking Ombudsman, 12 for the Insurance Sector and 12 of the Income-Tax Ombudsman have been established across the country.

(c) The details of the number of complaints received and disposed by all the three Ombudsman in Banking, Insurance and Income-tax are given below:-

Sector	2009-10		2010-11		2011-12		2012-13	
	Recei ved	Dispo sed	Receive sed	Dispo sed	Receive sed	Dispo sed	Recei ved	Disposed
Banking Ombudsma n #	88,699	83,336	76,638	72,023	77507	72885	56256	46294
Insurance Ombudsma n ##	16,064	15,190	21,065	17,313	22340	21,185	24782	23357
Income-Tax Ombudsma n	3,494	2,924	5420	3,953	4380	2972	5909	3654

Note: # Financial year for Banking Ombudsman is 1st July to 30th June. ## includes the number of complaints carried over from the previous year.

d) to f): The disposal of cases by all the three offices of Banking Ombudsman, Insurance Ombudsman and Income-Tax Ombudsman are reviewed annually and periodically from time-to-time by the respective regulators and concerned authorities.