

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:4209
ANSWERED ON:22.03.2013
LOSS OF DOCUMENTS BY BANKS
Dubey Shri Nishikant

Will the Minister of FINANCE be pleased to state:

- (a) whether instances of property papers pledged with banks of home loan consumer's being misplaced/ lost by certain banks/ insurance companies come to the notice of the Government during the last three years and the current year;
- (b) if so, the details thereof, bank/ insurance, company-wise;
- (c) the action taken/ being taken by the Government against such banks/ insurance companies during the said period; and
- (d) the steps taken/ being taken by the Government in this regard?

Answer

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

(a)&(b): As per replies received from the Public Sector Banks (PSBs) and Insurance Companies, some of the PSBs have informed cases of loss of property papers of home loan pledged with their banks during the last three years and the current year as per detail below:

Name of the Bank	Number of cases
Andhra Bank	03
Bank of Baroda	03
Indian Bank	02
State Bank of India	18
State Bank of Mysore	03
IDBI	01
Punjab & Sindh Bank	01
United Bank of India	01

Rest of the banks have informed that they do not have such cases.

(c)&(d): Banks take following steps in the event of loss of documents:

FIR regarding loss of title deeds lodged with the Police.

Caution Notice issued in Newspapers stating that property under Housing Loan is mortgaged with the bank, registration of deposit of title deeds has been completed in consultation with legal counsel.

Reconstruction of documents.

Make suitable arrangements to obtain certified/duplicate copies of documents/ agreement/deed at Bank's cost from concerned Registrar office etc.

Compensation as per bank's policy/as per advice of Banking Ombudsman.

Initiation of disciplinary action against concerned officials.

Instructions have issued by the respective Banks to the field functionaries for keeping all property papers under dual custody and records in the matter.