

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

STARRED QUESTION NO:408

ANSWERED ON:04.05.2012

COMPLAINTS AGAINST BANKING SERVICES

Jaiswal Shri Gorakh Prasad ;Laguri Shri Yashbant Narayan Singh

**Will the Minister of FINANCE be pleased to state:**

- (a) the nature of complaints about the shortcomings in banking services which are lying pending during the last three years and the reasons therefor. bank-wise:
- (b) the number of accused officials since superannuated alongwith the number of officials still in service;
- (c) the action taken/proposed to be taken against the accused officials; and
- (d) the remedial steps taken/proposed to be taken by the Government in this regard?

**Answer**

FINANCE MINISTER (SHRI PRANAB MUKHERJEE)

(a) to (d) H A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PART (A) TO (D) OF LOK SABHA STARRED QUESTION NO.-408 FOR 4TH MAY, 2012 TABLED BY SHRI GORAKH PRASAD JAISWAL AND SHRI YASHBANT N.S. LAGURI REGARDING COMPLAINTS AGAINST BANKING SERVICES

(a) All the fifteen Offices of Banking Ombudsman(BO) across the country have received 71274 complaints regarding shortcomings in banking services during the year 2010-11 as compared to 79266 complaints in 2009-10. The number of such complaints pending in the offices of BOs at the close of year 2010-11 and 2009-10 were 4617 and 5364. respectively. About twenty four percent of such complaints received in 2010-11 pertained to ATMs/Debit Cards/Credit Cards related matters; other complaints pertained to issues like deposit accounts, remittances, loans & advances. payment of pension, levy of charges without prior notice: failure to meet commitment, complaints against direct selling agents & recovery agents and about notes, coins etc. A statement showing bank-wise details of complaints to the Banking Ombudsman over the last three years is attached.

(b) & (c) The data reporting system of Reserve Bank of India (RBI) does not generate information on the number of accused banking officials, superannuated or serving, who are responsible for shortcomings in banking services. Banks take appropriate action against the accused officials and fix responsibilities for administrative and vigilance related lapses on the basis of extant guidelines and their respective policies on human resources. Under the Banking Ombudsman(BO) Scheme, 2006, BOs are empowered to award compensation upto Rs. 1 lakh to the complainants for credit card related complaints and Rs. 10 lakh in case of other complaints taking into account the loss of time, expenses incurred, harassment and mental agony suffered by customers in addition to restoration of actual pecuniary losses suffered in the transaction. Under the provisions of Banking Regulation Act, 1949, RBI can also impose penalty on a bank for violation of any of the guidelines issued by them.

(d) Apart from issuing various guidelines to improve banking services, RBI had in 2006 created a 'Customer Service Department' to take up customer care -related issues with banks for redressing the same. This apart Govt. of India has also put in place among others, a uniform public grievance redress system of in all public sector banks for expeditious resolution of customer complaints through the 'Centralised Public Grievance Redress and Monitoring Systems (CPGRAMS),