

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:3374  
ANSWERED ON:30.08.2013  
COMPLAINTS AGAINST PRIVATE BANKS  
Mahtab Shri Bhartruhari

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

- (a) whether instances of any private bank deducting excess annual fees for ATM cum Debit card and other services from the accounts of its customers have come to the notice of the Government/Reserve Bank of India (RBI) in the recent past;
- (b) if so, the details thereof;
- (c) whether any complaints including from any public representative have been received by the RBI/Government in this regard;
- (d) if so, the details thereof and the action taken by the RBI/Government thereon; and
- (e) the other remedial measures taken/ being taken by the Government in this regard?

**Answer**

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

(a) & (b): Yes, Sir. Reserve Bank of India (RBI) does not maintain separate category data on instances of private sector banks deducting excess annual fees for ATM cum Debit card and other services, from the accounts of its customers. However, there were 15653 complaints received by the Reserve Bank of India (RBI) under Banking Ombudsman Scheme for the year 2012-2013 (July-June) against Private Sector Banks, out of which 3486 related to complaints against ATM/Debit Card/ Credit Cards. Further, out of 2786 complaints received since July 2013, 898 related to ATM/Debit Card/Credit Card related complaints. The majority of such complaints generally pertain to non/ short dispensation of cash at ATMs, unauthorized credit card transactions through net banking, application of annual fees despite card being free, complaints against credit card due recoveries etc.

(c) & (d): Yes, Sir. Representations have been received from some public representatives seeking waiver of credit card dues etc. These representations were considered and also dealt with in accordance with the existing policies by the Reserve Bank of India as well as by the concerned Banks.

(e): A number of steps have been taken by the Government as well as the Reserve Bank of India to resolve the complaints of customers, expeditiously, including those on excess charges, if any, as approved, generally within 30 days by putting in place a robust grievance redressal system including resolution of grievances received through the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) in all PSBs.

Besides, banks are required to follow the Banking Codes and Standards Board of India (BCSBI)'s Code of Banking Commitments to Customers and Code of commitment to Micro and Small Enterprises.

In order to improve customer service in banks, majority of recommendations of the Damodaran Committee have been implemented by the banks. A Working Group has also been constituted by the Reserve Bank of India to review and update the BO Scheme and also the changes in services and product delivery strategies of banks.

Besides above, the RBI has also undertaken further steps to improve the redressal of complaints against banking service deficiencies as under:-

- (i). Implementation of Banking Ombudsman Scheme, 2006;
- (ii). Guidelines on Customer service issues;
- (iii). Bank's level internal grievance redressal systems;
- (iv). Publicity to the policies on customer care: and
- (v). Activities and campaigns to spread financial education and awareness of consumer rights and the grievance redressal mechanism.

