

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

STARRED QUESTION NO:203
ANSWERED ON:23.08.2013
COMPLAINT AGAINST BANK OFFICIALS
Singh Rajkumari Ratna;Yadav Shri Hukumdeo Narayan

Will the Minister of FINANCE be pleased to state:

- (a) : the number of bank officials/employees against whom departmental/Central Bureau* of Investigation (CBI) inquiry was/is being conducted during the last three years and the current year, bank-wise;
- (b) the number of complaints received/settled by the Banking Ombudsman during the said period, bank-wise;
- (c) the details of erring officials identified by the Banking Ombudsman and action taken against them during the said period; and
- (d) the steps taken by the Banking Ombudsman for speedy disposal of cases?

Answer

THE MINISTER OF FINANCE (SHRI P. CHIDAMBARAM)

(a) to (d): A Statement is laid on the table of the House.

Statement as referred in reply to part (a) to (d) of Lok Sabha Starred Question No. 203 for answer on 23rd August 2013 regarding Complaint against Bank Officials tabled by Shri Hukumdev Narayan Yadav & Shrimati Rajkumari Ratna Singh, Hon'ble Members, Lok Sabha.

Part (a)

As per information available with CBI, it has registered 479 cases against 686 Bank officials of Public Sector Bank (PSBs) and others related to bank frauds during the years 2010, 2011, 2012 and 2013 (till 31.07.2013). As per information furnished by PSBs, departmental inquiries have been initiated against 26,584 bank officials/employees. Year-wise & Bank-wise details of these cases are given in Annex-IA & IB.

Part (b)

The number of complaints received/ settled by the Banking Ombudsman during the said period, bank - wise is at Annex - II.

Part (c)

The Banking Ombudsmen (BO) Scheme, 2006 is an alternate grievance redressal mechanism for speedy and cost free resolution of complaints received from the customers against banks for deficiency in banking services offered by them. Banking Ombudsman is not empowered to take action against erring officials.

Part(d)

The Banking Ombudsman Scheme is an alternate dispute resolution mechanism, the proceedings under the scheme are summary in nature and the Banking Ombudsman has to rely only on the documentary evidence produced by the parties. The Banking Ombudsman has no power to call for evidence on oath or oral evidence by witnesses. The BO has to rely on the normal banking practices and procedures and principles of banking law that have evolved over a period of time and is also guided by the guidelines issued by Reserve Bank from time to time in regard to specific areas of banks' operations covering customer protection/customer service issues. As on date, number of cases pending for more than three months is less than 1% of total pending cases.