

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:417

ANSWERED ON:06.12.2013

REPORT OF WORKING GROUP CONSTITUTED BY BCSBI

Alagiri Shri S. ;Sinh Dr. Sanjay

Will the Minister of FINANCE be pleased to state:

(a). Whether the working group constituted by the Banking Codes and Standards Board of India (BCSBI) to review the code of banks commitment to customer has submitted its report to the Government.

(b). If so, the details thereof along with the main recommendations made by the said group and action taken by the Government thereon; and

(c) if not, the time by which the said group is likely to submit its report to the Government?

Answer

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

(a): The Banking Codes and Standards Board of India (BCSBI) is an autonomous institution, set up by the Reserve Bank of India, in association with Indian Banks' Association and banks. It brings out Codes and Standards on Customer Service to be followed by banks who are members of BCSBI. The Working Group set up by the BCSBI is not required to submit any report to the Government but to the Governing Council of BCSBI.

(b) and (c): Do not arise.