

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:3654  
ANSWERED ON:11.12.2009  
FACILITIES TO SENIOR CITIZENS  
Aaron Rashid Shri J.M.

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

- (a) the details of the facilities being provided to senior citizens by the nationalized banks;
- (b) whether the said facilities are available in all the branches of nationalized banks in the country including Uttarakhand;
- (c) if not, the reasons therefor;
- (d) whether there are complaints that the pensioners are forced to stand in queues alongwith the general public to withdraw their monthly pensions;
- (e) if so, the details thereof; and
- (f) the corrective measures taken/the guidelines issued by the Government to provide adequate facilities to the Senior Citizens?

**Answer**

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

(a) to (f): Reserve Bank of India (RBI) vide its master circular dated July 1, 2009 had issued guidelines to banks regarding operation of bank accounts by old/sick/incapacitated persons, which inter-alia, include operation of bank account by persons who are too ill to sign a cheque or cannot physically present in the bank to withdraw money. Banks have been permitted by the RBI to formulate, with the approval of their Boards of Directors, fixed deposit schemes specifically for resident Indian senior citizens offering higher and fixed rates of interest as compared to normal deposits of any size. These schemes should also incorporate simplified procedures for automatic transfer of deposits to nominee of such depositors in the event of death. In order to encourage a formal channel of communication between the customers and the bank at the branch level, banks have been advised by RBI to take necessary steps for strengthening the branch level customer service committees with greater involvement of customers. Further as senior citizens usually form an important constituency in banks, banks were advised to preferably include a senior citizen in the branch level committees. Guidelines have also been issued by RBI on October 1, 2008 to banks to establish and operationalise Centralized Pension Processing Centers and to formulate pensioner friendly measures. RBI has reported that subsequent to the release of benefits of 6th Pay Commission to pensioners, there were complaints of delayed credits. RBI has taken up the matter with all the banks in a meeting for redressal of the grievances. Subsequently complaints on account of delayed credits ceased except for a few.