

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2949
ANSWERED ON:13.03.2015
MOBILE BANKING
Venugopal Dr. Ponnusamy

Will the Minister of FINANCE be pleased to state:

(a) whether the Reserve Bank of India (RBI) asked the banks to make the registration process for mobile banking services easy and activate the services at the earliest to expand the reach of mobile banking; and

(b) if so, the details thereof ?

Answer

The Minister of State in the Ministry of Finance (SHRI JAYANT SINHA)

(a) to (b) Yes Madam. Reserve Bank of India (RBI) vide its circular dated 04.12.2014 asked banks to strive to provide options for easy registration for mobile banking services to their customers through multiple channels, thus minimizing the need for the customer to visit the branch for such services.

Banks have also been asked to ensure that the time taken between registration of customers for mobile banking services and activation of the same should also be minimized.

Further details are available at website www.rbi.org.in .