

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:2910  
ANSWERED ON:13.03.2015  
GRIEVANCE REDRESSAL MECHANISHWI  
Adhikari Shri Sisir Kumar;Hari Shri G.

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

- (a) whether the Government has advised the Public Sector Banks (PSBs) and Financial Institutions(FIs) to set up a robust grievance redressal mechanism for borrowers, depositors and staff;
- (b) if so, the details thereof;
- (c) whether the Government asked the PSBs/FIs to act/take decision without fear or favour; and
- (d) if so, the details thereof along with the steps taken by the Government in this regard?

**Answer**

The Minister of State in the Ministry of Finance (Shri Jayant Sinha)

(a) & (b): Yes Sir, Government has conveyed to all Public Sector Banks (PSBs)/Financial Institutions (FIs) that each PSB/FI should have a robust grievance redressal mechanism for borrowers, depositors as well as staff and the aggrieved person should have an opportunity to represent his case at least at two levels.

(c) & (d): Government has conveyed to all PSBs/ FIs that they should take all commercial decisions in the best interest of the organization without any fear or favour and all decisions should be taken based on facts of the case and the objectivity.