

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:3434
ANSWERED ON:01.08.2014
COMPLAINTS AGAINST FOREIGN BANKS
Singh Shri Pashupati Nath

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has received any complaint against foreign banks for irregularities, harassment of their customers and other deficiencies in services;
- (b) if so, the details thereof, during each of the last three years and the current year, bank-wise alongwith the action taken on such complaints;
- (c) whether the Government has framed any rules for foreign banks; and
- (d) if so, the details thereof and the corrective steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SMT. NIRMALA SITHARAMAN)

(a) to (d): Yes, Sir. The number of complaints received and resolved against Foreign Banks for irregularities, harassment of customers and other deficiencies in service during 2010-11 to 2013-14 under the Reserve Bank of India (RBI) Banking Ombudsman Scheme, 2006 are at Annex. Instructions/ guidelines issued by RBI to banks especially with respect to customer service and grievance redress mechanism, are equally applicable to foreign banks. The Banking Ombudsman Scheme introduced by RBI is a cost free apex level grievance redress mechanism applicable to foreign banks also.