

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:2440

ANSWERED ON:11.03.2016

Complaints Against Foreign Banks

Bhabhor Shri Jasvantsinh Sumanbhai;Choudhary Shri Ram Tahal;Giluwa Shri Laxman;Khaire Shri Chandrakant Bhaurao

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

- (a) whether the Government has received any complaints 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

(a) to (d): Instructions/ guidelines issued by Reserve Bank of India to Banks, including those relating to Customer Service and Grievance Redressal Mechanism, are applicable to Foreign Banks. Banking Ombudsman Scheme, 2006 introduced by RBI as a cost free apex level grievance redressal mechanism for resolution of complaints on deficiency in banking services also covers Foreign Banks.

Fifteen Offices of the Banking Ombudsman (OBOs) across the country receives complaints against foreign banks on various banking service deficiencies. Category-wise breakup of complaints received by the OBOs against foreign banks during the last three years and current year is given in the Annex. Complaints are disposed of as per the provisions of the Banking Ombudsman Scheme.

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