

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA):
(a) to (f) Reserve Bank of India (RBI) released a discussion paper on entry of new banks in private sector in August, 2010 inviting comments and suggestions from various stakeholders. RBI is examining the views and comments received from various stakeholders.

Cases of duping of customers by multinational banks

966. DR. JANARDHAN WAGHMARE: Will the Minister of FINANCE be pleased to state:

- (a) whether complaints have been received regarding malpractices and duping of customers by multinational banks in the country during the last two years;
- (b) if so, the details thereof; and
- (c) the action taken to rectify the situation alongwith the progress made thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA):
(a) and (b) During the year 2008-09, a total of 11,700 customer complaints were received by various offices of Banking Ombudsmen relating to foreign banks, out of which, 5,737 complaints relate to credit cards, 996 to loans/advances and 1,150 complaints pertain to failure on commitment made by these banks. During the year 2009-10 a total of 11,450 complaints were received against these banks out of which 4,258 complaints relate to credit cards, 395 to loans/advances and 1,134 complaints pertain to failure on the commitments made.

(c) If Reserve Bank of India (RBI) has issued guidelines to the banks to put in place an effective and elaborate grievances redressal mechanism for resolution/redressal of grievances of bank customers. In accordance with the provisions of such RBI guidelines, the banks are required to give relevant details concerning the grievance redressal mechanism in the bank on their websites for information of their customers. The customers of the banks may file their complaints online also. RBI has also notified the Banking Ombudsman Scheme for resolving the complaints of bank customers. In case of non-resolution of the grievance/complaint by the banks, the customers may also approach the concerned office of the Banking Ombudsman for redressal/resolution of the grievance.

Reserve Bank of India guidelines and Banking Ombudsman Scheme are available on the website of RBI www.rbi.org.in.

Switch over to Base rate from PLR system

967. SHRI A.A. JINNAH: Will the Minister of FINANCE be pleased to state:

- (a) whether it is a fact that Government has switched over to Base rate and not allowing old customers to switch to Base rate from PLR system;