

Suspicious terror financing cases

†2381. SHRI RAVI SHANKAR PRASAD: Will the Minister of FINANCE be pleased to state:

(a) Whether it is a fact that Government has received information about suspicious terror financing cases in the country during the past few years;

(b) if so, the number of cases brought to the notice of Government during 2010-11, 2011 -12 and till December current year 2012-13; and

(c) the amount estimated to be transacted during each of the said period in these cases?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM): (a) and (b) The Financial Intelligence Unit (FIU) receives reports from reporting entities on cases involving suspicious transactions. The number of Suspicion Transaction Reports (STRs) that could possibly be related to Terrorist Financing, disseminated by FIU-IND to relevant agencies is as under:

Financial Year	No. of Terror Financing related STRs
2010-11	259
2011-12	253
2012-13 (upto Dec. 2012)	41

(c) STR being only a suspicion, whether it indicates a case of actual terror financing transaction and the amount involved therein cannot be ascertained at the stage of a STR.

Improving customer service in public sector banks

2382. DR. CHANDAN MITRA: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that Public Sector Banks accounted for nearly two third of the customer complaints received during last financial year;

(b) if so, the reasons therefor ; and

† Original notice of the question was received in Hindi.

(c) the steps taken by Government to improve-customer services in public sector banks across all sphere of banking and also to improve customer data base to prevent incidents of fraud and money laundering ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA): (a) and (b) Yes, Sir. A total number of 72,889 complaints were received in the offices of the Banking Ombudsmen spread across the country against the Scheduled Commercial Banks during the period from June, 2011 to July, 2012, out of which 48,180 were against the Public Sector Banks (PSBs). With increasing consumer literacy and initiatives of banks to put in appropriate systems of grievance redressal and updation of technology, it has been found that out of total complaints received in 2011-12, 25% and 21%, respectively, relates to failures to meet commitments/BCSBI codes/non observance of fair practices code and ATM/Debit/Credit card related issues.

(c) A number of steps have been taken by the RBI and the Government to resolve the complaints of customers, expeditiously, generally, within 30 days, by putting in place a robust grievance redressal system including resolution of grievances received through the Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) in all PSBs.

The Banking Ombudsmen Scheme, 2006 (BOS) of the Reserve Bank of India (RBI) is providing expeditious and inexpensive forum to bank customers for resolution of their complaints relating to deficiencies in banking services provided by the commercial banks. This Scheme is operated region-wise through the offices of 15 Banking Ombudsmen covering the entire country.

Banks are also required to follow the Banking Codes and Standards Board of India (BCSBI)'s Code of Banking Commitments to Customers and Code of Commitment to Micro and Small Enterprises.

In order to improve customer service in banks, majority of recommendations of the Damodaran Committee have been implemented by the banks. A Working Group has also been constituted by the Reserve Bank of India to review and update the BO Scheme and also the changes in services and product delivery strategies of banks.

Incognito visits by RBI Officers are conducted to bank branches to make independent assessment of the level of customer service provided by the Banks.