

- (iii) Surveillance through CCTV is maintained at sensitive locations /areas at Airports such as Arrival Hall and Green Channel Area. The footage is stored for viewing by the Supervisory Officers or Vigilance Wing in case of complaint.
- (iv) To avoid formations of undesirable nexus, periodical rotation of the officers between sensitive and non-sensitive charges is undertaken.
- (v) Display Boards and stickers have been placed at strategic places, exhorting the passengers not to pay bribes and contact senior officers at the given telephone numbers in case of any harassment or complaint.
- (vi) Surprise checks are conducted regularly by supervisory officers to monitor and restrict movement of unauthorized persons in working places to prevent any possible collusion of Customs Officers with smugglers.

Penalty on pre-payment of floating rate term loans

3603. SHRI GULAM RASOOL BALYAWI: Will the Minister of FINANCE be pleased to state:

- (a) whether the Reserve Bank of India (RBI) had barred banks from charging penalty for pre-payment of housing loans in June, 2012 and that this benefit was extended to all types of floating rate term loans in May, 2014;
- (b) whether there have been cases of violation of these guidelines; and
- (c) if so, the details thereof and the action taken in each case?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRIMATI NIRMALA SITHARAMAN): (a) Yes, Sir. The Reserve Bank of India (RBI) on 05.06.2012, has issued instructions to all the Banks not charging foreclosure charges/ pre-payment penalties on home loans on floating interest rate basis. Subsequently, the RBI has also extended the instructions to all floating rate term loans sanctioned to borrowers with effect from 07.05.2014.

(b) and (c) As per the RBI, one complaint had received during the year 2013-14 against DCB Bank alleging that foreclosure charges were levied in the housing loan account. The matter was forwarded to their Customer Service Department for resolution of complaint.

Further, during Annual Financial Inspection 2013 of Tamilnad Mercantile Bank Ltd. it was observed that few branches of the bank had incorporated a condition in the case of housing loan regarding levying 2% pre-payment penalty on the outstanding amount in the case of takeover by another bank/foreclosure. The matter was taken up with bank for compliance.