and Standard Board of India (BCSBI) is bound by the Code. The Code was last revised in January 2014.

In terms of BCSBI Code Clause 8.17.4.1.h.on ATM/Debit and Credit Cards, once a customer advises the bank that his/her card has been stolen or lost, or his/her pin or password disclosed, the customer is not responsible for any unauthorised use of card after that time. However, this protection will not apply if customer has acted fraudulently or negligently. Further, in case of a disputed transaction where customer contention is not acceptable to the bank, it is the responsibility of the bank to provide evidence of customer having authorised the transaction.

Violation of BCSBI Code is ground of complaint under the Banking Ombudsman Scheme.

(b) and (c) During the year 2012-13, Banking Ombudsman received 70,541 complaints out of these 17, 867 complaints were relating to ATM, Debit and Credit card transactions.

Pay revision of employees of Forest Research Institute

1458. SHRI TARUN VIJAY: Will the Minister of FINANCE be pleased to state:

(a)   whether Government is aware that the recommendations of the Fifth and Sixth Pay Commissions have not been applied in respect of the salaries of the employees of Forest Research Institute, Dehradun for the last 19 years; and

(b)   whether there is going to be any consideration of their request to have this issue resolved?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRIMATI NIRMALA SITHARAMAN): (a) and (b) The information is being collected and would be laid on the Table of the House.

Transfer of dormant bank balances to Government

1459. SHRI MOHD. ALI KHAN: Will the Minister of FINANCE be pleased to state:

(a)   whether RBI has directed banks to transfer dormant balances to the Government of India after a period of ten years; and

(b)   if so, the details thereof and its implementation status thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRIMATI NIRMALA SITHARAMAN): (a) and (b) In pursuance of the amendment of the Banking