

(c) whether request from Chief Minister of Andhra Pradesh has been received in the Ministry in this regard; and

(d) if so, the action taken by the Ministry so far in this connection?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI ANURAG SINGH THAKUR): (a) No. Andhra Pradesh Re-organisation Act, 2014 does not state that 7 backward districts of the successor State of Andhra Pradesh would be given a package on the lines of KBK districts in Odisha and Bundelkhand region in Madhya Pradesh and Uttar Pradesh.

(b) The releases towards the development of 7 backward districts are based on the report of NITI Aayog on ‘Developmental Support to the Successor State of Andhra Pradesh under the Andhra Pradesh Re-organisation Act, 2014’ dated 01.12.2015 (wherein total amount of ₹ 2100 crore for the 7 backward districts of Andhra Pradesh @ ₹ 300 crore per district was recommended) and approval of the competent authority in terms of Section 46(2) and (3) and 94(2) of the Andhra Pradesh Re-organisation Act, 2014. Accordingly, ₹ 1050 crore has been released for the development of 7 backward districts of Andhra Pradesh in three instalments of ₹ 350 crore each (Rs. 50 crore per district per year) in the financial years 2014-15, 2015-16 and 2016-17. In 2017-18, all the necessary approvals were not available and inadvertently the 4th instalment amounting to ₹ 350 crore was released and then withdrawn. The matter is under examination and the release has not yet materialized.

(c) and (d) Yes. The proposal for release of 4 instalment of funds for the development of 7 backward districts is under consideration.

CMS to file online complaint against banks and NBFCs

†2589. SHRI AMAR SHANKAR SABLE: Will the Minister of FINANCE be pleased to state:

(a) whether RBI has launched a Complaint Management System (CMS) to file online complaints against banks and Non-Banking Finance Companies (NBFCs), if so, the number of complaints received on CMS;

(b) when investigation and strict action would be taken against guilty persons on the basis of received Complaints; and

(c) whether there is any plan to start Interactive Voice Response (IVR) system which is dedicated to track the status of complaints by complainant, if so, the details thereof?

†Original notice of the question was received in Hindi.

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI ANURAG SINGH THAKUR): (a) Reserve Bank of India (RBI) has informed that the Complaint Management System (CMS) was launched on June 24, 2019. The total number of complaints received against banks and NBFCs as on July 05, 2019 are given below:—

Complaints received against	Grand Total
Banks	10,249
NBFCs	133
TOTAL	10,382

(b) CMS is an application for filing of complaints with RBI against any of the regulated entities. The complaints falling under the grounds of complaints of the Banking Ombudsman (BO) Scheme, 2006 and Ombudsman Scheme for NBFCs, 2018 are resolved as per the provisions of Schemes.

Clause 7(2) of the BO Scheme reads as ‘ The Banking Ombudsman shall receive and consider complaints relating to the deficiencies in banking or other services filed on the grounds mentioned in clause 8 irrespective of the pecuniary value of the deficiency in service complained and facilitate their satisfaction or settlement by agreement or through conciliation and mediation between the bank concerned and the aggrieved parties or by passing an Award as per the provisions of the Scheme.’

Clause 7(2) of the Ombudsman Scheme for NBFC reads as ‘ The Ombudsman shall receive and consider complaints relating to the deficiencies in services filed on any one or more of the grounds mentioned in Clause 8 and facilitate their satisfaction or settlement by agreement or through conciliation and mediation between the non-banking financial company concerned and the aggrieved party or by passing an Award in accordance with the provisions of the Scheme.’

(c) At present there is no IVR system to track the status of complaints.

Threat to national security

2590. SHRI SANJAY RAUT: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that some of the foreign investments are posing threat to the national security, particularly in financial services, critical infrastructure and technology sector;

(b) if so, the details thereof and Government’s response thereto; and