

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

RAJYA SABHA
UN-STARRED QUESTION NO. 32
TO BE ANSWERED ON 2nd FEBRUARY, 2021/ 13 MAGHA 1942(SAKA)
‘COMPLAINTS AGAINST NBFC BANKS’

32. Dr. L. Hanumanthaiah::

Will the Minister of *FINANCE* be pleased to state:

- (a) whether Government has received complaints against some NBFC Banks and some Housing Finance Companies, NBFC’s agent who first attracts the customer by guaranting PMAY subsidy and lower ROI, but once the customer got trapped they do not support or guide for availing PMAY subsidy;
- (b) whether there are thousands of complainants who are eligible for PMAY subsidy but above said banks are not applying for PMAY subsidy for those eligible customers too and complaints are raised by the customers with RBI, Ministry of Finance and PMO also in this regard; and
- (c) if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI ANURAG SINGH THAKUR)

(a) to (c): As informed by Ministry of Housing and Urban Affairs (MoHUA), Credit Linked Subsidy Scheme (CLSS) is admissible under Pradhan Mantri Awas Yojana Urban (PMAY-U) under which an applicant desirous of availing the credit subsidy may approach the Primary Lending Institutions (PLIs) i.e Banks, HFCs etc. who have entered into a Memorandum of Understanding (MoU) with any of the three Central Nodal Agencies (CNAs).

As per the MoU signed between the PLI and CNA, the PLI has to follow the best practices of lending to implement the scheme and follow the scheme guidelines and regulations of Reserve Bank of India (RBI).

As informed by CNAs, all queries/grievances received by them are appropriately addressed as per process.

Further as informed by MoHUA, Government has launched a CLSS Awas Portal (CLAP) for more efficient and transparent processing of the claims and seamless disbursement of interest subsidy to the beneficiaries. This Portal is beneficiary friendly and also has a CLSS Tracker which enables beneficiaries to track the status of their applications. MoHUA has also set up a dedicated public Grievance Cell at Housing for All (HFA) Directorate to address the grievances on a day to day basis.
