GOVERNMENT OF INDIA
MINISTRY OF MINORITY AFFAIRS

RAJYA SABHA

UNSTARRED QUESTION NO. 2042
ANSWERED ON 21.03.2022

DISCRIMINATION BY BANKS AGAINST MINORITIES BASED ON RELIGION

2042. DR. L. HANUMANTHAIAH:
SMT. PHULO DEVI NETAM:
SHRI G.C. CHANDRASHEKHAR:

Will the Minister of MINORITY AFFAIRS be pleased to state:

(a) whether Government is aware of an official dress-code policy for customers wearing religious clothing in public sector banks and, if so, the details thereof;
(b) whether Government has or intends to take any action against employees at a public sector bank in Bihar who asked a female customer to remove her Hijab in order to withdraw money;
(c) if so, the details thereof and, if not, the reasons therefor;
(d) whether the incident amounts to discrimination against minorities based on religion and whether Government intends to treat and investigate the incident as such; and
(e) if so, the details thereof and, if not, the reasons therefor?

A N S W E R

THE MINISTER OF MINORITY AFFAIRS
(SHRI MUKHTAR ABBAS NAQVI)

(a) to (e). The public sector banks have no dress code policy for customers. However, an incident mentioned in part (b) of the question has been reported. The concerned bank after investigating the matter has found that the customer visited the bank branch for withdrawal of money. Due to mismatch of signature, bank staff requested the customer for face verification, a part of routine due diligence to protect the interests of the customers. The customer has also given in writing to the bank that she has no complaint against the bank and matter may be rested.

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