

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

RAJYA SABHA
UNSTARRED QUESTION No. 1342

ANSWERED ON 1ST AUGUST, 2023/ SRAVANA 10, 1945 (SAKA)

Employing regional language-speaking officials at the banks

1342. SHRI K.R.N. RAJESHKUMAR:

Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that, there are increasing complaints or disputes in the PSU banks by the officials versus customers in regional language communication;

(b) if so, the details of the incidents, State-wise;

(c) whether Government is considering revising the recruitment policy to add regional language knowledge as a mandatory requirement; and

(d) if so, the other steps taken in this regard to employ regional language-speaking officials at the banks; and

(e) if not, the reasons therefor?

ANSWER

The Minister of State in the Ministry of Finance
(Dr. Bhagwat Karad)

(a) to (e): Public Sector Banks (PSBs) are Board driven entities and they conduct examination for clerks through the Institute of Banking and Personnel Selection (IBPS) in thirteen regional languages, in addition to English and Hindi.

In case of officers who are recruited on a pan-India basis and are subject to transfers all over India, PSBs conduct language workshops for bank officials to learn communicative skills in regional languages. Further, PSBs recruit front-line staff (clerks/associates/workmen-staff) for vacancies state-wise and the applicants are also tested for proficiency in local language of the state in order to communicate with the local customers effectively.

Further, Reserve Bank of India circular dated 1st July, 2015 on "Customer Service in Banks", regarding *inter-alia* use of Hindi and regional languages in transacting business including communications to customers, is also followed by PSBs.
