

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA
UNSTARRED QUESTION NO-363
ANSWERED ON- 06/02/2024

**OUTSTANDING CREDIT CARD AND PERSONAL LOAN DUES OWED TO
BANKS AND NBFCs**

363. SHRI SAKET GOKHALE

Will the Minister of FINANCE be pleased to state:-

- (a) the total amount of current pending/outstanding credit card and personal loan dues owed to banks and NBFCs by retail customers as on date; and
- (b) the total amount of credit card and personal loan outstanding dues written off by banks and NBFCs from FY 2019-20 till date year-wise?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(DR. BHAGWAT KARAD)

(a) to (b): As per inputs received from Reserve Bank of India (RBI), it collects data on retail loans which includes personal loans and retail business loans as per regulatory prescriptions. Total outstanding retail loans, including personal loans and credit card receivables, of Scheduled Commercial Banks (SCBs) stands at Rs 50,14,200 crore and that of Non-Banking Financial Services (NBFCs) stands at Rs 12,05,100 crore as on 30.9.2023.

Details of write-offs by SCBs and NBFCs resulting into reduction in NPAs pertaining to retail loans, including personal loans and credit card receivables, is as below:

Rs in crore

Write-offs during the financial year*		
Financial Year	SCBs	NBFCs
FY 2020-21	18,936	18,198
FY 2021-22	29,475	25,550
FY 2022-23	28,627	23,368
FY 2023-24 (Till 30.9.2023)	17,189	11,981

Source: RBI

**The lenders retain the right to recover from the borrowers in all such cases.*
