

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA

STARRED QUESTION No. *437

TO BE ANSWERED ON 31st MARCH, 2017 (FRIDAY)/CHAITRA 10, 1939 (SAKA)

Ombudsman for Digital Transaction

***437. SHRI RAJESH RANJAN:**

Will the Minister of FINANCE be pleased to state:

(a) whether the Government proposes to institute an office of Ombudsman to address the issues regarding customer service and grievances in relation to the e-wallet service providers and if so, the details thereof; and

(b) the mechanism adopted by the Government to prevent fraudulent/failed/delayed digital transactions and to provide legal recourse to the aggrieved customers post demonetisation?

Answer
THE FINANCE MINISTER
(SHRI ARUN JAITLEY)

(a) to (b):- A Statement is laid on the Table of the House.

Statement referred to in reply to parts (a) to (b) of Lok Sabha Starred Question No. *437 (17th Position) for 31st March, 2017 by SHRI RAJESH RANJAN, M.P. regarding "Ombudsman for Digital Transaction".

(a) and (b) Reserve Bank of India (RBI), vide its Circular dated 1st July, 2016, has issued policy guidelines on the Issue and Operation of Prepaid Payment Instruments (PPIs) like e-wallets in India. According to these guidelines, in case of PPI issued by banks, customers shall have recourse to the Banking Ombudsman Scheme for grievance redressal. Further, the non-bank PPI issuers shall put in place an effective mechanism for redressal of customer complaints along with escalation matrix and publicise the same for the benefit of customers.