

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

UNSTARRED QUESTION No. 3727

TO BE ANSWERED ON 24th MARCH, 2017 (FRIDAY)/CHAITRA 3, 1939 (SAKA)

Mobile Banking Services

3727. SHRI RAJU SHETTY:

Will the Minister of FINANCE be pleased to state:

- (a) the details of the public/private sector banks providing mobile banking services in the country including the number of customers presently using the said facility;
- (b) whether banks propose to launch their mobile banking application in Marathi and other regional languages of the country;
- (c) if so, the details thereof including the steps taken/being taken by the Government in this regard; and
- (d) the manner in which the mobile banking services are being made user friendly by the Government?

Answer

**The Minister of State in the Ministry of Finance
(SHRI SANTOSH KUMAR GANGWAR)**

(a) to (c) Details of public sector banks and 13 banks providing mobile banking services are at Annex. National Unified USSD Platform based mobile banking services are currently offered by 43 leading banks and all GSM- based telecom service providers, and can be accessed in 12 different languages, including Hindi, English and Marathi.

(d) Reserve Bank of India has issued draft guidelines for interoperability of wallets.

In response to Lok Sabha starred question no 10053

S. No.	Bank	Number of customers using mobile banking	Languages offered by the mobile banking app of the bank
1	Allahabad Bank	1,69,374	Hindi, English
2	Andhra Bank	4,02,020	English
3	Axis Bank	31,26,987	English
4	Bank of Baroda	9,50,114	English, Hindi, Gujarati
5	Bank of India	6,49,847	This includes unstructured supplementary services data (USSD) which is a multilingual application offered in 12 languages. Other applications are offered in English.
6	Bank of Maharashtra	2,93,391	English
7	Bhartiya Mahila Bank	3,201	English, Hindi
8	Canara Bank	5,42,845	Hindi, English
9	Central Bank of India	6,01,197	Hindi, English
10	City Union Bank Limited	9,45,278	English
11	Corporation Bank	20,89,979	English
12	Dena Bank	2,08,497	English
13	Federal Bank	4,05,299	English, Hindi, Malayalam
14	HDFC Bank	67,27,600	Hindi, English
15	ICICI Bank Limited	70,99,736	English, Hindi, Marathi, Gujarati, Tamil, Telugu, Kannada, Bengali, Oriya, Punjabi, Malayalam, Assamese
16	IDBI Bank	1,03,396	English
17	Indian Bank	7,87,948	English, Hindi, Tamil
18	Indian Overseas Bank	96,869	Hindi, English
19	IndusInd Bank	5,40,924	English
20	Jammu and Kashmir Bank	50,609	English
21	Karur Vaisya Bank	1,92,258	English
22	Kotak Mahindra Bank	13,13,800	English
23	Lakshmi Vilas Bank	80,799	Tamil, English, Hindi, Telugu, Kannada
24	Oriental Bank of Commerce	1,01,324	English
25	Punjab and Sindh Bank	48,748	English, Hindi
26	Punjab National Bank	55,32,673	English, Hindi
27	Ratnakar Bank	51,158	English
28	South Indian Bank	4,90,000	English
29	State Bank of Bikaner and Jaipur	127877	English
30	State Bank of Hyderabad	1,70,565	English and Hindi
31	State Bank of India	39,31,786	Hindi, English
32	State Bank of Mysore	1,60,325	English
33	State Bank of Patiala	1,27,679	English
34	State Bank of Travancore	89,633	English
35	Syndicate Bank	5,82,560	English, Hindi
36	UCO Bank	5,29,171	Hindi, English, Telugu, Malayalam, Guajarati, Marathi, Bangla, Tamil, Kannada, Assamese, Oriya, Punjabi
37	Union Bank of India	5,23,136	English
38	United Bank of India	84,708	English, Hindi
39	Vijaya Bank	12,91,530	English, Hindi
40	Yes Bank	95,799	English
Total		413,20,640	

Sources: Banks