

**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA
UNSTARRED QUESTION NO. 1239
TO BE ANSWERED ON THE 22ND DECEMBER, 2017 / 1 PAUSHA, 1939 (SAKA)**

SMS SERVICE BY BANKS

QUESTION

1239. SHRI NAGAR RODMAL:

Will the Minister of FINANCE be pleased to state:

(a) the number of complaints received by the Government against banks for not providing SMS service bank/State/UTwise; and

(b) the remedial measures taken/being taken by the Government in this regard?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI SHIV PRATAP SHUKLA)

(a) & (b): All the banks are providing the facility of SMS service to their customers as per RBI guidelines whose mobile numbers are registered with the banks.
