

**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES  
LOK SABHA  
UNSTARRED QUESTION NO.6559  
TO BE ANSWERED ON THE 6<sup>th</sup> April, 2018 / CHAITRA 16, 1940 (SAKA)**

**Redressal of Grievances of Senior Citizens/Sick Persons**

**QUESTION**

**6559. SHRI SUSHIL KUMAR SINGH:**

Will the Minister of FINANCE be pleased to state:

- (a) whether there is a provision for quick redressal of grievances and separate queue for the senior citizens as well as sick persons at all the banks;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor and the corrective steps taken/being taken by the Government in this regard?

**ANSWER**

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

(a) to (c):- Reserve Bank of India (RBI) had issued instructions to all banks on 09.11.2017 advising them to put in place appropriate mechanism for meeting the needs of senior citizens and differently abled persons so that they are able to avail of banks' services without difficulty.

Banks also have their grievance redressal policy and internal grievance redressal mechanism for resolution of all grievances and also customer complaints posted on their respective websites

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