

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

LOK SABHA

UNSTARRED QUESTION NO.2838

TO BE ANSWERED ON 3RD AUGUST, 2018/ SHRAVANA 12, 1940 (SAKA)

Public Participation in Banking

2838. SHRI KUNWAR PUSHPENDRA SINGH CHANDEL:

QUESTION

Will the Minister of FINANCE be pleased to state:-

- (a) whether the Government has proposed a Central Scheme/Policy to ensure the participation of the public in the working of Banks; and
- (b) if so, the details thereof during the last three years along with the number of participants /stakeholders, scheme, State/ UT-wise including Bundelkhand?

ANSWER

**The Minister of State in the Ministry of Finance
(Shri Shiv Pratap Shukla)**

(a): The Reserve Bank of India (RBI) has informed that it had issued instructions to all Scheduled Commercial Banks (excluding Regional Rural Banks) to establish Customer Service Committees at branch level to facilitate formal channel of communication between the customers and the bank. As per RBI's instructions, the committee may study complaints/suggestions, cases of delay, difficulties faced/reported by customers, and evolve way and means of improving customer service.

(b): RBI has apprised that it does not have the requisite information.
