

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

UNSTARRED QUESTION NO. 1229

ANSWERED ON SATURDAY, SEPTEMBER 19, 2020/BHADRAPADA 28, 1942 (SAKA)

Debit Cards

1229. DR. SUBHASH RAMRAO BHAMRE: SHRIMATI SUPRIYA SULE: SHRI MANICKAM TAGORE B.: SHRI KULDEEP RAI SHARMA: DR. DNV SENTHILKUMAR S.: DR. AMOL RAMSING KOLHE:

Will the Minister of FINANCE be pleased to state:

- (a) the amount of money transacted or paid through debit cards in the country during the last three years and the current year, bank-wise;
- (b) whether there is heavy demand for new debit cards during peak months of the lockdown due to COVID-19 pandemic and if so, the number of new debit cards issued by Public Sector Banks and Private Sector banks;
- (c) whether the Government is encouraging the use of debit cards among bank customers to boost digital mode of payment and if so, the details thereof and the outcome thereof;
- (d) whether the Government has received any complaints against banks for selling their debit cards by making false lucrative offers and charging exorbitant fee, and if so, the details thereof; and
- (e) the steps taken/being taken by the Government to laid down guidelines in this regard and to curb such lucrative offers by banks?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI ANURAG SINGH THAKUR)

(a) As informed by Reserve Bank of India, for Public Sector Banks, value of transactions done through debit cards at the Point of Sale (PoS) terminals including e-commerce terminals during the last three financial years and the current financial year (till July 2020) is given in **Annex**.

(b) As reported by RBI, monthly data on number of outstanding debit cards since March 2020 is as below:

Number of outstanding Debit Cards (in Lakhs)		
	Public Sector Banks	Private Sector Banks
Month		
Mar-20	5851.35	2434.27
Apr-20	5856.19	2438.28
May-20	5900.59	2452.90
Jun-20	5971.05	2483.09
Jul-20	6005.34	2518.21

(c) As per the recently inserted Section 269SU in the Income Tax Act, every person, carrying on business is required to provide facility for accepting payment through prescribed electronic modes, including RuPay debit card, in addition to the facility for other electronic modes, of payment, if any, being provided by such person, if his total sales, turnover or gross receipts, in business exceeds fifty crore rupees during the immediately preceding previous year.

Also, as per recently inserted Section 10A in the Payment and Settlement Systems Act 2007, Banks or system providers shall not impose any charge on a payer making payment, or a beneficiary receiving payment, through electronic modes including through RuPay debit card.

Further, in order to promote digital payment, inter-alia, including payments through debit cards, 'Digital Apnayen' campaign is being held across India by the Public Sector Banks since 15.08.2020.

(d) & (e) As per RBI's circular dated 01.07.2015, banks are permitted to fix service charges on various services rendered by them, as per their Board approved policy, while ensuring that the charges are reasonable and not out of line with the average cost of providing these services. The charges of various products offered by banks are also available on bank's website.

As per RBI's Banking Ombudsman Scheme, 2006 (as amended from time to time) for resolution of complaints relating to services including non-adherence to the instructions of RBI on ATM/Debit Card operations by the bank, one can file a complaint before the Banking Ombudsman if the reply is not received from the bank within a period of one month after receiving the complaint by the bank concerned, or the rejection of the complaint, by the bank or if the complainant is not satisfied with the reply given by the bank.

Further, RBI vide circular dated 06.08.2020, has advised authorised Payment System Operators (PSOs) – banks and non-banks – and their participants, to put in place system/s for Online Dispute Resolution (ODR) for resolving disputes and grievances of customers.

Annexure as referred in reply to part (a) of the Lok Sabha unstarred Q. No. 1229 for answer on 19.09.2020

Bankwise value of transactions done using Debit Cards (in Rupees Lakh)

Sr. No.	Bank Name	2017-18	2018-19	2019-20	2020-21
		POS*	POS*	POS*	POS*
1	ALLAHABAD BANK	255,862.81	382,765.20	432,809.71	Bank merged with Indian Bank
2	ANDHRA BANK	476,509.94	974,010.20	1,118,089.36	Bank merged with Union Bank of India
3	BANK OF BARODA	1,232,436.81	1,671,254.93	2,913,059.28	683,471.16
4	BANK OF INDIA	951,774.14	1,168,273.27	1,366,782.87	349,318.37
5	BANK OF MAHARASHTRA	479,826.36	529,161.42	642,972.14	156,542.57
6	CANARA BANK	1,314,704.55	1,740,228.25	2,097,426.24	728,579.99
7	CENTRAL BANK OF INDIA	600,334.68	796,696.74	999,808.56	241,446.67
8	CORPORATION BANK	472,971.84	543,182.36	615,565.84	Bank merged with Union Bank of India
9	DENA BANK	180,878.05	275,292.31	Bank merged with Bank of Baroda	
10	INDIAN BANK	631,646.34	815,619.00	1,094,889.98	386,727.36
11	INDIAN OVERSEAS BANK	945,360.13	745,459.08	848,748.02	199,051.50
12	ORIENTAL BANK OF COMMERCE	360,931.67	467,813.58	559,200.59	Bank merged with PNB
13	PUNJAB AND SIND BANK	56,283.62	76,271.92	118,833.97	40,322.39
14	PUNJAB NATIONAL BANK	1,713,809.75	2,118,272.96	2,455,275.15	813,005.86
15	SYNDICATE BANK	493,911.00	656,339.69	773,490.44	Bank merged with Canara Bank
16	UCO BANK	320,021.03	417,732.50	536,862.81	144,391.32
17	UNION BANK OF INDIA	839,597.10	953,681.70	1,373,539.23	790,318.01
18	UNITED BANK OF INDIA	214,727.83	297,181.60	375,757.22	Bank merged with PNB
19	VIJAYA BANK	259,610.29	373,880.31	Bank merged with Bank of Baroda	
20	IDBI LTD #	746,122.47	903,263.05	984,310.21	211,123.71
21	STATE BANK OF INDIA	13,871,473.70	17,696,097.62	20,510,413.58	4,721,441.59
Total		26,418,794.14	33,602,477.68	39,817,835.19	9,465,740.50

Source: RBI

Note: * : Card transactions done at PoS terminals includes e-commerce online transactions

IDBI is now an Private Sector Bank