

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES

LOK SABHA

UNSTARRED QUESTION NO. 991

TO BE ANSWERED ON THE 8th FEBRUARY, 2021 / MAGHA 19, 1942 (SAKA)

Banking Lokpal

991. SHRIMATI POONAMBEN MAADAM:

Will the Minister of **FINANCE** be pleased to state:

- (a) whether the banking Lokpal has received complaints regarding banking related works during the last three years;
- (b) if so, the details thereof including the number of complaints in which bank officers/employees have been found guilty; and
- (c) the results of the action taken against such persons ?

ANSWER

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

(a) : Yes, Sir.

(b) & (c): The information related to complaints received during the last three years, the number of officers/employees found guilty and action taken is given at Annexure.

Annexure as referred to in part (b) & (c) of the reply to Lok Sabha Unstarred
Question No. 991 for 08.02.2021

Details of complaints received by Banking Lokpal, officers/employees found guilty and action taken against them, regarding banking related works during the last three financial years.

S. No.	Name of the Bank	No. of Complaints received	No. of complaints in which officers/employees found guilty	Action Taken
1	Bank of Baroda	13507	1	Caution Notice has been given to the employee.
2	Bank of India	9536	0	0
3	Bank of Maharashtra	628	0	0
4	Canara Bank	10477	0	0
5	Central Bank of India	9245	0	0
6	Indian Bank	4913	0	0
7	Indian Overseas Bank	4976	0	0
8	Punjab National Bank	20836	0	0
9	Punjab & Sind Bank	1689	0	0
10	State Bank of India	104891	0	0
11	UCO Bank	4892	2 (against same person)	One Sr. Manager was found guilty and financial penalty was imposed.
12	Union Bank of India	7448	0	0
13	Reserve Bank of India*\$	668121*	NA.	NA.
	TOTAL	861159	3	2

* Reported by RBI which includes data of Private Banks, NBFCs, Cooperative Banks and others.

\$ The year pertains to July –June.
