

GOVERNMENT OF INDIA
MINISTRY OF MINORITY AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO. 2715
ANSWERED ON 17.03.2022

RELIGIOUS CLOTHING IN PUBLIC SECTOR BANK

2715. SHRI MOHAMMED FAIZAL P.P:

Will the Minister of MINORITY AFFAIRS be pleased to state:

- (a) whether the Government is aware of an official dress-code policy for customers wearing religious clothing in public sector banks and if so, the details thereof;
- (b) whether the Government has taken or proposes to take any action against an employee at a public sector bank in Bihar who asked a female customer to remove her hijab in order to withdraw money;
- (c) if so, the details thereof and if not, the reasons therefor;
- (d) whether the said incident amounts to discrimination against minorities based on religion and whether the Government proposes to treat and investigate the incident as such; and
- (e) if so, the details thereof and if not, the reasons therefor?

ANSWER

THE MINISTER OF MINORITY AFFAIRS
(SHRI MUKHTAR ABBAS NAQVI)

(a) to (e). The public sector banks have no dress code policy for customers. However, an incident mentioned in part (b) of the question has been reported. The concerned bank after investigating the matter has found that the customer visited the bank branch for withdrawal of money. Due to mismatch of signature, bank staff requested the customer for face verification, a part of routine due diligence to protect the interests of the customers. The customer has also given in writing to the bank that she has no complaint against the bank and matter may be rested.

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