

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:469
ANSWERED ON:24.11.2006
SCHEDULED AND NON-SCHEDULED BANKS
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Will the Minister of FINANCE be pleased to state:

- (a) the number of scheduled banks as well as non-scheduled banks in the country;
- (b) whether there is any time bound action plan to bring non-scheduled banks in the category of scheduled banks;
- (c) if so, the details thereof;
- (d) the details of the existing arrangements for safeguarding the interest of customers of non-scheduled banks;
- (e) whether any corrective measures are being taken in the above context; and
- (f) if so, the details thereof?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) As on 30th June, 2006, a total of 194 scheduled commercial banks including 109 Regional Rural Banks, and 4 non-scheduled commercial banks were operating in the country.

(b): No, Sir.

(c): Does not arise.

(d) to (f) : Government / Reserve Bank of India (RBI) endeavour to improve the level of customer service by banks, including non-scheduled banks, on a continuous basis to ensure that the interests of the customers are adequately protected. Some of the initiatives / measures taken in this regard include:

- # Implementation of recommendations of the Committee on Customer Service headed by Shri M.N. Goiporia;
- # Constitution of the Standing Committee on Procedures and Performance Audit on Public Services;
- # Setting up of an internal grievance redressal mechanism by the banks;
- # Operationalising the revised Banking Ombudsman Scheme, 2006 with enlarged scope;
- # Establishment of Banking Codes and Standards Board of India (BCSBI) to provide an institutional set up to measure the performance of the banks vis-a-vis established industry best codes and standards;
- # Requiring banks to display and update, including on their web-sites, the details of all the service charges and fees, etc.