

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:1568  
ANSWERED ON:01.12.2006  
HARASSMENT BY ICICI BANK  
Hasan Chaudhary Munawwar

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

- (a) whether the Government is aware that ICICI Bank harasses its customers as reported in DainikJagran dated November 16, 2006:
- (b) if so, the facts reported therein; and
- (c) the action taken or proposed to be taken by the Government against the erring Banks?

**Answer**

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

(a) & (b) : The news-item in Dainik Jagran is based on information contained in the 'Report on Trend and Progress of Banking in India 2005-06'. As per the Report, Citibank had the highest number of complaints per branch (8.59) for the period 1st July, 2005 to 30th June, 2006. Among domestic banks, ICICI Bank Ltd had the highest complaints per branch (1.39) for the said period.

(c): As and when any complaints are received, the same are forwarded to the concerned Banks / Banking Ombudsman for redressal. However, in case of violation of guidelines / rules / regulations issued by RBI, appropriate regulatory action is initiated against the erring bank.