

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA
STARRED QUESTION NO. *44

ANSWERED ON TUESDAY, FEBRUARY 6, 2024 / 17 MAGHA, 1945 (SAKA)

Service charges collected from consumers by banks

***44. DR. V. SIVADASAN:**

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

- (a) the amount collected as service charges or penalty by Public Sector Banks and Private Sector Banks in the country for cash handling, fund transfer, ATM, debit card and cheques, alerts and instructions and documentation, year-wise and bank-wise since 2020; and
- (b) the amount collected as penalty by Public Sector Banks and Private Sector Banks for non-maintenance of minimum balance, year-wise and bank-wise data since 2020?

ANSWER

THE FINANCE MINISTER
(Smt. Nirmala Sitharaman)

(a) and (b) A Statement is laid on the Table of the House.

Statement referred to in reply to Rajya Sabha Starred Question No. *44 for 06.02.2024 by Dr. V. Sivadasan, MP, regarding “Service charges collected from consumers by banks”

(a) and (b) Reserve Bank of India (RBI) has issued a Master Circular on 01 July, 2015 regarding customer service in Banks. As per the guidelines, the decision to prescribe service charges has been left to individual banks wherein they 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.

RBI has informed that it does not maintain data on amount of service charges or penalty collected by Public Sector Banks (PSBs) and Private Sector Banks (PVBs) in the country for cash handling, fund transfer, ATM, debit card and cheques, alerts and instructions, documentation and charges for non-maintenance of minimum balance.
