

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA

UNSTARRED QUESTION NO. 2032

TO BE ANSWERED ON THE 21ST DECEMBER 2018/ AGRAHAYANASO, 1940 (SAKA)
ATMs of Foreign Banks

2032. SHRI T. RADHAKRISHNAN: SHRI ASHOK SHANKARACHAVAN:
SHRI S.R. VIJAYAKUMAR: SHRI S. RAJENDRAN:
SHRI SUDHEER GUPTA: KUNWAR HARIBANSH SINGH:

Will the Minister of FINANCE be pleased to state:

- (a) the names of the foreign banks functioning in the country and the number of branches along with their Automatic Teller Machines (ATMs) installed in the country bank-wise;
- (b) whether Reserve Bank of India (RBI) data on ATMs deployed by foreign banks across geographies reveal a fall of almost 18 to 20 per cent in three years;
- (c) if so, the details thereof and the reasons therefor along with the other aspects raised in Reserve Bank of India (RBI) data on ATMs thereto;
- (d) whether the Government has received complaints against foreign banks regarding not providing sufficient loans to agriculture and other priority sectors as per the guidelines issued by the RBI and if so, the details thereof along with action taken/ being taken by the Government on such guilty banks; and
- (e) the steps taken/ being taken by the RBI to expand ATMs network of banks in the country to avoid inconvenience to the bank customers?

ANSWER

Minister of State in the Ministry of Finance
(SHRI SHIV PRATAP SHUKLA)

- (a): RBI has informed that 45 foreign banks are operating in India at present. The details of the names of foreign banks along with their number of branches and ATMs installed in the country are at Annexure.
- (b) and (c): As per RBI data, between March 2016 and September 2018, there is a reduction of about 11.61% in ATMs deployed by foreign banks. RBI has apprised that the reason for this reduction in ATMs deployed by the foreign banks is due to the closure of ATM operations by First Rand Bank, banking operations by Royal Bank of Scotland.
- (d) and (e): RBI has apprised that it has instituted the Banking Ombudsman Scheme for resolution of complaints of bank customers against deficiency in services of banks, and complaints are resolved as per the provisions of the scheme. RBI has further apprised that non-provision of sufficient loans to agriculture and other priority sectors as per RBI guidelines is not a specific ground of complaint under the Banking Ombudsman Scheme.

Lok Sabha Unstarred Question no. 2032, for 21.12.2018, regarding “ATMs of Foreign Banks”

Details of foreign banks along with the number of their branches in India

Sl. No.	Bank	Number of branches as on June 30, 2018	Number of ATMs as on September 30, 2018
1	AB Bank Limited	1	0
2	Abu Dhabi Commercial Bank PJSC	2	0
3	American Express Banking Corp.	1	0
4	Australia and New Zealand Banking Group Limited	3	0
5	Bank of America, National Association	4	0
6	Bank of Bahrain & Kuwait B.S.C.	4	0
7	Bank of Ceylon	1	0
8	Bank of Nova Scotia	3	0
9	Barclays Bank PLC	6	0
10	BNP Paribas	8	0
11	Citibank N.A.	35	540
12	Cooperatieve Rabobank U.A.	1	0
13	Credit Agricole Corporate and Investment Bank	5	0
14	Credit Suisse AG	1	0
15	CTBC Bank Co Ltd.	2	0
16	DBS Bank Ltd.	12	33
17	Deutsche Bank AG	17	32
18	Doha Bank QSC	3	0
19	Emirates NBD Bank PJSC	1	0
20	First Abu Dhabi Bank PJSC	1	0
21	Firststrand Bank Ltd	1	0
22	Hongkong and Shanghai Banking Corpn. Ltd.	26	88
23	Industrial and Commercial Bank of China	1	0
24	Industrial Bank of Korea	1	0
25	JP Morgan Chase Bank National Association	4	0
26	JSC VTB Bank	1	0
27	KEB Hana Bank	1	0
28	Krung Thai Bank Public Company Limited	1	0
29	Mashreq Bank PSC	1	0
30	Mizuho Bank Ltd	5	0
31	The Bank of Tokyo-Mitsubishi UFG Ltd.	5	0
32	National Australia Bank	1	0
33	PT Bank Maybank Indonesia TBK	1	0
34	Qatar National Bank SAQ	1	0
35	Sberbank	1	0
36	SBM Bank (Mauritius) Ltd.	4	0
37	Shinhan Bank	6	0
38	Societe Generale	4	0
39	Sonali Bank Ltd.	2	0
40	Standard Chartered Bank	100	243
41	Sumitomo Mitsui Banking Corporation	2	0
42	The Royal Bank of Scotland PLC	1	0
43	United Overseas Bank Ltd	1	0
44	Westpac Banking Corporation	1	0
45	Woori Bank	3	0

Source: Reserve Bank of India