



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

www.rbi.org.in

DBOD.CO.FSD.RIA.No ²⁰⁰¹⁹ / 24.01.027 / 2009-10

May 19, 2010

By Speed Post

Dear Sir

Right to Information Act, 2005- Our Ref. No.RIA-3548

We thank you for your letter dated April 26, 2010 addressed to the Central Public Information Officer, Dept. Of Administration & Personnel Management, Reserve Bank of India, Mumbai 400001 under the Right to Information Act, 2005, seeking certain information regarding Rights of an Indian Consumer in case of Fraudulent Credit Card Transactions.

2. In this connection, we advise as under:

Query No.	Query	Our reply
1.	As a Credit Card Customer of a Bank regulated by RBI, what are my rights when a fraudulent transaction occurs on my card which is reported to the bank as disputed transaction?	(i) In terms of paragraph 4 of the Master Circular on Credit Card operations of banks (circular No.DBOD.FSD.BC.19/24.01.011 /2009-10 dated July 1, 2009) banks have been advised that the card issuing bank should ensure that wrong bills are not raised and issued to customers. In case, a customer protests any bill, the bank should provide explanation and if necessary documentary evidence to the customer within a maximum

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Department of Banking Operations and Development, Central Office, Centre 1, World Trade Centre, Cuffe Parade, Colaba, Mumbai - 400005

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हिन्दी आसान है, इसका प्रयोग बढ़ाइये।



		<p>period of sixty days with a spirit to amicably redress the grievances.</p> <p>(ii) Further, in terms of paragraph 6.2 (c) of the above circular, banks have been advised that they should be careful before reporting the default status of a credit card holder to the Credit Information Bureau of India Ltd., (CIBIL) or any other Credit Information Company authorised by RBI, in the case of cards where there are pending disputes. The disclosure/release of information, particularly about the default, should be made only after the dispute is settled as far as possible. In all cases, a well laid down procedures should be transparently followed. These procedures should also be transparently made known as part of MITCs.</p> <p>(iii) Also, in terms of paragraph 9 of the above circular, banks have been advised that they should set up internal control systems to combat frauds and actively participate in fraud prevention committees/task forces which formulate laws to prevent frauds and take proactive fraud control and enforcement measures.</p>
2.	Should the Customer Pay the disputed amount (if capable of paying) to the bank or does the customer has the right to abstain himself from paying the disputed amount until the issue is resolved?	Please see reply against item 1 above.
3.	Does RBI Maintain a Blacklist of Merchants where Fraudulent Credit Card Transactions have occurred or Does RBI advise Banks to Maintain a Registry of Merchants where Fraudulent Transactions have occurred? If so, what is the action initiated by RBI on such Merchants?	RBI does not maintain any such blacklist of merchants nor has RBI issued any specific instructions to banks to maintain a registry of merchants where fraudulent transactions have



		occurred. Please also see response furnished at sub-paragraph (iii) of item 1 above.
4.	What does RBI rules/regulations/notifications/act/etc say on reporting the account by the Bank to Credit Bureau-CIBIL during an ongoing dispute of fraudulent credit card transaction between the Bank and the Customer?	Please see sub-paragraph (ii) of the reply furnished against item No.1 of the query.

3. If you desire to prefer an appeal against this reply, the same may be preferred within 30 days of receipt of this letter to Shri C.Krishnan, Executive Director, Reserve Bank of India, Department of Banking Operations and Development, Central Office, World Trade Centre, Centre-1, Cuffe Parade, Colaba, Mumbai-400 005.

Yours faithfully

(B. Mahapatra)
Central Public Information Officer