

**Customer and Counter Services in State Bank of India**

1491. SHRI ANANTA PRASAD SETHI : Will the Minister of FINANCE be pleased to state :

(a) whether Government have taken a note of the fact that the customer and counter services are deteriorating in the State Bank of India;

(b) if so, the reasons therefor;

(c) whether the officials of the State Bank of India have carried out any 'Meet the customers' programmes for better understanding, interactions and contact between them and the customers so as to make note of the customer's difficulties to resolve them through service modes; and

(d) if so, the number of such programmes organised so far and the dates and places where these programmes were organised ?

THE MINISTER OF STATE IN THE DEPARTMENT OF ECONOMIC AFFAIRS IN THE MINISTRY OF FINANCE (SHRI EDUARDO FALEIRO) : (a) and (b). During the last three years, all the public sector banks including State Bank of India (SBI), have taken several measures in the direction of improving the quality of their customer service. State Bank of India have reported that as a result of these measures there has been perceptible improvement in the Customer and counter services rendered in the branches of State Bank of India.

(c) and (d) The State Bank of India have reported that they have a system of meeting the Customers and user public. All persons attending such Meets are provided opportunity, *inter alia* to voice their grievances and express opinions on the quality of services rendered by bank's branches.

During 1987 such Customer Meets were held at 4022 centres of the bank all over the country. Of these, 679 meets were held exclusively in rural areas. Besides the Meets, the bank follows a system of holding customer relations programmes for different categories of clients like commercial clients, small scale industrialists and small businessmen etc. 9950

such programmes were conducted during 1987. Farmers meets were also held by the bank to meet the agriculturists so as to know their problems and to solve them.

**Clearance to Telugu Ganga Project**

1492 SHRI V. SOBHANADREE-SWARA RAO :

SHRI C SAMBU :

SHRI MANIK REDDY :

Will the Minister of WATER RESOURCES be pleased to state :

(a) whether Government of India have received from Government of Andhra Pradesh information on the comments made by the Central Water Commission and also compensatory afforestation proposals about the Telugu Ganga Project; and

(b) if so, the likely date by which clearance will be accorded to this project ?

THE MINISTER OF STATE IN THE MINISTRY OF WATER RESOURCES (SHRIMATI KRISHNA SAHI) : (a) Yes, Sir.

(b) The clearance of the Project depends on the settlement of environmental and inter-State issues.

**Setting up of Rural Banks**

1493. SHRI SRIBALLAV PANIGRAHI: Will the Minister of FINANCE be pleased to state :

(a) whether there is any proposal to set up any new rural bank this year;

(b) if so, the details thereof;

(c) whether there is any demand for opening of a rural bank for the districts of Sambalpur and Sundargarh in Orissa by bifurcating the present Balangir Anchalika Gramya Bank having unweildy jurisdiction over three districts, *i.e.* Balangir, Sambalpur and Sundargarh; and

(d) if so, the details thereof ?

THE MINISTER OF STATE IN THE DEPARTMENT OF ECONOMIC AFFAIRS IN THE MINISTRY OF FINANCE (SHRI