

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:606
ANSWERED ON:24.11.2006
ON-LINE FACILITIES TO CUSTOMERS
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Will the Minister of FINANCE be pleased to state:

- (a) whether the banks have invested huge amounts to set up `On-line facilities` for the speedy disposal of work for the benefit of customers;
- (b) if so, the details thereof;
- (c) whether the banks have any proposal to make abreast of new technologies to the customers;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

Answer

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

(a) to (e) : Public Sector Banks are taking vigorous steps for migrating to the latest technology platform for providing data on a real time and on-line basis. The Banks have drawn up action plans for implementing the core banking solutions (CBS). CBS will enable them to provide delivery channels like ATMs, Internet Banking, Tele-banking etc. to the customers and will facilitate Any-time and Any-where banking. This will be a great boon to customer service. However, the data-base of the Government/ Reserve Bank of India does not have details regarding investment made by banks for implementing Core Banking Solutions and upgrading technology.