

- MCL : Mahanadi Coalfields Limited
 NEC : North Eastern Coalfields Limited
 SCCL : Singareni Collieries Company Limited

Banks Ombudsman

1774. SHRI SURESH R. JADHAV: Will the Minister of FINANCE be pleased to state:

(a) whether Reserve Bank had launched Banking Ombudsmen Scheme for quick and inexpensive redressal of grievances and resolve the complaints of customers;

(b) the details of Ombudsmen appointed under this scheme, so far, State-wise;

(c) the number of customers complaints disposed of under the scheme so far; and

(d) the extent to which the banking Ombudsmen helped to improve the services being rendered by the Public Sector Banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAI. MAHARAJ): (a) Yes, Sir.

(b) Under the Ombudsmen Scheme announced on 14.6.95, the Reserve Bank of India (RBI) has so far appointed 14 (fourteen) Ombudsmen centres, the details of which are placed below as per the Statement attached.

(c) Since the inception of the scheme till 31.3.97, the Banking Ombudsmen have disposed of 2253 complaints out of 2902 complaints which has been received and appear to relate to the jurisdiction of Ombudsmen.

(d) The Banking Ombudsman Scheme has by and large prompted banks to streamline their internal complaints redressal mechanisms/procedures.

Statement

Banking Ombudsman Scheme, 1995

Sr. No.	Name of the Banking Ombudsman	Jurisdiction/States
1	2	3
1.	Shri B.N. Shetye	Maharashtra & Goa
2.	Shri A.K. Pandya	Madhya Pradesh
3.	Shri B.L. Chadha	Delhi, Haryana and Jammu & Kashmir, Dist. of Ghaziabad in U.P.
4.	Shri J.C. Lynn	Karnataka
5.	Shri R.C. Kapur	Himachal Pradesh, Punjab & U.T. of Chandigarh
6.	Shri R.K. Ragala	Andhra Pradesh

1	2	3
7.	Shri J.P. Sharma	Bihar
8.	Shri O.P. Sodhani	Rajasthan
9.	Shri G.C. Agarwal	U.P. (Excluding Distt. Ghaziabad)
10.	Shri H.N. Das	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland & Tripura.
11.	Dr. Sitakant Mahapatra	Orissa
12.	Shri R. Ramalingam	Tamil Nadu, Pondicherry, U.T. of Andaman & Nicobar Islands
13.	Shri S.L. Bose	West Bengal & Sikkim
14.	Shri S.A. Kamath	Gujarat, Dadra & Nagar Haveli, Daman & Diu.

[Translation]

Voluntary Retirement Scheme in Instrumentation Limited

1775. VAIDYA DAU DAYAL JOSHI: Will the Minister of INDUSTRY be pleased to state:

(a) the date from which the Voluntary Retirement Scheme has been implemented in the Instrumentation Limited, Kota and the names of employees given gratuity amount alongwith the amount of gratuity provided in each case;

(b) whether the department has any plan to make this scheme more lucrative; and

(c) if so, the details thereof?

THE MINISTER OF INDUSTRY (SHRI MURASOLI MARAN): (a) Voluntary Retirement Scheme was introduced in Instrumentation Ltd. in February, 1991. Information in respect of employees given gratuity is being compiled.

(b) No, Sir.

(c) Does not arise.

12.01 hrs.

PAPERS LAID ON THE TABLE

[English]

Statement regarding Review of the Working and Annual Report of the Omnibus Industrial Development Corporation of Daman Diu etc.

THE MINISTER OF INDUSTRY (SHRI MURASOLI MARAN): I beg to lay on the Table:-

(1) A copy each of the following papers (Hindi and English versions) under sub-section (1) of section 619A of the Companies Act, 1956 :-

(i) Statement regarding Review by the Government of the working of the Omnibus Industrial Development Corporation of Daman and Diu and Dadra and Nagar Haveli Limited, Moti Daman, for the year 1995-96.

(ii) Annual Report of the Omnibus Industrial Development Corporation of Daman and Diu and Dadra and Nagar Haveli Limited, Moti Daman, for the year 1995-96, alongwith Audited Accounts and comments of the Comptroller and Auditor General thereon.

(2) Statement (Hindi and English versions) showing reasons for delay in laying the papers mentioned at (1) above.

[Placed in Library See No. LT 2215/97]

Notification No. SD.472(E) and S.O.473(E)
Published in the Gazette of India
dt. 30th June, 1997, etc.

THE MINISTER OF TEXTILES (SHRI R.L. JALAPPA):
I beg to lay on the Table:-

(1) A copy of the Notification No. S.O. 472 (E) (Hindi and English versions) published in Gazette of India dated the 30th June, 1997 containing order directing that with effect from the 1st July, 1997, the commodities as specified in the notification shall be packed in jute packaging material for supply or distribution in such minimum percentage as mentioned therein for the jute year 1997-98 and 1998-99, under sub-section (2) of section 3 of the Jute Packaging Materials (Compulsory Use in Packing Commodities) Act, 1987.

(2) A copy of the Notification No. S.O. 473 (E) (Hindi and English versions) published in Gazette of India dated the 30th June, 1997 containing order directing that on and from the 1st day of July, 1997 that the export packaging and small consumer packs of 5 Kgs. and below in respect of sugar shall be exempted from the operation of order published in Gazette of India dated the 1st July, 1997 under sub-section (2) of section 16 of the Jute Packaging Materials (Compulsory Use in Packing Commodities) Act, 1987.

[Placed In Library. See No. LT 2216/97]

(3) (i) A copy of the Annual Report (Hindi and English versions) of the Jute Manufactures Development Council, Calcutta, for the year 1995-96, alongwith Audited Accounts.

(ii) A copy of the Review (Hindi and English versions) by the Government of the working

of the Jute Manufactures Development Council, Calcutta, for the year 1995-96.

(4) Statement (Hindi and English versions) showing reasons for delay in laying the papers mentioned at (3) above.

[Placed in Library. See No. LT 2217/97]

Memoranda of Understanding between the Neyveli Lignite Corporation Ltd. and Ministry of Coal for the year 1997-98

THE MINISTER OF STATE OF THE MINISTRY OF COAL (SHRIMATI KANTI SINGH): I beg to lay on the Table a copy of the Memorandum of Understanding (Hindi and English versions) between the Neyveli Lignite Corporation Limited and the Ministry of Coal for the year 1997-98.

[Placed In Library. See No. LT 2218/97]

The Life Insurance Corporation of India (Employees) Pension (Amendment) Rules 1997 etc.

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): I beg to lay on the Table:-

(1) A copy each of the following Notifications (Hindi and English versions) under sub-section (3) of section 48 of the Life Insurance Corporation Act, 1956:-

(i) The Life Insurance Corporation of India (Employees) Pension (Amendment) Rules, 1997 published in Notification No. G.S.R. 225(E) in Gazette of India dated the 22nd April, 1997.

(ii) The Life Insurance Corporation of India Class III and Class IV Employees (Promotion) Amendment Rules, 1997 published in Notification No. G.S.R. 226 (E) in Gazette of India dated the 22nd April, 1997.

[Placed in Library. See No. LT 2219/97]

(2) A copy of the General Insurance (Employees) Pension (Amendment) Scheme, 1997 (Hindi and English versions) published in Notification No. S.O. 342 (E) in Gazette of India dated the 22nd April, 1997, under sub-section (5) of section 17A of the General Insurance Business (Nationalisation) Act, 1972.

[Placed in Library. See No. LT 2220/97]

(3) A copy of the following Notifications (Hindi and English versions) under section 296 of the Income-tax, 1961:-

(i) The Income-tax (Fourth Amendment) Rules, 1997 published in Notification No. S.O. 223 (E) in Gazette of India dated the 19th March, 1997.