

the reasons therefor ?

THE MINISTER OF STATE IN THE DEPARTMENT OF REVENUE IN THE MINISTRY OF FINANCE (SHRI A.K. PANJA) : (a) to (c). Specified life saving drugs and medicines are wholly exempted from customs duty. In Budget 1988, no fresh relief in basic or auxiliary customs duty in respect of essential medicines has been announced. However, the list of exempted drugs and medicines is reviewed from time to time, keeping in view factors such as essentiality and protection to the indigenous industry. The duty exemption is available to all importers. No difficulty in implementation of the customs duty exemption has been reported.

Customer Service in Nationalised Banks in Goa

6374. SHRI SHANTARAM NAIK : Will the Minister of FINANCE be pleased to state :

(a) the steps, if any, taken by the various nationalised banks in Goa with regard to the improvement in customer service ;

(b) whether all the banks in Goa are following all the guidelines issued in this connection by the Reserve Bank of India ; and

(c) if not, the guidelines which are not followed and by which banks ?

THE MINISTER OF STATE IN THE DEPARTMENT OF ECONOMIC AFFAIRS IN THE MINISTRY OF FINANCE (SHRI EDUARDO FALEIRO) : (a) to (c). Since the middle of 1985, public sector banks, on the advise of Reserve Bank of India and Government, have taken various steps to improve the customer service in their branches including those located in Goa. These steps include evolution of time-norms for rendering common services, speedier clearance of cheques through clearing houses, speedier collection of outstation cheques through increasing use of courier services, creation of machinery for quick redressal of customers' grievances, extending small depositors the facility of immediate credit of outstation cheques upto Rs. 2500/-, payment of interest at Savings Bank rate for delayed collection of outstation cheques beyond 14 days, and bringing about increased interface between

customers and bank executives with a view to facilitating quick redressal of grievances and also promoting mutual understandings.

All the public sector banks having branches in Goa are following the guidelines on Customer Service.

Opening of Bank Branches in Himachal Pradesh

6375. PROF. NARAIN CHAND PARASHAR : Will the Minister of FINANCE be pleased to state :

(a) whether Himachal Gramin Bank, Punjab National Bank, State Bank of India, State Bank of Patiala, Central Bank of India, Oriental Bank of Commerce and United Commercial Bank have identified a number of unbanked centres for opening of new branches of these banks during last five years (second half of Sixth Five Year Plan and first half of Seventh Five Year Plan) and forwarded their requests directly or through Government of Himachal Pradesh to the Reserve Bank of India for the sanction of licences ;

(b) if so, the details thereof, district-wise, for each bank ;

(c) the names of the centres at which branches have been sanctioned for each bank in Himachal Pradesh, district-wise, and the likely date by which a decision on the pending cases would be taken, branch-wise ; and

(d) the likely dates by which the branches would be opened ?

THE MINISTER OF STATE IN THE DEPARTMENT OF ECONOMIC AFFAIRS IN THE MINISTRY OF FINANCE (SHRI EDUARDO FALEIRO) : (a) and (b). Reserve Bank of India (RBI) has reported that during the second half of Sixth Five Year Plan and first half of Seventh Five Year Plan, banks had applied to Reserve Bank of India for allotment of 189 centres in Himachal Pradesh for opening their branches. The District-wise and bank wise details of these centres are set out in Statement I below. (See columns 155-156).

(c) and (d). Out of the 189 centres for which the banks had applied, RBI allotted 36 centres according to the norms prescribed

under the relevant branch licensing policies. District-wise and bank-wise details of these 36 centres allotted by RBI are set out in statement-II below. (See columns 157—162). At the allotted 36 centres, according to the information available with RBI, branches have so far been opened at 34 centres. It is not possible to indicate the likely dates by which branches would be opened at remaining two centres since it would depend upon availability of requisite infrastructural facilities.

Composition of Inter-Ministerial Committees

6376. PROF. NARAIN CHAND PARASHAR : Will the Minister of COMMERCE be pleased to state :

(a) the names of the members of the Inter-Ministerial Committees in existence as also the details of the Authorities for each of the exports processing zones in existence as on date ; and

(b) the frequency of the meetings and the satisfaction level regarding the solution of the problems referred to the Committee and the Authorities during the last three years ?

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE (SHRI P.R. DAS MUNSI) : (a) and (b). A common inter-Ministerial Board of Approvals has been constituted with representation to the concerned departments of the Central Government and the respective State Government for all the Export Processing Zones to consider applications received for establishing industrial units in the Zones and to grant the necessary approvals. The meetings of the Board of Approvals are normally held whenever applications become ripe for consideration. On an average, the frequency is between 45 to 60 days. The Additional Secretary in the Ministry of Commerce is the Chairman of the Board of Approvals.

Inter-Ministerial authorities, under the Chairmanship of the Secretary to the Government of India, Ministry of Commerce, have been constituted for each of the Export processing Zones with representatives of the concerned departments and agencies of the Central Government and the respective State Government. These authorities are non-statutory coordinating bodies, meetings of which are held from time to time depending

on the need and in order to facilitate the expeditious and integrated development of the Zones and their infrastructure. In all, since 1984, 13 meetings of the different authorities for the six Export processing Zones have been held. These meetings have been purposeful in resolving issues and local problems and in assisting in the expeditious realisation of the Zone facilities.

Lifting of Water from Gobind Sagar Lake by H.P.

6377. PROF. NARAIN CHAND PARASHAR : Will the Minister of WATER RESOURCES be pleased to refer to the reply given on 23 April, 1984 to Unstarred Question No. 8417 regarding objections raised by B.B.M.B. on Utilisation on Water in Himachal Pradesh and state :

(a) the reasons for asking Himachal Pradesh Government to lift 40 Cusecs of water from the Gobind Sagar Lake on payment basis, when the lake is located within the territorial jurisdiction of Himachal Pradesh and the State suffered a lot on account of the formation of this lake resulting in the sub-merging of existing roads, bridges, drinking water sources and uprooting of thousands of families ;

(b) if so, whether the matter would be reviewed by keeping in view the rights of riparian States and water would be allowed without any payment ;

(c) if so, the likely date by which it would be done ; and

(d) if not, the reasons therefor ?

THE MINISTER OF STATE IN THE MINISTRY OF WATER RESOURCES (SHRIMATI KRISHNA SAHI) : (a) In the 73rd meeting of the Bhakra-Beas Management Board held on 23-2-78, it was *inter-alia* decided that Himachal Pradesh had no right to a share in the water stored in the Bhakra Nangal Project (Built at the expense of Punjab, Haryana and Rajasthan). However, the Board agreed to let Himachal Pradesh to lift 40 cusecs of water with payment of water rate of Rs. 6 per acre of land irrigated.

(b) to (d). The Government of Himachal Pradesh can take up the matter again with the other partner States in the Bhakra Beas Management Board meetings.