

| 1              | 2                   |
|----------------|---------------------|
| Syndicate Bank | Union Bank of India |
| UCO Bank       | UCO Bank            |
| Vijaya Bank    | Vijaya Bank         |

#### Allocation to Bihar for Tourist Spots

770. SHRI UPENDRA NATH VERMA : Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state the allocation made by the Union Government for development of tourist sports in Bihar during each of the last three years, project-wise?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD) : The details of Central financial assistance sanctioned to the State Government of Bihar for development of tourist centre during the last three years are given in the enclosed Statement.

#### STATEMENT

##### Projects/Schemes Sanctioned in Bihar

| Sl. No.        | Name of the Project   | Amount sanctioned (Rs. in lakhs) |
|----------------|---|----------------------------------|
| 1              | 2   | 3                                |
| <b>1992-93</b> |   |                                  |
| 1.             | Tourist Reception Centre at Bodhgaya  | 20.55                            |
| 2.             | Yatrika at Gaya   | 15.92                            |
| 3.             | Public Conveniences at 5 places namely Mohania, Sasaram, Sultanganj, Deoghar and Basukinath | 12.86                            |
| 4.             | Purchase of trekking equipment  | 2.48                             |
| 5.             | Chhota Nagpur Adivasi Mela  | 2.60                             |
| Total          |   | 54.41                            |
| <b>1993-94</b> |   |                                  |
| 1.             | Yatrika at Patna Saheb  | 21.93                            |
| 2.             | Yatrika at Deoghar  | 21.93                            |
| 3.             | Cafeteria at Jhumari Tilaiya  | 9.75                             |
| Total          |   | 53.63                            |

| 1              | 2                                      | 3      |
|----------------|--|--------|
| <b>1994-95</b> |  |        |
| 1.             | Tourist Complex at Muzafarpur          | 27.07  |
| 2.             | Tourist Complex at Jamshepur (Chandel) | 26.56  |
| 3.             | Wayside facilities at Masanjore        | 8.48   |
| 4.             | Wayside facilities at Kuju             | 8.96   |
| 5.             | Tourist Complex at Deogarh             | 27.00  |
| 6.             | Water sports equipment                 | 14.05  |
| Total          |  | 112.12 |

#### Ombudsman for Banking Service

771. DR. RAMKRISHNA KUSMARIA :  
SHRI PANKAJ CHOWDHARY :  
SHRI BRIJBHUSHAN SHARAN SINGH :

Will the Minister of FINANCE be pleased to state :

(a) whether the Reserve Bank of India has formulated any scheme to appoint Ombudsman for the bank customers;

(b) if so, the details and objectives thereof; and

(c) the stage at which the proposal stands at present and the time-frame fixed to start the work in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M.V. CHANDRASHEKHARA MURTHY) : (a) and (b) Yes, Sir. Reserve Bank of India (RBI) has formulated "Banking Ombudsman Scheme, 1995" for expeditious and inexpensive resolution of customer complaints against banks. The objective is to enable resolution of complaints relating to provision of banking services and to facilitate the satisfaction or settlement of such complaints.

(c) RBI has already appointed banking Ombudsman at Bombay, New Delhi, Bhopal, Chandigarh and Bangalore.

[English]

#### Tribunals for EPF Cases

772. SHRI AMAR PAL SINGH : Will the Minister of LABOUR be pleased to state :

(a) whether the Government have decided to set up tribunals to hear cases relating to the Employees Provident Fund;