

**Setting up of Bank Customers' Grievance Cell**

3722. **SHRIMATI KISHORI SINHA :**  
Will the Minister of FINANCE be pleased to state :

- (a) whether a Bank Customers' Grievance Cell has been set up in Delhi ;
- (b) if so, the details thereof ;
- (c) whether similar cells are proposed to be set up in other cities as well ;
- (d) whether customer grievances are mainly arising out of delays in cashing their cheques, drafts, etc. ; and
- (e) whether there is any proposal to remove these delays ?

**THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHANA POOJARY) :**

(a) to (c) A Customer Service Centre has been set up in Delhi for redressal of grievances of clientele of public sector banks in the Union Territory of Delhi. Punjab National Bank (PNB) will act as Leader Bank for ensuring proper running and control of the Centre. Complaints received by the Centre will be passed on to the concerned banks, for redressal and to ensure their disposal within a maximum period of three weeks from the date of receipt of the complaint. Where disposal is not possible within the specified period, the complainant will be sent an interim reply. In cases where no reply is received from the concerned bank within a month or where the reply is not satisfactory, the complainant can write to Government when steps will be taken for early disposal.

The extension of the scheme to other major centres in the country will be considered after watching the functioning of the scheme in Delhi for some time.

(d) Some of the complaints relate to delays in cashing of cheques, drafts, etc.

(e) All efforts are being made to improve the quality of customer service in banks to meet the increasing tasks and expectations.

To facilitate speedy withdrawals from banks, public sector banks have introduced the Teller system in a large number of their branches.

**Commissioning of Dancuni Coal Complex**

3723. **KUMARI MAMTA BANERJEE :**  
Will the Minister of STEEL, MINES AND COAL be pleased to state :—

- (a) whether the late Prime Minister Smt. Indira Gandhi had announced that 'Dancuni Coal Complex' would be commissioned on or before December, 1984 ;
- (b) if so, the reasons due to which the above target date could not be adhered to
- (c) the progress made so far ; and
- (d) the time by which the project is likely to be commissioned ?

**THE MINISTER OF STEEL, MINES AND COAL (SHRI VASANT SATHE) :**

(a) Yes, Sir.

(b) The project got delayed due to the initial difficulties in the acquisition of land, import of technology, completion of massive land filling work, and delay in the finalisation of orders for compressors due to import restrictions.

(c) The project is already in an advanced stage of construction and about 50% of the overall work has since been completed.

(d) The project is likely to be commissioned by March 1987.

**Shifting of Council for Leather Exports to Capital**

3724. **DR. KRUPASINDHU BHOI :**  
Will the Minister of COMMERCE be pleased to state :

(a) whether it has been urged upon Government that the unified Council for Leather Exports should be shifted to the Capital ;

(b) if so, the reaction of Government thereto ; and

(c) the steps proposed to be taken in this direction ?

**THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE (SHRI P. A. SANGMA) :**

(a) Yes, Sir.

(b) and (c) The present pattern of the growth of exports in the leather sector and the distribution of membership