

(b) The measures adopted by Government to provide additional assistance to cover this gap due to short-fall of small savings;

(c) whether Government have taken a decision to deduct the entire withdrawals of non-exempted Employees Provident Fund against small savings of Maharashtra State from January, 1987; and

(d) the remedy proposed by Government to bridge this wide gap in resources?

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

(b) to (d). New Small savings schemes namely Indira Vikas Patra, National Savings Scheme and Monthly Income Accounts have been introduced to improve small savings collections and to augment resources of States.

Streamlining Operations of RBI

3721. SHRI MURLIDHAR MANE: Will the Minister of FINANCE be pleased to state:

(a) whether Government propose to streamline the operations of the Reserve Bank of India with a view to check inefficiency;

(b) whether there have been complaints that Reserve Bank of India was not replying to letters and representations;

(c) if so, the procedural changes proposed to be affected to make the RBI more service conscious; and

(d) whether any advisory body is proposed to be set up to improve the functioning of the Reserve Bank of India?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHANA POOJARY): (a) to (d). Reserve Bank of India has reported that all letters and complaints received from members of public/organisations are attended to

by its various Departments promptly and every effort is made to avoid delays. The internal inspectors of the bank also look into pending/outstanding complaints. Reserve Bank also organises specific arrears clearance programmes so as to clear pending complaints and letters.

Reserve Bank of India has been giving priority to customer service. Procedures have been simplified with a view to render better customer service. Complaint boxes have been provided in all offices to enable public to bring to the notice of the managers, their particular grievances. In addition, there is a system of the Manager of each office meeting the members of the public at a predetermined time every week to clear personally complaints about the functioning of the various Departments.

In the above context, setting up any Advisory Body to improve the functioning of the Bank is not considered necessary.

Conference of State Welfare Ministers

3722. SHRI SYED SHAHABUDDIN: Will the Minister of WELFARE be pleased to state:

(a) whether a conference of the State Welfare Ministers was convened recently by the Government;

(b) if so, the agenda of the conference;

(c) the names of the main participants; and

(d) the conclusions and recommendations of the conference?

THE DEPUTY MINISTER IN THE MINISTRY OF WELFARE (SHRI GIRIDHAR GOMANGO): (a) and (b). A Conference of State Ministers incharge of Prime Minister's 15-Point Programme for minorities welfare was convened by Union Ministry of Welfare on 19th June, 87 to review the implementation of the Programme - With the Agenda: