

sector banks, at the instance of the Government and the Reserve Bank of India (RBI), have taken various measures to improve the quality of their service to the Customers. These measures included evolution of time norms for rendering common services, speedier clearing of cheques through computerisation of clearing houses, speedier collection of out-station cheques through increasing use of courier services, creation of machinery for quick redressal of customers' grievances, extending to small depositors the facility of immediate credit in respect of outstation cheques upto Rs. 2500, payment of interest at Savings Bank rate for delayed collection of outstation cheques beyond 14/21 days, increased interface between customers and the bank executives with a view to facilitating quick redressal of grievances and also promoting mutual understanding.

Implementation of the above measures and their impact on the quality of customer service are being monitored by the Government and the Reserve Bank of India on a continual basis. At the ground level, the matter is followed up by visits to bank branches by officials of banks, Reserve Bank of India and Government. Sample Surveys conducted by the National Council of Applied Economic Research (NCAER) have confirmed that there has been a perceptible improvement in the functioning of Customer Service Centres and in the quality of services rendered by the public sector banks.

Prosecution under FERA

278. SHRI YASHWANTRAO GADAKH PATIL: Will the Minister of FINANCE be pleased to state :

- (a) the number of cases under FERA adjudicated in 1986;
- (b) the amount of penalties imposed;
- (c) the number of prosecutions launched and convictions secured; and
- (d) the amount of foreign exchange repatriated under the amnesty scheme ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHANA POOJARY) : (a) to (c),

Directorate of Enforcement (FERA) had adjudicated 4209 cases for violation of various provisions of the F.E.R. Act and imposed a total penalty of Rs. 737.78 lakhs in 1986. Prosecution against 649 persons were launched and 380 such prosecution complaints ended in conviction during 1986.

(d) Under the scheme, the R.B.I. is to scrutinise the declarations (submitted till 31.3.87) and to advise each declarant, where it is of the view that necessary permission under F.E.R. Act, 1973 cannot be given, to bring back to India assets etc. involved in such transactions. It is too early to calculate the amount to be repatriated under the amnesty scheme.

Impact of Imports of Software Packages

279. PROF. RAMKRISHNA MORE : Will the PRIME MINISTER be pleased to state :

(a) whether domestic industry has developed many internationally available general purposes software packages and has made substantial investment to develop specialised application package;

(b) whether Government has made any exercise to know the impact of indiscriminate imports of software packages under the new software policy in the indigenous industry;

(c) if so, the details thereof; and

(d) steps contemplated to safeguard the interests of the domestic software industry ?

THE MINISTER OF STATE IN THE MINISTRY OF SCIENCE AND TECHNOLOGY AND MINISTER OF STATE IN THE DEPARTMENTS OF OCEAN DEVELOPMENTS, ATOMIC ENERGY, ELECTRONICS AND SPACE (SHRI K.R. NARAYANAN) : (a) Yes Sir. The domestic industry have developed software for import substitution of internationally available general purpose software packages. However, the investment made so far to develop specialised application packages is not substantial comparison with the total turnover of the computer industry as a whole.