

(c) the action taken by Government for a proper check over the Drought Relief Funds provided by Union Government?

THE MINISTER OF STATE IN THE DEPARTMENT OF EXPENDITURE IN THE MINISTRY OF FINANCE (SHRI B.K. GADHVI) : (a) No, Sir.

(b) and (c) Do not arise.

**Directives to Insurance Companies Regarding Improvement in Customers Service**

1151. SHRI S.M. GURADDI :

SHRI S.M. BASAVARAJU :

Will the Minister of FINANCE be pleased to state :

(a) whether General Insurance Companies have been directed to launch a special four-months drive from September, 1987, to bring about quality improvement in customer service;

(b) if so, the main points of directives issued to the General Insurance Company in regard to the rural areas;

(c) if so, to what extent the insurance services in rural areas have improved; and

(d) the other efforts being made in this regard ?

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

(b) Quantifiable targets have been fixed by the insurance companies in regard to settlement of claims, cattle insurance and other rural insurance covers for every Development Officer, Branch, Divisional and Regional Offices.

(c) The extent of improvement of insurance services in the rural areas as a result of the four months' special drive will be known only in the first quarter of 1988.

(d) The companies have been directed to recruit unemployed secondary school qualified persons as Marketing Agents for

rural areas to create greater awareness about rural insurance covers by a door to door approach in villages.

**Indian Delegation to IMF and World Bank Meetings**

1152. SHRI S.M. GURADDI :

SHRI G.S. BASAVARAJU :

Will the Minister of FINANCE be pleased to state :

(a) whether a meeting of the International Monetary Fund and the World Bank was held in the month of September, 1987;

(b) if so, whether the Indian delegation was led by the Finance Minister;

(c) if so, whether the difficult economic situation has arisen due to widespread drought and floods in the country; and

(d) if so, whether Government had used the International Monetary Fund and World Bank to provide help to give thrust to the economy to contain the inflationary pressures ?

THE MINISTER OF STATE IN THE DEPARTMENT OF EXPENDITURE IN THE MINISTRY OF FINANCE (SHRI B.K. GADHVI) : (a) to (d) The Annual Meetings of the World Bank and the International Monetary Fund were held in September-October, 1987 at Washington. The Indian delegation to these meetings was led by the Finance Minister. At these meetings issues relating to the World economic situation as well as those specific to the World Bank and IMF were discussed. While Country specific issues are normally not discussed on the Annual meetings, the opportunity was availed of to respond to the President Conable's offer of assistance to India in the context of widespread drought and floods. Discussions were initiated with the President and his staff in regard to the magnitude, timing and modalities of the assistance.

**Production of Missiles**

1153. SHRI S.M. GURADDI :

DR. G.S. RAJHANS :

SHRI LALITESHWAR PRASAD  
SHAHI :

Will the Minister of DEFENCE be pleased to state :