

(c) if so, the suggestions made to the banks and to what extent the banks have accepted them and what are the steps being taken to improve the customer services in all the nationalised banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHANA POOJARY): (a) to (c). Finance Minister had, at a meeting with the Chief Executives of the public sector banks on 12.9.87, taken note of the improvements achieved by the banks in the sphere of Customer Service and impressed upon the Chief Executives of the banks to continue to strive for further improvement brought better implementation of various measures at the field level and better rapport with customers. Various measures like fixation of time norms for Counter service, use of courier service for speedy transmission of documents, computerisation of Clearing Houses etc. have been under implementation to improve banks' services to the customers.

While banks are continuing their efforts to render speedy and efficient service, in some cases delays due to human deficiencies or systems failure do take place. To redress grievances of the Customers speedily and effectively, banks have created internal and external machineries. There is also now a regular system for increased contact between the customers and the banks executives.

#### **Grant of Exemptions to Cooperative Societies**

3179. SHRI SAMBAJIRAO KAKADE: Will the Minister of FINANCE be pleased to state:

(a) whether the Income Tax Act provides certain exemptions to the Cooperative Societies;

(b) whether certain types of Societies

have been exempted fully from tax;

(c) whether such Societies engaged in money landing business have also been exempted; and

(d) if so, the reasons therefor?

THE MINISTER OF STATE IN THE DEPARTMENT OF EXPENDITURE IN THE MINISTRY OF FINANCE (SHRI B.K. GADHVI): (a) Yes, Sir.

(b) Yes, Sir. Certain Cooperative Societies enjoy full exemption in respect of the income from the profits and gains of specified business activities and income from certain other sources.

(c) Yes, Sir. the whole of the amount of profits and gains attributable to the business of banking or provide credit facilities to its members is exempt in the hands of the Cooperative Societies engaged in such business.

(d) To provide incentive to cooperative banking and cooperative credit.

#### **Nationalisation of Scheduled Banks**

3180. SHRI R. JEEVARATHINAM: Will the Minister of FINANCE be pleased to state:

(a) the number of scheduled banks which have not been nationalised all over the country, State-wise;

(b) the annual turn over of these banks for the last three years;

(c) whether there is any proposal to nationalise any of these banks; and

(d) the guidelines of the Government that exist for nationalising a bank?

THE MINISTER OF STATE IN THE

MINISTRY OF FINANCE (SHRI JANARDHANA POOJARY): (a) Reserve Bank of India (RBI) has reported that there are at present 30 Indian Scheduled Commercial Banks in the non-nationalised sector in the country. State-wise break-up of these banks is indicated below:

<i>Name of State</i>	<i>No. of banks</i>
1	2
Karnataka	3
Maharashtra	4
West Bengal	1
Assam	1
Rajasthan	1

(Amount in crores of rupees)

	1984	1985	1986
Advances	2231.35	2469.45	2921.48
Deposits	3876.75	4489.51	5317.22
Working Funds	4324.24	5044.48	5981.52

(c) No, Sir.

(d) Government have not framed any specific guidelines as such for nationalisation of banks.

[*Translation*]

#### **Disparity in Property Prices in Rural and Urban Areas**

3181. SHRI JITENDRA PRASAD: Will the Minister of FINANCE be pleased to state:

1	2
Uttar Pradesh	3
Jammu & Kashmir	1
Union Territory of Delhi	2
Tamilnadu	8
Kerala	6
Total	30

(b) The total advances, deposits and working funds of these banks for the last three years (as on balance sheet dates) are furnished below:

(a) whether the Reserve Bank of India has conducted a study in regard to average immovable and movable property per family in rural and urban areas;

(b) if so, the State-wise details thereof and the percentage of landed industrial property separately there; and

(c) the steps taken or proposed to be taken to remove the disparities in prices, if any, of immovable and movable property in rural and urban areas?