

हिन्दी में भरे गये खाता खोलने के फार्म स्वीकार नहीं किये। राजभाषा विभाग ने जब उस शिकायत को वित्त मंत्रालय (बैंकिंग प्रभाग) के पास भेज दिया है जिसकी जांच की जा रही है।

(घ) राजभाषा विभाग (गृह मंत्रालय) ने यह भी सूचित किया है कि राजभाषा नियमों की अवहलना के लिए प्रशासनिक कार्यवाही करने के वास्ते कोई अलग से उपबन्ध नहीं है। इस समय, इस सम्बन्ध में नियमों में कोई नया उपबन्ध करने का कोई प्रस्ताव नहीं है।

Recommendations made by Customer Service Working Group

1837. SHRI KRISHNA KUMAR GOYAL: Will the Minister of FINANCE be pleased to state:

(a) is it a fact that for Banking a customer service working group was formed; if so, has it submitted its report;

(b) what are the recommendations of that group; and

(c) whether Government propose to bring any compact Law based on the group's recommendations?

THE DEPUTY MINISTER IN THE MINISTRY OF FINANCE (SHRI MAGANBHAI BAROT): (a) Yes Sir. The Government had appointed a Working Group on Customer Service in banks which submitted its Final Report in March, 1977.

(b) There are in all 176 recommendations covering the following area of service:—

- (i) Deposit Accounts;
- (ii) Remittance and Collection;
- (iii) Loans and Advances;
- (iv) Foreign Exchange Business;
- (v) Government Business;
- (vi) Discipline and Attitude; and
- (vii) General.

Copies of the Report are available in the Parliament Library.

(c) For such of the recommendations as require legislative action Government proposed to amend the Banking Regulation Act, 1949 suitably.

Setting up of tourist villages in States

1838. SHRI CUMBUM N. NATARAJAN: Will the Minister of TOURISM AND CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Tourist village will be set in every State by the ITDC;

(b) whether the site has been selected in Madurai district in Tamil Nadu; if not, the reasons therefor;

(c) the amount of expenditure to be incurred by the Central and States respectively in this regard; and

(d) the facilities to be extended in such tourist villages especially in Madurai district of Tamil Nadu?

THE MINISTER OF TOURISM AND CIVIL AVIATION (SHRI A. P. SHARMA): (a) No, Sir. Presently, ITDC does not envisage setting up of tourist villages in States.

(b) to (d). Do not arise.

Splitting of L.I.C.

1839. SHRI SUBHASH YADAV:

SHRI KRISHNA PRATAP SINGH:

Will the Minister of FINANCE be pleased to state:

(a) whether his attention has been invited to the news items which appeared in the "Indian Express" dated the 19th July, 1981 under the heading 'Splitting of LIC will not solve problems';