

rate based on weekly movement of wholesale price index was 5.2% (provisional). It has since risen to 5.7% provisional for the week ending 24.8.1996, upto which the latest price data is available. In the case of essential commodities, the Budget even inflation rate was 4.6% which has now moved upto 5.9% as on 24.8.1996.

(b) The Consumer Price Index for industrial workers, CPI (IW), is made available by the Labour Ministry on monthly basis instead of weekly basis. The annual rate of increase in CPI (IW) in the months June-July 1996-97 for which data is available, is shown below together with the corresponding months in the preceding two years :

Annual Rise (Point-to-point) in CPI (IW)

	1994-95	1995-96	1996-97
June	10.8	10.5	8.8
July	11.1	11.4	8.3

Banking Service for Small Investors

*586. DR. T. SUBBARAMI REDDY : Will the Minister of FINANCE be pleased to state :

(a) whether banks have been urged to improve their quality of service particularly to small investors so as to encourage them to step up savings and investment in the country;

(b) if so, the details of the directives issued by the Government to the banks in this regard ;

(c) whether a number of suggestions regarding infrastructure investment financing have also been received; and

(d) if so, the details thereof and the action taken thereon ?

THE MINISTER OF FINANCE (SHRI P. CHIDAMBARAM) : (a) and (b). The importance of providing improved services to all categories of clientele including small investors had been conveyed to public sector banks from time to time. Reserve Bank of India (RBI) had appointed a Committee in September, 1990 on Customer Service in Banks under the Chairmanship of Shri M.N. Goiporia, the then Chairman, State Bank of India to look into various aspects of customer service in banks. This Committee made a number of recommendations covering the following important areas :

- (i) Improving customer service by enlarging facilities.
- (ii) Opening of specialised branches.
- (iii) Compensating customers for delays in certain transactions.
- (iv) Making employees more responsive and customers friendly.

(v) Technical upgradation and review of systems and procedures.

RBI has already advised banks to implement most of the recommendations of the Committee. All public sector banks have initiated action on these recommendations and in most banks a majority of the recommendations have already been implemented.

(c) A number of suggestions regarding infrastructure financing have been made from time to time, and these have been considered in detail by Dr. Rakesh Mohan Committee (Report on Role of the Capital Market in financing of Infrastructure Development).

(d) Having regard to the importance of the infrastructure financing, Government have decided to set up the Infrastructure Development Finance Company.

[Translation]

Policy for Export by Small Scale Industries

*587. SHRI SUKH LAL KUSHWAHA : Will the Minister of COMMERCE be pleased to state :

(a) whether the Government propose to formulate any policy to boost the export of products of small scale industries;

(b) if so, the details thereof; and

(c) the details of items produced by the small scale industries which are likely to be included in the export list under the said policy ?

THE MINISTER OF STATE OF THE MINISTRY OF COMMERCE (SHRI BOLLA BULLI RAMAIAH) : (a) to (c). The Export & Import Policy (1992-97) extends equal opportunity to all Exporters to avail the export promotion schemes provided for therein, to boost exports and increase foreign exchange earnings for the country. However, with a view to encouraging export of products from the SSI sector, double weightage is given on the NFE or FOB value earned by the export of products manufactured by Small Scale Industries for claiming eligibility for attaining the status of Export House, Trading House, Star trading House and Super Star Trading House as per para 139 of the Export & Import Policy. In addition, products manufactured by Handlooms and handicrafts Sector (including Handloom made silk products), Hand knotted carpets, carpets made of silk are given double weightage on FOB and triple weightage on NEF earned by the export of such products. Further 1% extra SIL is also permitted to exporters of SSI, Handloom and Handicraft products (including handloom made silk products), hand knotted carpets, carpet made of silk and sports goods provided the export of these products is more than 50% of their total export. A provision has also been made making small exporters, who are not Export House/Trading House/Star Trading House/Super Star Trading House, eligible for claiming benefits of Special