

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:1879
ANSWERED ON:26.07.2002
COMPUTERISATION OF BANKS
V. SAROJA

Will the Minister of FINANCE be pleased to state:

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- (a) the number of Public Sector Banks and Scheduled Commercial Banks which have computerised their business as per CVC guidelines;
- (b) the number of urban, semi-urban and rural branches of these banks which have been computerised;
- (c) whether the Government have earmarked any amount for giving assistance to banks in computerisation of business;
- (d) whether computerisation has not really cut down time in providing services to customer;
- (e) whether the Government have received a number of complaints that computerisation has not yielded desirable results; and
- (f) if so, the reaction of the Government thereto?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI ANANT G. GEETE)

- (a) : CVC guidelines regarding computerisation of business are applicable only to Public Sector Banks(PSBs). All PSBs have captured more than 70% of their businesses through computerisation as per guidelines of CVC.
- (b) : Number of urban, semi-urban and rural branches of PSBs which have been computerised are given in Annexure.
- (c) : Government have not earmarked any amount for giving assistance to banks in computerisation of their business.
- (d) to (f) : Computerisation of operations by banks has resulted in better and speedier customer service. Full benefits will become available after connectivity of branches is also achieved.