

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:789  
ANSWERED ON:17.08.2007  
KHARIF CROP LOAN  
Botcha Lakshmi Smt. Jhansi

**Will the Minister of FINANCE be pleased to state:**

(a) whether the Government has a grievance redressal machinery in regard to non-disbursal of crop loans to farmers, by nationalised banks; and

(b) if so, the number of complaints redressed therein during the last three years?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a): The Nationalised Banks have robust internal grievance redressal mechanism to address all customer complaints including those relating to crop loans. Various instructions have been, issued, to banks from time to time in this regard. Any customer who has a genuine grievance, which, may include non-disbursal of crop loan, needs to be attended by the concerned bank.

(b): Data Reporting System does not generate information in the manner asked for.