

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2020
ANSWERED ON:31.07.2015
Internet Links in Banks
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Will the Minister of FINANCE be pleased to state:

- (a) whether internet links are usually missing in the banks due to which people can not withdraw money or no other transaction can be done;
- (b) if so, the details thereof;
- (c) whether the Government has any proposal to introduce manual procedure in banks to overcome this link failure issue; and
- (d) if so, the details and the steps taken by the Government to solve this link failure problem in banks?

Answer

The Minister of State in the Ministry of Finance
(SHRI JAYANT SINHA)

(a) to (d) Reserve Bank of India (RBI) has informed that branches of banks access Core Banking Solution (CBS) through their own links - generally called Multi Protocol Label Switching (MPLS) which is subject to extensive testing and trial runs before they are made fully operational. There are also effective Service Level Agreements (SLA) for ensuring high levels of availability. Further, all banks do report to their Boards if the service delivery offerings, like internet, are disrupted and there are no major reports to RBI, in this matter.
