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Title: Problems being faced by the rural people particularly illiterate and uneducated persons while visiting the banks.

SHRI PONNAM PRABHAKAR (KARIMNAGAR): Madam Chairperson, I am raising a very important issue regarding the problems being faced by the rural folk, particularly the illiterate and uneducated people while visiting the banks.

The efforts being made by the Reserve Bank of India and the Government to make the inclusive growth achievable by involving the backward and weaker sections of the society in the banking sector, are laudable at the national level. Nowadays, many people involved in the NREGA, SHGs, SC/ST/OBC scholarships and old-age pension schemes are visiting the banks regularly for getting their payment. Most of them are illiterate and uneducated.

Madam Chairman, but some officials in some banks like Andhra Bank in Hyderabad have recently issued a circular preventing the entry of such customers into the banks. What they say is that the people who are coming to banks to receive their payments are doing unproductive business and they are creating inconvenience to their business. They do not allow them.

Even though we have completed 60 years of Independence, both the weaker sections and the illiterate people are being still humiliated in one way or the other. The Banks are being nationalised with the aim to take them to the rural people. It seems the very purpose of banking industry is not going ahead with some people.

I, therefore, request the concerned hon. Minister, through you, Madam Chairman, to kindly intervene in the matter to ensure giving justice to the rural folk by participating them in the day-to-day needs in the banking industry. Thank you, Madam.