

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
LOK SABHA
UNSTARRED QUESTION NO-7
ANSWERED ON-18.11.2019

PSBs EASE PROGRAMME

7. SHRI SHANMUGA SUNDARAM K.:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government under the reform agenda for PSBs under Enhanced Access and Service Excellence Programme (EASE) 2.0 instructed IBA to have uniform working hours for PSBs and private banks;
- (b) if so, the details thereof;
- (c) whether the Government has received any Banker's panel recommending different time schedule for the banks;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government to consider the interests of the customers for adopting different working hours for the banks?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI ANURAG SINGH THAKUR)

(a) to (e): Government announced a Public Sector Banks Reforms Agenda for Enhanced Access and Service Excellence (EASE). In the course of discussions in this regard, the issue of banking for customer convenience has been flagged to Public Sector Banks from time to time.

With regard to uniform bank working hours, the Indian Banks' Association has apprised that a sub-committee of the association has recommended that Lead District Managers (Chairmen, Block Level Bankers' Committee), after due coordination with the District Consultative Committee (DCC), may give their recommendations for implementation of timings to be adopted under the DCC's purview to respective State Level Bankers' Committee Convenors. The association has circulated the recommendations among its member Public Sector Banks.
