

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI DALBIR SINGH): (a) to (d) Government have seen the news item referred to in the question. The massive expansion and diversification of the banking industry has not been without strains. The geographical spread of the banking services had to contend with deficient infrastructure and poor communications. House keeping functions have therefore suffered and lines of supervision and control have lengthened. The principal areas of deficiencies are customer service, quality of advances portfolio and low productivity.

The performance of the public sector banks is monitored on a continuing basis by the Government and Reserve Bank of India. The various deficiencies in the working of the banks have been identified and concerted efforts are made to remove them. Action plans have been drawn up by the public sector banks at the instance of the Reserve Bank of India for improving their overall efficiency.

The Finance Minister, in his Budget Speech on 24th July, 1991 has, *inter-alia*, indicated a proposal for appointment of a High Level Committee to consider all relevant aspects of structure, organisation, functions and procedures of the financial system. This Committee is expected to advise the Government on appropriate measures that would be needed to enhance the viability and health of our banking sector so that it can better serve the needs of the economy.

**Complaint against Doctors and Staff of the CGHS Dispensary, Kali Bari Marg**

1274. SHRI DAVID LEDGER:  
SHRI RAM NARESH  
YADAV:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether Government have received any complaint against the doctors and staff of the CGHS dispensary No. 76, Kali Bari Marg, New Delhi-110 001;

(b) whether it is a fact that medicines, like Atrochlor-D (eye drops) and Glucobol, prescribed by doctors are never available in the dispensary and the beneficiaries are forced to purchase from open market;

(c) whether it is also a fact that even most essential life saving drugs are indented for purchases in this dispensary and the beneficiaries have to wait for a long, even for months; and

(d) if so, whether Government propose to take steps to transfer the entire staff of the said CGHS dispensary who are found to be guilty for such malpractices in the dispensary

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SMT. D. K. TIHARA DEVI SIDDHARTHA): (a) Yes, Sir.

(b) No, Sir, the medicines like Atrochlor-D (eye drops) and Glucobol etc. are generally available in the dispensary and if not are made available to the beneficiary by local purchase.

(c) The Medicines which are not available in the dispensary are procured locally and made available to the beneficiary as early as possible.

(d) In view of answer to parts (b), (c) above question does not arise.

**NRI Remittances to India after Rupee Devaluation**

1275. SHRI SHANTI TYAGI: Will the Minister of FINANCE be pleased to state:

(a) whether non-resident Indian's remittances to India have not risen after rupee devaluation; and