

(b) if so, the reasons therefor;

(c) the number of such cases pertaining to financial year 2008-09 and the two preceding financial years still pending for disposal in Delhi, year-wise, with reasons for delay in their disposals; and

(d) what action is proposed to be taken against delinquent staff and officers concerned with such cases for creating unnecessary delays?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM):

(a) No, Madam. All refund cases are being processed on priority basis including those of senior citizens.

(b) Does not arise in view of (a) above.

(c) The financial year-wise number of income tax refund cases pertaining to senior citizens is not available as prescribed return is not so classified. All the refunds for returns received in financial year 2007-08 have been issued. The processing of returns and issuance of refunds for financial year 2008-09 has not been completed. In some cases delay is caused due to technical reasons like software problem, delay in PAN migration, invalid PAN and deficiencies attributable to assessee like incomplete bank account details. The statutory time limit to process returns and issue refund for returns received in financial year 2008-09 is 31-03-2010.

(d) The delay is due to technical reasons only.

#### **Grain Cooperative Bank**

1057. SHRI JAI PRAKASH NARAYAN SINGH: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that Government has waived the interest on loans of farmers in several States;

(b) if so, the details thereof;

(c) whether it is a fact that loan/interest taken from Grain Cooperative Bank in Jharkhand by more than 17,000 farmers have not been waived so far;

(d) if so, the reasons therefor; and

(e) by when decision to waive loans of farmers from Grain Cooperative Bank will be taken?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA):

(a) and (b) The Government of India has implemented the Agricultural Debt Waiver and Debt Relief (ADWDR) Scheme, 2008, which covered all agricultural loans disbursed by scheduled commercial banks, regional rural banks and cooperative credit institutions up to March 31, 2007 and overdue as on December 31, 2007. For marginal farmers (*i.e.*, holding upto 1 hectare) and small farmers (1-2 hectare), there was a complete waiver of all loans that were overdue on December 31, 2007 and which remained unpaid until February 29, 2008 while in respect of other

farmers, there is a One Time Settlement (OTS) scheme for such loans. Under the OTS, a rebate of 25 per cent is to be given against payment of the balance of 75 per cent.

The Scheme was implemented throughout the country. As per the provisional figures, a total of 3.01 crore small and marginal farmers and 0.67 crore 'other farmers' have benefitted from the Scheme involving debt waiver and debt relief of Rs. 65,318.33 crore.

(c) to (e) formal communication regarding Grain Cooperative Bank had been earlier received either directly from the Government of Jharkhand or any of its agencies. State Level Banker's Committee, Jharkhand, however, *vide* its letter dated 06.07.2009, has sent a copy of letter dated 21.06.2008 written by Registrar, Cooperative Societies, Jharkhand to the Government of India for inclusion of loans taken by 4,467 farmers (amounting to Rs. 1.27 crore) from Deoghar Cooperative Grain Bank Ltd. under the ambit of ADWDR Scheme.

#### **Reversal of wrong debiting of money due to ATM withdrawal**

1058. SHRI O.T. LEPCHA: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that RBI has issued guidelines that reversal of money that is wrongly debited from any account while withdrawing money from ATMs should be done within 12 days;

(b) if so, the details of instructions issued in this regard;

(c) whether it is also a fact that in practice banks are taking much more time in reverting the money; and

(d) what are the reasons for this delay and steps taken to reverse the wrongly debited money in time?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA):

(a) and (b) Reserve Bank of India (RBI) has issued a circular dated 23rd October, 2008 on "Reconciliation of transaction at ATMs failure-Time limit". *Vide* the aforesaid Circular, RBI has directed all the banks to recredit the amount wrongly debited due to ATM failure transactions within a maximum period of 12 days from the date of receipt of customer complaints. Banks are further advised to strictly adhere to the time limits indicated in the circular. This circular was reissued under Payment and Settlement System Act, 2007 on February 11, 2009. Non adherence to the time discipline shall attract penalties as prescribed under the Payment and Settlement System Act, 2007.

(c) and (d) RBI reported to have come across few cases where the banks have re-credited the customer's account after 12 days. The reason for the delay in most of the cases are due to delay in inter bank reconciliation of such transactions and in cases where ATMs are in remote location, there has been delay in verification of authenticity for the complaints. RBI has also reported that as and when such cases of delay are brought to their notice, the matter is taken up with the bank concerned and the amounts restored. Further, RBI also impress upon