

own resources. Besides, additional 3% incentive is given to the farmers for prompt repayment of the loan, thereby reducing the effective rate of interest to 4%.

- RBI has conveyed to Banks to waive margin/security requirements of agricultural loans upto ₹ 1,00,000/-.
- To bring small, marginal, tenant farmers, oral lessees, etc. into the fold of institutional credit, Joint Liability Groups (JLGs) have been promoted by banks.

(c) and (d) With a view to spreading financial literacy activities at the ground level, RBI *vide* its circular dated 14.01.2016 has issued revised guidelines on Financial Literacy Centres (FLCs) of Lead Banks and operational guidelines for conduct of camps by FLCs and rural branches of banks. Further, as reported by RBI, FLCs are required to conduct tailored camps for the different target groups (Farmers, School Children, Self Help Groups (SHGs), Senior Citizens, Entrepreneurs). NABARD has reported that it supports Regional Rural Banks and Cooperative banks for setting up of FLCs across India. NABARD has further informed that, as on 31st March 2017, it has supported 1086 FLCs of Cooperative banks, 384 FLCs of RRBs and 163 FLCs in Primary Agriculture Cooperative Societies.

Impact of waiving off Transactions/MDR charges

385. SHRI KAPIL SIBAL: Will the Minister of FINANCE be pleased to state:

(a) the details of the transactions fee/Merchant Discount Rate (MDR) charges which have been waived off since its announcement;

(b) whether it is a fact that Government has taken the burden of transactions fee/MDR charges, if so, the details thereof along with the total additional expenditure which Government is bearing; and

(c) whether the State Governments are doing the same, if so, the details thereof, State/UT-wise?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SHIV PRATAP SHUKLA): (a) and (b) Ministry of Electronics and Information Technology (MeitY), *vide*, notification number 6(19)/2017-DPD-1 dated 28 December 2017, has decided to reimburse the Merchant Discount Rate (MDR) charges for all digital transactions using debit cards, BHIM-UPI and BHIM Aadhaar Pay and of value less than or equal to ₹ 2,000 so that such digital payment transactions are promoted. This subsidization has been made applicable from 1.1.2018 to 31.12.2019. It is estimated

that the MDR to be reimbursed to the banks in respect of transactions less than ₹ 2,000 in value would be ₹ 1,050 crore in FY 2018-19 and ₹ 1,462 crore in FY 2019-20.

(c) The Gazette notification mentioned, as issued by MeitY, Government of India, provides for reimbursement of MDR applicable on the Debit Card/BHIM UPI/Aadhaar-Pay transactions and less than or equal to ₹ 2,000 in value, by Government of India. State Governments have not separately announced waivers of MDR charges for the merchants.

Discrepancies/disputes in the payment *via* e-wallets

386. SHRI KAPIL SIBAL: Will the Minister of FINANCE be pleased to state:

(a) whether Government has data regarding the e-wallets which were available in India prior to demonetisation, if so, the details in respect to volume of business, daily transactions, monthly transactions, e-wallet-wise;

(b) the details of the addition of e-wallets post demonetisation and the volume of business done on daily, monthly basis till date;

(c) whether there have been discrepancies/disputes in the payments *via* e-wallets, the details thereof, State/UT-wise; and

(d) if so, whether Government has set up a grievance cell for such discrepancies, if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SHIV PRATAP SHUKLA): (a) and (b) The volume and value Prepaid Payment Instruments (PPIs) including m-Wallet from August, 2016 to November, 2017, as reported by Reserve Bank of India (RBI), is given in the Statement-I (*See* below). The details of Prepaid Payment Instruments (PPIs) issuers authorized/approved under Payment and Settlement Systems (PSS) Act, 2007, pre and post demonetization is given in Statement-II and Statement-III respectively (*See* below).

(c) and (d) The “Master Direction on Issuance and Operation of Prepaid Payment Instruments” of RBI dated 11.10.2017 has mandated the PPIs to submit the consolidated customer grievance details on quarterly basis. The State/UT-wise data is not collated by RBI.

The Master Direction, updated as on 29 December, 2017, mandate the PPI issuers to put in place a formal, publicly disclosed customer grievance redressal framework, including designating a nodal officer to handle the customer complaints/grievances, the escalation matrix and turn-around-times for complaint resolution.