

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA

UNSTARRED QUESTION NO. 1703

TO BE ANSWERED ON THE 27TH JULY 2018/SHRAVANA 5, 1940 (SAKA)
Implementation of PSB Reform Agenda

1703. SHRIMATI K. MARAGATHAM:

Will the Minister of FINANCE be pleased to state:

- (a) whether the India Banks' Association (IBA) has drawn a plan for measuring the implementation of reforms agenda by Public Sector Bank (PSBs) on six specific parameters;
- (b) if so, the details thereof;
- (c) whether the capital infusion in the State owned banks is directly linked to their performance on reforms front;
- (d) whether the IBA has decided to hire consultants for measuring the implementation of PSB reforms agenda-enhanced access and service excellence; and
- (e) if so, the details thereof?

ANSWER

**Minister of State in the Ministry of Finance
(SHRI SHIV PRATAP SHUKLA)**

(a) to (e): The Public Sector Banks (PSBs) Reforms Agenda, which covers six thematic areas of banking reforms, envisages carrying out and publishing of an Enhanced Access and Service Excellence (EASE) Ranking survey to measure banks' customer responsiveness through customer survey and objective measurement. As per inputs from the Indian Banks' Association (IBA) it has commenced action in this regard with selection of a consultant for the survey.

Government has announced recapitalisation of PSBs over the financial years 2017-18 and 2018-19, including through capital infusion by the Government. Infusion of capital is dependent upon each PSBs performance in implementing the Reforms Agenda.
