

**Survey on simplification of procedures by
Reserve Bank of India for export credit delivery
and level of exporters' satisfaction with bank services**

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In view of the national importance attached to exports growth RBI has been impressing upon the banks the need for expeditious dispensation of export credit. In this context, the Bank had issued detailed guidelines to banks on February 28, 1999 for simplifying the procedures for delivery of export credit. Further suggestions on simplification of procedures were invited from exporters, particularly, those located in non-metropolitan centres. Based on the suggestions received, measures to further improve export credit delivery were advised to banks.

Keeping in view the paramount need to increase exports and to remove impediments, if any, in delivery of export credit, Governor announced in the Monetary and Credit Policy for 2001-2002 released on April 19, 2001 that a survey with the help of an independent outside agency would be conducted to have a feedback on simplification of procedures for export credit delivery as also the level of exporters' satisfaction with bank services.

In accordance with the aforesaid decision, the work of conducting the nationwide survey has been entrusted to the National Council of Applied Economic Research (NCAER), New Delhi. The NCAER have commenced the preliminary work of the survey and they would be approaching the exporters, and base level bank functionaries at major export centres eliciting the views/opinions.

RBI requests the exporters, exporters' organisations and functionaries of various banks to extend full cooperation to the representatives of NCAER for smooth conduct of the survey and communicate their free and frank opinion/views, so that the findings of the survey can help RBI in taking further initiatives for improving the credit delivery system for exporters.

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