

Other measures taken to promote this region among tourists are production of tourist literature, films and other display material on selected tourist centres in the region.

A Regional Tourist Office of the Central Department of Tourism also functions at Calcutta which promotes the Eastern Region among tourists, maintains close liaison with the State Governments and the travel industry, and collects and disseminates information on tourist centres in the Eastern Region.

Entry formalities for visit to Darjeeling, Shillong and Kaziranga by international tourists have been liberalised.

All the above measures have helped to increase the flow of tourists to the Eastern region.

#### Efficiency in Nationalised Banks

868. SHRI SUSHIL KUMAR DHARA: Will the Minister of FINANCE AND REVENUE AND BANKING be pleased to state:

(a) whether the efficiency, promptness to dealings and the general behaviour of the managements and staff of such of the banks which had been nationalised have undergone perceptible change towards worse after the nationalisation;

(b) whether it is proposed to bring about improvement in working of these banks; and

(c) if so, the steps being taken in this direction?

THE MINISTER OF FINANCE AND REVENUE AND BANKING (SHRI H. M. PATEL): (a) There has so far been no appraisal by banks in India on the basis of which a comparison could be made of the service available to the customers in the non-nationalised banks and the nationalised banks during any particular period.

(b) and (c). Continual watch is kept for bringing about improvements in the service rendered by the nationalised banks to their customers.

Remedial action is taken whenever specific complaints are received.

In March, 1975, Government appointed a Working Group to identify problems and to make recommendations for improving customer service in banks. Majority of the recommendations of the Working Group, made in its Interim Report, and covering (i) deposit accounts, (ii) remittances and collections, (iii) loans and advances, (iv) Government business, and (v) discipline and attitudes, were accepted and brought to the notice of all public sector banks for implementation.

Improving the efficiency of banks, with a view to rendering better and speedy service to the public, is one of the important terms of reference of the James Raj Committee recently set up by the Reserve Bank.

पश्चिमी देशों से भारत आये पर्यटक

869. श्री मोक्ष प्रकाश त्यागी : क्या पर्यटन और नागर विमानन मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या सरकार का ध्यान दिनांक 26 अप्रैल, 1977 के 'इंडियन एक्सप्रेस' में प्रकाशित 'काक्स एण्ड किंग्स' के एक प्रतिनिधि श्री डी० ए० सिउर्सन के उस वक्तव्य की ओर दिलाया गया है जिसमें उन्होंने उन कारणों का उल्लेख किया है जिनसे पश्चिमी देशों से पर्यटक अधिक संख्या में भारत में नहीं आते ; और

(ख) यदि हां, तो इस बारे में सरकार की क्या प्रतिक्रिया है ?

पर्यटन और नागर विमानन मंत्री (श्री पुष्पोत्तम कौशिक) : जी हां ।

(ख) : मैसर्स काक्स एण्ड किंग्स; लंदन के श्री डी० ए० सिउर्सन ने एक्सप्रेस के संवाददाता के साथ भेंटवाती में उन कारणों के बारे में अपने कुछ