

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

मत व्यक्त किए है जिनकी वजह से पश्चात्य पर्यटक अधिक संख्या में भारत की यात्रा नहीं करते । वह प्रमुख कारण जो हमारे लिए चिंता का विषय है विदेशों में भारत के बारे में स्वास्थ्य विषयक सफाई और स्वच्छता के अभाव और व्यापक दरिद्रता की धारणा है । श्री सियंसन ने स्वयं स्वीकार किया है कि हाल के वर्षों में स्वच्छता और सफाई के मामले में काफी अधिक सुधार हुआ है ।

पर्यटन विभाग निरीक्षणों के माध्यम से विदेशी पर्यटकों के लिए उनकी उपयुक्तता को दृष्टि से अनुमोदित होटलों में स्वास्थ्य की दृष्टि से स्वच्छता और सफाई के निर्धारित मानकों को लागू कराने का प्रयत्न करता है । हमारे अधिक अच्छी श्रेणी के अधिकांश होटलों में पानी साफ करने के प्लांट लगे हुए हैं ताकि ऐसी घटनाओं को कम किया जा सके जिनका श्री सियंसन "दिल्ली वेली" के नाम से उल्लेख करता है ।

श्री सियंसन ने इंडियन एयरलाइन्स द्वारा उड़ानों की समय-सारिणी तैयार करने के बारे में कुछ सुझाव दिए हैं जिन्हें नोट कर लिया गया है ।

महाद्वीपीय यूरोप के देशों में समुद्रतटीय विहार में बढ़ती हुई रुचि को देखते हुए कोवालम के बारे में की गयी श्री सियंसन की टिप्पणी सही प्रतीत नहीं होती । श्रीलंका, मालदीव जैसे पड़ोसी देशों के समुद्रतटीय विहार-स्थलों की यात्रा करने वाले यात्रियों की बढ़ती हुई संख्या से भी इस तथ्य की पुष्टि होती है ।

### Take over of Textile Mills in Kerala

870. SHRI P. K. KODIYAN;

SHRI C. K. CHANDRAPPAN:

Will the Minister of COMMERCE AND CIVIL AVIATION AND CO-OPERATION be pleased to state:

(a) whether the Kerala Government has urged the National Textile Corporation to take over four textile mills in Kerala; and

(b) if so, the action taken by Government in this regard?

THE MINISTER OF COMMERCE AND CIVIL SUPPLIES AND CO-OPERATION (SHRI MOHAN DHARIA): (a) Yes, Sir.

(b) Since National Textile Corporation has been already overburdened with an onerous responsibility of managing 105 sick cotton textile mills at present, the Central Government does no favour take-over of more sick or close textile mills for management by the National Textile Corporation. However, if any concerned State Government is prepared to take over sick unit or units under its management, the Central Government would like to render all possible cooperations, whenever such proposals are found viable.

### Misuse of Import Licences by Edible Oil Importers

871. SHRI P. K. KODIYAN:

SHRI M. RAM GOPAL REDDY:

SHRI UGGRASEN:

Will the Minister of COMMERCE AND CIVIL SUPPLIES AND CO-OPERATION be pleased to state:

(a) whether Government's attention has been drawn to the fact that the edible oil importers are selling the goods purchased against import licenses issued by Government back to their overseas suppliers making huge profits; and

(b) if so, the facts thereof and action taken against them?