

(b) the number of backlog vacancies in the reserved categories; and

(c) the steps being taken to fill up the same ?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD): (a) In Air India the total number of employees belonging to Scheduled Castes (SC) and Scheduled Tribes (ST) is 3641 and 968 respectively.

(b) As on 1.1.94 the backlog vacancies in SC Category was 76 and that in the ST Category 148.

(c) The Management of Air India has been striving to fill up the backlog vacancies in reserved categories through special recruitment drives.

*[English]*

### **Export Growth**

2905. SHRI CHHITUBHAI GAMIT: Will the Minister of COMMERCE be pleased to state:

(a) whether the Government have received any action plan for boosting export from the Gujarat Exporters Association;

(b) if so, the details thereof; and

(c) if not, the reaction of the Government thereto ?

THE MINISTER OF COMMERCE (SHRI PRANAB MUKHERJEE): (a) No, Sir.

(b) and (c). Do not arise.

### **Customers Services**

2906. PROF. UMMAREDDY VENKATESWARLU: Will the Minister of FINANCE be pleased to state:

(a) whether the standard of customers services in Syndicate Bank, Central Bank of India and Indian Bank has been deteriorating; and

(b) if so, the steps taken or proposed to be taken to make improvements in this regard ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M.V. CHANDRASHEKHARA MURTHY): (a) and (b). No such report has been received. However, Government are anxious to ensure improvement in customer services in public sector banks. A Committee under the Chairmanship of Shri M.N. Goiporia, the then Chairman, State Bank of India was constituted in September 1990 to examine the issue. The Committee made wide ranging recommendations. Reserve Bank of India have already issued instructions to the banks for implementation of the accepted recommendations of the Committee.

*[Translation]*

### **Gap between the rich and the Poor**

2907. SHRI RAM PUJAN PATEL: Will the Minister of FINANCE be pleased to state:

(a) whether the Government have taken some initiatives to reduce the gap between the rich and the poor;

(b) if so, the details thereof; and