

STATEMENT

*Expenditure incurred on Establishment of Overseas Tourist Offices under
Department of Tourism during the year 1992-93, 1993-94 and 1994-95*

(Rs. in Lakhs)

Name of Operation	Name of Country	Location	Expenditure incurred during the period		
			1992-93	1993-94	1994-95 (Revised)
America	U.S.A.	New York	164.18	158.69	153.46
		Los Angeles	37.38	33.68	38.69
		Toronto	31.64	29.68	33.19
United Kingdom	United Kingdom	London	94.98	95.96	100.89
Europe	Switzerland	Geneva	48.72	47.11	52.73
		France	102.35	122.50	131.89
		Germany	102.47	148.83	164.79
		Sweden	42.04	34.13	49.51
		Spain	16.07	16.44	17.61
		Italy	35.83	37.17	42.64
Australasia	Netherland	Amsterdam	68.95	63.62	68.21
		Australia	73.55	77.56	70.05
East Asia	Singapore	Singapore	44.29	54.06	73.49
		Malayasia	20.25	17.64	21.05
		Japan	77.92	95.37	104.23
west Asia	U.A.E.	Dubai	39.80	53.93	65.51
		Behrain	7.84	9.74	11.59

Complaints Cell for Tourists

531. SHRI LALL BABU RAI : Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state :

(a) the number of complaints received by the Government from the tourists who fell victim to the misbehaviour of the travel agents, travel operators, hotel owners and businessmen during the last one year, State-wise;

(b) the progress made in regard to redressal of such complaints;

(c) whether in view of increase in number of such complaints, the Government propose to set up a cell to deal with such complaints; and

(d) if so, the details thereof ?

THE MINISTER OF CIVIL AVIATION AND TOURISM AND MINISTER OF PARLIAMENTARY AFFAIRS (SHRI GHULAM NABI AZAD) : (a) During the last year 117 complaints have been received by the Department of Tourism. Most of them are from overseas tourists and cannot be assigned State-wise.

(b) Redressal of complaints is an ongoing process and all of them are acknowledged and enquires into the same are undertaken, directly or through the concerned Departments.

(c) and (d) A small Cell has been set up in the Department of Tourism to deal with such complaints.

Bank Loan to Chemical Manufacturing Companies

532. SHRI RAMASHRAY PRASAD SINGH : Will the Minister of FINANCE be pleased to state :

(a) whether the Government provide loan to chemical manufacturing companies;

(b) if so, the number of such companies in the country particularly in Bihar to whom bank loans were provided during the last three years;

(c) whether RBI's guidelines to assist these companies by providing working capital to them within a period of three months are being followed;

(d) if so, the number of companies to whom working capital has been provided with the stipulated time during the above period;

(e) whether any monitoring mechanism has been evolved to ensure capital/financial assistance to these companies; and

(f) if so, the details thereof ?

THE MINISTER OF STATE IN THE MINISTRY OF