

have adopted such measures and those which have not so far adopted them; and

(c) the expenditure incurred so far during each year on such measuring?

THE MINISTER OF TEXTILES (SHRI R.L. JALAPPA): (a) to (c). The information is being collected and will be laid on the Table of the Sabha

[Translation]

#### Exporters' Grievances Redressal Cell

4479 SHRI D.P. YADAV: Will the Minister of COMMERCE be pleased to state:

(a) whether the Government have set up an Exporters' Grievances Redressal Cell;

(b) if so, the details thereof;

(c) whether the Grievances and suggestions of exporters are not being looked into within the prescribed time;

(d) if so, the reasons therefor;

(e) the action taken by the Government to remedy the situation; and

(f) the extent to which the Government have achieved the objectives of the above cell?

THE MINISTER OF STATE OF THE MINISTRY OF COMMERCE (SHRI BOLLA BULLI RAMAIAH): (a) and (b). Yes Sir. An Exporters' Redressal Cell (ERC) has been formed to entertain and monitor disposal of suggestions and difficulties of exporters and to facilitate early action on such issues.

(c) to (e). While no time frame can be indicated for policy issues, specific grievances are endeavoured to be disposed of within four weeks. The progress of disposals is also monitored through intra and inter-ministerial meetings.

(f) The healthy growth of Indian exports is a measure of activities of ERC and other export promotional steps taken by the Government.

[English]

#### Protocol System

4480. SHRI PRAMOD MAHAJAN: Will the Minister of FINANCE be pleased to state:

(a) whether the Government have issued any instructions

or guidelines to Customs authorities at airports to check misuse of protocol system and evasion of custom duty;

(b) if so, details thereof;

(c) the details of such cases where the protocol system has been misused in evading custom duty at Indra Gandhi International Airport, Delhi during 1995 and in 1996 so far; and

(d) the extent to which the authorities have been able to check such irregularities at the airport?

THE MINISTER OF FINANCE (SHRI P. CHIDAMBARAM): (a) and (b). The Protocol facilities are extended to VIPs, such as Ministers, Members of Parliament, Judges of Supreme Court and High Courts, persons of eminence in any prominent field, other dignitaries, Senior Civil Servants and to children and aged and impaired passengers for expeditious clearance of their baggage, after securing compliance with normal customs procedure and payment of customs duty wherever required. Instructions already exist for dealing with cases of misuse of facilities provided at the Airports and cases of evasion of customs duties wherever noticed are dealt with according to the law.

(c) A statement giving details of cases where extension of a protocol facilities occasioned payment of customs duty and other penal action is enclosed herewith.

(d) There is no large scale abuse of Protocol System. With a view to prevent smuggling and evasion of customs duty, the department has set up at each Airport an Intelligence Unit staffed by trained and experienced officers who provide inputs for purpose of customs checks of passengers, including V.I.Ps. In addition, X-Ray Machines have been installed at all Major International Airports which are used for screening the passengers' baggage on the basis of Intelligence as well as random selection.

#### STATEMENT

I. On 7-11-1995 Shri Kamal Nath, former Minister of Textile arrived from abroad. His P.S., who was present to collect the Baggage, reported with Baggage in dutiable channel (Red Channel) for payment of duty and declared the contents as crockery and cut glasses. The Baggage was examined and a duty of Rs. 1,11,217/- was collected. In addition, Redemption fine of Rs. 25,000/- and penalty of Rs. 10,000/- was imposed. However, on appeal the said order was set aside by the Appellate Authority on 10-5-1996.

II. On 13-5-1996, a Vietnamese Diplomat named Mr. Pham Trong Duong from Vietnamese Embassy came to receive a passenger named Mr. Trong Minh Tam. Gold weighing 13.118 Kgs. valued at Rs. 70,18,130/- was seized from the said passenger. The passenger has been arrested and further proceedings as under Law is in progress. The