

(a) whether the machines used by the branches of the Kendriya Bhandar for issuing bills to the consumers do not show the names of the items sold and the rates charged therefor leaving room for irregularity and malpractice;

(b) if so, the reasons therefor and the steps taken to replace the machines with the ones which show the names of the items sold and the price charged; and

(c) the number of complaints received from the consumers for overcharging on the printed bills issued by the Kendriya Bhandar and the action taken thereon?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRIMATI MARGARET ALVA): (a) to (c) A statement is attached.

#### STATEMENT

The Electronic Cash Register Machine provided in the branch stores of the Kendriya Bhandar for issuing receipts to the consumers does not show the names of the items sold. It, however, shows the quantity sold, the unit price thereof, the total price for the items concerned, the number of items sold, the grand total, the receipt number and date of sale. A copy of the receipts is retained by the store for future reference, if any. In order to enable the customers to verify on the spot the rates charged, it is mandatory for the stores to display the current rates of all the items at a prominent place.

Efforts are being made to instal machines showing names of items as well. However, introduction of these

machines in all the branches/stores of Kendriya Bhandar will depend upon the availability of machines of the required specifications and the necessary funds.

In the last 12 months, 5 complaints were received for overcharging. The complaints were looked into and disciplinary action has been taken against erring employees in 3 cases.

#### Export of Maruti Cars

3033. SHRIMATI GEETA MUKHERJEE: Will the PRIME MINISTER be pleased to state:

(a) the number of cars exported by Maruti Udyog Limited in 1990-91; and

(b) the total export earnings from the export of cars by Maruti Udyog Limited and the total value of imports by M. U. L. during 1990-91?

THE MINISTER OF STATE IN THE MINISTRY OF INDUSTRY (SHRI P. K. THUNGON): (a) Maruti Udyog Limited exported 4908 vehicles comprising 3187 Maruti-800 cars, 3 Maruti-1000 cc cars, 216 Omnis and 1502 Gypsies in 1990-91.

(b) The total foreign exchange earned by Maruti Udyog Limited during 1990-91 was equivalent to Rs. 72.91 crores including Rs. 40.66 crores by sale of Maruti vehicles in India against foreign exchange. As against this, the total c.i.f. value of components imported by Maruti Udyog Ltd. during the same period was Rs. 171.14 crores.