

THE MINISTER OF STATE IN THE MINISTRY OF TOURISM (SHRI OMAK APANG) : (a) Tourists arriving at airports on package tours are transferred by cars/coaches to their destinations by Travel Agents/Tour Operators. Cars, pre-paid taxis and coach service to city centres are also available at major airports in the country. Efforts are made to further upgrade and improve these facilities with the help of concerned agencies.

(b) to (d) It is proposed to set up a Bharat Paryatan Bhawan in New Delhi to improve facilitation and information service for tourists. All State Governments have also been requested to establish a Paryatan Bhawan in each State capital for this purpose.

[Translation]

Foreign Tourists

3531. SHRI DATTA MEGHE Will the Minister of TOURISM be pleased to state :

(a) whether our foreign embassies also take some measures so that more and more foreign tourists come to India; and

(b) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF TOURISM (SHRI OMAK APANG) : (a) and (b) The Indian Missions overseas render all possible assistance to all the persons who approach them and who intend to visit India by way of issue of visas and dissemination of information through pamphlets and brochures. It also maintains sections on Indian culture and tourism in its Home Page on internet.

The Govt. of India Tourist Offices overseas work in close coordination with the Missions and synergise their efforts in positioning India as an attractive destination in the niche markets.

[English]

Debt Trap

3532. SHRI PRITHVIRAJ D. CHAVAN Will the Minister of FINANCE be pleased to state :

(a) whether many State Governments are facing debt-trap on account of high indebtedness and low Additional Resource Mobilisation efforts, as reflected in the Debt to Net State Domestic Product;

(b) if so, the States which are likely to be most affected; and

(c) the details of Debt/NSDP figures for the last three years, State-wise?

THE MINISTER OF FINANCE (SHRI YASHWANT SINHA) : The information is being collected and will be furnished.

Banking Ombudsman Scheme

3533. SHRI PRAKASH YASHWANT AMBEDKAR : Will the Minister of FINANCE be pleased to state :

(a) the progress of the 'Banking Ombudsman Scheme' formulated by the Reserve Bank of India;

(b) the number of complaints received, under this scheme;

(c) whether the Apex Bank exercises any surveillance over the redressal of complaints received by Nodal Officers in Public Sector Banks;

(d) if so, the details thereof;

(e) whether the Apex Bank has received any complaint of breach/violation of Citizens' Charter adopted by all the Public Sector Banks; and

(f) if so, the action taken thereon?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF FINANCE (BANKING, REVENUE AND INSURANCE) (SHRI KADAMBUR M.R. JANARTHANAN) : (a) and (b) Reserve Bank of India (RBI) has formulated the Banking Ombudsman Scheme which came into operation from 14.6.95 for expeditious and inexpensive resolution of customer complaints. RBI has so far appointed 15 Banking Ombudsmen covering all major centres/territories in India. The details of complaints received and handled by Banking Ombudsmen at various centres as on 31.12.97 as reported by RBI is given in the statement.

(c) and (d) Every Public Sector Bank has appointed a Grievance Officer known as Nodal Officer to deal with customer grievances/complaints. The details of these Nodal Officers were published by Indian Banks' Association (IBA) in the news-papers. Board of Directors review the progress of complaints redressed by the respective banks.

(e) and (f) No specific complaint regarding breach/violation of Citizens' charter adopted by the Public Sector Banks has been received by RBI.

Statement

Position of complaints received and handled by Banking Ombudsman at various centres as on 31.12.1997

S. No.	Centre	Total Complaints received	Complaints which are outside the scope of the Scheme	Complaints attended to by B.O.	No. of cases settled
1	2	3	4	5	6
1.	Mumbai	1329	450	879	769

1	2	3	4	5	6
2.	Delhi	1377	717	660	600
3.	Bhopal	785	303	482	423
4.	Bangalore	847	257	590	510
5.	Chandigarh	784	361	423	408
6.	Hyderabad	749	352	397	329
7.	Patna	780	176	604	497
8.	Jaipur	998	788	210	168
9.	Kanpur	1251	605	646	516
10.	Guwahati	263	23	240	165
11.	Bhubaneshwar	104	14	90	62
12.	Chennai	212	66	146	98
13.	Calcutta	363	165	198	71
14.	Ahmedabad	127	53	74	55
15.	Thiruvananthapuram	120	50	70	15

Production of Tobacco

3534. SHRI S.S. OWAISI : Will the Minister of COMMERCE be pleased to state :

(a) the production of Flue Cured Virginis Tobacco during the 1996-97 and 1997-98 in the country, State-wise;

(b) the financial assistance provided by the Tobacco Board to each State to boost the production of tobacco during the above period;

(c) whether the tobacco growers of several States have demanded remunerative price for their products;

(d) if so, the details thereof; and

(e) the steps taken by the Government in this regard?

THE MINISTER OF COMMERCE (SHRI RAMAKRISHNA HEGDE) : (a) Production of Flue Cured Virginia tobacco during the years 1996-97 and 1997-98 in the country. State-wise :

Year	Production (Million Kgs.)		Total
	A.P. Maharashtra & Orissa	Karnataka	
1996-97	131.79	36.42	168.21
1997-98	127.00(E)	46.00	173.00

(E) : Estimated Production.

(b) Tobacco Board has been implementing various developmental and extension schemes in the states of

Andhra Pradesh and Karnataka for increasing the yields and quality of FCV tobacco. Financial assistance in the shape of subsidy is also being given to the tobacco farmers. Details of expenditure on such schemes statewise for 1996-97 and 1997-98 are given below :

Year	Expenditure (Rs. in Lakhs)		
	A.P.	Karnataka	Total
1996-97	39.19	23.18	62.37
1997-98	37.70	28.88	66.58

(c) to (e) There has been demand from the FCV tobacco growers for remunerative prices or tobacco. Every year Minimum Support Prices (MSP) for various grades of FCV tobacco is declared by the Government on the basis of recommendations of the Commission on Agricultural Costs and Prices (CACP). Whenever the prices fall below the minimum support price, market intervention is carried out to shore up the prices. Against MSP of Rs. 23.50 per kg., the average price realisation in the 1997-98 tobacco auctions in Karnataka was Rs. 48.82 per kg. and in Andhra Pradesh Rs. 43.14 per kg.

Import of Cashewnuts

3535. SHRI T. GOVINDAN : Will the Minister of COMMERCE be pleased to state :

(a) the quantity of raw cashewnuts imported during 1997-98; and

(b) the foreign exchange earned on the export of cashewnuts during the above period?

THE MINISTER OF COMMERCE (SHRI RAMAKRISHNA HEGDE) : (a) The quantity of Cashewnuts imported during 1997-98 was 241495 tonnes. (P)

(b) Foreign exchange earned on the export of Cashewnuts (including Cashewnut shell liquid) during 1997-98 was Rs. 1408 crores. (P)

P : Provisional

Source : DGCI & S, Calcutta.

Coal Reserve in Jitpur Colliery

3536. SHRI MOINUL HASSAN : Will the Minister of COAL be pleased to state :

(a) the quantity and quality of coal reserve in Jitpur colliery at present;

(b) the present production and manpower of the colliery;

(c) whether contractual workers are being engaged in the colliery to raise coal production;

(d) if so, the details thereof; and

(e) the future plan of the Government to develop the Jitpur mine?