

THE MINISTER OF INDUSTRY (SHRI J. VENGAL RAO): (a) Maruti Udyog Limited collects feedback from customers on after-sales-service provided by the dealers through questionnaires, which are either personally administered or mailed to the customers. A service feedback form on a pre-paid self-addressed inland letter is also sent to a random sample of customers for informing them of their opinion/experience. In addition, audit checks of 3-4 recently serviced vehicles are performed by service engineers of MUL during their inspection visit to dealerships.

(b) No, Sir.

**Appointment of persons belonging to SC and ST in public sector undertakings**

1966. SHRI AJIT P. K. JOGI: Will the Minister of INDUSTRY be pleased to refer to the answer to Unstarred Question 1684 given in the Rajya Sabha on the 10th August, 1987 and state:

(a) whether in view of the fact that in groups A & B respectively only 5.58 and 7.68 per cent vacancies have been filled up by appointing members belonging to SC and ST;

(b) whether Government propose to issue directives to the Public Sector Undertakings for filling up the large number of reserved vacancies by special direct recruitment drives permitting horizontal entry at these levels;

(c) whether Government will also consider filling up these vacancies by eligible persons belonging to reserved categories working in other Government departments and other public sector undertakings; and

(d) whether any officer in any of the Public Sector Undertakings has ever been punished for failing to meet the constitutional and governmental commitment of reservation of posts in various groups, if so, what are the details thereof?

THE MINISTER OF INDUSTRY (SHRI J. VENGAL RAO): (a) to (c) Even though the representation of Scheduled Castes and Scheduled Tribes employees in Group 'A' & 'B' posts of public sector

undertakings is below the prescribed percentage, their representation in these groups of posts is increasing steadily over the years. Having regard to the backlog in the overall representation of Schedule Castes and Scheduled Tribes in Group 'A' and 'B' posts of public sector undertakings, the Bureau of Public Enterprises have advised the public sector undertakings, through their administrative Ministries, to make concerted efforts to fill up vacancies reserved for them to the maximum extent possible and to consider for that purpose amongst others, the desirability of organising special recruitment tests exclusively for Scheduled Castes and Scheduled Tribes.

Reservation, however is vacancy related concept and has to be implemented within the framework of the overall recruitment policies of the public sector undertakings. It may not, therefore, be possible for the public sector undertakings to resort to horizontal entry at senior levels or appointment of employees of Government/other public sector undertakings against unfilled vacancies if the recruitment policies of individual public sector undertakings do not provide for these.

(d) Like other officers of public sector undertakings engaged in different activities, the officers dealing with implementation of reservation policy are also accountable to their Management. Each undertaking has its own system of rewards and punishment for the performance or non-performance of its employees.

**Distribution of gas through H.B.T pipeline**

1967. SHRI AJIT P. K. JOGI: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state;

(a) on what basis the distribution of the quantity of gas transported through the HBJ pipeline among the four States i.e., Gujarat, Rajasthan, Madhya Pradesh and Uttar Pradesh has been made;

(b) what are the reasons that in spite of the fact that the pipeline would pass through a large area of Madhya Pradesh only 10 per cent share has been allotted to Madhya Pradesh; and