

(d) by when and where these plants are likely to be set up and what will be their production capacity; and

(e) what is the present production of aluminium in the country?

THE MINISTER OF COMMERCE AND STEEL AND MINES (SHRI PRANAB MUKHERJEE) (a) to (d) Yes, Sir. Government have sanctioned on 11-11-1980 the establishment of an alumina-cum-aluminium complex in Orissa comprising—

(i) a bauxite mine at Panchpatmali with a production capacity of 2.4 million tonnes per year of bauxite to feed the alumina plant;

(ii) an alumina plant with a production capacity of 0.8 million tonnes per year at damanjodi; and

(iii) an aluminium smelter with a production capacity of 0.218 million tonnes per year of metal at Talcher to be fully served by a captive power plant of appropriate capacity.

The sanctioned capital cost of this project is Rs. 1242.4 crores with a foreign exchange component of Rs. 167.5 crores. The project is expected to reach full capacity production according to the following time schedule, the periods being reckoned from the date of appointment of consultants and agreement with them becoming effective which is expected to be in the last quarter of 1980-81:

Bauxite Mines	..	63 months
Alumina Plant	..	70 months
Smelter	..	81 months

The Ratnagiri Aluminium Project which was sanctioned in 1974 could not be taken up for implementation owing to financial constraints. Recently, a review of the project has been conducted on the basis of updated cost estimates and it has been found that the project would not be

economically viable because of the following reasons:

(A) low scale of operation

(B) obsolete technology

(C) high cost of power

(D) inadequate infrastructure resulting in high cost of material transportation.

The project may become viable if the plants are scaled up to currently economic sizes. It would, however, be necessary to establish adequate reserves of bauxite for sustaining an alumina plant of the requisite capacity. It has, therefore, been decided to conduct further exploration and re-assess the bauxite reserves in the area. Depending on the final picture of the bauxite reserves, a decision on taking up fresh feasibility study for the project may be taken up.

(e) The production of aluminium during 1979-80 and 1980-81 (upto November, 1980) is 191,874 tonnes and 123,985 tonnes respectively.

Introduction of "Feeder Service" in Arunachal Pradesh

2298. **SHRI RATAN TAMA:** Will the Minister of TOURISM AND CIVIL AVIATION be pleased to state:

(a) whether it is a fact that the Government of Arunachal Pradesh had sent a proposal for introduction of "Feeder Service" by the Indian Airlines Corporation in that Union Territory; and

(b) if so, what is the reaction of Government in this regard?

THE MINISTER OF TOURISM AND CIVIL AVIATION (SHRI A. P. SHARMA): (a) No, Sir.

(b) Does not arise.

Feeder Air Service to connect Hubli (Karnataka)

2299. **SHRIMATI MONIKA DAS:** Will the Minister of TOURISM AND CIVIL AVIATION be pleased to state:

(a) whether Government propose to connect Hubli (Karnataka) by the Feeder Air Service; and

(b) if so, what are the details in this regard?

THE MINISTER OF TOURISM AND CIVIL AVIATION (SHRI A. P. SHARMA): (a) and (b) The general question of operation of third level air services/feeder services is under consideration of the Government. The cities to be linked, the route pattern and other associated details are yet to be finalised.

Report of the working group on Foreign Exchange Remittances

2300. SHRI VIREN J. SHAHI: Will the Minister of FINANCE be pleased to state:

(a) the date on which the report of the nine-member Working Group headed by Shri R. N. Malhotra on Foreign Exchange Remittances was received by Government;

(b) the action being taken on the report;

(c) the date by which a final decision on the recommendations made in the report is likely to be taken; and

(d) the main recommendations made by the Working Group?

THE MINISTER OF FINANCE (SHRI R. VENKATARAMAN): (a) In March, 1980.

(b) to (d) Broadly, the recommendations made deal with further liberalisations of investments in Indian enterprises and in rupee and foreign currency deposits schemes for non-resident Indian nationals and foreign nationals of Indian origin. Inter-departmental discussions on these recommendations have been completed and final decisions thereon are likely to be taken shortly.

Deterioration in Customer Service in Nationalised Banks

2301. SHRI VIREN J. SHAH: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that there has been a marked deterioration in customer service in public sector banks after the nationalisation of the banks;

(b) if so, what are the reasons therefor;

(c) what steps Government have taken or propose to take to simplify or eliminate certain procedures to improve the working of the banks;

(d) whether Government propose to introduce a job evaluation programme which can develop into a job improvement programme in the banks; and

(e) if so, what are the details in this regard?

THE DEPUTY MINISTER IN THE MINISTRY OF FINANCE (SHRI MAGANBHAI BAROT): (a) to (e) Following the nationalisation of major commercial banks in 1969, the activities of commercial banks have witnessed a phenomenal growth and expansion in terms of the size of their operations and geographical coverage. Also in contrast to the limited banking activities prior to nationalisation the banking industry has now come to play a very vital role in the implementation of various socio-economic programmes of the nation; it is taking banking services to the hitherto unbanked remote areas of the country and is extending financial assistance to the priority sector of the economy, such as agriculture, small industries, small business units, village and tiny industries and the weaker sections of the society. In this context it is natural that the customer expectations have also increased. Therefore, recognising the need for bringing about an improvement in customer service in banks to meet the increased tasks