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**Steps to bring efficiency in the working of nationalised banks**

1022. SHRI M. KADERSHAH: Will the Minister of REVENUE AND BANKING be pleased to state:

(a) whether Government have made any assessment in regard to improvement in efficiency in the working of the nationalised banks after the proclamation of Emergency; if so, with what results; and

(b) what steps Government have taken to ensure further improvement in this regard?

THE MINISTER OF REVENUE AND BANKING (SHRI PRANAB MUKHERJEE): (a) and (b) After the proclamation of Emergency, on instructions from Government from time to time, public sector banks have been intensifying their efforts for enforcement of discipline, maintenance of high standards of integrity and promptness of disposal of work by proper system of delegation of powers. The weeks beginning July 21, 1975 and March 1, 1976 were observed as arrears clearance weeks in the public sector banks. In addition, July 1976 was also observed as arrears clearance month. During his meeting with the Chief Executives of all Public Sector Banks in February, 1976, Minister of Revenue and Banking emphasised the need for improving customer service.

Whenever any slackening of efforts for improvement of efficiency was noticed, these were pointed out to the Chief Executives of Public Sector Banks by Government. For example, in March, 1976, these banks were advised to arrange for surprise visits by their senior officers to larger branches at different centres for having first hand knowledge about punctuality, attendance, courtesy and seriousness in work, etc.

All public sector banks have reported perceptible improvement in all facets of their working as a result of

special measures taken after the proclamation of Emergency. Their performance in this matter is kept under continual review.

**Import of Chemicals**

1023. SHRI SAT PAUL MITTAL: Will the Minister of COMMERCE be pleased to state:

(a) whether it is a fact that Government have recently allowed duty-free import of 36 chemicals for the first time;

(b) if so, what are the names of those chemicals;

(c) whether any policy has been framed for the import of these chemicals; and

(d) if so, what are the details thereof?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMERCE (SHRI VISHWANATH PRATAP SINGH): (a) Yes, Sir. Government have permitted duty-free imports of 91 items of raw materials and components which include 44 chemical items also.

(b) The names of the items permitted for import duty-free have been announced by Notification No. 403-Cus, dated the 2nd August, 1976 issued by the Department of Revenue and Banking. The Notification has been published in the Gazette of India Extraordinary.

(c) and (d) Import of these items is allowed against advance import licences issued under the import policy for Registered Exporters for export production for the purpose of execution of export orders. The details of the policy and the procedure are given in Annexure XXXIX to the Import Trade Control Policy (Red Book—Volume II) for April 1976-March 1977, copy of which is available in the Parliament Library.