

tions which are doing a commendable work in that field. But we are going to punish certain voluntary institutions which are collecting money in the name of development of adivasis and scheduled castes. A seminar on Rural Development and Tribal Problems was inaugurated by the hon. Prime Minister, at Vigyan Bhawan in which all the political parties and the representatives of these voluntary institutions had participated. Some very good suggestions had been given in that seminar. We are going to take all these suggestions and your suggestions into account.

**SHRIMATI SUMITRA MAHAJAN:** I had asked about the foreign powers as well. *(Interruptions)*

**SHRI RAM VILAS PASWAN:** That does not come under the jurisdiction of my Ministry.

**SHRI SHOPAT SINGH MAKKASAR:** I would like to add that their plight is not confined only to their inaccess to the money meant for their development but the money-lenders have dexterously grabbed their land as well. In view of that, would you take measures to constitute 'Adivasi Parishads' in the predominately tribal areas in the same fashion as they exist in Tripura and delegate all the powers to such Parishads? Will the Government consider this suggestion?

**SHRI RAM VILAS PASWAN:** To check the menace of money lending, Government have provided Financial Development Agencies. In spite of that, 78 per cent of the total money borrowed by the tribals is raised from the so called private money lenders. Thus the Government agencies have proved to be a failure somewhere in this regard. Developmental Funds and Financial Development Agencies have been established for these people, yet they borrow 78 per cent of their total requirement of loan from these private parties. This means that there are certain complications in this system or there may be some other reasons as well. That is why we are certainly going to simplify the procedure. *(Interruptions)*

**SHRI SHOPAT SINGH MAKKASAR:** In predominantly tribal areas, Developmental Councils should be constituted to delegate all the powers to the tribals.

**SHRI RAM VILAS PASWAN:** I have already mentioned that we are fully dedicated to the cause of tribal welfare. We will make best possible efforts for them.

*[English]*

#### **Working of CPWD Enquiry Offices in Delhi**

\*846. **SHRI SARJU PRASAD SAROJ:** Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) the number of complaints received during the last one year in respect of the working of CPWD Enquiry Offices in different localities;

(b) the nature of complaints; and

(c) the action taken against the guilty officials and the steps taken to bring about improvement in the working of the CPWD Enquiry Offices?

**THE MINISTER OF URBAN DEVELOPMENT (SHRI MURASOLI MARAN):** (a) to (c). A statement is laid on the Table of the Sabha.

#### **STATEMENT**

(a) to (c). On an average, a C.P.W.D. Enquiry Office receives 40 complaints per day. The complaints are usually about chokage of sewer lines, electric fuse, replacement of glass panes, doors, windows, washers, leaking taps, etc. The number of complaints of this nature received by the 140 and odd Enquiry Offices in Delhi during the last one year runs into thousands. Complaints of urgent nature are attended to within 24 to 48 hours; other complaints take time.

Apart from the above, some complaints were received against the staff working in

some of the Enquiry Offices. The complaints related to:—

- (i) Misbehaviour by the staff;
- (ii) Delay in making the flats habitable;
- (iii) Not handing over of quarters in a fit condition;
- (iv) Not attending to complaints; and
- (v) Malpractices by the Assistant Engineer.

Most of these have been investigated. While some complaints were not substantiated, the guilty officials were either transferred or warned in respect of the other complaints with some substance. In order to improve the working of the Enquiry Office, the Executive Engineers concerned review the Complaints Registers maintained in the Enquiry Offices at least once a fortnight. Monitoring is also done through computers in respect of the complaints received in a few important Enquiry Offices. Besides, periodical meetings are held with the Residents, Welfare Associations by the officers concerned of the C.P.W.D.

[*Translation*]

SHRI SARJU PRASAD SAROJ: The hon. Minister has said in the reply to the main question that petty complaints are disposed off within 24 to 48 hours and inquiry is conducted into complaints of serious nature and in case any lapse is reported the engineer or officers are transferred or warned. In this regard I had asked that whether any action has been taken on the complaints that have been received so far, particularly blocking of sewer line, electric fuse, repairing of doors and windows and other related complaints. Generally it takes 20-25 days time. The major complaints like misbehaviour by the employees, delay in making the flats worth living, not handing over of flats in proper shape, not paying any heed to the complaints, misbehaviour by the Assistant Engineers etc. have not been looked into.

Transferring the Engineers or issuing them warning is no major penalty. Stern action against the engineers connected with this sort of complaints.

[*English*]

SHRI MURASOLI MARAN: I would not deny that there are no complaints at all because there are about 63444 houses to be repaired and taken care of. The present system is that they have categories. Some complaints are considered as immediate. For example, in the civil engineering chokage of drainage, etc. or in the electrical side, if there is current failure or switch not working, these complaints are attended to within 24 hours. There are other complaints which are considered as routine. They are attended to within four to seven days. There are major complaints which require an estimate and time. Every effort is made to make them functional. At the same time, at least once in three months the officers should go and meet the Resident Association and find out the complaints.

[*Translation*]

SHRI SARJU PRASAD SAROJ: So far as the meetings with the Residents' Welfare Association are concerned, it is not correct. On the contrary the people belonging to these organisations keep on asking for an appointment with the concerned engineers but they neither give them time nor make themselves available for discussion. They do not even attend to the minor complaints that are given to them in writing. For example the workers of R.K. Puram, Mandir Marg and B.K.S. Marg enquiry office are unable to attend to even the minor complaints of the residents. The problems remain unattended till date. I would like to know whether you would take action on these complaints.

[*English*]

SHRI MURASOLI MARAN: Definitely, we are interested that if individual complaints are brought to our notice, we will take action.

PROF. SAIF UD DIN SOZ: For a well-mannered Minister like Nurasoli Maran the greatest handicap is caused by non-cooperation either from the Directorate of Estates or the CPWD. I am saying this on the basis of my personal experience when I failed to get any response to my DO letter which I wrote to the Chief Engineer. I took the trouble of getting his initials and wrote those initials correctly. My dear such and such Chief Engineer. I feel that some point of time that the Minister was busy or away from the Delhi. So, I wrote a D.O. letter directly to the Chief Engineer. Till today more than two and a half months have passed, but I have not received any reply. Then, after discussing this matter with my colleagues I was told that in the CPWD, Chief Engineer or Suprintending Engineer or many ophther officials have not been transferred for the last 8-10 years. I want an overhaul in the whole CPWD and the Estate Office. I want the hon. Minister to answer this point. Will he streamline the administration and take appropriate action and will he seek an explanation from the Chief Engineer why he did not reply to my letter?

SHRI MURASOLI MARAN: Sir, I share the feelings of the hon. Member. Before becoming a Minister I was also a Member in the other House for more than 22 years and having the same kind of experience. But, you cannot clean the Augean stable in one day. It takes time. But, as for the particular problem referred to by the hon. Member, I will immediately enquire into it.

### Central Clearance for Spinning Mills In Maharashtra

\*847. SHRI VASANT SATHE: Will the Minister of TEXTILES be pleased to state:

(a) whether Maharashtra Government has sent proposals to Union Government for establishment of spinning mills in various districts in Maharashtra under private/cooperative sector and public sector;

(b) if so, details thereof;

(c) the decision taken in this regard and the proposals pending consideration and action proposed thereon; and

(d) the outlay provided during 1990-91 for financial assistance?

THE MINISTER OF TEXTILES AND MINISTER OF FOOD PROCESSING INDUSTRIES (SHRI SHARAD YADAV): (a) to (d). A statement is laid on the Table of the House.

### STATEMENT

Maharashtra Government had requested the Central Government in December, 1988 to include four cooperative spinning mills for financial assistance under NCDC-III/World Bank aided scheme.

(b) The names and details of funding of the four cooperative mills are as follows:

Sl. No.	Name/Location	Project Cost	NCDC's share of assistance	
			Share Capital	Term Loan
1	2	3	4	5
1.	Akot Taluka Sahakari Soot Girni Ltd., Akola	1912	290.78	965.00
2.	Jalna Vibhag Sahakari Soot Girni Ltd., Jalna	2104	290.80	1052.00
3.	Daryapur Anjangaon Sahakari Soot Girni Ltd. Amravati	2031	315.50	1015.50