

himself has made an enquiry, how can he say?

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WRITTEN ANSWERS TO
QUESTIONS

**Complaints Section of P. & T.
Department**

***216. Shri Vidya Charan Shukla:**
Will the Minister of Transport and Communications be pleased to refer to the reply given to Starred Question No. 62 on the 17th November, 1959 and state:

(a) the nature of re-organisation effected in the complaints section of the P. & T. Department; and

(b) what procedure, if any, has been evolved as a result of such re-organisation, to remove defects and improve efficiency of the services of the P. & T. Department?

The Minister of Transport and Communications (Dr. P. Subbarayan): (a) On the recommendations of the Special Re-organisation Unit of the Ministry of Finance, reorganisation has been done with a view to transferring the actual disposal of complaints to the service departments concerned except the postal and to making the complaints section concentrate on seeing that the work of disposal is expeditiously dealt and on an analytical study of complaints with a view to determining causes of inefficiency, and evolving remedial measures. There has also been a reduction of staff found surplus by the S.R.U.

(b) The complaints are put up to the Officer concerned who acknowledges them and addresses direct the service to which complaints relate with a view to early disposal. A watch is kept through statements and returns on the pace of the disposal of complaints. An analytical study of complaints is made with a view to finding defects in service and action is initiated to secure improvements with reference to the defects noticed.

Electricity in Delhi

***220.** { Shri Rameshwar Tantia:
Shri Sarju Pandey:

Will the Minister of Irrigation and Power be pleased to state:

(a) whether it is a fact that the load on Delhi Power Plant has exceeded the safe level; and

(b) if so, what steps have been taken to meet the electricity demand in the capital?

The Deputy Minister of Irrigation and Power (Shri Hathi): (a) 'Yes, Sir.

(b) Additional capacity to the extent of 4,000 KW is expected to be commissioned by the Delhi Electric Supply Undertaking, shortly. Apart from this, 40,000 KW of power is expected to be received from the Punjab during the first quarter of 1961.

Kalinga Airlines

***223. Shrimati Renu Chakravarty:**
Will the Minister of Transport and Communications be pleased to refer to the reply given to Starred Question No. 673 on the 8th December, 1959 and state the result of the action initiated against the Kalinga Airlines under Public Premises (Eviction of Unauthorised Occupants) Act, 1958 on account of non-payment of the hanger and aerodrome landing charges?

The Minister of Transport and Communications (Dr. P. Subbarayan): After issue of the notice the Company sent a cheque for Rs. 4000 and promised to clear the entire arrears by 31-3-1960. On this the Company's request not to attach their property was temporarily accepted. A further cheque of Rs. 2000 has since been received and the Company has now reassured that major portion of dues will be paid by them upto 31-3-60. The matter is under consideration.