

(d) whether the Government are aware that the State Government are thinking to levy exorbitant entrance fee;

(e) if so, whether the Government would take up it with the Karnataka Government and ensure that a very reasonable entrance fee is levied;

(f) the privileges being given to the Railways as the donor; and

(g) whether there is any proposal to donate the installation of one such fountain at Lalbagh, Bangalore?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SURESH KALMADI) : (a) Yes, Sir.

(b) No, Sir.

(c) Does not arise.

(d) and (e). As per the information available, the musical fountain is being operated on Saturdays and Sundays only for which no entrance fee is being charged at present.

(f) None, Sir.

(g) No, Sir.

[Translation]

Public Grievances

3723. SHRI MOHAMMAD ALI ASHRAF FATMI : Will the PRIME MINISTER be pleased to state :

(a) whether the Government are aware of the complaints regarding inadequate provision in respect of various civic amenities, telephone, refunding of advance money by various agencies such as Delhi Development Authority and Housing Boards, water supply, corruption prevailing in various offices daily and no attention is being paid thereon as a result of which discontentment is prevailing among the people;

(b) whether the Government have set up or propose to set up an Authority/Agency to bring these complaints to the notice of the concerned authorities and to ensure acknowledgement, reply and action immediately; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRIMATI MARGARET ALVA) : (a) The Department of Administrative Reform and Public Grievances in the Ministry of Personnel, Public Grievances and Pensions as the nodal agency for laying down broad policy guidelines for the institutionalisation of grievance redressal system, has issued instructions to all Ministries/Departments of Government to establish Internal Grievance Redressal Machinery (IGRM) in all Ministries/Departments/Offices of the Government. These instructions also provide, *inter-alia*, for designating a senior officer as the Director of Grievances to supervise the grievance redressal work

of the entire Ministry/Department/Office, observing meetingless day every Wednesday from 1000 hrs. to 1300 hrs. to hear and receive public grievances, display prominently the name, designation, room number, telephone number of the Director of Grievances, keep a locked complaint box at the reception for convenient registration of complaints by members of the public, to acknowledge every grievance petition, regularly examine grievances columns of newspapers and take time-bound action for their redressal and fix time-norms for disposal of grievances. The Department of Administrative Reforms and Public Grievances deals with all complaints other than those relating to Railways, Telecommunications, Posts, Public Sector Banks, Insurance Companies, Ministry of Urban Affairs and Employment including Delhi Development Authority, Ministry of Surface Transport and Ministry of Civil Aviation which are handled by the Directorate of Public Grievances under the Cabinet Secretariat. Those complaints which relate to the States/UTs are transferred to them for remedial action at their end.

(b) and (c). As most of the grievances arise at the field level, their actual redressal has necessarily to come from agencies functioning at the local level which are fully conversant with the procedures and subject-matter of the grievances relating to their respective fields of activity. For monitoring the disposal of grievances, Ministries/ Departments have been advised to make a quarterly review of such grievances and take action towards their redressal. Quarterly meetings are also held by the Department of Administrative Reforms and Public Grievances with the Directors of Grievances of certain selected Ministries/Departments to review the progress. The working of the internal grievances redressal machinery of Ministries/Departments is reviewed from time to time and instructions issued for its effectiveness in settling public grievances. Recently, these instructions have been reiterated on 10.07.1995. For these reasons, the Government does not contemplate constituting an authority/agency to bring the grievances to the notice of the concerned authorities as quick redressal of grievances is possible only when the process is decentralised.

[English]

Kidney Transplantation

3724. DR. (SHRIMATI) K.S. SOUNDARAM : Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state :

(a) the total number of kidney transplantation operations done in All India Institute of Medical Sciences, Delhi in 1994;

(b) whether there was any fatal operation, in that year;

(c) if so, whether any cases of negligence were reported/detected on the part of the doctors; and