

window Scheme to examine consumer complaints has been introduced on the telecom side. On the postal side such complaints are received at the window of all Post Offices for the convenience of the public.

(b) On the telecom side instructions have been issued by Department of Telecom to open public Grievance cells w. e. f. 1.5.85 with "Single Window" concept where a member of public could approach an office of this department at Nodal points at one single point only where he may be given a token or slip giving serial number and date on which to get reply for his grievance. He should receive suitable advice or desired information on the due date indicated to him. Implementation is in progress. Grievance cell shall accept all types of complaint from members of public regarding area under its control and take suitable action in coordination with concerned sections. On the Postal side the position is that the Department of Posts has a well-organised Complaints Organisation which has been functioning for several years. The following offices have full-fledged Complaints Branches which deal with complaints regarding the functioning of Postal services.

(a) Directorate of Posts,

(b) Offices of Postmasters-General,

(c) Offices of Regional Directors Postal Services,

(d) Offices of Divisional Superintendent of Posts Offices/R.M.S.

(e) All Gazetted Post Offices.

Complaints can also be handed over in any other Post Office from where they are sent to the Complaints Branch of their controlling Administrative Office for further processing and immediate redressal.

Unauthorised exploitation of Forest by Paper Mill at Kurnool

76. SHRI M SUBBA REDDY : Will the Minister of INDUSTRY AND COMPANY AFFAIRS be pleased to state :

(a) whether it has come to the notice of Government that the paper mill in

Kurnool is endangering the Nallamala forest where Tiger Project is also located; and

(b) the steps being taken by Government to stop such unauthorised exploitation of the forest ?

THE MINISTER OF STATE IN THE MINISTRY OF INDUSTRY AND COMPANY AFFAIRS AND IN THE MINISTRY OF HOME AFFAIRS (SHRI ARIF MOHAMMAD KHAN) : (a) and (b). No information about unauthorised exploitation of Nallamala forests by the paper mill in Kurnool has come to the notice of the Central Government.

The forests under the control of the Government are managed under the provisions of Working Plan approved by the State Government. These plans specify the area of annual felling, the quantity of forest produce to be cut and the routes for extraction of such produce.

Implementation of these provisions are monitored regularly. The State Government has set up special check-posts and mobile squads to check unauthorised exploitation of forests.

Unusual Deployment and Movement of Pakistani Troops Across Border

77. SHRI R. P. GAEKWAD : Will the Minister of DEFENCE be pleased to state :

(a) whether any unusual deployment and movement of Pakistani troops across the border came to Government's notice during the past six months;

(b) if so, the details in this regard; and

(c) the reaction of Government thereto ?

THE MINISTER OF DEFENCE (SHRI P. V. NARASIMHA RAO) : (a) and (b) . Government are aware that the Pakistani Armed Forces carried out certain exercises along the Indian border during the last winter and this summer.

(c) Government keep a close watch on all developments having a bearing on our security with a view to taking appropriate measures to ensure full defence preparedness.