

(b) if so, the total number of cases detected so far in this regard;

(c) the number of persons arrested in this connection; and

(d) whether Government employees were also involved in it and if so, the action being taken against them?

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT (SHRI RAJMANGAL PANDE): (a) to (d). According to the information furnished by the Commissioner of Police, Delhi, six cases have been registered under the Indian Penal Code during 1990 and upto January 1991 regarding admission of students in various Delhi Colleges on the basis of allegedly forged certificates. On the basis of investigations 23 persons have been arrested so far. None of them is a Government employee. Therefore the question of taking action against Government employees in this regard has not arisen.

[English]

#### Protection of Consumers Interests

679. SHRI BHABANISHANKAR HOTA: Will the Minister of FOOD AND CIVIL SUPPLIES be pleased to state:

(a) whether the Government are aware that the state level and national level consumer protection redressal agencies have failed to provide any protection to the consumers; and

(b) the number of cases taken up by the national level consumer redressal councils so far, and with what; results?

THE MINISTER OF FOOD AND CIVIL SUPPLIES (RAO BIRENDER SINGH): (a) and (b). The Consumer Protection Act, 1986 envisages the constitution of Consumer Protection Councils at the level of Centre

and the States. These Councils are advisory in nature. In addition, the Act also envisages a three tier quasijudicial redressal agencies at national, state and district level to provide simple, quick and inexpensive redressal to consumer grievances. As per information available, 308 cases have been disposed of by National Consumer Disputes Redressal Commission till 15.2.1991. Similarly, in 8 States/UTs namely, Andhra Pradesh, Haryana, Himachal Pradesh, Orissa, Uttar Pradesh, Delhi, Chandigarh and Pondicherry, 994 cases have been decided by Consumer Disputes Redressal Commissions (State Commission) and 9965 cases have been decided by Consumer Disputes Redressal Forums (District Forums) till 30.9.90.

#### Revised Scale for Physiotherapists

680. SHRI G.S. BASAVARAJ: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether a higher scale of pay of Rs. 2375-3500 is given to the Senior Physiotherapists in CGHS Hospital and only a lower scale of Rs. 1640-2900 is given to the Senior Physiotherapists and Senior Occupational therapists in Delhi Administration although both perform the same duties and have same educational qualifications;

(b) if so, the reasons therefor and the steps taken to remove the anomaly;

(c) whether Government propose to give the scale of Rs. 1640-2900 to the Junior Physiotherapists in Delhi Administration;

(d) if so, the details thereof and the steps taken to remove stagnation and introduce selection grades for both the categories; and

(e) if not, the reasons therefore?