

21. Pushp Vihar, MB Road.
22. No. III, Delhi Cantt.
23. Sainik Vihar.
24. New Friends Centre.
25. No. 67 Sqr. A.F., C/o 56 APO. Ghoga Bawana.
26. Pitampura, Delhi-110034.
27. Sardar Patel Marg, (near Maurya Hotel) New Delhi.
28. BSF Chhawla, Chhawla-110071, New Delhi.
29. Vikaspuri, New Delhi.
30. AFS Rajkri, New Delhi-110028.

**Allocation of funds to voluntary agencies for literacy projects**

1628. SHRI RAJVEER SINGH: Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) the amount allocated to the agencies during the years 1989-90 and 1990-91 for undertaking literacy projects; and

(b) the names and addresses of such agencies?

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT (SHRI ARJUN SINGH): (a) and (b) A statement showing names & addresses and grants-in-aid released to Voluntary Agencies in 1989-90 & 1990-91 is attached.

[Placed in Library. See No. LT-363/91]

[English]

**Public grievances cell of DDA**

1629. SHRI M. V. CHANDRASHEKARA MURTHY:

SHRI V. SREENIVASA PRASAD:

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether the DDA has further streamlined its public grievances cell recently;

(b) if so, the details thereof;

(c) the number of complaints received during the last one year and out of them how many complaints have been attended to; and

(d) the further steps taken by the Government to effectively deal with the complaints?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI M. ARUNACHALAM): (a) Yes, Sir.

(b) The Public Grievances Cell has been placed under a senior officer who reports directly to Vice-Chairman, DDA. This officer has been given authority to monitor and coordinate all materials relating to disposal of grievances and complaints from the public received by various Departments. A system has also been drawn up to ensure that all complaints are registered, processed and disposed of within a specified time frame.

(c) During the year from 1-4-1990 to 31-3-1991, 2400 complaints were received by the Grievances Cell. Out of these, 1600 complaints have been attended to.

(d) The recent posting of a senior officer of the rank of Joint Secretary to the Government of India as in-charge of Public Grievances Cell is expected to help in dealing effectively with the grievances of the public. A number of procedures in DDA have also been revamped and streamlined to curtail the delays and to introduce greater transparency in the operations of DDA. Work done in the Cell is also being monitored periodically to devise further measures for the redressal of grievances.

**Affiliation of public schools to C.B.S.E.**

1630. SHRI M. V. CHANDRASHEKARA MURTHY: SHRI V. SREENIVASA PRASAD:

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) whether the attention of the Government has been drawn to the