

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRIMATI MARGARET ALVA): (a) and (b). Public grievance redress units have been set up in the ministries/departments as well as other major organisations of the Government of India. Each such unit is headed by an officer of the rank of Deputy Secretary or Director who is usually designated as Director of Grievances. He supervises the grievance redress work of the entire organisation concerned.

The Delhi Administration also has a grievance redress cell in its Secretariat which functions under the direct supervision of a Secretary. In the other major offices of the Delhi Administration, senior officers have been nominated as grievance redress officers.

(c) and (d). Ministries/departments and other major organisations of the Government of India observe a specified day of the week as meetingless day when all officers of the level of Deputy Secretary and above are to remain available at their desks between 10-00 hrs and 13-00 hrs to receive and hear grievances of the members of the public who may come for this purpose. This is in addition to the grievance redress work which is done on other working days in the normal course of business in the offices.

In Delhi Administration grievances are heard personally by the designated officers in the grievance cell at appointed hours on all the working days.

(e) and (f). There are standing instructions issued by Government for

expeditious disposal of grievances. These are reiterated from time to time. On receipt of a grievance from someone a reply is to be given to him within a fortnight's time. If substantive disposal requires more time, a suitable intimation to the person is to be sent, as far as possible, with an indication of the time likely to be taken for it.

#### **Allocation of Essential Commodities to Kerala**

21. PROF. K.V. THOMAS: Will the PRIME MINISTER be pleased to state:

(a) the allocation of rice, wheat, sugar and palm oil to Kerala from January 1992;

(b) the intake thereof;

(c) whether Kerala has requested to supply boiled rice instead of raw rice; and

(d) if so, the quantity of boiled rice supplied to Kerala from January 1992 till date?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (SHRI KAMALUDDIN AHMED): (a) and (b). The allocations to and off-take by Kerala of rice, wheat, levy sugar and palm oil from January, 92 is given in the Statement attached.

(c) and (d). Availability of boiled rice is limited. However, the Central Government makes available boiled rice to Kerala to the extent possible. The quantity of boiled rice supplied from January, 92 to Kerala is as under:-

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<i>Month</i>	<i>Quantity (in tonnes)</i>	<i>Percentage to allocation</i>
January, 92	70,300	46.8
February, 92	1,06,100	70.7
March, 92	79,300	52.8
April, 92	1,04,100	69.4
May, 92	1,13,100	75.4
June, 92	1,04,000	69.3

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## STATEMENT

Allocation to and off-take by Kerala of rice, wheat, levy sugar and Palm Oil since January, 1992

Month	Rice		Wheat		Levy Sugar		Edible Oil	
	Allocation	Off-take	Allocation	Off-take	Allocation	Off-take	Allocation	Off-take
1	2	3	4	5	6	7	8	9
January, 92	1,50,000	1,46,000	27,000	26,00	12,551	•	Nil	Nil
February, 92	1,50,000	1,64,800	30,000	22,200	12,551	•	Nil	Nil
March, 92	1,50,000	1,29,100	30,000	22,200	12,551	•	Nil	245
April, 92	1,50,000	1,53,300	25,000	15,000	12,551	•	1,000	Nil
May, 92	1,50,000	1,56,300	25,000	13,200	12,551	•	Nil	Nil
June, 92	1,50,000	N.A.	25,000	N.A.	12,551	•	Nil	Nil

• Lifting of sugar is normally near 100%.

N.A. - Not available.