

efficiency in the Public Sector Undertakings and formation of an apex body or nodal agency to implement the said 'gameplan' have become operational;

(b) if so, the details thereof; and

(c) the performance of the apex body/nodal agency so far?

THE MINISTER OF STATE IN THE MINISTRY OF INDUSTRY (DEPARTMENT OF INDUSTRIAL DEVELOPMENT AND DEPARTMENT OF HEAVY INDUSTRY) (SHRIMATI KRISHNA SAHI): (a) The plans for improving the efficiency of the public sector undertakings are incorporated in the New Industrial Policy of July 1991, the implementation of which is a continuous process. There is no other game plan for this purpose.

(b) and (c) do not arise.

Sites for Institutions

57. SHRIMATI GIRIJA DEVI:

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether the majority of the sites earmarked for schools, parks, police stations etc. in DDA colonies are yet to be developed or handed over to the respective authorities for utilisation;

(b) if so, the reasons for delay in handing over the sites; and

(c) the steps contemplated by the Government in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT AND MINISTER OF STATE IN THE MINISTRY OF WATER RESOURCES (SHRI P.K. THUNGON): (a) No, Sir.

(b) and (c) In majority of the cases, there has been no delay in handing over of sites. However, in some cases where disputes have arisen and court cases have been filed, the plots could not be handed over.

Pakistani Chopper entered into Indian Air Space

58. SHRI MAHESH KANODIA:

Will the PRIME MINISTER be pleased to state:

(a) whether the Government are aware that a Pak Chopper entered into the Indian Air Space on October 24, 1994;

(b) if so, whether the matter has been taken up with Pakistan Government; and

(c) if so, the reaction of that Government thereon?

THE MINISTER OF STATE IN THE MINISTRY OF DEFENCE AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI MALLIKARJUN): (a) Yes, Sir. One Pakistani Helicopter intruded into Indian Air Space in J&K area on 24.10.94 and flew over Indian Air Space for about one minute.

(b) and (c) The matter has been taken up with the Government of Pakistan. A reply from them is awaited.

Complaints lodged in Kendriya Bhandars

59. SHRI AMAR ROYPRADHAN:

Will the PRIME MINISTER be pleased to state:

(a) the number of complaints lodged by consumers of Kendriya Bhandars in complaint books provided at branches during the year 1993, area-wise;

(b) whether the points raised by consumers are not being looked into by the management in a proper manner;

(c) if so, the reasons therefor;

(d) whether the reply has been given to complainants on such complaints; and

(e) 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 number of complaints lodged/suggestions given by customers in complaint books provided at branch stores during the year, 1993 is 38, as per storewise details shown in the enclosed statement.

(b) No Sir.

(c) Does not arise.

(d) and (e) Action was taken/replies were given in all cases except 6 as these complaints did not have complete information.

Statement

No. of Complaints lodged/suggestions given by customers in complaint books, provided at branch stores during the year 1993, Area wise

S. No.	Name of Stores/Area	No. of complaints lodged/suggestions given by Customers
1.	A.S.I.	4
2.	Andrews Ganj	3
3.	D.I.Z	1
4.	I.N.A.	2
5.	Krishi Vihar	6
6.	Krishi Kunj	1
7.	Moti Bagh-II	1
8.	Moti Bagh (NW)	1
9.	Nauroji Nagar	1
10.	Pandara Road	5
11.	Pitampura	1
12.	R.K. Puram-I	1
13.	R.K. Puram-IX B	1
14.	R.K. Puram (W)	4
15.	Sadiq Nagar	1
16.	Vasant Vihar	3
17.	Prem Nagar	2
TOTAL		38