

(c) the nature of such complaints and the details of action taken against the concerned officials?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRIMATI MARGARET ALVA): (a) and (b). During 1991, 4077 complaints were received by the Directorate of Public Grievances in respect of the Departments within its jurisdiction. The department-wise break up of these complaints is as follows:-

Banking	687
Insurance	643
Railways	1584
Posts	391
Telecommunication	551
Civil Aviation	54
Surface Transport	61
Urban Development	286
<b>Total:</b>	<b>4077</b>

(c) The main grievances relate to compensation claims in respect of the Railways, delay in delivery of dak and loss of registered letters, delaying telephone fault repair and excess billing for telephones, fraudulent withdrawal of money from banks, faulty calculation of insurance premium and delay in settlement of insurance claims, delay in allotment of flats and mutation of property and settlement of superannuation payments to public employees.

In the majority of cases taken up by the Directorate for examination, grievances have been settled to the satisfaction of the com-

plainants. In cases where officials are found to be negligent in their duties, disciplinary action is taken by the concerned Departments against them.

[Translation]

**Amount of Builders due against P.W.D. of M.C.D.**

4625. SHRI RAM BADAN:  
SHRI DEVENDRA PRASAD  
YADAV:

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether amount of various building contractors is outstanding against Public Works Department of Delhi Municipal Corporation; and

(b) if so, the details thereof and the steps taken in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI M. ARUNACHALAM ): (a) The Municipal Corporation has reported that the total outstanding amount of bills of suppliers and contractors as on 15.3.92 is Rs. 3855 lakhs. Out of this plan liability amounting to Rs. 1505 lakh will be liquidated before 31.3.92. The MCD has already approached Delhi Admn. / Ministry of Home Affairs for ways and means grant to improve the financial position so that the liability could be liquidated.

**Construction of Community Centres**

4626. SHRI RAM BADAN:  
SHRI DEVENDRA PRASAD  
YADAV:

Will the Minister of URBAN DEVELOPMENT be pleased to state: