

(e) what other effective modes are existing to register public complaints and the existing procedure to attend these complaints?

**THE MINISTER OF STATE IN CHARGE OF THE MINISTRY OF SHIPPING AND TRANSPORT (SHRI CHAND RAM):** (a)

It would not be correct to say that the services provided by DTC are deteriorating day by day. In January 1978 DTC had only 2131 buses on the road operating 27041 trips daily covering 4.86 lakh kilometers and carrying 22.50 lakh passengers. As against this in January 1979 DTC had 2366 buses on road operating daily 29,230 trips covering 5.21 lakhs Kms. and carrying nearly 25 lakh passengers.

(b) No, Sir. As one of the indicators of reliability, comparative position of breakdowns shows that the breakdowns per 10,000 K.Ms. for DTC during 1977-78 was 4.87 whereas it was as high as 14.73 in case of Ahmedabad Municipal Transport Services. The accident figures per lakh Kms. for 1977-78, in respect of B.E.S.T. M.T.S. (Ahmedabad), Pallavan and D.T.C. were 8.82, 2.82, 2.40 and 1.87 respectively. The kilometres operated per vehicle for the year 1977-78 in respect of M.T.S. (Ahmedabad), Pallavan and DTC were 182, 217, 228 respectively.

(c) Continuous efforts are being made to optimise the fleet utilization, augment the fleet of the Corporation and improve efficiency of its operations, so that more reliable and efficient services could be provided to the commuters in the Capital.

(d) The number of such complaints has considerably reduced. No. of complaints against behaviour of the bus crew and operation of services etc. fell from 548 in Sept. '78 to 351 in Jan. '79.

(e) Complaint Books have been provided with bus conductor and at

time-keeping booths. Complaints are also received by post. Suitable departmental disciplinary action is taken, after due investigation, against the erring staff.

#### Amount spent on Labour Welfare

2449. **SHRI T. S. NEGI:** Will the Minister of PARLIAMENTARY AFFAIRS AND LABOUR be pleased to state:

(a) the total amount being spent on the labour welfare work by the Government of India during 1978-79; and

(b) how much is being proposed to be spent on labour welfare during 1979-80?

**THE MINISTER OF STATE IN THE MINISTRY OF LABOUR AND PARLIAMENTARY AFFAIRS (SHRI LARANG SAI):** (a) Welfare funds have been constituted by the Ministry of Labour so far for workers employed in Coal Mines/Iron. Manganese Ore Mines/Mica Mines/Limestone and Dolomite Mines and in manufacture of beedis. The estimated expenditure on welfare work from these funds during 1978-79 is Rs. 13,87,99,000.

(b) The estimated expenditure on these during 1979-80 will be Rs. 19,69,10,000.

#### Parcel Office of New Delhi Station

2450. **SHRI SIVAJI PATNAIK:** Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that a separate counter has been created in Parcel Office, New Delhi station for the last one year for booking of merchandise goods as luggage after 17 hours;

(b) if so, whether the quantum of work-load offering justifies it; and