

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:1479
ANSWERED ON:09.08.2011
TOLL FREE NUMBER FOR COMPLAINTS
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Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the Municipal Corporation of Delhi (MCD) has introduced a new toll free number for improving the functioning of the MCD;
- (b) if so, the details thereof and the number of complaints regarding corruption cases received through the said medium during the last six months;
- (c) whether the MCD has investigated all these complaints and correspondence received in this regard;
- (d) if so, the details thereof and the number of officers and staff found guilty as a result thereof;and
- (e) the action taken by the Government against the erring officials and the steps taken to root out corruption from the MCD?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI MULLAPPALLY RAMACHANDRAN)

(a) to (e): Municipal Corporation of Delhi (MCD) has set up a Central Control Room (CCR) which is functioning round the clock for receiving complaints in respect of public services, such as unauthorized construction, encroachment, insanitation, water logging, etc. The complaints received in the CCR online or through Toll Free No. 1266 are referred to the concerned Zonal Control Rooms/Head of Departments for prompt action. During the period February, 2011 to July, 2011, 8205 complaints were received through the said medium. However, the Control Room registers complaints related to public services only and no corruption related complaints are received in the CCR through the said medium.

MCD has, however, taken a number of preventive steps to curb corruption, which inter alia include the following:

- I. Introduction of e-tendering to maintain transparency and to reduce corruption;
- II. Undertaking a special audit for verifying financial irregularities;
- III. Bringing systemic improvement in sanction of building plan;
- IV. Modifying the system of booking of municipal parks in order to curb the menace of fake booking by tent mafia;
- V. Introduction of special task force in MCD to carry out multifarious inspections;
- VI. Introduction of more effective third party checking; and
- VII. Putting the names of NGOs applying for grant in aid on-line and inviting objection from the public regarding their performance so that the working of NGOs can be taken into account while recommending grant in aid.