

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:6214
ANSWERED ON:15.05.2012
TOLL FREE TELEPHONE NUMBER
Alagiri Shri S. ;Jaiswal Shri Gorakh Prasad

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the Government has introduced a toll free telephone number to receive complaints in order to bring effective changes and improvement in the working of the Municipal Corporation of Delhi (MCD);
- (b) if so, the details thereof;
- (c) the number of complaints lodged with the above toll free telephone number alongwith the number of officials/officers of MCD detected/identified under the charge of laxity/negligence and the action taken against them during the last three years and the current year; and
- (d) the corrective steps taken by the Government in this regard?

Answer

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

(a) to (d): The 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. During the period 01.04.2009 to 09.05.2012, 117203 complaints were received. 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. It is, however, mentioned that the Control Room registers complaints related to public services only.