

The motion was adopted

MR. DEPUTY-SPEAKER : Now, there is an amendment by Government.

SHRI M. YUNUS SALEEM : I beg to move

SHRI SRINIBAS MISRA : On a point of order, Sir. He is not the person who has given notice of it. How can he move the amendment ? He cannot move the amendment.

SHRI NAMBIAR (Tiruchirappalli) : He is not authorised to move it. It is not in his name.

SHRI SRINIBAS MISRA : Rule 86 says :

"When a motion that a Bill be taken into consideration has been carried, any member may, when called upon by the Speaker, move an amendment to the Bill of which he has previously given notice."

He must give notice in order to be entitled to move an amendment. The definition of 'Member in-charge' is different. The Minister may be a Member in-charge but that is for the purpose of the Bill, not for the purpose of the amendment. So, he cannot move it.

SHRI NAMBIAR : It can be taken up tomorrow; the amendment can be moved tomorrow.

SHRI M. YUNUS SALEEM : Sir, Rule 2 gives the definition of the word 'Minister'. It says :

"Minister" means a member of the Council of Ministers, a Minister of State, a Deputy Minister or a Parliamentary Secretary;"

Therefore, when the amendment has been given notice of by the Minister, in his absence, I am entitled to move the amendment on his behalf. So, there is no legal objection whatsoever and the Rule which has been pointed out by the hon. Member is not applicable.

SHRI NAMBIAR : It is in the name of Shri Govinda Menon; he is not available here.

SHRI SRINIBAS MISRA : He cannot move it; it is not in his name.

MR. DEPUTY-SPEAKER : So far as the amendment is concerned, the Rule is very clear. You will have to wait. You read Rule 2 and Rule 86 together and then you will realise that what you have submitted is a different thing.

The only alternative is for Mr. Saleem to give notice today and this can be taken up tomorrow. We can give notice. We shall admit it. That is the only solution.

SHRI M. YUNUS SALEEM : All-right, Sir, if you feel so. I will give a formal notice. It may be taken up tomorrow.

18.25 Hrs.

*COMPLAINTS AGAINST CPWD ENQUIRY OFFICES

MR. DEPUTY-SPEAKER : Now we take up the half-an-hour discussion. Since we are starting five minutes earlier, we have to finish five minutes earlier.

SHRI M. L. SONDHY (New Delhi) : Mr. Deputy-Speaker, Sir, this matter about the unsatisfactory condition in which the CPWD Enquiry Offices have been functioning gives to all of us who are aware of the functioning of these offices dissatisfaction. This is not to say that we do not recognise the difficulties which Government faces. We do not suggest that everything is to be recorded as being in a state of chaos. We do not suggest that our purpose here is merely to find fault with the functioning of government agencies. We recognise that there are honest and hard-working employees working in the Central PWD and, in fact, many of the people in these Enquiry Offices work against heavy odds. I do not, therefore, suggest that there is cause for reckless criticism. But there is a matter to which the Minister and the members must address themselves and that is, the important principle of management of public enterprises.

*Half-An-Hour Discussion.

[Shri M. L. Sondhi]

Has the Minister, during his term of office so far, been able to effect fundamental reforms in the system? I ask the Minister to let us know whether our works programme in this country fits in with our concept of an efficient modern economy. The CPWD is supposed to set the pace for the country; it is supposed to suggest, for emulation by others, what works programme and what a proper maintenance programme should be, because more and more the task which faces advanced economies and developing economies like ours is to maintain equipment in a proper state of repair to do this on an economic basis. But we find instead that in the public mind this Department and its Enquiry Offices are understood as being places where procrastination rules the day; matters hang fire for weeks and months together. Therefore, I submit that, instead of mere assurances from the Minister, we would like to know what provisions he is introducing for checks, on the spot checks, checks through departmental procedures, because my apprehension is that in many matters he is wrongly advised. There is, in any bureaucratic setup, a tendency to let things go on as they are, to continue to function along habits which have been formed in the course of time, and then when criticism is made, to feel that this criticism is harsh and is wrongly meant. Therefore, I would say that the fundamental approach which we need today is to find out from the Government and from the Minister himself as to the mood of the Government, as to the resolve of the Government, to improve matters and to find out whether it is not the system which is at fault rather than the individuals who make up that system. I should, therefore, say that what we expect in such an important matter is that there should be a searching inquiry into what is happening. If we find that arguments are answered by arguments and there is no regret in their minds, then we must confess that as far as the future of our public enterprises is concerned, it cannot be very bright.

18.30 Hrs.

[SHRI BAL RAJ MADHOK *in the Chair.*]

I should give illustrations of this sort

of development that has taken place and I shall also make some suggestions for corrective measures. But clearly, this is a task which must belong to the experts and it is they who must think along new lines.

We do cherish ambitions about India. We do cherish ambitions about Delhi and we do cherish ambitions about New Delhi. When we go to the other countries of the world we stay there for a few hours in the capital cities and we find that everything functions effectively and everything is streamlined and especially the people working in the Government offices feel that they are working and enjoying conditions of living which give them cause for satisfaction. This applies to places like Kuala Lumpur or Pnom Penh or Bangkok or Kabul or places in Eastern and Western Europe. But in India in the capital city of New Delhi, I think that there is a method of work here which leaves much to be desired.

I come to this question of delay in attending to repairs because I think that the Minister must address himself to the root cause of what is happening here. There simply are too many authorities who are concerned with these different problems. We do not even have an approach to maintenance. In the railways, they have a maintenance corps or gangs. But in the CPWD there is a sort of empire, an imperial outlook, and what happens is that there is a kind of maintenance system which is working, in which they draw up priority lists and then they try to find out who is in charge and how they can get him to do this work. I suppose the Additional Chief Engineer tries to look round and find out what is happening and then these various executive engineers live in their own compartments. If one of them misses an item which is the subject of a report, then I think that nothing further is done about it because there is no other way in which logically there is any attempt to find out what has gone wrong. Therefore, I think that we do not need this old system of sending one person to do one job but as is done in modern countries, we should have task forces and gangs which operate and which have the capacity,

the technical outfit and the opportunity of working with an *esprit de corps* to find out what is wrong and to rectify it.

I think that it is bureaucracy which is holding up reform in his Ministry. For, what is the history of the CPWD? As far as I am aware, it inherits a certain tradition from the MES. It was the MES engineers who came here to New Delhi to build this capital project. The mentality was that of a corps of engineers who had to do some work and who had to get it done before the battle was over. And this work had to be done in time. Whether it was done perfectly or not did not matter. Today, fortunately, the MES has changed and the MES has improved and the MES is subject to modern influences, but the CPWD hangs on to its imperial past and refuses to change. Like the Bourbons, they neither forget anything nor do they want to learn anything new. I think that this is fundamentally a certain outlook which is growing. I think that where there is a will there is a way. We saw recently that the UNCTAD conference was to be held and we found a miracle happening at Curzon Road, a beautiful set of flats was created, and I would not hesitate to congratulate the Ministry on that, but that only points to the difference that when they want to do things they can do them but otherwise there is a sort of progress which is only on paper and does not find its manifestation in reality.

Coming to this question of repairs. I think there is a philosophy behind this and that is where there is a mixing of two different roles. In other countries, we have the role of the architect; the architect looks after the use and the appearance and the comfort of a building.

It is his concern. The engineer is concerned with the economic design of the structure. These are what we find the two areas which are discussed in modern books or works on urbanisation. But the CPWD architects, if I may be forgiven for saying so, are treated by the Ministry as merely draftsmen tied

to the drawing board. There is a certain outlook which should permeate the department that the engineers, who should be concerned with the economic design of the structure, are the ones who matter most and, therefore, something which goes by the name of comfort, making people live comfortably in their houses, whether they be MPs, Ministers or the various employees of the Government of India should be kept in mind as the objective.

Before I come to the basic question of repairs, I would say that there is a connection also between the original capital investment, the initial workmanship and the repairs. I submit that it is a sad story here in New Delhi in this respect. The Minister is not himself responsible; his predecessors must claim that ignominy. That is that the initial workmanship has been very poor in most of the government buildings which have been constructed and where the CPWD Enquiry Offices are located. There is the sad story of R. K. Puram; there is the sad story of Kalkaji, and the lack of co-ordination it points to—10,000 houses or apartments remaining vacant for two years. And there is a ghost town as you go to the airport. This is on account of the lack of co-ordination between the Municipal Corporation and other agencies. The point is that due to lack of intra-departmental and inter-departmental co-ordination, we build up for ourselves problems which need never be there. Because when houses lie vacant in the very beginning, you create problems of repairs, because those facilities get out of use, they are not properly attended to.

More specifically, I have a grave objection to the methods of working in the CPWD. They have standardisation of a peculiar sort, again derived from the MES Handbook. I am told the MES Handbook still rules, although the rest of the world has changed. In the result, architecturally speaking—I am coming to the question of comfort later—the most sordid-looking buildings, the most unimaginative-looking buildings, the most uneconomically designed buildings have been given to the nation by the CPWD.

[Shri M. L. Sondhi]

The construction is poor. I think on this account, any reasonable person will concede that many of the specifications require overhaul. The advancement of engineering science must be reflected in our designs, in the way in which these buildings are constructed, so that repair problems do not lead to a colossal waste of resources in this country.

Today, there are several aspects which one can point to, the aspect of pilferage of materials, that of quality control. Should not the architects be the final authority?

There is a technical examiners' cell in the Ministry. I would say that it needs to be strengthened; it needs to make itself more effective so that we can have cross-checking. In many other countries, people feel that for 16 years or so a new building does not require repairs, but here in New Delhi, we witness the spectacle that within a year almost the entire building requires repairs of one sort or other.

There are many other problems into which I do not wish to go. But to bring out the sufferings of the people here, I must refer to some of these, because I feel there are localities here which the Additional Chief Engineer, PWD, does not visit, which the hon. Minister does not find time to visit, though people invite them and entertain high hopes...

THE MINISTER OF WORKS, HOUSING AND SUPPLY (SHRI JAGANATH RAO) : I have visited a number of places.

SHRI M. L. SONDHI : He has. But there are certain places from which requests have been pending for 6-7 years. There is Thyagaraja Nagar. On this subject, I have had the honour of corresponding with the Minister and I find many of the replies though they bear his own imprint and his earnestness—are replies which have been given from year to year. That is what I have discovered. There are no new replies, but the old replies have been again given. Ordinary repairs which are reported to the CPWD Enquiry Committee have not been carried out, although the facts have been noted by the Assistant Engineer, on the plea that materials are not

available. As I pointed out, materials are available. After all, the Curzon Road apartments could not have been put up without materials.

When it comes to questions like water taps, flush and overhead tanks which are leaking badly, these are not attended to on the plea that taps are out of stock. These replies, I think, do not fit in with the image this Government wants to create. As the Prime Minister said the other day, they want to prove to the world that this is a strong Government, and it has never been stronger so far. I would say : show your strength in the matter of providing taps to Government employees, providing these very elementary facilities which they require.

Then there is another set of problems which again the hon. Minister knows, which relate to the old quarters on Panchkuin Road. If any hon. Members are devotees to the Ramakrishna Mission, they might have passed that way, if they have ever sought the recesses of the sanctum sanctorum there for meditation. In these old quarters in Panchkuin Road, even minor repairs are not being carried out, because, like Alice in Wonderland, they keep on saying to these people when they come to them that they are going to demolish them, but eight years have passed and they have not been demolished. So, here you get a new type of logic, where you do not carry out even elementary repairs because one day you are going to demolish the quarters, and then you expect from the people who live there that they should be capable of working in their offices. We hear of some retired ICS diplomats who talk of lack of energy in work. I think these diplomats, when they retire, should go and spend some time in one of these Class IV quarters in Panchkuin Road, and they would be wiser when they confront the basic facts.

I have seen myself rain water accumulating there, creating flooded conditions, during the rainy season, because proper drainage system does not exist in Panchkuin Road.

And then there is the question which I think the Father of the Nation, Mahatma Gandhi, used to talk about,

the question of scavenging and clean latrines. He used to surprise people coming from America and Russia by talking with them about the problem of clean latrines. Today, the heritage of Gandhiji seems to be reserved only to deciding the Kutch issue, it does not come to clean latrines. Mahatma Gandhi today would be doubly distressed if he saw these latrines which are not properly maintained and cleaned in the Class IV areas, where separate latrines for each quarter have not been provided.

Even in the New Delhi colony of Ramakrishna Puram, which I know is the pride of this department, conditions are not better. There are doors on the staircases which have become unserviceable, exposing the lives of the allottees to trespassers. Then there is pilferage of electric bulbs, and water stagnates outside quarters which breeds mosquitoes. Everybody complains of more mosquitoes in New Delhi, and the blame which should go to the Ministry goes to the Jana Sangh for no reason whatsoever. Mosquitoes are the responsibility of the Central Government and CPWD.

Then there is the problem of security. We know that the security conditions in the city are far from desirable. When it comes to single storeyed houses I do not know why the Minister who himself should know better does not order that they be provided with proper fencing so that people may live safely.

I am just mentioning some examples. In Kidwai Nagar there are no rain shades on one side of the house; on the other side, in their side they have provided these rain shades. Rain comes from one side, and the shades remain dry on the other side.

Then there are open sanitary nullahs which again provide a health hazard, and again correspondence goes on between the various departments and yet the people who live there despair of a better lot.

The story of another area really shocks me because it has been named Thyagarajanagar, after Thyagaraja the

great musician who brought peace to multitudes in this country of ours. Those who live in this Nagar have written letters time and again. I would beg your permission to quote from one of them. They say—this is their Committee there—and I quote :

“The reply furnished by your office does not appear to be satisfactory as the same reply is being furnished by your department for the last six or seven years whenever we put forward our difficulties. In this connection it may be submitted for your information that the same type of repairs and additions and alterations which were required to be carried out in this colony in order to remove our hardship have already been carried out in other colonies.”

The question then is, sometimes it is a case of discrimination and sometimes it is a case of giving paper assurances and not carrying them out.

There was a case of Aliganj recently where there was no water-supply. Then, what happened is that they decided to help them, but in fact, in helping them they put two taps in the place of one and the pressure which was already available was not strengthened and the result was no water was available. And then they sent telegrams to some Members of the House saying that they had no water. These complaints, the Ministers enquires into, and he looks into the matter. But as I said earlier, it is a question of the system and it is that system in which there is a lot of defects, and whether this system can be changed or not depends upon a certain—what I would call—resolve to make radical changes from what has gone on before.

I do not wish to dwell about the past because I do not think we in India should follow the method which people had followed during de-Stalinisation and so on. But still, honesty and truth compel me to say that in this particular Ministry, in the past, there ruled a person who set perhaps high standards of the type of politicians for which Chicago is known but in the Indian tradition left much to be desired in terms of

[Shri M. L. Sondhi]

provisions of certain facilities and a certain new outlook, as we say, "Service before Self". There are allegations against the predecessor of the hon. Minister. I do not wish here to raise this in any sensational way, but, on the other hand, would you not agree with me that these matters must be gone into—the manner in which compulsory levies were made on contractors to finance the election expenses. I have certain documents here—

SHRI JAGANATH RAO : This is just an half-an-hour discussion on Enquiry Offices.

SHRI M. L. SONDHI : These were presented by certain Congressmen to the hon. Minister of Home Affairs and I dare say to the hon. Minister here. In this it was said that a sum of Rs. 3 lakhs was collected; then again there was the allegation that Rs. 6 lakhs were collected. Then there was an allegation that a certain contractor said that "we would not pay the amount, the amount should not be put as a levy, but if we want to give we will give it on our own accord." Look at the allegations.

Then there was a further allegation about the allotment: how the allotments were made in Ramakrishnapuram and Sevanagar. If the hon. Minister wants a reform, I am sure that if he has that will, then, we must rise above party loyalties and rise above all feeling that here is something which is sacrosanct or something which will affect a particular faction in the party.

There are allegations that certain materials were used in the building of a house by the R.K. Engineering Co. If such allegations are there, they must be gone into. If they are gone into, a new atmosphere will be created in the CPWD, and in that new atmosphere, the Enquiry Offices will work with a sense of dedication, and the work of repairs will be undertaken as a part of national interests and it will be undertaken with a feeling that it is the national property which has to be preserved.

श्री रविराय (पुरी) : मैं समझता हूँ कि बहुत विस्तार से माननीय श्री सौंदरी जी

ने सारी बात आपके सामने रख दी है। जहाँ तक पी० डब्ल्यू० डी० का सम्बन्ध है कुल लोगों ने इसको प्लंडर विदाउट डेंजर का नाम दे रखा है।

मैं एक सवाल मन्त्री महोदय से करना चाहता हूँ। मैं जानना चाहता हूँ कि दिल्ली शहर में कितने सरकारी नौकर हैं और उन में कितने सरकारी नौकर ऐसे हैं जिन की तनख्वाह पांच या पांच सौ रुपए महीना से कम है? उन में से कितने लोगों ने मकानों के लिए दरख्वास्तें दे रखी हैं और कितने लोगों को घर दिए हैं। कितने लोग अभी भी बेघर हैं। उनको घर देने की कुछ व्यवस्था हो रही है या नहीं हो रही है।

श्री रणजित सिंह (रोहतक) : चेयरमैन महोदय, श्री ग्वी गय ने इस डिपार्टमेंट को "प्लंडर विदाउट डेंजर" कहा है। आप लोग इस डिपार्टमेंट को "पब्लिक वेस्ट डिपार्टमेंट" कहते हैं। जहाँ तक मिनिस्टर साहब का सवाल है, गवर्नमेंट ने निहायत बढ़िया आदमी इस डिपार्टमेंट पर बिठा रखा है और मैं उन की तारीफ करता हूँ। लेकिन यह मानना पड़ेगा कि इस डिपार्टमेंट में नेशन के हर सौ रुपए में से पचास रुपया भी सही मानों में खर्च नहीं होता है। अगर कोई एक लाख रुपए की बिलिडिंग है, तो मुश्किल से उस पर बीस हजार खर्च आता है। बीच में ये जो मिडलमैन ठेकेदार, आ गए हैं, वे नीचे से ले कर ऊपर तक मिले हुए हैं। अगर वे निकल जायें, तो एक लाख रुपए में से कम से कम पचत्तर हजार रुपया तो जरूर खर्च हो जाए। आखिर यह रुपया नेशनल मनी है और एक सेक्रेड ट्रस्ट है। मैं पूछना चाहता हूँ कि यह रुपया पूरे का पूरा खर्च हो—सौ रुपए में सौ रुपया ही खर्च हो, क्या इस का इन्तजाम करने के लिए मिनिस्टर साहब कोई मशीनरी या एजेंसी इवाल्ब करने जा रहे हैं। इस के अलावा यह डिपार्टमेंट सिर्फ यही नहीं है, बल्कि स्टेट्स में भी पी० डब्ल्यू० डी० है। खुशकिस्मती से यहां पर मिनिस्टर साहब एक बेहतरीन आदमी हैं। उन की इन्टेग्रिटी में कोई डाउट नहीं है। अगर

उन के बारे में कोई कुछ कहता है, तो वह झूठ बोलता है। मैं यह जानना चाहता हूँ कि क्या उन को पैट्रोल में कोई ऐसी मशीनरी बनाने की बात सोची जा रही है, ताकि पब्लिक फंड्स को सही तीर पर खर्च किया जाये और देश का रुपया खर्च करने में कोई वेस्टेज, बेईमानी, कर्पणन और लीकेज न हो।

श्री ओ० प्र० त्यागी (मुरादाबाद) : क्या यह सही नहीं है कि सी० पी० डब्ल्यू० डी० की ओर से जो मकान और सड़कें आदि बनती हैं, वे जान-बूझ कर डिफेक्टिव बनाई जाती हैं और कुछ साल के बाद फिर कोई न कोई स्कीम आ जाती है कि इस मकान में अमुक कमी है और उस सड़क को चौड़ा करना है? तीन चार साल पहले जो गिंग रोड बनी थी, उस की आज फिर खुदाई हो रही है—उस को चौड़ा किया जा रहा है। मैं यह जानना चाहता हूँ कि पहले से ही मोच कर ये सब काम क्यों नहीं किये जाते हैं। अभी पेपर में न्यूज आई है कि जिम बिल्डिंग में हाई कोर्ट है, उस की रिपेयर पर एक लाख रुपया खर्च किया गया, लेकिन अब कहा जा रहा है कि वह बिल्डिंग हाई कोर्ट के लिए ठीक नहीं है, उस के लिए दूसरी बिल्डिंग बनाई जायेगी। अगर पहली बिल्डिंग ठीक नहीं थी, तो उस पर एक लाख रुपया क्यों खर्च किया गया? इस की जिम्मेदारी किस पर है?

पार्लियामेंट के मॅम्बरज के लिए जो क्वार्टरज हैं, उन में से बहुत से क्वार्टरज में दो एम० पीज० रहते हैं, लेकिन उन में सामान केवल एक एम० पी० का है। मैं यह जानना चाहता हूँ कि इस का कारण क्या है।

THE MINISTER OF WORKS, HOUSING AND SUPPLY (SHRI JAGANATH RAO), Sir, I am thankful to the hon. member, Mr. Sondhi, for having raised this half-hour discussion. The discussion by itself is confined to the functioning of the CPWD enquiry offices. But the hon. member has raised fundamental questions about the working of the CPWD and also given some valuable suggestions. I am

sorry it is not possible for me to deal with each one of the suggestions about the actual working of the CPWD. There will be ample opportunity to do so when the demands of this ministry come up here and I would welcome suggestions from various sections of the House, so that we can improve the working of the department. I concede there is scope for improvement in every department. I do not say everything is perfect. I should not be misunderstood if I do not answer regarding the various suggestions made by hon. members. I will confine myself to the criticisms levelled against the functioning of the enquiry offices.

The hon. Member, Shri Sondhi, represents New Delhi. I appreciate his anxiety and sincerity to look to the conditions of his constituency. He is the representative of the people there. He wrote to me, as he himself mentioned in his speech, on two occasions about Thyagarajanagar and Panchkuin Road colonies. I examined them and sent him replies saying that some works had been completed and other works were under consideration when I replied to him. He also raised the question about R. K. Puram quarters lying vacant for over a year. It is true. Only when I came to this Department one year ago I took up this question. I said that if buildings that are ready are not occupied we will have to carry out major repairs when some officers are asked to occupy them. But the main difficulty was about the services. There was no water supply, there was no electricity. There was some difficulty for the Municipal Corporation to supply us water, to lay the mains and also supply transmission lines. My predecessor took the stand that we are not bound to give them any advance. They wanted some advance payment. I said that we would not stand on any prestige, we wanted the quarters to be occupied. Because there are so many government servants without quarters I said that having built quarters they should be occupied. So we came to some arrangement and they agreed to get water supply. Then I began allotting the quarters from October or Novem-

[Shri Jaganath Rao]

ber. I am glad to say—the hon. Member, Shri Sondhi would also be knowing it—all the quarters have been let out except Sector 12 which would be ready by the middle of next month. Electric and water lines have been laid and individual house connections for electricity also will be given by 15th April. After I came to this Department I have been trying to do whatever is possible within the limited finances available to me. I have also got some good ideas as to how to make improvements, how to build houses, how to keep people in a happy state of mind and all that. But I have got my own limitations, the main limitation being the question of finance. Therefore, I would request the House to appreciate the conditions under which a particular Minister of a particular Ministry works.

Regarding the actual working of the Central P.W.D. Enquiry Offices, which is the real subject under discussion, I have made a study. Steps have been taken even earlier, from 1963, to improve the working of the Enquiry Offices. It is true there is some slackness. I admit that. In 1963 the National Building Organisation carried out a study about the effective functioning of the Enquiry Offices and made certain recommendations. Most of those recommendations were accepted by Government and enforced. The Chief Technical Examiner also made a separate study and made some recommendations. They were circulated among the Superintending Engineers and Executive Engineers. Most of them have already been implemented. Then I made a study of the functioning of the Central P.W.D. First I will deal with the complaints made by Members of Parliament. In the month of February the total number of complaints received was 3975 and the number of complaints attended to on the same day was 2755.

SHRI ATAL BIHARI VAJPAYEE (Balrampur): I doubt.

SHRI JAGANATH RAO: But you may find out. In three days another 1029 complaints were attended to and within seven days another 183 cases,

Those pending were those for which sanctions were necessary. Suppose some additions are needed, some furniture is wanted and all that, then proper sanction is necessary.

SHRI M. L. SONDHI: How many repairs are done in such a way that the complaints appear again?

SHRI JAGANATH RAO: That is a different matter. Then that will be a fresh complaint. A complaint is made today and I attend to it. If it still continues another fresh complaint is made and the old complaint goes.

Similarly, in the month of February I made a study about the various Enquiry Offices. We have 98 Enquiry Offices in old Delhi and New Delhi. In Lodhi Colony there are about 534 B-type quarters. In the month of February 1032 complaints were received and during the same day 1000 complaints were attended to. During 3 days 27 complaints were attended to and the balance at the end of February was 5. In another sector of Lodhi Colony 1348 complaints were there out of which 1,280 were attended to on the same day, 24 in 3 days and 27 in 7 days and 173 were pending at the end of the month. In the Lodhi Colony chummeries 461 were the total out of which 377 were attended to the same day, 10 in 3 days and 10 in 7 days and nothing is pending.

19 HRS.

SHRI SONAVANE (Pandharpur): What is the definition of "complaint attended"? Does a complaint attended mean only a visit or removing the defect also?

SHRI JAGANATH RAO: I am really surprised how such a doubt arise in the mind of the hon. Member. A complaint attended to means a complaint removed or redressed. That is the English meaning. So, I do not want to read out the whole list. I have got a study of 15 enquiry offices to show this. I can pass on this information to the hon. Member.

Then, some complaints are not really complaints. Suppose an extra fan or furniture is required, That does not

come under maintenance. It goes to the Ministry for sanction which results in delay. But if it is a complaint which has to be attended to immediately, like a leaking tap or replacing a fused bulb, it is attended to immediately. But where there are other repairs or any maintenance work which may require sanction from higher officer or the Ministry, it may take a little more time. Now, apart from what has been done all these two or three years, I have asked the supervisor or overseer to visit the Enquiry Office each day, the Assistant Engineer every third day and the Executive Engineer once a week to find out whether the complaints that are received are properly attended to or not.

Then, out of the 98 enquiry offices only 39 or 49 of them have got telephones. We are not able to get extra communication because the Communications Department is not in a position to give further connections, even though we want it. Also, I want to make arrangements to see that somebody is in office even on holidays and Sundays. Now in most of the enquiry offices there is nobody on duty on Sundays and holidays. I am trying to do it so that even on holidays and Sundays the complaints can be received and attended to. Then, there is a letter box in every enquiry office. If anyone has any complaint, he can write it and put it in that box. Also, I want that the time and date of the complaint should be noted and the person who complained should be handed over the number of the complaint so that he can know when the complaint would be attended to.

These are the various measures which I am taking and I can assure the House that I am trying to improve the function of the enquiry offices. The most important point which the hon. Member has mentioned is the maintenance repairs has a relation to the construction cost. This formula was laid down some years ago. Now, it has become out of date, because of the rise in wages and cost of materials. Therefore, the percentage which has been fixed for maintenance repair

long ago is not valid now. We are trying to revise and increase the percentage so that the maintenance repairs could be done more effectively.

A mention was made about the repairs to the High Court building, though it is not very relevant to this discussion. As the House knows, the Delhi High Court was located in the old Travancore House. After repairs were carried out to that building, the Delhi High Court was located there. Then, last month some plaster on the verandah fell down. When the plaster fell down, the Chief Justice wrote to me to move the High Court to another building and carry out the repairs. We are doing it expeditiously. What were the repairs done and were they correctly done or not, that is not in dispute now. But if a building outlives its utility and existence, major repairs have to be carried out. What was done before the High Court was asked to occupy that building was only maintenance repairs. Some repairs have to be done; for instance, the terrace has to be replaced, because the building is more than 40 or 50 years old.

Then, general and sweeping remarks have been made about the CPWD. Shri Rabi Ray gave a definition. An hon. Member on this side gave another definition. This is not the occasion for me to go into that; I will reply at the proper time, that is, when the discussion on the Demands of this Ministry comes up which is likely to come up in April. But today I am going to say that making these fleeting remarks against the department or all the officers is not correct. If any specific instance is brought to notice and no action is taken by me in spite of the fact that it has been brought to my notice, the hon. Member is amply justified in repeating that charge against me. These general and sweeping statements, namely, this department is a waste department or a corrupt department, with due respect to hon. Members who have made that suggestion or statement, I repudiate.

MR. CHAIRMAN: There was a question of Shri Tyagi about furniture to Members of Parliament.

SHRI JAGANATH RAO: It does not really arise out of this discussion, but several complaints have been received from Members of Parliament about the furniture supplied to them because the furniture was purchased 20 years ago.

MR. CHAIRMAN: His point was that two Members living in the same bungalow should have separate sofas.

SHRI JAGANATH RAO: They should be given that. I quite appreciate

the objection. I do not think the hon. Member has brought that to my notice. He may please write to me. I concede his request that he should have it separately. I am going to do that.

SHRI SONAVANE: All the value of the furniture is already recovered.

19.01 HRS.

The Lok Sabha then adjourned till Eleven of the Clock on Tuesday, March 19, 1968/29 Phalgun, 1889 (Saka).