

by the Food Corporation of India from the Delhi State Civil Supplies Corporation. The Delhi Administration has informed that during this period, some excess quantity of wheat and rice was also issued to the fair price shop owners. However, the money for that has also been paid by the Delhi State Civil Supplies Corporation to Food Corporation of India. It is, therefore, not correct to say that foodgrains worth several crores of rupees were issued to fair price shops in Delhi during November and December, 1985 through Delhi State Civil Supplies Corporation without collecting the cost of foodgrains and without proper authority from Food and Civil Supplies Department.

Pending Insurance Claims with GIC

*820. SHRI BALASAHEB VIKHE PATIL : Will the Minister of FINANCE be pleased to state :

(a) whether the number of claims pending with the General Insurance Corporation has been increasing year after year ;

(b) if so, the number of cases which are pending between one to three years, three to five years and five to ten years ;

(c) the reasons for such accumulations ; and

(d) the steps taken to improve the situation ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHANA POOJARY) : (a) Yes, Sir.

(b) Duration-wise breakup of No. of pending claims as on 31/12/84 is as under :—

<i>Duration</i>	<i>No. of claims pending</i>
1 to 3 years	1,09,629
3 to 5 years	26,382
Above 5 years	15,185

(c) Reasons for accumulation generally are non-receipt of police final investigation reports, non-submission of required information/documents by the insureds for verification of their claims by surveyors, disputes with claimants with regard to the cause or quantum of loss, cases pending in courts or with Motor Accident Claims Tribunals, etc.

(d) Steps taken by the General Insurance Corporation of India and its subsidiaries in regard to the above are :—

- (1) Simplification of forms and procedures relating to settlement of personal insurance claims.
- (2) formation of task forces at Regional Offices to regularly visit Divisional Offices to help in expeditious settlement of claims.
- (3) Setting up of special cells at Regional Offices to attempt out of court settlement of third party claims.
- (4) Upward revision of financial authority for settlement of claims of all categories.
- (5) Settlement of claims pending with Motor Accident Claims Tribunals through the forum of Lok Adalats.
- (6) Setting up of Grievance Cells at all Head Offices, Regional Divisional and Branch Offices of Companies, as well as at the offices of GIC at Bombay and New Delhi.
- (7) Time-limits prescribed for appointment of surveyors, submission of survey reports and other procedures for settlement of claims.

Import and Export of Bulk Drugs by STC

*821. SHRI MOOL CHAND DAGA : Will the Minister of COMMERCE be pleased to state :

(a) whether the attention of Government has been draw to news item caption-