

to get at the root of the problems and bring about changes in the system.

Statement

Ministries/Departments having large public dealings were asked to take following measures in order to strengthen their existing grievance redress machineries :

- (i) A senior officer should be designated as Director of Grievances, wherever necessary, and Public Grievance Cells should be set up in their subordinate organisations to deal effectively with complaints received from public;
- (ii) supervisory officers in service-oriented departments should have an effective role for ensuring that genuine complaints are attended to and disposed of quickly;
- (iii) complaints relating to railways, hospitals, banks etc. should be settled on-the-spot, as far as possible, because of the time angle involved;
- (iv) the complaints should be looked into from the point of view of users'/consumers' also;
- (v) speaking replies should be sent to the complainants indicating why a particular matter was dealt with in a particular fashion;
- (vi) grievances should be dealt with in a time bound manner;
- (vii) the system should be closely monitored periodically at different levels; and
- (viii) publicity should be given with regard to the new arrangements.

News item Captioned "PAK Blue-Print for Anarchy in Punjab"

*60. DR. B. L. SHALLES :
DR. G. S. RAJHANS :

Will the Minister of EXTERNAL AFFAIRS be pleased to state :

(a) whether his attention has been drawn to the news item captioned "Pak blue-print for anarchy in Punjab" appearing in the 'Hindustan Times' New Delhi dated the 2nd February, 1986; and

(b) if so, whether Government have taken up the matter with Pak Government and the reaction of that Government thereto ?

THE MINISTER OF EXTERNAL AFFAIRS (SHRI B. R. BHAGAT) : (a) Yes, Sir.

(b) Government are unaware of any such specific blue-print prepared by Pakistan. However, our concerns regarding Pakistan's encouragement and assistance to extremists and terrorists in India have been conveyed to the Government of Pakistan on different occasions and at various levels.

Annual Plan outlay for States and Union Territories

443. SHRI E. AYYAPU REDDY :
SHRI AMAR ROYPRADHAN :
SHRI HUSSAIN DALWAI :

Will the Minister of PLANNING be pleased to state :

(a) whether the annual plan outlays for the various States and union territories for the year 1986-87 have been finalised;

(b) if so, what are the outlays for 1986-87 for the various States and Union Territories and the percentage of increase in real terms over the outlays for 1985-86;

(c) whether the Central Government will provide more funds to the State Governments to meet their increased outlays; and

(d) which of the States have undertaken to raise additional resources for the 1986-87 annual plan ?

THE MINISTER OF STATE IN THE MINISTRY OF PLANNING (SHRI A. K. PANJA) : (a) Yes, Sir.

(b) A statement is given below.