

collapse of all Police Wireless communication system in Amritsar on 30 September, 1986 has been found located at a Shrine near Kartarpur about a Kilometre inside the Pakistan territory ;

(b) whether the army was asked to find out the location of the transmitter ;

(c) if so, the results of their efforts and if not, the reasons for failure to detect ; and

(d) whether any other enquiry has been conducted in this regard ?

THE MINISTER OF HOME AFFAIRS (S. BUTA SINGH) : (a) No, Sir.

(b) No, Sir.

(c) Does not arise.

(d) A Central team of officers was sent to Punjab for on the spot enquiry. No unauthorised transmitter has been detected so far.

Assassination Attempt on the Punjab Police Chief

*38. PROF. RAMKRISHNA MORE:
SHRI MOHD. MAHFOOZ
ALI KHAN :

Will the Minister of HOME AFFAIRS be pleased to state :

(a) whether an assassination attempt on the Punjab Police Chief J.F. Ribeiro was recently made by the extremists at the Punjab Armed Police Headquarters ; and

(b) if so, the reaction of the Union Government in the matter ?

THE MINISTER OF HOME AFFAIRS (S. BUTA SINGH) : (a) Yes, Sir.

(b) The Central Government Condemns the terrorist attack on Shri Ribeiro. The Government is in touch with the State Government and is providing necessary assistance to curb terrorist activities.

[Translation]

Air Accidents.

*39. SHRI SHANTI DHARIWAL : Will the Minister of DEFENCE be pleased to state :

(a) whether there has been an increase recently in the number of accidents in which helicopters and other aircrafts of the Defence services were involved ;

(b) whether one such accident had taken place in the Western Sector in the recent past in which five personnel were killed ; and

(c) if so, the measures taken or proposed to be taken to avoid such accidents ?

THE MINISTER OF STATE IN THE DEPARTMENT OF DEFENCE . PRODUCTION AND SUPPLIES IN THE MINISTRY OF DEFENCE (SHRI SHIVRAJ V. PATIL) : (a) There has been no increase in helicopter accidents, but an increase has occurred in aircraft accidents during the current financial year.

(b) Yes, Sir. A Chetak Helicopter met with an accident in the Western Sector on 15th September, 1986, in which two pilots and three ground crew members lost their lives.

(c) The major causes of air accidents have been identified to be human errors, technical defects and bird strike.

To reduce accidents due to human error the training scheme for pilots has been revised. Training syllabi especially with regard to instrument and night flying, have been reviewed, and standards established are being strictly monitored. The assessment and categorisation of pilots is also being reviewed. Selection tests are being modified to identify the flying aptitude and mental qualities required for service pilots.

To avoid accidents caused by technical defects due to design or manufacturing deficiencies, consultations are held with the

manufacturers when such causes are established to introduce modifications in the aircraft. With a view to reducing servicing errors the Wing maintenance organisation has been restructured, and the percentage of untrained technicians has been reduced. Experienced Supervisors have been placed in charge of aircraft servicing and repairs, and teams of technicians have been formed to service particular aircraft. Technical Type Training Schools are also being established for particular types of aircraft.

To reduce bird hazard a few teams have been established to destroy birds in the approach funnels to the runways in selected airfields on any experimental basis. Steps have also been taken in some airfields, where bird population is especially high, to improve hygienic conditions therein, plant Dhub grass and pigeon proof buildings to discourage the bird population.

Each aircraft accident is investigated by a Court of Inquiry to determine its cause. The findings and recommendations of such Courts of Inquiry are scrutinised by specialists, and remedial action is taken thereafter to avoid such accidents in future.

[*English*]

Public Grievance Cells in Ministries

*40. SHRI K. KUNJAMBU :

SHRI MAHENDRA SINGH :

Will the PRIME MINISTER be pleased to state :

(a) whether Public Grievance cells have been set up in all the Ministries ;

(b) if so, the details thereof ;

(c) whether the Government have made any assessment about their functioning ; and

(d) if so, the details thereof.

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P. CHIDAMBARAM) : (a) and (b) Arrangements for redress of Public grievance

have been made generally in all Ministries/ Departments. These include designating officers in Ministries/Departments as Grievances Redressal Officers and adoption to special measures in Ministries/Departments that have a large public contact. Arrangements made in some of these Ministries and indicated below :

(i) *Ministry of Railways :*

Grievance Committees have been constituted at the Divisional, Zonal and Board levels to deal with the grievances received. In addition, the Ministry has set up Public Grievances Booths at important railway stations.

(ii) *Department of Economic Affairs (Banking Division) :*

— A Central Customers Service Scheme, initially started in Delhi, now operates in 22 cities. A time-limit of 3 weeks has been prescribed for disposal of grievances. If a grievance is not disposed of within one month, the complainant can approach the Secretary (Banking).

— Each nationalised bank has set up its own machinery. Complaint books are kept in every branch and "May I help you" counters have been opened in bigger branches.

— On 15th of every month, senior officer of all banks, including chief executives, make themselves available to public to hear their grievances and provide redress.

(iii) *Department of Telecommunications :*

— A single window scheme has been introduced to enable the subscribers to get their grievances redressed.

— Senior officers have been designated in the Directorate General/Districts Circles/Areas for redress of grievances.

(iv) *Department of posts :*

— In Gazetted Post Offices, complaints are handled in the Administration branch by one supervisor under the control of the Post Master.