

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.

Suggestion and Complaint Books have been made available at Enquiry counters of Post Offices.

- At the divisional level one complaint inspector is in charge of the branch under the overall control of Divisional Superintendent.
- At the regional level an Asstt. Superintendent or Investigating Inspector has been provided to work under the supervision of Regional Director.
- In the Circles, an Assistant Post Master General works as a Circle Complaints Officer.
- In the Directorate, there is a Director, Postal Complaints.

v) *Ministry of Health and Family Welfare :*

- A Grievance Committee has been set up for dealing with grievances relating to medical care facilities in hospitals under the Directorate General of Health Services.
- Hospitals have nominated Grievances Redress Officers to provide on-the-spot redress to members of public.
- An officer has been designated as Director of Public Grievances in the Ministry.

vi) *Ministry of Urban Development :*

- Grievances cells have been set up in the Directorate of Estates, HUDCO, Department of Printing, CPWD, Regional Stationery Depots, D.D.A and Land and Development Office.
- A system of public hearings on fixed days has been introduced by the Delhi Development Authority.

vii) *Department of Revenue :*

- The Additional Secretary (Administration) and Deputy Secretary (Administration) look after the work of public Grievances in the headquarters.
- In the Central Board of Direct Taxes, the grievance cell operates direct under the Chairman.

- The Central Board of Excise and Customs have nominated four officers to attend to the complaints of the public. These are Director (Customs), Deputy Secretary (Land Customs), Deputy Secretary (Central Excise) and Chief Vigilance Officer.
- Public Grievance Cells/Committees have been set up in the Collectorate/Customs Houses.
- At the Airports, where there is active contact between the officials and the passengers, a Public Relation Officer is posted.

(c) and (d) A limited evaluation of the effectiveness of the grievance redress machinery in a few departments was undertaken. This revealed that while there was growing awareness of the need to redress grievances, the efforts seem to be directed more on dealing with individual grievances than on identifying systemic deficiencies which give rise to various grievances. While efforts to deal with individual grievances will continue to be reinforced, Ministries/Departments have been advised to give special attention to the rationalisation of systems and procedures to make administration more responsive to public needs.

**Regularisation of Daily-Wage Labourers  
in Lakshadweep**

222. SHRI P.M. SAYEED : Will the Minister of HOME AFFAIRS be pleased to state :

(a) the number of daily-wages labourers working in Lakshadweep Administration, department-wise ;

(b) the number of such labourers who have been continuously working on daily-wages for more than 3 years department-wise;

(c) the reasons for not absorbing them into service if the vacancies have been lying unfilled ; and

(d) if there were no vacancies, the reasons for not creating them, when the labourers were engaged on the basis of work-need for such a long period ?