

these hotels are proposed to be set up?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION AND TOURISM (SHRI SHIVRAJ V. PATIL): (a) and (b). No, Sir. However, equity participation by foreign hotel chains is allowed as per the rules and procedures followed for the purpose.

SHRI AJIT KUMAR SAHA: The Minister has said no. But here I have papers with me where it is said that seven foreign companies are there to set up five star hotels in India. At least seven leading foreign companies have made enquiries to set up five star hotels in India since the issue of revised guidelines for foreign collaboration for hotels in India. In this connection may I know from the Hon. Minister what are the detailed guidelines for foreign collaboration for hotels in India?

SHRI SHIVRAJ V. PATIL: We are allowing the foreign hotel chains to help our hotels in planning, management and marketing. To that extent they can collaborate with each other. To see that they have the interest in the financial performance of the hotels in the country, they are allowed to have the equity also and they can get the equity upto 40% and they can in certain cases go beyond 4% also.

SHRI AJIT KUMAR SAHA: In the Minister's reply it is said 'however, equity participation by foreign hotel chains is allowed with prior approval of Government of India'. The equity participation in foreign exchange has been raised from 40% to 51% enabling the foreign collaborators to have control of the shares. If it is so, may I know whether any control will be in Indian hands vis-a-vis the collaborators because their equity share is 51% and they will control the whole affairs.

SHRI SHIVRAJ V. PATIL: The Hon. Member is relying upon what is reported in the newspapers. I have not said that that is the policy we have evolved. But some thinking on this matter is going on. As to how that

is to be done will crystalise after taking into account all aspects.

SHRI PIYUS TIRAKY: What kind of technology India is lacking which it is seeking through foreign collaboration for hotel purposes? As far as we know Indian management and Indian people have a number of hotels in foreign countries. What are the reasons—monetary or otherwise—which have compelled the Government to take the decision to have collaboration with foreign countries for hotel purposes?

SHRI SHIVRAJ V. PATIL: I appreciate what has been said by the hon. Member. The hotel industry in India is very much developed. Our hotel chains are going to other countries and establishing hotels there. At the same time it has to be appreciated that there are certain areas in which the technologies in foreign countries are developing very fast and it would be useful for us to make use of those technologies, that is, communication technology, management methods, etc. Further when the hotel chains in India have connections with hotel chains abroad then the publicity and the marketing benefits which is at their disposal becomes available to the hotel chains in India also. As tourism is developing it is better to have inter-action; we may help the other hotels and the other hotels also may help us. In the areas of advanced technology there may be some help coming to us but that does not mean our hotel industry is not developed. It means we are trying to do better.

[Translation]

Review of Public Grievances Committees in States

*455. **SHRI SHANKAR LAL:** Will the PRIME MINISTER be pleased to state:

(a) whether district level Public Grievances Committees have been constituted in all the States;

(b) whether there is uniformity in constituting these Committees in all the States or

whether they have been constituted on different patterns;

(c) whether any assessment about the objectivity, utility and results of these Committees has ever been made at national level; and

(d) whether Union Government propose to take some steps to bring uniformity in constituting such Committees in all the States and make them more useful for the people and more effective in future?

[English]

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) to (d). A statement is given below.

STATEMENT

(a) and (b). The responsibility for setting up Public Grievances Committees at different levels including the district level in a State lies with the concerned State Government. According to the information available, several States have set up committees at the district level to deal with public grievances. The constitution of these committees is determined by the concerned State Government keeping in view the local conditions and requirements.

(c) No, Sir.

(d) There is no such proposal under consideration for the present.

[Translation]

SHRI SHANKAR LAL: Mr. Speaker, Sir, in his reply to part (d) of the question, the hon. Minister has said that there is no proposal under consideration for the present. But, as the Government have proposed to strengthen and given legal powers to the district administration and Panchayati Raj institutions, whether there is any such pro-

posal to strengthen Public Grievance redressal committees at district level for the redressal of the public grievances other than the legal dispute.

[English]

SHRI P. CHIDAMBARAM: Sir, as I have said in the statement grievance redressal committees are the responsibility of the State Governments and particularly district level grievance redressal machinery is their responsibility. Many of these grievance redressal committees have built into themselves the function of redressing legal grievances. In fact, the entire effort towards having Lok Adalats is to dispose of the legal disputes at the local level without having to resort to the regular court procedures. Lok Adalats, to the best of our information, are working well. They have settled a large number of cases and senior judges of the Supreme Court and High Courts have taken interest in Lok Adalats. Hon. Members wants information about the functioning of the Lok Adalats and, as such, I would ask him to address that question to the Law Ministry.

[Translation]

SHRI SHANKAR LAL: Mr. Speaker, Sir, I did not mean the grievances in the legal sector. Lok Adalats are there to deal with the legal matters, but the district level grievance redressal committees meant for common man are not functioning efficiently. You are talking of strengthening the district administration by giving a legal form to Panchayati Raj institutions. They should be strengthened constitutionally so that they may prove effective in regard to the redressal of public grievances other than those related to the developmental activities.

[English]

SHRI P. CHIDAMBARAM: Sir, I am sorry if I have understood the question wrongly. As far as the grievances other than the legal disputes are concerned, it is precisely in order to settle these grievances that

we have commended to the States to set up a grievances redressal machinery. For example, at the district level, it is desired that there shall be a grievances redressal machinery where people can come and register their complaints and get an answer within the stipulated time. We have commended the Ahmednagar pattern of district administration to all the District Collectorates. In fact, we have requested every States Government to introduce the Ahmednagar pattern in at least 2 or 3 districts every year. Many States have copied the Ahmednagar pattern. It is a very good system for redressal of grievances and I sincerely hope that more States will copy the Ahmednagar pattern in more of their District Collectorates which, I think, will go a long way to settle the grievances at the district level.

[Translation]

SHRI UTTAM RATHOD: Mr. Speaker, Sir, in part (c) of the question, it has been asked:

"Whether any assessment about the objectivity, utility and results of these committees has ever been made at national level". And he stated in his reply to the above part "No Sir." But the question seeks the information about the objectivity, utility and results of the committees constituted for the purpose. But to all these things, they have replied "No, Sir." Even about the objectivity of the committee, they have not said anything.

[English]

May I know whether the people who have been appointed are honest or not? Have you tried to verify whether the people who have been included there are having good moral character and whether they will be able to do justice? Here you have answered 'No'.

SHRI P. CHIDAMBARAM: I have great respect for the hon. Member But he is reading more than what is said in the answer. Part 'a' and Part 'b' of the question are whether

district level Public Grievances Committees have been constituted in all the States and whether there is uniformity in constituting these Committees in all the States or whether they have been constituted on different patterns for which I have given an answer in (a) & (b). Part 'c' is whether any assessment about the objectivity, utility and results of these Committees has ever been made at national level for which the truthful answer is 'No'. We have not yet made an assessment at the national level. Whatever information we have collected is with me and I am willing to share it with you. But we have not made an assessment which is the truthful answer.

SHRI RAM SINGH YADAV: I have got the experience of the Public Grievances Committee at the district level in Rajasthan. I do not know whether the Ministry is aware of the guidelines or not. But the guidelines say that if the complaints are against the Tehsildars or the Station House Officer of Police, then the complaint which comes to the Committee is forwarded to the very officer and he gives the reply. After that the Committee also endorses that he has not committed any atrocity or any fault and they also stamp on that very basis that he has not taken any bribe and therefore, this is correct. If this is the guideline to these Committees, then of course, there is no utility of these Committees. Will you please see that some proper authorities are created so that these complaints may not be sent to those concerned officers against whom the complaints are made? They must be kept at the district level only upto the level of SP or Collector? If there is a complaint against the Collector or SP, then it should be dealt at the level of DIG and DIG or the Commissioner should attend the meeting. So, there must be specific guidelines to implement these provisions of the Grievances Committee. So, will you please consider these suggestions and see that these Committees are made effective in their implementation and action? What is the reaction of the Government in this regard?

SHRI P. CHIDAMBARAM: I endorse

the approach and views of the hon. Member. These are not the guidelines which we have circulated that an officer against whom the complaint is made should dispose of the complaint. On the contrary, the guidelines which we have circulated are that the Heads of Departments and officers at the district level must be available and they must dispose of the grievances. In fact, we have circulated guidelines on the 20th May, 1988 and 29th November, 1988 and we continue to ask them for information whether they comply with these guidelines. But I cannot say that all the Committees are functioning well, nor can I say that the complaints do not go to the officers against whom the complaint is made. But this is really a matter for the State Governments to be alert and vigilant and to set right their procedures. At best, what we can do at the national level is to only request the State Government to get out of this very bad system which has been integrated and to work out a better system of dealing with grievances.

New Safety Rules

*456. SHRI SAIFUDDIN CHODHARY :
SHRI AJOY BISWAS:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether the air safety measures taken up by Government so far have provided adequate safety to the passengers;

(b) whether induction of new technology aircrafts of different origins have created problems of safety of air travel;

(c) if so, whether Government is planning for a new set of safety rules to ensure safe air travel in the country; and

(d) if so, the details thereof and when the new set of rules are expected to be put in operation?

**THE MINISTER OF STATE OF THE
MINISTRY OF CIVIL AVIATION AND**

TOURISM (SHRI SHIVRAJ V. PATIL): (a) Yes, Sir.

(b) No, Sir.

(c) and (d). Air Safety Rules are included in the Aircraft Rules framed under the Aircraft Act 1934. These are amended from time to time as and when necessary.

SHRI SAIFUDDIN CHOWDHARY: If you see part a) of my question, it says whether the air safety measures taken up by Government so far have provided adequate safety to the passengers and the answer is—yes, Sir.

A look at the 34th report of the Committee on Public Undertakings, 1987-88, apart from the reports that have appeared in the newspapers from time to time, would show that the Committee had commented that out of 86 airports excluding the four international airports, a few airports have instrument landing facilities and they recommended strongly for introduction of ILS facilities in those airports, which operate Boeings and air-buses. Very recently, in the 54th report, 1988-89, the same thing has again been reiterated by the Committee on Public Undertakings. When questions relating to this were put during the evidence—now the report has been published—the Government reply was that it is not mandatory and it is very costly. Everyone knows that the Ahmedabad accident took place due to lack of these modern facilities at the airport. The lack of these facilities is causing heavy damage to the lives of passengers. Will the Minister amend this part of the answer to my question and tell the House whether they are going to comply with the recommendations of the Committee, made not once but twice, and going to introduce ILS facilities in all the airports that handle Boeings and Air buses? Wherever these facilities are provided, they are also not in working order.

SHRI SHIVRAJ V. PATIL: I will give statistics which are available with me. This relates to the fatal accidents throughout the world...*(Interruptions)*