

ment of vacated quarters in Laxmibai Nagar is as under:

S. No.	Qr. No.	No. of Times Allotted
1.	824	The quarter was vacated on 18.4.95 and offered for allotment on 27.4.95 to Sh. D.S. Chandok who has since accepted and occupied.
2.	924	The quarter vacated on 3.4.95 was offered to seven persons as under. The quarter was finally accepted by Smt. Usha Baluja on 19.9.96. Reasons for non-acceptance was either non receipt of the allotment or the persons being on leave during the period the quarter was offered. SShri 1. H.C. Pant 2. Mani Pal Singh 3. Makardhwaj Sahu 4. Sukumar Chakravorty 5. Shivaji Singh 6. Mrs. Nirmal Verma 7. Mrs. Usha Baluja
3.	973	The quarter pertains to Press Pool. Sh. Rajinder Singh Dahiya, Copy Holder is occupying the quarter since Feb., 1988.

#### Mode of re-allotment of Flats

2085. SHRI RAHASBIHARI BARIK: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that a number of allottees under various schemes of DDA are not depositing their instalments regularly who defaulted in depositing more than two instalments;

(b) if so, the details of allottees scheme-wise;

(c) whether a number of allotments have been cancelled; if so, the details thereof, scheme-wise;

(d) whether any guidelines have been issued for re-allotment of such flats; and

(e) if so, what is the mode prescribed for re-allotment of such flats?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN AFFAIRS AND EMPLOYMENT AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENT AFFAIRS (DR. U. VENKATESWARLU): (a) Yes, Sir.

(b) The DDA has reported that the scheme-wise details of the defaulter allottees are as under:—

General Scheme upto 396	17,590
NRPS-1979 upto 396	MIG 14,051
	LIG 27,799
	Janta 39,510

(c) 761 allotments have so far been proposed for cancellation, out of which 342 have actually been cancelled as per details given below:

	MIG	LIG	Janta
General Scheme			
NRPS-1979	26	10	16
	115	123	52
Total:	141	133	68

GRAND TOTAL: 342

(d) and (e) Allotments are restored on receipt of outstanding instalments plus penalty in time. The allottees are liable to be evicted on account of non-clearance of dues. After eviction, such flats are re-allotted through draw of lots to the waiting registrants of the categories concerned.

#### Unsafe Government Quarters in Timarpur, Delhi

2086. SHRI RAHASBIHARI BARIK: SHRI SANJAY NIRUPAM:

Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that a number of quarters in Timarpur in Delhi have been declared dangerous and unsafe for habitation;

(b) if so, the details thereof and since when these are lying vacant;

(c) what steps Government have taken to get these quarters repaired; and

(d) by when these quarters would be ready for allotment?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN AFFAIRS AND EMPLOYMENT AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENT AFFAIRS (DR. U. VENKATESWARLU): (a) No, Sir.

(b) to (d) Does not arise.

#### **Study on the working of D.D.A.**

2087. DR. B.B. DUTTA: Will the PRIME MINISTER be pleased to state:

(a) whether any in depth study of the performance and working of the Delhi Development Authority has been conducted by Government, in view of the increased corruption in the organisation; and

(b) if not, in what manner Government propose to remove corruption and make it an efficient and people friendly organisation?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN AFFAIRS AND EMPLOYMENT AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENT AFFAIRS (DR. U. VENKATESWARLU): (a) and (b) No, Sir. The DDA has reported that the three-pronged strategy formulated by the Department of Personnel & Training as anti-corruption measures viz. prevention, surveillance and detection and deterrent punitive action is being followed scrupulously to check corruption in DDA. Regular and surprise inspections of sensitive spots are being carried out specially when complaints are received. Constant review and streamlining of procedures is taken up for ensuring prevention of corruption. There has been increased emphasis on customer focus and providing efficient

service specially in Housing, Lands and other Branches of DDA prominently coming into contact with people. To make the organisation more efficient and people-friendly, there is a grievance redressal machinery as indicated below:—

#### *Public Hearing Days:*

All the officers of DDA are open to the public every afternoon on Mondays and Thursdays between 2.30 P.M. to 6.00 P.M. Public can meet the senior officers of DDA on these days without fixing prior appointment and entry passes for redressal of their grievances.

#### *Follow-up grievances:*

- Monitoring registers are maintained in every Department and all grievances are entered in the registers. The grievances are followed up and monitored periodically by the senior officers.

#### *Public Hearing Cards:*

In order to further streamline the monitoring of public grievances, a system of recording the visits of complainants has been introduced in various public dealing departments. The objective is to ensure that a visitor is normally not required to make more than two visits of DDA for redressal of his grievance.

#### *Grievances through newspaper columns:*

Monitoring of the public grievances/complaints through various newspapers is also being regularly done for the last three years.

#### *Public Grievances Redressal Cell:*

DDA has a Public Grievances Redressal Cell which is headed by Commissioner (System & Training). This Cell monitors disposal of public grievances received through the Department of Public Grievances, Cabinet Secretariat on regular basis.

#### *Holding of Lok Shivirs:*

In addition to the above system of public grievance redressal, DDA also organise Lok Shivirs for 'on the spot' disposal of the public grievances.