

RAM BAHADUR SINGH); (a) and (b) The demand assessment of fertilisers in the country is made on financial year basis. In so far as the remaining three months of the current financial year 1990-91 is concerned, there is no likelihood of any shortfall in meeting the demand. The demand assessment of fertilisers for the year 1991-92, has, not yet been made.

Complaints of consumer[^] against Super Bazar

161. SHRI KRISHNA KUMAR BIRLA: Will the Minister of FOOD AND CIVIL SUPPLIES be pleased to state:

(a.) whether the attention of the Government has been drawn to a news item as reported in the 'Hindustan Times, dated the 21st November, 1990 captioned "Super Bazar in a mess";

(b) if so, whether the complaints of consumer against sales-persons and managerial staff are increasing and the authorities are not even listening to the consumers;

(c) whether Government propose to review the working of the Super Bazar in the capital to make it more effective and efficient; and

(d) if so, the details thereof and other steps Government propose to take against the erring salespersons/managerial staff?

THE MINISTER OF STATE IN THE MINISTRY OF FOOD AND CIVIL SUPPLIES (SHRI SARWAR HUSSAIN):

(a) Yes, Sir

(b) No, Sir. All complaints, whether verbal or in writing, as and when received are promptly attended to. Complaint boxes have been provided at the main branches at Connaught Place, IN A and Patel Nagar, and complaint registers are available at the smaller outlets. Senior officers have also fixed time for visitors/consumers to attend to their grievances promptly.

(c) The working of Super Bazar is reviewed by the managing committee

as well as Deptt. of Civil Supplies. Govt. of India from time to time to make it more effective and efficient. The Department exercise control over the working of the store through official members nominated on the managing committees of the Store.

(d) Complaints are dealt with by the senior officers and Vigilance Wing of the Super Bazar and the erring employees are suitably punished. During the year 1990, three employees have been punished on the basis of the complaints received from the public. In two cases, warning has been issued and in one case, penalty of censure has been imposed.

Construction of underground Roads in Connaught Place, New Delhi

162. SHRI KRISHNA KUMAR BIRLA: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether Government propose to construct underground roads in Connaught Place to ease congestion and help pedestrians to move about freely;

(b) if so, the details of the plans of NDMC in this regard;

(c) whether the Delhi Urban Arts Commission has since approved the plans of the NDMC; and

(d) if so, the details thereof and by when the underground roads would be constructed in Connaught Place area?

THE MINISTER OF URBAN DEVELOPMENT (SHRI DAULAT RAM SARAN): (a) to (d) Construction of underground roads (Subways) in Connaught Place area in the function of the New Delhi Municipal Committee. The NDMC has reported that the subway at the inter-section of Sansad Marg with outer circle has already been commissioned. Work on two more subways, namely at the intersections of Janpath and Baba Kharak Singh Marg with outer circle Connaught Place is in progress and is scheduled for completion in March 1991 and March 1992 respectively. NDMC has plans for constructing a few more subways in the Connaught Place area such as Panchkuin Road, Barakhamba