

**Consumer Protection Council in Punjab**

**2280. SHRI L. NARSINGH NAIK:**  
Will the Minister of FOOD AND CIVIL SUPPLIES be pleased to state:

(a) whether Government have taken any steps to set up Consumer Protection Council in Punjab, since the imposition of President's rule in the State;

(b) if so, what are the details thereof and the results achieved so far; and

(c) if answer to part (a) above be in negative, what are the reasons therefor and whether Government propose to take any action in this regard?

**THE DEPUTY MINISTER IN THE MINISTRY OF FOOD AND CIVIL SUPPLIES (SHRI D. L. BAITHA):**

(a) to (c) Several steps have been taken by the Central Government to ensure that the statutory institutions envisaged in the Consumer Protection Act, 1986 are set up on priority basis. In July, 87 a meeting was held with the State Food Ministers and senior officers of the State Govts./UT Administrations to expedite the implementation of the Act. In addition the Central Government has repeatedly requested the State Governments/U.T. Administrations through several letters, telexs, telegrams to set up the Council and redressal machinery at an early date. As per information available, so far Government of Punjab has notified the Punjab Consumer Protection Rules. However, they have not set up the Consumer Protection Council.

**Unhygienic conditions at ISBT, in Delhi**

**2281. SHRI ISH DUTT YADAV:**  
**SHRI SHAMIM HASHMI:**

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether Government's attention has been drawn to the report which

appeared in the 'Statesman' dated the 8th July, 1988 regarding the chaotic and unhygienic conditions at the Inter State Bus Terminus, Delhi;

(b) if so, whether Government have made any inquiry into the circumstances leading to the continuous chaotic and unhygienic conditions at the ISBT putting the travelling passengers to enormous difficulties; and

(c) if so, what is the outcome thereof stating the measures taken by Government to improve the situation?

**THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI DALBIR SINGH):**

(a) Yes, Sir.

(b) Yes, Sir.

(c) The ISBT was designed to handle about 1,000 buses and 60,000 passengers against which it is now handling over 5,000 buses and 3,00,000 passengers daily. As such, there is huge strain on the existing resources. Moreover, ISBT Management is helpless about honking horns by the State Road Transport drivers or ordinary buses being classified as deluxe buses by the State Road Transport authorities. However, DDA propose to take the under mentioned steps to improve the general cleanliness and remove de-congestion:

(i) Re-positioning and redevelopment of aesthetically constructed ticket windows in the Departure Block.

(ii) Keeping specified area reserved for passengers movement.

(iii) De-congesting the operation by developing Terminal II to serve short distance Inter State services.

(iv) Removal of structures in the Arrival Block coming in the circulation area to increase circulation