

(b) 17839 complaints have been disposed of out of the total complaints.

(c) The complaints received by the Banking Ombudsman are first attempted to be resolved by promoting a mutual settlement between the complainant and the bank. Only in cases where the complaint is not settled by agreement within a period of one month from the date of receipt of complaint or such further period considered necessary as per the case, the Banking Ombudsman passes an award, after affording reasonable opportunity for the parties to represent their case. In view of the above procedure, a complaint on an average takes two months to be resolved and some complicated cases may take more than the anticipated time.

Revival of Triveni Structurals Ltd.

794. SHRI CHITTABRATA MAJUMDAR:

SHRI TAPAN KUMAR SEN:

Will the Minister of HEAVY INDUSTRIES AND PUBLIC ENTERPRISES be pleased to state:

(a) whether Hon'ble Allahabad High Court in its order in May, 2006 have directed Government to prepare a strong revival plan for Triveni Structurals Ltd. (TSL), Naini, Allahabad for submission to BRPSE;

(b) whether BRPSE has felt that revival of TSL is feasible and One Time Settlement(OTS) offer made by the Bank merits positive consideration by Government; and

(c) if so, the action taken by Government to expeditiously revive TSL along with placement of a regular CMD or MD?

THE MINISTER OF STATE IN THE MINISTRY OF HEAVY INDUSTRIES AND PUBLIC ENTERPRISES (SHRIMATI KANTI SINGH): (a) Yes, Sir.

(b) Yes, Sir.

(c) A business plan for revival of TSL is under finalization and the same will be submitted to BRPSE shortly for its consideration/recommendations. Keeping in view the poor financial position of the company, it was decided not to fill up the post of MD, TSL on regular basis. However, the matter is being reconsidered and a suitable decision will be taken by the Government in this regard.

New administrative mechanism for PSUs

795. SHRI KARNENDU BHATTACHARJEE: Will the Minister of HEAVY INDUSTRIES AND PUBLIC ENTERPRISES be pleased to state:

(a) whether it is a fact that PSUs are governed by the President's directives;

(b) whether it is also a fact that PSUs shall be given autonomous package under which they will be empowered to take decisions on joint-venture, divestment in subsidiaries and fresh equity floats; and