

Criteria for including cities under JNNURM

305. DR. JANARDHAN WAGHMARE: Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) whether any survey has been conducted by the Government for selection of more cities/towns under the Jawaharlal Nehru National Urban Renewal Mission (JNNURM);
- (b) if so, the details thereof;
- (c) whether Government proposes to relax the criteria for inclusion of cities under the JNNURM and extend the financial assistance to more cities/towns in the country; and
- (d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI SAUGATA RAY): (a) and (b) No such survey has been done.

(c) and (d) There are 65 Mission Cities under the Urban Infrastructure and Governance (UIG) Sub Mission. All other towns and cities are eligible under the Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT) component of the Jawaharlal Nehru National Urban Renewal Mission (JNNURM).

Handling public grievances as laid down in CSMOP

306. PROF. ANIL KUMAR SAHANI: Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) whether procedure concerning handling of public grievances is laid down in Central Secretariat Manual of Office Procedure (CSMOP) and if so, the details thereof;
- (b) the details of public grievances received during the last one year concerning the Ministry and CPWD from the residents of New Delhi and the action taken thereon;
- (c) the number of grievances received from the residents of RK Puram, New Delhi through emails by CPWD authorities and the action taken thereon;
- (d) whether CPWD authorities is not following the procedure laid down in CSMOP; and
- (e) if so, the action proposed to be taken against them?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI SAUGATA RAY): (a) Broad guidelines regarding handling of public/staff grievances are laid down at Paragraph 122 of the Central Secretariat Manual of Office Procedure, Twelfth Edition, May, 2003. The details include *inter-alia* the requirement of designating Director of Public Grievances and Staff Grievances Officer, acknowledging grievance petitions and their processing in a time bound manner, operation of Centralized Public Grievance Redress and Monitoring System (CPGRAMS) etc.