

(b) One such complaint was received from a customer during the period of 1st January, 2008 till 31st December, 2010. A refund of Rs. 26/- was paid to the complainant and a recordable warning was issued to the official concerned.

(c) No action is proposed by the Government against Kendriya Bhandar since action against the guilty official has already been taken by Kendriya Bhandar.

Loan facility to share holders of Kendriya Bhandar

†3044. SHRI RANBIR SINGH PARJAPATI: Will the PRIME MINISTER be pleased to state:

(a) whether Government *vide* Office Memorandum No. 8/1/62-Welfare II, dated 22 January, 1963, had directed to provide loan facility to the shareholders of Kendriya Bhandar, that is the facility of payments of share money in instalments by the employees of Group C and D, etc.;

(b) whether the Kendriya Bhandar has not provided these facilities to the shareholders till now; and

(c) if so, the action proposed to be taken by Government for non-compliance of its directions by Kendriya Bhandar and Ministry of Personnel, Public Grievances and Pensions?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI V. NARAYANASAMY): (a) The Government *vide* Office Memorandum No. 8/1/62-Welfare II dated 22nd January, 1963 provided the facility to Class IV and Class III employees to pay their share money in installments of Rs. 2/- and Rs. 5/- respectively. However, there was no provision in the Office Memorandum for loan facility to the shareholders of Kendriya Bhandar.

(b) and (c) Kendriya Bhandar registered as a Multi State Cooperative Society in the year 2000. Byelaws of this society do not provide for any facilities of payment of share money in instalments. Kendriya Bhandar has not been able to verify from their available records cases of such payment prior to the year 2000.

†Original notice of the question was received in Hindi.