

MR. DEPUTY CHAIRMAN: Now, you lay it.

SHRI P. BHATTACHARYA: Therefore, through you, Sir, I request the Government that no decision should be taken in this regard before consulting with the various representatives.

MR. DEPUTY CHAIRMAN: Okay. Now, Shrimati Renuka Chowdhury, not here. Shri Rajeev Shukla, not here. Shri Shantaram Naik.

**Demand for bringing in strict legislation on time-bound delivery of goods and services and redressal of public grievances**

SHRI SHANTARAM NAIK (Goa): Sir, a Bill entitled, 'The Right of Citizens for Time-Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011' was introduced in Lok Sabha on 20th December, 2011.

MR. DEPUTY CHAIRMAN: Okay. Please lay it.

SHRI SHANTARAM NAIK: It was referred to the Standing Committee on Personnel, Public Grievances, Law and Justice on 13th January, 2012.

MR. DEPUTY CHAIRMAN: Now, you can lay it.

SHRI SHANTARAM NAIK: Sir, I have been waiting for this.

MR. DEPUTY CHAIRMAN: Do you want to read?

SHRI SHANTARAM NAIK: Yes, Sir.

MR. DEPUTY CHAIRMAN: Everybody is laying his or her Special Mention on the Table. Then, why are you reading ?

SHRI SHANTARAM NAIK: Sir, I have waited for seven hours to read this.

MR. DEPUTY CHAIRMAN: I am also sitting here. I am also here for the seven hours.

SHRI SHANTARAM NAIK: Okay, I am laying it. \* It was referred to the Standing Committee on Personnel, Public Grievances, Law and Justice on 13th January, 2012. The Committee submitted its Report on 13th March, 2012 but the Bill has lapsed on account of dissolution of the Lok Sabha.

The Bill contained provisions that citizens would get ration cards, land certificates, caste certificates, income certificates, weekly or monthly ration, gas cylinders, *etc., etc.*, as per the time fixed under the rules.

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\*Laid on the Table.

[Shri Shantaram Naik]

The Bill provided that those officers, who do not provide the goods and services as per the time-bound schedule would be liable to pay fine, which may extend to ₹ 50,000/-, and, in certain cases, there would be suspension and even removal from service.

It would be the duty of every officer, Talathi, Tehsildar, Deputy Collector, Revenue or Police Officer, *etc., etc.*, to serve the public in accordance with the rules. The Bill provided for setting up of 'facilitation counters' in every office to guide the public in matters, including filling in the prescribed forms, *etc.*

There are a few States, which have enacted some legislations for the purpose but there are no stringent provisions in them, and, hence, a Central Legislation is the need of the hour.

The Bill should, therefore, be revived and re-introduced.

MR. DEPUTY CHAIRMAN: I appreciate it, but it is already 7.00 p.m. Everybody wants to go. That is all. See, you have laid it means it is on record. There is no difference between reading and laying. It is on record. It is there. It is part of the record. Okay. Now, Chaudhary Munavver Saleem.

**Demand for taking concrete steps for development  
and protection of Urdu**

**चौधरी मुनव्वर सलीम** (उत्तर प्रदेश): महोदय, मैं इस सच को देशवासियों तक पहुँचाना चाहता हूँ कि भाषा विज्ञान का यह सूत्र है कि दुनिया की कोई भी भाषा लोगों को आपस में जोड़ने के लिए बनी है। मैं इस समय देश की एक ऐसी भाषा के लिए इंसान चाहता हूँ जिसके इतिहास में राष्ट्रप्रेम, भाईचारा, इंसानी दर्द तथा मोहब्बत की हसीन दास्तानें देखी जा सकती हैं। महोदय, मैं आज उस उर्दू की तारीख नहीं नस्ल तक पहुँचाना चाहता हूँ जिसने कभी "इंकलाब जिन्दाबाद" का नारा बुलंद करके अंग्रेजों के जुल्म को ललकारा था। देश में जनभाषा के रूप में कश्मीर से कन्याकुमारी तक उर्दू कहीं आन्दोलन की भाषा है, कहीं भाईचारे का संदेश है और कहीं कानूनी प्रक्रिया में अदालत, वकालत, गवाह, सबूत, दलील, वकील जैसे शब्दकोष के कारण गहराई तक रची-बसी है।

महोदय, मैं आपके माध्यम से भारत की नई सरकार, जिसने "सबका साथ, सबका विकास" का नारा दिया है, से निम्नलिखित माँग करता हूँ:

1. देश के समस्त केंद्रीय विद्यालयों में उर्दू शिक्षक नियुक्त करने का ऐलान करते हुए यह शर्त न रखी जाए कि स्कूल में उर्दू पढ़ने वाले बच्चे होने आवश्यक हैं, क्योंकि मेरी यह सोच है कि जब टीचर्स होंगे तो बच्चे आ ही जाएँगे, तब तक वही टीचर्स कोई और विषय पढ़ाएँगे;