

(e) if so, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI JANESHWAR MISHRA): (a) No, Sir.

(b) Question does not arise in view of reply to para (a) above.

(c) Increase in the number of positions and computerisation of Fault Repair Services are some of the steps proposed for further improvement of these services.

(d) and (e). The names and designations of concerned officers and their residential and office telephone numbers are printed in the Delhi Telephone Directories. Therefore, there is no proposal to advertise these numbers in local daily newspapers as the Directories are available with the subscribers.

Complaints Regarding Excessive Telephone Billing in Gujarat

4811. SHRI JAYANTILAL VIRCHANDBHAISHAH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of complaints received by Government regarding excessive billing of telephones in Gujarat during the last two years, circlewise;

(b) the steps taken by Government for redressal of such complaints; and

(c) how many telephone Adalats have been set up in Gujarat for quick redressal of the grievances?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI JANESHWAR MISHRA): (a) There is only one Telecom Circle in the State Gujarat and the number of complaints received regarding excessive billing of telephones during

the last two years as under:

1988-89	:	19,298
1989-90	:	14,993

(b) Details of steps taken by the Government for redressal of such complaints are given in statement below.

(c) Eight telephone adalats have been held in Gujarat for quick redressal of grievances.

STATEMENT

Steps taken by the Government for redressal for Excess Billing Complaints

1. All complaints of the above nature are first examined by the Telecom District Engineers, for clerical errors and then for technical faults in the internal and external equipment.

2. To give immediate relief to those subscribers, whose bill shows calls recorded to be more than 100% of the highest number of calls metered during any of the preceding six bi-monthly periods, the bill is split up, if so requested by the subscriber, and he is asked to pay only the average of the said six billing periods plus 10% thereof, immediately. The balance amount is kept in abeyance pending finalisation of investigations.

3. In some cases, the telephone is also placed under observation to check the functioning of the metering equipment and to ascertain the calling pattern of the subscriber.

4. Detailed investigation with regard to the functioning of metering equipment and special occasions on the subscriber's premises are conducted and the report submitted to the authority competent to grant rebate.

5. All excess billing complaints cases

are first decided by the Telecom District Engineers, and in case the subscriber is not satisfied with his decision, he can appeal against the same to the Director Telecom/Chief General Manager/DG Telecom, who review the case on its merits and gives his decision.

Opening of Post Office and Sub-Post Offices in Districts of Garhwal

4812. SHRI C.M. NEGI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of number of sub-post offices opened in the districts of Garhwal in Uttar Pradesh during the last three years, year-wise, district-wise; and

(b) the details of new sub-post offices to be opened therein 1990-91 to meet these demands of people residing there?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI JANESHWAR MISHRA): (a) and (b). The information is being collected and will be laid on the Table of the House.

Calicut Bye-Pass

4813. SHRI P.A. ANTONY: Will the Minister of SURFACE TRANSPORT be pleased to state:

(a) whether there is any proposal to construct a bye-pass at Calicut;

(b) whether the construction proposal for its first phase and land acquisition estimates for the second phase are pending; and

(c) if so, the time by which they are likely to be cleared and the actual work started?

THE MINISTER OF SURFACE TRANSPORT (SHRI K.P. UNNIKRISHNAN): (a)

There has been a proposal for the Calicut bye-pass on National Highway No. 17 from Km. 231 for a length of 28 Km. at a cost of about Rs. 38.0 crores including the land acquisition cost.

(b) and (c). The proposal has been pending since October, 1982. But earlier this year, it was decided that the project will be taken up expeditiously in four phases. In the Annual Plan of 1990-91, there is a provision of Rs. 8.3 crores for Phase-I. Land acquisition estimate amounting to Rs. 2.85 crores for Phases III & IV was sanctioned in February, 1990. In March, 1990, survey and investigation estimates for Phase-I was sanctioned. The estimate for Phase-II—Land acquisition is under process. The construction estimate of Phase-I which has been received recently is also under process. As the construction starts only after the pre-qualification of contractors and finalisation of tenders etc., it is difficult to indicate the exact date/time-frame or scheduled for the commencement of the project. However, the authorities have been requested to expedite the process.

STD Facility in Town in Gujarat

4814 SHRI SHANTILAL PURUSHOTTAM DAS PATEL. Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of towns in Gujarat connected by STD facility.

(b) whether Government have any proposal to introduce STD facility in some more towns in the State, and

(c) if so, the details thereof and their expected dates of commissioning?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI JANESHWAR MISHRA): (a) 53 towns in Gujarat are connected through STD facility.