

10/8/92

9 Oral Answers

SRAVANA 19, 1914 (SAKA)

Oral Answers 10

[Translation]

have been received, so far and on how many action has been taken?

**Services Card to Telephone
Subscribers**

+

*472. SHRIMATI SHEELA
GAUTAM:
SHRI RAJESH KUMAR:

MR. SPEAKER: The last question is not relevant.

Will the Minister of COMMUNICATIONS be pleased to state:

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAJESH PILOT): The suggestion made by the hon. Member is very good. although I said that there is no such proposal but when she raised the question I thought a lot on it and accept that the consumer must have a card so that he is able to know that his telephone remained out of order for one or two days in a month and while loading a complaint in the exchange, he will be in a position to write it in his card. From that we will be able to know whether the complaint has been restored during a month or not. I resosarue the House and the hon. Member to make a begining keeping in view the technical feasibility for the purpose of implementing it. The suggestion made by her is very good.

(a) whether the government have any proposal to provide service-card to all the tele phone subscribers to record the details of faulte in their and repair; and

(b) If so, the details thereof?

Secondly, she has telked about fault repair, about connection of wrong numbers and fauly bills. We had started the work of fault repair. Everyone was given instructions that whenever there is complaint it should be looked into. It is correct that when the flutes figures me, I get a clean report. I keep telling the officials. At times, in reality so much work is not done as is shown in figures. That is why I have accepted her suggestion that when the consumers have the card and when the card is in the exchange as well, we shall be able to counter check whether the complaint has been registered or not hold somebody responsible for it. Today we are not able to accuse anyone. Suppose someone made a complaint at 198. But there is no proof whether it was registered or not. This suggestion will be of immense help to us. There has been some improve in fault repair and in last 3-4 months, we have been able to deal with 70-75% cases within 24 hours. The social audit panel has been set up on behalf of the department so that the complaints could arch officials If it does not make the desired impact, Justice Bhangwati, shri P.G. Dshmulh, a former cabinet Secreary, Air Marshall Sait, Admital Chopra and Dr.

[English]

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) and (b). No. Sir. There is no proposal to provide service cards to all the telephone subscribers. However, fault cards of all the telephone subscribers are maintained in the respective exchanges. In most of the bigger exchanges, Fault Repair Service has been computers and the information about incidence of faults and their rectification is maintained in the computer.

[Translation]

SHRIMATHI SHEELA GAUTAM: Mr. Speaker, Sir, telephone subscribers have to face numerous difficulties. For example, tele phones remain out of order half the time. Most often wrong numbers are connected. Bills for telephones which remain in order are excessively high and unfortunately these who possess S.T.D. facilities may have to pay bills for more than Rs. 10,000 per month. I would like to know from the Government as to what steps are being taken to deal with faulty bills. In reply to part (b) of my question the hon. Minister said that there was no proposal to provide service cards. Is there any proposal to discover a new technique for this? Secondly, he has also given the reply that the complaint book has been kept in the exchange. How many letters of complaint

Bhaskar Rao, are traveling across the entire country in this connection. A report has come from them in which they have reported that there has been some improvement in fault repair, but there is a need to organs open drabber in this regard and have greater interaction with subscribers. There is a need to bring more improvement. We are making more efforts. The last part of the question relates to bills. These complaints have come and we have decided for now onwards that whenever a subscribers gets a bill like this, and he feels that it is not a correct bill he may work out be average of last 6 months and deposit the amount. The for the balance amount he may rise a dispute which will be referred to the grievances redressal Cell. In this case the telephone shall not be cut. But I have discussed a long term policy with a few people so that we may have correct bill. In that case some deficiency is seen with subscribers. The electronic exchange has S.T.D lock system. If people do not want to make S.T.D calls they may put lock on the S.T.D. But no one puts a lock. They go on making calls and when the bills come they think that the bill is exorbitant. Both the sides are to be blamed for this. Both will have to sit together to make and in improvement.

SHRIMATI SHEELA GAUTAM: Mr. Speaker, Sir, the reply made by the hon. Minister is quite satisfactory. My supplementary question is that the telephones which are allotted from the M.P. quota take a lot of time to be installed and people have to run from pillar to post several times officials also demand money for this and due to this people do not want to instal them. The hon. Minister sanctions the connection. There is no trouble at his level but the officials of lower levels the people by going from house to house and saying that there is no capacity in the exchanges. They make several excuses like this. Secondly, those who live in rented hous and want to shift to another house or to their own house, they have to face immense difficulties in getting their telephones shifted. Many such problems arise. What improvements will be made in these matters?

SHRI RAJESH PILOT: Mr. Speaker, Sir, it is correct that since the previous

Government adopted the policy of out of turn allotment in the Parliament, problems have increased. It is correct that all of us had decided here that 15 connections should be given to an M.P. so that he may help his workers in his constituency or help some others. The Members of Parliament demand the this should not remain confined to the constituency and it should be made available according to need. The next question pertains to this issue. I shall assure the house that if an hon. M.P. sends his recommendation and limits it to O.Y.T., there is no need to fix any quota. If they do so, we will sanction within three months as per their demand. Let us abolish the quota system. This is causing a lot of loss. An hon. M.P. writes to us that he has not made any recommendation? Someone else made a telephone call. A number of such cases are pending with the C.B.I. At places an F.I.R.S. are lodged with the police station. This is not good. At times Mps say that their signatures are being forged. By the time we make an inquiry into this 15 telephones are installed. Today the house should take a decision in this regard. *(Interruptions)* Hon. Members may send as many demands as they wish. I shall give instructions to C.G.M. when an hon. Member sends a recommendation for O.Y.T.

[English]

Within three months it will be implemented; it is an assurance, but no quota need be there. You can send any amount of demand to CGM.

[Translation]

If the house accepts this today that the quota system should be abolished and a limit for this *(Interruptions)*

SHRI NITISH KUMAR: The quota system should be abolished. it is a very vexing thing. *(Interruptions)*

SHRI RAJESH KUMAR: Mr. Speaker, Sir, I also hold the view that the quota systems should end. But it has been noticed that non quota telephones are istited much more quality than quota telephone. I would not like to hold any discussion regarding this

10/8/92

13 Oral Answers

SRAVANA 19, 1914 (SAKA)

Oral Answers 14

in the House. Everyone knows about it that those who do not come under quota system are allotted telephones quite early.

MR. SPEAKER: I do not know.

SHRI RAJESH KUMAR: Last month there was a heated discussion in the zero hour on fake telephone bills. I would like to know from the hon. Minister whether he will hold any enquiry by a parliamentary committee to examine the issue of fake bills presented to consumers who did not make calls.

SHRI RAJESH PILOT: Mr. Speaker, Sir, as regards the first point of the hon. Member that telephone connections were given without quota also, I have said it myself in the House and I am still saying that such irregularities are being committed. When this case was handed over to the C.B.I. an officer was caught in whose account a draft of Rs. 1 lakh is deposited for his purpose. He used to take money through draft, and the C.B.I., is investigating this case. Now the trouble with me is, which I have mentioned is you because I have spoken my heart to you, that there are many letters of our colleagues, who disown the letters when they are exposed. Now whom should I blame for it? The problem is that the paper on which it is written is the letter paid of Lok Sabha and it bears the signatures of an hon. Member of the Lok Sabha. This is the trouble. If this august House agrees that the hon. Members can send letters for connections whatever number they wish, there is no quota limit and the Government sanctions all the applications sent by them. But it would be much better if this quota is abolished. Secondly.

SHRI RAJESH KUMAR: May I ask another question? first, my question may be replied which is related to the previous scam.

SHRI RAJESH PILOT: The question raised by the hon. Member is regarding the shifting of the telephone. The Government has made a policy for telephone shifting. Previously in the event of any shifting, new telephone connection was needed. Previously if a consumer shifts from Delhi to

Bombay, or Bangalore, or even from one place to the other in Delhi itself, the procedure was the same as is followed in case of new connections, this telephone could not be shifted to his new connections, his telephone could not be shifted to his new accommodation. But our Government has decided that if a subscriber has been owning a telephone for three years his telephone will be shifted wherever he goes, so that he does not have any problem.

Your last point is related to the billing. As I said just now, the Government has decided in a short range that if a bill is issued after six months, it will be considered a disputed bill and an enquiry will be conducted. So far as the hon. Member are concerned, I have requested to Shri Dighe and Shri Bhuvanesh Chaturvedi the latter being a Member of the Rajya Sabha, to look into this matter. After taking all the bills of the hon. Members, I shall depose the officers to them who will point out mistakes that they have noticed. We shall set right those mistakes. For example, I would like to say one thing more that an hon. Member complained a while back that he had been given a telephone bill of Rs. 4 lakh. I too was surprised as to how an hon. Member of Parliament can be sent a bill of Rs. 4 lakh. Later on, it was found that he runs a business export-import business. Therefore, he can be sent a bill of even more than Rs. 4 lakh. Since he owned six extensions, he should have informed the House regarding it. Since he owned six connections and he used to talk to foreign countries everyday, it is natural that the bill for Rs. one lakh will be issued. Thus, there are such cases also. Therefore, one has to maintain the balance and examine it.

SHRI AYUB KHAN: Mr. Speaker, Sir, through you, I would like to ask the hon. Minister who is very dynamic and the country has too expectations from him. At present, there is too many irregularity in telephones. Telephones, particularly in rural areas, remain out of order for any days, There is no system under which somebody can check such phones. There is no arrangement to repair these. Can the card system be applied to the rural areas? In order to prevent theft in

S.T.D. in the exchange and replacement of Cables can a lock system be introduced, so that an officer or an employee is not able to commit any irregularity? May I know it from the hon. Minister?

SHRI RAJESH PILOT: Mr. Speaker, Sir, so far as the telephone service eability in rural areas concerned, the telephone excchange have been instructed to examine every day whether the telephone on panchayat is in order or not, because the Panchayat is linked with the local exchange. But as I have told the House earlier also, I have undertaken this new work and certain lapses, costain teething problems will certainly be there in the beinning while providing telephone in each and every village. This should not be cons trued that the system will be set right completely. The same thing applies to the telephone connections and serviceability in villages. We started it in October last year. We welcomed all the suggestions which came to us and are applying it to improve the whole system.

So far as the card system is concerned, perhaps it is not required in villages because we are installing P.C.D. in villages. So far as the theft of S.T.D. calls is concerned, I have already told you that when I became a Minister of this department, I handed over the entire Department right from peon to Minster to the C.B.I. to look into it and wherever any theft is noticed, it should be informed to us and..

It is because of that 4 or 5 officres have been caught because the CB..I. keeps an eye on it properly. Recently, Shri Atal Bihari Vajpayee as mentioned certain cases of Lucknow. We handed those cases to the C.B.I. that very evening and enquiry has been started this morning. At the most we can make maximum efforts to remove the lapses. (*Interruptions*)

SHRI RAM VILAS PASWAN: Mr. Speaker, Sir, I am pleased that the hon. Minister has taken this issue seriously and he is taking steps in this direction. The hon. Minister has given some information about an hon. Member and I have risen in the

House and pointed out that I have received my telephone bill of Rs. 2 lakh 40 thousand. I am happy that probably the hon. Minister might have ordered an enquiry. But for your rind information, I would like to point out that two days earlier I received a letter expressing regret that the bill of such a huge amount was due to fault in the meter and the correct amount of may bill is Rs. 9000.

The S.T.D has lock system and my telephone No. is 3015249 lock system was installed in the month of January so that there would not be excess billing., I raised this issue and Government held investigation and then I got the bill of Rs. 9,000. But had there been somebody else in, place, how could he pay the extra amount of Rs. 2 lakh 30 thousand the I want to know the my action has been taken against the officer whose mistake resulted in wrong billing.

SHRI RAJESH PILOT: Mr. speaker Sir, the hon. Member Shri Paswan may be speaking in the same manner as he does here, I will have to check whether the Bill of Rs. 9,000 is correct or that of Rs 2 lakh and 40 thousand is correct (*Interruptions*)

SHRI RAM VILAS PASWAN: Earlier too, you said the same thing, but when we speak telephone, we relaise that out speech is costing money. (*Interruptions*)

SHRIRAJESH PILOT: Mr. Speaker Sir, Shri Paswan's bill of Rs.9,000 is worth considering. Perhaps his Bill has been connected elsewhere also. I shall have to look into it (*interruptions*)

MR. SPEAKER: It is all fun.
(*Interruptions*)

SHRI RAJESH PILOT: Mr., Speaker Sir, I will certainly get enquired .I will reveal wherever such irregularity is found sometimes technical problems appear in the Electronic Exchange. I will look into it and as I said that it is a short range policy, now we are trying to introduce a long range policy so that all these things may be et right. After formulating a short range policy I would introduce it in the House.