

- (v) Improving customer interface by opening customer service centres, grievance cells etc.

White Paper on Public Sector Undertakings

398. DR. G. S. RAJHANS:
SHRI MUKUL WASNIK:

Will the Minister of INDUSTRY be pleased to state:

(a) whether the draft white paper on Public Sector Undertakings to improve the performance has been prepared;

(b) if so, the details of the measures suggested in the proposed draft;

(c) whether Government propose to revamp the losing Public Sector units; and

(d) if so, by what period?

THE MINISTER OF INDUSTRY (SHRI J. VENGALA RAO): (a) The White Paper on Public Sector has not yet been prepared.

(b) Do not arise.

(c) and (d). Government have been continuously striving to improve the functioning of losing Public Sector units.

Setting up of Telephone Adalats

399. DR. G. S. RAJHANS:
DR. CHANDRA SHEKHAR
TRIPATHI:
SHRI MUKUL WASNIK:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there is a proposal under the consideration of Government to set up telephone "adalats" in the Capital;

(b) if so, when such "adalats" will start functioning;

(c) whether such type of adalats will be set up in other parts of the country also; and

(d) the type of cases that will be taken up by telephone adalats and how the subscribers will be benefited?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI SONTOSH MOHAN DEV): (a) Yes, Sir.

(b) The first adalat will be held in Delhi for telephone subscribers in Delhi on the 29th August '87.

(c) Yes, Sir. Instructions have been issued to set up such adalats at Bombay, Calcutta, Madras, Bangalore, Hyderabad, Pune, Ahmedabad and Kanpur.

(d) These adalats will cover problems relating to telephone service such as billing complaints, service complaints and other commercial complaints. The subscribers will have the benefit of face-to-face meeting with the three member bench chaired by the General Manager himself for redressal of their grievances.

Salal Hydro-Electric Project

400. SHRI YASHWANTRAO GADAKH PATIL: Will the Minister of ENERGY be pleased to state:

(a) whether the tunnel of the Salal Hydro-Electric Project has suffered damage recently;

(b) if so, the details thereof and the reasons therefor; and

(c) the steps taken to remedy the defects?

THE MINISTER OF STATE IN THE DEPARTMENT OF POWER IN THE MINISTRY OF ENERGY (SHRIMATI SUSHILA ROHTAGI): (a) and (b). Due to weak geological structure, loose muck and boulders had started flowing in a stretch of about 9