

### Improving Telephone Enquiry Service in Delhi

3582. SHRI SHANKERSINHJI VAGHELA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the particular steps taken to improve the service of Delhi Telephones particularly on Number 197, 198, 199, 180, 181 and 188;

(b) whether Government are aware that the customers have to wait for many hours even if they book urgent calls to big stations and they have to remind 188 many times and then they get the connection;

(c) the reasons for the carelessness of employees serving on these services; and

(d) the steps taken to redress the grievances of customers and to improve the image of Delhi Telephones?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI NARHARI PRASAD SUKHDEO SAI): (a) Various steps are taken on a continuing basis such as:—

- (i) augmentation of position wherever necessary.
- (ii) maintaining the Directory Information upto date to the extent changes taking place are within the knowledge or at the instance of the Department.
- (iii) posting of experienced operators.
- (iv) Toning up the system by such means like cable pressurisation etc., to reduce fault incidence and thereby reduce calls on 198 and 199.

(b) In general urgent calls are rarely delayed by more than 2 hours even on the more congested routes.

(c) There is no carelessness on the part of the employees on these services.

(d) In addition to the steps mentioned at (a) above the following actions are being taken:

- (i) Rehabilitation of all exchange Internal and External Plant where necessary on a phased programme basis.
- (ii) Provision of water barrier on the distribution cables.
- (iii) Use of jelly filled distribution cables on an extensive scale to prevent seepage of water in case of minor damage to cables.
- (iv) Upgradation of Cross-bar exchanges of I.T.I. make on a phased programme basis.

### Tie-up Export of Alumina-concentrate with Import of Aluminium

3583. DR. SAROJINI MAHISHI: Will the Minister of STEEL AND MINES be pleased to state:

(a) will the Government try to tie-up the export of alumina-concentrate with the import of aluminium with countries other than U.S.S.R. also;

(b) whether Government would think of using steam in the thermal plants (instead of chilling it into water) to process the bauxite and convert it into alumina; and

(c) what will be the reduction in the cost of power production in that case?

THE MINISTER OF STATE IN THE MINISTRY OF STEEL AND MINES (SHRI KARIA MUNDA): (a) The feasibility of such tie-up would be considered while taking investment decisions on the proposed Alumina plants based on East Coast Bauxite.

(b) Yes, Sir.

(c) The exact reduction in the cost can be indicated only after a study is made.