

who were involved in unmanned level crossings accidents during the last three years' as such accidents happen due to carelessness of road users.

#### Complaints for Faulty Telephones

2144. SHRI AMAR ROY PRADHAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) number of complaints received for faulty telephone by MTNL in Metropolitan cities for the last three years;

(b) the nature of complaints and the average time taken to attend them; and

(c) the nature and number of complaints which could not be repaired even in a period of 48 hours alongwith the reasons therefor?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) Details of complaints received for faulty telephones for the last three years in MTNL Delhi & Mumbai are given in the attached Statement - I.

(b) Different kind of complaints which generally reported are;

- (i) Telephone Noisy/Dead
- (ii) Dial Faulty
- (iii) No speech or one way speech
- (iv) No ring on incoming call etc.

The above mentioned complaints are attributed to faults at MDF/Indoor, External lines/drop wire, internal fittings and under ground cables. At present in MTNL Delhi and Mumbai 75% & 71% of the faults are rectified within prescribed limit of 48 hours.

(c) The faults which are delayed beyond 48 hours are mainly due to cable breakdowns & cable thefts etc. Details of such complaints are given in Statement-II attached.

#### Statement-I

*No. of complaints regarding faulty telephones during last three years in MTNL Delhi and Mumbai.*

Year	No. of complaints		Complaints/100 Stations /Month	
	Delhi	Mumbai	Delhi	Mumbai
1993-94	2828596	3532025	25.60	26.6
1994-95	3152835	3868916	26.30	25.8
1995-96	3351528	3455438	23.98	19.8

#### Statement-II

*No. of complaints which could not be repaired in a period of 48 hours in MTNL, Delhi and Mumbai.*

Year	Delhi	Mumbai
1993-94	707149	1024287
1994-95	788209	1121986
1995-96	837882	1002077

#### Catering System

2145. SHRI SUSHIL CHANDRA: Will the Minister of RAILWAYS be pleased to state:

(a) the policy of the Government in regard to catering system of Railways for passengers;

(b) whether this arrangement made by Railway Administration executed through contract;

(c) the details of present system in this regard at Bhopal and Itarsi Railway stations of Central Railway;

(d) whether the vendors at these stations have been agitating these days demanding that catering arrangements should be directly handed over to not through contractors; and

(e) if so, the decision taken by the Railway Administration on the demands of the vendors?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) and (b) The Catering Policy provides for management of catering services both by Departmental Units as well as by Licensees. New services are offered to private licensees on merits, by inviting applications.

(c) At Bhopal, the catering services are provided through private licensees only and at Itarsi these are provided departmentally as well as through licensees.

(d) and (e) Yes, Sir, but the demand is not covered by the extant policy.

#### Closure of Unmanned Level Crossings in Gujarat

2146. SHRI MANIBHAI RAMJIBHAI CHAUDHARI: Will the Minister of RAILWAYS be pleased to state:

(a) whether the closure of unmanned level crossings in Gujarat may create problems for local people;

(b) if so, whether the Government propose to appoint chowkidars at such unmanned level crossings;

(c) if so, the time by which the unmanned level crossings are likely to be converted into man level crossings; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) No, Sir.

(b) Does not arise.

(c) Does not arise.

(d) Only two level Crossings where traffic is nil are proposed to be linked to the existing nearby Level Crossings, with the approval of State Govt. of Gujarat.

#### F.M. Transmitter Kodaikanal

2147. SHRI A.G.S. RAMBABU: Will the Minister of INFORMATION AND BROADCASTING be pleased to refer to the reply given to Unstarred Question No. 2008 on December 5, 1996 regarding FM transmitter, Kodaikanal and state:

(a) whether the proposed 10 KW FM transmitter, Kodaikanal is behind schedule;

(b) if so, the reasons therefor;

(c) the progress made in this regard so far; and

(d) the time by which it is likely to be commissioned?

THE MINISTER OF CIVIL AVIATION AND MINISTER OF INFORMATION AND BROADCASTINGS (SHRI C.M. IBRAHIM): (a) to (d) The 10 KW FM Transmitter at Kodaikanal is technically ready and the work on the installation of MP studio is in progress. The radio station with 10 KW FM Transmitter, MP Studio and receiving facility at Kodaikanal is expected to be technically ready by June, 1997. The slight delay in completion of studios can be attributed to heavy rains and shortage of labour. The commissioning would depend upon availability of staff sanction and power supply which is yet to be put through by the State Electricity Board.

[Translation]

#### P&T and STD Facility to Rural Panchayats in M.P.

2148. SHRI BUDHSEN PATEL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of rural Panchayats in Madhya Pradesh where Postal and telegraph facilities have been provided so far;

(b) the number of post and telegraph offices opened during 1996-97;

(c) the time fixed to provide the said facilities in each rural Panchayat;

(d) the number of post offices with STD facilities in each rural Panchayat;

(e) whether there is any time bound scheme for providing STD facility in every Panchayat post offices;

(f) if so, the details thereof, district-wise; and

(g) if not, the reasons therefor?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) The number of rural Panchayats in Madhya Pradesh where Post and Telegraph facility has been provided is 10,037 and 543 respectively, so far. All villages in the country are, however, provided the facility of daily delivery of mail through Extra-departmental Agents and all those villages which have a population of 500 or above are provided the facility of clearance of letter boxes.

(b) 4 Extra Departmental Branch Post Offices have been opened during 1996-97 so far in Madhya Pradesh.

No telegraph office has been opened during 1996-97.

(c) Targets for opening of post offices are allocated under Annual Plan Schemes on year to year basis subject to availability of resources. Preference is given to Gram Panchayat Headquarter villages subject to fulfilment of norms.

Telegraph facilities are provided on demand and based on volume of traffic. Hence to time frame can be fixed.

(d) There is no Post Office with STD facility in rural Panchayats in Madhya Pradesh.

(e) to (g) There is no such scheme for providing STD facility in every Panchayat Post Offices.

#### Raids Conducted by R.P.F.

2149. SHRI JAYSINH CHAUHAN: Will the Minister of RAILWAYS be pleased to state:

(a) the number of raids conducted by the Railway Protection Force in trains to check the unauthorised transportation of coal during the last two years;

(b) the number of persons arrested/prosecuted in this regard;

(c) whether the officers of the administration have also been found guilty in this regard; and

(d) if so, the action taken by the Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) and (b) total number of raids conducted and persons arrested/prosecuted by the R.P.F. in trains to check the unauthorised transportation of coal during the last two years i.e. 1995 and 1996 are as under:-

Year	No. of raids conducted by RPF	Persons arrested/prosecuted
1995	477	39
1996	481	95

(c) No, Sir.

(d) Does not arise.