

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:1430  
ANSWERED ON:30.07.2003  
ISSUE OF NEW HAND SET  
RAVINDRA KUMAR PANDEY

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the MTNL discourages the customers with regard to the issuance of new hand sets under `Garuda Seva` in the event of the loss of the old one;
- (b) if so, the reasons therefor;
- (c) the time taken in issuing new set in the case of loss of old one under Garuda Seva; and
- (d) the steps taken by the Government to provide new hand sets at the earliest in the case of loss of Garuda Seva set?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI . PRADHAN)

- (a) No, Sir. MTNL does not discourage the issue of new handset.
- (b) Does not arise in view of (a) above.
- (c ) Immediately after receipt of request alongwith a copy of first Information Report (FIR) and deposit of required charges by the customers, a Garuda handset is issued.
- (d) Does not arise in view of (c ) above.