

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:1673
ANSWERED ON:06.03.2000
COMPLAINT AGAINST TELECOM. OFFICIALS
CHANDRAKANT BHAURAO KHAIRE

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government have received large number of complaints against linemen/Jr. officials of telephone department in Metro cities from the telephone subscribers;
- (b) if so, the nature of complaints received during the last one year till date;
- (c) the reaction of the Government thereto; and
- (d) the steps being taken to ensure quick installation/shifting of telephones after issue of O.B in the country ?

Answer

MINISTER OF STATE FOR COMMUNICATIONS (SHRI TAPAN SIKDAR)

- (a) & (b) Some complaints have been received from the telephone subscribers against various levels of officials including linemen/Junior officials of Telephone Department in Metro cities. These complaints are generally regarding delay in execution of works such as installation of new telephone connections, shift of telephones, rectification of faults etc.
- (c) The complaints are investigated invariably and in cases where allegations are established, suitable departmental disciplinary action is initiated. In cases of demand of bribe/illegal gratification wherein the subscribers are co-operative enough, traps are arranged in co-ordination with the CBI to catch the culprits red-handed.
- (d) Following steps are taken to ensure quick installation/shifting of telephones :
 - (i) Progress regarding execution of OBs is monitored regularly.
 - (ii) Technically non-feasible areas are made feasible at the earliest.