

**Asian Cooperation dialogue**

\*173. SHRI A. VIJAYA RAGHAVAN: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Asian Cooperation Dialogue (ACD) held, recently, has proposed any agenda for sustainable peace in this continent;

(b) if so, the details thereof alongwith the conclusions evolved in ACD;

(c) whether ACD is proposed to be held periodically; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI DIGVIJAY SINGH): (a) The First Meeting of the Asia Cooperation Dialogue (ACD) that was held on 18-19 June, 2002 at the initiative of Thailand, focused on economic cooperation for poverty alleviation in Asia. The need for peace and stability as a pre-condition for economic development was recognised.

(b) It was agreed that the ACD is an evolving process that should be open and inclusive in membership, proceed in a gradual manner and should not replicate existing frameworks.

(c) and (d) While no decision has been taken on the periodicity of ACD meetings, Thailand as Coordinator has announced that it would host the next meeting of the ACD in June 2003 in Chiang Rai.

**Presence of Al-Qaida men in Pakistan**

\*174. SHRI RAJKUMAR DHOOT: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether it is a fact that about 3000 Al-Qaida men are living in Pakistan;

(b) if so, whether Government have shared this information with USA and UK;

(c) if so, their reaction thereto; and

(d) the steps being taken to meet Al-Qaida threat?

[25 July, 2002]

RAJYA SABHA

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI DIGVIJAY SINGH): (a) Available reports indicate that there is presence of Al Qaida in Pakistan in POK.

(b) Government have shared with concerned countries relevant information in this regard and about Pakistan's involvement with support for and providing safe haven to terrorist groups.

(c) The international coalition is currently engaged in location Al-Qaida elements in Pakistan.

(d) Government are firm in their resolve to take all necessary measures to defeat Pakistan's sponsorship of cross border terrorism and preserve the security and territorial integrity of the country.

### **Call centres in Delhi**

\*175. SHRI K.M. KHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether MTNL propose to set up call centres in Delhi and Mumbai;

(b) if so, the details thereof;

(c) the number of centres proposed to be set up during 2001-2002;

(d) the type of services offered through these centres; and

(e) the amount sanctioned and spent under the scheme?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI PRAMOD MAHAJAN): (a) to (c) A 240 seat call centre operator positions for 197 and other associated services had been planned in 2001-2002 in Delhi. It has been set up at Kidwai Bhawan in MTNL, Delhi. There is one main call centre with seven secondary call centres at Laxmi Nagar, Nehru Place, Karol Bagh, Shakti Nagar, Janak Puri, Bikaji Cama Place and Rohini Sector-III exchange. Out of these. Rohini sub centre is yet to be commissioned.

MTNL proposes to set up 1000 seat call centre each in Delhi and Mumbai through its subsidiary the Millenium Telecom Ltd. during the year 2002-2003. Also two call centres one each at Delhi and Mumbai are proposed to be hired during 2002-2003 from the agencies who are owning and managing call centre facilities so that customer enquiries relating to type of services provided, tariff, billing etc. can be answered.