

theft, the quantity of coal recovered and its approximate value in the PENCH and KANHAN Areas of Western Coalfields Limited in the past three years are as under:

Sl. No.	Year	Area	No. of cases	Qty. of Coal (MT)	Amount (Rs. lakh) Approx.	FIR lodged	No. of persons arrested
1.	2005-06	PENCH KANTIAN	01	800	0.008	01	04
2.	2006-07	PENCH KANHAN	02	24.000	0.240	02	02
3.	2007-08	PENCH KANHAN	05 -	55.650 -	0.909 -	05 -	11 -

(c) FIRs are lodged by the units/area/Central Industrial Security Force (CISF) officials whenever cases of theft/pilferage of coal are detected. After lodging of FIRs such prosecution cases are launched and contested by the State Government/Police where warranted.

(d) Law and Order is a State subject. However, following steps are taken by coal companies to prevent theft/pilferage of coal and illegal mining:

- (i) Check Posts have been established at the vulnerable points.
- (ii) Wall fencing, light arrangements and deployment of armed guards round the clock has been done around the coal dumping yard.
- (iii) Regular patrolling is conducted in and around the mine including Over Burden (OB) dumps.
- (iv) Regular FIRs are lodged by the Management of the collieries with local Thana against the pilferage/theft of coal.
- (v) 125 CISF personnel have been deployed in PENCH Area w.e.f. 16.10.2007 and efforts are on to deploy remaining 231 CISF personnel at in the Area.
- (vi) Joint survey by CISF officials and Western Coalfields Limited officials has been carried out on 24th, 25th and 26th March, 2008 for deployment of CISF at KANHAN Area of the company.

Services to senior citizens and women consumers

†2643. SHRI LAXMINARAYAN SHARMA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the steps taken to provide appropriate services to senior citizens and women in metropolitan Delhi;

(b) the number of complaints received from them for not getting suitable services during the current year and the action taken thereto; and

(c) arrangements to be made to provide appropriate services to senior citizens and the women consumers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA):

†Original notice of the question was received in Hindi.

(a) and (c) The following steps are taken in Mahanagar Telephone Nigam Limited (MTNL), Delhi and Department of Posts to provide services to senior citizen and women consumers:—

Mahanagar Telephone Nigam Limited (MTNL), Delhi

- * There are separate queues at customer service centers for senior citizen and women consumers for depositing their bills and attending to other queries. Seating arrangements have been made to the extent possible.
- * 25% rebate in installation charges for landline connection is given to senior citizens. 25% rebate in monthly rental charges is also given to senior citizens in the Tariff Plan-250, against one landline connection.
- * All employees of customer service centers have been advised to attend senior citizens and women consumers for their specific needs if possible.

Department of Posts

- * Separate counters/queues for senior citizens and women customers have been provided wherever feasible. Seating arrangements have been made to the extent possible.
- * Best efforts are made to provide facilities on the suggestions received from senior citizens and women.

(b) In MTNL, Delhi; 52 Nos. of complaints were received from senior citizens and women during 2007-08 and their problems were solved promptly to their satisfaction.

In Department of Post, no complaint has been received in 2008 from senior citizens and women.

Spectrum allocation criteria

2644. SHRI JESUDASU SEELAM: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether in a bid to arrive at a compromise formula with agitated GSM operators, the Communication Ministry formed a new Committee to revise the subscriber linked spectrum allocation criteria specified by the Telecom Engineering Centre;

(b) whether the Telecom Engineering Centre—the technical wing of the DOT formed a team of 4 or 5 officers which would visit the network of dominant operations such as US, UK, Japan, France and South Korea;

(c) whether any final decision for allotting spectrum has been considered by the Government; and

(d) by what time final decision in this regard is likely to be taken?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA):

(a) The Government, during November 2007, constituted a Committee with academia, representatives from industry and Government, to recommend revised subscriber based spectrum allocation criteria. The Committee in its report has recommended allocation of additional spectrum in steps of 1 MHz.