

additional resources through better marketing of premium products services like speed post, business post etc.

Better facilities to subscribers

5374. SHRI K. RAMA MOHANA RAO: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware that the telephone users in the country are facing innumerable problems;

(b) whether Governments are also aware that complaints about faulty telephones are not attended to for months together; and

(c) what steps are being taken to ensure better facilities so that people are not attracted towards telephones being provided by private companies?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) and (b) Problems faced by users are continuously monitored by the Government through various Public Grievances Cells and Fault Reporting Systems. Attempts are made to repair most of the faulty telephones within norms. However, sometimes delays take place due to cable faults, major break down of lines, prolonged power failure etc. especially in rural areas. Such faults due to their nature, take longer time to rectify.

(c) To improve customer satisfaction with the service, following steps have been taken:

- (i) Line staff are being given behavioural training.
- (ii) Computerisation of following services in all exchanges is being done.
 - (a) Fault repair service
 - (b) Directory enquiry
 - (c) Billing
- (iii) More and more Remote Switching Units (RSUs) are being installed to reduce the underground cable length and thereby reducing fault liability.
- (iv) Pagers are being provided to reduce fault clearance duration.
- (v) Bill payment through banks.

Opening of Post Offices in Orissa

5375. SHRI RAMACHANDRA KHUNTIA: Will the Minister of COMMUNICATIONS be pleased to state: