

including withdrawal of court cases for each licence will be ensured before amending the respective licenses.

Profit earned by MTNL and VSNL

687. SHRI BHAGABAN MAJHI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Mahanagar Telephone Nigam Ltd. (MTNL) and the Videsh Sanchar Nigam Ltd. (VSNL) have earned profit in 1998-99;

(b) if so, the details thereof;

(c) whether there is a need to improve the customer service by MTNL and VSNL; and

(d) if so, the steps taken by Government in that direction?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR) : (a) Yes, Sir. Both MTNL and VSNL have earned profit in 1998-99.

(b) Profit earned by MTNL and VSNL during 1998-99 is Rs. 1,889.86 crores and Rs. 1,325 crores respectively.

(c) Yes, Sir.

(d) The following steps have been/are being taken by MTNL and VSNL to improve the customer services:

MTNL

- All electromechanical exchanges have been replaced by state-of-the-art electronic exchanges.
- Customer Services Management System, which provides a single window service to customers, have already been introduced in all areas.
- Help line service as a follow-up of special drive for quick repair of telephone remaining faulty beyond 48 hours.
- Most of the exchange FRS has been computerised.
- As a customer friendly step, MTNL has reduced the registration charges of N-OYT telephone connection from Rs. 3,000/- to Rs. 1,500/- upto November, 1999.

- Interactive Voice Response System (IVRS) has been introduced on the following:

Complaint booking (198/2198)

Automatic changed number service (1951/1952)

Local Assistance Service (189)

Centralised billing information service for giving details of outstanding pending bills to the subscribers.

- The bill payments made easy by:

- Revolving Accounts System envisaging 12% interest on voluntary deposit

- Electronic Clearing Scheme (ECS)

- Credit Cards through CITI Bank

- Through Internet

- By pay-in-slip made without duplicate bill.

- Holding Telephone Lok Adalats and Open House Sessions
- Providing Call waiting facility free of charge to all subscribers connected to electronic exchanges.
- Calling Line Identification presentation (CLIP)
- Implementation of revised local area policy on declaration of adjacent SDCA as local area.
- Total telecom solution and instant connectivity to the basic telephone service, value added service and new services ventured through Telemarts.
- New Phone Book, 1999, in Hindi and English released from Delhi.

VSNL

- VSNL has been proactively improving its customer services.
- All VSNL centers have a customer service unit and staff specially dedicated for serving customers.
- VSNL has also opened an Internet Helpdesk and an Infoline service through which customers can dial and obtain information and fax messages regarding its services and tariffs.

- VSNL's customer services are well appreciated at all centers from where these have been provided.

Clearance of Proposals pending with World Bank

688. SHRI SITARAM KESRI: Will the Minister of FINANCE be pleased to state:

(a) whether Government have urged World Bank to clear all the pending proposals relating to the development of roads and power in the country;

(b) if so, the details of pending projects sought to be cleared by the World Bank;

(c) whether the World Bank has agreed to clear all the pending projects; and

(d) if not, the reasons therefore?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL): (a) Yes Sir.

(b) The details of the pending projects with the World Bank is as under:

	in US \$ m n.
1. Powergrid-II	450.00
2. IREDA Renewable Energy	130.00
3. Haryana State Highway	275.00
4. State Highway (Gujarat)	381.00

(c) and (d) Processing of projects by the World Bank management continues. However, since May 98, a majority of the Executive Board of the Bank has not been generally supporting projects, which are not considered by them as addressing basic human needs. Despite this due to the efforts of the World Bank management and the Government of India, the Board has since then, approved projects like the AP Power Restructuring Project.