

(ख) जी, हा ।

(ग) और (घ) ब्यारे अनुपत्र में दिये गये हैं ।

#### Delay in Delivering of Telegrams

3949. श्री V. HANUMANTHA

RAO: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware of the delays and cases of non-delivery of telegrams;

(b) if so, what are the reasons for shoddy and inefficient telegraphic service;

(c) whether delays continue despite advent and use of telex and fax machines to send telegrams;

(d) whether Government propose to institute better monitoring of telegraphic functions of the post office;

(e) whether there is any proposal to return telegram charges when the delivery of messages exceeds 24 hours; and

(f) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM (a) Yes, Sir.

(b) Manual transit telegraph operations and incorrect address sometimes adversely affect the efficiency of telegraph service. However, modernisation programme of the telegraph service has been taken up to eliminate transit operations by using Store and Forward Telegraph Systems.

(c) No, Sir. Improvement is reflected in performance as under;

| Year | Percentage of telegrams delivered with 12 daylight hours as measured in Telegraph Offices; |
|------|--|
|------|--|

|         |             |
|---------|-------------|
| 1990-91 | 84 per cent |
|---------|-------------|

|         |             |
|---------|-------------|
| 1991-92 | 88 per cent |
|---------|-------------|

|           |  |
|-----------|--|
| April '92 |  |
|-----------|--|

|         |  |
|---------|--|
| to Dec. |  |
|---------|--|

|     |             |
|-----|-------------|
| '92 | 91 per cent |
|-----|-------------|

(d) For better monitoring of telegraphic functions of the post office, the Government has already instituted holding of Co-ordination meetings at various levels between Department of Posts and Deptt. of Telecom.

(e) and (f) Yes, Sir. The Government has recently decided to return the telegram charges for delivery of express messages exceeding 18 hours and ordinary messages exceeding 36 hours.

#### Service phones in Delhi and Bombay

3950. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of service phones presently functioning in Delhi and Bombay free of cost;

(b) whether it is a fact that the number of free service phones are substantially increasing every year;

(c) whether increasing number of service phones is detrimental to the interests of the phone subscribers;

(d) if so, what steps being taken to rationalise and restrict service phones;

(e) what is the criteria of sanctioning service phones in MTNL in cities of Bombay and Delhi; and

(f) whether the system of sanctioning of a service phones is guided by any settled policy, if so, the details thereof?