

finally removed from the W/L register as the party failed to deposit **the** amount of advance deposit under new policy enacted on 1-9-75.

Dalip Singh Multani's W/L No. in SS category is 24-A/1 dated 31-10-84. His W/L is now No. 1 at the top in Sector 2 area. SS category has been cleared upto 31-B dated 3-9-1985. He could not be given telephone connection earlier as the area was Technically Not Feasible. He will be the first person to be provided telephone in the area as soon as the area becomes Technically Feasible.

(c) and (d) The information is being collected and will be laid **on** the Table of the House.

S.T.D. Facility to SIPCOT Complex in Nanamadurai of Tamil Nadu.

2286. SHRT PASUMPON THA. KIRUTTINAN : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Nanamadurai of Tamil Nadu where a SIPCOT complex has come up has not been connected with S.T.D. facilities so far and if so, the reasons thereof ;

(b) whether Government have drawn up any programme to connect all block head-quarters of Pas-umpon Thevas Thirumagan Direct with Sivagangai Madras, etc. in -Tamil Nadu ; and

(c) if so, the details thereof ?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI JANESH-WAR MISHRA) : (a) Yes, Sir.

It was not a priority station during the 7th Plan period.

(b) Yes, Sir.

(c) STD facility is available at 3 places. For the remaining places, it will be provided progressively during the 8th Plan subject to availability of equipment.

Telephone Services in the Country

2287. SHRI B. K. HARI-PRASAD : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government are aware that telephone services in the country, barring New Delhi continue to be in bad shape, specially in Industrial cities, like Bangalore and steps proposed to remedy this situation ;

(b) what are the comparative rental charges on phones in Delhi and other developing countries and Norway, U.K. etc.; and

(c) whether Government would improve the consumer redressal setup in the country" for setting the disputes relating to excess billing?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI JANESH-WAR MISHRA) : (a) Telephone services in the country as well as in the industrial cities like Bangalore, are not in bad shape and are com-parable to services in Delhi. However, following steps have been taken for making *the* telephone services more efficient:

(i) Replacement of old and worn-out equipment by electronic equipment and installation of new electronic digital exchanges ;

(ii) Upgradation of external plant;

(iii) Improvement/modernisation of long distance transmission ;

(iv) computerisation of services such as fault repair, directory enquiry etc.

(b) Information collected from U.K., Norway and some developing countries will be laid on the Table of the House.

(c) The Government is aware of the excess billing complaints of subscribers. Details of the steps being taken by the Government for redressal of such complaints are indicated in the enclosed Statement.

Statement

Details of steps for Redressal of Excess Billing Complaints.

1. All Complaints of over billing are examined first for clerical errors, and then for technical faults in the internal and external equipment. In certain cases, the telephone is also placed under observation to check the functioning of metering equipment, and to ascertain the calling pattern of the subscriber.

2. Further, even if any spurts are noticed while routinely recording fortnightly meter readings, the subscriber's line-equipment is tested *suo-moto* and, in case of any technical error, appropriate corrective action is taken immediately.

3. Wherever the number of calls recorded in the bills under reference is more than 100% of the highest number of calls metered during the 6 billing periods, immediately preceding the disputed period, the bill is split up, if so, requested by the subscriber, and he is asked to pay only the average of the said 6 billing periods, plus 10% thereof, immediately. The balance amount is kept in abeyance, till finalisation of investigations.

4. All the excess metering complaints: cases are first decided by the Telecom District Engineer, and

in case the subscriber is not satisfied with his decision, he can appeal against the same to the Director Telecom/Chief General Manager/ DG Telecom who reviews the case on its merits and gives his decision.

Telecast of Chitramala programme on Doordarshan

2288. SHRI THOMAS KUTHIRAVATTOM: Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

(a) whether Government have decided to increase the frequency of Chitramala programme on Doordarshan; and

(b) whether there would be any change regarding the telecast of Chitiahhar apart from that of Chitramala?

THE MINISTER OF INFORMATION AND BROADCASTING AND PARLIAMENTARY AFFAIRS (SHRI P. UPENDRA): (a) and (b) No, Sir.

विज्ञापनों की दरों के गलत निर्धारण से दूरदर्शन को घाटा

2289. श्रीमती सरला माहेश्वरी: क्या सूचना और प्रसारण मंत्री यह बताने की कृपा करेंगे कि:

(क) उन कम्पनियों के नाम क्या हैं जिनके मामले में, दूरदर्शन के कार्यों के बारे में नियंत्रक महालेखापरीक्षक के प्रतिवेदन में यह कहा गया है कि विज्ञापनों के प्रसारण की दरों के गलत निर्धारण से दूरदर्शन को 25.49 लाख रुपये का घाटा हुआ है; और

(ख) उन विज्ञापन-एजेंटियों के नाम क्या हैं जिनसे प्रसारण शुल्क और व्यय के रूप में 4.86 करोड़ रुपये अब तक वसूल नहीं किए गए हैं और सरकार उनके विरुद्ध क्या कार्यवाही कर रही है?