

(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 Chitahar 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 को तैयार होंगे कि:

(क) उन कंपनियों के नाम क्या हैं जिनके मामले में, दूरदर्शन के कार्यों के बारे में नियंत्रक महालेखापरिक्षक 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 जिनमें प्रसारण शुल्क और व्याज के रूप में 4 86 करोड़ रुपये अब तक वसूल नहीं किए गए हैं और सरकार उनके निरुद्ध क्या कार्यवाही कर रही है?

सूचना और प्रसारण मंत्री तथा संसदीय कार्य मंत्री (श्री पी० उपेन्द्र) :

(क) और (ख) दूरदर्शन विज्ञापन सेवा पर भारत के नियंत्रक तथा महालेखा परीक्षक की रिपोर्ट सरकार को अभी हाल ही में प्राप्त हुई है। प्रश्न में उठाये गये मामले सहित रिपोर्ट, सरकार के परीक्षण अधीन है।

**Diversion of National Highway No. 52 in Lakhimpur**

2290. SHRI BHADRESWER BURAGOHAİN: Will the Minister of SURFACE TRANSPORT be pleased to state:

(a) whether there is a proposal with the Government for diversion of the National Highway No. 52 from the Lakhimpur Town of Assam; and

(b) if so, by when the work would be started?

THE MINISTER OF SURFACE TRANSPORT (SHRI K. P. UNNIKRISHNAN): (a) and (b) Yes, Sir, The Ministry has accepted the need for North Lakhimpur Bypass in principle. It is however, too early to indicate when the work will start, as the Eighth Plan is yet to be finalised.

'कश्मीर की खूफिया पुलिस को यू० पी० के 350 मौजूदगियों की तलाश' शीर्षक से प्रकाशित समाचार

2291. श्री राम नरेश यादव : क्या गृह मंत्री यह बताने की कोशिश करेंगे कि :

(क) क्या सरकार का ध्यान 14 मई, 1990 के दैनिक समाचार पत्र "अमर-उजाला" में "कश्मीर की खूफिया पुलिस को यू० पी० के 350 मौजूदगियों की तलाश" शीर्षक के अंतर्गत प्रकाशित समाचार की ओर दिलवा गया है; और

(ख) यदि हाँ, तो इस संबंध में तथ्य क्या है और इन मामले में अब तक क्या कार्यवाही की गई है?

गृह मंत्रालय में राज्य मंत्री (श्री सुबोध कान्त सहाय) : (क) और (ख) सरकार ने संदर्भित समाचार को नहीं देखा है।

**Theft Cases in Yamuna Vihar**

2292. SHRI SATYA PRAKASH MALAVIYA: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether it is a fact that theft cases are on the increase in and around Yamuna Vihar under the control of Bhajan Pura Police Station in Delhi;

(b) the number of theft cases registered under the said police station in 1990 till 15th May, and the number of thieves/culprits arrested in that connection;

(c) whether it is a fact that the police have used the dog squad to find out the culprits;

(d) if so, whether the said police have taken any action against these culprits;

(e) if the answer of part (d) above be in negative, the reasons therefor;

(f) what concrete steps Government propose to take against the police officials who have not recovered the stolen jewellery/cash till date; and

(g) what remedial steps Government propose to take to check the thefts in that area?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI SUBODH KANT SAHAY): (a) No, Sir.

(b) 81 cases of theft and burglaries were reported till 15th May, 1990. Twenty four persons were arrested.