

rate in each State, during the Seventh Five Year Plan period;

(b) if so, the details thereof, State-wise; and

(c) the specific steps taken to check infant mortality rate?

THE MINISTER OF STATE OF THE MINISTRY OF HEALTH AND FAMI-

LY WELFARE (SHRI RAFIQUE ALAM): (a) and (b) Infant Mortality Rate is obtained from Registrar General of India on the basis of Samples Registration survey and the latest estimates at the National and the State level relate to the year "1987. The estimates of infant-mortality rate at the National and State level during the first 3 years of 7th Five Year Plan have been given below:—

States	1985	1986	1987
Andhra Pradesh	83	82	79.2
Assam	111	109	102
Bihar	106	101	101.1
Gujarat	90	107	97
Haryana	85	85	87
Himachal Pradesh	84	88	82
Jammu & Kashmir	85	81	71
Karnataka	69	73	75
Kerala	31	27	28
Madhya Pradesh	122	118	120
Maharashtra	68	63	66
Orissa	132	123	126
Punjab	71	68	62
Rajasthan	108	107	102
Tamil Nadu	81	80	76
Uttar Pradesh	142	132	127
West Bengal	74	71	71
INDIA	97	96	95

(c) The steps taken by the Government to reduce infant mortality include a massive programme for training of traditional birth attendants, improvement of health infrastructure, training of health manpower, intensification of MCH Programme and health education, universal immunisation of children, propagation of oral rehydration therapy to combat diarrhoeal diseases, promotion of breast feeding and proper weaning practices, scheme for prophylaxis against nutritional 'nae-

mia and supplementary nutrition under the ICDS.

#### Setting up of Electronic Telephone Exchange at Vasco-de-Gama

2621, SHRI JOHN F. FERNANDES: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware of the need for an electronic Telephone Exchange at Vasco-de-Gama In Goa;

(b) if so, what is the number of representations received by Government and other agencies; and

(c) what action has been taken by Government in the matter?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI GIRIDHAR GOMANGO): (a) Yes, Sir.

(b) About 6 representations have been received by the Government.

(c) The request for electronic exchange at Vasco-de-gama could not be agreed k? the Government because the project for installation of ICP type of exchange . ts in advanced stage of execution at present.

#### टेलीफोन निर्देशिकाओं की उपलब्धता

2622. श्री विश्वासराव रामराव पाटिल: क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि संसद सदस्यों को नई टेलीफोन निर्देशिकाएं उपलब्ध करा दी गई हैं ; और

(ख) यदि हां, तो आम टेलीफोन उपभोक्ताओं को ये निर्देशिकाएं उपलब्ध करा दिये जाने की संभवना है ?

संचार मंत्रालय के राज्य मंत्री (श्री गिरिधर गोमंगो) : (क) जी हां, ।

(ख) दिल्ली के दूसरे उपभोक्ताओं को नई टेलीफोन डायरेक्टरी का वितरण पहले ही प्रारंभ किया जा चुका है ।

#### Hardships of Common Man in dealing with Government Officials

2629. SHRI PAWAN KUMAR BAN-SAL: Will the PRIME MINISTER be pleased to state:

(a) whether Government have identified the hardships the commonman suffers at the hands of petty Government officials in his day to day dealings with them; and

(b) if so, what are the details thereof and of the programme initiated, if any, for proper orientation of Government servants?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P. CHIDAMBARAM): (a) and (b) Government is aware of the hardship - the common man suffers every now and then in his dealing with petty Government officials and is constantly striving to obviate it. Point 20 of the Twenty Point Programme—1986 aims at a more responsive administration. Towards this end, a large number of steps have been taken. Ministries and Departments of the Central Government, as well as agencies working within their jurisdiction, have taken steps for simplification Of rules and procedures with a view to cutting-down avoidable delays and eliminating the scope of harassment for the common man, in making decisions and their implementation. These are also intended to demystify the processes of administration," particularly at the levels which interact directly with the citizen. They have also strengthened their machinery for redressal of public grievances, There is a Grievance Officer for every Ministry and Department. All these offices have a day-in the week designated as a meetingless day when senior officers receive and attend to public grievances. Ministries and Departments have also been instructed to ensure that every officer deals with every issue in a fair, objective and just manner.

#### Work carried out by National Remote Sensing Agency

2624. SHRI PAWAN KUMAR BAN-SAL: Will the PRIME MINISTER be pleased to state:

(a) what is the basic nature of work carried out by National Remote Sensing Agency in Northern India, particularly in Punjab, Haryana and Chandigarh; and

(b) what is the information available on the status of forest cover in this region?

THE MINISTER OF STATE IN THE MINISTRY OF SCIENCE AND TECHNOLOGY AND MINISTER OF STATE