

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) and (b) The information in respect of Department of Information Technology is as under:—

		Sanctioned strength	Reservation earmarked for SC/ST
Group 'A'	—	247	19
Group 'B' (Gazzeted)	—	72	11
Group 'B' (Non-Gazzeted)	—	129	24
Group 'C' and 'D'	—	278 *	39

*As per Department of Personnel and Training OM dated 30th April, 2010, the erstwhile Group 'D' posts have been upgraded as Group 'C'.

(c) There is adequate representation of SC/ST with reference to existing filled posts in the Department of Information Technology. However, vacant posts including those reserved for SC/STs have been advertised and action is in process to fill these posts as per Government of India instructions on reservations.

The information in respect of Department of Telecommunications and Department of Posts is being collected and will be laid on the Table of the House.

Unsolicited calls on mobile phones

539. SHRIMATI SHOBHANA BHARTIA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether inspite of a ban imposed by the Union Government on pesky calls from 27th September, 2011, mobile users are still receiving unsolicited calls;

(b) if so, the number of complaints received by Government regarding pesky calls from customers during the last two months;

(c) whether the National Customer Preference Registry has been refusing registration to new customers who wish to use the facility for avoidance of pesky calls; and

(d) if so, the action Government proposes against the telecom operators who have failed to provide services against unsolicited calls to its customers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA): (a) and (b) Sir, the Telecom Regulatory Authority of India (TRAI) issued "The Telecom Commercial Communications Customer Preference Regulations, 2010" on 1st December, 2010 with the objective to provide an effective mechanism for curbing Unsolicited Commercial Communications. All the provisions of the said regulation

have come into force from 27th September, 2011. Prior to coming into force of this regulation, on an average 47454 complaints were received per month. (March, 2010 to March, 2011). The number of complaints has come down after implementation of this regulation with effect from 27th September, 2011. As per the data on Unsolicited Commercial Communications (UCC) complaints lodged by customers with Access Providers, a total of 5979 complaints were lodged by telecom customers from 27th September, to 15th November, 2011.

(c) and (d) As per the provisions of the regulations, the telecom customers have to register with their service providers for registration in National Customer Preference Registry. No complaints have been received regarding the Access Providers refusing registration to new customers with the National Customer preference Registry as intimated by TRAI.

Assistance to Food Processing Industries

540. DR. T. SUBBARAMI REDDY: Will the Minister of FOOD PROCESSING INDUSTRIES be pleased to state:

- (a) the details of steps taken by Government to promote Food Processing Industries;
- (b) the financial assistance provided to the units of food processing industries during the last three years and the current year, State-wise; and
- (c) the steps taken by Government for providing marketing facilities to sell the processed food products in foreign countries?

THE MINISTER OF STATE IN THE MINISTRY OF FOOD PROCESSING INDUSTRIES (SHRI CHARAN DAS MAHANT): (a) Government has formulated and is implementing several Plan Schemes to provide financial assistance for the establishment and modernization of Food Processing Units, Creation of Infrastructure, Support to R&D, Human Resources Development, Food Testing Labs, Implementation of Quality Systems such as Hazard Analysis Critical Control Points (HACCP), besides other promotional measures to encourage development of food processing industries. Moreover, the Government has taken several steps like tax reduction, waiver/reduction of excise duty, reduction of custom duty on specific food items with a view to encourage the growth of Food Processing Industries and make them more competitive.

(b) and (c) Ministry of Food Processing Industries under its plan scheme for Technology Upgradation/Establishment/Modernization of Food Processing Industries extends financial assistance to food processing units in the form of *grant-in-aid @ 25%* of the cost of plant and machinery and technical civil works subject to maximum of Rs. 50.00 lakhs in general areas and *@33.33%* subject to a maximum of Rs. 75.00 lakhs in difficult areas such as Jammu and Kashmir, Himachal Pradesh, Uttarakhand, Sikkim and North Eastern States, Andaman and Nicobar Islands, Lakshadweep and ITDP areas to compete the global market. The details of financial assistance provided to the food processing units during last four years is given in the Statement (*See below*).

As far steps taken for marketing facilities to sell the processed food products in foreign countries is concerned, it does not fall under the purview of Ministry of Food Processing Industries.