

new sites for additional towers because of fear of EMF radiation in the public, closure of existing tower sites because of local bodies' regulations and delay in getting permission from local bodies for laying/repair of cables etc.

Secretary (Telecom) emphasized the need for utmost integrity of the billing system and charging of the telecom customers and to bring in place a transparent and foolproof billing mechanism with provisions for timely intimation and consent of the customer to effect any changes in the tariff plan, especially in case of national and international roaming. It was also emphasized that TSPs should take further steps to educate the public about the stringent EMF norms being followed in India. It should be highlighted through seminars and public meetings that there are no harmful effects of tower radiations. The education material as well as seminars should also be conducted in vernacular languages. To improve the quality of the network to reduce frequent call drops, it was emphasized that the TSPs should optimize their RF network extensively in a regular and routine matter. DoT has also written from time to time to various State Governments/Local Bodies to facilitate the acquisition of tower sites, permissions for laying/repair of cables in line with guidelines issued by the Department. The TSPs should also follow the guidelines issued by local bodies in this regard. He emphasized that in no case these can become shield for poor service in the public perception and all the TSPs should take all possible steps to improve the quality of service and deal with customers' complaints promptly.

All the TSPs assured to take all necessary measures to bring transparency in the billing system and to improve the overall quality of telecom services in the shortest possible time.

Telephone Advisory Committees

1331. SHRI BASAWARAJ PATIL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) how many Telephone Advisory Committees are there under the Ministry;
- (b) whether all the District Advisory Committees are working as per norms; and
- (c) the guidelines for their functioning?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) At present, there are 358 Telephone Advisory Committees working under Department of Telecommunications (342 in Bharat Sanchar Nigam Limited and 16 in Mahanagar Telephone Nigam Limited).

- (b) Yes, Sir.

(c) The guidelines of Telephone Advisory Committees were issued by Department of Telecommunications (DoT) *vide* circular no. 8-01/2004-PHP dated 10.9.2004 is given in the Statement (*See* below).

Statement

**Government of India
Ministry of Communications and IT
Department of Telecommunications
415, Sanchar Bhavan, 20-Ashoka Road, New Delhi-1**

No. 8-01/2004-PHP

September 10, 2004

C I R C U L A R

Subject:- Constitution of Telephone Advisory Committees (TACs) at Telecom District level.

It has been decided that Telephone Advisory Committees (TACs) will be reorganized for each Telecom Districts for a period of two years or till further orders whichever is earlier •under the chairmanship of the Principal General Manager (PGM), General Manager (GM), Telecom District Manager (TDM), or Telecom District Engineer (TDE), as the case may be. In the case of Metro Districts *viz.* Delhi, Mumbai, Kolkata and Chennai, one TAC each will be constituted under the Chairmanship of the concerned Area General Manager.

The TACs will be functioning in the following manner:-

Nomination of MPs in TAC

- (i) The Hon'ble Members of Parliament shall be members of only one TAC falling within their constituency by virtue of their office. In case of nominated Rajya Sabha MPs, they may be nominated in the TAC falling within their adopted constituency [with regard to the constituency adopted for Member of Parliament Local Area Development (MPLAD) programme]. However, Hon'ble MPs who become ministers shall not be nominated/cease to continue in the TAC.
- (ii) Hon'ble MPs shall be given Co-Chairman status in TAC meetings in which he/she is present.
- (iii) Hon'ble MPs shall be member of a TAC till the tenure of the TAC or remains member of the House (Rajya Sabha/Lok Sabha) whichever is earlier.

Strength of TAC

The maximum strength of members in a TAC will be 20. However, the strength could be revised through specific orders of Department of Telecom in any special case.

Nomination of TAC member

It would be ensured that the nominated TAC member have no outstanding telephone bills/dues pending in Mahanagar Telephone Nigam Limited (MTNL)/Bharat Sanchar Nigam Limited (BSNL)

Facilities to TAC members

- (i) Each TAC member will be provided with a rent-free telephone connection on out of turn basis at his/her residence within the area of jurisdiction of the concerned TAC with 500 + free calls available to general subscribers as per commercial policy without ISD/STD facility.
- (ii) As per the prevailing policy, calls above the free calls shall be charged in appropriate commercial plan. Fixed WLL telephone connection shall be provided where the area is technically non-feasible. CLIP facility shall be provided to a TAC member if he/she abides by the commercial formalities. CLIP telephone/device shall be procured by the TAC members.
- (iii) TAC member shall be permitted for conversion of his/her working private telephone connection into TAC telephone provided under the capacity of TAC member subject to withdrawal of STD/ISD facility if available and clearance of up to date dues, if any. It will be incumbent upon each TAC members to pay the telephone bill above the free calls as per the commercial policy applicable to the member from time to time.
- (iv) Concerned GM level officer- will ensure that the excess billing amount is realized from the TAC member within the prescribed time limit and would initiate appropriate action as per rule. All the commercial policies for realization of due/outstanding shall be applicable to TAC members also.
- (v) On expiry of his/her tenure, a member of TAC may be allowed to retain his/her telephone connection on private account.

TA/DA to TAC members for attending TAC meeting

Each TAC shall hold at least two meetings every year preferably when Parliament/ State Legislature is not in session.

- (i) Hon'ble Members of Parliaments/MLAs are entitled to avail TA/DA as per the rules applicable to them (FRSR-II Appendix 2).
- (ii) Non-official TAC members are also entitled to avail TA/DA (conveyance allowance for local) as per the rule (FRSR-II);

Functions of the TAC

- (i) TAC shall work as interface between telephone consumers and BSNL/MTNL.
- (ii) Giving the public a confidence that their grievances are properly represented as well as redressed.
- (iii) Educate public/bring awareness among telephone consumers about the various services provided by BSNL/MTNL.
- (iv) To suggest measures for efficiency .

Termination of membership of TAC member

The membership of a TAC can be terminated any time by the orders from Department of Telecommunications. Additionally, the ineligibility conditions which may also attract termination are following:-

- (i) If any member fails to attend two consecutive TAC meetings of the TAC of which he/she is a member.
- (ii) On the report of the Chairman of the TAC on misbehavior/unsocial or anti social activities on the part of the TAC members..
- (iii) If the member runs into outstanding arrears of his/her telephone connection.

Kindly acknowledge the receipt of this circular.

Hindi version will follow.

(**AJEET SINGH**)

Director (PHP)

Tel. No. 23372531

To

1. The Chairman-cum-Managing Director, BSNL, New Delhi.
2. The Chairman-cum-Managing Director, MTNL, New Delhi.

Copy to:-

1. All the Hon'ble MPs

(Liaison Officer (Phones), DOT, Room No. 520, 5th Floor, Parliament House Annexe, New Delhi-I. He is requested to bring it to the notice of all the Hon 'ble MPs without fail) .

2. PS to MOC & IT/MOS (C & IT)
3. PPS to Chairman (TC)
4. PPS to Member (S)
5. Press Information Officer, DOT; PIB, Shastri Bhawan, New Delhi

(SANGEETA CHUGH)

Assistant Director General (PHP)

Tel. No. 23725254

Delivery of book post

†1332. SHRI NARESH AGRAWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that no time-limit has been fixed by the Department of Posts to deliver book-post;
- (b) if so, the reasons therefor;
- (c) if not, the time-limit fixed for carrying book-post from one place to another place; and
- (d) the authority responsible in case of non-delivery of book-post?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) No Sir. The Department has fixed its service standards for delivery of book post, which is a second class mail.

(b) In view of (a) above, the question does not arise.

(c) The delivery norms fixed for Book Post, being second class mail are as under:

Particulars	Time in Days
Local (within Municipal City Limits)	3
Between Metro cities (Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru)	4
Same State	4
Neighbouring State	4
Rest of the country (for cities not covered in the category of same state and neighbouring State)	5 - 7

†Original notice of the question was received in Hindi.