

- (d) if so, the reasons therefor; and
- (e) the action taken to prevent recurrence thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) A total number of 11,278 complaints were registered/received in Jorbagh Exchange, New Delhi during the month of January, 2002.

- (b) Average time spent on attending the faults during the month was 19.95 hours.
- (c) Delay of more than 7 days was observed in 8 cases.
- (d) The main reasons for delay were as under.
 - Subscriber answering machine fault.
 - Construction work at subscriber's premises.
 - Conduct faulty at subscriber's premises.
 - Number disconnected due to non payment of bills.
- (e) Does not arise in view of (d) above.

Shifting of Telephones

783. DR. SWAMI SAKSHI JI MAHARAJ: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of the applications for shifting of telephones from various exchanges to Jorbagh Exchange in Delhi received during January, 2002 indicating the date of receipt of each case in Jorbagh Exchange and the date of installation in each case;

(b) the reasons for delay, if any, in installation;

(c) the cases which were favoured and those superseded and discriminated against; and

(d) the action taken against those responsible for the delay?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) During January, 2002, 36 cases for shifting to Jorbagh exchange were received as per details given in the enclosed statement. (See below)

(b) 13 cases were installed beyond norms due to reasons given in remarks column.

(c) Nil.

(d) Does not arise in view of (c) above.

[7 March, 2002]

RAJYA SABHA

Statement*Details of cases for shifting*

S.No.	OB Nos.	Date of receipt in Jorbagh	Date of installation	Time Taken	Remarks
1	2	3	4	5	6
1.	39017	3.1.02	10.1.02	7 days	
2.	208-460-37977	10.1.02	10.1.02	Same day	
3.	208-460-37979	10.1.02	10.1.02	Same day	
4.	16517	3.1.02	12.1.02	9 days	
5.	10055	3.1.02	15.1.02	12 days	
6.	04	1.1.02	15.1.02	14 days	
7.	17199	7.1.02	15.1.02	8 days	
8.	208-460-35762	24.1.02	24.1.02	Same day	
9.	38107	10.1.02	22.1.02	12 days	
10.	35661	3.1.02	22.1.02	19 days	Party not available
11.	7779	3.1.02	22.1.02	19 days	No. was not closed at other end due to subscriber's reasons.
12.	5769	7.1.02	24.1.02	17 days	Party not available
13.	208-460-17480	21.1.02	24.1.02	3 days	
14.	208-460-35671	14.1.02	28.1.02	14 days	
15.	203-460-36296	28.1.02	28.1.02	Same day	
16.	203-460-36294	28.1.02	28.1.02	Same day	
17.	35652	12.1.02	22.1.02	10 days	
18.	203-460-08802	28.1.02	28.1.02	Same day	
19.	208-460-38994	10.1.02	11.1.02	One day	
20.	208-460-38997	10.1.02	11.1.02	One day	
21.	36175	21.1.02	28.1.02	7 days	
22.	61818	8.1.02	6.2.02	28 days	R/C Sub-out of station
23.	79177	10.1.02	16.2.02	36 days	R/C Subs, shifted on 12.2.02
24.	39725	30.1.02	1.2.02	One day	
25.	203-460-10187	19.1.02	5.2.02	16 days	No. was not closed on other end due to subscri- ber's reason
26.	36244	22.01.02	11.2.02	19 days	No. was not closed on other end due to subscriber's reason
27.	36274	23.01.02	1.2.02	8 days	
28.	38666	23.01.02	15.2.02	15 days	
29.	203-460-10357	29.01.02	13.2.02	15 days	
30.	25144	23.01.02	22.2.02	22 days	R/C. Sub was not available
31.	208-460-40091	24.01.02	8.2.02	14 days	

1	2	3	4	5	6
32.	10046 end	1.01.02	—	—	No. not closed on other
33.	8677	3.01.02	—	—	due to subscriber's reason NO. 338558 at distant end DNP since 6.6.01 OB RWC
34.	10140	24.01.02	—	—	Wrong OB. RWC
35.	38238	31.01.02	—	—	RWC, as per Party request.
36.	62663	22.01.02	—	—	No. is not closed at other end due subscriber's reason.

R/C = Room Closed

DNP = Disconnected due to Non Payment.

RWC = Returned with compliance.

OB = Order No.

Post Offices with Speed Post Facility in Tamil Nadu

784. SHRI CHO S. RAMASWAMY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) what is the number of post offices with speed post facility presently operating in Tamil Nadu, district-wise;

(b) whether Government propose to set up more speed post centres to cope up with the increasing demand;

(c) if so, by when and where these are likely to be set up; and

(d) whether any funds have been allocated for this project and if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) Number of Post offices with speed post facilities in Tamil Nadu Circle, district-wise is given in the statement enclosed. (See below)

(b) to (d) Speed Post is a premium product and is run on commercial considerations. Expansion of this network is an on-going process depending on market situation, assessment of the need, the anticipated revenue and transport network.