

THE MINISTER OF STATE IN THE DEPARTMENT OF ATOMIC ENERGY (SHRIMATI VASUNDHARA RAJE): (a) and (b) The Atomic Minerals Directorate for Exploration and Research (AMD) of this Department has located uranium occurrences in different parts of Rajnandgaon, Raigarh, Surgoja, Janjgir, Champa and Bastar Districts in Chhattisgarh.

(c) At present investigation in some of these areas are in different stages and the uranium reserves in these areas, if any, would be estimated after completion of detailed investigations. The viability of mining the uranium would be known only after completion of the investigations.

Programme for entrepreneurs

1910. SHRI C. RAMACHANDRAIAH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have proposed rupees 100 crore programme for entrepreneurs and small and medium enterprises during the Tenth Five Year Plan; and

(b) if so, the details thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI PRAMOD MAHAJAN): (a) and (b) No, Sir. The Department of Information Technology has not proposed any such program for small and medium enterprises in the Tenth Five Year Plan.

Action plan to redress public grievances of telephone consumers

1911. DR. DASARI NARAYANA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are executing any action-plan to redress public grievances of telephone consumers and early clearance of faults in the country; and

(b) if so, the details thereof?

[21 March, 2002]

RAJYA SABHA

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) and (b) Yes, Sir. Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are executing an Action-Plan to redress public grievances and early clearance of faults on telephone connection.

Details of action taken by BSNL with regard to above, are given below:

- Computerization of Fault Repair Services (FRS) in more and more exchanges in time-bound manner.
- Installation of Inter-active Voice Response Service (IVRS) in all major Cities/Towns.
- Centralized complaint handling system for small/medium exchanges in Short Distance Charging Area (SDCA).
- Provision of pagers to line staff in State capital.
- Holding of Telephone Adalats regularly once in two months at Secondary Switching Area Head level and once in three months at Telecom Circle head level for speedy disposal of excess metering complaints and other complaints.
- Opening of a universal toll free number '1094' in Public Grievance (PG) Cell of each Head of Telecom Circle wherein the subscriber can lodge his grievances without any call charges and the disposal of Grievances registered under the overall supervision of Chief General Manager, Telecom Circle.

MTNL, has also broadly taken the following steps to reduce Public Grievances and faults on telephones:

- Public Grievance Cells are operational at Headquarter as well as in each area to settle greivances expeditiously.
- Lok Adalats and open house sessions are conducted regularly.
- Paper core underground cable are being replaced progressively by Jelly filled Cable/Optical Fibre Cable with Digital Line Concentrators (DLC).

- Overhead wires have been minimized by introducing wall distribution points.
- The junction network has been completely transferred to Optical Fibre Cable links. SDH (Synchronous Digital Hierarchy) systems connected on the ring architecture are also planned.
- Subscriber loop length is being reduced progressively by planning more Remote Subscriber Units and Remote Line Units (RSUs/ RLUs).

Shifting of telephones

1912. DR. DASARI NARAYANA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government have prescribed any time limits for local inter-exchange and inter-city shifting of telephones in the country;
- (b) if so, the details thereof; and
- (c) what steps Government have taken to ensure strict adherence of these time limits by the telephone authorities?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI TAPAN SIKDAR): (a) and (b) Sir, Quality of Service parameters are laid down and monitored by Telecom Regulatory Authority of India (TRAI) in terms of TRAI Act, 1997 as amended *vide* TRAI (Amendment) Act, 2000. The instructions specifying the period within which a telephone should be shifted from one place to other has been issued *vide* TRAI Regulation (No. 2 of 2000) on Quality of Service (QoS) of Basic and Cellular Mobile Service, 2000 dated 5th July, 2000. As per the regulation, the parameter presently applicable is "95% of requests for shift to be completed within 5 days". Regarding All India Shift, no fixed time limit has been prescribed by TRAI. However, Bharat Sanchar Nigam Ltd. (BSNL) is following the time limit of one month for inter-city (All-India) shift.

- (c) Achievement are being reviewed at the highest level in Mahanagar Telephone Nigam Ltd. and Bharat Sanchar Nigam Ltd.