

(a) whether any special efforts have been undertaken by Oil Companies to make random contact with customers on their problems with domestic gas agencies;

(b) the details of such efforts;

(c) which company's performance is the best in dealing with customers problems and complaints;

(d) what are the new programmes to check unauthorised sale of gas cylinders by agencies at a large premium; and

(e) the efforts made to weed out corruption in the matter of illegal sale of LPG to people without legitimate gas connections ?

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI NAWAL KISHORE SHARMA) : (a) and (b). Yes, Sir. The field officers of all the oil companies are required to contact/visit consumers at random on a continued basis, with a view to analysing the quality of service rendered by the distributors. Oil Companies also arrange meetings between consumers/distributors/company officials where consumers at random are insisted to participate and explain their problems.

(c) The oil companies have been endeavouring to deal effectively with problems and complaints of LPG consumers.

(d) and (e). Malpractices like unauthorised sale of LPG or unauthorised release of new connections are sought to be curbed by the oil companies through deterrent action against erring distributors under the Marketing Discipline Guidelines.

Import of Drugs and Drug Formulations

4323. SHRI BHOLANATH SEN : Will the Minister of INDUSTRY be pleased to state :

(a) whether production of bulk drugs and drug formulations in the country has failed to meet the targets fixed for the Sixth Five Year Plan period;

(b) if so, the details thereof alongwith the reasons therefor;

(c) the steps taken/proposed to minimise dependence on imported bulk drugs and drug formulations; and

(d) the quality and value of bulk drugs and drug formulations imported during the Sixth Plan period ?

THE MINISTER OF STATE IN THE DEPARTMENT OF CHEMICALS AND PETROCHEMICALS (SHRI R. K. JAI-CHANDRA SINGH): (a) Yes, Sir.

(b) As against the target of Rs. 500 crores for bulk drugs during 1984-85 the estimated production is likely to be about Rs. 377 crores. Similarly, as against the target of Rs. 1,950 crores for formulations during 1984-85, the estimated production is likely to be about Rs. 1,830 crores. The shortfall is due to the fact that the demand did not pick up as estimated.

(c) Government have taken several steps such as delicensing of several bulk drugs, liberalisation of foreign collaboration etc. in order to increase indigenous production. The country has achieved near self-sufficiency in formulations.

(d) During 1983-84, the total value of imports of bulk drugs, intermediates and formulations was about 163.34 crores. Import figures for 1984-85 are not yet available. The quality of the drugs imported has to conform to the standards laid down under the Drugs and Cosmetics Act and the rules framed thereunder.

Villages in West Bengal Connected by Telephones

4324. DR. PHULRENU GUHA : Will the Minister of COMMUNICATIONS be pleased to state :

(a) the number of villages in West Bengal which were connected by telephones during the year 1984-85; and

(b) the district-wise number of villages in West Bengal where public call offices are to be estimated during 1985-86 ?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA) : (a) Fifty-two villages in West Bengal were

connected by telephone during the year 1984-85.

(b) The district-wise number of villages in West Bengal where plans for providing Long Distance Public Call Offices during 1985-86 have been finalised so far is as under.

Name of District	Number of LD PTs.
1. Bankura	7
2. Birbhum	2
3. Burdwan	7
4. Coochbehar	1
5. Darjeeling	3
6. Hooghly	4
7. Jalpaiguri	2
8. Malda	3
9. Midnapore	8
10. Murshidabad	8
11. 24 Parganas	3
Total	48

Modernisation of Car Industry and Creation of Fresh Capacity

4325. SHRI P. M. SAYEED :
SHRI MURLIDHAR MANE :
SHRI PRAKASH V. PATIL :

Will the Minister of INDUSTRY be pleased to state :

(a) whether it is a fact that a number of proposals for the modernisation of car industry and creation of fresh capacity there-of are pending with Government;

(b) the details and number of those proposals which have already been cleared by Government during the last one year both with foreign collaboration and entirely indigenous; and

(c) the reasons for which the other proposals have been held up and the approximate time that is likely to be taken for coming to a decision ?

THE MINISTER OF STATE IN THE DEPARTMENT OF INDUSTRIAL DEVELOPMENT (SHRI M. ARUNACHALAM) : (a) and (c). Four proposals for industrial licence and/or foreign collaboration for the manufacture of passenger cars received during the current financial year are under consideration of the Government.

(b) The proposal of Standard Motor Products of India Ltd. for expansion of car manufacturing capacity was approved during the last one year.

Complaints regarding Faulty Telephone System in Metropolitan Cities

4326. PROF. MADHU DANDAVATE : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether it is a fact that there have been recurring complaints, particularly from metropolitan cities, regarding faulty working of the telephone system making it difficult to get correct local as well as trunk calls expeditiously; and

(b) if so, the steps taken to make the telephone system more efficient ?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA) : (a) Yes, Sir. Some cases of repeated faults are reported sometimes.

(b) The steps being taken to improve the telephone service are given in the attached statement.

Statement

Improvements measures, long-term and short-term, contemplated to improve the telephone services :

1. Introduction of sophisticated electronic telephone exchanges to avoid problems inherent with electro-magnetic switching equipment used hitherto.
2. Replacement of life expired equipment.