

(b) the time by which the family register is likely to be introduced in the remaining States?

THE MINISTER OF WELFARE (SHRI SITARAM KESRI): (a) and (b). The information is being collected from State Governments/UT Administrations.

General Knowledge Quiz Organised by Doordarshan

2796. **SHRI RAM TAHAL CHOUDHARY:** Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

(a) the number of general knowledge quiz programmes organised by the Doordarshan on its National Net-work during the last one year and the percentage of the programmes organised in Hindi out of them ; and

(b) the measures being adopted by Government to promote Hindi in such programmes?

THE DEPUTY MINISTER IN THE MINISTRY OF INFORMATION AND BROADCASTING (KUMARI GIRJA VYAS): (a) Twenty three such programmes were telecast by Doordarshan out of which Eleven were in Hindi.

(b) The quiz programmes are for enriching General Knowledge and not at promoting any particular language.

[English]

Quick Fault Repair Service in Bhubaneswar

2797. **DR. KARTIKESWAR PATRA :** Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of steps taken/proposed to be taken to provide proper customer service at Bhubaneswar in particular and Orissa in general with regard to the quick fault repair service, avoidance of excess billing by introducing computer billing in Bhubaneswar and to release frequent advertisements in the press showing the latest waiting list position of cities/places of Orissa;

(b) what are the schemes formulated by the Government to cause quick fault repair service, computer billing and to remove other shortcomings; and

(c) if so, the details thereof?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V.RANGAYYA NAIDU): (a) Customers service centres have been opened at all the Telecom. District Head quarters in the Circle to supply commercial information to the public on enquiry. Separate non metered telephones have been provided for fault repair information service in the exchanges of more than 500 lines capacity in the circle to intimate the subscribers on enquiry about the status of clearance of fault and probable period of delay when their telephones, remain faulty for more than 24 hours. (Few complaints were received when computer billing was introduced at Bhubaneswar initially due to non-acclimatisation of machine and men.) Position has been considerably improved. Advertisements in respect of latest waiting list position at Bhubaneswar are released by the Telecom. District Heads from time to time in local newspapers.

(b) Schemes have been drawn up for introduction of computerised fault repair service and computerisation of billing and accounting in a phased manner.

(c) Computerisation of billing already implemented at Bhubaneswar. Fault repair

service and customer service Centre at Bhubaneswar, fault repair service and customer service centre and billing at Cuttack, fault repair service at Sambaipur and Billing /customer service centre at Rourkela are being implemented during 1991-92. Fault repair service at Berhampur, Rourkela, Baripada, Computerised billing at Sambalpur and Billing at Berhampur are proposed to be implemented during 1992-93.

Coordination Between Para-Military Forces in Valley

2798. SHRI SUDHIR SAWANT: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether there is a lack of coordination between various para-military force operating in the valley;

(b) whether there have been incidents of confrontation between the para-military forces and the Army; and

(c) if so, the action taken by the Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRIM.M. JACOB): (a) and (b). No Sir.

(c) Does not arise.

[*Translation*]

Auto-Exchanges in Rajasthan

2799. SHRI AYUB KHAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the criteria adopted for setting up auto-exchange in any city;

(b) the number of cities/towns which are still deprived of this facility under the Jhunjhunu district of Rajasthan State; and

(c) the time by which auto-exchanges are likely to be set up there?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Setting up of an auto exchange generally depends on the availability of the suitable Automatic Exchange Equipment and required infrastructure for setting up auto exchange. As per the automatised during 8th Plan period.

(b) Three towns namely Chirwara, Khetrinagar and Mukandgarh of Jhunjhunu district of Rajasthan State are still served by manual exchanges.

(c) The towns at (b) are likely to be automatised by 1993.

[*English*]

Miscellaneous Charges Collected by DESU

2800. SHRI PHOOL CHAND VERMA: Will the Minister of POWER AND NON-CONVENTIONAL ENERGY SOURCES be pleased to state:

(a) whether the Delhi Electric Supply Undertaking has collected huge amount as miscellaneous charges from the domestic consumers, during 1989; and

(b) if so, the total amount collected and the utilisation of amount so collected?

THE MINISTER OF STATE OF THE MINISTRY OF POWER AND NON-CONVENTIONAL ENERGY SOURCES (SHRI KALP NATH RAI): (a) and (b). According to DESU, the energy charges for