

for the conservation and development of Aanta and ellora with assistance from the Economic Cooperation Fund (DECF) of Japan at a total cost of Rs. 81.71 crores.

[English]

**Recruitment of Pilots and Airhostesses  
by AI and IA**

2128. DR SHRIWATIK.S.SOUNDRAM:  
Will the Minister of CIVIL AVIATION AND  
TOURISM be pleased to state:

(a) the total number of pilots and airhostesses recruited by the Indian Airlines and the Air India during the last three Years, State-wise; and

(b) the number of candidates selected for the posts of pilots and air-hostesses during 1992, as on date?

THE MINISTER OF CIVIL AVIATION  
AND TOURISM (SHRI MADHAVRAO  
SCIDIA): (a) and (b). Information is being  
collected.

**Delivery of postal Articles in West  
Bengal**

2129. SHRI SUBRATA MUKHER-  
JEE:  
DR. ASIM MASUDAL HOS-  
SAIN:  
SHRIRAMACHANDRADOME:

Will the Minister of COMMUNICATIONS  
be pleased to state:

(a) whether there has been increase in the instances of delay in the delivery of postal articles and their shortage in Raiganj, Murshidabad, Dinajpur districts in West Bengal;

(b) if so, the reasons therefor;

(c) the number of complaints received in this regard during 1991 and 1992, as on date; and

(d) the action taken by the Government to improve the service in West Bengal?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) there is no increase in the case of delay in delivery or shortage of postal articles. However, shortage of embossed envelope of Rs.1/- has come to notice.

(b) The shortage of embossed envelopes is due to inadequate supply by the India Security Press Nashik.

(c) The following number of Complaints have been received in West Bengal Circle.

Year	No. of Complaints
1990-91	1666
1991-92	1324
1.4.92 to 31.10.92	669

(d) The following steps have been taken to improve the services in west Bengal:

- (i) Constant monitoring of transmission and delivery of mails
- (ii) Close coordination with the transport Agencies.
- (iii) The matter has been taken up at the higher level with the India Security Press to arrange adequate supply of embossed envelopes.
- (iv) Immediate shortage is met by di-

version of stock from less needy offices/Circles.

[*Translation*]

**Billing of Telephones**

2130. SHRI GOVINDA CHANDRA MUNDA:  
SHRI PHOOLCHAND VERMA:  
SHRI B.L. SHARMA PREM:  
KRISHAN DUTT SULTANPURI:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of complaints received by his Ministry during the last three years regarding excess billing of telephones, States-wise; and

(b) the action being taken by the Government to avoid such complaints in future?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) (i) Total number of complaints received by Ministry of Communications during the last three years regarding excess billing of telephones is 6,71,658

(ii) State wise details are furnished in the attached statement

(b) the following steps are being taken to avoid such complaints in future.

(i) Exchange equipments including meter Circuits are tested regularly to eliminate any possibility of wrong

metering.

(ii) Meter rooms are locked and restrictions have been imposed for the entry into main distribution frame (MDF) rooms.

(iii) All the vital points where there is a possibility of deliberate mischief or tampering of telephone lines like distribution points are kept locked.

(iv) Identification of all subscribers whose current fortnightly meter reading show sudden spurts and as soon as these spurts are noticed the telephone lines are placed under observation. special equipment called Multi Line Observation Equipment (MLOE) is utilised for this purpose.

(v) Customers served by electronic telephone exchange are provided with dynamic STD control facility with which they can lock or unlock their STD/ISD services and thereby exercise effective control to use their telephone by others. In addition, they get details bills for STD/ISD calls.

(vi) Automatic Message Accounting (AMA) equipment are also being installed in some of the non-digital exchanges to provide detailed billing to their subscribers.

(vii) To avoid clerical errors, billing work has been computerised in all metro districts and now it is being undertaken in other important cities and towns.