

(a) whether any enquiry has been conducted recently into the alleged cases of pilferage and circulation of bogus postal stamps in Bihar;

(b) if so, the outcome thereof and the action taken by the Government against the guilty persons; and

(c) the steps taken or proposed to be taken to prevent such recurrences in future?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Cases of bogus stamps are under investigation by C.B.I. and cases of pilferage are under investigation by local police.

(b) In the cases of pilferage, one suspect official has been arrested by the local police. Two officials including the one arrested by the police have been placed under suspension. Four other officials have been punished with recovery of money as a result of Departmental investigations.

(c) Supervision has been tightened.

[Translation]

Transfer of Telephone Connections in Delhi

3. SHRI ARJUN SINGH YADAV: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the cases related to transfer of telephone connections are not disposed of even within fifteen days;

(b) if so, the reasons therefor;

(c) the number of applications received by the General Manager, Delhi Telephones

from the Members of Parliament between January to October 1992; and

(d) the details of cases disposed of in the office of each of the General Manager after two weeks, four weeks and more than four weeks, separately?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) to (d). The information is being collected and will be laid on the Table of the House.

[English]

Tourist Guides

3294. SHRIMATI SURYAKANTA PATEL:
SHRI S.N. VEKARIA:
SHRI ARVIND TULSHIRAM KAMBLE:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether the Government have issued any specific instructions to all travel agents/agencies to utilise the services of Government approved guides;

(b) whether the Government have received any complaints from the Members of Parliament regarding violation of these instructions by them, and

(c) if so, the action taken/proposed to be taken by the Government in this regard so as to safeguard the interests of Government approved guides?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) Yes, Sir. This has been brought

to the notice of the travel trade from time to time.

(b) and (c). Complaints against approved travel agents, tour operators in this regard are taken up for remedial action.

Telephone System in Jamnagar

3295. SHRI CHANDRESH PATEL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether telephone system generally remains out of order in Jamnagar district in Gujarat;

(b) if so, the details and reasons therefor;

(c) whether complaints have been received in this regard from January to November, 1992;

(d) if so, the details thereof;

(e) the steps taken or proposed to be taken by the Government in this regard; and

(f) if not, the reasons therefor?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) and (b). Complaints have been received in respect of unsatisfactory working of Jamnagar telephone exchange and Matwa exchange in Jamnagar Taluka. The reasons are partly due to difficulties in maintaining the old equipment and partly due to staff problems.

(c) Yes, Sir.

(d) Nearly 635 written complaints have been received.

(e) Investigations have been done in all the complaints for redressing the grievances. Action has already been taken against one official. Complaints are being monitored, investigated and prompt action taken. Moreover, refresher courses have also been arranged for technical staff as well as operative staff for improving their skills, attitude and behaviour. Supervision has been tightened. Manual exchanges are being progressively replace by electronic exchanges.

(f) Does not arise.

Panel Headed by Dr. N. Bhaskar Rao

3296. SHRI HARI KISHORE SINGH: Will the Minister of COMMUNICATIONS be pleased to state;

(a) whether the Government have received recommendations of the panel headed by Dr. N. Bhaskar Rao;

(b) if so, the details thereof; and

(c) the action taken or proposed to be taken by the Government in this regards?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) to (c). Yes, Sir. The Social Audit Panel has since submitted two Action reports. The First Action report contained recommendations for both Postal and Telecom. Departments. In the IInd Action Report the recommendations have been made for the Telecom. Department.

Department of Post: In the 1st Action Report, the Social Audit Panel made 38 recommendations for the Postal Department which include improvement in the quality of date stamping, promoting the use of Franking Machine by bulk mailers, greater inter-