

(a) the number of complaints received in Uttar Pradesh with regard to inflated telephone bills during the last three years; and

(b) the action taken by the Government in this regard?

**THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATION (SHRI SUKH RAM):** (a): The number of complaints received in Uttar Pradesh with regard to inflated telephone bills during the last three years is as under:

Year	No. of complaints
1990-91	32268
1991-92	28922
1992-93 (up to Feb. 1993)	28293

(b): Action taken by the Government in this regard is as follows:-

- (i) The complaints of excess metering are thoroughly scrutinised for checking up possibility of any faults in metering etc.
- (ii) Random watch is being kept regarding metering of other telephones by use of special observation machinery like Multi-line Observation Equipments.
- (iii) Wherever Electronic Exchanges are available, the subscribers are requested to avail dynamic STD control facility.
- (iv) All the vital points where there is a possibility of deliberate mischief or tampering of telephone lines like distribution points are kept locked.
- (v) To avoid clerical errors billing work has been computerized at all the districts.
- (vi) In order to redress the grievances of

the subscribers "Telephone Audits" are conducted periodically.

[English]

#### **Delivery of Letters from Foreign Countries.**

**6735 DR. Y. S. RAJASEKHAR REDDY:** Will the Minister of COMMUNICATIONS/ be pleased to state:

(a) whether the Government are aware that letters from foreign countries like U.K. received in Delhi and delivered after five to six days;

(b) if so, the reasons therefor; and

(c) the action taken or proposed to be taken by the Government to ensure prompt delivery of letters?

**THE MINISTER OF STATE IN THE MINISTRY COMMUNICATIONS OF (SHRI SUKH RAM):** (a) Letters received in Delhi from foreign countries are normally delivered on the day of following the day of receipt. In some cases, due to check by Customs authorities, this general norm could have been exceeded.

(b) and (c). Does not arise.

[Translation]

#### **Communications Facilities in Rural and Places of Gujarat**

**6736. SHRI N.J. RATHAVA:** Will the Minister of COMMUNICATIONS/ be pleased to state:

(a) whether the Government propose to provide communications facilities for connecting important tourist centers of tribal areas in Gujarat to the major cities;

(b) if so, the details thereof; and