

Telegrams in Hindi

4391 SHRI RAJENDRA KUMAR SHARMA Will the Minister of communications be pleased to state

(a) whether facility has been extended for sending telegrams in Hindi,

(b) whether the customers are compelled to send telegrams in English due to the indifferent attitude of the employees

(c) whether the complaints have been received by the Government in this regard and

(d) if so the action taken thereon?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) (a) Yes, Sir Facility for sending telegrams in Hindi is available in 28672 out of 43384 telegraph offices in the country The remaining offices are mostly located in non-Hindi speaking areas

(b) No Sir Customers are not compelled to send telegrams in English since the facility is available Strict instructions are issued from time to time for paying prompt attention to Hindi telegrams

(c) and (d) No complaints have come to the notice of the Government in this regard

Complaints Against M.T.N.L.

4392 SHRI PRABHU DAYAL KATHERIA
SHRI GOVINDA CHANDRA MUNDA
SHRI KASHIRAM RANA
SHRI CHEEDI PASWAN

Will the Minister of COMMUNICATIONS

be pleased to state

(a) the total number of complaints received against the alleged irregularities in the Mahanagar Telephone Nigam Limited during the last three years

(b) the number of complaints attended so far and the action taken thereon,

(c) the number of complaints which are still pending for disposal and the reasons thereof,

(d) the time by which all the complaints are likely to be disposed of and

(e) the efforts being made to have a regular cell to deal with such complaints?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) (a) to (e) The information is being collected and will be laid on the Table of the House

[English]

Pilgrim Centre

4393 SHRI M KRISHNASWAMY Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state

(a) whether there is any proposal to declare Tiruvannamalai in Tamil Nadu as a pilgrim centre

(b) if so, the details thereof, and

(c) if not, the reasons therefore?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD) (a) No, Sir

(b) and (c) The Committee on Pilgrim Tourism constituted by the Government of

India, has indentified only a few pilgrim centres for intensive development in the first phase

Telephone Connections in Delhi

4394 SHRI MANJAY LAL Will the Minister of COMMUNICATIONS be pleased to state

(a) the number of persons registered for telephone connections under each category in Delhi

(b) the telephone connections likely to be released during April to June, 1993 in each Zone under various categories in Delhi,

(c) the steps Government propose to provide telephone connections in a short time

(d) whether the Government have any proposal to increase the rental value of telephone or reduce free calls and

(e) if so the details and reasons thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) (a) The number of persons registered for telephone connections under each category Delhi as on 1 3 93 is given below

| | |
|-----------------|---------------|
| OYT | 19114 |
| Non OYT General | 323488 |
| Non OYT Special | 3543 |
| Total | 346145 |

| | 1991 | 1992 |
|------------------|-----------|-----------|
| Delhi as a whole | 20,25,912 | 23 20.175 |
| East Delhi Area | 371654 | 423841 |

(b) The telephone connections likely to be released during April 93 to June 1993 in each zone under various categories in Delhi are being worked out

(c) Additional swithing equipment is being installed to augent the existing capacity so as to provide telephone connections at a faster pace in a short time

(d) and (e) The matter is under examination with reference to the requirement of plan resources and the increase in costs since the last revision of telecome tariffs which took effect from 1 4 90

[*Translation*]

Telephones in Delhi

4395 SHRI GOVINDA CHANDRA MUNDA Will the Minister of COMMUNICATIONS be pleased to state

(a) the total number of complaints received in regard to those telephones which went out of order during each of the last two years in Delhi particularly in East Delhi,

(b) the broad details of complaints in this regard, and

(c) the steps taken to improve the functioning of telephones?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) (a) The total number of complaints for year 1991 and 1992 are