

silk, aluminium and iron, boilers and electrical machinery, coffee, tea and spices, man-made filaments, oil cakes etc. Major items of import from ROK were chemicals, plastic and rubber products, man-made fibres, glass and gas-ware, iron and steel, coins copper, electrical machinery, ship boats and floating structures etc. The Indo-ROK Joint Trade Committee is scheduled to meet in early 1994 to discuss further expansion of trade relation.

#### CLEARANCE OF MAIL IN CALCUTTA

535. SHRI CHITTA BASU : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the bags are not fully cleared daily in the G.P.O., Calcutta and R.M.S. offices in West Bengal Circle, causing irregular and uncertain postal deliveries; and

(b) if so, the steps taken to ensure quick and regular postal deliveries?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) : (a) and (b) No Sir, this is not the general case. However some accumulation of mail in GPO/RMS offices in West Bengal Circle takes place on occasions of bandh/strike/civil disturbances and other causes beyond the control of the Department. The concerned postal authorities monitor transmission/delivery of mails on a day-to-day basis in order to ensure regular delivery of mails.

#### TELEPHONE CONNECTIONS TO RETIRING EMPLOYEES IN GUAHATI

536. SHRI PROBIN DEKA : Will the Minister of COMMUNICATIONS be pleased to State :

(a) the number of cases pending for telephone connections under NOYT-SS category for retiring employees of State and Central Governments in Guwahati as on October, 1993; and

(b) the time by which these are likely to be cleared?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) : (a) and (b) Sir, a total of 29 cases are pending installation

under Non-OYT/SS category to the retiring employees of the State of Central Governments as on October 1993. These are likely to be cleared by March 1994.

#### FUNCTIONING OF M.T.N.L.

537. SHRI GEORGE FERNANDES : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the functioning of Mahanagar Telephone Nigam Limited is in bad shape;

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

(c) the remedial steps proposed to be taken to redress grievances of the consumers of M.T.N.L. services ?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) : (a) and (b) The functioning of Mahanagar Telephone Nigam Limited is not in bad shape. However, during the last monsoon season, due to failure of a large number of underground cables, a large number of customers were affected, which caused temporary dislocation of services and customer dissatisfaction. However, by the remedial action taken by M.T.N.L., its underground cables had since been repaired and now the services have returned to normal.

(c) The N.T.N.L. Delhi have opened a large number of customer service centres where the grievances of the customers can be recorded and remedial action taken to set them right. In the Telecom Headquarters we have a public Grievance Cell functioning under the charge of Director (Public Grievances). Dak Bhavan, New Delhi. The customers who do not get a satisfactory response from M.T.N.L. and other field formation of the Department of Telecommunications outside Delhi can send their written complaints for their redressal.

(Translation)

#### P & T OFFICES IN M.P.

538. SHRIMATI SUMITRA MAHAJAN : Will the Minister of COMMUNICATIONS be pleased to state :