

### Completion of Projects

6308 SHRI S.M. LALJAN BASHA : Will the Minister of PLANNING AND PROGRAMME IMPLEMENTATION be pleased to state :

(a) whether the Planning Commission has estimated recently that Rs. 70,000 crores are needed to complete big projects;

(b) if so, the number of such projects under implementation; and

(c) if so, the manner in which the Planning Commission propose to arrange funds for these projects?

THE MINISTER OF STATE OF THE MINISTRY OF PLANNING AND PROGRAMME IMPLEMENTATION (SHRI GIRIDHAR GAMANG) : (a) and (b). As on March, 1995, 154 Mega and Major Projects were on the monitoring system of the Department of Programme Implementation with anticipated cost at Rs. 1,19,973.5 crores. The estimated expenditure incurred till the end of March, 1995 is Rs. 55039.7 crores. The balance cost to be covered for completion of these projects is estimated at Rs. 64933.8 crores.

(c) The funding of these projects is proposed to be made through plan allocation which may include internal resources of the existing companies, budgetary support and extrabudgetary support.

### Customer Service by MTNL

6309. SHRI MOHAN RAWALE :

SHRI R. SURENDER REDDY :

Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the Mahanagar Telephone Nigam Limited (MTNL) has taken certain measures to make customer service more efficient;

(b) if so, the salient features thereof;

(c) whether the MTNL had taken a decision earlier to clear the waiting list for new telephone connections in Delhi, by June, 1995;

(d) if so, the progress made in this direction;

(e) whether the waiting list for new telephone connections is likely to be cleared by June, 1995; and

(f) if not, the target date proposed for clearing the waiting list and make telephones available on demand?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM) : (a) Yes, Sir.

(b) Details are given in the enclosed Statement.

(c) No, Sir.

(d) Not applicable in view of reply to (c) above.

(e) No, Sir.

(f) The date by which telephones will be available on demand is yet to be decided in MTNL, Delhi. However, MTNL has set itself an objective of clearing all the existing waiting list by the end of 1995 subject to timely availability of equipment, material and financial resources. To achieve, the objective MTNL plans to provide above 2.6 lakh new telephone connections during 1995-96. Moreover, the National Telecom Policy, 1994 envisages providing telephones practically on demand by 1997 all over the country including Delhi.

### STATEMENT

#### Steps Taken for Improvement in Customer Service

1. Decentralisation of Commercial functions: Following functions earlier done at Commercial Headquarters have been decentralised to Quick Customer Service Centres at Division Level.
  - Local shift
  - Change of address after issue of OD
  - Disconnection/reconnection of safe custody upto 90 days.
  - Barring of STD/ISD.
  - provision/reactivation of STD/Dynamic STD.
  - provision/disconnection of accessories.
  - provision of phone plus services.
2. Opening of Business Communications Divisions for handling requests for private wires, leased circuits, data lines etc. on single window concept.
3. Introduction of mobile telephone bill collection vans.
4. Night Emergency Help Service Introduced.
5. On Line Directory Enquiry Service for Bombay and Madras numbers introduced from Delhi.
6. A comprehensive computerised financial Management System is being implemented during 1995-96 for considerably improving the billing and commercial operations.
7. Computerised FRS which is available in 8 exchanges in Delhi and 19 exchanges in Bombay is being extended to the remaining exchanges during 1995-96.
8. A centralised automatic changed number announcement system has been planned for implementation during 1995-96.
9. An advanced directory enquiry system has been planned for implementation during 1995-96 for improvement in directory enquiry services.
10. An experimental interactive graphic system has been planned for one exchange of Delhi during 1995-96 which will help in cable planning, assessing of feasibility for new connections and in cable pair allocation. The system shall be extended to other exchanges subsequently has been already procured for Bombay.