

ment has now been made with another computer agency for processing telephone bills. The delay in billing is expected now to be reduced and the billing work to be current in few months period.

Complaints re. disconnection of Telephones and non-receipt of Telephone Bills in Delhi

9122. SHRI MADHAVRAO SCINDIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of complaints month-wise received in Delhi, exchange-wise during the last one year for closing of telephone connection and non-receipt of telephone bills regularly;

(b) the number of cases enquired into and number of persons (Employees) held responsible for causing hardship and inconvenience to public; and

(c) action taken so far and proposed to be taken in this regard and if not, the reasons thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI NARHARI PRASAD SUKHDEO SAI): (a) Number of month-wise complaints received in Delhi, exchange-wise during the last one year (4/77 to 3/78) of closing of the telephone connections for non-payment of dues, and non-receipt of telephone bills are given in the Statement laid on the Table of the House. [Placed in Library. See No. LT-2240/78].

(b) All cases where such complaints are received are enquired into. In cases of complaints against non-receipt of bills, which are overwhelmingly oral, and, made consequent upon telephonic reminders for payment of bills, arrangements are made to supply duplicate copies of the bills at the Reception. In cases of complaints against disconnection of telephones also enquiries are made in all

cases and where disconnection is found to be due to error and negligence on the part of the staff is established, responsibility is fixed and suitable action is taken against the defaulting officials. During this year under review action was taken against seven officials.

(c) Under the existing system, bills are sent to subscribers by Ordinary Post. In Delhi the subscribers are reminded on phone twice regarding non-payment of their bills and they are given about a weeks time more from the date of first reminder for making payment. Telephones are disconnected only if the payment are not received within stipulated period even after telephonic reminders. The subscribers are also given option for being reminded by Registered Notice on payment of Re. 1/- for each notice.

Telephone Connections to Villages in Orissa

9123. SHRI D. AMAT: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of villages which have telegraph and telephone facilities in Orissa State; and

(b) the names of the villages which are proposed to be provided with these facilities during the current year?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI NARHARI PRASAD SUKHDEO SAI): (a) The number of villages which have telegraphs and telephone facilities in Orissa as on 31st March 78 are 672 and 419 respectively.

(b) A list of 86 places for which provision of telecommunication facilities on loss has been approved is given in the Annexure, out of which 40 places are proposed to be provided with this facility during 1978-79.