

**Better telephone service to subscribers
in Delhi**

1561. SHRI K. MALLANNA:

SHRI CHINTAMANI JENA:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have recently taken steps in the Delhi Telephone system to provide better services to subscribers;

(b) if so, the details thereof; and

(c) whether Government propose to set up an in house computer centre for the proper maintenance of commercial records, cable records, billing information, directory information, inventory control and pay bill preparation also?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI YOGENDRA MAKWANA): (a) Yes, Sir.

(b) A number of steps have been initiated to provide better service to the telephone subscribers in Delhi Telephones. A Task Force has been set up in Delhi to implement measures for upgrading the external plant network on a time bound programme. The following works have been taken up by the Task Force:

(i) Gas pressurisation of junction primary and secondary cables;

(ii) rehabilitation of distribution points;

(iii) "Block wirings" of multi-storeyed buildings;

(iv) re-arranging, jumpers in cabinets and pillars;

(v) construction of cable ducts.

Apart from the above works under taken by the Task Force the following steps have also been taken to improve the working:

(i) Providing protection to under ground cables by way of half ducts

wherever the depth of cables is less;

(ii) Flash pressure testing of all cables joints made and flooding of cable trenches before they are closed to test for proper workmanship;

(iii) Stepping up the inspection of telephones installation including subscriber's premises;

(iv) Special testing of the exchange equipment during night;

(v) creation of fully trained reserve pool of operators to combat absenteeism;

(vi) Introduction of modern technology in shape of installation of electronic local, TAX and telex exchanges in the near future;

(vii) Setting up of Customer Service Centres for guiding the telephone subscribers;

(viii) Installation of in-house computer for billing, cable records, commercial records, on-line directory information.

(c) Yes, Sir. The Government has approved the installation of in-house Computer Systems for the improvement of local Telephone Systems at the four Metropolitan Telephone Districts of Bombay, Delhi, Calcutta and Madras in the following areas of application:

(i) Telephone Billing and Credit Control;

(ii) Compilation and printing of Telephone Directory;

(iii) Cable and Commercial Records;

(iv) Inventory Control.

There is no proposal to computerise the work relating to the preparation of Pay Bill.