

### गरीबों को कानूनी सहायता

8789. श्री कंवर राम : क्या विधि, न्याय और कम्पनी कार्य मंत्री यह बताने की कृपा करेंगे कि :

(क) गरीबों को कानूनी सहायता के सम्बन्ध में भगवती समिति की रिपोर्ट को कार्यान्वित करने में क्या कठिनाइयां अनुभव की जा रही हैं ; और

(ख) उन कठिनाइयों को दूर करने के लिए क्या आवश्यक व्यवस्थाएं की जा रही हैं ?

विधि, न्याय और कम्पनी कार्य मंत्री (श्री जगन्नाथ कौशल) : (क) न्यायमूर्ति भगवती समिति के अनुसार, विधिक सहायता कार्यक्रम को प्रारम्भ करने के मार्ग में उसके सामने ऐसी कोई कठिनाई नहीं है ;

(ख) प्रश्न ही नहीं उठता ।

### Provision for Registration of Complaints re: Non-Functioning of Important Numbers

8740. PROF. NARAIN CHAND PARASHAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there is any provision for registering complaints about the non-functioning or mal-functioning of important service Nos. like 197 (Enquiry), 199 (Assistance), 180 (Trunk Bookings); 181 (Trunk Enquiry), etc., in the telephone exchanges when the users want to register such complaints;

(b) if so, the enact provision and the authorities concerned; and

(c) if not, the reasons therefor and whether such a provision would be ensured and the likely date by which it would be done?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI YOGENDRA MAKWANA): (a) Yes, Sir. This information is readily available in Telephone Directories.

(b) Telephone Numbers of Supervisors, Assistant Engineers and Divisional Engineers are provided against Head-Fault Repair service and sub-head Special services.

(c) Does not arise.

### Upgradation of E.D.B.Os. to the Status of E.D.S.Os.

8741. PROF. NARAIN CHAND PARASHAR: Will the Minister of COMMUNICATIONS be pleased to refer to the reply given to Unstarred Question No. 4773 on 23rd March, 1982 regarding upgradation of E.D.B.Os. to the status of E.D.S.Os? and state:

(a) the date from which the upgradation of EDBOs to the status of EDSOs was stopped and whether the Committee of Officers of P&T Department set up to examine these question had given an interim report recommending the resumption of the upgradation of EDBOs to the status of EDSOs in such cases where the workload was 4 to 5 hours on the provision of PCO facility;

(b) if so, the reasons for not implementing these recommendations;

(c) whether the Committee of Officers had also recommended the creation of certain new Head Post Offices and Postal Divisions;

(d) if so, the names thereof, circle-wise and likely date by which the two recommendations would be implemented; and

(e) the reasons for this inordinate delay?