

(c) the steps propose to ensure time bound redressal of grievances of consumers;

(d) if so, the details thereof and if not, the reasons therefor;

(e) whether the DESU is holding open sessions on certain days;

(f) if so, the details in this regard;

(g) whether Government propose to set up more cash collection centres;

(h) if so, the details thereof; if not, the reasons therefor;

(i) whether the present computerised billing system of DESU is defective;

(j) if so, whether it is proposed to simplify the billing system; and

(k) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF POWER AND NON-CONVENTIONAL ENERGY SOURCES (SHRI KALP NATH RAI): (a) and (b) The said news item, inter-alia, relates to the issue of bills by DESU on the basis of revised tariff from 1-3-1991 without actual meter readings, cases of erratic billing by DESU, the problem faced by the consumers in the rectification of wrong electricity bills etc.

According to DESU, since there are about 17 lakh consumers involving issue of over 8 lakh bills every month, it was not practicable to take the readings of all the meters on the same day on which the revised tariff became effective. The bills for pre-revised and revised tariff were, therefore, issued on pro-rata consumption basis.

(c) to (f) Suitable arrangements already exist in DESU for the redressal of grievances of the consumers. The Grievance Committees at the level of Executive Engineers hold meetings every week on Tuesday. The meetings at the level of Additional Chief Engineers are held every fortnight for speedy settlement of the

complaints of the consumers. DESU has also set up three Bijli Adalats for speedy redressal of the grievances of the consumers.

(g) and (h) DESU propose to open the following additional Cash Collection Centres:—

1. Mayur Vihar
2. Onkar Nagar/Tri Nagar
3. Bawana
4. Gopi Nath Bazar, Delhi Cantt.

(i) to (k) The computerised billing system of DESU is working satisfactorily. The position is, however, reviewed from time to time by DESU in the light of the suggestions received from the consumers etc.

Bridge at Varkala

1763. SHRIMATI SUSEELA GOPALAN: Will the Minister of RAILWAYS be pleased to state:

(a) the reasons for delay in the construction of the overbridge at Varkala on Ernakulam-Trivandrum line; and

(b) the steps being taken to complete the bridge?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MALLIKARJUN): (a) and (b) Proposal for construction of road overbridge in replacement of the existing level crossing at Km. 179/13-14 near Varkala has been received from the State Government only recently. The State Government has been requested to finalise the scheme for the work jointly with Railway, accord priority, and sponsor it for inclusion in Railway's Works Programme.

Air India Aircraft at Singapore

1764. SHRI P. M. SAYEED: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether a large number of passengers were kept inside an Air India

aircraft at Singapore in the first week of July 1991;

(b) if so, the number thereof and the reasons for keeping them inside specifying the time for which they had to stay inside;

(c) whether the aircraft was again got stuck at Madras Airport and if so, the time spent in Madras; and

(d) the total hours after which the passengers reached Madras and Bombay as compared to the time generally taken by aircraft flying from Singapore to Madras and Bombay?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) and (b) Flight AI-415 of 7th July 1991 developed a snag in the hydraulic system while taxiing for take off. 192 passengers were kept abroad for nearly six and a half hours due to the late hour as many of the facilities at the airport were closed at that time and it was hoped that the rectification of the snag would not take too much time.

(c) and (d) The snag in the hydraulic system reappeared while the aircraft was taxiing for take off at Madras. The passengers were held up in Madras for 7 hours 50 minutes. The total delay was 23 hours 35 minutes between Singapore and Bombay and 15 hours 45 minutes between Singapore and Madras.

Purchase of Helicopters

1765. SHRI R. JEEVRATHINAM: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) the number of helicopters purchased from November 1989 to May, 91;

(b) the name of the countries from where these helicopters have been purchased for the use of the Oil and Natural Gas Commission.

(c) the total cost of these helicopters and

(d) where these helicopters are being put to use at present?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) None.

(b) to (d) Does not arise.

[*Translation*]

Setting up of Solar Plant in Jodhpur, Rajasthan

1766. SHRI GIRDHARI LAL BHARGAVA: Will the Minister of POWER AND NON-CONVENTIONAL ENERGY SOURCES be pleased to state:

(a) whether there is any proposal to set up a solar plant in Jodhpur, Rajasthan;

(b) if so, whether the Planning Commission has considered this proposal;

(c) if so, whether financial approval has been granted to implement the said proposal; and

(d) if not, the reasons therefor and the time by which financial approval is likely to be granted?

THE MINISTER OF STATE IN THE MINISTRY OF POWER AND NON-CONVENTIONAL ENERGY SOURCES (SHRI KALP NATH RAI): (a) Yes, Sir.

(b) No, Sir.

(c) Does not arise.

(d) The proposal can be put up to the Planning Commission as a Scheme in the Eighth Plan after techno-economic clearance has been accorded by the Central Electricity Authority.

[*English*]

Absorption of Surplus Workers Engaged in Steam Locomotives

1767. SHRI BASUDEB ACHARIA: Will the Minister of RAILWAYS be pleased to state:

(a) whether a large number of workers engaged in steam locomotives are