

(b) whether the Government have also selected some more Railway Stations for modernisation/development.

(c) if so, the details thereof. State/UT-wise.

(d) the status of modernisation work of these stations; and

(e) the funds earmarked therefor during each of the last two years and current financial year?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) to (e). Stations are developed/modernised on a need based programme depending on the availability of funds. This is a continuous process and works in this regard are included in the Annual Works Programme of the Railways. Railway-wise information works is presented to the Parliament alongwith the Budget documents. State-wise/UT-wise information is not maintained in the Ministry of Railways.

Funds allocated for this purpose during the last two years and the current financial year are as under :

Year	Allocation (Rs. in crore)
1994-95	73.35
1995-96	87.98
1996-97	120.00

STD Facility in the Country

329. SHRI KACHARU BHAI RAUT : Will the Minister of COMMUNICATIONS be pleased to state the number of places proposed to be linked with STD telephone facility in the country during 1996-97. State-wise and location-wise?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : 1939 places are proposed to be linked with S.T.D. facility in the country during 1996-97. State-wise and Location-wise details are given in enclosed Statement.

STATEMENT

State-wise details where STD Facility is proposed to be provided during 1996-97.

State	No. of Locations
1	2
Andhra Pradesh	300
Assam	26
Bihar	18
Gujarat	100
Haryana	25

1	2
Himachal Pradesh	50
Jammu and Kashmir	26
Karnataka	250
Kerala	*
Madhya Pradesh	300
Maharashtra	98
Goa	6
Arunachal Pradesh	23
Manipur	14
Meghalaya	15
Mizoram	15
Nagaland	15
Tripura	23
Orissa	40
Punjab	150
Rajasthan	36
Tamil Nadu	50
Uttar Pradesh	253
West Bengal	99
Sikkim	5
A and N Islands	2
Total	1939

* All Stations have been provided with STD facility.

Problems to Consumers after Computerisation

330. SHRI PANKAJ CHOWDHARY :
DR. RAMKRISHNA KUSMARIA :

Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether despite the computerisation of depositing of telephone bills, preparing duplicate bills and other various services provided by Mahanagar Telephone Nigam Limited, Consumers are facing difficulties;

(b) if so, the steps taken by the Government in this regard;

(c) whether the Government propose to introduce any new scheme; and

(d) if so, the details thereof alongwith the time by which it is likely to be implemented?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) No, Sir.

(b) MTNL has been consistently improving its services and modernising its infrastructure, for the convenience of the subscribers. Continuous efforts are

made to reduce any difficulties being faced by consumers.

Modern "Customer Service Centres" Have been set-up in all Area Offices. The duplicate bills are now available at all Area Offices for any area, and bills can be paid at any MTNL counter even beyond due date. Payment counters have been opened at almost all Remote Exchange Areas (RLUs).

Depositing of telephone bills has been further simplified by the introduction of the system of payment through Post Bag. The "Revolving Account System" and the "Electronic Clearance System", are schemes which eliminate the requirement of the subscribers to visit any office for payment of telephone bills.

(c) The "Customer Services Management System" (CSMS) is proposed to be introduced in MTNL. This would create a highly automated computerised network in both Delhi and Mumbai, to provide various facilities to the customers.

(d) The CSMS project is likely to be implemented next year.

[English]

Postal Training Centres

331. SHRI S.D.N.R. WADIYAR :
SHRI BHIMRAO VISHNUJI BADADE :

Will the Minister of COMMUNICATIONS be pleased to state :

(a) the number of Postal Training Centres set up in the country and the number of trainees got training therein during the last year, State-wise;

(b) whether the Government have a proposal to modernise and upgrade some of these Postal Centres; and

(c) if so, the details thereof, State-wise?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) The Department of Post has five Postal Training Centres. The Number of trainees who have been trained therein during the year 95-96, State-wise is detailed in enclosed statement.

(b) The training Centres are well equipped with modern training aids and computers to impart training. The post of Director Postal Staff College is being upgraded from Senior Administrative grade to Higher Administrative Grade.

(c) As part of process of modernisation all the Postal Training Centres have been provided with computers, Electronic typewriters, Televisions, FAX Machines, Over Head and Slide projectors, Electronic Stencil cutter, Franking Machines etc. PTC, Mysore has been provided with RISOGRAPH machine. The capacity of Computers at Postal Training Centre, Mysore have been upgraded. A computer laboratory has been set up to develop Postal

oriented software. During the last three years a total sum of Rs 93.45 lakhs for purchase of machinery and equipment and amount of Rs 69.50 lakhs for upgradation of building facilities have been spent under plan funds.

STATEMENT

S No	Name of the State (Circle)	No of Officials trained in 95-96
1	Assam	338
2	Andhra Pradesh	907
3	Bihar	651
4	Delhi	395
5	Gujarat	1173
6	Haryana	446
7	Himachal Pradesh	238
8	Jammu & Kashmir	84
9	Karnataka	1349
10	Kerala	832
11	Madhya Pradesh	1159
12	Maharashtra	2014
13	North East	153
14	Orissa	594
15	Punjab	461
16	Rajasthan	643
17	Tamil Nadu	1971
18	Uttar Pradesh	666
19	West Bengal	784
Total		14858

Increase in Frequency of Trains

332. SHRI K.P. SINGH DEO : Will the Minister of RAILWAYS be pleased to state :

(a) whether the Government have increased the frequency of some trains with effect from October 1, 1996;

(b) if so, the details of these trains;

(c) whether there is also any proposal to increase the frequency of 2421 Up/2422 Dn Rajdhani Express; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) and (b). Yes, Sir. The frequency of following 8 pairs of trains has been increased from October 1996.

1. 5209/5210 Barauni-Amritsar Jansewa Express from bi-weekly to tri-weekly.