

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:6532  
ANSWERED ON:07.05.2003  
REPLY TO MEMBERS LETTERS  
DUKHA BHAGAT;MANSUKHBHAI D. VASAVA

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the Mahanagar Telephone Nigam Limited does not reply to the letters from Members of Parliament as per the prescribed norms;
- (b) if so, the reasons therefor;
- (c) the number of letters received by the MTNL from Members of Parliament during the last six months and the number of letters on which action was not taken as per the prescribed norms during the said period; and
- (d) the action taken by the Government against the officers who did not act as per the prescribed norms?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) & (b): Sir, the letters received from Members of Parliament are replied after thorough examination, which at times involves some delay.

(c) The number of letters received in MTNL and replied to during the last six months as are under:-

MTNL UNIT NO. OF LETTERS RECEIVED NO. OF LETTERS REPLIED

DEHI	324	319	
MUMBAI	06	05	
MOBILE SERVICE	03	02	

(i) In MTNL Delhi, action is in progress for 5 letters.

(ii) In MTNL Mumbai, one case was delayed because the case was subjudice.

(iii) In Mobile Service Unit, one case received recently is under examination, for sending a reply.

(d) Does not arise in view of (c) above.