

Telephones Adalats

7033. SHRI GOPI NATH GAJAPATHI:
Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the telephone adalats are being held in Delhi,

(b) whether Government have any proposal to set up such adalats in different parts of the country; and

(c) if so, the details thereof?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) and (c). Instructions already exist for formation and functioning of Telephone adalats in Telecom. Circles/Districts in the Department of Telecom. The details are as per attached statement.

STATEMENT

RULES FOR TELEPHONE ADALATS

The concept of Telephone Adalat was introduced in the Department for the purpose of redressal of grievances of the public on an appointed date. It was initially to cover major cities like Delhi, Bombay, Calcutta, Madras, Bangalore Hyderabad Ahmedabad, Pune and Kanpur. Later these were extended to Telecom. Circles and minor Telephone districts under the jurisdiction of the Telecom. Circles. Such Adalats are to be held at intervals of three months.

Bench: The Adalat Bench comprise District/General Manager two other members one each from Finance and Engineering. Incharge of Public Grievance Cell is compulsorily a member.

Scope. Service complaints such excess

billing complaints, non-provision/delayed provision of telephone connections/accessories, disconnection of telephones due to various reasons will be under the purview of the Telephone Adalat.

Method. Wide publicity is given through local newspapers regarding holding of Telephone Adalat, venue and time, name and address of the officer authorised to receive representations from, the public. Generally, about 30 days are given to the public to submit the representations. The representations thus received are processed thoroughly for final decision. The representations are suitably replied of the decision or to present themselves in person to attend the proceedings of the Adalat.

Evaluation. Proceedings of the sessions of the Adalats held at different places are evaluated at headquarters of the Department to Telecom. for analytical purposes and for deciding the nature of remedial action in system defects, if any.

Uniform to Employees of Indian Airlines

7034. SHRIMATI GEETA MUKHERJEE:
Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether employees both men and women of Indian Airlines of grade one to nine are given uniform;

(b) if so, the details thereof and the rules therefor;

(c) whether the quality of dress material i.e. sarees given to grade one to two is inferior as compared to the quality of sarees given to grade three to nine;

(d) whether there is any proposal to given the same quality to one and two grade also;

(e) whether lady employees in one and two grade are given only 4 sarees in two years whereas other are given 8 sarees in two years;

(f) if so, whether the Government propose to increase the number from four to eight; and

(g) if so, the details thereof?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) and (b). Employees of India Airlines who come in contact with travelling public are given uniform and other employees are issued protective clothing as per entitlement specified in the Uniform Schedule.

(c) While polyester sarees with silk finish are issued to Grades One and Two lady employees, silk sarees are issued to Grades Three to Nine lady employees. The quality of material is selected, approved by a 'Uniform Committee' comprising senior executives from all the departments of Indian Airlines.

(d) No, Sir.

(e) The lady employees irrespective of their grades, who come in contact with travelling public, are issued 8 sarees in two years. Other lady employees are issued 4 sarees in 2 years.

(f) No, Sir.

(g) Does not arise.

Employees in Ravi Peas Tribunal

7035. SHRI MADAN LAL KHURANA: Will the Minister of WATER RESOURCES be pleased to state:

(a) the number of employees working in Ravi Beas Water Tribunal before the submission of its report and the position of employees in each categories as on date;

(b) the number of employees over sixty years in the tribunal with reasons for keeping in service; and

(c) the number of retired persons over sixty still working in other projects under his Ministry office institution-wise?

THE MINISTER OF WATER RESOURCES (SHRI VIDYACHARAN SHUKLA): (a) A statement is enclosed.

(b) Four employees have continued in the service of the Tribunal over the age of sixty years on considerations of continuity and uncertainty of the future of the Tribunal so warrant replacements.

(c) There are no retired persons aged beyond sixty years working in this Ministry. There are, however, 30 persons beyond sixty years of age working as Consultants for special Consultancy works in Water And Power Consultancy Services (India) Limited which is a Government Undertaking under this Ministry. The Consultants when engaged are compensated only a lump-sum amount depending on the period of their engagement. Besides, there are two Assessors working under the Cauvery Water Disputes Tribunal who are above sixty years of age.