

THE MINISTER OF STATE OF THE MINISTRY OF WATER RESOURCES (SHRI SIS RAM OLA): (a) Yes, Sir.

(b) NPCC Limited have incurred losses of Rs. 26.61 crores, Rs. 34.45 crores and Rs. 39.41 crores in the year 1994-95, 1995-96 and 1996-97 respectively.

(c) No, Sir.

(d) Does not arise.

(e) Yes, Sir.

(f) A revival plan is under consideration of the Government. In the revival plan certain measures such as capital re-structuring by conversion of Government loan into equity, waiver of interest on Government loan and Counter guarantee fees, fresh infusion of funds, reduction of surplus man-power, enhancement of counter guarantee limit etc. are proposed.

Non-functioning of Telephones

773. SHRI SAT MAHAJAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of complaints of malfunctioning/non-functioning of telephones received during the quarter July-September, 97 (upto 15 October, 1997) in Delhi;

(b) the break up to these complaints, area-wise;

(c) the average time taken in attending to the complaints;

(d) whether the average time taken in attending to the complaints varies from area to area;

(e) if so, the reasons therefor;

(f) the average time taken in replacing the defective telephone instruments;

(g) whether some complaints regarding change of defective instruments are pending for months; and

(h) if so, the reasons therefor and the measures contemplated to replace the defective telephone instruments promptly?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) and (b) Sir, the details of number of complaints received in MTNL, Delhi, area-wise are given in the statement enclosed.

(c) At present 73.90% complaints are cleared within prescribed norms i.e. 48 hours, 25.70% complaints within 3 to 7 days and the remaining faults are delayed due to cable break-downs/cable thefts etc.

(d) and (e) Yes, Sir, it varies from area to area due to the following reasons :

(i) Density of telephone connection.

(ii) The area is commercial/residential.

(iii) Type of switching equipments of the telephone exchange of the area.

(f) Majority of the faulty telephone instruments are replaced within 24 hours. However, due to unavoidable circumstances, some cases get delayed.

(g) No, Sir.

(h) Not applicable in view of (g) above.

Statement

Area	July, 97	Aug, 97	Sept, 97	Oct. (1-15)
Central	37274	36457	30694	12190
East	67872	67737	69176	25518
Trans-Yamuna	67784	69721	64986	29301
North	66563	63572	58144	25655
South-1	43389	48365	46317	17968
South-2	63400	60082	54382	21490
West-1	71312	76967	63080	29118
West-2	64143	70941	62296	24026
Total	481737	493842	449075	185267

Telegraph Offices

774. SHRI K.C. KONDAIAH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of telegraphic offices in Bellary city;

(b) whether it has come to the notices of the Government that telegram and STD facilities are not

available round the clock to the people in Bellary city; and

(c) the steps proposed to be taken by the Government to ensure quick delivery to telegrams and to provide STD facilities round the clock?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) One telegraph office is functioning in Bellary city.