

**Interactive Voice Response System Facility at
Trivandrum and Ernakulam Railway Stations**

1146. SHRI KODIKUNNIL SURESH : Will the Minister of RAILWAYS be pleased to state :

(a) whether the Government have provided Interactive Voice Response System (IVRS) facilities at Trivandrum and Ernakulam Railway stations;

(b) if so, the details thereof

(c) whether the said system is gaining acceptability of the passengers; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) to (d). The provision of Interactive Voice Response System (IVRS) at Trivandrum and Ernakulam for giving computer generated response regarding reservation status to passengers has been included in the Annual Plan for the current financial year.

The system is steadily gaining acceptability of the travelling public. For giving information regarding current reservation status, the system is connected with the main computer and all the information that is available about it in the main computer is on line and accessible to the IVRS system. Therefore the information given by the interactive voice is as accurate and as updated as in the main computer system. There is no delay in responding to queries on telephone subject to the telephone line being available. The caller always gets response from the system which has obviated the possibility of indifferent response or nonresponse. It is possible to provide the facility of response in three different languages (i.e. Hindi, English and a regional language).

[Translation]

Hindi Advisory Committee

1147. SHRI JAGDAMBI PRASAD YADAV : Will the Minister of RAILWAYS be pleased to state :

(a) whether the Hindi Advisory Committee has been constituted in his Ministry

(b) if so, the names of its members and whether its meeting was held and if not, the time by which it is likely to be held;

(c) the number of the official language implementation committees right from his Ministry to the lowest level

(d) the percentage of work done in the official language Hindi by its Chairman and Members;

(e) whether the official language implementation committees have nominated or propose to nominate non-official members as observers

(f) the number of branches of the departments wherein cent percent work is being done in official language, Hindi with details thereof; and

(g) the details regarding the use of Devnagri in typewriters and computers?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) and (b). Reconstitution of Railway Hindi Salahkar Samiti in this Ministry is under process. The meeting of the Samiti will be held after it is constituted

(c) 999

(d) The Chairman and Members of the Railway Board are doing their official work in Hindi to the extent possible.

(e) Non-Official members are nominated as observers in the Railway Board Official Language Implementation Committee and in Zonal Official Language Implementation Committee and Production Units etc. These observer members are nominated from the members of the Railway Hindi Salahkar Samiti.

(f) Thirteen (13) sections of various departments of this Ministry have been nominated to do cent percent work in Hindi.

(g) About 85% of the total number of personal computers in this Ministry are capable of working in Hindi. Maximum possible use of Devnagri computers and typewriters is being made in this Ministry.

[English]

Interconnect Agreement

1148. SHRI D.P. YADAV : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Letter of Intent for providing interconnect/basic telephone service has been issued

(b) if so, the details thereof

(c) whether the conditions of the agreement have been accepted by the private operators.

(d) if so, the details thereof

(e) if not, the reasons therefor and

(f) the action taken by the Government in this regard?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) and (b). The Letters of Intent for ten Telecom Circles have been issued to seven successful Indian Registered companies which participated in the tendering processes

(c) to (e). Five Letter of Intent holding companies having accepted the LOIs, have also accepted the Agreement document subject to resolution of certain specific issues which they feel, are not yet addressed to their satisfaction viz. port charges, advance deposit, settlement of billing disputes

(f) The Government is making efforts to finalise the agreement.

Postal Charges

1149. SHRI RAJESH RANJAN ALIAS PAPPU YADAV : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the Government propose to hike the postal charges for commercial use;

(b) if so, the details and reasons therefor;

(c) whether the traders and entrepreneurs may be affected due to hike in postal charges; and

(d) if so, the details thereof?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) Revision of postal rates is considered as a part of the annual budgetary exercise. While considering such revision all relevant factors are kept in view.

(b) to (d) Does not arise in view of 'a' above

12.0½ hrs.

PAPERS LAID ON THE TABLE

Memorandum of Understanding between the National Mineral Development Corporation and Ministry of Steel for 1996-97 etc.

[English]

THE MINISTER OF FOOD AND MINISTER OF CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (SHRI DEVENDRA PRASAD YADAV) : Sir, on behalf of Shri Birendra Prasad Baishya, I beg to lay on the Table a copy each of the following papers (Hindi and English versions) -

- (1) Memorandum of Understanding between the National Mineral Development Corporation Limited and the Ministry of Steel for the year 1996-97.

[Placed in Library See No. LT-657/96]

- (2) Memorandum of Understanding between the Hindustan Steel Works Construction Limited and the Ministry of Steel for the year 1996-97

[Placed in Library. See No. LT-658/96]

- (3) Memorandum of Understanding between the Metallurgical and Engineering Consultants (India) Limited and the Ministry of Steel for the year 1996-97.

[Placed in the Library. See No. LT-659/96]

Indian Telegraph (Third Amendment) Rules, 1996

THE MINISTER OF PARLIAMENTARY AFFAIRS AND MINISTER OF TOURISM (SHRI SRIKANTA JENA) : Sir, on behalf of Shri Beni Prasad Varma, I beg to lay on the Table a copy of the Indian Telegraph (Third Amendment) Rules, 1996 (Hindi and English versions) published in Notification No. G.S.R. 255 (E) in Gazette of India dated the 26th June, 1996 under sub-section (5) of section 7 of the Indian Telegraph Act, 1885

[Placed in Library See No. LT-660/96]

12.01 hrs.

MESSAGE FROM RAJYA SABHA

[English]

SECRETARY-GENERAL : Sir, I have to report the following message received from the Secretary-General of Rajya Sabha -

"In accordance with the provision of rule 111 of the Rules of Procedure and Conduct of Business in the Rajya Sabha, I am directed to enclose a copy of the Maulana Azad National Urdu University Bill, 1996, which has been passed by the Rajya Sabha at its sitting held on the 27th November, 1996."

Sir, I lay on the Table the Maulana Azad National Urdu University Bill, 1996, as passed by the Rajya Sabha on the 27th November, 1996

12.01½ hrs.

MAULANA AZAD NATIONAL URDU UNIVERSITY BILL, 1996

As Passed by Rajya Sabha

[English]

SECRETARY GENERAL : Sir, I beg to lay on the table the Maulana Azad National Urdu University Bill, 1996 as passed by Rajya Sabha on the 27th November, 1996.

12.01¼ hrs.

PARLIAMENTARY COMMITTEES - SUMMARY OF WORK

[English]

SECRETARY - GENERAL : Sir, I beg to lay on the Table a copy of the 'Parliamentary Committee (other