

**Title:** Regarding inconveniences to the subscribers in paying telephone bills in Kerala due to long queues as post offices are the only place allowed to accept the bills.

SHRI P.C. THOMAS (MUVATTUPUZHA): Sir, we do not get telephone connections in a proper way and sometimes, they are not working at all or we are getting wrong bills also. But bills are being served correctly in time.

The problem is regarding the payment of telephone bills, as the number of customers has increased in many places. In my area itself, where the number of subscribers was 400, the number has increased to 2000. So, there is a progress in the number. But the difficulty is that the facility as regards payment of bills has not improved. Post office is the place where the bills have to be paid. As the cooperative bank system is going on very well in Kerala, the cooperative banks should be allowed to accept the telephone bills so that the subscribers need not face difficulty standing in long queues. Almost in several places, there is inconvenience faced by the subscribers due to these long queues. I suggest and appeal to the Government for taking necessary steps in this regard.