

### Issuing of Telephone Directories

755. SHRI G.M. BANATWALLA  
SHRI CHANDRESH PATEL

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether telephone directories have not been issued in Delhi, Gujarat and some other cities of various States for the last more than two years;

(b) if so, the details thereof;

(c) the reasons for the delay in issue of telephone directories; and

(d) the steps taken by the Government to ensure that telephone directories and their corrigendas are issued in proper time?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA): (a) Yes, Sir.

(b) Telephone Directories for Delhi and Surat, Junagarh, Valsad and Godhra in Gujarat State could not be published during the last 2 years.

(c) and (d) Printing of directories is a continuous process. Efforts are made by the circles/SSAS Heads to publish the telephone directories as early as possible. This, however depends on various factors such as availability of Contractor, number of lines added since publication of the last directory etc; wherever there is abnormal delay in publishing the directory, through the contractor, efforts are made to print the same departmentally.

[Translation]

### Telephones Out of Order

756. SHRI JANARDAN PRASAD MISRA :  
SHRI MANIBHAI RAMJIBHAI CHAUDHARI :

Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether a large number of complaints regarding the telephones being out of order are received in different parts of the country :

(b) if so, despite making complaints about non-functioning of the telephones, the complaints remain unattended and these are shown off as disposed of without making the telephone functional property;

(c) if so, the action proposed to be taken by the Government against such officers; and

(d) the manner in which the Government propose to solve the problems?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA): (a) No Sir, although complaints are received, but on average they are about 2 to 3 complaints per subscriber in a year.

(b) The complaints are closed after restoring the service and putting the telephone under operation.

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

(d) Following steps are being taken to augment and streamline the fault repair services :

(i) Computerisation of fault repair service.

(ii) Use of modern testing instruments for localising and rectifying the fault on telephone cables and other accessories.

(iii) Most of the exchanges in the country and the Transmission media have been upgraded to state-of-the-art digital electronic version. Now most of the faults are in the external plant network. Following main steps are being taken to upgrade and modernise the external plant :

(1) Replacement of overhead alignments by under ground cables.

(2) Use of insulated wire/dropwire in place of bare iron wire.

(3) Remote Line Units (RLUs) exchanges are being opened to reduce cable conductors lengths in local loop in out door plant network.

(4) Upgradation of (pillers and D.Ps. etc.) by laying by the cables in Ducts.

(5) Replacement of fault prone under ground cables by Jelly Filled Cables.

(6) Introduction of OFC and WILL System.

[English]

### Directorate of Field Publicity Units in Kerala

757. SHRI A.C. JOS : Will the Minister of INFORMATION AND BROADCASTING be pleased to state :

(a) the locations of Directorate of Field Publicity units in Kerala;

(b) whether Union Government have any proposal to set up new such units in any district of the State;

(c) if so, the details thereof; and

(d) if not, the reasons therefor?

THE MINISTER OF INFORMATION AND BROADCASTING AND MINISTER OF COMMUNICATIONS. (SHRIMATI SUSHMA SWARAJ) : (a) The requisite details are given in the attached Statement.

(b) to (d) There is no approved proposal at present to set up a new Field Unit in Kerala. Further augmentation of field network of Directorate of Field