

SHRI K.P. UNNIKRISHNAN: I need a specific question on this subject. However, I have already stated that there are 57 E-10-B electronic exchanges; there are 29 PRX electronic exchanges and 106 NEAX electronic exchanges. I can only give this information. If the hon. Member wants separate break down and other details, he will have to give a separate question.

SHRI Y.S. RAJASEKHAR REDDY: Sir, it is a universal law that in case of an individual or in case of a Department whosoever commits a mistake he has to be penalised. But in the case of this Department this law is followed in breach. Take for example even a local call. If we dial a particular number and if it gives a different number, the charge will be put upon the subscribers. Is it not a very bad practice? Suppose in the case of a local call if the subscriber asks whether this is a particular number or not and if the reply comes that it is not that particular number, at least the Department should consider not to charge that particular call at least on the subscribers. Will it be considered?

SHRI K.P. UNNIKRISHNAN: Well, it is a very interesting suggestion. But unfortunately no such facilities exist. (*Interruptions*)

SHRI Y.S. RAJASEKHAR REDDY: Some device can be found out. (*Interruptions*)

SHRI BAL GOPAL MISHRA: Sir, just now the hon. Minister has admitted that in case of over-billing the Government has monitored certain cases and they have found out some truth in these allegations. So, I would like to know from the hon. Minister that in those cases what action has been taken so far and whether responsibility has been fixed on those errant officers.

SHRI K.P. UNNIKRISHNAN: I do not know why it is being loaded on the heads of officers. There are certain cases which have been found out in which there was overbilling and discounts have been provided to the subscribers. Whenever there was any specific allegation against any officer and when

it was proved, action had been taken.

[*Translation*]

SHRI GUMAN MAL LODHA: Mr. Speaker, Sir, this problem of overbilling is a serious problem of all India dimension. Hon. Minister evaded this issue by stating simply that whenever they receive a written complaint in this regard they take action. I would like to submit that whenever a complaint is made, a cyclostyied reply is sent stating that the meter has been checked and no fault has been found. Bills amounting to twenty to fifty thousand of rupees are received by the subscribers even when they do not make any S.T.D. call or their premises are closed. Thereafter injunctions are obtained from the court of law. The Government also suffers loss of revenue. There is a big racket involving businessmen and industrialists, who bribe telephone operators with large sums of money? I would like to know from the Government whether after the change of Government at the Centre, the new Government would take some effective and radical measures to check it?

[*English*]

SHRI K.P. UNNIKRISHNAN: Sir, I appreciate the concern expressed by the hon. Member in relation to overbilling. I am sure it reflects the concern of most of the Members of this House as well as the subscribers outside. I can assure you that I have myself been a victim of overbilling... (*Interruptions*) I have never gone anywhere. Therefore, I fully appreciate the concern expressed here. It is our endeavour and we have been trying to take corrective steps so that it does not occur again. We have certain basic difficulties arising out of the present level of technology that is available in the exchanges in India. That is what I was trying to say.

#### Waiting List for Telephone Connections in Trivandrum

\*520. SHRI T. BASHEER: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of applications on waiting list for telephone connections in each exchange under Trivandrum Telephone District, as on date;

(b) the number of exchanges expanded during 1989-90 and the details thereof; and

(c) the number of exchanges to be

expanded during the current financial year and the details thereof?

THE MINISTER OF SURFACE TRANSPORT AND MINISTER OF COMMUNICATIONS (SHRI K.P. UNNIKRIISHNAN): (a) to (c). The information is laid on the Table of the House.

### STATEMENT

(a) The number of applications on waiting list for telephone connections in each exchange under Trivandrum Telephone District exchange wise as on 31.3.1990 are as under:

<i>Sl. No.</i>	<i>Name of Exchange</i>	<i>Waiting list as on 31.3.90</i>
1	2	3
1.		Amboori 34
2.	Aryanad	77
3.	Attingal	430
4.	Balaramapuram	164
5.	Chirayinkil	366
6.	Kallambalam	131
7.	Kallara	28
8.	Kaniyapuram	357
9.	Kanjiramkulam	64
10.	Kanyakulangara	150
11.	Karakonam	13
12.	Kattakada	129
13.	Kilimanoor	124
14.	Madanvila-Perumathura	26
15.	Madavur-Pallikal	145
16.	Malayinkil	95
17.	Nedumangad	324

1	2	3
18.	Neyyattinkara	155
19.	Ottasekaramangalam	9
20.	Pachapalode	49
21.	Parassala	97
22.	Peringammala	26
23.	Poovar	26
24.	TVM-Kaithamukku	6385
25.	TVM-Sreekarriyam	1883
26.	TVM-Trivandrum	5111
27.	Vakkom	149
28.	Varkala	590
29.	Vellanad	78
30.	Vellarada	26
31.	Venjaramoodu	36
32.	Vithura	25
33.	Vizhinjam	179

(b) 10 exchanges have been expanded during 1989-90 details of which are as under:

1. Madanvila Perumathura C-DOT electronic from 72 to 80 lines
2. Pacha Palode C-DOT electronic from 64 to 72 lines
3. Kallara C-DOT electronic from 64 to 72 lines
4. Karakonam C-DOT electronic from 64 to 80 lines
5. Kattakada MAX-III Strowger from 90 to 300 L  
MAX-II
6. Sreekarriam MAX-II Strowger from 1500 to 1600  
lines
7. Vithura MAX-III Strowger from 90 to 300 L  
MAX-II

- |                  |                                       |
|------------------|---------------------------------------|
| 8. Neyyattinkara | MAX-II Strowger from 500 to 600 lines |
| 9. Varkala       | MAX-II Strowger from 900 to 120 lines |
| 10. Kalambalam   | MAX-III 90 L to 512-P ILT Electronic  |

(c) The following exchanges are likely to be expanded during 1990-91, subject to the timely availability of the equipment.

- |                               |                            |
|-------------------------------|----------------------------|
| 1. Trivandrum Medical College | E-10B Main 10000 Lines     |
| 2. Madavur-Pallickal          | 90L MAX-III to 512-P ILT   |
| 3. Chirayinkil                | 90L MAX-III to 300L MAX-II |
| 4. Varkala                    | MAX-II 1200L to 1800 lines |

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Note: MAX-I and MAX-III are Electro-mechanical Exchanges.

**SHRIT. BASHEER:** My supplementary question is about development of some exchanges in some towns of my constituency. They are Kilimanoor, Chirayinkil and Vithura. These are very important towns in my constituency. There have been long standing and just demands not only for the development of these exchanges but also to provide STD facility in those exchanges. I would like to know from the hon. Minister whether there is any proposal to provide STD facilities in Kilimanoor, Chirayinkil and Vithura, if so, what are the details?

**SHRI K.P. UNNIKRIISHNAN:** Sir, the Chirayinkil exchange presently has the equipped capacity of 90 with 90 working connections and the waiting list as on 31.3.90 is 366. Chirayinkil has a STD facility.

**SHRI T. BASHEER:** It has no STD facility.

**SHRI K.P. UNNIKRIISHNAN:** It has been included in the year 1990-91. I shall check up again. As far as Kilimanoor exchange is concerned, it has the equipped capacity of 200 with 200 working connections and the waiting list is 124. We shall certainly consider the hon. Member's suggestion. But I cannot give any time-frame. Vithura exchange has the equipped capacity of 300 with 238 working connections and the

waiting is 25. At the moment, it has no STD facility.

**SHRI T. BASHEER:** My second supplementary is about Trivandrum. The hon. Minister knows that it is a capital of the State. According to the statement given by the Minister, there is a waiting list of 13379 applicants in Trivandrum city alone. In the statement, it is stated that Trivandrum Medical College Exchange is likely to be expanded. The development of this Exchange is very much needed. Last year also, I got the same answer that Trivandrum Medical College Exchange was to be developed with 10,000 lines with E-10-B equipment. The same answer is here now. I would like to know from the hon. Minister specifically, when will this equipment be provided to that Exchange and when will that Exchange be commissioned with this equipment?

**SHRI K.P. UNNIKRIISHNAN:** E-10B equipment is produced in ITI. There has been a some kind of slow-down. And it is our endeavour to speed up this process and increase the production. As you know, whether it be ITI, Bangalore or Rae Bareilly, Palghat etc., it is distributed to different circles of this country and certain schedules are also made. As far as I understand, as per the present schedule, Trivandrum Medical College Exchange will be provided with a 10,000

lines in 1990-91 itself.

**SHRI ANIL SHASTRI:** There are cases where electronic exchanges have been sanctioned to rural areas.

**MR. SPEAKER:** The question is about Trivandrum exchange.

**SHRI ANIL SHASTRI:** I want to ask a question about the general policy Sir.

**MR. SPEAKER:** If the Minister wants to reply.

**SHRI ANIL SHASTRI:** Some telephone exchanges have been sanctioned for rural areas and some of them were sanctioned more than two years ago. Thereafter there have been electronic exchanges sanctioned where the equipment have also been sent. But in certain rural areas where the electronic exchanges have been sanctioned more than two years ago, the equipment have not been sent, with the result the exchange is not commissioned.

I would like to know from the hon. Minister what is the criteria being followed for the despatch of these equipment because it has come to our notice that the electronic exchanges sanctioned in the rural areas do not get precedence over the exchanges which are sanctioned in the towns.

**SHRI K.P. UNNIKRISHNAN:** I am sure the hon. Member would agree that it will have to depend upon the traffic density as well as the number of lines and considerations like the importance of the place and so on. As for the rural areas also there have been certain comparative studies made and on the basis of that and also consulting the various public opinion the Department from time to time decides on the priorities to be given.

I do know there have been certain cases where certain exchanges not installed in ABC places were switched on elsewhere. After my taking over, I have strictly asked them not to do this.

As for the general availability, there has been a certain production lack for reasons I have explained earlier. It is our endeavour to correct it.

[*Translation*]

**KUMARI UMA BHARATI:** If Shastriji has asked a supplementary question on general policy in addition to question about Trivandrum, can I also ask a question about telephones. I think Jhansi, Tikamgarh and Chhattarpur are the most backward areas of India. The population of Jhansi is about ten lakhs but there is no direct dialing system so far. I would like to know from the hon. Minister why this injustice has been done to Jhansi?

**SHRI K.P. UNNIKRISHNAN:** It is not the policy of the Government to behave unjustly in relation to any particular place. As the hon. Member is aware—and I have told her—we will certainly give priority to Jhansi, now that there is another Rani of Jhansi in the House.

**SHRI K. MURALEEDHARAN:** When will the STD facilities from Sultans Battery and Meenangadi, both in Wynad district, start?

**SHRI K.P. UNNIKRISHNAN:** I would not like to go into the specifics of various stations at this point of time. As you know the Kerala Plan has already been announced and the 1991 Plan for all the States are ready. It will be implemented as per the schedule.

[*Translation*]

**SHRI JAI PARKASH:** Mr. Speaker, Sir, I would like to draw the attention of the hon. Minister to the fact that on the one hand electronic exchanges are being set up in big cities and on the other, telephone exchanges which had been set up about 15 years ago at Kalayat, Rajond, Uchana and Barwala in my constituency are not fully equipped even today. While telephones remain out of order, people continue to get telephone bills. Therefore, I would like to request the hon. Minister

to pay attention to the villages along with cities and provide the same facilities to the rural and urban people.

SHRI K.P. UNNIKRIISHNAN: Certainly, Sir.

[*Translation*]

#### **New Telephone Exchanges in U.P.**

\*522. SHRI RAJVEER SINGH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of the schemes formulated to set up new telephone exchanges and laying new cables and cable routes in Uttar Pradesh; and

(b) the progress made in this regard so far?

[*English*]

THE MINISTER OF SURFACE TRANSPORT AND MINISTER OF COMMUNICATIONS (SHRI K.P. UNNIKRIISHNAN): (a) and (b). A Statement is laid on the Table of the House.

#### **STATEMENT**

(a) and (b). The policy so far has been to install a new telephone exchange;

- at new locations if there is a minimum demand of 10 connections.
- as a replacement of a worn-out or life expired existing equipment.
- as a replacement of a manual exchange.

*New cable routes of different capacities are planned on the basis of national and regional requirements. These routes are so engineered as to cover as many towns or locations on the way as possible.*

During 1990-91 it is proposed to install

a total of about 50,000 lines of new equipment in U.P. Part of this equipment will be used to open exchanges at about 40 new locations subject to actual demand.

A major 140 Mb/s optical fibre cable system route New Delhi-Agra-Kanpur-Lucknow-Varanasi has been planned, out of which New Delhi-Agra-Ferozabad section has already been commissioned in March 90 and the remaining section is likely to be commissioned during 1990-91. Another major 36 Mb/s Optical Fibre system has been planned on the route Saharanpur-Roorkee-Haridwar-Rishikesh-Dehradun for which the equipment order has been placed on indigenous manufacturers and the route is likely to be commissioned during 1990-91 subject to timely availability of cable and equipments.

[*Translation*]

SHRI RAJVEER SINGH: Mr. Speaker, Sir, the hon. Minister has categorically stated in the reply that optical fibre cable system will be laid in Uttar Pradesh. He has not mentioned the places which will be covered under the cable route of Delhi-Agra-Kanpur-Lucknow-Varanasi. Further he has said that places falling in between would be connected but he has not mentioned the names of cities and villages which will be covered under New Delhi-Agra-Lucknow cable route. Therefore, I would like to request the hon. Minister to give the details.

[*English*]

SHRI K.P. UNNIKRIISHNAN: Sir, this exactly is the route. When we say, *New Delhi-Agra-Kanpur-Lucknow-Varanasi*, that is the route. Obviously, I cannot detail all the villages through which it passes. It is beyond my competence as well as beyond the scope of this question.

[*Translation*]

SHRI RAJVEER SINGH: Mr. Speaker, Sir, important towns and municipalities like Moradabad, Bareilly, Shahjahanpur and