

ambit of the Consumers' Protection Act, 1986;

(b) if so, the reasons that weighed in favour of seeking such exemption;

(c) whether this would not be regarded as anti-consumer measures; and

(d) if not, the forum that will be available to the telephone subscribers for redressal of their grievances?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI JANESHWAR MISHRA): (a) Yes, Sir.

(b) The reasons for seeking such an exemption are as follows:

(i) Elaborate grievances redressal machineries already exist within the Department of Telecommunications, some of which are given in the answer to part (d) of this question.

(ii) Certain anomalies exist between the Consumer Protection Act and the Indian Telegraph Act.

(c) No, Sir.

(d) For redressal of the grievances, the subscribers, have a number of grievance redressal machineries at several levels. Some of the forums where a subscriber can make his complaint and get the redressal of his grievances are given below:

(i) In case of services complaints, the subscriber can dial '198' or any of the officials/officers of the Department, normally listed

in a telephone directory;

(ii) Public grievances cells in large offices;

(iii) over 400 Customer Service Centres throughout the country;

(iv) Telephone Adalats and Open House Sessions;

(v) Officers of the Department meet the public normally on all working days;

(vi) Telecom Advisory Committee, which have representation from various public forums;

(vii) provision exists for arbitration in disputes between the subscriber and the Department under Section 7(b) of the Indian Telegraph Act.

#### **Expansion of Telephone Exchanges in Kottayam District In Kerala**

6694. SHRIRAMESH CHENNITHALA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there is any proposal to expand Ramapuram, Erattupetta Mundakayam, exchanges in Kottayam Telephone district, Kerala; and

(b) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI JANESHWAR MISHRA): (a) Yes, Sir.

(b) The details are as follows:

Sl. No.	Name of Exchange	Type	Present Capacity	Expansion Planned	Year of Commissioning
1	2	3	4	5	6
1.	Riamapuram	MAX II	400	400 to 600	90—91
2.	Mundakayam	-do-	400	400 to 800	90—91
3.	Erattuptta	-do-	600	Planned to be replaced by Electronic Exchange of 2000 lines	End of 8th Plan