

shop irrespective of whether it is in the village or elsewhere and that there should be a vigilance committee for this purpose. At some places, they have formed vigilance committees, some at taluka level and some at the district level. We have asked them to associate the M.Ps. with such committee. It is very good to associate them for this purpose. We shall ask the State Governments that M. Ps. must be associated with such committees.

[English]

Fault rate in Telephone Network

*487. PROF. NARAIN CHAND PARASHAR : Will the Minister to COMMUNICATIONS be pleased to state :

(a) the average fault rate in Indian telephone network;

(b) how does it compare with the fault rate in other countries like Japan, Australia and Ireland;

(c) if Indian's rate does not compare favourably, the corrective steps taken to bring down the fault rate; and

(d) any time bound programme fixed for this purpose ?

THE MINISTER OF COMMUNICATIONS (SHRI ARJUN SINGH) : (a) to (d) : A Statement is given below.

Statement

(a) Average number of faults per 100 station per month in our country for Metro, Major, Minor Telephone Districts and Telecom Circles is 28.4, 26.5, 33.6 36.1 respectively which comes to 31.9 as All India Average.

(b) Fault rate in Australia for Metro and Country areas is 5.9 and 5.6 per 100 telephones per 4 weeks, in Ireland 7.4 per 100 station per month, in Japan it is 0.5

(c) Steps taken to bring down the fault rate are in two parts—one for external plant including subscribers installations and the other for exchange equipment itself.

(i) The majority of telephone faults are due to external plant. Steps being taken are

—cleaning, dressing up and locking of distribution points.

—Replacement of overhead bare-wire subscriber loops by insulated drop wires.

—Rehabilitation of subs fittings and replacement of fault prone telephones.

—tighter control of quality in production of telephone instruments.

—Use of Jelly filled cables in the distribution network to prevent entry of water in telephone cables to avoid faults.

(ii) Steps being taken to improve the telephone equipments are

—progressive replacement of life expired telephone exchanges.

—Introduction of reliable electronic telephone exchanges.

(d) It has been planned to reduce the number of faults per 100 stations per month from 35 in 1986 to 10 by 1990 and 5 by 1995.

PROF. NARAIN CHAND PARASHAR : I have gone through the statement and it has been indicated by the hon. Minister that the fault rate in other countries is lower as compared to India and that they plan to reduce the number of faults to ten by 1990 and to five by 1995. This is a very dismal position. May I ask the hon. Minister through you if it is not possible to reduce the faults to five by the end of the Seventh Five Year Plan and if so what would be the special steps taken to provide a satisfactory and reliable telephone service in the country ?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI SONTOSH MOHAN DEV) : We

have already started the process and major schemes are being taken in hand and we feel that with the improvement of the telephone exchanges and also with the improvement of the external equipments which are monitored continuously we will be able to achieve the target which we have given in our answer.

PROF. NARAIN CHAND PARASHAR : I have asked for a lower rate, that is, five. Their target is ten. If it continues to be ten it will be quite an unsatisfactory service. In fact, due to connecting of various stations to the S.T.D. what happens is there is a greater amount of pressure on the consumer and harassment by wrong connection of numbers, by delayed calls and by so many other things and in view of that is it proposed to give special attention to the elimination of these faults and bring down the rate of faults per hundred telephones per month to five, not to ten, because that would be better ?

SHRI SONTOSH MOHAN DEV : We do not want to project something which may not be possible at this stage because of the constraint of resources and equipment availability but if the funds constraint is removed, we will be able to achieve it.

PROF. MADHU DANDAVATE : I would like to know from the Minister whether he is aware of the fact that besides some faults in the equipment it has been found out that a very different type of fault is observed in the system. Many Members of Parliament some times when they go out of Delhi somebody checks that they are not in their quarters, you will be surprised to find that during that period actually the bill goes up because in the exchange they are connected to somebody else's connections and as a result of that, the bills go up. (Interruptions) I am sure that this is a complaint which cuts across the party lines and I am sure that the Hon. Speaker will also agree with this.

SHRI ARJUN SINGH : I am fully aware of this complaint and I can assure Prof. Dandabate that our efforts to remedy it will also cut across party lines and we will like to see that such type of wrong bills—some hon. Members have already sent their

complaints and we are looking into them—and if we find that there seems to be a pattern in it, we look into that also because after all.....(Interruptions)

PROF. MADHU DANDAVATE : It is not a socialistic pattern.

SHRI ARJUN SINGH : Socialistic pattern would work, otherwise. I am quite aware of that. But we will try to see to it and I am sure that we will be able to remedy the grievances of the hon. Members.

[Translation]

SHRI RAM NAGINA MISHRA : Mr. Speaker, Sir, I do not know the condition of telephones in other parts of the country but I do know that the condition of telephone in Uttar Pradesh is very bad. No telephone call is put through from there. I would like to give my own case, for instance. My telephone at Lucknow is out of order for the last four months. I have written to both the Ministers. The hon. Minister did give the orders, but my telephone has not yet been set right. On the mercy of the God, the telephone call materializes once in a while, but generally, the calls do not materialize. I would like to know from the hon. Minister whether he would take steps to bring about improvement in the telephone service in Uttar Pradesh, which is really bad and would, in particular, get the fault in my telephone connection removed ?

[English]

SHRI SONTOSH MOHAN DEV : In stead of having *Bharosa* on the God, he can have *Bharosa* on me and I have already taken up his case and it is being monitored, and it will be rectified.

[Translation]

THE MINISTER OF ENERGY (SHRI VASANT SATHE) : You will get *Sontosh* (satisfaction) from Santosh.

[English]

SHRI P.R. KUMARAMANGALAM : Mr. Speaker, Sir, I would like to know

from the hon. Minister for Communications whether the Department and the union of the employees have come to a specific understanding on a time-bound programme to improve the functioning of the telephones and whether this understanding involves all the cadres or is it restricted only to one cadre.

SHRI ARJUN SINGH : Sir, the hon. Member is himself aware of all those who are involved in this effort because he is also working as one of the very important trade union leaders. The fact is—I am making a statement today in that regard—that the effort is not to involve only one section but the effort is to involve all sections of the workers in Telecom Department because unless we have everyone's cooperation, one section cannot do anything. I am sure that with the influence that the hon. Member exercise and with the cooperation of all other trade union leaders who have also assured us, we shall take everyone's cooperation and implement this plan.

SHRI ASUTOSH LAW : Sir, at the beginning of the session, we were assured that the Calcutta Telephone's position will be improved. Since then, all utility lines, such as, 199 which is for Assistance and 181 which is for Trunk Calls, are not working and are not functioning at all. Even in the mid night if somebody wants to make a trunk call anywhere, nobody will attend to 181 or 180 which are the code number for the trunk calls. So, may I know from the Communications Minister that one month after the assurance given to us for improving the Calcutta Telephones, what positive steps they have taken to improve the Calcutta Telephones?

SHRI SONTOSH MOHAN DEV : Sir, at one stage there was some difficulty with regard to the Assistance service of the Calcutta Telephones. The position has since improved. The employees have started working. Most of them have joined their duties. As regards improvement, when we assured this House, there were about 10,000 telephone lines dead in Calcutta. Now the number has come down to 562 only. So, the improvement has taken place and further improvements will take place.

[*Translation*]

SHRI DAMODAR PANDEY : Mr. Speaker, Sir, there are still many exchanges in the country which are manual. For example, Ramgarh Exchange has over 200 lines and it has been announced a number of times that the exchange would be converted into an automatic one. The Government was prepared to give land too for this purpose, but in spite of all this, automatic telephone exchange has not been set up there. I would like to know from the hon. Minister the time by which all major manual exchanges would be replaced by automatic exchanges?

[*English*]

SHRI SONTOSH MOHAN DEV : Sir, during the Seventh Plan, our target is first to give consideration to district headquarters which are having manual exchanges. After that those manual exchanges, which are large in size, will also be taken into consideration. About the particular case mentioned by the hon. Member, I do not know, but I shall inform the Member concerned.

[*Translation*]

SHRI G. M. BANATWALLA : Mr. Speaker, Sir, we have a good system in Delhi. The bell rings early in the morning and on behalf of the telephone exchange, it is asked if our telephone is working all right or not. While congratulating the hon. Minister for this, I have to ask a question also. (*Interruptions*) I praise the Government once in a while, so let me praise.

SHRI ARJUN SINGH : Also pray besides praising.

SHRI G. M. BANATWALLA : Is this practice confined to the telephones of M. Ps. only? Will it not be good if besides M. Ps., others' telephones are also taken at random to ask whether they are functioning properly or not? Besides, this practice should be followed at other places also and should not be limited to Delhi only.

[*English*]

SHRI SONTOSH MOHAN DEV : I fully agree with the hon. Member. This

is a system which has been introduced not only in Delhi but in other parts of the country and not only with M. Ps., at random certain numbers are taken in exchanges areas and these are being checked.

[*Translation*]

SHRIMATI VIDYAVATI CHATURVEDI : Mr. Speaker, Sir, from my experience I must say that whenever I am asked on telephone whether my telephone is working properly, I get frightened because the next moment the telephone goes out of order. This has happened not just once but several times. As a matter of fact, they ask just before the telephone goes out of order simply to keep their records complete... (*Interruptions*)

MR. SPEAKER : The hon. Member should not be put to danger. If such a thing happens daily, there can be a danger of heart attack.

SHRI ARJUN SINGH : Some people may be asked about it in the evenings.

SHRIMATI VIDYAVATI CHATURVEDI : Whether it is in the morning or in the evening, simply asking will not be of any use if the telephones do not work properly.

[*English*]

MR. SPEAKER : Next question ; Shri R. S. Mane—not present ; Chaudhary Ram Parkash—not present.

I will have second round now.

Shri D B. Patil—not present ; Shri Aslam Sher Khan—not present ; Shri Ram Pujan Patel—not present.

Shri Mullappally Ramachandran,

Participation of N. R. I. and other private Entrepreneurs in Manufacture of Electronic Items by Hindustan Teleprinters Ltd.

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*472. SHRI MULLAPPALLY RAMACHANDRAN :
SHRI V. SOBHANDREESWARA RAO :

Will the Minister of COMMUNICATIONS be pleased to state :

(a) The details of the proposals for allowing participation of Non-Resident Indians or the private sector entrepreneurs in manufacturing electronic and electrical communication items by the Hindustan Teleprinters Ltd.

(b) the reasons for permitting the private sector participation ; and

(c) the net profit earned by the Hindustan Teleprinters Ltd. during 1985-86 and 1986-87, separately ?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI SONTOSH MOHAN DEV) : (a) and (b). There is no specific proposal under consideration for participation of Non-Resident Indians (NRI) or other private sector entrepreneurs in manufacturing electronic and electrical communication items by the Hindustan Teleprinters Ltd.

(c) 1985-86	Rs. 83 lakhs
1986-87	Not yet available

SHRI MULLAPPALLY RAMACHANDRAN : There are proposals for allowing participation of non-resident Indians in manufacturing electronic as well as electrical communications and devices in the Hindustan Teleprinters Limited. However, the answer given by the Ministry is evasive and he says that there is no specific proposal like that. Often there is a cry from the hon. Minister that Non-Resident Indians are not coming forward to start industries in private as well as public sector. In this connection may I know from the hon. Minister, what are the reasons that prevent the Government from starting industries by investment of the Non-Resident Indians in the Communication Department ?

SHRI SONTOSH MOHAN DEV : There is confusion in the question and the answer as stated by the hon. Member. He has asked involvement of the NRI in the