

Statement

Extracts from the memorandum dated 7-10-81 for Citizens Council, Delhi—Details of Survey

The Citizens Council conducted a sample survey of Delhi Telephone service. The survey covered all the telephone exchanges. Replies to the questionnaire were received from members of Parliament, High Court Judges, Lawyers, Doctors, Journalists, Industrialists, traders and other different section of the society. The total number of replies received was 1045 out of about 2200 forms sent to subscribers. The survey clearly shows that the subscribers are utterly dis-satisfied with the working of the telephones. 983 subscribers out of 1045 are not satisfied with the Delhi Telephone Service. It comes to 94%. The experience of trunk booking and S.T.D. was bitter with 840 subscribers, which is 80%. About the Directory, 732 persons, that is, about 70% are not happy. The telephone goes out of order quite often and it takes 2 hours to 15 days. 7890 are sore on that account as complaints are not attended in time. 930 subscribers finds difficulty in getting 199, 197, 198, 180, 181 & 182. There is a general complaint of getting wrong numbers. Their numbers is 90%. To get one call one has to pay even for four calls in many cases. Thus the cost of one call goes up to Rs. 2.50. The telephone bills are received very irregularly. Sometimes we receive the bills of two years old. 95% complaints about the irregular receipt of the bills. In many cases the bills are excessive. Their number is 359 out of 1045 which comes to about 32%. A number of people have mentioned about their personal experience of corruption of the Telephone Department for installation, for transfer and even for repair. Such number is 25%. Others have no personal experience. About 86% are sore on account of increase of telephone rates. They

say, "why should we pay more for the inefficient service". The telephone deptt. has already been carrying 200 crores of rupees every year. Its functioning should be improved.

89% of the subscribers have approved the installation of meters at their respective residence on their own cost. About 32% complaints against the behaviour of the staff. Particularly every telephone goes out of order during the rainy season. Some permanent solution should be found out. 29% of the subscribers had faced wrong disconnection. 95% do not find any improvement in the functioning of Delhi telephone services.

World Bank Aid for Power Sector

*34. SHRI NARAYAN CHOU-BEY : Will the Minister of ENERGY be pleased to state :

(a) whether Government had discussion with the World Bank President during the latter's visit to the country on according aid to the Indian power sector ; and

(b) if so, the outcome thereof?

THE MINISTER OF ENERGY (SHRI A.B.A. GHANI KHAN CHAUDHURY): (a) and (b). Yes, Sir. The discussion with the World Bank President covered a general review of the progress in the power sector. Aid for specific projects was not discussed but the Bank President assured that the energy sector would continue to be a priority area for the Bank.

New Energy Generation Capacity

*35. SHRI KAMLA MISHRA MADHUKAR : Will the Minister of ENERGY be pleased to state :

(a) whether it is a fact that the installation of new generation