

a price greater than what they are charging from other countries.

Shri Swaran Singh: We are fully satisfied about that point.

Shri Ranga: Sir, it was also within your knowledge that when we sold sugar to America, we did publish at what price we were selling. There was an agreement between America and ourselves, but all these objections were not raised at that time.

Shri Hari Vishnu Kamath: Sir, I seek a clarification. It the Minister in a position to tell the House as to whether in the dealings entered into by the UAR Government with some other countries in respect of rice the prices agreed to among themselves have not been disclosed by the governments of those other countries also?

Shri Swaran Singh: No, Sir; to our knowledge that has not been done.

Shri Nath Pal: In matters like this, how does he claim that he is satisfied?

Mr. Speaker: Order, order, Let us go to the next question.

श्री श्रीकार लाल बरवा: अध्यक्ष महोदय, मैंने कोई सप्लीमेंटरी नहीं पूछा है। मेरा प्रश्न हो और मुझे कोई सप्लीमेंटरी न पूछने दिया जायें ?

अध्यक्ष महोदय : मुझे अफसोस है। अगर माननीय सदस्य सप्लीमेंटरी नहीं पूछ सकते, तो मैं उनको अगली दफा मौका दे दूंगा।

Delayed Delivery of Mail

*723. **Shri D. C. Sharma:** Will the Minister of Posts and Telegraphs be pleased to state:

(a) whether Government have recently gone into the causes of slow

transmission and delayed delivery of the various articles of letter mail; and

(b) if so, the result of such investigation and the steps taken or proposed to be taken in the matter?

The Deputy Minister in the Department of Posts and Telegraphs (Shri Bhagavati): (a) and (b). Cases which come to notice of Government regarding delay in transmission and delivery of mails are invariably investigated and remedial action taken. In addition, the important mail lines are frequently tested by posting of trial cards and test letters. The results have generally been satisfactory but where defects have come to notice necessary instructions have been issued for removing the bottle-necks or revising the routing arrangements.

Shri D. C. Sharma: May I know what kind of bottle-necks have come to the notice of the hon. Minister, and how he has been able to get rid of them so far?

Shri Bhagavati: Sometimes the IAC is not able to carry the full load of mails that we want them to carry. A certain quota is fixed and if the load is more than that they refuse to carry the excess quantity. Then, sometimes the human factor is involved and in sorting there are mistakes as a result of which there is delay. We have taken steps to correct all these defects. We have tightened up supervision. We have also taken steps to see that the routing arrangements are such that there is no delay.

Shri D. C. Sharma: There was a time when complaints made to this Ministry were attended to very promptly. May I know what is the time lag now between the receipt of a complaint and the disposal of that complaint? May I know whether the interval of time has increased much more than before or it has become less than before?

Shri Bhagavati: All the complaints are immediately enquired into. Sometimes it takes time to give replies. We have got about 40,261 complaints.

Shri D. C. Sharma: In one month?

Shri Bhagavati: In one year. And, the percentage of these complaints is less than 1 per cent. In 1962 the percentage was 0.0093 and in 1963 it was 0.0087. Therefore, it has come down.

Shri D. C. Sharma: Sir, I want to seek one clarification. What does the hon. Minister mean by .0093 and .0087?

Mr. Speaker: Order, order—Shri Vishram Prasad.

श्री विश्राम प्रसाद : क्या सरकार के ध्यान में यह बात आई है कि आजमगढ़ ज़िले में पोस्ट आफिसिस चिट्ठियों को दूसरों से भिजवाते हैं और वे हर सौ रुपए के मनी-आर्डर पर एक रुपया अपनी जेब में रख लेते हैं; यदि हां, तो सरकार इस सम्बंध में क्या कर रही है ?

अध्यक्ष महोदय : यह सवाल तो डिले के बारे में है ।

श्री विश्राम प्रसाद : डिले इसी लिए तो होती है ।

अध्यक्ष महोदय : रुपया ले लेना तो डिले नहीं है ।

श्री काशी राम गुप्त : क्या सरकार को इस बात की भी जानकारी है कि लोग देरी के सम्बंध में शिकायतें इसलिए भी नहीं करते हैं कि छः छः महीने तक उनको जबाब नहीं पहुंचता है ।

Shri Bhagavati: Sir, I do not think there is so much delay. We enquired into the causes of delays in 1962. We found that the maximum percentage of delayed articles was

less than 1 per cent. The maximum percentage was found in mis-direction. We have taken steps for effecting improvement in that section.

श्री यशपाल सिंह : क्या सरकार को मालूम है कि मैंने सैकड़ों दफा कम्प्लेंट की है कि मेरा गांव पनियाला है और पनियाला की चिट्ठियां पटियाला भेज दी जाती हैं और पटियाला की चिट्ठियां पनियाला भेज दी जाती हैं और इस कारण से दस दस और पंद्रह पंद्रह दिन चिट्ठियां लेट हो जाती हैं, यदि हां, तो इसके बारे में सरकार ने क्या उपाय किया है ?

अध्यक्ष महोदय : आप नाम तबदील कर लें तो अच्छा रहेगा ।

Shri Hemu Barua: May I know if it is not a fact that often express letters are not delivered and when complaints are lodged with the post offices the usual reply is that "we do not maintain any record of express letters"? In view of this, may I know whether Government have any proposal to maintain records of express letters? This is my personal experience.

Shri Bhagavati: We invariably enquire into the complaints whenever they are received. It is true that we do not keep any records of express letters. But when we get complaints, we look into them and take remedial measures.

Shrimati Savitri Nigam: How much money has been refunded against late delivery of telegrams and how many telegrams have been sent by post by the Postal Department?

Mr. Speaker: Here we are concerned only with letters, not telegrams.

Shri Shree Narayan Das: May I know whether the attention of the Government has been drawn to the fact that in a large number of cases telegrams are sent by post?

Shri Bhagavati: Here the question relates to postal letters.

श्री म० ला० त्रिवेदी : ५ मार्च १९५३ को जो तार मैंने दिया था वह आज तक नहीं पहुंचा है। क्या माननीय मंत्री जी बतायेंगे कि इसका क्या कारण है ?

Shri Bhagavati: This question does not relate to telegrams.

Shri U. M. Trivedi: May I know whether one of the reasons for this inordinate delay is non-clearance and non-delivery of letters on Sundays? If the train leaves at 12.55, then to allow that mail to remain in the station, the clearance time is put as exactly 12 so that in case it is Saturday the mail need not go that day because after 12 O'Clock it is Sunday, a holiday. Is it a fact that even if the train leaves after 12, the clearance time is put either as 12 or after 12 deliberately to delay the carriage of mails?

Shri Bhagavati: We have no such purpose. Further, the railways have their own time-table.

Shri U. M. Trivedi: I am talking of clearance.

Shri Bhagavati: We fix the time for clearance in the normal course. There is no reason to doubt that the delay is deliberate.

Shri Ranga: How far is this delay being caused because the postal authorities are obliged to accommodate the censor, especially of letters and other correspondence addressed to Opposition Members in Parliament as well as in the State Legislatures?

Shri Bhagavati: It is not so.

Shrimati Yashoda Reddy: Is it not a fact that many foreign magazines, calendars and picture books meant even for Members of Parliament do not reach them because they are pilfered on the way by P. & T. employes?

Mr. Speaker: That is supplying information. Next question.

Derailment of Bombay-Secunderabad Express

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*724. { **Shri Kachhavaiya:**
Shri Kapur Singh:
Shri Narasimha Reddy:
Shri Onkar Lal Berwa:

Will the Minister of Railways be pleased to state:

(a) whether it is a fact that the Bombay-Secunderabad Express was derailed on the 9th March, 1964 between Thakurli and Kalyan Stations of Central Railway;

(b) if so, the number of passengers who sustained injuries and the estimated loss thereof; and

(c) the causes of the accident and whether any enquiry has been ordered?

The Deputy Minister in the Ministry of Railways (Shri S. V. Ramaswamy): (a) Yes, Sir.

(b) As a result of the accident, eight persons were injured of whom one sustained grievous injuries. The cost of damage to railway property has been assessed at Rs. 84,200/- approximately.

(c) The Additional Commissioner of Railway Safety, Bombay has held his statutory enquiry into the accident. His report is awaited.

श्री कछवाय : समझ में नहीं आया क्या कहा है। हिन्दी में करवा दें तो सवाल में पूछूँ।

साक्ष तथा कृषि मंत्रालय में राज्य मंत्री (डा० राम सुभग सिंह) : (क) जी हाँ।

(ख) इस एक्सीडेंट के चलते आठ आदमियों को चोट लक्ष्मी जिन में से एक